

Introducing mercurygroup

www.mercury-group.co.uk

It's all in the name...

In Roman mythology, Mercury is said to have been the information messenger to the gods and one of the swiftest, most popular and gifted.

With these qualities in mind, we created Mercury Group – a group of businesses consisting of a team of very gifted and hugely popular individuals who have developed a fantastic reputation for helping organisations to engage, inform, educate and inspire their customers as they grow and prosper.



A bit about us

We are a UK-based multi-disciplinary marketing and communications business that specialises in raising the profile of our clients to help them communicate clearly, grow stronger and prosper.

Our team, which has operated at primarily a senior level, has more than 100 years' experience in B2B, consumer, rail (train operating companies, infrastructure and major projects), construction, engineering, FM, onshore and offshore wind, oil and gas, regional government, NHS and business marketing and communications.

We have won more than 75 nationally recognised awards between us and we are members of the Chartered Quality Institute, the Chartered Institute of Public Relations and the Chartered Institute of Marketing. Together, we have worked for more than 800 organisations across the private, public and voluntary sectors in the last 14 years.



Integrated award-winning services



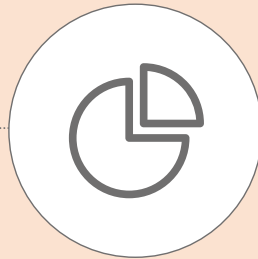
BUSINESS GROWTH
CONSULTANTS



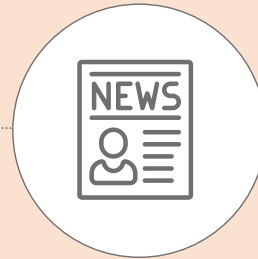
BID WRITING
SERVICES



STAKEHOLDER AND
COMMUNITY ENGAGEMENT



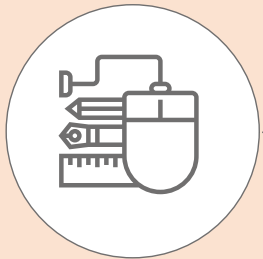
MARKETING
STRATEGY



SECURING MEDIA
COVERAGE



COPYWRITING



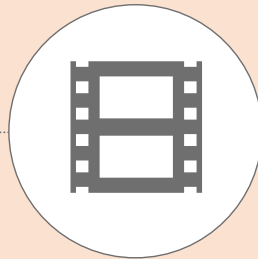
GRAPHIC
DESIGN



ANNUAL REPORTS
AND PROSPECTUSES



BROCHURES,
NEWSLETTERS AND
E-NEWSLETTERS



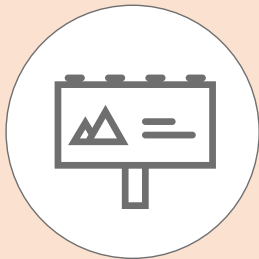
ANIMATIONS



WEBSITES



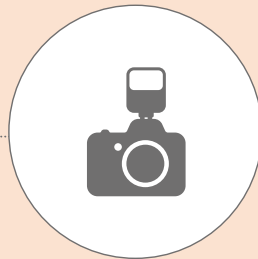
SOCIAL MEDIA



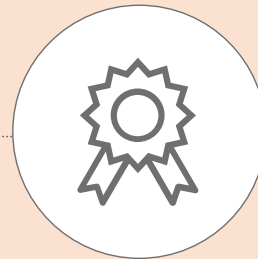
ADVERTISING



EVENTS AND EXHIBITIONS

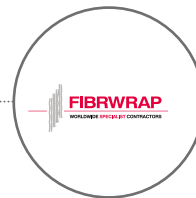
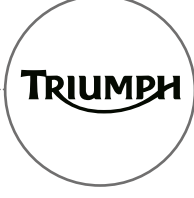
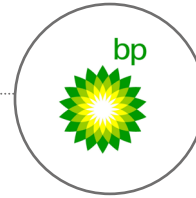
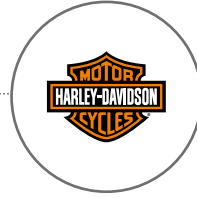


PHOTOGRAPHY



AWARD BIDS

Great brands work with us



mercurygroup
www.mercury-group.co.uk

Results focused

In the last 12 months, we have delivered:

Supported clients
in winning
£600m
worth of work



365/24/7
rail press office
with on call and out
of hours service



340
internal
newsletters



216
MP and
councillor meetings



28
external
magazines

60 award bids written,
56 shortlisted



1,900 media
interviews



250,000
social media
updates



870 positive
stories published



10,000
consumer surveys
undertaken



106 years'
experience



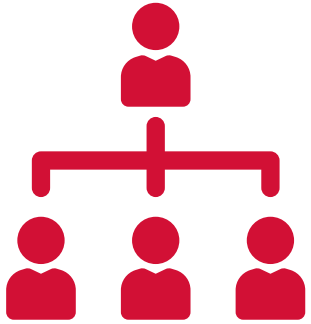
Marketing • Communications • Media Coverage • Campaigns • Award Bids • Tenders



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A history of success for our clients

In the last 10 years, we have:



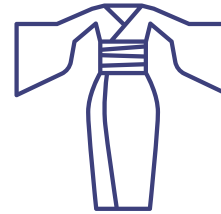
Delivered high profile and successful campaigns for

**more than
800**
organisations



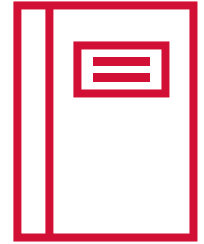
Positively promoted, and as a consequence helped secure the funding for a £94m rail electrification programme (to GRIP stage 3) for one of the UK's leading train operating companies

Promoted and delivered
more than 20
high-profile fashion events and an award-winning fashion show

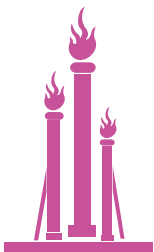


Worked directly for five of the 'big six' energy firms

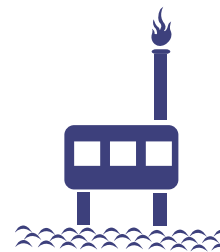
Carried out
more than 80
brand and marketing audits for large organisations



Devised and delivering marketing and communications work for Europe's biggest and most prestigious international business convention



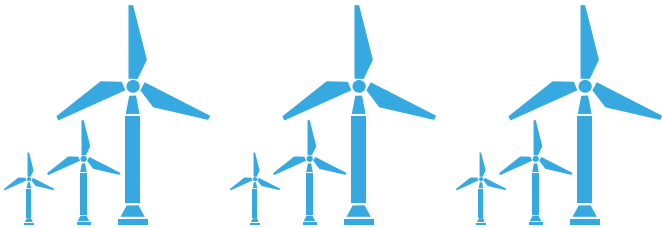
Dealt with three of the country's most difficult onshore planning applications, co-ordinating all communications and stakeholder communications and helping the to achieve planning approval at the first time of asking



Delivered services for two Italian and Norwegian oil and gas companies

A history of success for our clients

In the last 10 years, we have:



Supported three international offshore wind companies, whose projects' combined valued is **more than £70bn**, with successful communications through the Infrastructure Planning Commission (IPC) process. These are Nationally Significant Infrastructure Projects which are required to go through the Planning Inspectorate for approval

Designed and built more than

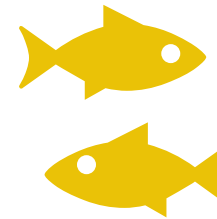
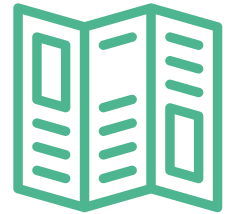
400

websites (including all of the needed support services such as SEO)



