

# TECH TEST UK

**Making Safety Paramount**

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## WELCOME TO TECH TEST UK

Tech Test UK is an established company specialising in Portable Appliance Testing. We find our commitment as a specialist portable appliance testing company to be a valuable asset to our clients. We are able to concentrate on this aspect of electrical work allowing us to provide a reliable and professional service. Our company has recognised the obligation imposed on companies and persons to assist them with the management of the Electricity at Work Regulations 1989 and the Health & Safety at Work act 1974. It is our company aim to provide a simple and cost effective solution for all types of businesses and organisations to comply with Health & Safety regulations and to promote a safe working environment.

Tech Test UK has identified Portable Appliance Testing as a major consideration for all organisations as part of a Health and Safety Policy and as a result we have put in place our own comprehensive company Health and Safety Policy. We look to provide a service that takes care of this important safety aspect for businesses and organisations, leaving them free and with piece of mind we leave you're working environment a safer place.

Kind regards

Andrew Bestwick  
Tech Test UK

## OUR SERVICE

Tech Test UK offers a nationwide service that is both professional and reliable at competitive prices. Each company is individual to us and we pride ourselves on our service based on good communication with our clients, catering for all portable appliance testing requirements

All testing is carried out under the IEE's Code of Practice for In-Service Inspection and Testing of Electrical Equipment and conforms to HSE guidelines. This is explained in more detail further on in this booklet.

- The company will be presented with a Portable Appliance Inspection & Testing Report on completion of testing at a site, providing detailed information on each appliance in each department. Reports can also be presented on CD-ROM for easier storage. Our report system will also act as an asset register to help keep track of all electrical appliances in your organisation.
- Each appliance that passes inspection & testing will receive a green safety sticker, showing all employees and visitors your commitment to Health & Safety.
- A friendly aftercare service is provided to ensure clients are happy with the service they have received and to ensure all portable appliances testing has been covered. Further to this, our central database will show when testing is due again at each site in your company. We will remind our contact when testing is due in advance. We base our service on good communication with our clients.

It is our aim to ensure clients are happy with the service they are receiving at all times. Through our quality service, we will help your employees to understand the importance of treating electrical appliances with care and using them for the purpose they were meant. This will allow people to use appliances in a safe environment, that are in safe working order and also to ensure the company will spend less in the long term on replacing damaged electrical items.

### **Our Philosophy**

Tech Test UK listen to each client to ensure that we understand our customers' needs and that we help and support our Clients when necessary.

Continuous improvement is essential to establish and maintain a top-class service and quality on delivery and cost.

### **Quality Management Policy**

- We recognise that our services have value only if they contribute to the development of our customers' businesses.
- We endeavour to detect the latent needs of our customers in order to ascertain accurately their requirements.
- We work proactively to improve the quality of our service in order to offer our customers the high level of quality they demand.
- We review our quality management system on an ongoing basis and continually strive to improve its effectiveness as part of our commitment to quality.
- We will fulfil our customer's expectations and become their first choice for electrical safety testing.

## OUR ELECTRICAL TESTING ENGINEERS

Tech Test UK will provide fully qualified engineers who are friendly and well presented. We will cause minimal disruption to the day to day running of your organisation during testing. All engineers are qualified to City & Guilds Certificate 2377 and are able to test over multiple sites and locations using the latest electrical test equipment to test all classes of electrical portable equipment.

Our engineers are fully insured with Public Liability Insurance of £2,000,000. A confirmation document of insurance cover will be supplied on request. Tech Test UK engineers are also trained in the Management of Portable Appliance Testing allowing to repair appliances on site and also provide professional advice to employees during testing. All data and results are processed at head office using the latest in portable appliance testing software. We analyse test data through this software, allowing us to issue clear and well presented reports on completion of testing. Alternatively, you have the choice of receiving inspection and testing reports on disc format for easier storage or even direct through Email.

Our engineers also aim to repair any failed appliances as they are tested, so departments will not be left with equipment out of use for weeks. For example, if an appliance has a faulty plug or flex connection, our engineer will carry out the relevant repairs before re-testing the appliance.

