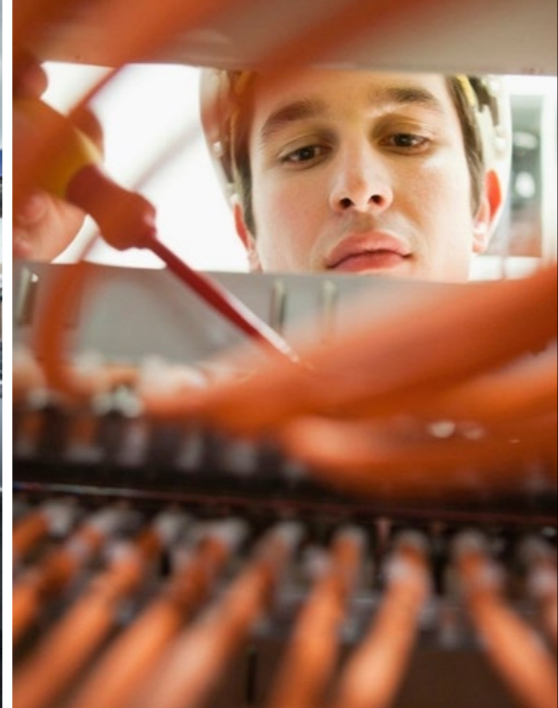


Our Capabilities  
Our Business  
Our Group





# Our Business

Delivering services to a broad range of clients across regulated markets and essential infrastructure. We are proud of what we do, how we operate and what we deliver to support our client's customers. We help our clients deliver their business plans each and every day of the year.

## Delivering for our clients

The challenges our clients face can be complex, ever challenging budgets and increasing customer demands mean they need a service provider who can be trusted to deliver quality work, consistently and safety.

We have developed our group capability to align to our client's needs and the outputs they require for their customers. Our operational delivery includes everything

from the development of collaborative working through, improvements in customer service, sharing of innovation and best practice, development and training, stakeholder management, value engineering, resource planning, business process improvement, design and build services, cost control & stock management, data management to plant & fleet service solutions.



## What we do

We provide a broad range of essential infrastructure services within regulated sectors across the UK and Ireland

Four core regulated sectors;

- Utilities
- Transport
- Data
- Telecommunications

Keeping the UK connected through long-term service framework agreements

Working in collaboration with our clients to deliver for their customers

Proven track record and excellent client relationships

Nationwide coverage with over 8,000 direct staff and growing

Service ethos includes significant investment in customer service, systems data management, innovation, plant & fleet and health & safety



# MGroupServices



The UK's leading provider of utility infrastructure maintenance, installation, new build and rehabilitation services. Major contracting service provider in electricity, gas, telecommunications and water utility sectors across capital delivery and operational maintenance.



- Turnover: **£700m**
- Number of employees: **4,300**
- Key sectors: **Gas, Electric, Water, Telecoms**
- Head Office: **Stevenage**



Dyer & Butler is a leading provider of infrastructure repair, maintenance, replacement and engineering services. Providing specialist services to safety critical transport infrastructure including airports and rail.



- Turnover: **£130m**
- Number of employees: **600+**
- Key sectors: **Airports, Rail, Highways, Energy**
- Head Office: **Southampton**



Working across the UK and Ireland, Morrison Data Services is the leading data collection and data provider of electric, gas and water services to UK utility retailers. A data led business that has a point of differentiation through its field services capability.



- Turnover: **£135m**
- Number of employees: **3,000**
- Key sectors: **Electricity, Gas, Water**
- Head Office: **Newcastle upon Tyne**



Magdalene is a leading UK telecommunications infrastructure services provider, operating across all segments of the telecommunications market, providing a turnkey service to communication service providers and equipment vendors.



- Turnover: **£24m**
- Number of employees: **300+**
- Key sectors: **Telecoms**
- Head Office: **St. Ives, Cambridgeshire**

## An introduction to

# Morrison Utility Services

Morrison Utility Services has a proud history of working with utility asset owners in the telecoms, electricity, gas, water and energy sectors across the UK, helping them repair, renew, refurbish and maintain their infrastructure and assets.