Commissioned print on over a **1,000,000**

printed brochures, newsletter, leaflets



Helped one of Europe's biggest marine parks, valued at **more than £400m**, achieve planning approval through the PINS process. Again, this was a Nationally Significant Infrastructure Project which had to go through the Planning Inspectorate for approval

Promoting rail infrastructure projects UK-wide on **more than £1bn** worth of multi-disciplinary work



Delivered design projects for more than

600 organisations



Helped one rail customer to win work in excess of

£450m in a three year period



Devised, managed and delivered more than **200** successful social media campaigns delivering more than **1,000,000** Tweets and Facebook messages (and counting)



Where our people
are based

40 people,
UK-wide,
24/7/365

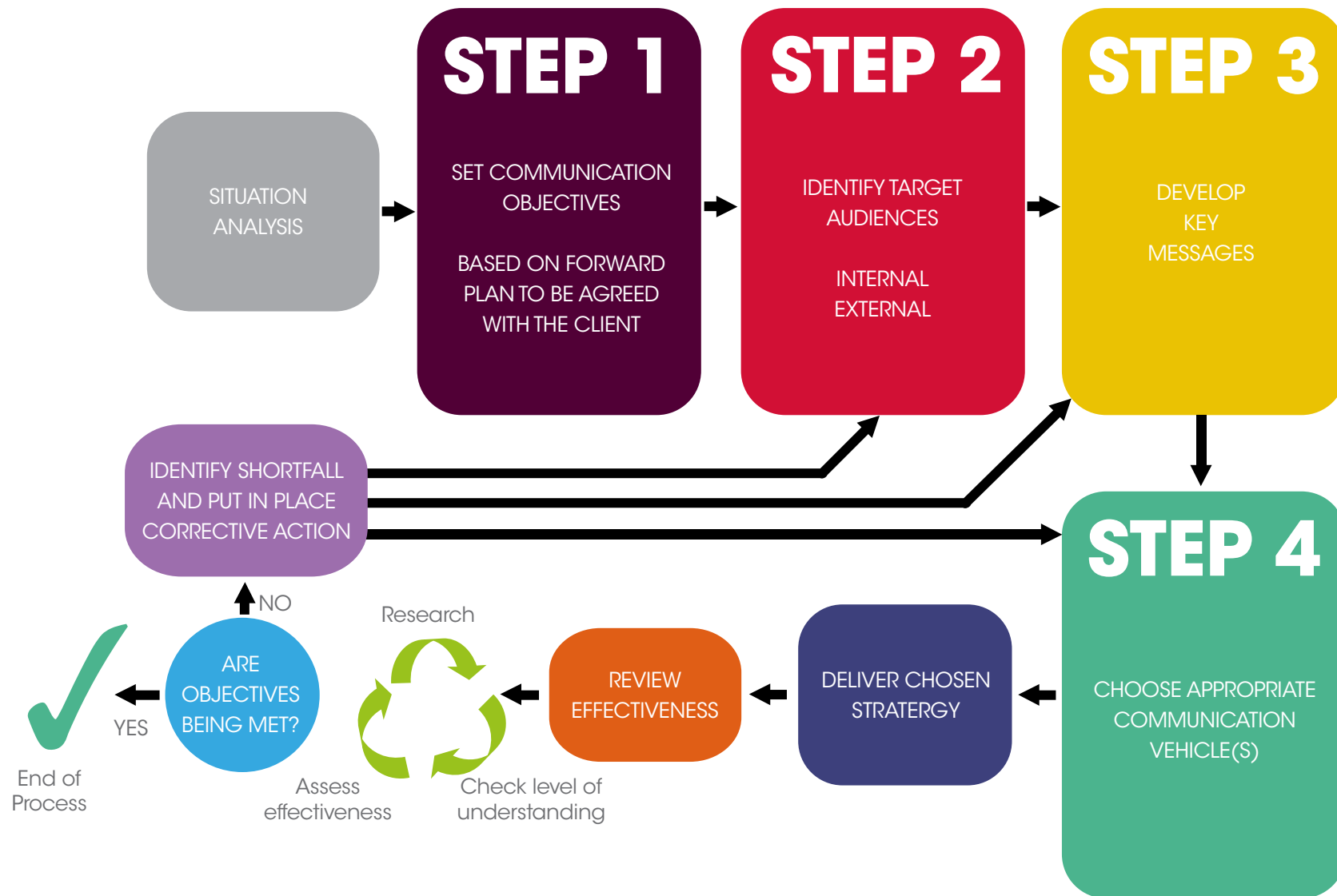


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Project management^{TMW}



Communication process^{TMW}



PR and profile raising process^{TMW}



Mercury PProP™

Hobson & Porter context

Hobson & Porter is a long and well-established, multi-award winning construction and community partner, working with clients across Yorkshire and Lincolnshire to deliver safety and quality-driven construction projects in the built environment.

Established in 1971, the firm remains family-owned and maintains core family-based values in its practices, looking beyond the project to provide added value for its customers, making it the 'go-to' contractor in its specialist area of operation and the communities it serves.

Hobson & Porter's Key Priorities

- To be recognised as an integral delivery partner for our clients, contributing experience and expertise to the construction process
- To be a regional contractor capable of servicing all our clients' requirements

Hobson & Porter's PR Objectives

- To raise awareness of Hobson & Porter and reinforce a clear narrative that helps the business to grow and prosper
- To create a favourable impression of the company
- To positively communicate the core values of the company as a great employer and a great organisation to do business with

Core Channels

- PR (online and offline media)
- Local and regional press
 - Business press
 - Online press
 - Trade press
 - Hobson & Porter website
 - Client websites

Hobson & Porter's Headline Messages

- Safety is at the core of everything Hobson & Porter does.
- Hobson & Porter is an integral construction delivery partner, assisting our clients in building the future and restoring the past.
- Since 1971, Hobson & Porter has reinvested in its business and created financial independence.
- As a major regional contractor throughout Yorkshire, Lincolnshire and beyond, it offers a tailored bespoke solution to its clients' construction needs.
- Hobson & Porter embraces a true partnering approach, built on a foundation of core family values: Trust, Honesty and Reliability.
- Hobson & Porter's areas of expertise include Construction, Project Management, Civil Engineering and Mechanical & Electrical.
- Hobson & Porter has built a business based on trust and relationships with clients.
- Social value and lasting legacy are key performance drivers for all of Hobson & Porter's projects.
- Hobson & Porter believes it has a responsibility to protect and preserve the environment for tomorrow's generation.
- Hobson & Porter has a longstanding commitment to develop skills and training for the benefit of the industry, highlighted through the Foundations scheme – working with industry partners and key educational establishments to bridge the skills gap in the industry.
- Hobson & Porter provides integrated, multi-disciplinary construction services to customers both new and old.

