



Burtonwood™

Generator & Switchgear Services

Company Profile



The Power of Experience

Group Structure



Burtonwood Group[™]
Specialist Services Limited



Burtonwood[™]
Generator & Switchgear Services

Company Registration Details:

Burtonwood Group Specialist Services Limited

Registered in England

Company Registration Number 03885472

Burtonwood Generator & Switchgear Services Limited

Registered in England

Company Registration Number 03047203

VAT Registration Number GB 643842920

Our Corporate Responsibility



What we stand for

Today every company faces a global challenge – we want everyone to satisfy their basic needs and enjoy a better quality of life but to do so without compromising the quality of life for future generations.

For our society that means limiting climate change and protecting natural resources but also stimulating cohesive and healthy local communities, promoting fairness and justice in the workplace and building a strong, stable business.

Everybody has obligations to act responsibly in order to achieve these goals whether as individuals, groups, or business in general. By adopting socially and environmentally responsible behaviour businesses can make a significant contribution to boosting wealth creation and employment, fostering social justice and protecting the environment.

Essentially, this means companies taking account of the economic, social and environmental impacts that arise from the way in which they operate – maximising the benefits and minimising the negatives. At Burtonwood Generator & Switchgear Services, we see Corporate Responsibility (or Corporate Social Responsibility) as the voluntary actions that business can take, over and above compliance with minimum legal requirements, to address both its own competitive interests and the interests of wider society.

Our vision

Our vision is to develop annually, the Company and its employees as the **BEST** and most demanded service provider and supplier of generators and high voltage (HV) switchgear.

Our mission

Our mission is to be the leader in our field, providing a holistic approach to the design, manufacture, installation, maintenance and servicing of generators and HV switchgear equipment. We will do this by working closely with and exceeding our client expectations on service, quality and price by deploying highly skilled and developed professional employees.

Our strategy

Our strategy for achieving this vision is to create a policy framework with prescribed levels of performance in the fields of health and safety, environmental impact and employment practices, whilst also encouraging and enabling wider responsible behaviour within our workforce that stimulates innovation and the application of best practice.

Our values

We value:

- **Brotherhood** - exhibited through team spirit, co-operation and harmonised working
- **Excellence** - using “the power of experience” to exhibit reliable, versatile and accountable behaviours
- **Supremacy** - in client service, cost effective solutions and quality standards
- **Talent** - which is delivered through a highly trained, multidisciplinary, professional and experienced team of the highest technical quality

Company Introduction



The Power of Experience

Established in 1995, Burtonwood Generator & Switchgear Services offer a complete approach to service provision and a total commitment to world-class customer service. This customer service pedigree has been achieved through the development of a comprehensive in house resource and has established the company as a leader in its field. The Company has forged close professional relationships with clients across such diverse sectors as the Armed Forces, Government, Industry and Commerce.

New Generators

Burtonwood Generator & Switchgear Services (BGSS) is best known throughout the industry for the quality of its generator build backed up by the experience and knowledge of our engineers that provides a complete comprehensive turn-key approach from “design & build” to test and commissioning service for diesel generator sets & engine control panels.

Whilst many of the generator sets supplied are produced to specific customer specifications and not “off the shelf” items, BGSS also supply standard generator sets from stock as a cost-effective option for basic standby power installations.

Generator Service

Our maintenance service is of the highest standard carried out to clients’ requirements and ensuring it meets with manufacturers’ recommendations. We advise on a cost effective maintenance program that is then carried out by our experienced service engineers.

Our clients can expect a full range of service from annual maintenance to major overhaul if required, with load bank testing and 24hr emergency repair as part of a standard service. We back all this up with technical advice, including site surveys and the production of specifications for all aspects of generator installation, service and maintenance.

Switchgear Service

BGSS also offers a one-stop total service provision for high and low voltage switchgear with on-site investigation, maintenance, emergency repair and site surveys for both new and existing installations.

Key Services:

- New diesel generators
- Design, build and installation of diesel generators
- Generator maintenance
- New High Voltage (HV) / Low Voltage (LV) electrical switchgear & installation
- HV / LV switchgear maintenance
- Thermal imaging of HV / LV switchgear
- Grading of protection
- Technical advice & consultancy
- 24hr call-out service
- National coverage

.....the power of experience!

Burtonwood Quality Standards



Our quality standards

As a quality-driven business which prides itself on delivering exacting standards and achieving high levels of customer satisfaction, the Burtonwood Group offers an unrivalled standard of service and delivery.

