

Customer Asset Tracking & Managed Services



arco[®] Professional
Safety Services

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Customer Asset Tracking (CAT) System

Utilising our extensive experience in the height safety industry we have developed an online Customer Asset Tracking (CAT) platform that captures all the safety critical information in one place, making it easy for you to view and manage training expiry dates, certificates, personal protective equipment (PPE) inspections, re-testing of fall protection systems and associated documents 24 hours a day, seven days a week.

This innovative digital solution offers the ability to view and download:

- Employee safety training and medical records, including certificates and dates
- Inspection and servicing history of safety critical equipment and inspection due dates
- Testing and recertification records of any fall protection systems.

The platform also automatically identifies upcoming records that require your attention.

You may wish to outsource the complete administration and management of safety critical equipment, assets and certificates. Let our Managed Services team take care of it for you.

CAT allows you to centralise and simplify much of the administration associated with managing safety critical equipment and assets.



Managed Services

Our Managed Service offer brings together the expertise from our equipment and training divisions to provide a turnkey solution for managing safety critical admin associated with training and category III PPE. Ensuring employees are competent and the equipment they are using is always compliant with legislative inspection requirements.

Managing your employees training, medicals and equipment inspections can be time consuming and costly to you and often gets overlooked during busy times.

Here at Arco Professional Safety Services, our dedicated team can take care of all this for you including all relevant certification: giving you peace of mind that your employee training requirements are managed, your equipment inspections are scheduled and compliance records are fully up to date with legislation.

Levels of Services

There are **three levels** of services available (silver, gold and platinum), depending on the level of control you wish to have and giving you a choice based on your individual needs.

The **Silver package** allows you to access the CAT system to view training records, expiry dates, PPE items purchased and the inspection history. It is our basic package and available without a fee.

Our **Gold and Platinum packages** provide you with a semi managed and fully managed service respectively. You will have access to additional functionality in CAT as well as a dedicated support team. You will also benefit from access to a series of reports to help you forecast and plan budgets. Our teams will schedule your PPE inspections and medicals for you as well as uploading training records provided by other companies.

Our **Platinum package** is designed to allow you to focus on your core business rather than burden over stretched resources with administration. Our dedicated team have live access to training schedules and PPE inspector work schedules. We work with customers to ensure training, equipment inspections and medicals are scheduled well in advance at times that work for your business. Dates are then sent to you for approval.

Platinum customers benefit from a **Stock Management** solution. If your business has field-based technicians or engineers who work remotely across the UK then our stock management service may be of interest to you. We support large organisations to help them reduce downtime associated with stock availability to ensure new starters have the right equipment when they need it. (see page 12 for more details).

Read on for more information about the features and benefits of each level of service, to determine which is right for you.



Managed Services Offer

Silver

Features

- No fee
- Allows customers to view
 - Training
 - Equipment purchased
 - Equipment/PPE inspected
 - Systems installed
 - Systems recertified
 - Face fit (limited)
 - On screen reports detailing expiry dates for all the above



Benefits

- 24/7 access to Arco certificates
- Provides visibility of expiry dates for purchased Arco certificates
- Audit trail / item history / inspection history
- Quick access to employee training history
- Quick access to equipment inspection history

Gold

Features (Silver +)

- Management fee
- Additional reports available via excel
- Extra fields available to view teams, divisions
- Ability for us to upload training records from courses supplied by external companies (not the certificate)
 - Course description
 - Expiry date
 - Validity duration (1,2,3 years)
- Functionality for us to archive employees who have left (when informed)
- Sending of scheduled expiry reports for PPE inspections, training, medicals with current availability to book in via managed services
- Viewing permissions at two levels (admin, employee)



Benefits (Silver +)

- Enhanced visibility through additional reports in excel
- Ability to manage a greater range of training records as the system can be used for all courses
- Admin support from our managed service team
- Improved functionality for multi site companies or those with field-based teams
- Individuals can view their own training and equipment records

Platinum

Features (Gold +)