## Overview

With a workforce operating daily in local communities, working hard to keep people connected, households warm, taps flowing, lights on and the internet running.

The culture is to collaborate with clients to achieve shared business goals and objectives. Morrison Utility Services bring commitment, innovation, teamwork and accountability to deliver long term partnerships. Engaging early to understand business targets, developing processes and systems, collaborating in design and planning, and influence in operational efficiency.

Whether undertaking essential emergency repairs or replacement, responding to weather incidents or working in urban or rural areas, the aim is always the same - to work safely, responsibly, sustainably and effectively.

## MORRISON Utility Services

A part of MGroupServices

- Service ethos includes significant investment in customer service, training, innovation, plant & fleet and health & safety
- Exclusively focused on utility regulated markets
- Significant history of working in long term frameworks with our clients to maintain the resilience of utility infrastructure across the UK.

## Core capabilities



### Electricity

From low voltage to transmission works, our competencies spans the full range of electric technical services and workstreams including overhead lines, cabling and substations build.

### Gas

From emergency gas escape repairs to major gas mains renewal programmes, we work on some of the most complex network investment programmes in the UK.

### Water

From reactive works to planned capital schemes, our work ranges from burst repairs to water metering, water mains renewals, pipelines and wastewater projects.

### Telecom

The telecoms offering includes a range of services including turnkey planning, design and build of Next Generation Access infrastructure, network installation, cabling, jointing and splicing and new service installations and repair.

### Smart Metering

Our smart energy metering installation and maintenance services encompass a fully managed service that includes customer appointment booking, logistics, installation and data management.

## Who we work for

### Electricity -

National Grid  
SP Energy Networks  
UK Power Networks  
Western Power

### Gas -

Cadent Gas  
SGN  
Wales & West Utilities

### Telecom -

Openreach

### Water -

Affinity Water  
Anglian Water  
Dŵr Cymru/Welsh Water  
Scottish Water

Severn Trent  
Southern Water  
Thames Water  
Yorkshire Water

### Smart Metering -

E.ON  
National Grid Smart



“Our input into delivery of the London Medium Pressure scheme is commended for the combined effort in achieving so much against a challenging timeline.”

Morrison Utility Services, Contract Director



# An introduction to Dyer & Butler

Since 1979, Dyer & Butler has a solid reputation for quality and service. They build, maintain and renew infrastructure within both the public and private sector, delivering specialist engineering services throughout the UK.

## Overview

Dyer & Butler has long-term relationships with their clients, established from working together on multi-year framework agreements including standalone projects. Through delivery excellence we strive to be the contractor of choice, remaining professional, collaborative and responsible at all times.

Directly employing over 600 full time employees based at strategically located regional offices we specialise in delivering complex projects in safety critical environments, choosing to remain safe by choice and not by chance.



- **Leading provider of infrastructure, maintenance and renewal services focussed in safety critical environments**
- **Specialist service provider for transport infrastructure including airports, underground and overground rail and highways**
- **Dedicated mechanical & electrical capability specialising in delivering projects within airport, energy and rail including airfield ground lighting (AGL).**

**“The investment in training and delivery enabled Dyer & Butler to hit the ground running. It has been a tremendous effort for them and our achievements are their achievements.”**

Director Airside Operations,  
Heathrow Airport Ltd



## Core capabilities



### Airports

Our aviation work covers a wide range of Civil, Mechanical & Electrical Engineering Maintenance and Projects, many of which form part of long term ongoing and close partnering agreements. We are one of only a few who can provide self-delivery work embracing specialist airport Civil, Mechanical and Electrical Engineering skills.

### Rail

Delivering rail enhancement and infrastructure projects for over 20 years across all rail routes, including overground and underground. From bridge replacements and strengthening to station and building refurbishments, earthworks, drainage, platform extensions, signalling and electrical.

