

URGENT OUT-OF-HOURS MOBILISATION CLIENT SERVICE TERMS

CritiCall Limited

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Operating entity	CritiCall Limited	Related documents	Internal mobilisation policy

Approved and effective. Approved by Ben Earlam on 13 October 2026. These terms apply only when supplied and expressly accepted as part of a mobilisation agreement. Approval of this document does not replace Client purchasing authority or CritiCall's written acceptance of a particular request.

Urgent mobilisation: +44 7453 337857

Official authorisation email: contact@criticall.group

Company number 17459263 | Registered in England and Wales

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1. Purpose and scope

This document sets out the process and terms for urgent out-of-hours requests by local authorities, public bodies and authorised business clients (the Client). It applies to services supplied by CritiCall Limited (CritiCall) only where supplied to the Client before acceptance and expressly incorporated into the mobilisation agreement. It is not a consumer-service contract or a guarantee of a continuously staffed telephone line.

2. Emergency reporting

This number is not a substitute for 999 or 112. The Client must notify the relevant statutory emergency services where required. Calling CritiCall does not automatically notify or mobilise any statutory agency. Website forms and routine email are not emergency dispatch channels.

REQUESTING MOBILISATION

3. Request and verification

Call +44 7453 337857 with the caller's name, role, organisation, callback number, incident reference, exact location, incident type, known hazards, resources requested, urgency, rendezvous point, incident commander and statutory-service involvement. CritiCall may independently verify the caller through an official switchboard or established duty contact. Availability, suitability and response times remain subject to assessment.

3.1 M/ETHANE incident information - where available

The caller and official authorisation email should provide an M/ETHANE report where possible. Do not delay the initial call while gathering a complete report. State "unknown" or "not yet confirmed" for missing information and provide updates as the incident develops. Incomplete incident information does not remove the separate purchasing-authority and written-acceptance requirements.

M	Major incident	Has a major incident been declared? Yes / No / Unknown. If known, state the declaring organisation and time.
E	Exact location	Address, postcode and geographical extent; grid reference or coordinates where available.
T	Type of incident	Describe what has happened and the support required.
H	Hazards	Known, suspected and potential hazards; exclusion zones and controls.
A	Access	Safe access and exit routes, rendezvous point, restrictions and routes to avoid.
N	Number of casualties	Known or estimated numbers, injury severity and people at risk. State unknown if unconfirmed; avoid unnecessary identifying information.
E	Emergency services	Agencies and resources present, notified or required; incident commander and contact details.

Where no major incident has been declared, use an ETHANE report and record that status. A CritiCall mobilisation request does not itself declare a major incident. Requesting organisations should keep information current and communicate significant changes immediately.

Reference: JESIP, M/ETHANE - www.jesip.org.uk/joint-doctrine/m-ethane/

Authorisation and acceptance

4. Official-email authorisation

Before resources are committed, an officer with actual delegated authority to procure the services and approve expenditure must send express written authorisation to contact@criticall.group from the Client's official organisational email account. A government or council domain supports verification but does not, by itself, prove purchasing authority. Personal email accounts, website submissions, read receipts, silence and telephone requests alone do not constitute acceptance under this procedure.

The email must identify the Client's legal name and billing details; the authorised officer and role; incident and task; resources; charging basis and VAT treatment; any minimum charge or mobilisation fee; expenditure cap or approval limit; purchase-order or emergency-order reference if available; and express acceptance of the identified version of these terms. A typed name and role must authenticate the instruction. CritiCall may require further evidence of authority.

5. Contract formation and document priority

CritiCall will provide these terms and a written mobilisation offer or rate confirmation before acceptance. A contract is formed only when CritiCall replies in writing confirming acceptance of the official-email instruction, identifying the scope, applicable charges and any conditions. Until then, there is no confirmed deployment. No disputed or unspecified charge becomes agreed merely because a call was made.

Priority is: (1) an applicable signed contract or framework; (2) expressly agreed written mobilisation-specific variations; (3) the accepted mobilisation offer and rate confirmation; (4) this document. Client purchase-order terms apply only if expressly accepted by CritiCall. Nothing permits an officer to exceed procurement rules or delegated powers. An order reference may follow only where the Client confirms that its rules allow this; it does not replace authority to incur expenditure.

6. Request for a blue-light response

If a blue-light response is requested, the official authorisation email must expressly state: "Blue-light response requested", explain the incident and urgency, and provide relevant risks to life, property or public safety. Otherwise the request will be assessed as a normal-road-response mobilisation. A request can still be declined or changed following assessment.

The Client's request is not legal permission. CritiCall and the driver retain responsibility for determining whether the vehicle, purpose, driver, insurance and circumstances lawfully permit use of warning equipment and any separately applicable road-traffic exemption. Blue lights do not automatically confer speed, signal or other exemptions. No client, purchase order or contractual clause can compel an unlawful or unsafe response. Decisions and reasons must be recorded. Emergency driving must follow applicable law, training and CritiCall procedures. Arrival estimates are not guarantees.

