JCDecaux



COMMUNICATION HUB

UNIT MANAGEMENT PLAN

Summary

This document has been prepared in consultation with the Police Service and is intended to set out the processes that will be used to identify and action any misuse and anti-social behaviour associated with the operation of the Hub Unit. The Management Plan will evolve over time in light of experience and be adaptive to changes in communication technology

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Introduction

Reliable high-quality communications infrastructure has long been recognised as an essential element for sustained economic growth. The provision of high-speed broadband technology, which is widely and freely available is also instrumental in creating inclusive communities that are able to access local services. The rise in the ownership and use of personal mobile phones has resulted in a dramatic and continuing decline in the use of the public phone box. The traditional public phone box, as originally conceived, is no longer as relevant nor sustainable as a single function item of furniture. For this form of public service to survive and remain relevant today it therefore needs to offer a range of services and functions and offer real benefits to the communities and people that live, work, and visit our town centres.



JCDecaux's core business is communication through the visual medium. In 2017 the Company entered into partnership with the telecommunications Company In Focus Public Networks and since then has applied its extensive experience and knowledge of designing and developing functional and attractive street furniture to this particular field of communication. The Communication Hub is a new product that aims to reinvent the role and purpose of publicly accessible communication infrastructure. The Hub unit offers a greater level of accessibility than solely voice calls and provides the opportunity for people to stay connected when out of home. The

Hub provides the means for people to interact with their local authorities and other public bodies, which is easy to use across a range of platforms.

The Hub unit is designed to be a freely accessible service that includes Wi-Fi, phone calls, wayfinding, device charging, emergency service call button, defibrillator and other functions combined into a single piece of furniture. The Hub supports the aim of using smart technology to declutter our streets and reduce unnecessary furniture. As with any "free to use" public service provision there is the potential for misuse and the Company has attempted to ensure that through design and managed use that the Hub unit assists in reducing crime, the fear of crime and the potential for anti-social behaviour. This document outlines the measures we have taken and how the Hub units are monitored, operated and maintained in a way that will help to achieve these aims. The document has been prepared and informed through several meetings with Crime Prevention Teams in the Police Service, applying their knowledge and experience of creating safer places and deterring criminal activities.

The document applies best practice, but it can never be a definitive static piece, but one that will continually evolve over time and be flexible enough to react to future localised issues. It is anticipated that a coordinated approach with and from the Community, the local Police Service and the Local Authority will ensure this document remains up to date and relevant to local circumstances.

Safer by Design

The purpose of this document is to set out the systems and processes we plan to implement in order to address issues associated with crime and anti-social behaviour. The measures include the potential misuse of the services and functions offered by the Hub unit and how this will be managed whilst maintaining the benefit to the wider community. Research has shown that the design of furniture and the wider street layout is an important element that can influence the occurrence of crime. Through careful and considered design one can reduce the vulnerability of people and property to criminal acts by removing potential opportunities. Well designed and well-maintained infrastructure and public places can also reduce the fear of crime and thereby improve people's quality of life. The design of the Hub unit has evolved through consultation and valuable insight

from stakeholders. The unit now includes a number of call restriction capabilities that can modify the function of the unit, administered remotely and in real-time. The technology enables instant change in the way the system operates to react to issues as and when they arise, whether in relation to a single Hub unit or across the entire network. This plan has been created and endorsed through close working with the Police Service to manage and mitigate against anti-social behaviour issues across our towns and cities.

Policy Guidance

The Crime and Disorder Act 1998 established that the responsibility of reducing crime does not fall solely to the Police Service. We all have a responsibility to ensure that our towns and cities are safe places and that developments are designed so as to reduce the opportunity for crime. Local Authorities also exercise that duty through the development management process and are required to implement measures to help design out crime.





Planning Policy endorses this view and recognises the planning system as an important factor in successful crime reduction. Crime reduction measures and how development is designed to prevent crime are material consideration to an application for planning permission. The promotion of high quality and inclusive design to create safer places is enshrined in the role of the Planning

system to ensure any addition to the public realm has been properly assessed and designed to protect the safety of the community.

Hub Unit Design

Detail of the Hub Unit and its technical capabilities and specifications are included as part of the application documentation. The unit has undergone rigorous testing in extreme conditions and can boast 13.5mm thick anti-vandal toughened safety laminated glass on all glazed surfaces. The other external elements have been treated with a nanotech surface treatment, which enables easy removal of stickers and/or graffitied paint to the external surfaces. The unit has a protection rating against impact of >IK10. All electrical circuitry is inaccessible to the public and the unit features hidden fixings that require specialist tools to enable access. Details of the maintenance regimen and continual maintenance of the Hub unit is outlined in Annexe A.



