SERVICE & MAINTENANCE OVERVIEW

This document outlines the approach of oOh!'s NSW Operations team in relation to the Service and Maintenance Plan for the oOh!media advertising assets and shelters in the Northern Beaches LGA that oOh!media will be responsible for.

This manual is a live document and will be continuously reviewed and altered from time to time.

oOh!media's goal is to achieve the highest standards of Service and Maintenance through a systemised and planned approach to proactively manage most maintenance activities. These are planned to set frequencies and agreed standards. This is then supported by a series of fast responses to faults or damages, which can be "predicted" to occur, but not planned, e.g. Graffiti or glass breakage. This is supported by an emergency response protocol, for those occasions when safety issues merit immediate attendance and action.

The oOh! Maintenance Program is therefore a series of Services (or activities), which when combined provide the basic pro-active and reactive elements to ensure that the overall standards of maintenance and site presentation are of a high standard.

oOh!media would plan to establish a satellite facility within the Northern Beaches Council area, and oOh! shall recruit new and additional field services employees from within the local economy. This not only supports the Council's strategy, but it also ensures that the response times to cleaning and maintenance activities are enhanced, as all bus shelter components are readily stocked and available within the area. This satellite location will be supported by oOh!'s centre of excellence, National Operations Centre (NOC), located in Sydney's Norwest location.

Performance requirements are documented, and provision is made for monitoring and ensuring compliance. Communication, accountability, and responsibility are maximised within oOh!media's service and maintenance system.

OPERATIONS HOURS AND REQUIREMENTS

- Northern Beaches will be serviced on a 24/7 basis (subject to permitted access times)

- Operations staff are required to park alongside assets on the road including bus lanes and bus zones to complete the work. Parking alongside the road on nature strips will be necessary on occasions. There will be no parking on the street or in bus zones during clearway hours.

- Quality Inspections completed by Team Leaders fortnightly.

- Note: Public holidays will be treated as on call for emergency situations only.

KEY CONTACTS

Reporting hotline number: 1800 501402 (24 hours)

Reporting email address: uh-ooh@oohmedia.com.au (During Business Hours only)

STANDARD SHELTER PROACTIVE MAINTENANCE PLAN OUTLINE

Service	Frequency
Visual Inspection and standard Cleaning	Advertising Assets – Weekly Non-Adverting Assets – Fortnightly Council owned suburban assets - Monthly
Quick Cleaning Roof and Gutter Clean	As required As required
Illumination Inspections RCD Inspection & Filter Clean Filter Change Electrical Inspection	Monthly Bi-Annual Annually Annually
Structural & Condition Inspection	Annually
Line of site tree trimming	As required
Digital Inspection, Monitoring & Measurement	Real Time Monitoring by oOh!'s Digital Network Team

STANDARD SHELTER REACTIVE MAINTENANCE PLAN – FAULT RESPONSE

Damage / Fault	Target Response
Emergency Danger / Safety	3 Hours from Notification and Traffic Permitting
Damaged Component Urgent	3 Hours from Notification
Graffiti – Obscene	24 Hours from Notification
Graffiti – Standard	Next Scheduled site visit
Bill-posting – Urgent	24 Hours from Notification
Bill-posting – Standard	Next Scheduled site visit
Removal of Contentious Digital Copy / Breach of Standards	1 Hour from Notification
Electrical / Illumination Fault – Inspection, Diagnosis & Triage.	24 Hours from Notification
Electrical / Illumination Fault – Repair	24 Hours from triage (pending parts availability)
Broken Glass - Clean up	3 Hours from Notification
Broken Glass - Replacement	24 Hours from Notification (Dependant and subject to vandalism levels)

PREVENTATIVE MAINTENANCE & INSPECTIONS

oOh!media believes that checking, testing, repairing or replacing, before a situation is compounded, is the key to preventative maintenance.