### Highways

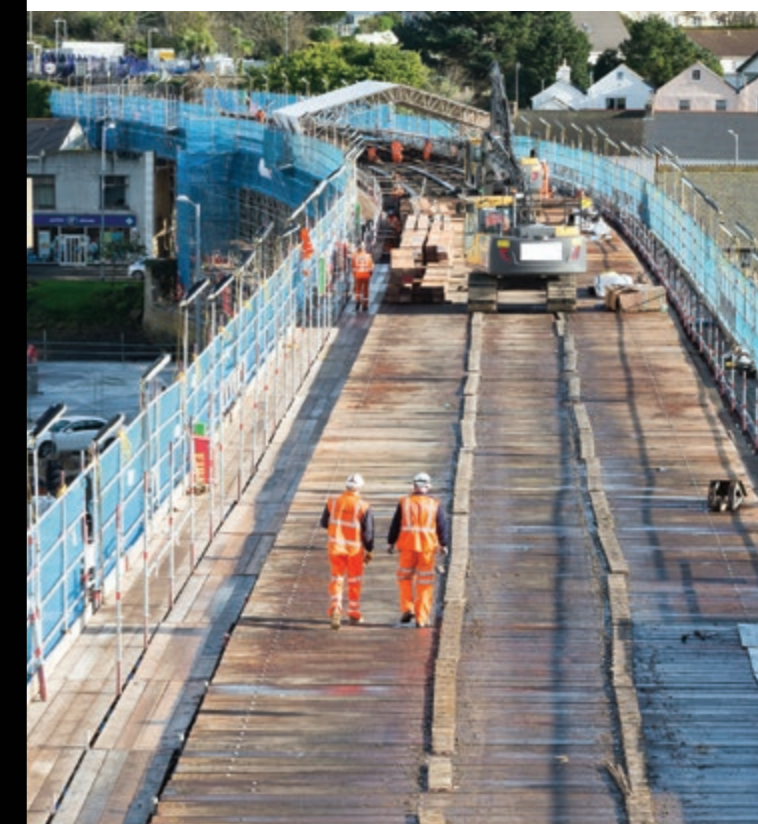
Maintaining and managing local authority highway networks creating communities where people want to live. Making networks safer, upgrading junctions, road capacity improvements, complex bridge installations and public realm enhancements.

### Energy

Providing technical engineering solutions to regional and national electricity networks and renewable energy sources including high voltage (HV) substations, all associated civil works, wind farms, energy storage facilities and fuel farm improvements.

## Who we work for

- |                         |  |
|-------------------------|--|
| Gatwick Airport         | Blaenau Gwent County Borough Council     |
| Heathrow Airport        | Bournemouth Borough Council              |
| Network Rail            | Devon County Council                     |
| Transport for London    | Hampshire County Council                 |
| London Underground      | Kent County Council                      |
| London Overground       | Rhondda Cynon Taf County Borough Council |
| London DLR              | Somerset County Council                  |
| Highways England        | Torbay Council                           |
| National Grid           |  |
| Natural Resources Wales |  |
| Welsh Government        |  |
| Aspire Defence          |  |



An introduction to

# Morrison Data Services

Morrison Data Services is the leading provider of Energy and Water services to the retail sector for Data Collection and Data Managed services operating across the UK and Ireland.

## Overview

Providing services to the majority of the UK's energy and water companies, Morrison Data Services delivers innovative solutions that helps its clients manage their customer base and uphold their regulatory obligations. Operating in evolving utility sectors, their capabilities and competencies allow its clients agility to best respond and manage these changes



- As a significant provider of Data Managed Services, we collect data from over 67 million site visits per year. We hold data securely in our own systems which are routinely audited and are supported by a full Disaster Recovery and Business Continuity plan.
- Our services are supported and further complemented through our head office in Newcastle upon Tyne which serves as an operational support and customer contact centre.

