

[www.esgplc.com](http://www.esgplc.com)

Facilities Management

Essex Services  
Group PLC

Viking Business Centre  
Danes Road  
Romford  
Essex RM7 0HL  
Tel: 01708 708888  
Email: [info@esgplc.com](mailto:info@esgplc.com)

Essex Services  
Group PLC

42 Skylines  
London E14  
Tel: 0207 510 7300

ESG FM

Maldon Road  
Romford Essex  
RM7 0JB  
Tel: 0845 558816

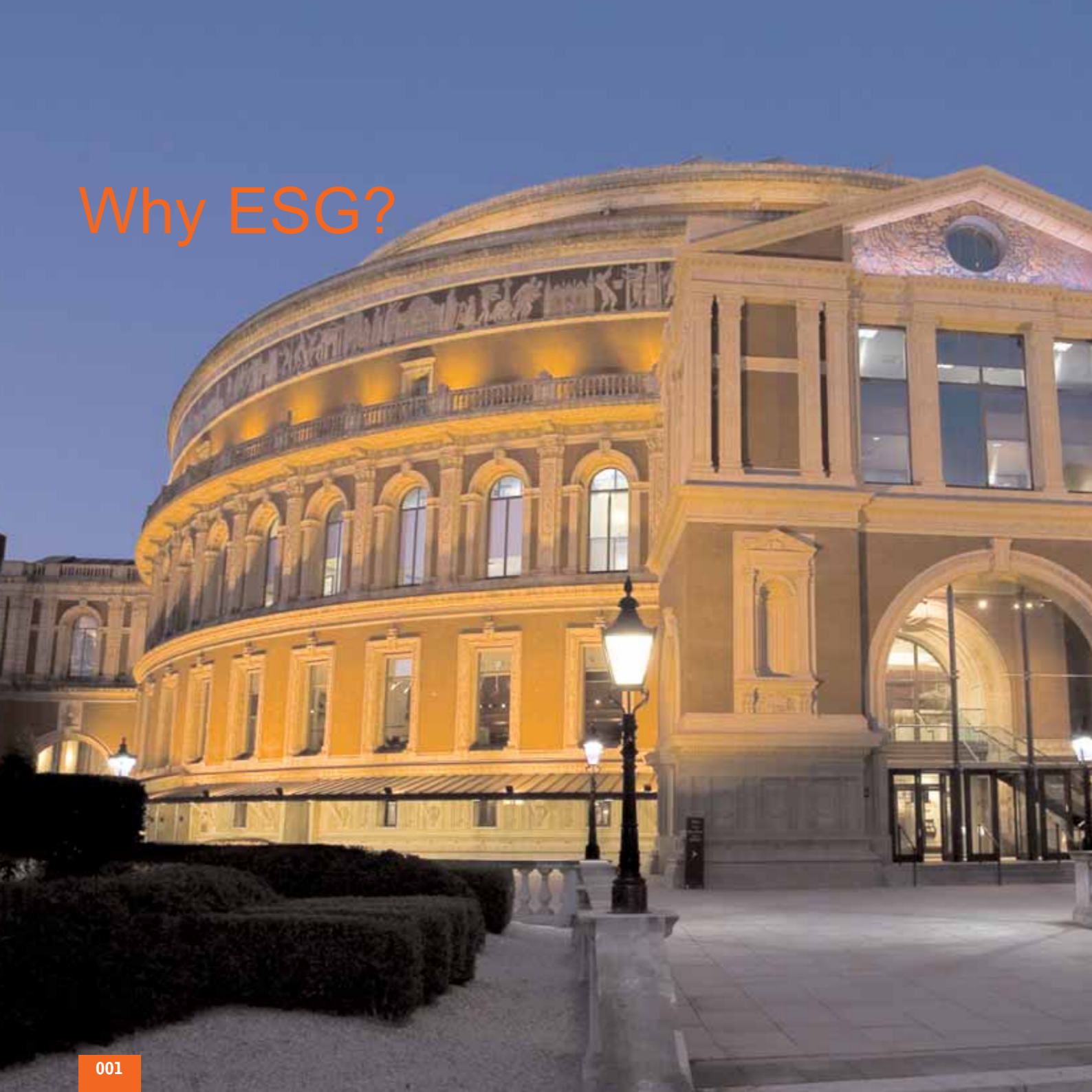
ESG

PLC

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# Why ESG?



We work in close partnership with our clients providing management to help their evolving work places, understanding the need to deliver an efficient and innovative service, tailored to individual requirements.

Teams are set up to provide optimum environmental and competitive solutions.

A proven track record in the efficient delivery of integrated, preventative and reactive maintenance is available to all our valued clients.

Works are carried out nationally for many of the UK major blue chip companies. Our specialist teams also offer a bespoke refurbishment service covering all aspects of facilities and building services.

Excellent customer service is a fundamental ingredient in the delivery of a professional and efficient service. The company has built its reputation regarding the afore, by conducting its business with integrity and respect.

We care about our employees, our business partners and all valued clients forging many long standing relationships.

Customer care is essentially about people - and in order to provide that professional service, we really listen to our customers' requirements, understand their needs and adopt a collaborative approach.

The process of Customer Care is therefore a priority, not just for individual projects and contracts. Also within the company as a whole, we are committed to providing a quality service. Which is delivered with care and expertise, to meet the needs and expectations of our clients and customers.