Mercury's Role

- To proactively promote to customers and business partners Hobson & Porter
- When needed, to passionately protect policy and actions
- To assertively advise on the right things to do

Monthly Activity

Three press releases per month (up to 36 per annum), based on the following broad headings: human interest stories, Corporate Social Responsibility, contract wins, construction excellence, key milestones, awards and accreditations

Meeting Structure

- Mercury to meet at Hobson & Porter's offices at the beginning of each month with Richard Hunter and Dave Blades to populate the PR plan with ideas in line with the company's business plan.
- Dan Clark and Phil Loades to meet at Hobson & Porter's offices with Dave Blades twice per month to discuss and write stories and arrange photography (two hours per session)

Arranged PR Activity

W/C	Story	Status	Next Action	Coverage	Notes
05/12	Richard Hunter	Mercury	Complete	Secured	All coverage on HP Source
12/12	Appointments	Mercury	Complete	Secured	All coverage on HP Source
19/12	Contract wins	Mercury	Complete	Awaiting	Awaiting further contract information
09/01	Roman findings	Mercury	Complete	Awaiting	Release distributed by NYCC
16/01	Rooted update PR	Mercury	Complete	Secured	All coverage on HP Source
30/01	Fire Station PR	Mercury	Complete		Awaiting approval from HP
13/02	Bransholme Fire Station open day	Mercury	Complete		Awaiting approval from HP
13/02	Foundations date set	Mercury	Complete	Secured	All coverage on HP Source
20/02	Minor works job creation PR	Mercury	In progress		Awaiting discussion with John
27/02	Apprenticeships PR - Careers Week	Mercury	Still to draft		Liaising with Pauline & Hull College
MAR	Foundations PR	Mercury	Still to draft		Initiatives with Bishop Burton - Pauline
MAR	Bernard Porter tools donation	Mercury	Complete		Awaiting approval from HP
MAR	PR Stunt - Milestone PR	Mercury	Still to draft		Briefing ideas to involve Look North
MAR	Richard Hunter - Big Interview	Mercury	Still to draft		Awaiting Hull Daily Mail date
APR	British Gypsum Pod PR	Mercury	Still to draft		
MAY	Woodford PR	Mercury	Still to draft		
JUL	Foundations PR	Mercury	Still to draft		
AUG	Yorkshire Day PR	Mercury	Still to draft		
AUG	Build up to Foundations Live 2017	Mercury	Still to draft		
SEPT	Foundations Live 2017 PR	Mercury	Still to draft		
OCT	LGTA Construction week PR	Mercury	Still to draft		
NOV	Foundations PR	Mercury	Still to draft		
DEC	Foundations PR	Mercury	Still to draft		

G: Written & signed off

Y: In Progress

R: Still to draft

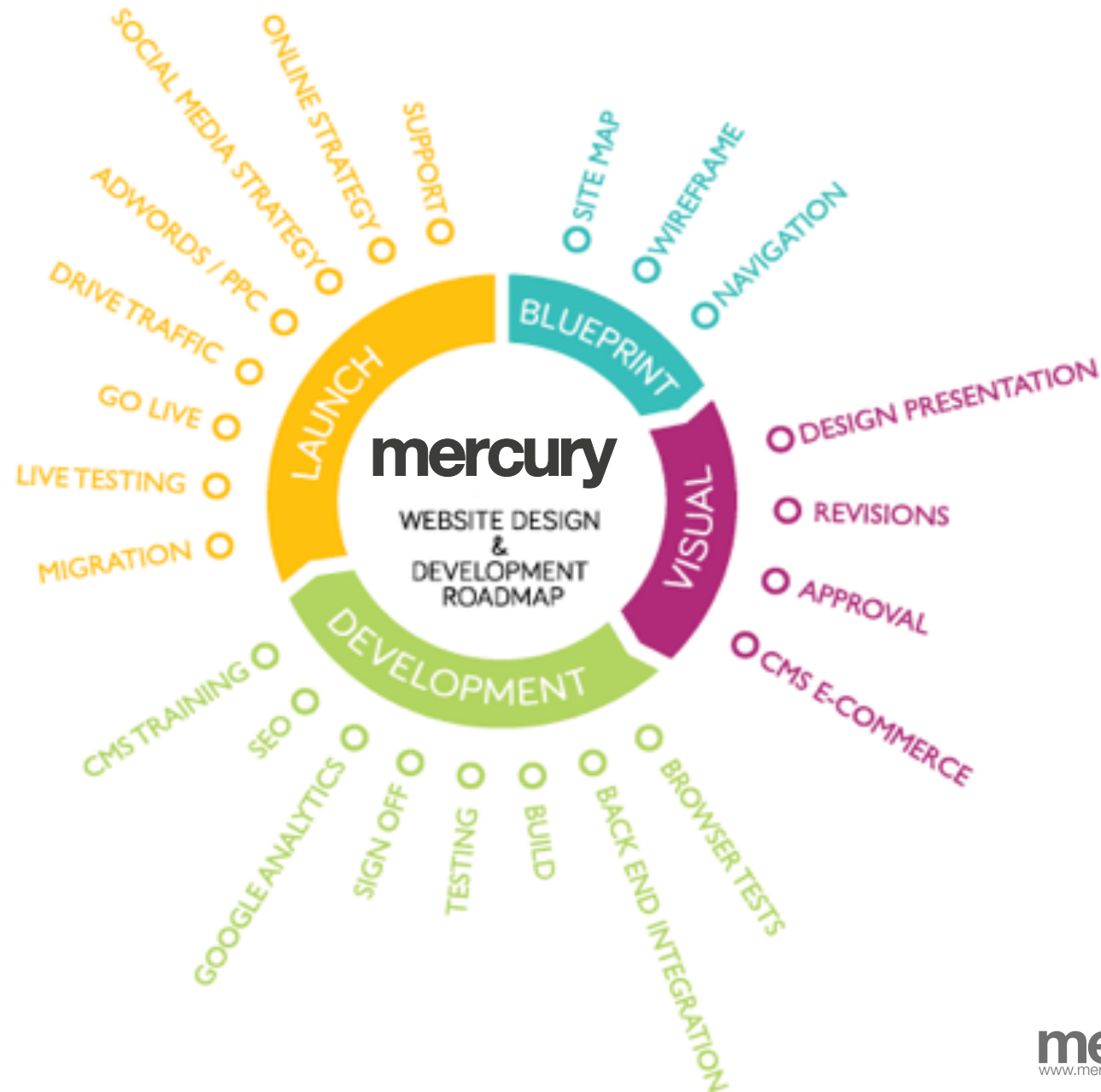
Media hooks calendar

January	February	March	April	May	June	July	August	September	October	November	December
1st - New Year's Day 11th Monthly meeting 19th Northern Lincolnshire Business Awards open 20th Business Masters entry deadline 27th Construction News Awards 31st - South Yorkshire and Humber LABC Awards entry deadline	14th - Valentine's Day 17th - Monthly meeting 18th - 26th Spring Half Term 28th - Shrove Tuesday	6th - 10th Careers Week 14th - 18th National Apprenticeship Week 17th British Construction Industry Awards entry deadline 18th - 20th Sport Relief 30th Business Masters Awards Dinner 31st - Yorkshire LABC awards entry deadline 27th - 1st April - Open Doors Week 2017 (TBC) Monthly meeting	1st - 17th Easter Holidays (School) 14th - Good Friday 16th, 17th - Easter Sunday, Monday 28th - Constructing Excellence Yorkshire/Humber Awards Deadline (TBC) Monthly meeting	1st - May Bank Holiday 11th - South Yorkshire/ Humber LABC 27th - 4th June - Summer Half Term 29th - Spring Bank Holiday (TBC) Monthly meeting	1st - 12th National Volunteers week 14th - Yorkshire LABC Awards Dinner (TBC) Monthly meeting	22nd - 4th Sept - Summer Holidays (School) 7th - Constructing Excellence Awards Yorkshire/Humber Awards Dinner 29th July - Tough Mudder (TBC) Monthly meeting	1st - Yorkshire Day 28th - Bank Holiday (TBC) Monthly meeting	5th - School term starts, International Charity Day 21st - Foundation Live 2017 Event (TBC) Monthly meeting	21st - 29th Half Term 10th - 12th UK Construction Week event 31st - Halloween (TBC) Monthly meeting	11th - Armistice Day 12th - Remembrance Sunday CITB Pride of Construction Awards (Date TBC) Hull Daily Mail Business Awards Children in Need (TBC) Monthly meeting	21st - Christmas Holidays (School) 25th - Christmas Day 26th - Boxing Day Jewson Live (TBC) Monthly meeting

Our design process^{TMW}



Web development process^{TMW}



building reputations



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mercuryconstruction



We have worked on some of the UK's most challenging and prestigious construction projects helping our clients communicate their messages from the planning stages right through to formal opening and beyond.

