



Integrated environmental solutions



ACCREDITATION **REPUTATION**

EXPERTISE INNOVATION
BUSINESS ETHICS

BUSINESS ETHICS **SPECIALISTS** PEOPLE

COMMITMENT EXPERTISE
SPECIALISTS

PEOPLE **BUSINESS ETHICS**
COMMITMENT

INNOVATION **SUSTAINABILITY** ACCREDITATION

INNOVATION COMMITMENT

REPUTATION

ACCREDITATION SPECIALISTS

EXPERTISE
SUSTAINABILITY **PEOPLE**



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WHO WE ARE

Established in 1971, the McAllister Group was formed as an environmental solutions company offering drain cleaning services to business and residential customers. From its modest beginning, the company has evolved over the years into an Industry leader offering a range of high-tech and innovative solutions to clients across multiple industry and business sectors. The family-owned company's core values remain unchanged with the progress of time. For over 45 years the company has prided itself on an outlook centred on integrity, deliverability, innovativeness and customer-focused solutions.

Headquartered in Newry, the McAllister Group of companies employs over 80 staff and operates a fleet of over 60 vehicles across its Ireland and Great Britain divisions. The company has grouped its range of services by division: Trenchless, Environmental and Surveying. Our portfolio of services is offered to infrastructure, industrial, commercial and residential customers across the UK and Ireland. Our core business remains the inspection, maintenance and renovation of pipelines and sewers offering customers the most comprehensive and innovative solutions utilising trenchless or 'No-Dig' technologies such as Robotic Cutting, Ultra-Violet Cured-in-Place-Pipe

(UV CIPP) and CCTV surveying. At the heart of the company's ethos is a desire to evolve and innovate which in part explains the company's longevity in a competitive and dynamic environment. We are currently entering a new phase of growth exploring opportunities in new markets and business segments and working closely with companies drawn from the Pharma-Care, Food & Drink/Agri-Food, Transport, Tourism/Leisure and Retail sectors. We are proud to have maintained long-term working relationships with many companies and organisations within our client portfolio including large Water Utility providers such as NI Water, Irish Water, Thames Water, Southern Water and transport providers such as Translink, Transport NI, Network Rail and London Underground.

In addition to multiple depots across Ireland and the UK, the McAllister Group has two offices in England (Horsham and Iver) and an office in Eglinton. As the company approaches its 50th anniversary in 2021, we will continue to strive forward responding to the demands of customers and reacting to the dynamics of the marketplace. We plan to continue to ensure that the McAllister Group remains at the forefront of the Industry as a specialist supplier of environmental services through continued investment, risk-taking, innovativeness and our ability to deliver consistently for customers.

WHAT MAKES US DIFFERENT



We feel that there are a number of core competences which separate us from the competition.

REPUTATION

A reputation built on deliverability, knowledge and innovation.

EXPERTISE

We can leverage over 45+ years' experience within the environmental solutions sector.

SPECIALISTS

We are accepted as one of the market leaders in the provision of specialist trenchless or 'No-Dig' services on the island of Ireland and the UK.

COMMITMENT

The McAllister Group demonstrates its duty of care to its customers by providing the best solution to timebound problems/issues at an equitable price.

BUSINESS ETHICS

A source of company pride, the McAllister Group interactions with its customers, suppliers, partners, employees and local communities is bound by the principles of honesty, transparency and mutual respect.

SUSTAINABILITY

We are committed to the principles of sustainable development and responsible business practices which minimise negative impacts on the environment or communities in which we work.

INNOVATION

Throughout the history of the company, there has been a strong focus on leading the sector by being at the forefront of embracing technological advancement.

ACCREDITATION

We have attained ISO 9001, ISO 14001, ISO 18001 certification and the company received the Investors in People Award in 2014. The company is a member of UKSTT and is registered with Achilles UVDB, UVDB Verify and RISQS.

PEOPLE

We seek to attract and retain the highest calibre personnel. Providing an excellent service is impossible without people to deliver it so we invest in our people particularly those at the front-end of the business. Our people are highly-trained, hugely experienced and highly motivated.

On site with McAllister Group's Trenchless Division at Orchard Grove, Crystal Palace, London.