## Core capabilities



**Energy and Water Data Collection**  
including national Meter Reading field force

**Data Management Services**  
(DC/DA) including remote meter reading of Smart Meters

**Smart Support Services**  
assistance to the Smart Metering roll out with a range of unique services

**Technical Services**  
including Installation of Smart Meters

**Consumer Security System**  
installation and monitoring

**Locksmith Services**

**Security Systems**  
security solutions for business and domestic clients



## Who we work for

Avantigas	Limejump
Affinity Water	Macquaire
BES	Marble
British Gas	National Grid
Bulb Energy	NPower
Business Stream	One select
Capita	Opus Energy
Clear Business Water	Ovo Energy
CNG	Regent Gas
Corona	Robinhood Energy
D-Energy	Scottish Power
DONG	SGN
Economy Energy	Siemens
Ecotricity	Snowdrop
EDF Energy	South East Water
Elexon	Spark
Energy Assets	SSE
Engie	Statoil
ENI	Telefonica (CSP)
EON	Total Gas & Power
ESB	Thames Water
Extra Energy	TOTO
First Utility	Utility Warehouse
Flow Energy	Wales and West
Gazprom	Waterplus
Green Energy	YU Energy
Haven Power	
Irish Water	

**“We have strong competencies and a proven track record in Data Management and Data Collection. These can be used to deliver advantage through evolving utility markets”.**

Morrison Data Services, Managing Director



## An introduction to

# Magdalene

Headquartered in St. Ives, Cambridgeshire, Magdalene operates throughout the UK, and offers specialist services to clients operating in the public and private, fixed and mobile segments of the telecommunications market.

## Overview

The Company's operations are structured into three Business areas; Managed Services, Projects and Technology Solutions.

**Managed Services** – Magdalene offers a best in class managed service, working directly with operators or in partnership with equipment vendors.

**Projects** – Highly experienced engineers, project managers and network specialists deliver turnkey deployment projects across the fixed and mobile infrastructure networks.

**Technology Solutions** – Magdalene has strategic partnerships with equipment vendors, enabling sale of equipment and associated services including projects and managed services.

**magdalene.**

A part of MGroupServices

- Full network lifecycle service, from design through deployment, operations and maintenance to decommissioning
- Highly skilled engineering resource across the full range of telecommunications technologies, including a team of technical specialists with second and third line capabilities
- Nationwide 24/7 engineering, controlled by carrier class network operations centre

## Core capabilities

### Managed Services

- Outsourcing
- Network surveillance
- Professional services
- Infrastructure & facilities management
- Plant protection
- Multi-vendor services
- Customer training

### Network Operations Centre

- 24/7 carrier class
- Service desk
- Incident management
- TAC & helpdesk
- Change control
- 3rd party management
- Online ticket portal
- Disaster recovery solutions

### Technical Support Services

- 24/7 European wide coverage
- Customer network management platform monitoring
- Private mobile radio
- Fixed switching
- Transmission systems

### First Line Maintenance

- 24/7 – four hour response
- UK & Ireland
- Multi technology
- Fixed & wireless
- Spares management
- Data & voice
- Server and storage
- Power systems

### Projects

- Project management
- Multi technology
- Fixed & wireless
- Turnkey service
- Network rollout
- Bespoke site design
- Managed stores
- Logistics

### Technology Solutions

- Tier 1 technology into specialist environments
- Tailored solutions
- Best practice methodology

## A selection of our clients:

Adva	Nokia
Anglian Water	Samsung
BT	Schneider Electric
Colt	Scottish Water
DNWP	SSE
ESB	Tait
Formula 1	Telefonica
Gigaclear	Thales
Huawei	Transport for London
lomart	Verizon
Irish Rail	Viatel
London Transport	Virgin Media
Manx Utilities	Vodafone
NHS	Zayo



“With our team of highly skilled technical telecoms specialists we are completely committed to offer a premium service to all our clients across the UK”

Magdalene, Managing Director



An introduction to

# Plant & Fleet Solutions

With a primary objective to support all group business operations by providing commercially effective Vehicles, Plant and Specialist Equipment, whilst always ensuring that they are safe, compliant, and fit for purpose.