- Management fee
- Manage on your behalf the compliance for kit, safety training, inspections, medicals, face fit testing (acting as an extension of customers internal team by contacting your employees directly, if required)
- Customised monthly reports
- Dedicated managed service contact
- Review meetings
- Discounts off equipment
- Discounts off training
- Access to technical advisory resource
- Management of product recalls
- Dedicated schedule for inspections and training
- PPE items allocated to the individual
- Competence check before issuing PPE to an individual
- PPE, Lifting accessories, PAT testing available (optional extra)
- Assistance with budget planning
- Paid stock holding option
- Third party certificates uploaded by us
- Contract with service level agreements



Benefits (Gold +)

- Fully managed service
- Support to manage compliance
- Reduces significant admin time
- Improved budgeting through customised reports and advanced notice when PPE reaches end of life
- No downtime if paid stock option is taken
- Improved levels of compliance

Stock Management Service

Arco Professional Safety Services can take care of all your PPE stock management needs; **we can take the hassle and stress out of your stock control.**

We store your safety equipment for you. Should a member of your team leave the business, simply arrange for their safety equipment to be sent to us and we will inspect it and store it, ready for re-issue to a new member of staff when they join.

The Stock Management Service gives your teams access to safety critical equipment when they need it, minimising unnecessary downtime. Should an item fail its examination our trained experts will advise you and replace the item from the stock we are holding for you.

As an independent supplier of safety equipment Arco Professional Safety Services can provide technical advice and guidance in the selection of your equipment across a range of brands. This service is available as part of the Platinum managed service package.

Testimonials

“ Arco Professional Safety Services have streamlined the administration of equipment test regime taking a huge anxiety away from time pressured staff. Their ability to adapt their services to our precise needs is a rare quality in an industry where firms often try to apply a one size fits.

Paul - Royal Court Theatre

“ Arco Professional Safety Services is instrumental in delivering the working at height competency training of our new and existing field engineers and continues to provide excellent training facilities around the UK. Our continued business is testimony to the quality of the managed service we receive. We've undertaken a shift in our working at height capabilities and this would have been impossible to undertake without the willingness of Arco Professional Safety Services to work with us to provide new equipment and enhanced training regimes while providing us with cost savings and reductions in travel time of engineers.

Chris - Ericsson



Training

We offer in-house courses and can design courses around your requirements to ensure your employees are trained to work safely and in compliance with your policies.

We can deliver training at customer sites or from one of our national specialist training centres which have purpose-built facilities offering a realistic, practical training environment. We are also accredited to deliver City & Guilds, Energy and Utilities Skill Register (EUSR) and Industrial Rope Access Trade Association (IRATA) approved training courses at our centres.

Training dates are provided months in advance allowing our Managed Services customers time to plan and minimise disruption to normal operations. This service gives you preferential dates and discounted rates for your training.

On completion of training, a competency card will be issued to delegates as evidence that they have successfully passed the course and informing them of their course expiry date. The cards also contain an image of the person so also act as an identity card.

For more information about our training courses visit www.arcoservices.co.uk/training.

All training certificates and course expiry dates are available to view in our CAT platform, via a secure log in.

Medicals

Anyone whose duties require them to work at height or in confined spaces is required to pass a medical fitness assessment.

A medical assessment should be undertaken prior to an individual embarking on work, periodically thereafter or whenever a significant change in health or working practice occurs that has the potential to compromise an employee's ability to carry out tasks safely.

Periodic health assessments should be undertaken at agreed time scales. Currently these are as follows:

- Age < 40 years - three yearly
- Age 41- 50 years - two yearly
- Age > 50 years - annually

Medical Assessment

A work at height or confined space medical assessment is carried out by competent nurse. In addition to a medical questionnaire, it involves an assessment of general health (height, weight, BMI, blood pressure & pulse rate), vision, hearing, urine, mobility, breathing, cognitive and musculoskeletal function.

On completion, a fitness certificate is issued advising of the results. Meeting the medical fitness levels required, indicates that at the time of the medical the individual is medically fit to perform the relevant job role.

Where an individual does not meet all the medical fitness levels required, a fail certificate or certificate indicating the fitness level they can achieve will be issued by the medical provider.

It is the responsibility of the employer to ensure that all employees are suitable for the work they are undertaking.