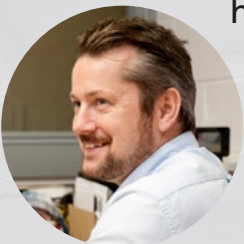




MCALLISTER

TRENCHLESS

“Utilising leading-edge equipment, materials and applications, our customer-focused teams are highly-skilled and manufacturer-trained, possessing huge experience in the delivery of trenchless solutions against pressing time, budget and client requirements.”



Leo McAllister, Managing Director GB

The McAllister Group is acknowledged across the industry as No Dig or Trenchless specialists leveraging over 20 years' experience gained in Ireland, the UK and the Middle East. Our approach - The McAllister Way - is to work collaboratively with our customers to frame their objectives, understand the project scope, identify any immediate or longer-term problems, understand time pressures and implications and to deliver on the agreed programme of work. By facilitating an exchange of opinions, perspectives and requirements with clients, we can derive a stronger solution that is innovative, fit-for-purpose and flexible. The McAllister Group has invested considerably over two decades in leading-edge technology and equipment, comprehensive training and development programmes for our staff and fostering strong working relationships with our partners and suppliers.



The McAllister Trenchless Division offers customers a range of surveying and rehabilitation solutions to structural and serviceability problems which exist in sewers, drains and culverts. We currently provide surveying and rehabilitation solutions for major water utility companies and transport companies across the British Isles as well as offering solutions to local government authorities, industrial and commercial business sectors. We offer our customers an extensive range of stand-alone and hybrid solutions including: -

- Surveying – CCTV Investigations
- UV Cured-In-Place-Pipe
- Ambient or Hot Cured CIPP
- CIPP Patch Repairs
- Lateral Repairs (Top Hats)
- Quick Lock Systems
- Robotic Cutting
- Manhole Rehabilitation
- Pipe Re-rounding
- Directional Drilling
- Pipe Bursting
- Combined Rehabilitation Systems
- Hybrid Pipe Rehabilitation





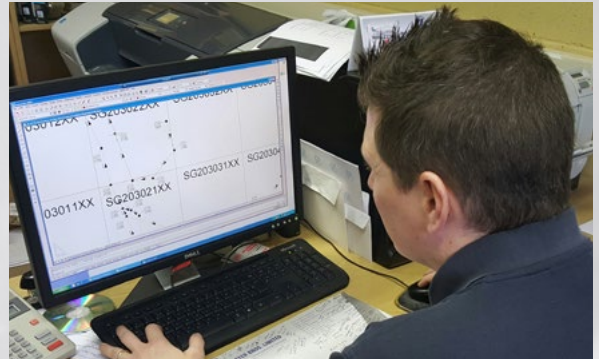
MCALLISTER SURVEYING

The McAllister Group has been carrying out Sewer Network Surveys since 1991 and has over 150 projects completed to date. These range from small village surveys with less than 5km and less than 50 asset points to full city sewer network surveys consisting of several hundred kilometres of sewers and several thousand manholes and assets.

The McAllister Group use CCTV surveys to investigate problems and scope solutions to structural and serviceability problems as they exist in sewers, drains and culverts such as cracks, collapses, roots and obstructions. Before considering any repair or remedial solution, it is crucial to have accurate and complete information about the existing system and pipe. This is derived from the investigation and normally takes the form of a CCTV Survey.

Since 1991, the McAllister Group has completed over 150 Sewer Network Surveying projects for a large number of Water Authorities across the UK and Ireland ranging in terms of scope, scale and complexity. Our highly-experienced survey teams undertake detailed structural and dimensional surveys of key sewer assets, often necessitating confined space entry. The data is collected and either recorded in hard copy survey card form or with use of the latest mobile PDA devices with built-in GPS. A network model of the sewer network is produced in InfoNet as well as drawings of the network in AutoCAD format.

We also carry out comprehensive Pumping Station surveys including drop tests to assess pump efficiency and operation as well as the mechanical and electrical details of the pumping station. Overall the Sewer Network Survey consists of Manhole Surveys, CSO and Outfall Surveys, Pumping Station and sewer ancillary surveys which are mapped into the Model Contract Document. We also carry out full Topographical surveys using the latest GPS technology or using the traditional total station technique. Many of the sewer network surveys completed also required flow and rainfall surveys and Impermeable Area surveys.