GM Police Crime Awareness Campaign in Manchester City Centre

The design of the Hub unit itself has also changed by the removal of the charging shelf, which provided a level platform for the storage of a phone users property and act as a wireless charging ledge. Following further consultations this element was omitted from the unit design as it had the

potential for opportunistic theft. The redesign of the defibrillator holder also prevents this from being used for seating or for the placing of waste material. Tactile paving along the advertised side of the unit is not a standard feature but is a possible measure that could be installed to deter loitering in front of the screen. The need for this measure will be considered on a site by site basis in consultation with the local Police Service or public body in response to a specific problem area.

As to unit siting, and as a result of the consultation exercise, we are aware that there are certain areas within Borough's or discrete areas known to the Police Service where the risk of unlawful activity is higher than other locations. The Company will, once again, rely upon the advice of the Police Service at the time of application, pre-application or post-installation stage, to identify the known areas of high risk where more stringent measures may be necessary to assist the authorities to deter and prevent crime. Annexe B to this Plan identifies specific limitations on use or the suspension of Hub functions within a given area as requested by the Local Police service or Local Borough.

Managing How the Hub is Used

It is our aim to assist local authorities to become smart connected Boroughs and for the Hub unit to assist in 4G/5G delivery across the City. Of equal importance is the need to ensure the Hub unit does not, albeit inadvertently, exacerbate any pre-existing issues or problems of anti-social behaviour where the installation of the Hub unit could provide a platform that can too easily be abused.

The Communication Side

Experience has shown that the existing networks of communication apparatus have been the subject of abuse and misuse for purposes other than those intended and occasionally to support criminal activity. The issues seem to centre on the availability of an unrestricted "free to use" service and an inability to effectively manage calls and quickly react to misuse. It is our aim to provide a free phone, internet and device charging service for the wider public, however the free phone use will not include calls to mobile phone numbers. The phone element of the Hub unit will only allow free calls to land lines, for reverse charge calls to landlines, to the emergency services and charities. We will continue to work with the Police Service and implement more restricted use

policy for Hub units located in identified problem areas. In these high-risk locations, and for these specific Hub units, there will be a prohibition on any free calls, other than emergency help lines and a limit on the free charging period as an emergency facility where, for example, a person's mobile phone is low on power and needs a short charge to use.

This function is super charge capable for a short duration using USB Power Delivery 3.0 PPS (programmable power standard) and for a portable handheld device using a USB cable. By applying more stringent controls in problem areas it is anticipated that the potential for these units to be misused will be minimalized or eliminated entirely. The prohibition on free calls to mobile numbers should also reduce the tendency for these services to be used to facilitate unlawful activity facilitated through untraceable devices.

Further management measures are possible and able to adapt to changing circumstances, actual experience and on advice from the local Police Service where misuse is suspected. Any new measure to the management policy will be discussed and agreed with the Local Authority and Police Service in response to a change in circumstance that requires a change of approach. The primary point of contact for the public and for public bodies relating to any issues on the use or management, condition or vandalism to a Hub Unit is via a 24hr Management Hotline number

0808 164 5081

or by Email:

uk.incident-management@jcdecaux.com

Or via an online form to report damage, misuse or fault to a Hub Unit using the following Link:

https://www.jcdecaux.co.uk/contact-us

This Link will show the following screen to enable the efficient reporting of faults



The technology enables the remote monitoring and management of the phone use using AI to identify and quickly highlight irregular and unusual call activity.