## Overview

Full asset life cycle management and supply chain assessment is carried out through a suite of bespoke software to achieve the optimum commercial rates and contract delivery balance. Continually reviewing new market developments and products that help meet the safety, sustainability and operational efficiency objectives of the wider business.



## MGroupServices Plant & Fleet Solutions

- **Plant** - We own and operate more than 14,000 items of Plant and Equipment.
- **Fleet** - We currently operate and manage in excess of 5,500 vehicles.
- **Specialist** - We specialise in the provision of vehicles and equipment that meet the specific requirements of our group related activities.
- **Branding** - Our plant, vehicles and equipment are branded in line with business unit, group or client requirements, with approx. 50% of the commercial vehicle fleet in client livery

## Core capabilities

### External Hire

**Supply Chain** - We supplement our own equipment via our Supply Chain, who have been selected based upon a combination of commercial tender and their alignment with our core values.

**Hire Desk** - Our dedicated hire desks offer a one-stop solution allowing each contract to concentrate on their specialist areas.

We take care of the whole plant hire activity:

- Sourcing (On/Off Hire process)
- Damage and Plant Insurance process
- Managing compliance (see Service & Compliance)
- Invoice reconciliation and payment
- Supplier selection and audit
- Full suite of managerial information

### Fleet Management

Vehicle specification & Procurement – working with you on tailored, safe vehicle solutions

- Telematics, Cameras, • Access & Egress systems

**Fleet & Driver Management Services** – via a dedicated in-house Fleet team

**Fuel Management** – Procurement, Fuel Card supply, Reporting

**Risk Management** – Vehicle Insurance, bespoke driving analysis, coaching and training

**Management Information** – A suite of reporting information is available to benchmark and promote performance improvement.

**Operator Licence Management** – Full management of the group O licence, audit, training, assessment etc

### Compliance Service Centre

**CSC** is a centralised function utilising the latest technologies

**Single Contact Phone Number & email address** for all Service, Maintenance & Repair issues including all vehicles & equipment from the external supply chain

- Individual unique work record captured through our ACD enabled VoIP telephone system