McALLISTER ENVIRONMENTAL

"As the company approaches its 50th anniversary in 2021, we will continue to strive forward responding to the demands of customers and reacting to the dynamics of the marketplace. We plan to continue to ensure that the McAllister Group remains at the forefront of the Industry as a specialist supplier of environmental services

through continued investment, risk-taking, innovativeness and our ability to deliver consistently for customers"



Peter McAllister, Managing Director Ireland

The McAllister Group currently operate throughout the UK and Ireland on large environmental contracts which necessitate that performance targets are met on time and within budget. We have extensive experience in working towards meeting Key Performance targets against service requirements.

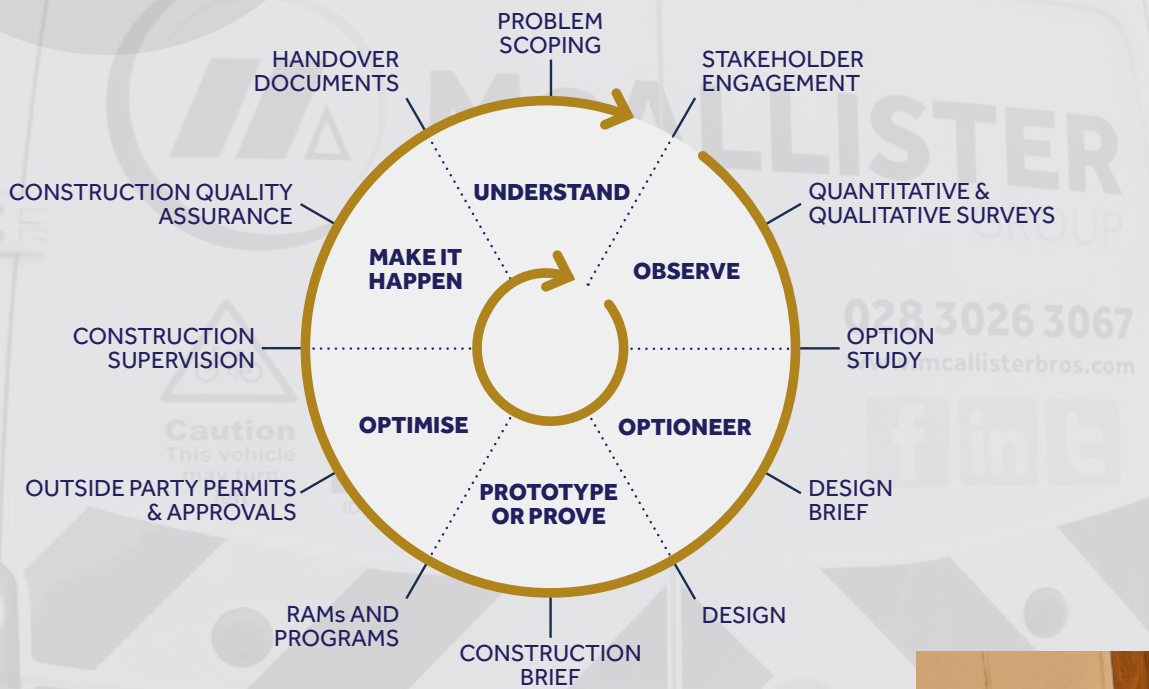
The McAllister Group continue to invest in new technology, staff development and new systems of work within the environmental sector to both reduce cost and to improve customer service by identifying problems earlier. This enables a speedier response to those problems by changing and adapting ways of working to improve efficiency and developing a more customer and performance led-culture, with minimum disruption possible to the client. Our staff are always focused on getting the job done right the first time.

The Environmental Division has two core offers: Drainage & Sewer Maintenance Services and Waste Management & Maintenance Services. We offer industrial, commercial and residential customers a range of services which include Sewer & Drain Cleaning, Large Diameter Sewer & Culvert Cleaning, Blockage Services, Root Cutting & Removal, Grease Trap Maintenance & Grease Removal, Gully Cleaning Services, Sewer Network Maintenance, Septic Tank Emptying, Tank & Wet Wall Cleaning, Waste Water Treatment/Large Tank Cleaning, Interceptor Cleaning, Pollution Incidents & Oil Spills and Forecourt Cleaning & Maintenance.





