



## Capability Statements





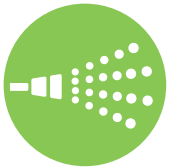
Introduction to Services

3



Gully and Catch Pit  
Cleaning Services

4



Quality and Safety with  
Water Jetting Services

5



Quality Drainage CCTV  
Solutions

6



Liquid Waste Tankering

7



Road Sweeping Services

8



Specialist Services - Pipe  
Re-Lining

9



Specialist Services -  
Robotic Cutting

10



Specialist Technology

11



Health and Safety

12



Customer Testimonials

13



## Introduction to Services

Flowline incorporating Clearaway (our specialist services division), is a leading environmental drainage service organisation with over 36 years' experience.

Our impressive portfolio of customer projects to date include blue-chip utility providers and asset owners such as Thames and Anglian Water.

**Quality and Safe Environmental Drainage Services – Here when you need us:**



### Gully and Catch Pit Cleaning

Flowline is annually responsible for approximately one million gullies in England, as well as more complex drainage assets, including culverts, soakaways and balancing ponds.



### Jetting

Our Flowline Jetters, (ranging between, 2,500 -10,000 PSI) can effectively remove obstructions including: fatty deposits, rust, scale, root intrusions and of course build-up of debris and silts from sewers, drains, ducts, culverts, chambers and other drainage assets.



### CCTV Pipeline Surveying

Our highly experienced technical CCTV surveying operations include: Inclination Surveys, Float CCTV, the best crawler cameras on the market with full colour, pan and tilt features.



### Tankering

Flowline provide liquid waste tankers to suit all project demands, ranging in sizes, between 3,000-28,000 tonnes, all fitted with flexible and durable 50mm, 75mm and 100mm suction hoses.



### Road Sweeping

This service with our 15 and 18 tonnes GWW road sweepers, provides environmental solutions to sweep away: Loose debris from beanie block kerbs and 'V' channel drainage systems.



### Specialist Services

**Pipe Re-lining:** Guarantees a quality finish during pipe relining works, non-hazardous, environmentally friendly, no dig technology and long-term solutions to tree root regrowth.



**Float CCTV:** Low Cost Solution to a difficult problem. More of our customers are making use of our specially designed floating CCTV survey equipment to undertake condition surveys of their drainage assets.



**Robotic Cutting:** The removal of difficult obstructions is a core part of the work we undertake either as a standalone repair or as a necessary first step in pipe rehabilitation work.



**Rail:** Qualified to work on the rail infrastructure using our specialist services division. All engineers are appropriately trained to undertake all forms of drainage work, on or off track.



For further details on Flowline services/technology/software/health/safety/risk, please see [www.flowline.co.uk](http://www.flowline.co.uk). Alternatively, please call 01268 654410 or email [assist@flowline.co.uk](mailto:assist@flowline.co.uk)



## Gully and Catch Pit Cleaning Services

Flowline is annually responsible for approximately one million gullies in England across a road network covering some 20,000 kilometres. Our Gully and Catch Pit Cleaning services' project scope and delivery continues to grow on strategic road networks with Highways England, through various asset support contracts and DBFO's, and Transport for London (TfL).

Furthermore, we assist many local Highway Authorities via Tier 1 providers and many other blue chip utility providers and asset owners.

This client diversity means we are regularly maintaining vital drainage assets on high speed trunk roads and motorways as well as in built-up residential areas meaning we have to adapt our service to the challenges posed by those extremes.

The contracts we deliver cover all drainage asset types, including gullies and catch pits. These include regular assets such as kerb inlets, offlets, grips, combined kerb drainage, slot channels, as well as more complex ones including culverts, soakaways and balancing ponds. Services include cyclical maintenance, inspection and trenchless repair ensuring we play our part in protecting a significant part of the country from the potential consequences of catastrophic flooding events.

