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The quality process

We discuss the process behind our quality management systems and the ISO9001:2008 update which takes effect this year.



Goodbye Asset Mistress

She's served us well, but as she often said herself, change is inevitable and now she is leaving. So, who's in charge now?



New talent

We are delighted to introduce two new members of staff Tommy and Ian plus our latest staff profile. **Turn to the back page for details.**

EPM nominated for HazardEx award



This year's HazardEx event will be staged alongside the two-day conference and annual Awards Gala Dinner for which EPM is one of the nominees.

HazardEx, as the name suggests is a comprehensive trade fair featuring many specialist companies who supply products and services to the safety and hazardous area industries. It is also used as the annual networking event for committee and policy leaders and government and certification bodies. The event is also a useful networking platform for senior engineers from sectors such as oil & gas, pharmaceutical, chemical manufacture and food processing. It is an essential visit for anyone with the responsibility of running a plant safely be they plant or production managers; electrical, mechanical and maintenance engineers or head of health & safety.

Awards Programme. EPM Solutions are delighted to be confirmed as one of five nominees for the category of best 'user application'. Delegates from EPM will be attending the exhibition over the two days as well as the awards dinner. This year TV and radio personality, Garry Richardson who is best known for Radio 4's 'Today' programme as well as weekly on Radio 5 live 'Sportsweek' will be the compere and speaker. He will be followed by the HazardEx casino into the early hours.

**GO AND VOTE FOR EPM NOW
by clicking this link
www.hazardexonthenet.net**

The awards

On 25th February 2009 in the Majestic Hotel there will be a Gala Dinner Evening to celebrate the culmination of the annual

HazardEx 2009 will be held in Harrogate, North Yorkshire on the 25th & 26th February 2009.

The process of quality

Having recently retained our ISO 9001 registration, EPM drive forward efficient management processes in preparation for ISO 9001:2008 and beyond.



With the ongoing annual measurement of our performance and the application of our processes, the management at EPM are well aware that ISO Quality accreditation is not a destination but merely serves as a basis on which to continually develop and improve. Following our successful BMTRADA Audit in November and

the retention of our ISO accreditation, we can enjoy short term satisfaction that we are delivering, but the drive for continuous improvement in our service delivery goes on! EPM are committed to a policy of providing quality services to our customers, and to achieving continuous improvement throughout the business to the benefit of customers, partners and employees. We place great importance

on understanding our customers' needs and to obtaining feedback on the quality of our service. Particular emphasis is placed on obtaining client satisfaction and maintaining excellent long term relationships. To ensure this, EPM have a process based approach to delivery. With this in mind the introduction of ISO9001:2008 in November means that we plan to revisit our management systems. Although this ISO update merely seeks to provide clarification on some aspects of ISO9001:2000 the arrival of Tommy McGovern as Project Manager at EPM is timely. His experience in Legal Compliance and Management Processes as well as performance measurement will be invaluable for both EPM and its customers. Tommy has worked on some high profile projects during his career including: Waterloo International Rail Terminal, The Channel Tunnel Project, Glaxo Wellcome World HQ, British Airways HQ and Network Rail West Coast Mainline Route Modernisations.

Europe's reliance on Russian gas

A quarter of the gas used in the EU comes from Russia. So, what happens if they decide to turn off the taps?

Recent developments in a dispute over the price Ukraine pays Russia for its gas has resulted in disrupted deliveries to other countries. Several countries in Europe have reported a sharp decline or even complete cessation of gas supplies from Russia via pipelines through Ukraine. This has reinforced unease in Europe about the increasingly important role Russia has as a gas supplier.

Europe's need for gas is likely to increase. Economic growth, when it resumes after the current recession, will mean more demand for electricity. Gas accounts for about a fifth of the EU's electricity and the share is likely to grow, partly because gas produces less by way of greenhouse gas emissions than coal or oil. The EU does have other suppliers, including Norway and Algeria by pipeline, and Qatar and Algeria, again, by ship.



However, Russia with the world's largest gas reserves and an extensive network of pipelines to Europe, is likely to be increasingly dominant. The EU, unless it drastically changes its energy strategy, will continue to need Russian supplies. But Russia in turn needs Europe to buy its gas, and oil. So, it is not in Russia's interest for Europe to become more wary of using

gas as an energy source. So far the disturbances to EU supplies have been a side effect of the recurrent dispute between Russia and Ukraine, with both sides blaming the other for the reduced supplies to the west. Whatever the future holds the recent disruptions do reinforce the attractions of developing new pipelines that avoid potential problem areas.

Goodbye Asset Mistress...hello donkey

The Asset Mistress has served the AssetLife newsletter well over the years. However, she has decided the time is right for her to move on to pastures new. Her replacement is an ass.