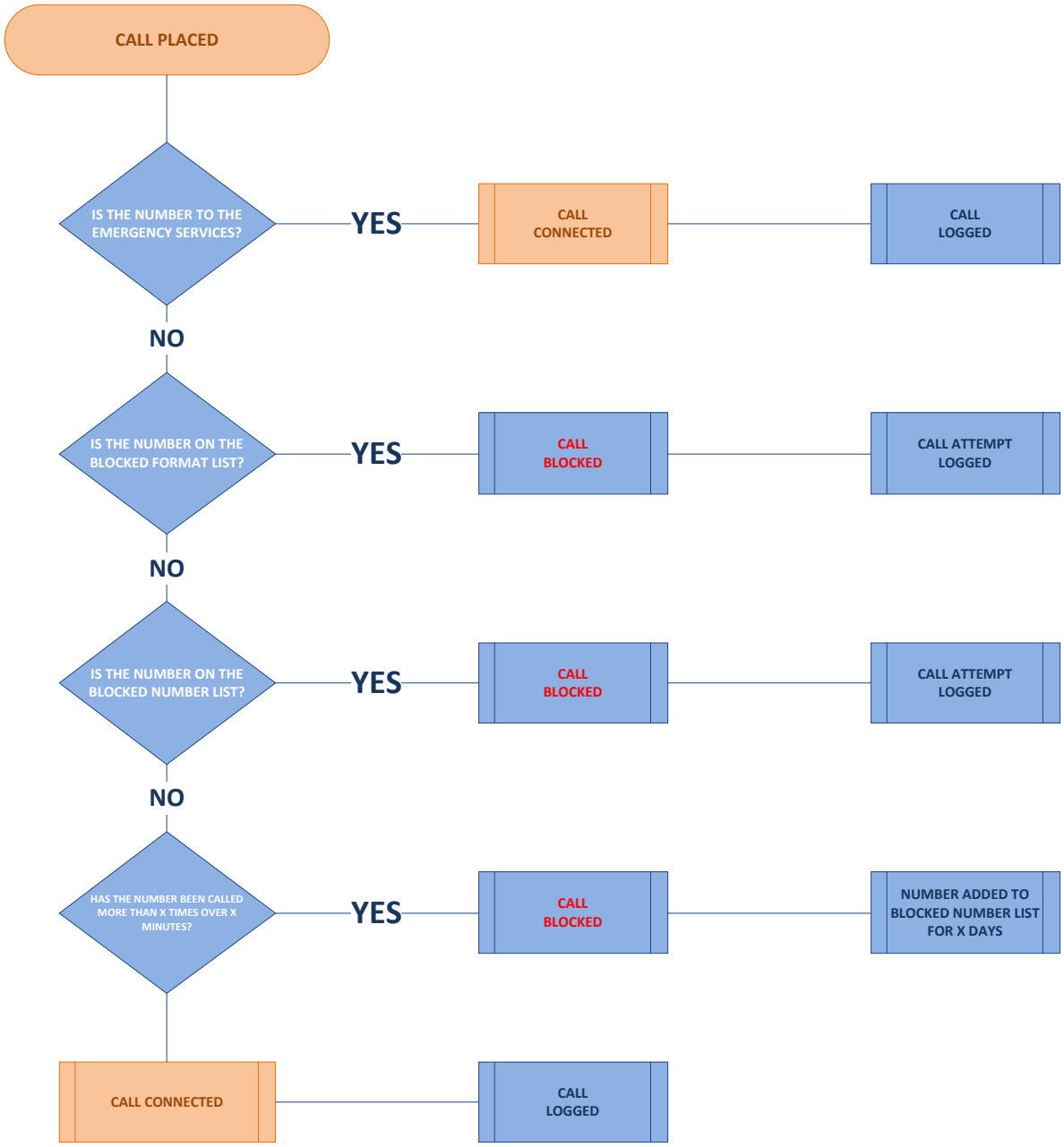
- Frequent calls from any one Hub unit to the same number, other than emergency service or charity, will be highlighted after reaching an agreed number of attempts over a set period of time.
- The system will automatically block any further calls being made to that number for a period to be agreed with partner agencies, after which the temporary block is lifted.

Prior to the activation of a block to a particular number a message will appear on screen to advise the caller that a block will be imposed with immediate effect in the event of any further attempt to call the same number. The message will also include details of the JCDecaux 24-hour freephone helpdesk number and email address to deactivate the block, where the repeat call purpose is legitimate.

The Company will assist the Police Service, upon any reasonable request, in their efforts to detect crime or monitor activity where they consider there are reasonable grounds that criminal conduct is undertaken. The installation and future operation of the Hub units will be managed and monitored in co-operation with the Police Service and Local Authority. The Company is committed to proper management of the service the Hub units provide and will constantly review and adopt best practice to design out the potential and opportunity for crime. The primary point of contact for the public and for public bodies relating to any issues on the use and management of the Hub Unit is the listed above.

Call Management and Blocking

The process displayed below is automated and involves no human interaction. The call flow is applied at a per kiosk level and variables that are represented by a X symbol are configurable and so can be set at a kiosk or group of kiosk level.