"We at ESG, pride ourselves in assuring our clients a quality controlled, professional and independent management, of their facilities and estate."

# What We Do



The company offers a wide range of facilities based support services, for your working environment. It is managed, controlled and monitored by experienced engineers and support staff.

ESG has been involved with enhancing the environmental comfort in the public and private sector for a range of prestigious customers, for over 35 years. We are able to offer a wide range of high quality mechanical, electrical and technical services and energy saving solutions, providing clients with intelligent modern solutions to all their environmental needs.

These tailored solutions enable our clients to concentrate on their core business activities safe, in the knowledge, that their facilities are being managed by a professional team.

We provide comprehensive Planned Preventative Maintenance programs (PPM) and 24 hour emergency response services via dedicated help desks. All of our services operate to BS EN ISO 9001: 2000 Quality Standards and ISO 14000 Environment accreditation's audited by NQA.

## Our Service Capabilities

HVAC MAINTENANCE  
ELECTRICAL  
MAINTENANCE  
PPM/REACTIVE  
MAINTENANCE  
AIR CONDITIONING  
LV & HV DISTRIBUTION  
FIXED WIRE TESTING  
PAT TESTING  
BOILER MAINTENANCE

LIGHTING UPGRADES  
LAMP DISPOSAL  
ENERGY MANAGEMENT  
STATUTORY TESTING  
WATER TREATMENT  
ENVIRONMENTAL  
MANAGEMENT  
& COMPLIANCE  
H&S MANAGEMENT  
& COMPLIANCE

DILAPIDATION SURVEYS/  
CONDITION REPORTS  
PROJECTS & SMALL WORKS  
(INCLUDING BUILDING  
WORKS & FIT OUT)  
BESPOKE PROJECTS  
FIRE ALARM INSTALLATION  
& MAINTENANCE  
CCTV INSTALLATION  
& MAINTENANCE  
BUILDING INSPECTIONS  
& FABRIC MAINTENANCE

DUCTWORK CLEANING  
MECHANICAL/ELECTRICAL/  
PUBLIC HEALTH DESIGN  
ENERGY SAVING  
& MANAGEMENT  
ADVISE/PLANNING  
AND IMPLEMENTATION  
ASSET TRACKING  
MOVE MANAGEMENT

# How We Do It



Our support staff are on hand to manage client calls and enquiries, to co-ordinate and effective and timely responsive service.

We have invested in a new Planned Preventative Maintenance (PPM) software package (VIXEN).

Vixen enables us to track the lifespan of critical plant and if required allows us to re-program maintenance visits accordingly. The efficiency of this system, helps in minimising the number of breakdowns reducing the need for costly call-outs.

PDA devices linked to Vixen are used by all Engineers. This system is used to send vital 2-way information to Head Office and the Help Desk. Data including images, specifications and maintenance programme is available at any location. The system provides improved monitoring of all works enabling the Client to establish any necessary Key Performance Indicators.

We continue to develop new ways to improve our service by way of constant updating. We intend to stay first choice when considering facilities and maintenance management.

# vixen soft



Client calls in for an engineer to attend.

Help desk puts details of clients, site and job onto Vixen software.

The job is then sent to the engineer's PDA with a specific date and time for him to attend.

The engineer accepts the job on his PDA and he attends the job at the time and date specified.

The engineer then sends details back to the Vixen software (help desk) when he arrives on site via the PDA.

Once the work is complete. A completed job sheet gets sent back to the help desk via the PDA and the job is marked off as complete.

If the job needs a return visit or parts are required the details are sent back to the help desk via the PDA for re-booking or to order parts.



# Where We Operate



We currently provide a nationwide planned and re-active service for many clients with a wide range of experienced multi-skilled operative's & support staff. We also manage a robust supply chain of partners and have formed strategic alliances covering the length and breadth of the country providing national support, 24 hours a day, 7 days a week, 365 days a year.



## Affiliations/Training

A proactive approach is taken throughout the company in respect of all levels of training.

Each of the company's systems is audited and accredited by industry recognised agencies including NQA, NICEIC, BRE, BM TRADA, GAS SAFE, CHAS AND SAFE CONTRACTOR.

## Health and Safety

The company is over 35 years old. In the year of inception the 1974 Health & Safety At Work Act had just been introduced. At this time it was seen to be the ultimate requirement in H&S Legislation. Today the afore legislation is regarded as a mere introduction into the actual processes required today.

We believe that sensible Health & Safety control is via risk management and not necessarily avoidance. Remove the risk with appropriate controls ensuring a safer working environment.

Employment of skilled, qualified and competent workers is essential to the achievement of incident and injury free work place.

In line with the company's Health & Safety Policy all engineers and site staff must carry, (for inspection), CSCS accreditation cards or Skill cards.



**Ray Harwood.**  
Group Safety, Health and Environment Manager.  
Dip NEBOSH, GradIOSH, MIET, MIIRSM, MaPS, AIEMA.

## Environmental

In today's environmental/conscious climate the company is committed to provide support in reducing the impact on the environment.

ESG is committed to the reduction carbon footprint and environmental impact.

The company is ISO 14001 accredited and works to an audited procedure for energy and waste reduction. This process extends from Head Office to all external areas of our business.

Our experienced energy experts will work with you to advise and guide you through simple innovative procedures to address your energy/waste requirements.



**John Sampson.**  
Group Managing director.