Tech Test UK will carry out the following repairs free of charge:

- Provide and replace a faulty or incorrect fuse
- Provide and replace a faulty or damaged plug top
- Repair a faulty connection to a plug top
- Repairing a damaged flex or cable
- Provide basic fixings to repair electrical appliances
- 15 minutes repair time per appliance

On completion of testing, a detailed portable appliance inspection and testing report will be presented to your company. If testing is carried out over a number of locations nationwide, each site will receive a separate report for appliances tested.

Our reports are well presented and easy to understand in the following format:

- A smart front cover shows your company details and the address of the site tested, along with the start date of testing and the next start date of testing.
- After this, we include an additional comments page. This page is useful and points out any issues that may require monitoring in between test dates. Feedback is taken direct from our test engineers on completion of testing.
- Finally, comes the detail of the inspection and test report...the Fail and Pass Registers. We start with a report on any failed appliances that could not be repaired during testing. This is a detailed area of the report and shows a reason for failure and also a recommendation of what to do with the failed appliance. The Pass Register shows a description of all appliances that have passed inspection and testing, their unique appliance ID code, the appliance location at the time of testing and the date of testing. The appliance ID code is the same code printed on the Pass sticker attached to the appliance during testing.

Reports can also be saved and presented on disc, or sent direct through Email. This can be easier to store for companies who desire less paperwork.

### Aim

Tech Test UK aims to ensure that all employees are treated solely on the basis of their merits, abilities and potential regardless of sex, gender (including homosexual orientations), gender re-assignment, colour, ethnic or national origin, age, social-economic background, disability, religious or political beliefs, family circumstances and union membership.

### Objective

Our objective is to build a company of opportunity to all sections of the community and in whose activities all employees participate fully and equally.

### Principles

Our commitment to an equal opportunities policy is embodied in the following principles:

- No Member of Tech Test UK shall be subject to discriminatory treatment, either directly or indirectly, on any of the grounds stated above.
- Discrimination is unacceptable within our company in that it represents a waste of human resources and denial of individual opportunity.
- The active support of our company is sought through the commitment and involvement of all groups of staff in the implementation of this policy.
- Tech Test UK is committed to a programme of action to ensure that this equal opportunities policy be fully effective.

### Policy

Tech Test UK is committed to an Equal Opportunities Policy in employment practice. This commitment is placed on the legal responsibilities placed on employers by the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995 and on the recognition that groups and individuals can be subject to discrimination on a variety of grounds such as those mentioned above.

It is unlawful to victimise individuals who have made allegations or complaints of disability, race, sex or marriage discrimination or provided information about such discrimination. Our company regards as a serious disciplinary matter proven acts of victimisation in these or any other areas covered by the equal opportunities policy.

## Definitions

- **Racial Discrimination:** covers discrimination on grounds of colour, race, nationality, ethnic or national origins. Race covers all religious groups.
- **Sex Discrimination:** covers discrimination on grounds of sex or marital status or notions associated with the role of men and women in society (gender). Tech Test UK is committed to the removal of potentially discriminatory barriers in the workplace, which may adversely affect the progress of men and women at work.
- **Disability Discrimination:** covers discrimination against people with disabilities who on account of injury, illness or inherited conditions may be disadvantaged in obtaining or keeping employment for which otherwise suitable.
- **Harassment:** is an attack on the dignity and security of the individual person. It may cover unreciprocated and unwelcome comments, looks, actions, materials, suggestions or physical contact that is found to be objectionable and or offensive and may create an intimidating working environment. Established harassment and victimisation on the grounds of race, sex disability or other areas covered by this policy will be viewed as a serious disciplinary offence.

The Equal Opportunities Policy applies to all departments and to all members of staff. Our company recognises the importance of providing equal opportunities for training, career development and promotion applicable to the differing needs of all staff. It recognises also that training can play an important role in changing procedures and behaviour.

Tech Test UK is committed to developing an efficient monitoring system to ensure the effective implementation of this policy in respect to the recruitment and management of staff. Further to this, our company will be committed to the investigation of complaints alleging racial, sexual or other discrimination and to the initiation of action where necessary under our normal disciplinary procedures.