Equipment Inspections

If you own work equipment that is used to protect your employees from a fall from height, you have legal duty to ensure that it is inspected at suitable intervals under Regulation 12 (3) of the Work at Height regulations 2005.

The inspection must be undertaken by a competent person, who has the relevant knowledge and experience. This person should be financially independent to enable an inspection to take place based solely on the safety of an item, unaffected by cost.

Our nationwide team are fully qualified to carry out formal equipment inspections at locations across the UK. Inspections can take place at your sites or one of our strategically located centres throughout the country.

Inspector Competence

All our inspectors undertake rigorous training and regular audits. Our inspectors receive manufacturer's training, IOSH equipment inspection training and LEEA accredited training to inspect lifting accessories.

As a business we also provide work at height training, therefore, our inspectors have access to a wide range of branded equipment which we use to deliver our courses. Our Inspectors have experience in inspecting a range of equipment from leading brands such as Petzl, 3M, MSA, Skylotec and more. All Inspectors carry cards to prove competence to our clients.

Frequency of Inspections

The frequency of PPE equipment inspections is determined by your policies and requirements. Provision and Use of Work Equipment (PUWER) Regulations 1998 states that the recommended periodic examinations should be at least every 12 months, although some companies adopt a six-monthly inspection approach for PPE. Formal inspections for lifting accessories are required every six months to comply with Lifting Operations and Lifting Equipment (LOLER) Regulations 1998.

We ensure that every item has a unique code so that it can be asset tracked in our CAT system.

Kit Bags

If your operational teams carry a range of safety critical equipment items such as harnesses, helmets, lanyards, rescue devices etc, it may help to create a sanctioned kit containing all these items.

Our experts are available to suggest and advise on the right equipment for the job and our experienced warehouse teams are available to build kit bags for our clients, so that all items are stored safely in one place.

Product Recalls for Safety Critical Equipment

As an approved distributor of proprietary brands, Arco Professional Safety Services are notified directly in the event of a manufacturer recall.

Our CAT system allows us to quickly identify the serial number of the item(s) effected by the recall so that we can inform you at the earliest opportunity. In many instances we can trace the item to an individual to ensure it is removed quickly from service.



Legislation

European Union Legislation requires employers to safeguard the health and safety of their employees at work. In the UK, this is part of the Health and Safety at Work etc Act 1974.

In simple terms, an employer has a responsibility not only to supply employees with personal protective equipment (PPE) which meets all the necessary performance requirements, but also to have in place systems which ensure that the PPE is regularly monitored, inspected and maintained, ensuring that it is fit for purpose throughout the equipment's life.

The managed service we offer ensures compliance with PPE at Work Regulations 1992, and BS 8437:2012. We also follow all the equipment manufacturer's recommendations.

What BS 8437:2012 says:

13.1 General

13.1.1 It is essential that all load bearing equipment is given a visual and tactile inspection before each use to ensure that it is in a safe condition and operates correctly. Advice should be obtained from the manufacturer on how to do this, and this advice should be strictly followed.

13.1.2 Formal Inspection procedures should be put in place by employers to ensure that personal fall protection equipment is given a detailed inspection ("thorough examination") by a competent person before first use and at intervals not exceeding six months (or three months where the equipment is used in arduous conditions), and after circumstances liable to jeopardise, safety have occurred.

13.1.3 It is essential that the person carrying out a thorough examination is sufficiently independent and impartial to allow objective decisions to be made, i.e. they have appropriate and genuine authority to discard equipment. This does not mean that competent persons necessarily must be employed from an external company.

Our managed services centre is situated in Eccleshall, Stafford, where we have fully trained staff and all the facilities that are required for your training and equipment requirements. As we are an independent equipment supplier, we can offer you many alternatives depending upon your requirements.

WE are accredited to BS EN ISO 9001:2008

Employers have an obligation under both European and UK employment law to safeguard the health and Safety of Employees. In the UK the requirements are set out in the Health and Safety at Work etc Act 1974. This is clearly a major consideration for those employees working at height or in confined spaces.

Arco Professional Safety Services managed services programme is designed to allow employers to focus on their core business rather than use limited resources to set up facilities to undertake these in-house.

