



Changes reporting faults in silent hours

Defence Infrastructure Organisation (DIO) alongside its industry partner, Babcock Support Services GmbH, deliver a repair and maintenance service to Service Families across the BFG estate.

Babcock provides a 24/7 response service for all building property repair and maintenance requirements. This is supported by a centralised Help Desk facility based in the Babcock Technical Services Centre at Paderborn, which is manned from 0700 hrs to 1900 hrs, Monday to Friday.

The Help Desk Contact Number is:

0800 888 4242

After three months in service Babcock have jointly reviewed the out of hours procedure and it has been agreed that the 0800 888 4242 number will be used as a one stop contact number at anytime.

It is intended that, going forward, all calls in silent hours are made directly to the Babcock Helpdesk and are no longer screened by the duty officer. Babcock will respond and make emergency situations safe, the repair or reinstatement of service will be dealt with in normal working hours.

Examples situations that may require an emergency /make safe response:-

- Issues causing an immediate health and safety risk to persons
- Issues affecting the security of an asset
- Faults causing serious damage to an asset
- Faults causing a breakdown in the supply of power, water and heating to an asset that is occupied 24/7
- Issues likely to cause a major environmental incident
- Faults causing a failure of an asset to remain statutory compliant

[How to contact us 24/7](#)

You can contact the help desk by any of the following methods:

Telephone the Help Desk on Free phone **0800 888 4242**

Report your fault via our web portal at: <http://bssghelp.babcock.co.uk>

Report via web chat, an interactive instant messaging service, which can be found at: <http://bssghelp.babcock.co.uk>

Via e-mail, mail us at: bssghelp@babcock.co.uk

Your feedback on any aspect of Babcock's service delivery will be very welcome on free phone **0800 888 4242** or report feedback at <http://bssghelp.babcock.co.uk>