Deployment and commercial controls

7. Scope, command and safety

Resources are supplied only within their confirmed scope, competence, equipment limits, permissions and insurance. The Client must disclose material hazards, provide safe access and agreed site arrangements, identify the command structure and nominate an authorised tasking contact. CritiCall retains supervision of its personnel and may stop, restrict or withdraw work that is unlawful, unsafe or outside scope. This does not transfer the Client's statutory duties to CritiCall.

8. Availability and updates

Deployment is subject to available personnel and equipment, weather, travel, concurrent commitments and suitable operational arrangements. CritiCall will give reasonable updates on material delays or inability to continue and discuss alternatives. It must not promise capabilities or response times that have not been agreed. There is no standing obligation to accept requests unless an applicable contract expressly provides one.

9. Charges and payment

The accepted offer must specify rates, mobilisation/minimum charges, charging start and finish points, travel and waiting time, consumables, subcontractors, mileage, VAT and any expenditure cap. Additional services or costs require approval from the authorised Client contact before commitment, except immediate protective action reasonably necessary to prevent harm; any such action and cost must be promptly reported and remain subject to the agreed contract and law.

Only agreed charges and reasonable, evidenced costs authorised under the contract are payable. Equipment damage is chargeable only where the agreed terms and the Client's responsibility justify recovery; it is not automatically chargeable for normal wear or damage caused by CritiCall. Unless otherwise agreed, payment is due within 30 calendar days of receipt of a valid, undisputed invoice. Invoice disputes must be raised promptly with reasons; undisputed sums remain payable. Any statutory late-payment entitlement is subject to the applicable law and contract.

10. Variations, cancellation and stand-down

Tasking changes, extensions and additional expenditure must be confirmed by an authorised official email and accepted by CritiCall. Immediate safety instructions may be given verbally and promptly documented. Cancellation or stand-down must be telephoned to the mobilisation contact and confirmed by email. The Client pays agreed charges for work performed and unavoidable, reasonable, evidenced costs already committed, subject to any agreed cancellation provisions. CritiCall must mitigate avoidable costs. Unperformed services are not automatically charged in full.

11. Records, privacy and confidentiality

CritiCall will retain the request, supplied terms, offer, official-email acceptance, written confirmation, response-mode decision, tasking changes, time records and invoice evidence. Personal information is handled under the published Privacy Policy. Calls may be recorded only where recording is actually implemented, lawful and appropriate notice is given. Both parties must protect confidential information, subject to lawful disclosure, including a public authority's freedom-of-information duties.

12. Liability, disputes and governing law

Each party remains responsible for its own acts and omissions. Nothing excludes liability for death or personal injury caused by negligence, fraud or any liability that cannot lawfully be excluded. No liability cap or blanket indemnity is created by this document; any limitation must be expressly agreed and lawful. Disputes should first be escalated to the parties' nominated managers. The agreement is governed by the law of England and Wales, with disputes subject to its courts unless an applicable contract provides otherwise.

Official-email authorisation

Send to contact@criticall.group from an authorised official organisational account after receiving the mobilisation offer and this document. Complete every applicable field; do not treat this template as a dispatch confirmation.

Suggested subject

URGENT MOBILISATION AUTHORISATION - [Organisation] - [Incident reference]

Required email wording

I, [full name], [role], confirm that I have actual delegated authority to procure the following services and approve the stated expenditure on behalf of [Client legal name].

Incident reference: [reference]

M/ETHANE - complete where available; mark unknowns:

M - Major incident: [Yes / No / Unknown; declaring agency if known]

E - Exact location: [address / coordinates / affected area]

T - Type of incident: [details]

H - Hazards: [known / suspected / potential hazards]

A - Access: [safe routes, rendezvous, restrictions]

N - Number of casualties: [number and severity / unknown]

E - Emergency services: [present / notified / required]

Requested resources, task and duration: [details]

Incident commander / tasking contact: [name and telephone]

Client callback: [telephone]

Response mode: [Normal road response / Blue-light response requested]

If blue-light response requested, reason and urgency: [details]. I acknowledge that this request does not confer legal authority or exemptions and that CritiCall and its drivers decide whether the response is lawful and safe.

Accepted offer / rate reference: [reference and date]

Agreed rates, mobilisation / minimum charges and VAT: [details]

Charging start / finish and expenses: [details]

Approved expenditure cap: [amount and VAT basis]

Purchase order / emergency authority: [reference or approved process]

Billing address and invoice email: [details]

I confirm that I received and accept CritiCall's Urgent Out-of-Hours Mobilisation Policy and Service Terms, version [version], together with the identified offer and any expressly agreed variations. I authorise the agreed chargeable mobilisation, subject to CritiCall's written acceptance. I confirm that the information and purchasing authority given above are accurate.

[Full name]

[Role and organisation]

[Official email]

[Date and time]

Confirmation of mobilisation

CritiCall will confirm accepted resources, scope, charges, response arrangements and a mobilisation reference in writing. An email sent by the Client is not itself confirmation of dispatch. Keep CritiCall informed of material changes and telephone any urgent cancellation or stand-down instruction.