** All process areas are reviewed at regular points as defined between JCDecaux and any contracted party or, when any relevant legislation changes take effect that may affect the operation of the automated system.*

- Blocked format list refers to a list of blocks that filter out numbers based on their format e.g. a mobile number will be in format 07XXX XXXXXX. Rules can be set to therefore block or allow based on the format of the number dialled.

- Blocked number list refers to a list of numbers that are barred from being called based on the volume of calls to that number. Blocked numbers can be added to the block list based on any combination of call duration or volume or calls in a set time period. Both of these variables are configurable.

- Addition blocking control can be provided for single or groups of kiosks and where multiple groups of kiosks exists across a large city (e.g. London and its many boroughs) numbers that are blocked in one borough could be automatically blocked across the City. Furthermore, the length of time a number can be blocked could also be increased if it is repeatedly called after it is blocked. e.g. The amount of time added to the block period could be incremented by 12 hours for each time the number was attempted, post blocking. This measure is entirely configurable based on the request of the relevant authority.

- Data retention is managed in 2 stages, the first stage is within JCDecaux for 60 days and within the underlying telco provider for a further 120 days, 180 days in total.

The Interactive Display Screen

The interactive display screen on the reverse of the Hub unit is intended to be a platform for a range of messages, not solely commercial advertising. Screens will be available to the Police Service and Local Authorities and Charities for public announcement, alerts, available helplines and provide a point where assistance is at hand. Quick dial buttons and links to identified local or national mental health, child protection and homeless charities can complement any promotional material on screen. The screen time can be used to inform residents and visitors about local services, local events and news, and to promote the Borough as a safe place to live, to visit and to work.

Other Matters

- ## Maintenance

As mentioned earlier, the proper and regular maintenance of the Hub estate not only ensures the unit functions as it should, but that it remains in a condition to encourage people to use it. JCDecaux prides itself on the commitment to providing and maintaining the best quality standards across the street furniture estate. The Hub unit remains the property of JCDecaux and Annexe A contains the Company's commitment to maintenance and to the regular cleaning of the Hub units.

- ## CCTV

The use of CCTV in crime prevention is well documented, but as an adjunct to creating spaces and structures that benefit from natural surveillance. The Hub unit has been designed to allow for inbuilt video cameras in a discrete position within the body of the unit. This facility is not operated as a standard feature of the unit but available to support other local crime prevention measures. In

the event of occupancy of the sheltered phone side of the Hub unit, for a period longer than ten minutes, and where a camera is fitted, a message will be displayed on screen to advise that a recording will shortly commence. The use of the cameras will comply with the Company's adopted policy and established codes of practice governing the use of recording devices for Communication Providers. Any images that are recorded from any fitted device which captures or relates to the commission of a crime may be made available to the Police Service upon a lawful request. Images will be kept for 31 days, or longer, as required by the Police Service where footage relates to criminal proceedings and at the request of the Police Service to do so, applying legitimate powers of surveillance. The recorded data is not monitored by JCDecaux but stored in a secure cloud-based location and encrypted with access limited to the relevant authorised Police Officer and JCDecaux Head of IT.

- ## Unit Lighting

The Hub is a lit unit both in respect of the advertising display screen and the phone/internet interface. The screens are powered using green energy and emit a luminance level of 300Cdm^2 during hours of darkness, to accord with the recommendations of the ILP publication 'PLG05 The Brightness of Illuminated Advertisements'. The phone interface and USB charging facility are lit from above primarily from solar power and backed up by a hard-wired source. Internal lit symbols identify the presence of the unit and the functions it provides. The lighting will improve natural surveillance beyond daylight hours and reduce the fear of crime, by lighting a dark area and deterring people from loitering, whilst acting as a visible beacon to those in need of the call facilities, but without detracting from the street scene or causing light pollution. The Advertising screen is scheduled to switch off between the hours of 12:00 midnight and 6:00 a.m.

- ## In an Emergency

All of the Hub units include a direct access call button that connects a caller to the emergency services as a standard safety feature. The Hub unit is intended to provide a sense of safety and wellbeing and to alert people to the fact that assistance is available when needed. Each Hub unit locations is pre-registered with the emergency services, so in the event of the call button being activated, the emergency services will automatically be able to pinpoint the Hub location and, in special cases and where fitted, the camera will record an image. A notification will appear on screen seeking confirmation, through a second press of the button, that help is needed and to advise that their image is recorded, to deter mischievous or spurious activation.

