

## **Steeple Aston – A Statement from Gigaclear**

Gigaclear wishes to apologise to all those who were affected by the trenchwork in Paines Hill, Steeple Aston, over the recent Bank Holiday weekend. The work was carried out by one of our contractors to a standard that fell well below what we would consider acceptable.

For the type of work that was being undertaken, eg a trench across a road on a hill, we believe it would have been sensible for our contractor to have planned to do the work during the working week when the Tarmac plants were open, thereby enabling the reinstatement work to be carried out on the same day. This would have avoided the need for any 'plates' to be left as a temporary cover across the road. Although 'plates' can be used, in this instance it looks like footway plates rather than carriageway ones were used which was what caused the problem.

I take these instances very seriously and have spoken to the director of the company who accepts there were failings in its approach to the work and will ensure that supervisors are re-briefed to the correct standards. Additionally, I will be instructing the contractor not to do any further civils work in the area until all defect/remedial works are completed to the correct highway standards and the correct roadworks guarding equipment is available for future use.

Though thankfully rare, please be assured that this situation is as unacceptable to Gigaclear as I know it is to residents.

My Project Delivery Lead has been on site along with the contractor and our Health, Safety, Environment and Quality inspector, who failed the work on various issues. I have now been assured the remedial work has been carried out and the site is now safe. The Tarmac has been reinstated in the trench line with all guarding removed, which meets the necessary safety standards of the highway authority.

Gigaclear is an award-winning provider of ultrafast broadband to homes and businesses located in rural and underserved communities. On the rare occasions when we are let down by our contractors, we do our best to resolve any issues as quickly as possible.

Once again, please accept our apologies for both the disruption and poor quality of the work experienced.

**Ian Hughes-Williams, Senior Project Manager, Gigaclear**