

WELCOME TO THE BRITISH ENGINEERING SERVICES GROUP



ESTD 1859

BRITISH
ENGINEERING
SERVICES

A few words from Paul Hirst, our Group CEO

Welcome!

I wanted to take a moment to welcome you to the British Engineering Service Group, we're absolutely delighted to be working with you. We will be on hand every step of the way, helping keep you and your people safe and your machinery operational, with no compromise, ever.

We already know our partnership will work for you. We've really set the benchmark high with our people, which means you will always get the very best service, including the most thorough inspections and real time electronic reports.

We'll continue to do everything we can to make sure our services always meet your needs. Our recent acquisitive growth means we can give you an end-to-end service, which not only helps make sure your people get home safe, but also minimises machinery downtime and, as a result, unexpected cost.

The responsibility you have when it comes to keeping your plant safe and legally compliant can feel like a lot. It's our job to help you do everything you need to, to manage this with the most efficient and effective ways of working.

Here's a bit more about what happens now...

Kind regards



Paul Hirst
Group CEO



**BRITISH
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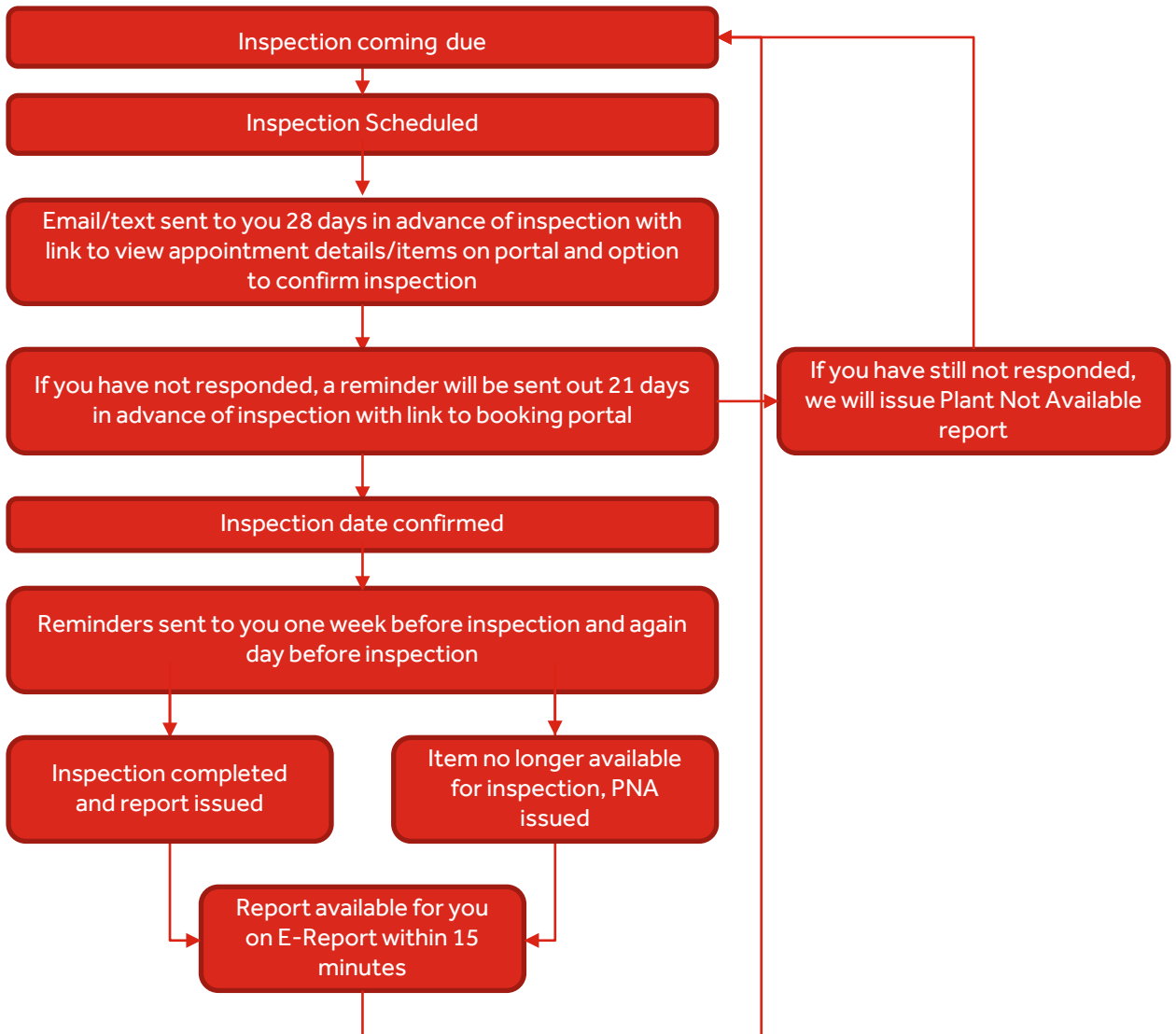
info@briteng.co.uk
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1. BOOKING YOUR INSPECTIONS