ANNEXE A

Foreword

JCDecaux's commitment to the operational standard of all its street furniture is unrivalled with pride taken towards our ongoing high standards set in both the quality and fully comprehensive maintenance regime of our estate.

All assets are maintained to the very highest standard throughout the life span of the contract by fully trained local operatives, employed full time by JCDecaux using the latest equipment and observing all relevant requirements as set by regulatory bodies such as the Health & Safety Executive. Exhaustive cleaning and total asset maintenance is at the heart of JCDecaux's culture.

UK Operations Management

In order to successfully implement and service our advertising concession partnerships, JCDecaux has established highly efficient Operations systems and processes. Globally, JCDecaux has 50 years of experience in cleaning and maintaining street furniture assets. Since the Company's founding in 1964, JCDecaux has developed and maintained robust installation, cleaning and maintenance standards to service its contracts.

In the UK, JCDecaux has 30 years of experience in providing street furniture services to local authorities and private landlords. JCDecaux operatives clean over 20,000 assets across 65 street furniture contracts in the UK. Our first cleaning and maintenance contracts were established in 1982, when JCDecaux entered the UK market. Initially providing automatic public convenience (APC) supply, cleaning and maintenance services, the Company expanded its installation, cleaning and maintenance operation in 1991 after signing its first UK bus shelter and advertising street furniture contracts with Transport for Greater Manchester (TfGM) and Royal Borough of Kingston upon Thames.





JCDecaux's commitment to the operational standard of all its street furniture is unrivalled. All assets are maintained to a high standard throughout the life span of the contract by fully trained local operatives,

employed full time by JCDecaux using the latest equipment and observing all relevant requirements as set by regulatory bodies such as the Health & Safety Executive. Exhaustive cleaning and total maintenance is at the heart of JCDecaux's culture. The Company sets the highest standards for service delivery and is the only Out-Of-Home (OOH) media owner approved by Lloyds Register Quality Assurance for all its operational activities across the UK, including the supply, installation and maintenance of street furniture.

Operational Management Structure

The operations department is comprised of specialized teams. These include asset maintenance (cleaning, repairs and refurbishments), digital monitoring, production, posting, electrical testing, structure inspections and purchasing and logistics for all products within the JCDecaux ecosystem. Each region is managed through a Regional Operations Managers, who is responsible for the development and management of all processes to ensure JCDecaux exceeds customer expectations and contractual commitments.

At JCDecaux UK operational activities are undertaken by JCDecaux employees of varying levels of management, in conjunction with selected contractors, to provide 24/7 cover across all networks: Roadside, Rail, Retail and Airports. JCDecaux Operations will be responsible for the routine maintenance and servicing of the advertising estate.

Asset Inspection, Maintenance Plan and Checks

JCDecaux undertake a number of key asset inspections at periodic set points throughout the duration of the contract and asset life cycle to ensure it is 100% fit for purpose and safe. Below details the individual inspections that are undertaken.