There are a number of aspects to oOh!media's preventative maintenance program. Some components and materials have a natural fixed life span. In some cases the life expectancy is determined by the nature of the use and abuse (or lack of abuse) that an Asset receives. Some components require complete replacement whilst others need only refurbishment to maintain their appearance and use. Fixings and fasteners need to be checked annually, as does the integrity of the general structure.

oOh!media's approach is a systematic annual program, backed up by constant inspection and checking.

In all of the service provisions detailed, oOh!media's emphasis is on the need to inspect all Advertising Assets during every site visit. This brings to the fore (as defect reports) any visibly obvious maintenance requirements. This can then be addressed under repairs, or as part of a planned refurbishment program, if not urgent.

oOh!media's approach is to support the constant visual inspections, with an annual planned preventative maintenance visit. This visit combines checking and testing aspects of the asset, with replacement of certain pre-determined components. Recommendations are then made on less urgent items, for inclusion in planned upgrade or refurbishment programs.

Annual preventative maintenance visits must be cyclical, but can be planned in conjunction with other less time critical activities. Check lists are issued and detailed records maintained at all times.

REACTIONARY MAINTENANCE

oOh!'s preventative maintenance plan is supported by a series of fast responses to faults or damages, which can be "predicted" to occur, but not planned (e.g., graffiti or glass breakage). This is supported by an emergency response, for those occasions when safety issues merit immediate attendance and action.

Our approach to reactionary maintenance is as follows:

Making a report
All oOh! assets under the contract will have a label detailing:

1. The unique asset number
2. The 24-hour hotline number for reporting of incidents

This permits a report to be made as soon as any maintenance issues are detected. Further, oOh! will provide the 24-hour number and a dedicated email address to Northern Beaches Council for reporting advertising asset faults. Finally, all oOh! operatives and staff report any additional faults uncovered during their cleaning, maintenance, posting, and inspection visits to each site.

Actioning a report
As soon as a report is received it is sent to the relevant state operations team and triaged – priority being given to any works that are a safety hazard i.e. broken glass or an electrical issue. The incident is logged into vWork (our online dispatch and job scheduling software)

and programmed for rectification as required. In case of urgent issues, the team is dispatched to site as soon as possible to make safe the issue.

Common spare parts are kept in stock by oOh! at our Sydney based operational depot. This helps to minimise the downtime between incident and repair and rectification.

Operations have established a roster for technicians to be on call supported by a Team Leader for any after-hours escalation requirements. The rostered technician will have a specific on-call phone to receive alerts and messages redirected from the call centre.

Response times to various different faults can be found on page 4 of this document.

DIGITAL MAINTENANCE

oOh!media will provide network monitoring and maintenance via a dedicated system. Under the responsibility of the Digital Signage Network Manager, each unit's connectivity and system health will be displayed on a console within oOh!media's head office in North Sydney.

While all parameters of each unit's operation can be monitored, network connectivity, up time, campaign name and media etc. A series of alerts will immediately notify of any potential issue. These will be handled in a series of triage, by the console operation. First triage stage will allow the operator to remotely monitor the display of any unit in the network via the console to determine if there are any public facing issues. The Content Management System is capable of issuing a series of scheduled system commands which can rectify problems associated with normal operation. This will also diagnose if the issue is related to network connectivity and again the CMS is capable of issuing scheduled system commands directly to network devices such as the modem to bring them back online under normal operating conditions.

The second stage of triage is to utilise the capability of the system to take remote control over any unit in the network. This allows the unit to be configured as if a technician were on site, even to the extent of a complete software rebuild.

Stage three triage is activated by a hardware fault which requires an onsite technical visit, while oOh!media's sophisticated management system will notify of a potential system failure before it occurs in the event that an onsite technical call is necessary. oOh!media will employ a maintenance strategy of swaps-out and warehousing of complete systems, thus confining any downtime to an absolute minimum. We also have service agreements with specialist IT logistic companies to monitor and maintain our network hardware 24/7.