



Welcome to Emerald Power & Energy Facilities Services Limited

WHO WE ARE

Emerald Power & Energy Facilities Services has the expertise to be a leading independent provider of Building Services Maintenance and Support Services to a wide client base in the inner London and home counties area.

Emerald stands for a fresher new approach to facilities maintenance and makes a point of being big enough to be able to handle all types of contracts, but small enough to put the customer first and offer a personal, tailored service.

With years of extensive experience Emerald has been founded by the vision of industry professionals brought together by a common philosophy; to provide the client with a complete Building Services Maintenance package and Support Services, tailored to suit their needs, simplicity in delivering an effective service provision that is not only cost-effective and long term, but to the highest engineering standards.

Our values and core business is within the Building Services Industry. The diverse scope of knowledge and expertise of the company facilitates direct communication with the end-user clients, consultants, project managers, contractors and facility managers.

We are therefore able to confidently offer a comprehensive range of Building Maintenance Services. The key to our future success is our commitment to providing high levels of communication and our direct personal approach at all levels. This will serve both the company and its clients very well and has proven effective in creating excellent client/contractor relationships.

We are an environmentally aware organisation and take health and safety issues very seriously.

BUILDING SERVICES

A building, its plant and equipment represent a major investment and those assets need to be properly maintained to operate efficiently. A well-maintained building provides landlords and occupants with a safe and productive work environment while creating lasting value.

Our handpicked building service engineers have the capability to undertake a variety of services, all of which follow a planned preventative maintenance scheme, compiled closely with the client as to ensure all equipment is regularly maintained. As part of our Building Services contracts, the engineers maintain and inspect plant and equipment in line with current PPM practice.

OUR VISION

To perform for our customers the highest level of quality services at competitive prices.

To ensure the longevity of our company through repeat and referral business achieved by customer satisfaction in all areas including timeliness, attention to detail and service-minded attitudes.

To maintain the highest levels of professionalism, integrity, honesty and fairness in our relationships with our suppliers, subcontractors, professional associates and customers.

Emerald Power & Energy Facilities Services Limited

Tel: 01245 806 466 Fax: 01245 466 229 E-Mail mickemeraldpower@gmail.com

32 Ratcliffe Gate Springfield Chelmsford Essex CM1 6AL Mobile Tel: 0785 44 00 688

Company Registration No. 9654734

Mechanical - Electrical - Air Conditioning - Controls - Water Hygiene - LED Lighting





CUSTOMER CARE POLICY

To provide the best level of service

Our primary aim is to provide customers with the very best level of service that can be expected.

Our goal is your complete satisfaction and to achieve this we are committed to our Customer Care Policy for all jobs regardless of size.

- Be trustworthy and reliable and respect confidentiality.
- Consider the customer's needs and environment and provide appropriate care.
- Keep appointments on time and respond quickly and in a helpful manner.
- Arrive and finish at agreed times.
- Look professional, wearing the appropriate clothing, which should always be clean and presentable.
- Always be efficient and effective to ensure the best value for the customer.
- Always deliver what we say we will, with minimum disruption.
- Meet our deadlines and keep the customer informed of progress.
- When we cannot provide exactly what someone wants, be innovative and suggest alternatives.
- Apologise if things go wrong and do our best to put things right.
- Listen to feedback, act on it and respond.
- Keep customers informed of new and improved services available.

Site Specific

- Contract Manager and Site Supervisor to ensure compliance of customers site rules and regulations by all personnel.
- Consideration should be given to the access and egress to the site and that the site remains secure at all times. Site supervisor to agree with any special arrangements with the Site Representative/Manager/Owner/Occupier.
- Site Supervisor to ensure minimum disruption through regular liaison with the customer.
- Site Manager and Site Supervisor to agree with the Site Representative/Manager/Owner/Occupier the procedures be carried out, with regard to premises handover where work is undertaken outside of normal working hours.
- Site Supervisor/Engineer to post signage and barriers where necessary around the work area to ensure safety for the site workers, the client's staff and any site visitors.
- Contract Manager and Site Supervisor to consider environmental and customer impact in regard to air pollution, water pollution, waste noise and damage to the environment.
- Site Supervisor/Engineer to ensure the site is kept clean and tidy as is possible and reports any issues.



Emerald the Jewel in Building Services



"Simplicity in delivering an effective service provision that is not only cost-effective and long term, but to the highest engineering standards"

BUILDING SERVICES & MAINTENANCE

It's what we specialise in and what our business is founded on.

We understand all the technical aspects of mechanical systems. We work with carefully selected, manufacturers and suppliers that offer innovative products and technical expertise. We are able to take advantage of the cost efficiencies that each relationship brings and ultimately pass on real value to our clients.

High-quality engineering services are the engine of an efficient building, and the requirements are getting more complex and stringent all the time. New building design must take account of carbon output, energy and renewable generation, sustainability and BREEAM standards.