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mercuryenergy



**We work for a large number of the UK's
leading energy businesses**

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mercuryengineering



**We have promoted some of the UK's most
challenging engineering projects**

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mercuryfm



We have helped our FM clients to win more than 40 top industry awards, promoting their work in the UK and overseas

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mercurypublic



Northern Lincolnshire and Goole Hospitals NHS

Call the midwife!

Contact your local midwife direct, you don't need to see your GP first.

Book your first appointment now by ringing:

North East Lincolnshire 01472 875548
Goole 01405 720720 ext 4079
Brigg 01652 659569

Barton 01652 660052
Scunthorpe 01724 747268
Crowle 01724 712925

Your local midwifery team will be a great help to you throughout your pregnancy, ensuring you have

Winter in Oxfordshire

Make the most of the winter season with live updates, health advice and essential information from Oxfordshire County Council.

For all your winter information visit:
www.oxfordshire.gov.uk/winter

City Health Care Partnership CIC
a co-owned business

Not the Usual Suspects

One in every ten people looks after someone with a long term illness or disability

That's over 25,000 people in Hull alone - and they can be young or old and from any background. Many of these carers also have to hold down full time jobs, support their own family or attend college.

If you look after somebody, you are not alone. There is a help available. The Carers Information and Support Service is there for advice, support or just a friendly chat, whenever you need it. Just call us on 01482 336298 or visit our new centre at 30 King Edward Street, Hull.



We have worked for more than 60 local authorities, 20 NHS trusts and have a proven track record as political lobbyists

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mercury rail & transportation



28 years' experience in rail and transport. Working on some of the biggest and most challenging projects on Britain's railways

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mercuryretail



We work for 60 retail outlets UK-wide and more than 50 public houses as part of a national chain

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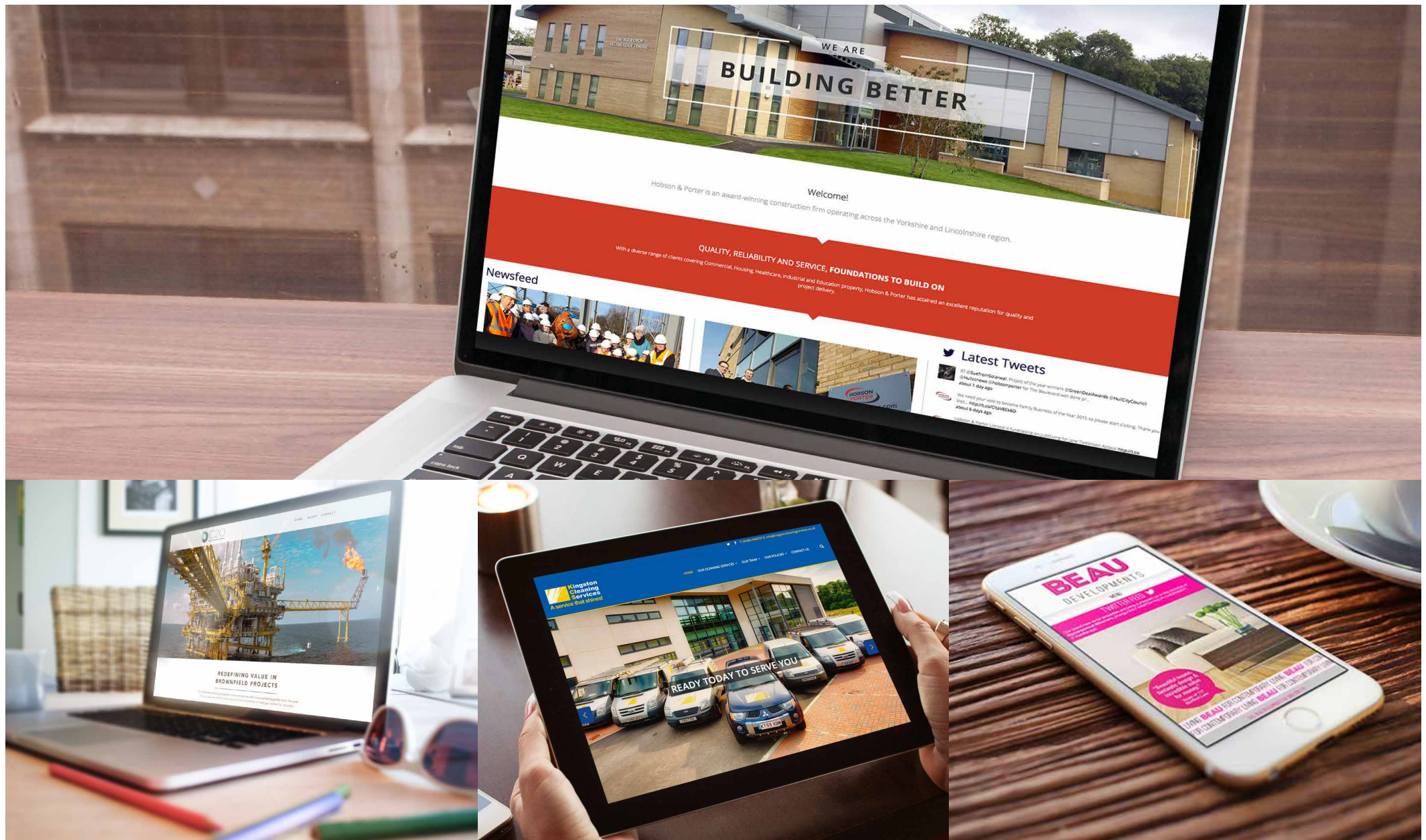
mercuryschools



We currently work for 15 schools and have delivered our services on a £400m PFI project