McALLISTER CONSULTANCY



“There is an increasing requirement from our customers for the McAllister Group to work collaboratively with the design team at the outset of a major project. Our knowledge of the most cutting-edge technologies and their applications on site coupled with our burgeoning sectoral expertise means that we will always derive the Right Solution for the complexity of the project. This should provide greater assurance of delivery for our customers”.



Dan Watson, UK Contracts Director





With a history dating back to 1971, our customers can draw on over 45 years' of bespoke environmental solutions. From the outset, our focus in our interactions with our customers is to fully understand what issues need to be resolved as well as ascertaining the parameters of the project. Our teams across the UK and Ireland are highly trained and experienced and work collaboratively with customers to derive the optimum solution. Our industry is constantly evolving in tandem with technological advancement and more exacting project briefs from clients; increasingly as sectoral experts we have been consulted more actively at the outset of a project by customers seeking to overcome complex, timebound and budget-constrained problems. Our expertise, the strength of our manufacturer relationships and experience curve, allows us to offer our customers design and build competences whereby the McAllister Group team will devise and deliver the most appropriate solution to balance with the client's explicit requirements.

The McAllister Way is to work collaboratively with our customers to frame their objectives, understand the project scope, identify any immediate or longer-term problems, understand time pressures and their implications. We can assure any future prospective clients that we will endeavour at all times to: -

- **Find The Best Solution.** Best will vary. Your requirements, rapidly evolving new techniques and the increasing flexibility offered by hybrid solutions all impact. We make sure you have the appropriate options to consider. Get a quality outcome by choosing the best solution, and delivering it right first time.
- **Speed & efficiency.** The longer you wait, often the more the degradation, and the higher the risk. Our multi-skilled staff can fast track projects through design stages. You get access to our wide network of stakeholders such as Water Companies and Rail Infrastructure owners. This allows design approval and permit requests to be submitted at the earliest opportunity. Interfaces between people generally increase risk of delivery problems and risk proliferation. We minimise them.
- **Innovation.** Not the risky kind. Evolution of existing products, and frequently the application of proven techniques from other sectors to waste water infrastructure, and from international applications. Occasionally something completely new.
- **Lower costs.** The best solution, delivered faster, by fewer people. A flexible resource that can provide anything from the benefit of our experience to a full design and build solution. This makes us easy to deal with. All of the above helps reduce your costs.





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"The creation of the new corporate identity was a natural step forward providing a strong brand message to our multiple clients and prospective client targets that they can rely and trust the McAllister Group to complete and deliver major project works against pressing time, budget and developmental considerations. We can deliver because we possess the drive, insights, expertise and core competences to make it happen".



Kevin Woolf,
UK Operations
Director



Our sectoral knowledge and expertise has been developed and crafted over five decades working with customers across multiple commercial and industrial sectors and across markets in Ireland, Great Britain and the Middle East.

INFRASTRUCTURE - WATER & SEWERAGE COMPANIES (WASC)

The McAllister Group has been working as a specialist contractor on UK Water Company Infrastructure projects both directly and indirectly for over 30 years. Our key WASC customers include:

- **THAMES WATER** - Rehabilitation Framework Contractor since 2006, ongoing direct and indirect work (via tier 1 Contractors)
- **NORTHERN IRELAND WATER** - We have been responsible for all drainage and sewer network maintenance for NI Water for over three decades including all blocked drains, de-silting and cleaning of all sewers, maintenance of pumping stations and waste water treatment works. This equates to nearly 30,000 jobs fulfilled per annum
- **IRISH WATER** - We are currently the main contractor for Irish Water on 3 frameworks - Drainage Maintenance/ CCTV pipeline surveys and sewer cleaning/Sewer Rehabilitation works
- **SEVERN TRENT WATER** - Rehabilitation contractor through Tier 1 contractors
- **SOUTHERN WATER** - Working extensively on Southern Water Infrastructure since 2012 through partnerships with key Tier 1 Contractors
- **TIER 1 CONTRACTORS** - working with multiple contractors on sewer rehabilitation projects and contracts



MAJOR INFRASTRUCTURE - RAIL, ROADS, TUNNELLING, AIRPORTS

In recent decades, the McAllister Group has gained considerable expertise working on larger diameter sewers, drains and culverts which are frequently used in major infrastructure projects. This experience gained across the UK and Ireland extends to projects executed on behalf of Airport Authorities, Rail Network Operators and Governmental Departments responsible for the maintenance and upgrading of the road networks. To ensure we choose the right product from a design and installation perspective, we often work well in advance of project initialisation with various parties to support the selection and design of the most effective solutions. Working on complex infrastructure in difficult-to-access environments has become formulaic for McAllister Group in recent years due to our burgeoning project experience.