Flowline has an impressive fleet of over a hundred vehicles to offer a speedy and reliable response for your gully and catch pit cleaning needs. Our highly effective fleet include DAF's and Kaiserwhales which range from 18-32 tonnes. The fleet is all Euro 6 compliant and includes recycler vehicles which help the environment by reducing water consumption and vehicle movements.



Furthermore, our medium volume combination units deliver outstanding results through having a capacity to draw 800 gallons of water containing debris and 1,000 gallons of clean water. This is an effective and powerful tool to tackle overflowing gullies and catch pits.

Additional enhancements to our delivery of gully services exists in our innovative technology and Further details of our revolutionary software: FieldViewer, Effective Software and Fleetmatics can be obtained from our website [www.flowlineltd.co.uk](http://www.flowlineltd.co.uk)

Customers are impressed with our specified KaarbonTech GullySmart system, which offers effective gully management, via collated data including silt levels which is used to provide an optimised programme for future cyclical works.



### KaarbonTech – Gully Smart

*The reporting of your system is the best I have seen in the industry. Your data has enabled us to improve the level of service we offer to our customers. Any maintenance required on the network can also be identified and rectified quicker*





## Quality and Safety with Water Jetting Services

Our highly skilled team of operators combined with our powerful Combination Jetters (2,500 -10,000 PSI) can effectively remove obstructions from sewers, drains, ducts, culverts and pipes ranging in diameter between 80-2500mm). This will tackle a wide array of obstructions including fatty deposits, rust, scale, root intrusions and of course build-up of debris and silts.

With interchangeable jetting nozzles our highly skilled operators will ensure the correct water pressure and cutting methods are used to avoid damage to your assets. A post works CCTV survey is usually carried out to provide an overview of the cleaned section. Highlights of the service includes monitoring, wholly imperative to risk management programmes to locate blockages and prevent this happening again.

Additional highlights of our services is the use of our high quality jetting porta reels help to make our operations even more mobile and adaptable to your business and its surrounding environment. Porta reels extend the jetting capability by up to 550m from our HGV vehicles enabling access to remote manholes in fields and buildings.



### Jetting Safely

With Jetting being so effective and powerful, our health, safety and risk management is our priority. It is imperative to Flowline that we maintain our position on the Water Jetting Association Panel and follow their codes of safety and share innovative ideas to better working process/practice.



### Reducing our Impact on the Environment

Our KaiserWhale recycling combination Jetters are available in three sizes; 18, 26 and 32 tonnes meaning we ensure the right vehicle is deployed to projects. Recycling capabilities of our resourceful Kaiserwhale's are impressive as water can be recycled near vicinity ensuring project delivery to tight deadline.

Flowline offers a point of difference with our waste processing unit, based at head office, which reduces tipping downtime, carbon emissions from vehicles and customer expenditure.

### Innovative Technology for Quality Project Delivery

Fieldviewer top of the market software enables Flowline to further enhance our jetting works management system for our customers. Customers are always impressed with our capability to provide real-time visibility of works in progress and Risk assessments that enforce completion of health & safety risk assessments and eliminate paper.

*"I was impressed with some of the great systems that Flowline have in place. I have talked to our Regional Director today and mentioned that there are an awful lot of suppliers out there that could seriously benefit from what products Flowline have in place"* (M.Ryan, Carillion Telent)





## Quality Drainage CCTV Inspections

At Flowline, we understand CCTV surveying is vital for effective asset management to prevent/reduce damage to your business and its surrounding environment. Our expert drainage engineers are highly skilled, health and safety orientated and will survey sewers, culverts and pipework ranging in diameter from 75 to 3000mm.

***"We used Flowline for Ringway Hertfordshire CAT4 Drainage. I was extremely impressed with Flowline expertise, in CCTV and all areas, they get the job done and they get it done safe. Not to mention their knowledge of technology and the latest software and how they always go the extra mile to benefit their customers."***



Flowline's accurate and quality reporting will give you knowledge in vital areas such as the location and depth of sewer pipes and a clear understanding of their condition. Recommendations regarding any potential risks or items to be aware of will also be communicated.