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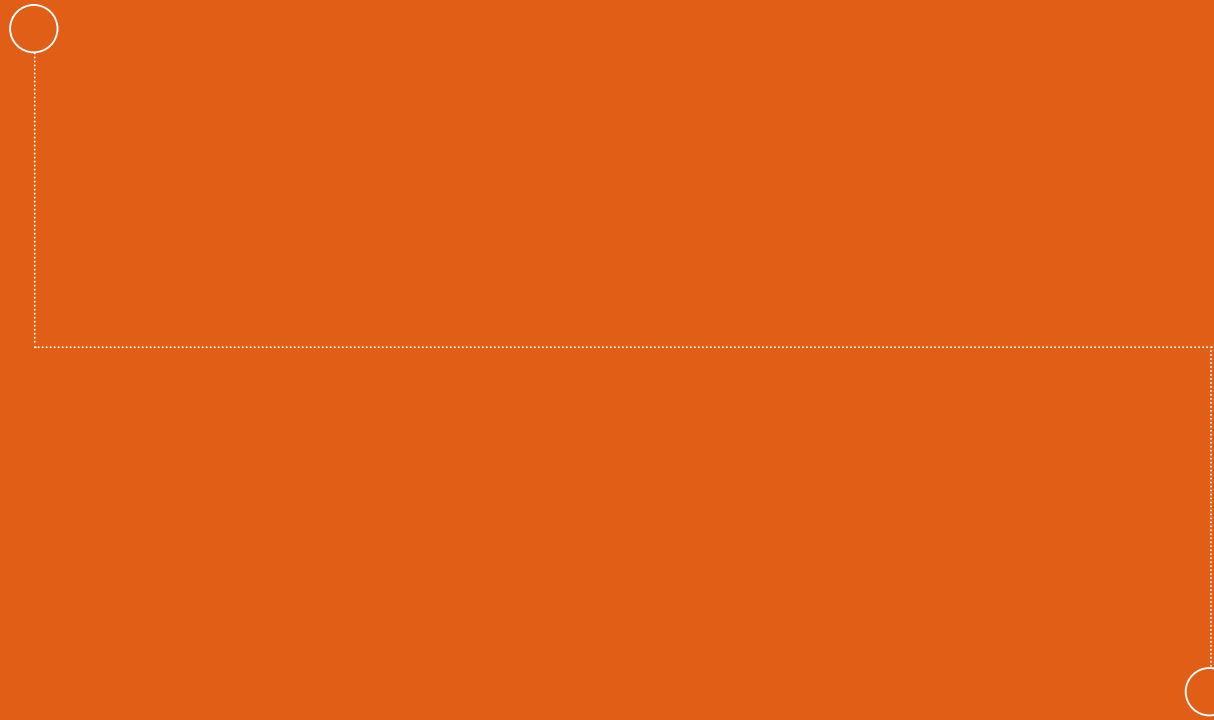
mercuryweb



Turning your vision of a strong online presence
into a reality

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CASE STUDY

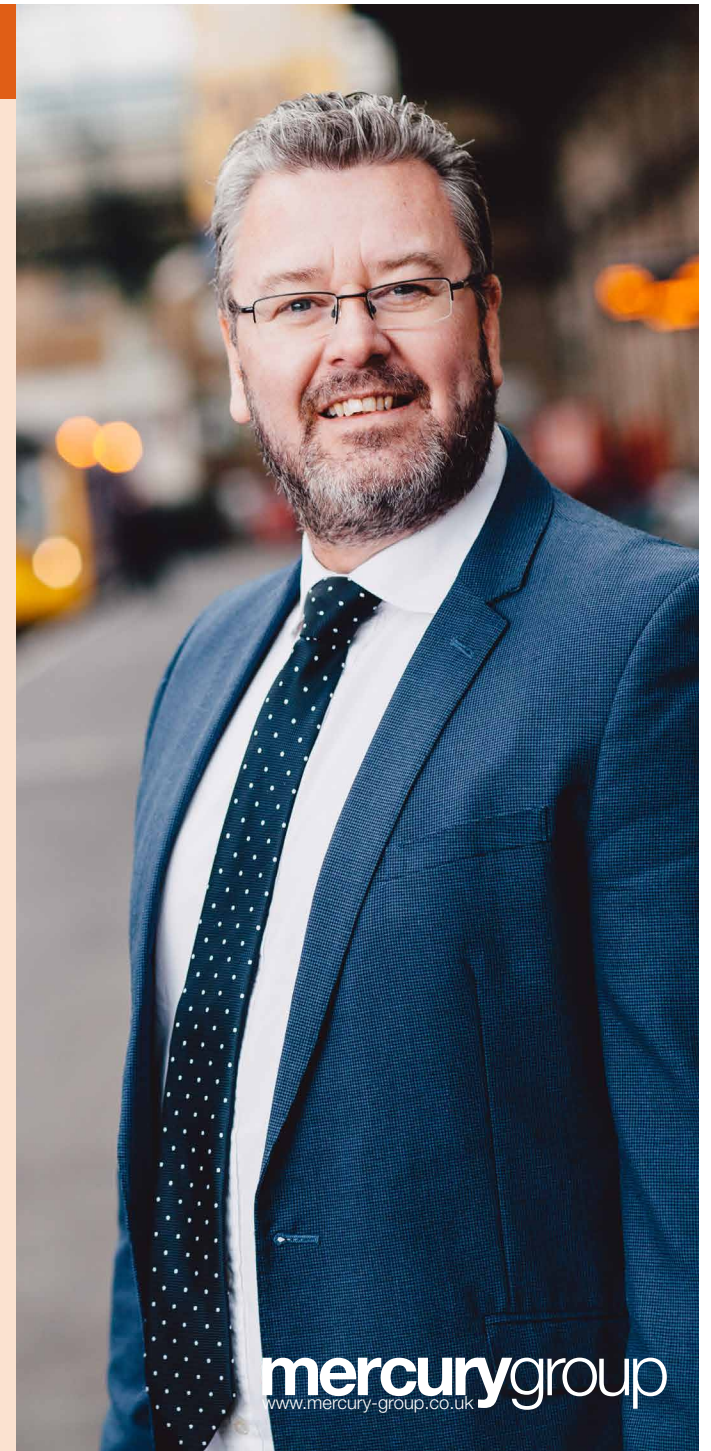


SPARKING BUSINESS SUCCESS

OUR PHILOSOPHY

- “ Here at Mercury, we believe that marketing and communications strategy has to be a series of integrated actions leading to a sustainable competitive advantage.
- “ It is this philosophy that helps us to make such a positive and profitable difference to the customers we serve.”

Simon Taylor
Chief Executive
Mercury Group
(28 years in the rail industry)



ORGANISATIONS TURN TO US...

...because for 24-hours a day, seven days a week we make a profitable difference to the people we represent.

A selection of rail industry and civils organisations we have worked with:



DON'T JUST TAKE OUR WORD FOR IT...

- “ Mercury Group Limited is one of the strongest and most creative business marketing and communications agencies I have come across in my 25-year career working in rail, construction and civil engineering.
- “ This agency not only delivers incredibly creative campaigns but they make a hugely positive financial difference through their industry intelligence briefings, making connections and industry experience, which is second to none.
- “ If you are looking to positively raise your profile and to win work in the rail industry, these are the people to turn to. I can't speak highly enough of them and their work. ”

Raj Sinha
Managing Director
SSE Enterprise Rail



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CASE STUDY: SSE ENTERPRISE RAIL RESEARCHING, AUTHORIZING & DESIGNING TENDERS



CASE STUDY: SSE ENTERPRISE RAIL SPECIALIST AND MAINSTREAM MEDIA COVERAGE



The recent re-planning of the rail industry's investment programme covered by the Hendy Review revealed that the vast majority of programmes will go ahead for delivery by 2019 despite, for a variety of reasons, challenges associated with costs and timescales on a number of enhancement projects.

There has also been a fundamental change with the reclassification of Network Rail as a public body, curtailing more freely available access to Government backed debt resulting in the requirement for more disciplined capital rationing.

These have all contributed to the funding challenge as has the realisation that large projects could have been managed on an holistic basis rather than piecemeal. Dame Collette Bowe's review, published at the same time as the Hendy Review, looks at the issues and draws conclusions for the Department for Transport, Network Rail and the Office of Rail and Road.

Time for something different

These changes have given rise to a number of opportunities, as well as challenges, for suppliers to the rail industry, newcomers and established providers alike. One of the former is SSE Enterprise, which entered the multi-disciplinary rail market in 2015 with arguably the strongest foundation of any new company in the rail sector. It was formed from the substantial resources and industry expertise of SSE plc - a FTSE 30 company with 15 years of rail industry success under its belt.