All our highly skilled and trained teams are focussed on compliance with the systems and procedures relating to: -

- The infrastructure type
- The asset owner
- The contractor
- The specific site

Ingrained within our organisational culture is a desire to seek continuous improvement in our processes and at all key stages of our project work from inception to delivery. This mind-set allows us to maintain and consistently deliver a high-quality solution with minimal defects/setbacks on behalf of our clients.



CONSTRUCTION CONTRACTORS & CONSULTANTS

For over three decades the McAllister Group has successfully worked on multiple infrastructure projects, transport improvement schemes, road upgrading projects and waste management improvement projects across the UK and Ireland. We have been fortunate to work with leading British and Irish engineering, construction and building contracting companies and consultants. Specifically, the McAllister Group has specific industry expertise in the protection, repair and maintenance of waste water infrastructure. The experience gained from working with international contractors and consultants has focussed our skillsets and honed our professionalism. As a consequence, we appreciate the importance of:

- Effective project design
- Adopting a flexible approach throughout the lifespan of the project
- Two-way effective communications
- Having contingency plans at hand if required
- Effective collaboration with other companies on site
- Responding proactively to unexpected programme changes.

Every project is different, so we focus our teams on ensuring site-specific risk assessment, management and communication. For the repair, protection or maintenance of existing waste water infrastructure, a major priority within the project brief is eliminating or minimising disruption for our customers and end-users. To mitigate against major disruptions, we adopt a flexible approach which involves system analysis, temporary by-passing of the section currently being worked on, out-of-hours working and pre-works communications campaigns.



DOMESTIC, COMMERCIAL & INDUSTRIAL CUSTOMERS

We offer a range of services to customers in the Commercial, Industrial and Residential Sectors including the clearing of a blocked drains, the implementation of CCTV pipeline surveys to identify the issues, the application of a Trenchless/No Dig solution to the rehabilitation of sewer networks. We also provide maintenance programs to our commercial and industrial clients.

For drainage maintenance we offer a comprehensive service covering everything from domestic septic tanks to large industrial wastewater treatment units.

We offer our business and residential customers a 24/7 callout service for blocked drains and emergency works. Our experienced Call Centre staff will help you resolve your problem very quickly. In event of an emergency, please ring 028 3026 3067. Out-of-hours you will be directed to our on-call service.

Other Services we offer our Domestic, Commercial & Industrial Customers include:

- Pumping Station cleaning and maintenance
- Forecourt Interceptor cleaning and maintenance
- Oil interceptor cleaning and maintenance
- Bio-Cycle Unit maintenance
- Domestic drainage repairs and replacement.
- Gully Emptying Service
- Grease Trap Maintenance



WHY CHOOSE US?



THE McALLISTER WAY

The following elements are the cornerstones for the approach we adopt for all our client projects.

Supporting the customer to determine the optimal and best value solution

Leveraging our experience and expertise and in working closely with our customers, we seek to derive the optimal solution for any capacity, structural or service problems presented. The outworking of these discussions will be a robust outline design concept that balances for the customer their budgetary considerations as well as pressing time parameters and access problems. Our customers should be assured that our pricing on the project is both equitable and offers value-for-money.

Leading Customer service and technical support

An often overlooked dimension of project work is the importance of communication. Our experience has informed our understanding that many problems inherent within a project are the result of poor or unidirectional communications. We seek to clarify the parameters of the project from the outset, favouring open and transparent communications with our partners and clients. This approach is the only means to develop, foster and maintain long-term working relationships. We do not compromise on professionalism. Our customers should be assured by the experience and expertise of our senior staff and team members. Our customers are guaranteed the most innovative project solutions containing cutting-edge technical processes, equipment and materials and supported by the leading sectoral manufacturers across Europe.