Depending on our customers report viewing preferences, there is choice in how you access your reports: on our secure online portal, out and about on your mobile/tablet, USB and DVD is also available on request.

Additional highlights of our quality service can be seen with our Flexiprobe System. This is highly regarded by our customers as our operators can tackle issue with drains and sewers from 100mm to 225mm diameter. Emphasis on being portable is the key to survey findings success and with battery pack intact, we are able to work almost anywhere and gain access to those awkward spots to succeed in obtaining the survey findings you need.

Furthermore, our Float CCTV Survey is particularly useful in the larger assets such as culverts and trunk sewers and situations where managing the flow of water to undertake a conventional survey would prove difficult, disruptive and ultimately very expensive.

Flowline crawler cameras (CRP150 and CRP300) can survey pipe diameters from ranges 150-1500mm. Camera wheels are interchangeable to deal with the most challenging

environments and being mobile makes these crawlers the most versatile service on the market. Further enhancements of this service are the cameras have inbuilt sondes and sensors, which when used in conjunction with WinCan VX will deliver Inclination Surveys with 100% accuracy and quality.

Enhanced visibility for your reporting purposes, regarding your connections and junctions will also be maximized with our pan and tilt cameras. Zooming in and out of variable directions with a maximum turn tide of 290 degrees.



### HADDMS Highway

Flowline has over 10 years' experience in HADDMS and are the framework supplier to Connect Plus Services since 2009 for HADDMS Surveys on the M25 DBFO network. We delivered the largest HADDMS maintenance project on the M6 between J40-44 which included 124KM of piped drainage (the distance between London and Leicester!) and 1,214 manholes / catchpits.

We have recently completed the advanced HADDMS Surveys for the largest Smart Motorway Scheme on the M4 from London to Reading. Surveys are carried out using WinCan v7.6 as required for HD43/04 compliance.



## Liquid Waste Tankering

Since 1982, Flowline has been assisting with a wide array of small and large tankering projects in our Southern and Northern Regions. With an Impressive portfolio of customer projects to date of many other blue chip utility providers and asset owners including, Thames and Anglian water.



Flowline has a professional fleet of over hundred vehicles, and our four sizes in liquid tankers, range in sizes, between 3,000- 28,000 tonnes. With our 2,000 tonnes tankers, we can also use a Flexline, which has a moving wall, so this can act as an additional tanker.

To make our tanking services, even more effective for our customers, we have ensured our one hundred plus fleet vehicles are fitted with excellent and durable 50mm, 75mm and 100mm suction hoses. This helps to provide a quality and flexible service in adapting to various project demands. And this quick adaption to projects means we have capacity to tackle the smallest of cesspits to the largest of flooded areas, including sewage treatment works.

Equally impressive is Flowline tanker litre capacity, with a capability if necessary to remove 9,080 to 18,160 litres from your sewers, manholes, culverts and wet wells.

Our nearest maintained and health and safety compliant pumping stations are based in: Surrey, Rayleigh, Croydon, Northamptonshire, Hertfordshire and Suffolk. This is great assistance to our customers in their asset management, who require a quality service which is cost effective and need to meet tight deadlines. Our resources are wholly supportive to customer project demands, especially when facing scheduled shutdown of their electric or emergency power cuts.

Flowline do demonstrate another point of difference in project delivery, via our corporate responsibility to protect the environment. This has resulted in an operational cleansing treatment plant, based at our Rayleigh headquarters, a cleansing water treatment facility, which offers a reduction in turn tide and vehicle emissions into our environment.



Furthermore our, Health, Safety and Risk Management, is continually updated and enhanced in all our operations for our customers, via our extensive ranges in software, such as Fieldviewer and Effective software. Further information on our technology and software in enhancing our operations, please see [flowlineitd.co.uk/technology](http://flowlineitd.co.uk/technology)

Excitement within the industry for our health and safety processes is always heightened, the introduction of our EasyRaise units, saves 3-4 days downtime in one truck alone, due to effective management of fleet maintenance and safety of our workforce.