Fully registered under the **ISO9001:2008** system, **SAFEcontractor** scheme and **CHAS** (the Contractors Health and Safety Assessment Scheme), the company is a certified member of **Constructionline**, **UVDB** (The Utilities Vendor Database) and **AMPS** (The Association of Manufacturers of Power Generating Systems).

The company has recently been awarded the **ISO14001:2004** environmental accreditation within its programme of continuous improvement.

Comprehensive training for all Burtonwood operatives - in safe systems of work, high voltage work, and environmental management for instance - ensures that every aspect of service and delivery is precise and professional, while KPI's are constantly monitored to guarantee our high standards are maintained.

Recently awarded SAFEcontractor status, Health & Safety is another key element of our quality and corporate responsibility. Health & Safety is a cross-disciplinary area concerned with protecting the safety, health and welfare of all staff engaged in work or employment. The goal of our Health & Safety procedures is to foster a safe work environment. As a secondary effect, it may also protect co-workers, family members, employers, customers, suppliers, nearby communities, and other members of the public who are impacted by the workplace environment. A copy of our Health & Safety Policy document is available to download.

The SAFEcontractor programme allows customers to benchmark the company's Health & Safety performance. Burtonwood Generator & Switchgear Services Ltd's application for accreditation was driven by the requirement for a uniform standard across the UK business.





Nationwide Coverage...

...Local Service

Our centres

Strategically placed offices around the UK provide a multi-layered nationwide network of engineers and support personnel that ensure the highest possible level of service and response



Glasgow Office - Scottish Region



Sunderland Depot - North East Region



Peterborough Office - Eastern Region



Head Office - St Helens



Frome Office - South West Region



London Office - South East Region



.....the power of experience!

Burtonwood Technicians & Service Engineers



Burtonwood's Frome, Somerset Depot

Service Engineer Network Coverage

With field engineers strategically located throughout the UK, Burtonwood Generator & Switchgear Services has the ability to provide an outstanding customer service solution. Our experience and abilities range from individual field service visits to multiple international installation projects.

Based in St Helens, Merseyside, our main area of work is performed in the UK. However we are also able to work internationally, having already undertaken successful projects in Gibraltar, Ireland and the Falkland Islands!

Our engineers are capable of undertaking a wide range of tasks that require a competent, mobile engineering solution backed by a highly efficient engineer distribution system.

All Burtonwood Generator & Switchgear Service Limited Service Engineers are supplied with a service vehicle.

The current fleet of 27 vehicles consists of Renault Trafic (20), Renault Kangoo (2), Ford Transit (2), Ford Transit Tail Lift (2) and a dedicated Renault Kangoo in Gibraltar for MOD contracts.

Each one of these service vehicles is equipped with a full range of consumable parts. These include: -

- Filters - air, oil, fuel and water
- Various sizes of fan belts
- Various sizes of hoses / bandages and jubilee clips
- Gasket / jointing material
- 25 litres of lubricating oil, antifreeze and de ionised water
- Electrical leads
- Starter batteries
- Temperature / Pressure switches
- Various solenoids, relays, fuses and lamps
- Coolant heaters
- Battery chargers

Power Generation

Generator Power Solutions

Burtonwood Generator & Switchgear Services has the expertise to meet all HV and LV diesel generator requirements, including the procurement and installation of new diesel generators and generator sets, together with all generator spare parts, as per manufacturers' recommendations.

From consultancy and technical advice including site surveys through procurement and design to ongoing generator service and maintenance, Burtonwood's engineering teams provide 24 hour on-call assistance and complete peace of mind to contracted customers.

Burtonwood Generators supply a range of proprietary standard generating units as well as being designers and manufacturers of bespoke 10kW - 2MW generator sets offering complete protection against electricity supply malfunctions.



Project Management

All projects are handled by a dedicated team of Project Managers, Technical Sales Support staff, Project Engineers, Mechanical and Electrical Design Engineers. They are highly qualified and experienced in providing solutions to complex power generation requirements.



Generator Supply & Installation

Burtonwood Generators offers professional consultancy and technical advice regarding any situation where constant power is required.

From standard diesel generator sets to bespoke generator solutions, we offer our customers complete protection against electricity supply malfunctions.

We offer site surveys, the production of specifications for all aspects of generator installations and maintenance, together with total maintenance of generators and HV / LV distribution of constant running diesel power stations.