We're proud of our award-winning approach to planning your inspections. Our appointment booking portal is quick and efficient and means we don't take up any more of your time than we need to.

Using our portal, we work directly with you to book and confirm your inspection appointments via email or SMS in just a few clicks.



- If the date we've suggested doesn't work for you, simply call our team of Central Planners on 0345 072 4387 or email supportteam.servicedelivery@briteng.co.uk (machinery) or pressuresupport.servicedelivery@briteng.co.uk (pressure) to re-schedule your appointment
- **We'll send your inspection booking emails to the same email address we sent this pack to so please do let us know asap if you'd like them sending to a different address. If you don't need to make any changes, just look out for emails from no_reply_briteng@briteng.co.uk**
- If you'd like to discuss our alternative inspection booking options, call our team on 0345 072 4387.

2. 'MOVED ABOUT PLANT'

And if your plant is not based at a fixed location (we call it 'Moved About Plant' or MAP), here's how you will need to book your inspections

So that we can help keep your people safe and machinery and equipment legally compliant, if you have 'Moved About Plant' please make sure you tell our team where this machinery/ equipment is located, **before** your inspection is due to take place.

For all MAP items, the following process should be followed:

- Complete our MAP request form by clicking [here](#) and send to movedabout.plant@briteng.co.uk to request for your inspection to be arranged
- Please note, we will need a minimum of 7 days notice to arrange inspections for any MAP items
- Confirmation of the plant's location (full address including the post code) and site contact details (name, number) are required with each notification
- Please also advise if the item is a new or existing asset

3. PREPARING FOR OUR VISIT

For the most efficient experience, it's important that your plant is prepared and accessible ahead of our Engineer Surveyor visiting your site.

For more information on how you need to prepare your plant ahead of your scheduled inspection, see our Plant Prep Guide [here](#). You'll also be sent this information/ link via the portal when you are booking your inspection.

4. WHAT HAPPENS IF WE CAN'T COMPLETE YOUR INSPECTIONS

We plan our Engineer Surveyors work weeks in advance so if you can no longer accommodate our scheduled visit, please give us as much notice (at least 48 hours in advance) as possible.

If our Engineer Surveyor arrives on site and can't access the plant they need to inspect, we'll issue a 'Plant Not Available' (PNA) report. This outlines exactly why we were unable to complete our scheduled inspection and the steps that need to be taken to rectify this. It's important that you follow all guidance on this report so that you remain safe and compliant, which is your responsibility as a business.

To ensure you know a PNA has been issued and your plant and equipment hasn't been inspected, your PNA report will be sent to you in the same way you would normally receive your inspection report.

Please note, there are a number of different PNA types depending on why your plant wasn't available for inspection. If we need to issue a PNA 1 or a PNA 6, this may be subject to an additional charge. For more information about PNA's click [here](#)

5. ACCESSING YOUR INSPECTION REPORTS

When our Engineer Surveyors have completed your inspections, using their tablets they'll upload the completed report to eReport, our online reporting platform, often before they've even left your site.

Using eReport, you can access your reports (and a whole host of additional information about your plant), quickly and easily. We'll set you up on eReport as part of our new business on boarding process. Look out for an email from either iain@lmp.co.uk or fiona@lmp.co.uk, which will include a link to the portal and your login details, to get you started.

For more about eReport including some helpful user hints and tips read our eReport User Guide [here](#).

6. FINALLY, IF YOU NEED TO GET IN TOUCH...

Here are some key contacts for further information:

- To arrange or discuss an inspection call our Central Planning Team on 0345 072 4387 or email supportteam.servicedelivery@briteng.co.uk (machinery) or pressuresupport.servicedelivery@briteng.co.uk (pressure)
- To contact our Customer Team to make any changes to your plant details or update your contact information, email info@briteng.co.uk
- For more information about our growing services visit our website www.britishengineeringervices.co.uk

Please note, your broker will send you a copy of your contract which lists all equipment covered and includes our Terms and Conditions.