Our Flowline team has a breadth of experience and remains instrumental in sharing good water practices and innovation at the Water Jetting Association (WJA) .



01268 654410



Follow us on Social Media

7



## Road Sweeping Services

Since 1991, Flowline is instrumental in delivering fast, effective and quality road sweeping projects, which provides our customers with environmental solutions. Flowline projects to date include an impressive portfolio of both public and private sector customers. To date we are reputable and highly regarded for our project delivery with Kier Surrey.

Flowline customers are impressed with how road sweeping offers them great solutions to sweep away loose debris on beanie block kerbs and high curved roads. And our road sweeping can also be used to tackle complex angles and areas of elevation, where jetting is not always a suitable solution.



### Key safety features of our 15 and 18 tonnes GVW road sweepers are:

- Sweepers are equipped with reversing cameras, there are two cameras fitted, one reversing camera and the other for watching the lowering side brush.
- Rear chevrons for additional safety when reversing and numerous mirrors for all round visibility, total of 5 mirrors for greater visibility.
- DAF chassis Dual sweep.
- Twin engine super wash powered 'Supawash' machine.
- High pressure washing system with hand lance and 'Supwash' front spray bar.
- Mesh Shakers.
- Dual colour camera system, large hopper and water capacities.

Projects suitable for road sweeping include: New build sites, surface dressing, motorway maintenance, warehouses, business parks, quarries, road gullies and manholes.

### Additional Benefits of road sweeping to enhance your asset management are:

- Reduction in blocked drainage and improved appearance.
- Removal of fallen leaves from deciduous trees and shrub
- Sweeping will remove build-up of moss.
- Becomes a safer and environmentally friendly place to work.

Furthermore, our health, safety and risk management are our priority. It is imperative to Flowline we belong to the Waters Jetting Association Panel and follow their practices and codes of safety always.



Safety and maintenance of our fleet of over 100 plus vehicles is maintained with our latest app software and tracking technology: FORS DAPPER, Fieldviewer and Effective Software. Further details of this software, is available via [flowlineltd.com/technology](http://flowlineltd.com/technology)

Operators are all Construction Skills Certificated (SCSC) and Water Research Centre approved (WRC). Flowline Specialist Division are also highly skilled in NVQ Planning Risk & Confined Space and rescue trained and PTS Network Rail Approved. Further details of our health and safety processes, is available via [flowlineltd.com/health-safety](http://flowlineltd.com/health-safety)







## Specialist Services - Pipe Re-lining

Flowline specialist division, Clearway is instrumental with 36 years' experience, in major pipe relining projects to date, including the famous London Docklands. Customer demands and satisfaction for our specialist pipe relining services, continues to grow within the Southern and Northern regions of the UK.

During the pipe relining process, the tube is collapsed and either pulled or air/water inverted, then blown into the section to be repaired. Following these first initial stages, high pressure air or water is then pumped in to the collapsed section to fully inflate the pipe and ensure maximum contact with the original pipework.

Furthermore, pipework is then cured either by heating the water for hot cure systems or via air temperature for cold/ ambient cure systems. And both methods help to harden and bond repaired pipe to the inner wall of the original pipe, effectively sealing any breaks or leaks.



### The various pipe lining techniques available to support specialist pipe relining projects include:

- Cold/Ambient-Cure Polyester Lining, suitable for most situations provided the outside temperature is suitable.
- Warm/Hot Cure Polyester lining, which is not dependent on ambient air temperature and is better suited to longer runs.
- Flexi-Lining, as its name implies, employs a liner made from a very flexible material and is ideal where there are many bends and curves within the affected drain.

- Ultra Violet Cure (UV) Lining – the liner is cured by passing an ultra violet light train through the liner to cure the resin. This system is computer controlled to ensure optimal UV light exposure for the diameter and length of the pipe. This is suitable for long length runs where down time is the essence.