**Fully Managed Service** - from initial call to close out  
**Planned Service & Repair booking service**

**Proactive** Swap out service for equipment due for calibration events

**Driver defect management** - via smart phone app or mobile device

**National Mobile workforce** - enabled with smart tablets

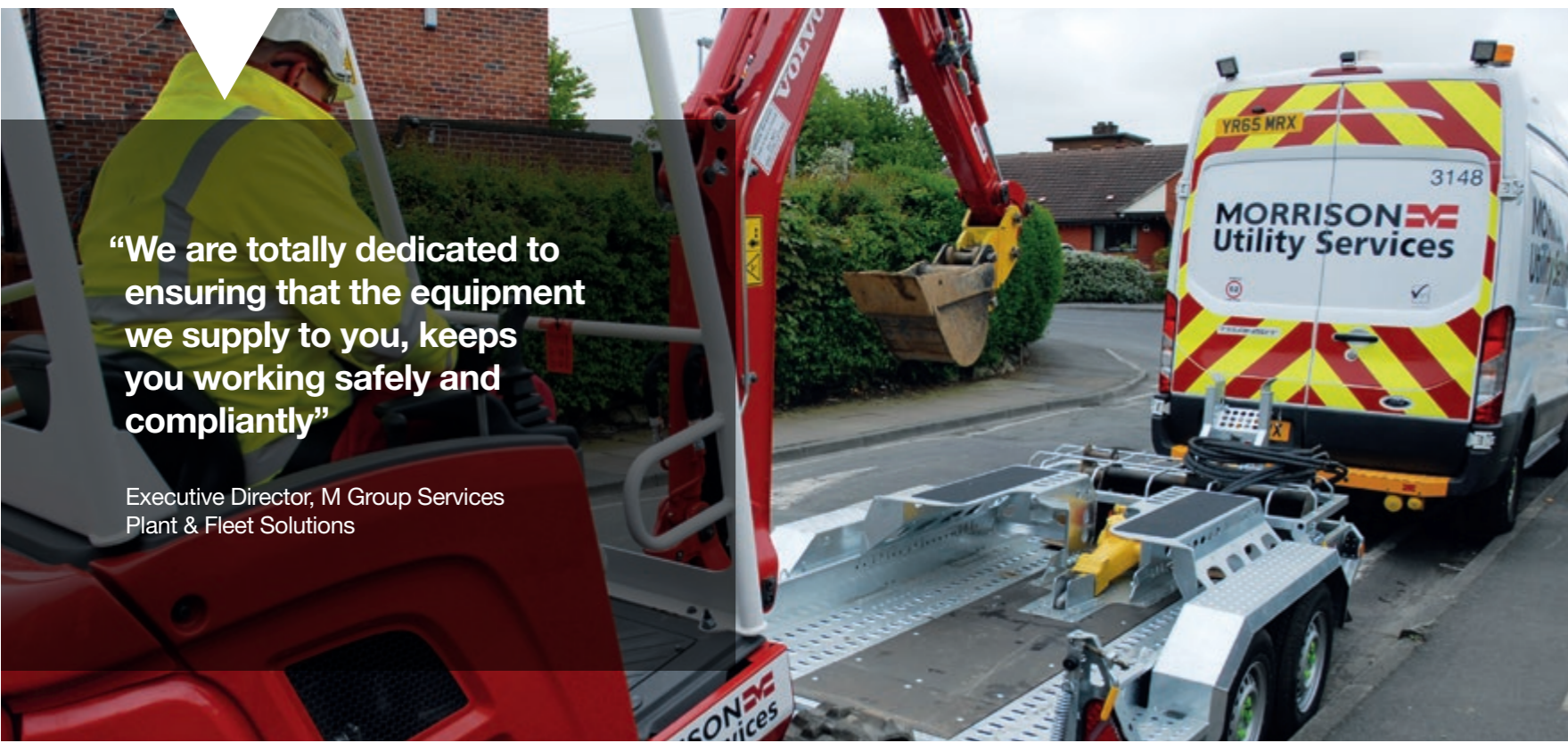
**Technical Support** available out of Hours - provision 24/7

**Management Information**, reports & KPI data



“We are totally dedicated to ensuring that the equipment we supply to you, keeps you working safely and compliantly”

Executive Director, M Group Services  
Plant & Fleet Solutions





# Nationwide Coverage

## MGroupServices

### M Group Services

**Head Office** • Abel Smith House,  
Gunnels Wood Road, Stevenage, Hertfordshire SG1 2ST  
Tel: 01438 743 744

### Morrison Utility Services

**Head Office** • Abel Smith House,  
Gunnels Wood Road, Stevenage, Hertfordshire SG1 2ST  
Tel: 01438 743 744

### Dyer & Butler

**Head Office** • Mead House, Station Road, Nursling,  
Southampton, Hampshire SO16 0AH  
Tel: 023 8074 2222

### Morrison Data Services

**Head Office** • 14 Silver Fox Way, Cobalt Business Park,  
Newcastle upon Tyne NE27 0QJ  
Tel: 0191 201 3500

### Magdalene

**Head Office** • Magdalene House,  
Compass Point Business Park, Stocks Bridge Way,  
St. Ives, Cambridgeshire PE27 5JL  
Tel: 01480 357 777

### M Group Services Plant & Fleet Solutions

**Head Office** • Jubilee House, Cinder Lane,  
Castleford, West Yorkshire WF10 1LU  
Tel: 01438 743 744

[www.mgroupservices.com](http://www.mgroupservices.com)  
[marketing@mgroupservices.com](mailto:marketing@mgroupservices.com)



M Group Services



Morrison Utility Services



Dyer & Butler



Morrison Data Services



Magdalene



M Group Plant & Fleet Solutions