High productivity, efficiency and delivery on site

We fully understand that the success of the project is dependent on all individual elements coming together at the right time. By scoping out the parameters of the project in advance and setting out clear action plans before commencing work on site, we are well-equipped to complete our schedule of works within the agreed timeframe. Our highly-trained, highly experienced and highly-motivated teams will translate these action plans on site to deliver quickly without compromising the quality of the work. Thorough planning coupled with having the right people to deliver the right solution enables us to contend with any eventuality which may arise during the lifespan of the project.

Safety, Respect, Training and Development

We have garnered a reputation within our industry for our attitude to project management and the attitude of our teams onsite. The McAllister Group provides extensive Quality, Health & Safety training to each employee consisting of a blend of in-house, on-site, manufacturer and third party training. This training is to augment skill gaps, develop the individual's expertise and to provide exposure to a variety of working conditions, situations and environments. Our behaviours on site are also informed by our adherence to the working procedures set out by our partners or customers. We take our corporate responsibilities very seriously as our work may impact the environment, employees, clients and the public we serve. We are aware of the impact our works can have on the environment and as a responsible contractor, we strive to minimise these negative impacts and maximise the positive opportunities we can create. We are fully committed to doing so in a way that is fair, transparent and above all, safe and sustainable.



RESPONSIBLE BUSINESS PRACTICE

We take our corporate responsibilities very seriously given that our work may impact on the

environment, employees, clients and the public we serve. We are aware of the effect our works may have on the environment and as a responsible contractor we strive to minimise the negative impacts and maximise the positive opportunities we can make. We are fully committed to doing so in a way that is fair, transparent and above all, safe and sustainable.

Through our determined focus on quality, accident-free culture and a clear environmental vision the McAllister Group is at the forefront of developing safer systems of working; this



in turn allows us to protect our people, the communities and environments we work within. The McAllister Group is a quality assured company maintaining and operating an Integrated Management System which covers Quality, Environment, and Health & Safety. We have policies in place to ensure that we conduct business in a fair, professional and ethical manner. We are certified to a number of internationally recognised standards including:

- Quality Management – ISO 9001:2008
- Environmental Management – ISO 14001:2004
- Health and Safety Management – OHSAS 18001:2007
- Achilles RISQS
- Achilles UVDB
- Achilles UDVB Verify
- Contractor Plus

Since 2014, the Company has been recognised by the Department of Employment and Learning (DELNI) as an Investors in People company. These accreditations bear testament to the McAllister Group's ongoing commitment to workforce development and to creating a framework designed to help the company develop the knowledge and skills of its workforce.





INNOVATION

"The company thinks fast, invests in the future and attempts to innovate with processes, plant and technology to further add value to the client relationship."





Since the formation of the company, the McAllister Group has placed great emphasis on the ability to forward plan, to predict any movements in the marketplace and to respond proactively to the ever-evolving demands of the market and our customers. Our planning process involves working closely with both our customers and suppliers to ensure that our product range will be suitable for future modifications and applications.

THE FUTURE

The McAllister Group understands that sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs. These goals underpin the company's sales and marketing strategy. For the benefit of customers, the company will also make use of technological advancement and continued R&D to innovate our products and their applications.

McALLISTER BROS. LIMITED
TRENCHLESS INSTALLATIONS
UV CIPP LINING UNIT

• SEWER CLEANING SERVICES • CCTV
• PIPELINE REHABILITATION
• PIPELINE INVESTIGATIONS • CIPP LINING
• ROBOTIC CUTTING SERVICES
Tel: 01400 238673
www.mcallisterbros.com



FACILITIES AND LOCATION

The McAllister Group is headquartered in Newry, Co. Down and has an office in Eglinton in the North West. The Group has offices in Horsham, West Sussex and Iver, Buckinghamshire in England. We also maintain a number of depots in central London, Belfast and Dublin which provide support to the offices. Our geographical coverage for customers is further supported by strategic partnerships with Subcontractors across the British Isles.



Established in 1971, the McAllister Group is a leading Environmental Solutions provider offering industrial, commercial and residential customers in Ireland and the UK, the most comprehensive range of inspection, maintenance and renovation solutions for pipelines and sewers utilising cutting-edge trenchless technologies such as Robotic Cutting, Ultraviolet Cured-in-Place-Pipe and CCTV surveying.

Should you have any queries regarding the full complement of services offered by the McAllister Group, please contact us:

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