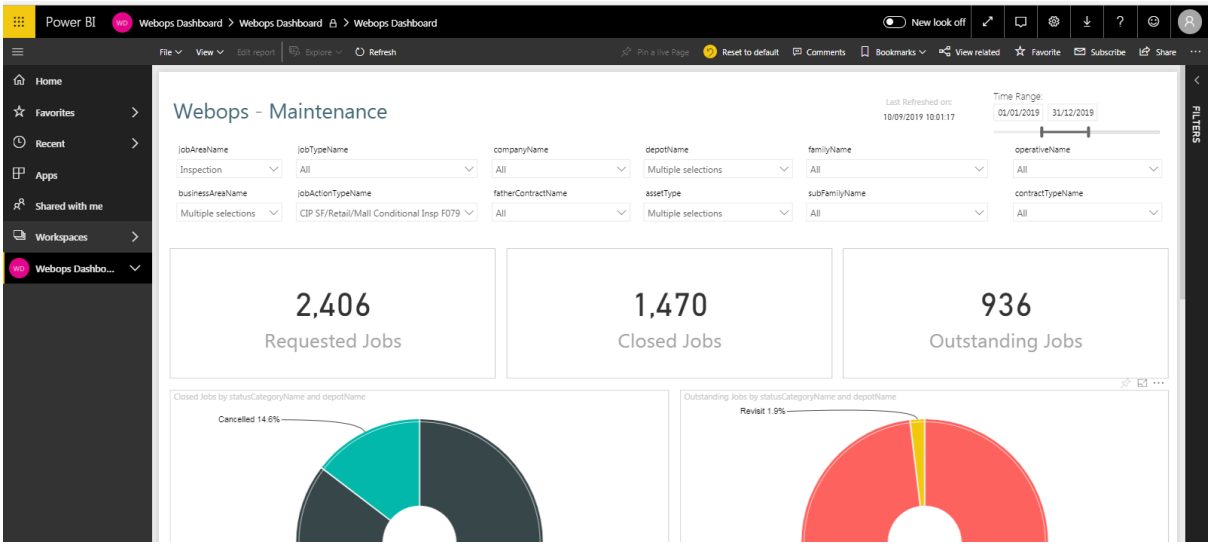
Inspection Type	Frequency
Visual Inspection	Undertaken on a bi-weekly basis as part of the Operatives cleaning rota to assess the overall wellbeing of the advertising unit. Any faults noticed are logged on the Operatives Fault Reporting system for rectification.
Quality Inspection	A focus on the quality delivered by our skilled staff in the field, such as the delivery of the cleaning and repairs that are produced on our street furniture assets.
Principle Inspection	A non-intrusive inspection of the asset by a structural engineer to assess the structural adequacy and identify any remedial works. A report is issued to JCDecaux which details the findings and any remedial recommendations with timescales which JCDecaux adhere to.
Conditional Inspection	Undertaken every 4 years, in-house conditional inspections are completed to fully assess the full condition of the asset. This inspection gives an overall view of the asset structure along with any remedial works that may be required. An inspection form is completed detailing the findings and recommendations for any remedial works.

All Inspection forms can be found on JCDecaux UK SharePoint within the Health and Safety section - Inspections and Monitoring along with other forms relating to the inspection schedule.

Portal

All Conditional Inspection are loaded on to the web-ops work grid by the Inspections Department. These jobs can then be moved accordingly by the Regions to program the required inspections locally. The Inspections are then tracked via the web-ops dashboard and reports sent out weekly / monthly.

The inspection form is an electronic form and can be viewed following the inspection along with photo evidence on the Web-ops system.



WebOps Maintenance Dashboard

An Electronic version of the Conditional Inspection Jobs are loaded onto the WebOps grid and when completed show as green with a completed tick, or Red when still programmed.

The forms are filled in on Operation Technicians PDA's and the required photos taken to capture evidence of the inspection. Each form can be viewed from the grid along with the photos and downloaded and printed when required.

Response times for repairs, cleaning and damage

With respect to street furniture assets, JCDecaux undertakes safety critical repairs within 4hours of a report (this includes loose fittings or smashed panels) and minor repairs resolved within 48hours.

With a cleaning rota set for all digital assets on a weekly basis. With respect to cleaning reports such as offensive graffiti or Fly Posting, these are resolved within 4hours of the report. Non offensive graffiti reports are resolved with 24 hours of the report depending on the severity.

Activity	Frequency / Time scale

Cleaning	• Bi-Weekly
Repairs & damage	• Safety critical repairs within 4hours of a report (this includes loose fittings or smashed panels) • Minor repairs resolved within 48hours.
Graffiti	• Offensive: within 4 hours • Non offensive: within 24 hours
Electrical testing	• All small format assets electrically tested every five years (EIC requires every six years) • RCD (Residual Current Device) checks completed every six months.

Defined quality standards for Cleaning, Maintenance & Repair

JCDecaux operates the following cleaning and maintenance schedules.

Cleaning Schedule	Action	Frequency/response
Standard Cleaning Cycle	Comprehensive cleaning of each item of Street Furniture	Fortnightly
Graffiti Removal	Removal of graffiti and flyposting	Within 1 working day of notification
Offensive graffiti removal	Removal of offensive graffiti and flyposting	Within 4 working hours of notification

Maintenance Schedule	Action	Frequency/response
Visual survey	Visual check of each item of Street furniture taken on every cleaning cycle	Fortnightly
Fault rectification	Standard repairs to street furniture	Within 2 working days of notification
Electrical Test	Connected Street Furniture retested. Connected	Once every 5 years
Electrical Safety check	RCD check conducted	Once a Quarter and dated

Emergency Repair	Action	Frequency/response
Damage to street furniture	Make site safe (i.e., glass breakages/road traffic accident)	Within 4 working hours of notification
	Repair	Within 48 hours
Damage to power unit/supply	Isolate power and make site safe	Within 4 working hours of notification

It is important to note that all JCDecaux maintenance processes are monitored very closely, and regular reports are provided at board level in relation to achievement against Key Performance Indicator Targets.