Now that our donkey friend has taken up the reins of the asset question and answer column we thought it would be a good time to explain the story behind the infamous strapline 'covering your ASSets'. It all started three years ago when EPM renewed its brand identity. Managing Director, Gary Kerr felt an innovative approach was needed to communicate the company's message. He asked the marketing team to think of a way of saying what EPM does in a nutshell - something along the lines of making sure clients are compliant with regulations and legislation and that individuals within these companies are doing what they should. Also, it was important to stay true to the central message of asset management and ensuring assets are well covered. One idea led to another to another and then another before we came up with the all encompassing strapline 'covering your ASSets'. It's a little bit of fun in a serious world and whilst we don't want to make light of an important matter it does communicate our message well and says very succinctly what we do.



Waste to energy

Waste to energy conversion is an increasingly recognised approach to resolving two issues in one - waste management and sustainable energy.



Waste represents an increasingly important fuel source. Using waste as fuel can provide a safe and cost-effective way of waste disposal as well as helping to reduce carbon dioxide emissions. Whilst energy can be derived from waste by burning landfill gas, there are also alternative methods to generate energy from waste. When waste is incinerated in large amounts, the heat energy can be recycled and used to heat factories, hospitals and other large buildings. Alternatively, the heat can be used to generate electricity. This is done by using the steam created

by combustion to drive a steam turbine. Electricity generating waste plants typically process between 20,000 and 600,000 tonnes of waste per year, from which they can generate between 1 and 40 MW of electricity.

Gasification is one of the many technologies used for converting waste into energy. It is a thermo-chemical process in which the biomass is heated in an oxygen deficient atmosphere to produce a low energy gas, which can then be used as a fuel in a turbine or combustion engine to produce electricity.

Reasons to be cheerful

With so much doom and gloom around these days we thought we would carry on Ian Dury's (70's rock singer) good work with a series of reasons to be cheerful.

1. It's getting lighter at night
2. George W. has left the building.
3. Interest rates are at 1.5% - the lowest level ever
4. It's Comic Relief year - Friday 13th March 2009!
5. Inflation is well under control at 3.1%

Welcome aboard

EPM is delighted to welcome two new members to the team - Ian Kennedy and Tommy McGovern.

From electrical engineering to health and safety management Ian and Tommy have many years experience within a diverse range of industries working on large scale projects such as the Channel Tunnel and fuel terminals in Mombasa.

Tommy McGovern - Project Manager

Tommy has more than 21 years of experience in health & safety management. Before joining EPM Tommy ran his own business as an HSQE Consultant providing products and professional management services to Construction, Railway, Transport, Hazardous and Industrial clients. During this time he worked for EPM on a consultancy basis when he became familiar with the business and its customer base.

Ian Kennedy - Project Engineer

Before joining EPM Ian worked on a number petrochemical installation projects worldwide. Also, he spent more than 10 years as an Electrical Project Engineer with Aggreko Generators Ltd. He has experience in managing projects from initial contract clarification to on-site completion. He has worked on and at various engineering projects in Europe, America, Africa, Sri Lanka, Middle East, Far East and Australia.



Maintec 2009

MAINTEC (NEC Birmingham, 17th - 19th March 2009) is the foremost market place and networking event for anyone who has a professional interest in maintenance. As always EPM will be sending delegates to the event this year to see network, attend workshops and meet potential partners. New for 2009 is The MAINTEC SUMMIT, which will address the key challenges and opportunities impacting on the Asset Management and Maintenance functions going into the next decade.

Coming soon...

Coming up in February we will be publishing the latest EPM factsheet. In time for our visit to HazardEx this will explain the importance of compliance and integrity particularly in hazardous and industrial environments such as oil & gas, pharmaceutical, chemical manufacture & food processing.

Staff Spotlight - Ian Hick



Ian joined EPM Solutions last year, so being as he hasn't been under the staff spotlight yet we thought he deserved his moment of fame.

Interests

Films, the Outdoors, Cartooning

Favourite food

Toad-in-the-hole

Favourite music and artist

Classical Rock. Within Temptation

Favourite TV programme

Spooks

Favourite movie

Zulu

Favourite place visited

Canadian Rockies

If you were not at EPM, what would you like to be doing?

Scrapheap Challenge

If you could trade places with anyone for a day, who would it be and why?

The first person on commercial space flight, to simply see the earth from orbit

Favourite actor

Jason Statham

One thing that nobody knows about you

I drew a commemorative picture for the Queen on her Golden Wedding Anniversary from the Corps of Royal Engineers

What would you do if you won the lottery

Ensure my Family are comfortable and buy the usual luxuries: Car, House etc

If you could change one thing in the world what would it be?

Bring back National Service to sort out the lack of discipline & respect in society today
What do you enjoy most about working at EPM

Challenging work keeping me outside my comfort zone, with the added bonus of being retired Army I'm not being shot at anymore

Place of birth

Morecambe, Lancashire

Position held at work

Project Technician & Draughtsman (Electrical & Mechanical)



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