It also has the additional benefits of being able to rely on the resources of a supplier whose technical expertise and test facilities will ensure the original performance specifications of PPE are maintained and it retains its physical integrity to ensure wearer safety.



CAT System Website Portal

You can view all your records via secure login on our website and all certificates are available to print in PDF format.

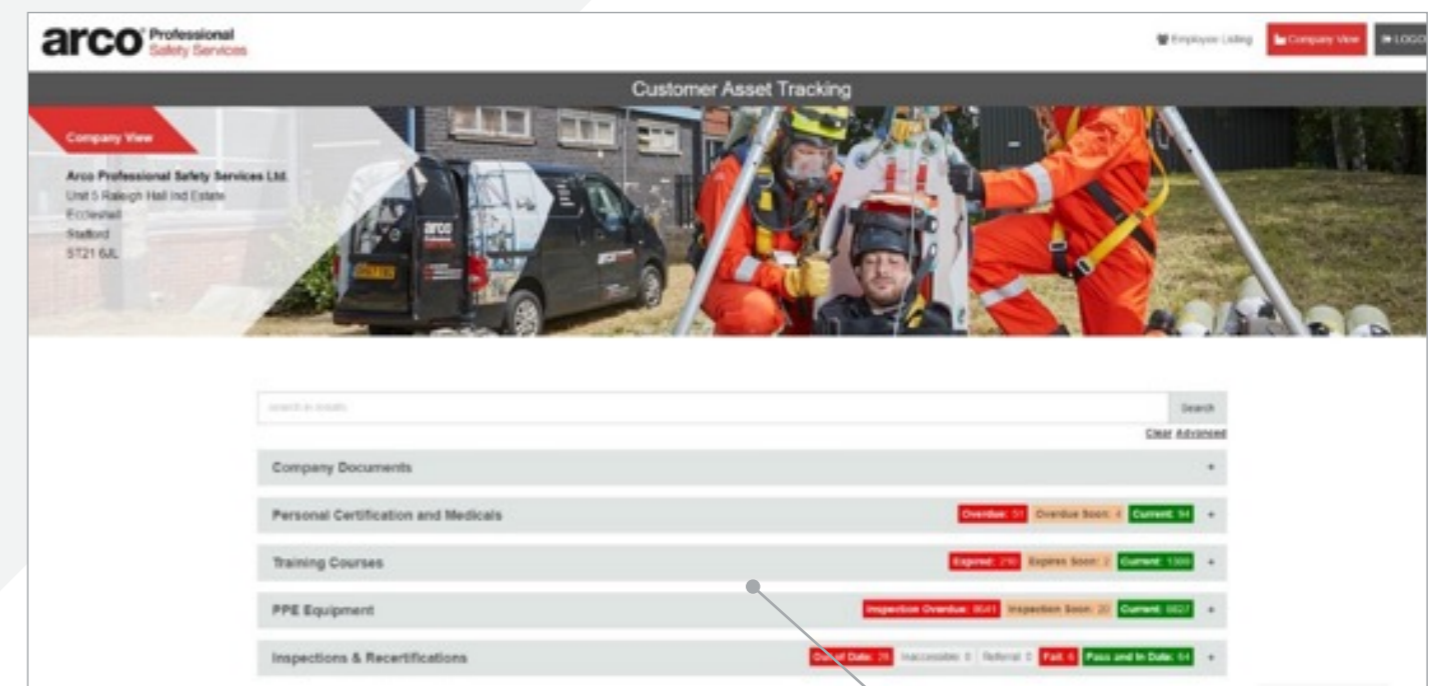
You will be able to access our dedicated CAT platform using the following web address:

new.customerassettracking.com



When you first arrive on the site you will be required to register if you are a new customer to the service, or login if you have already accessed and used the site before.

Login using your username and password



On logging in, you will be taken to your bespoke client area where you can view and manage all your records.

If you require any further information please contact us on 0330 3900822, email managementservices@arcoservices.co.uk or visit www.arcoservices.co.uk.

Your world made safer.

Key:

- T** Training Facility
- H** Hire
- S** Services and Maintenance

Linlithgow
T H S

Hull - Arco
S

Warrington
T H S

Manchester
T

Doncaster
H

Eccleshall
T H S

Bracknell
T H S

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