SSE plc (formerly Scottish and Southern Energy plc) employs nearly 20,000 staff UK-wide, generating a turnover of £32 billion in the UK. It has built an enviable reputation in contracting, utilities, telecoms and other energy-related services such as gas storage, exploration and production, connections and metering.



The leadership team is currently assessing both the Hendy and Bowe Reviews to clarify where it believes it can innovate and create value to Network Rail and potentially on HS2. Alongside this, discussions at a senior level with industry partners are also underway.

Strong leadership

SSE Enterprise will benefit immeasurably from the recent appointment of Raj Sinha as one of the key driving forces of the new rail company. Raj has a highly distinguished track record in the rail industry, with notable success with a number of key infrastructure and multidisciplinary businesses.

His expertise in multi-disciplinary rail engineering stands against the best in the business and his work has been recognised through numerous

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technical skills of his entire team. As well as operators, other development

in full swing - such as financial development, strategic management and engagement structure and training - he believes that by employing an engaging and educating the team he can create the strongest team of Britain's railways.

At forefront
Safety is a core value of SSE Enterprise - it's the backbone of its business and safety critical industries in member of the team achieves safety codes at all times, from its training back home, and as shifted from an environment of compliance to one that

ensuring that the hazard is controlled. Under the leadership of a national safety manager, the team has developed a Health and Safety Assessment, a document that has been created to identify dynamic and possibly transient risks and above assessment and control measures to be put in place to eliminate or mitigate the risk. Formal feedback and post-work surveys show that customer satisfaction ratings with the rail team's work remains consistently high with most clients being extremely satisfied with the performance and its safety record.

One of the team's main goals is to increase its market share of Network Rail's expenditure in renewals and enhancements, which accounts for a significant portion of its planned budget in OPEX until 2019. With OPEX on the horizon, the company intends to be at the forefront of delivery to Network Rail by the time that the work for that control period has been determined.

SSE already has a strong track record and good working relationships with a number of train operating companies and transport authorities and looks to strengthen and develop

As rail teams actively encourage diversity, as well as office and support networks, as well as

As rail teams actively encourage diversity, as well as office and support networks, as well as



Audit triumph for SSE Enterprise Rail

SSE Enterprise Rail has passed a comprehensive audit resulting in 168 new RISQS codes, bringing its total number of individually recognised qualifications to over 200.

RISQS is the single entry point for suppliers to the rail industry. Buyers of products and services throughout the rail industry use RISQS as their supplier qualification service.

RISQS codes signify an organisation's capability in specific areas of operation within the rail industry.

Says Raj Sinha, managing director of SSE Enterprise Rail, "We have built up a great track record over the last 15 years in a range of disciplines on Britain's railways. As a growing, progressive company, with ambitions of increasing our market share within renewals, enhancements and power on Britain's railways, the securing of these new RISQS codes is hugely important."

He added, "We can really start to capitalise on the potential that has always existed among our highly skilled personnel."



New power for Liverpool Street

London's Liverpool Street station is the third busiest in the capital, after Waterloo and Victoria. Opened in 1874 as the terminus for the Great Eastern Railway, it absorbed all of the services that ran into the adjacent Broad Street station when that closed in 1965.

Today, it is the terminus for the West Anglia main line to Cambridge, the Great Eastern to Norwich and the Stansted Express service, as well as local and commuter trains to the East of England. The station's 18 platforms are used by more than 1.2 million people every day (over 6.5 million per annum), travelling on services operated by Abellio Greater Anglia and Transport for London, as well as Transport for London which took over operation of the route to Shenfield last year as a precursor to Crossrail. There are also a handful of c2c services. The station's underground interchange serves the Central, Hammersmith and City, Metropolitan and Circle lines.

Life expired

All of this, with lighting, heating, retail, offices and services, uses a lot of electrical power. There are over 50 high strength steel and metal outlets alone, and they all rely on electrical supply (Dartford switch gear and distribution boards), which feeds the power supply. This equipment, which is 25 years old, is coming to the end of its operational life. In addition, because of its age, the apparatus does not meet the current safety standards for maintenance access provision and requires renewal.

As a result, SSE Enterprise Rail has been commissioned to design and deliver a solution to replace all life-expired mechanical and electrical assets between years two to four of Network Rail's Central Period 5 (CP5) delivery plan. The SSE Enterprise Rail team will also improve electrical safety to help prevent major equipment failure, provide a dedicated back-up electricity supply for the station and train shed lighting to further improve reliability, and expand current electrical distribution capacity at the

station by 25 per cent. All of this will be delivered whilst maintaining functionality of all station facilities and operations, keeping disruption to an absolute minimum and travellers on the move.

"SSE Enterprise Rail is developing a 'one team' approach and will carry out detailed consultation with all interested parties, which include the client, Network Rail, operators Abellio Greater Anglia and Transport for London, as well as station staff, towards the station outlets and the general public. This collaborative way of working assures project values and objectives will be agreed from the outset, with less likelihood of anything unexpected occurring during the design and delivery phases with a far greater chance of success for all parties. Safety, SSE Enterprise's number one core value, will be the primary consideration at every stage. The completion of GBP 3 - a construction and engineering services contract is scheduled for the end of November 2016, while the completion of GBP 5 - a design and construction contract is expected at the end of November 2017.

Contract win
SSE Enterprise Rail won a competitive tender to design and deliver this Liverpool Street Switch Panels and Distribution Board Project on behalf of Network Rail. The tender scoring system awarded the company maximum marks in the 'commercial' category, reflecting the organisation's drive to deliver the optimum balance of quality, safety and value. Raj Sinha, managing director of SSE Enterprise Rail, said: "This project will be very challenging, but we have the right people with the right skills at every level to deliver this type of specialist work. We look forward to supporting Network Rail and other stakeholders at Liverpool Street Station, building on the great reputation that our team of 15 years has already developed there." This successful tender award follows other recent contract wins for SSE Enterprise Rail, including the Tier 1 electrical works call-off contract for LNW route electrical framework for both South and North areas and the property minor works framework contract to March 2017.



Contract win

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CONTRACTS

Priority School Building

Programme contracts for the rebuilding of 18 Beach Church of England Junior School in Woking and Riverside Church of England Primary School in Exeter have been awarded to the **Portsmouth Group**.

The well see the buildings manufactured off site at the company's new production centre using 'block' solutions to create the required housing and learning environments. The new contracts are worth £8.2m.

East Midlands Franchising (EMF) has announced the winning of a new year contract extension to provide facilities services to **Network**, which will see the company provide cleaning

It will also provide electrical safety to help prevent equipment failure, provide a dedicated back-up electricity supply for the station and train shed lighting and expand current electrical distribution

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products for the NHS, outsourced facilities management and mobile engineering services.

It will be implemented at the NHS Manchester head office and used by mobile engineers across the UK, with completion due at the end of next month. NHS operations director Neil Bennett said the combination of the software and NHS's equipment creates a compelling solution for our contract and operational management needs."

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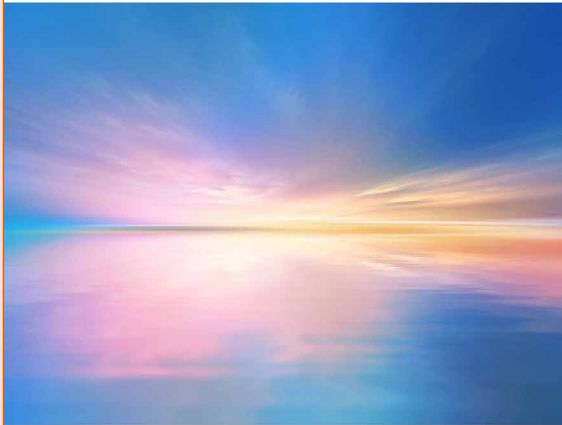
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CASE STUDY: SSE ENTERPRISE RAIL BROCHURES



CASE STUDY: SSE ENTERPRISE RAIL BESPOKE BROCHURES

NEW HORIZONS



A POTENTIAL COLLABORATION

SSE ENTERPRISE

THE OPPORTUNITY



12

There now exists a unique solution business.