Key Performance Indicators

All JCDecaux maintenance processes are monitored very closely, and regular reports are provided at board level in relation to achievement against Key Performance Indicator Targets.

KPI	Description	Criteria	Target
Cleaning Completion	Daily logging of number of units scheduled for cleaning against actual completed.	Frequency of cleans as set out in Cleaning Schedule.	95% of units cleaned in accordance with the Cleaning Schedule.
Glass & Electrical Repairs	Monitoring of all glass and electrical faults reported and response time of Technicians.	Damage to furniture as a result of road traffic accidents is visited within 4 hours to ensure public area left in safe condition. Follow-up repairs completed within 48 hours. For all other repairs, target response is set out in the Emergency Repair Schedule.	95% of repairs carried out in accordance with the Emergency Repair Schedule.

Illumination Inspections	Every furniture unit inspected to confirm electrical connection status and quality of illumination in accordance with the Maintenance Schedule.	All units inspected in accordance with the Maintenance Schedule. Record number of sites installed with electrical connection and measure against number found to be fully lit; partly lit; or not lit.	95% of all units inspected in accordance with the Maintenance Schedule. 95% of all sites installed with an electrical connection to be fully lit or partly lit.
Electrical Testing	Every connected furniture unit receives an electrical test to ensure safe and fully operational supply in accordance with the Maintenance Schedule.	Every site is tested every 5 years in line with IEE and ECA regulatory standards and the Maintenance Schedule.	100% of tests carried out within each Contract Year.
Quality / Safety Inspections	Quality/Safety checks are carried out to ensure all Concessionaire Personnel are meeting the company standards in cleaning and posting tasks. Inspectors will also assess general standard of furniture unit. This data is then reviewed to determine which units are subjected to more external factors affecting quality of unit, such as vandalism.	Inspection results are reported as either pass or fail. All fails reported by inspectors will receive further investigation by supervisors.	100% of failed reports are investigated and rectified within 3 months.
Refurbishments	Maintenance work such as painting is scheduled in accordance with time of year.	Targets of scheduled refurbishment measured against actual completed.	Targets of scheduled refurbishment measured against actual completed.

H&S Checks	Safety checks are carried out to ensure standard of the furniture unit is compliant with H&S regulatory standards. Concessionaire Personnel are also assessed on safe use of equipment in carrying out routine tasks.	Completed checks are logged as either Pass or Fail. All failed safety checks are investigated and addressed.	100% of failed reports are investigated and rectified within 3 months.

Sustainable Cleaning Practices



In pursuit of its objectives to reduce water consumption, JCDecaux has installed rainwater harvesting system in our depots, to clean advertising displays and street furniture. Rainwater is collected from each warehouse roof, through a filtration system which removes contaminants that may collect on the roof, into an above ground 10,000 litre tank. The filtered rainwater is used to fill the tanks on vehicles used by maintenance staff to clean street furniture. Rainwater is naturally soft and demineralised; therefore, it reduces the quantity of detergents and water required for cleaning structures, helping reduce our environmental impact. The installation of the rainwater harvesting system for street furniture cleaning is expected to save over 30% of total water consumption.



SITE LANDSCAPING, GREEN WALLS AND VISUAL AMENITY
RAINWATER COLLECTED FOR CLEANING BUS SHELTERS

Cleaning operations of advertising displays and street furniture is carried out in compliance with best practice UK Government Buying Standards for Cleaning Products and Cleaning Services.

Sprays containing propellants are prohibited, and all-purpose cleaners and glass cleaners are supplied as concentrates requiring dilution before use. It is important to note that JCDecaux cleaning products do not contain paradichlorobenzene or alkylphenol ethoxylates (APEs) and are not tested on animals during product development.

Further to JCDecaux's fully comprehensive cleaning, maintenance and servicing regime, we have developed cutting edge fault and emergency response systems ensuring our Partners are guaranteed a swift and efficient response 24/7/365 to any incident reported across the estate. This consists of two parts:



WebOps

The JCDecaux operational management system for the creation and monitoring of jobs such as advertising posting and asset installation, maintenance & cleaning. The system is used by our Operations team in managing critical tasks, performance data, allocation of operative work, confirmation of completed work, and the production and analysis of various detailed reports.