Generator Maintenance

Service and maintenance of diesel generators is key to backup power capability.

A proven track record for complete reliability in the provision of standby power generation has led to Burtonwood's long association with clients in industries where emergency power supplies are a vital lifeline. National Air Traffic Services, the Ministry of Defence, Police Authorities and the Royal Households all depend upon our ability to deliver.

Maintenance Packages

We offer various maintenance and servicing contracts and all are backed up by our 24-hour call out team.

For further information on these services email or call our Head Office on **+44 (0)1744 814444**.



Switchgear Services

Switchgear Solutions

HV and LV switchgear is an essential, yet potentially hazardous, element in the provision of power to your business and involves extensive levels of knowledge and expertise.

Whether you require new equipment, inspection and testing or technical advice, Burtonwood has the experience and professionalism to meet your needs.

Included in our range of services is our ground-breaking Non-Intrusive Maintenance Procedure (NIMP), an industry leading innovation, in partnership with EA Technology, through which we are able to conduct condition based maintenance without switching systems off - providing vital cost and operational savings, whilst minimising disruption.

This, coupled with our established procurement and installation practices covering HV and LV equipment from all major manufacturers including Reyrolle, Hawker Siddeley, Lucy & Co Ltd, Merlin Gerin and Holec HH, ensures our customers couldn't be in better hands.



Switchgear Projects

Our engineers can provide you with:-

- Comments on the technical feasibility of a project
- Costed proposals including any alternative switchgear or system options
- Guidance on any likely affects to regional electricity company network
- Assistance in liaising with your regional electricity company
- Full design and installation project package
- Turnkey installation
- Commissioning
- Ongoing maintenance and system support

Switchgear Protection

The safety and reliability of electrical switchgear equipment used by industrial electricity consumers is paramount. This enables industrial users to discharge their legal and license obligations and meet the duties of care to employees, and ultimately customers and, shareholders. The switchgear equipment used by industry must conform not only to relevant standards but also meet electricity industry requirements.

Burtonwood Generator & Switchgear Services performs Grading of Protection studies on HV and LV equipment and any upgrading that may subsequently be required. In-house expertise extends to all well-known manufacturers including GEC, Reyrolle, P&B Gold, the Merlin Gerin Sepam Range, Schneider and Mitsubishi.



Switchgear Maintenance

Annual inspections and maintenance schedules can be performed on all types of HV and LV equipment, including HV pressure testing, primary and secondary injection, infra-red thermographic surveys and insulating oil sample testing.

A 24-hour call-out service, consultancy, technical advice and facilities management of HV rings, controls and associated LV equipment completes the professional package.

Other services include on-site investigation, emergency repair and site surveys.

Own Generator Hire Fleet



Generator Hire

A full range of standby hire generators means all customers' immediate or additional critical power supply needs can be swiftly met by Burtonwood Generator & Switchgear Services Ltd.

With bundled bulk fuel tanks in stock, customers' with longer term supply needs are also ensured a seamless and reliable service.

Fully automatic transfer panels are available to hire for unmanned change over of electrical supplies and multiple standby capability.

Our generator hire services also always includes setting up and demonstration by our qualified Service Engineers.



Generators on hire for the NHS



Supporting the Fleet in Gibraltar



Mobile Fuel Tanks

.....the power of experience!

Emergency Generation Cover

Burtonwood Generator & Switchgear Services Ltd can supply emergency power solutions from its own range of hire units available from the Head Office depot at St Helens, Merseyside.

However, in order to provide a complete nationwide service to customers, the company has formed strategic partnerships with several key generator hire companies to ensure 24/7 365 day's emergency call out to anywhere within the UK, offering a comprehensive range of generator units and associated equipment cover.

These strategic partnerships mean that hire sets can be delivered to customer sites when Burtonwood's own hire fleet is in use, or where a more local supply from one of our hire partners is available.

In all cases though, Burtonwood Generator & Switchgear Services Ltd's own Service Engineers will make sure that equipment is correctly installed, commissioned and operating to provide emergency power requirements.



Standby power at Old Trafford, Manchester



Mobile Generator Socket Panel

Employee Training & Development



Burtonwood Generator & Switchgear Services Ltd values its staff highly and believes that it is in the interests of the Company and employees that each member of staff is given the opportunity to develop their skills, capability and knowledge. The Company aims to encourage staff to achieve new skills to maintain and increase self esteem and motivation as well as to be proud of their part in improving the Company's ability to deliver services required by customers and the quality of the service we provide as a Company.