By combining the collective strength, with each organisation's far-reaching:



6

RAILWAY SERVICES

We now see an opportunity to partner with a range of other disciplines. We have successfully completed a large number of M&E projects on the UK railways over the past 10 years. In 2016 we became a competitive tender to provide new power for London's Liverpool Street Station, and were commissioned to design and deliver a solution to replace all life-expired mechanical and electrical assets between years two to four of Network Rail's Control Period 5 (CP5) delivery plan.

The tender scoring system awarded the SSE Enterprise Rail maximum marks in the 'commercial' category, illustrating our drive to deliver the optimum balance of quality, safety and value.

We have the wide-ranging skills, experience and proven track record to successfully deliver projects in:

- Mechanical and Electrical (M&E) Contracting
- Electrical Safety Testing
- Power and High Voltage
- Civil Engineering
- Building
- Electrical and Instrumentation
- Data and Telecommunications
- Renewable Energy Solutions
- Electrification and Plant

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WELCOME TO SSE ENTERPRISE RAIL



I have great pleasure in introducing our rail business to you. This brochure will show how we can help you to achieve your project aims, as well as illustrate what we might be able to do together.

I joined SSE Enterprise in 2013 as the company entered the multi-disciplinary rail market - with arguably the strongest foundation of any new company in the rail sector. It was formed from the vast resources and industry expertise of SSE plc - a FTSE 30 company with 36 years of rail industry success under its belt already.

As part of SSE Enterprise - one of the UK's largest mechanical and electrical contractors - we have at our disposal 3,000 staff with all-specific skills, who are ready and available immediately. I am confident that no other company occupies such an advantageous position.

With 250 RSGS, we are able to undertake work within signalling and track, general building works and civils, infrastructure telecommunication - and many other areas besides.

We also hold a Principal Contractor's Licence and are working towards BS11000 certification, enabling us to collaborate more effectively and more often with business partners.

With such extensive resources and a well-connected workforce, SSE Enterprise Rail offers the reassurance of quality and success from one of the biggest names in UK industry.

We look forward to working with you.

Raj
Managing Director
SSE Enterprise Rail

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HOW WE DELIVER GREAT CUSTOMER SERVICE

People are the lifeblood of any successful organisation. At SSE Enterprise Rail, our high employee retention rate means the vast majority of our skilled and experienced people have been with us for a number of years and have fully embraced our culture of work and safety. It also speaks of how our organisation is regarded as a great place to work.

Our talented workforce is also hardworking, with a high productivity rate. This is borne out by our record of completing projects on or ahead of schedule.

We are a service organisation, so delivering a high quality customer experience is central to everything we do.

While all six values (safety, service, efficiency, sustainability, excellence and teamwork) are central to our company, our customers are the reason we are in business, so customer service ultimately forms the basis of how we operate.

Our dedication to excellent service creates loyalty among our customers, who are more likely to use us repeatedly. This, in turn, leads to increased sales and profitability, underpinning our success as a business.

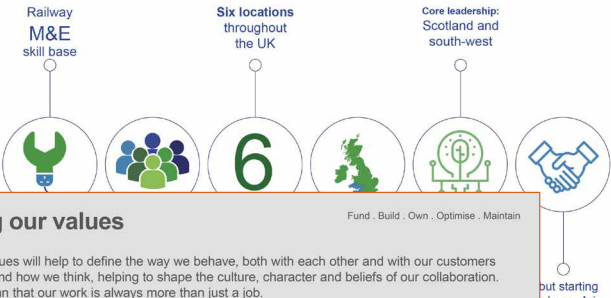


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CASE STUDY: SSE ENTERPRISE RAIL PRESENTATIONS

WHERE DO WE FIND OURSELVES TODAY?



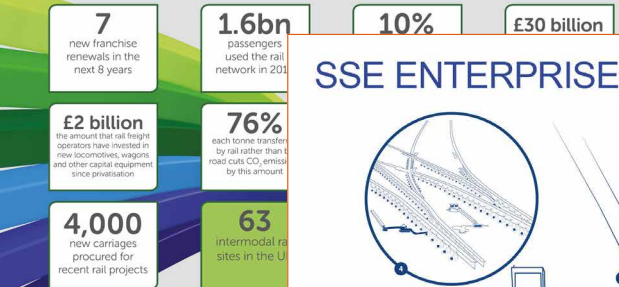
Aligning our values

Aligning our values will help to define the way we behave, both with each other and with our customers and partners, and how we think, helping to shape the culture, character and beliefs of our collaboration. Our values mean that our work is always more than just a job.



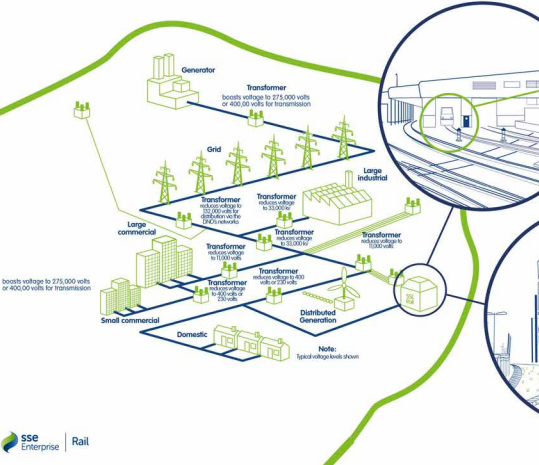
The industry in numbers

Britain's railways are vital to the country's economy. More people and more goods than ever move by train today.

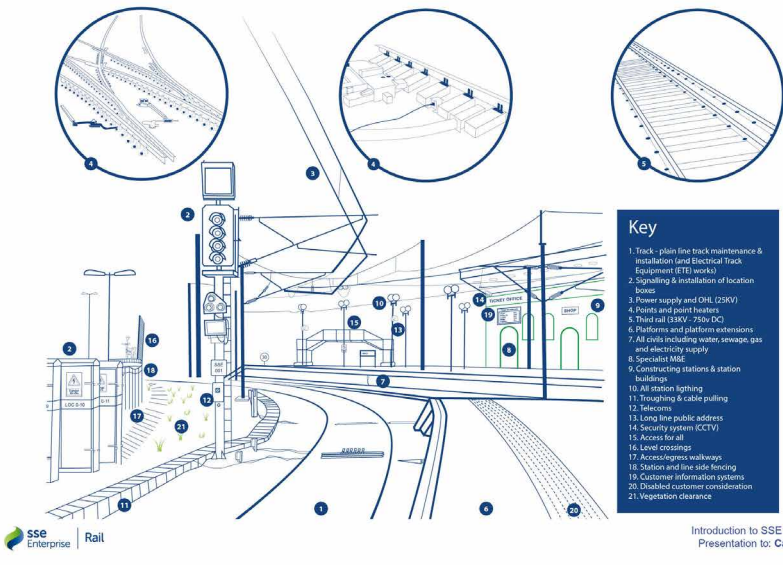


WHAT THIS LOOKS LIKE IN PRACTICE

From source to station



SSE ENTERPRISE RAIL CAPABILITIES



CASE STUDY: SSE ENTERPRISE RAIL INTERNAL COMMUNICATIONS

Fund . Build . Own . Optimise . Maintain

A dedicated railways business

Let's Talk Rail

Our monthly spotlight on SSE Enterprise Rail

SSE Enterprise Rail

Let's Talk Rail

ISSUE THREE
June 2016

SSE Enterprise Rail

Safety in everything we do!

