

REINSTATEMENT SERVICES CONTRACT

Client: Southern Gas Networks Plc
Start Date: 1st November 2010
Finish Date: 31st October 2014
Duration: 4 years with option to extend for up to 3 years.
Value: £2.5 M per annum
Location: Surrey and London (2 defined geographical areas within SGN network)

CASE STUDY DETAILS

Cappagh were delighted to be awarded this contract by new, blue chip client, Southern Gas Networks ('SGN'), in late 2010. The contract requires us to undertake reinstatement services including excavation, backfilling and third party remedial works in the public highway and on private property. We are required to supply, remove and dispose of materials and spoil in line with current waste management legislation and Utility Industry best practice. The contract is a 24/7, 365 days a year operation and all of the work is reactive. Most work assigned to Cappagh is required to be completed within 2 days after the date it is assigned to us ('D+2') although some work is issued as 'D+1' or 'immediate'.

Our directly employed workforce usually completes around sixty excavations per day. We typically utilise twelve teams on this contract plus the occasional use of a specialist mastic team. The teams are supported by two full time grab backfill teams and when workload is heavy the grab wagons are supplemented by 7.5T tippers. Virtually all vehicles, plant and equipment used on the contract are owned by Cappagh and all the backfill materials are provided from Cappagh's own in-house recycling centres, the material from which has been independently tested by a UKAS accredited testing laboratory.

During the Winter months, due to the increase in gas escapes, we experience a consequential increase in the number of excavations requiring backfill and reinstatement. We have to accommodate this by increasing the level of competent, trained resources assigned to the works.

The work is allocated to Cappagh by SGN through their bespoke work management system and we update the system in our offices as work is carried out, in real time, to allow SGN staff to have full visibility of the 'live' status of each job. We take digital photographs of all of the work we undertake and these photos are stored on a web-based photo management system which is accessible to SGN.

We have on occasion been called to attend to jobs outside of our contracted area to undertake activities not within the capabilities of other contractors such as drainage repairs.

To reduce the number of visits by our vehicles to tarmac plants, we installed a static hot box in our main operating yard in Wimbledon. This reduced the impact of our activities on the environment through reduced fuel consumption and has led to an improvement in the productivity of our teams.



KEY ISSUES

- Customer and general public interfacing
- Reactive and planned works.
- Seasonal variation in job volume.
- Private property and public carriageway works.



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