At the heart of each member of staff's training and development is the Training Record folder. Each Service Engineer is required to carry this folder with them whilst attending any customer site. The Training Record contains details of all training received, when, to what level and by whom together with any Certification and Awards achieved to provide clear evidence of each employee's qualifications, training and development. In addition the folder includes the Service Engineer's personal identification, any Accreditation, or licenses. This quickly enables customers to assess the skill sets of an individual in order to deem them as a "Competent" or "Skilled Person" capable of performing the required tasks on site.



The Training Record Folder



Security Clearance

What is Security Clearance?

Staff security vetting is carried out so that people may perform certain jobs or carry out tasks that need a national security clearance. These jobs and tasks are located throughout the Ministry of Defence and Armed Forces, as well as in the private sector dealing with defence related work. In addition, a number of other government departments and organisations such as Police Authorities require Security Clearance.

How do Burtonwood Generators & Switchgear Services Ltd get a Security Clearance?

The initial process involves a security clearance sponsor. Individuals and companies cannot ask for a security clearance unless they are sponsored, and generally will not be sponsored unless contracted (or are in the process of being contracted) to work on one or more specific MOD classified projects or establishments. For large contracts, an officer in the Defence Procurement Agency (DPA) or Defence Logistics Organisation (DLO) - typically a Project Officer is the sponsor. For staff in sub-contracted organisations, sponsorship is provided through the prime contractor.



Why does MOD insist on having sponsors for security clearances?

A security clearance provides a certain level of assurance at a point in time, as to an individual's suitability to have trusted access to sensitive information or establishments.

It does not provide a guarantee of future reliability, and all security clearances are kept under review to ensure that the necessary level of assurance is maintained. This review is carried out by Government Departments and Government-sponsored contractors, who are responsible for the oversight and aftercare of individuals, granted a security clearance.

The main types of checks and clearances are listed below and are processed by the following Governments agencies:

- Defence Vetting Agency (DVA)
- Foreign and Commonwealth Office (FCO)
- National Security Vetting
- Metropolitan Police Service (MPS)

Burtonwood Staff Security Clearance

Having spent many years working for the MOD, local and central Government, Royal Households and Police Authorities, Burtonwood Generator & Switchgear Services have achieved a high level of Security Clearance that enables them to take on sensitive work throughout the UK and Europe. In addition, all staff working on customer sites carry identity cards and are processed for Security Clearance as part of their staff induction. This ensures that Burtonwood Generator & Switchgear Services always have a mobile security-cleared workforce to meet the rigorous demands of this sector.



Burtonwood Customers

Burtonwood Generator & Switchgear Services offers customers a holistic approach to service provision and a total commitment to world class customer service. The company has forged close, professional relationships with clients across such diverse sectors as Government, public services, industry, commerce, financial institutions and the Armed Forces.

Some of our customers include: -



.....the power of experience!

The Generator Life Cycle



We can offer you even more ...



We may not know what power generation services you would like but we do know that we have already developed a solution for your application.

We would be pleased to send you more details on any of the products listed below, or contact you if requested.

Simply **photocopy** this page with your information requests marked and send to the fax number at the foot of this page.

Alternatively **scan** this page and email to **info@burtonwoodgroup.com**

Don't forget to include your own details so we can respond to you personally.

Diesel Generators

Switchgear Services

Generator Hire

Generator Maintenance

Switchgear Maintenance

Training

Installation

Contact name

Company name

Street

Town

Postcode

Telephone

Fax



We would like an on site consultation. Please contact us at our Head Office telephone number to arrange a mutually convenient appointment.

Contact name

Position

Head Office:

Unit 2, St Michaels Road, St Helens, Merseyside, WA9 4WZ

Tel: +44 (0) 1744 814444 Fax: +44 (0) 1744 814455

Email: sales@burtonwoodgroup.com

Branches also at:

South West Region:

Unit C4, Southgate, Commerce Park, Frome, Somerset, BA11 2RY

Eastern Region:

Unit 6, Talon Court, Eagle Business Park, Falcon Way, Yaxley, Peterborough, Cambridgeshire, PE7 3EH

Scottish Region:

Unit B3, 16 Townhead Avenue, Eurocentral, Motherwell, North Lanarkshire, ML1 4ZA

North East Region:

Unit 38F, Ellesmere Court, Leechmere Industrial Estate Sunderland, Tyne & Wear, SR2 9UA