All field-based operatives are issued with a Smart phone, where they can view any work allocated to them via the Operation Systems application (OpSys). Job completion and any faults are recorded on the OpSys application, complete with photographs, and the confirmation is then uploaded onto WebOps where it is visible to management. Any non-completions, or faults can then be filtered out and re allocated as appropriate. Emergencies or late notice tasks can be uploaded at any time, via WebOps onto the OpSys application where the job becomes visible to the relevant operative.

Incident Management: Fault Reporting

Any faults associated with a JCDecaux asset (digital and paper) can be reported directly by members of the public, Local Authorities, partners, clients, landlords, employees and subcontractors, via one of the following options:

By phone 0808 164 5081

By email uk.incident-management@jcdecaux.com

Or via an online form to report damage, misuse or fault to a Hub Unit using the following Link:

https://www.jcdecaux.co.uk/contact-us

This Link will show the following screen to enable the efficient reporting of faults.



Fault Reporting is a mobile application created by JCDecaux. It is a real-time portal, accessible to both our partners and employees alike through the bespoke downloadable mobile phone application, which allows users to report a fault nationwide on any of our assets across the UK.

This technology allows our Local Authority partners, Clients, Landlords, Employees and Subcontractors to easily report a fault from their mobile phone when identified. Users can add pictures, report the fault category, check status of the fault reported and even receive notifications when the fault raised has been resolved. All responses are monitored in compliance with contractual Service Level Agreements.

Effectively managing a digital estate of OOH assets is JCDecaux's primary focus but giving our partner organisations the ability to self-service report and track issues themselves ensures swift action can be taken outside of the scheduled cleaning and maintenance visits.

To streamline this process a mobile app and web portal are available as part of the CONNECT for Partners offering. The fault reporting platform is supported on a variety of operating systems ranging from PC to Apple Mac, and mobile devices running Apple iOS. Within both platforms asset types can be filtered to allow clear mapping and additional asset information e.g., address, asset type, site reference and historic reported faults are readily available.

Dedicated Fault Reporting access showing Live advertising assets.

Furthermore, from our UK head office in London, JCDecaux has a dedicated team of digital operatives who perform scheduled and reactive maintenance to ensure the performance of our digital street furniture networks. This dedicated team is organised to provide support 24hrs/day, 365 days/year to identify and quickly rectify any faults should they arise to ensure minimum disruption across the estate. All JCDecaux digital operatives are fully trained to ensure they have the required skills to maintain the network and resolve issues swiftly whilst ensuring minimum impact on the streetscape.

Health and Safety

Health and Safety is paramount to JCDecaux. The company have invested heavily in this aspect of the business, to ensure that we stay at the forefront of the industry and really set the standard. We are committed to preventing injury and ill health, by providing the safest working conditions possible, ensuring the continued health and safety of our employees, as well as all others who may be affected by our activities. Regular ad hoc site inspections are carried out by senior members of our staff, on contractors and employees. These spot checks are carried out several times a month, to ensure high standards are maintained and that Health & Safety procedures are upheld. These checks are carried out throughout the

contract term of any partnership agreement in operation. This continued application and adherence to industry standards in Health and Safety are at the forefront of everything we do and showcase JCDecaux's capacity across all platforms of Out of Home media.

JCDecaux's Operations Director has overall responsibility for health and safety and for signing the company Health and Safety (H&S) Policies. All board Directors are accountable for health and safety in all that they do and ensure that H&S is addressed at board level as an integral part of the business.

A team of five competent Regional Health, Safety and Environment Advisors reporting to the Director of Safety and Sustainability provide information, instruction and training to management, operatives and contractors throughout the company. All H&S staff have NEBOSH qualifications and are members of the Institute of Occupational Safety and Health. Our management team carry out Quality Inspections on the work produced by staff on a monthly basis. From a Health & Safety point, the staff are monitored quarterly as a minimum to ensure they are working within the H&S guidelines whilst carrying out all tasks within our profession. All site monitoring is documented and stored with the DEC (Document Evidence Centre) and on a system called MyRisks. JCDecaux are a member of RoSPA and have achieved a President's (15 consecutive Golds) Award in the internationally renowned RoSPA Health and Safety Awards, the longest-running industry awards scheme in the UK. JCDecaux is also a member the British Safety Council Membership.

ANNEXE B

ADDITIONAL CONTROLS