



Load Monitoring

Design

Manufacture

Commissioning

Installation

Maintenance



The Power of Experience

For all your Service requirements,
call our **Head Office** Service Team on:

01744 814444

Head Office:

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Merseyside, WA9 4WZ

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

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

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

North East Region: +44(0) 191 500 5420
Unit 34A, Ellesmere Court, Leechmere Industrial Estate. Sunderland,
Tyne & Wear, SR2 9UA

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Emergency or Out-of-Hours Call Out & Escalation Procedures



For emergency or out-of-hours
response:

07776 201891

The Power of Experience

Emergency or Out-of-Hours Call Out & Escalation Procedures

Burtonwood Generator & Switchgear Services Limited offers clients the option of a 24 / 7 / 365 day On-call facility.

This facility provides access to an in-house Service Help Desk at our Head Office during normal working hours and an Out-of-Hours telephone number to handle emergency call outs or technical issues.

The BGSS Regional Offices will also provide more local assistance.

Our dedicated staff will handle call-outs and our emergency or out-of-hours procedures are detailed over.

Should the fault require further action then the escalation procedure set out below will be put into place.



Normal Working Hours: -



Service Help Desk

The Service Help Desk or Regional Office will be pleased to handle emergency calls during working hours

Out of Normal Working Hours: -

Primary On-call Manager



Client emergency call will be taken by our Primary On-Call Manager".

This person is a technical engineer and will be able to log the call and assess the problem and offer technical advice to the client. If the fault cannot be solved at this point, the Primary On-Call Manager will call out the Secondary On-Call Engineer and brief the engineer on the nature of the fault.

Secondary On-call Engineer

The Secondary On-call Engineer will arrive at site as soon as is practically possible. This should be within the call-out response times set by each client. (**Normally either 2 or 4 hours dependent on client**). The On-Call Engineer will liaise with the client site contact and proceed to investigate and repair the fault were possible.



It is the sites responsibility to ensure that all H&S and operational safe systems are in place in order for the engineer to carry out his duties. The On-call Engineer will follow the BGSS 'Safe System of Work' and H&S instructions.

The On-Call Engineer will inform the client and the Primary On-Call Manager of his findings and any remedial works required to rectify the fault. If the fault cannot be rectified at this time for what ever reason, the On-Call Engineer will follow the BGSS Escalation Plan.

On completion of the call-out a full report of the findings along with any recommendations will be provided to the client.

Escalation Stage	Action By	Action	Time Taken	Escalate To	Contact Details	Telephone / Mobile
Stage One	Client Representative	Client representative on site to inform Service Help Desk if technical support or call-out is required	30 mins	Service Help Desk	Service Help Desk	01744 814444
		If outside of normal working hours, call Emergency On-call Telephone and speak to Primary On-call Manager		Service Manager	Ceri Durkin <i>ceri.durkin@burtonwoodgroup.com</i>	07887 712928
Stage Two	Service Help Desk	If further technical support is required Service Help Desk or Primary On-call Manager to call Technical Support Engineers	30 mins	Emergency On-call Telephone	Primary On Call Manager	07776 201891
Stage Three	Technical Support Engineer	If the technical fault cannot be cleared and there is a Health & Safety or commercial risk, the Technical Support Engineer or Primary On-call Manager is to inform the Area Manager of the situation	30 mins	Technical Support Engineer	Jim Hilton <i>jim.hilton@burtonwoodgroup.com</i>	07771 642731
Stage Four	Area Manager	If the technical fault continues and cannot be cleared, and there is a Health & Safety or commercial risk, the Area Manager is to inform the Managing Director of the situation	30 mins	Area Managers	Northern Area: Graham McGowan <i>graham.mcgowan@burtonwoodgroup.com</i>	07771 642739
				Managing Director	Southern Area: Steve Lacey <i>steve.lacey@burtonwoodgroup.com</i>	07771 642733
					Keith Littler <i>keith.littler@burtonwoodgroup.com</i>	07771 642729