### Additional Benefits of Pipe Relining:

- **Quality finish:** During pipe relining an extremely durable coating is applied. This effectively creates a “pipe within a pipe.” The liner bonds applied to the pipe, cover amended defects, resulting in a smooth quality finish and no disruption to waterflow.
- **Non-hazardous and Environmental Friendly:** Materials used in pipe relining process are non-hazardous and kinder to the environment.
- **No Dig:** In most cases pipe relining does not require any digging and disruption, which is less invasive to your business and its surrounding environment.
- **Effective Solutions for Tree Roots:** Root obstruction is always a major concern, but liner will prevent the roots from re-growth. This involves no dig technology and Flowline have the latest root removal equipment known as “comfort and driver Cutters” (For further information please see Robotic cutting, specialist services).
- Health, safety and risk management are our priority. It is imperative to Flowline we belong to the Waters Jetting Association Panel and follow their codes of practice and safety always. (Add logos OHSAS 18001 Registered. UKAS Accredited ISO 9001 (Quality), ISO 14001 (Environmental) & OHSAS 18001 (Occupational Health & Safety).
- Our experienced operators are all Construction Skills Certificated (SCSC) and Water Research Centre approved (WRC). Flowline Specialist Division are also highly skilled in NVQ Planning Risk & Confined Space and rescue trained and PTS Network Rail Approved.





## Specialist Services - Robotic Cutting

Since 1991, Flowline has specialised in Robotic Cutting projects for both private and public sector customers to offer a specialist, fast, cost effective and quality solution to the obstructions of their drains, pipes and sewers.

Our expert specialist drainage operators are highly skilled with PTS Network Rail Approval and NVQ's in Planning Risk and Confined Space, as well as rescue trained. Flowline workforce are health and safety orientated and our operations specialists takes pride in sharing their advance knowledge for successful implementation in tackling complex projects.

*'I enjoy being a specialist in my field and conquering problems that many drainage operators are not always able to do. I have worked extremely hard to get to this level of specialism and it is great to see customers impressed when they think a drainage problem can't be solved, and then I provide the solution.'*

(Flowline Operations Specialist)



Flowline Specialist Operators, take pride in solving complicated drainage obstructions at advanced levels and use the best cutters on the market, our comfort cutter is used to eradicate obstructions such as hard scale, concrete, intruding connections, tree roots will continue to be impressed enhancement to specialist services with our Comfort Cutter.

Key capabilities of our comfort cutter are: Large range of application in pipes from DN 80 to 150 / 3 up to 6"(inside diameter), great mobility convenience through compact chassis, excellent flexibility in bends up to 90° in DN 100 / 4", through rotating and swivel head. Equally impressive is the cutters usage in difficult pipe situations, due to creep and climbing function and very precise control of cutter through joystick.



*'I was impressed with some of the great systems that Flowline have in place. I have talked to our Regional Director today and mentioned that there are an awful lot of suppliers out there that could seriously benefit from what products Flowline have in place.'*

Carillion Telnet



Further Information on Flowline Specialist Services including Pipe Re-Lining and Float CCTV survey can be obtained on [www.flowlineltd.co.uk](http://www.flowlineltd.co.uk) or call our specialist team, **01268 654410**





## Specialist Technology



### Flowline Project Delivery and Supporting Software:



#### Effective Software

This is an innovative software that combines health and safety with technology in all areas of our organisation. Bespoke audit and incident reporting is speedy and accurate with a wide array of features such as: time and date photo stamps of incidents in real time, app based walk around checks and operator qualification checks.

### GULLY SMART KAARBONTECH

Flowline gullies are always managed effectively with Gully Smart, which enables the combined use of geographic location and environmental data. This helps to put in place proactive management strategies.

Furthermore, collated gully information is used to provide an optimised programme for future cyclical works.

### HA DDMS (Highways Agency Drainage Data Management System)

With our in-depth survey and technical reporting experience, Flowline have ensured we selected the customers preferred reporting choice for their Highway management with HA DDMS software.

It is phenomenal software and customers will benefit from our quality reporting we offer for their Asset Surveys with GPS location accuracy.