SCOPE OF WORKS

Mechanical solutions include but not limited to:

Heating Ventilation and Air Conditioning

Plumbing/hot and cold water services

Gas and boiler works

Water Treatment

Refrigeration

Fire hydrant and sprinkler systems

Electrical solutions include but not limited to:

LV & HV electrical distribution

Energy-efficient lighting (internal and external)

Fire and intruder systems

CCTV and access control

Building Management Systems

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Energy Management:

Energy efficiency is core to the financial and environmental performance of any building and its compliance with energy and carbon reduction legislation.

We have the ability to maximise the effective usage of energy and ensure good building performance for the customer. Our ability is drawn from past experiences, a range of skills and a network of leading engineers and specialist supply chain partners.

Efficiency in existing buildings can be improved through mechanical and electrical enhancements, better energy management, or intelligent lighting systems.

Emerald Power & Energy has the expertise and the knowledge to ensure that customers' buildings are running at their optimum performance so they can concentrate on running their core business.

Air Conditioning Service and Maintenance / Installation:

Each section is inspected for obvious faults and checked to ensure that it is meeting its designed intention. If the maintenance procedure highlights any system parts that have failed or may cause future disruption, Emerald immediately repairs or quotes any remedial works required.

By having a regularly serviced system, customers will find significant cost savings and equipment effectively performing up to and sometimes beyond its life expectancy.

To ensure that systems are running at their optimum performance levels, Emerald Power & Energy follow the maintenance procedures designed specifically to prolong the lifespan of all air conditioning, ventilation and refrigeration systems.

Emergency Lighting:

Emergency lighting is required to illuminate building areas when things go wrong—for example when the normal electrical supply is interrupted by a utility outage or by a fire or failure within the building. In most facilities, the largest part of emergency illumination lights the pathways and exits that lead out of the building—the egress paths. Its intent is to facilitate the evacuation of the facility, particularly in the event of a fire, and to reduce the tendency of occupants to panic under stress, and in the dark.

Because the performance of emergency lighting is directly related to life safety, code officials are notoriously demanding of strict compliance in its design and installation. Differing interpretations about emergency lighting requirements easily can lead to a costly delay of occupancy. A clear understanding of the code requirements for emergency lighting and a clear understanding of code officials' views of any issues that admit interpretation will go a long way toward avoiding expensive and embarrassing surprises late in construction.

The term "emergency lighting" appears frequently in the codes, but it is nowhere directly defined. For the purposes of this article, emergency lighting refers to lighting equipment that is specifically identified as such in one of the codes, with limited exception. Certain lighting that must illuminate under emergency conditions in health care facilities, but is not technically defined as emergency lighting, is addressed separately.

LED Lighting:

The light-emitting diode (LED) is one of today's most energy-efficient and rapidly-developing lighting technologies. Quality LED light bulbs last longer, are more durable, and offer comparable or better light quality than other types of lighting.



LED Energy Savings

LED is a highly energy-efficient lighting technology, and has the potential to fundamentally change the future of lighting worldwide.

The high efficiency and directional nature of LEDs make them ideal for many uses.

Lighting accounts for 40% of your energy bill

Health & Safety

Health & Safety Risk Assessments
Health & Safety Compliance Audits
Tenant Compliance Audits
Health & Safety Hazard Assessments
Safety Management Systems / Policy & Procedures
Health & Safety Training



Water Treatment

Legionella Risk Assessments
Mechanical Services/Remedial Works

Flushing & Commissioning

Effective chemicals with proven suitability for purpose
Site-specific risk assessment

What We Specialise In

Pre-Commission Cleaning (new and existing systems)
Corrosion Inhibitor/Biocide Dosing
Biocide Washes
Bacterial and Chemical Analysis of Water Samples
Water Sampling



Health & Safety

Emerald Power & Energy recognises the fact that health and safety have positive benefits to the organisation and commitment to a high level of safety makes good business sense. It also recognises that health and safety is a business function and must, therefore, continually progress and adapt to changes. The approach to health and safety will be based on the identification and control of risks.

Synopsis

- Emerald Power & Energy will ensure that there are arrangements put into place for the effective planning, development and review of this policy statement.
- The company will provide the necessary information, instruction and training to employees and others, including temporary staff to ensure their competence with respect to health and safety.
- The company will ensure that appropriate systems are developed and maintained for the effective communication of health and safety matters throughout the company.
- The company considers that health and safety rates equal to all other business functions and will attach equal importance to achieving health and safety targets.
- The company will liaise and work with all necessary persons to ensure the health and safety of its staff, contractors and visitors.
- The company recognises that safety is the responsibility of everyone within the organisation and is not just a function of management. Appointed persons will have specific duties and responsibilities to comply with the spirit of this policy. Employees will have specific responsibilities to take reasonable care of themselves and others who could be affected by their activities and to cooperate with the management in achieving the standards required. The company will ensure that health and safety management is an integral part of the normal management function and will monitor their performance along with their other duties.
- The company believes in constantly improving health and safety standards and performance. It will to this end endeavour to ensure that all relevant Statutes, Regulations and Codes of Practice are complied with. The minimum standards that will be adopted by the company are those required by law although the company will seek always to exceed these where there is a demonstrable benefit.
- The company will ensure that health and safety are fully integrated into the management and decision making processes within the organisation.



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