A serious workplace injury or worse changes lives forever – for families, friends, communities and co-workers. Every person who leaves for work in the morning should expect to return home at night in good health.

We will play our part in creating the right environment and leadership to make sure that you have everything you need to operate in a safe and healthy work environment.

For your part, we would ask that you keep yourself, your colleagues, our customers, our supply chain partners and the general public safe at all times. Always remain vigilant and stop anything that is or seems to be unsafe – it is better to be safe than sorry.

Here is a reminder of the Network Rail Life Saving Rules and overleaf are our Golden Safety Rules. Let's do all that we can to make sure everyone arrives home safely, every day!

Leaving home

- Never work or drive whilst under the influence of alcohol

On the road

- Always obey the speed limit and wear a seat belt
- Never use a hand held or hands-free phone or programme or any other mobile device while driving

Arriving at work

- Always use equipment that is fit for its intended purpose
- Never undertake a job unless you have been trained or assessed as competent
- Always make sure the required permits and permits are in place before you start a job or go on site

On site

- Always use a safety harness when working at height
- Never presume equipment is isolated – always test before touch
- Always assume that equipment is live
- Never enter the agreed exclusion zones unless directed to by the person in charge

Arriving home

- We want all of our people to arrive home safely – every day

SSE Enterprise Rail

Hazards to look out for on a work site

Open shafts and edges

Unsafe cantilever loading platforms

Unsafe working platforms

Overloaded vehicle and forklifts

Unsafe structural membranes

Unsafe electrical equipment and connections

Unsafe mobile crane

Unsafe excavations

Unsafe access/egress

Struck by foreign body

Unsafe scaffolds

Falling objects

SSE Enterprise Rail

CASE STUDY: SSE ENTERPRISE RAIL WEBSITE



Copy for SSE wireframe

Image resource library

Trackside and Station/M&E Photography available here:
<http://mercurymarketing.pixieset.com/sseenterpriseprint/>
<http://mercurymarketing.pixieset.com/sseheffieldstation/>

Home page



SSE Enterprise Rail – Powering Britain's Railways

SSE Enterprise Rail has more than 15 years' experience working safely and collaboratively on Britain's railways.

We sit within SSE Enterprise, which brings together six of SSE's businesses: Contracting, Energy Solutions, Rail, Slough Heat and Power, Telecoms and Utilities, all delivered with energy and supported by 4,000 hugely talented and highly trained people.

SSE Enterprise works with more than 400,000 business customers from small and medium enterprises to some of the UK's largest companies, local authorities, government departments and other public bodies. We are also home to one of the UK's largest mechanical and electrical contractors, with the capacity to deliver the widest range of services to every kind of customer.

Within our rail business, we hold more than 200 'on and off track' independently assessed accreditations known as RISQS codes, confirming our place as one of the UK's most qualified rail industry principal contractors.



General Business Supplies and Services

We provide services associated with general building management utilities. Our specific expertise includes:

General Building Management

- General Building Management
- Portable Appliance Testing

Fire Safety Equipment

- Fire Safety Accessories & Equipment
- Fire Safety, Detection & Alarm Systems

Energy & Utilities

- Metering Services



Sector page



As part of SSE plc, you can see we have a wealth of industry-leading



Information centre

Case studies

Project examples: South West Trains & East Midlands Trains

South West Trains: 248 stations
East Midlands Trains: 80 stations

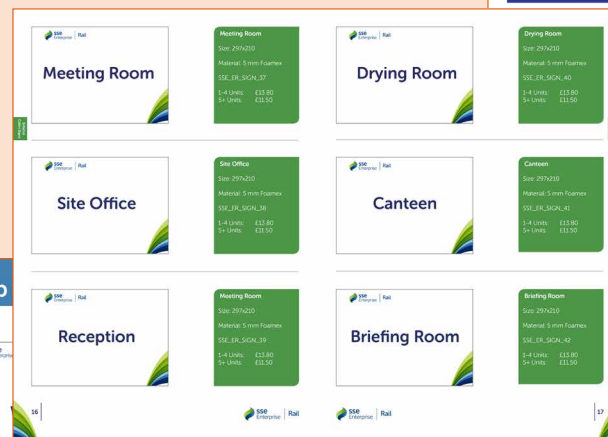
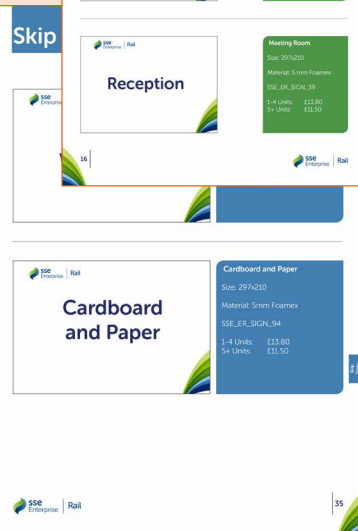
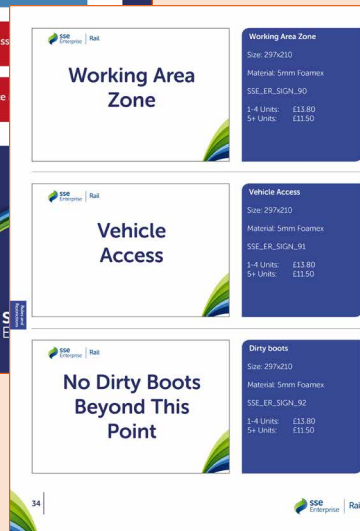
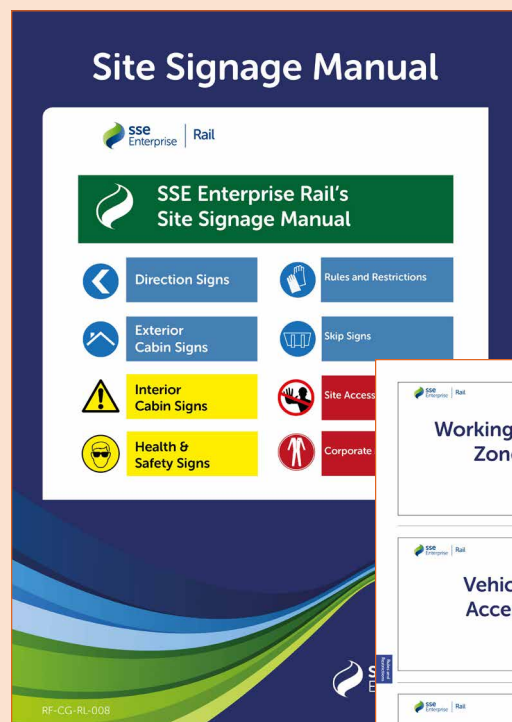
SSE Enterprise Rail has supplied reliable Planned Preventative Services for Mechanical and Electrical systems, including HVAC, Gas and Water Maintenance at over 300 stations in England, for South West Trains (248 stations) and East Midlands Trains (80 stations). These services reduce the risk of equipment or system failure of vital infrastructure within the railway estate.

Safety is our number one priority, and our Railway Services teams have assisted the train operators in complying with the legal obligations surrounding electrical and gas installations by providing safe, effective maintenance and repair.



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CASE STUDY: SSE ENTERPRISE RAIL SITE SIGNAGE



CONTACT US:

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