### FIELDVIEWER

Flowline's commitment to a technology led service is exemplified by FieldViewer, our works management system, which controls the way our workforce is deployed and provides our clients with real-time visibility of works in progress. This transparent approach is valued by our clients and from an operational perspective this visibility enables us to deploy the right resource to each job more quickly.

### SMARTCHECK UK



We are one of the first environmental drainage organisations to lead with this technology, ensuring good practice in health, safety and risk management of our fleet vehicles. Smartcheck is designed by the transport industry and our customers are impressed with our smart check app that allows paperless daily walkaround vehicle checks, which ensures our operators check their vehicles, and report incidents, no matter how small.

For further information on our technology services, please see [flowlineltd.co.uk/technology](http://flowlineltd.co.uk/technology) Alternatively please email [assist@flowlineltd.co.uk](mailto:assist@flowlineltd.co.uk) or call 01268 654410.





## Health and Safety

**'WE GET THE JOB DONE AND WE GET THE JOB DONE SAFE'**

*"I was impressed with some of the great systems that Flowline have in place. I have talked to our Regional Director today and mentioned that there are an awful lot of suppliers out there that could seriously benefit from what products Flowline have in place"*

(M.Ryan, Carillion Telent)



**Flowline show support for FORS Associate App, enhancing driver safety with Dapper.**

### Near Misses, Unsafe Acts/Conditions and Incidents

We promote reporting of Near Misses, Unsafe Acts/ Conditions and Incidents. We have made this as easy as possible for our team by introducing the FieldViewer App on the Company issued smart phones. The Operative can report any incident in a few seconds.

All incidents are investigated to find the root cause. This is done by TOPSET Trained personnel. Actions are put in place and briefed out to the company via a safety alert email, posters or Tool Box Talks.

### Drug and Alcohol Testing

Flowline carries out Drug and Alcohol Tests on all staff during induction, Random testing and due cause. A medical assessment is carried out by our Occupational Health Provider. This ensures we provide the correct adjustments where possible or restrict staff from undertaking certain duties that may cause them health issues.

**Flowline industry leading platform units help our mechanics to safely maintain and care for our 100+ fleet. This ensures safety of our workforce and faster project delivery.**

### Risk Assessment

We have empowered our staff to be able to take time to look at the task, carry out a Point of Work Risk Assessment and if needed stop the work and ask advice. We have an ethos of getting the job done, but getting it done safely.

Flowline have recently further enhanced our performance by introducing paperless audits and DSE Risk Assessments. This also assists with reducing our effects on the environment.



### Sharing Good Practice in Health and Safety

We are keen to work with our clients and partners and share best practice and innovations. We take part in many working groups and work with our clients on finding mutual benefits for all involved. Members of the Water Jetting Association (WJA). Our HSEQ Manager is part of the WJA Technical Committee and takes part in talks where industry best practice is discussed. The WJA produce the Code of Practise for High Pressure Water Jetting.





## Customer Testimonials

*"Flowline were always on site on time and completed their work in a very professional manner. I was impressed with how quick the detailed reports were produced in order for VGC to handover to the client. VGC in general were very happy with Flowline throughout the 3 week."*



*"We used Flowline for Ringway Hertfordshire CAT4 Drainage. I was extremely impressed with Flowline expertise, in CCTV and all areas, they get the job done and they get it done safe. Not to mention their knowledge of technology and the latest software and how they always go the extra mile to benefit their customers."*



*"I was impressed with some of the great systems that Flowline have in place .I have talked to our Regional Director today and mentioned that there are an awful lot of suppliers out there that could seriously benefit from what products Flowline have in place"*



*"Residents feedback to us they were impressed with your crew and we are very pleased to hear how courteous, informative and polite you were"*



## Sign Up To Our Newsletter

Keep updated with all our latest customer testimonials, service news and promotions by joining our newsletter [www.flowlineltd.co.uk/latest-news/](http://www.flowlineltd.co.uk/latest-news/)



