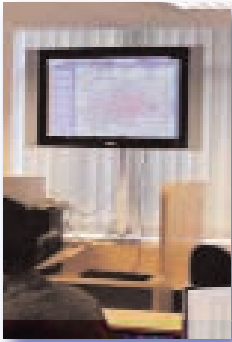
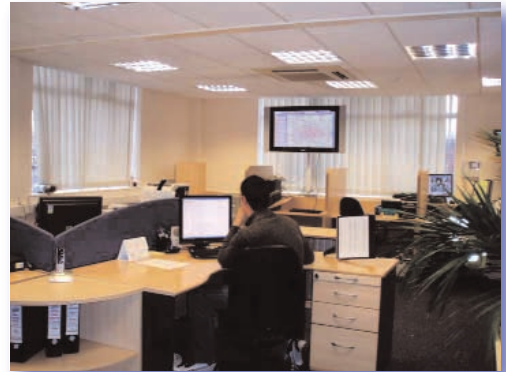


# The “HUB” 24/7 Call Management Centre



As part of our drive to improve performance and enhance the service we provide Cleshar have developed a 24 hour, 7 days per week call and management centre, The Hub.

The Hub provides us with a central team that is able to allocate and plan resources across a multitude of the contracts for the services that we provide to support our clients.

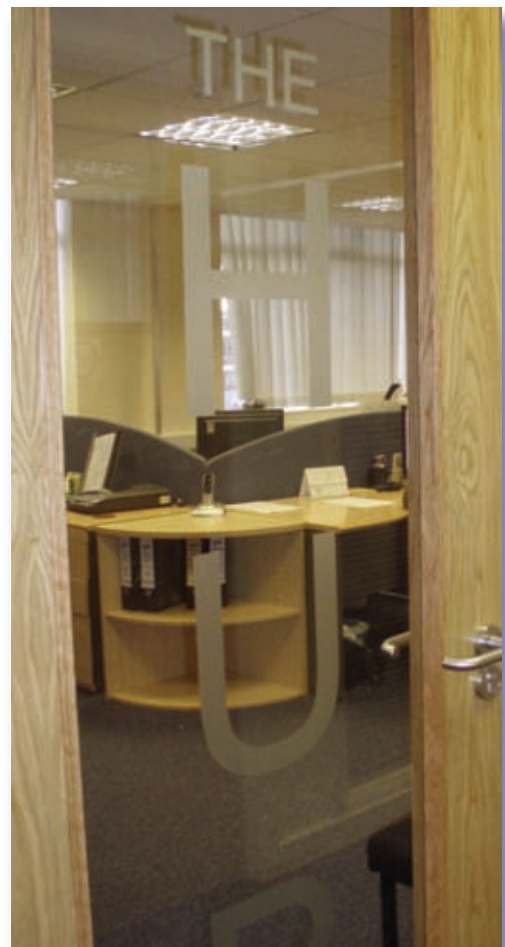


This facility enables the work force and management to have one central location point for pre site briefings, booking on and off from work, equipment / PPE allocation as well as welfare facilities.

Cleshar has established systems to support the wide-ranging contract demand for collation, recording and reporting of resource competency and performance, notably within our Safety Critical Resources field of operations.

Services includebut are not limited to:

- Real Time Information
- Resource planning and work allocation
- Data processing and reporting
- Reactive response management



The HUB

For more details contact:

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# 24/7 Call Management Centre

- Vehicle tracker system with visual monitoring capability
- Pre-programmed system with all London Underground and DLR sites.

This central operation is able not only allocate resources but also to determine who has the appropriate skills required to undertake a task, their availability and location. All of our vehicles are fitted with a tracker that is visually monitored on a central plasma screen within The Hub.

Not only can the team determine who is best placed to attend a call but they can also provide real time information on location and estimated time of arrival of the maintenance team that has been allocated to the call.

The system also provides useful information in terms of recording time they arrived at the location and the time they left site. Our system is pre-programmed with all London Underground stations and other relevant sites and other note worthy locations, such as drives home, head office of material depots etc.

As this dedicated customer service team is available 24\7, clients are able to speak to known individuals who they can build a relationship and understanding with and gain up to date information about specific calls or have a central focal point to contact should emergency or other unplanned events occur. This enables a faster more coordinated response to managing resolution to emergencies or other events.

To complement and enhance current capabilities, Cleshar is investing in developing a centre for integrating existing services to meet growing business needs.

The development of the HUB is designed to meet expansive business requirements and provide a centre of operational and safety performance information.

