

# Environment Agency case study

## Protecting your world

### Project Overview

The Environment Agency is an executive, non-departmental public body responsible to the Secretary of State for Environment, Food and Rural Affairs, and a Welsh Government-sponsored body responsible to the Minister for Environment and Sustainable Development, with more than 12,000 employees and more than 250 offices nationwide. It is tasked with protecting and improving the environment of England and Wales, as well as carrying out Government policy, inspecting and regulating businesses and reacting when there is an environmental emergency, such as a flood or pollution incident.

### Customer Needs

- The service and maintenance of all portable fire extinguishers across the Agency nationwide portfolio of facilities.
- The provision of reliable and effective fire extinguishers at new sites.
- A trusted and reliable supplier of fire safety solutions with demonstrable expertise, a strong record in customer service and a proven commitment to environmental issues.

### Solution & Benefits

Fire extinguishers are essential for the safety of Environment Agency staff and visitors, the preservation of property and operations continuity. Chubb is contracted to service and maintain all of the Environment Agency's portable fire extinguishers, over 650 sites throughout England and Wales, as well as to provide new extinguishers where necessary. The Environment Agency specifies Chubb Purafoam™ extinguishers for its locations. This range of foam extinguishers are readily biodegradable, therefore less harmful to the environment than traditional AFFF foam extinguishers.

Chubb has a nationwide team of more than 300 qualified fire extinguisher service engineers who are all British Approvals for Fire Equipment (BAFE) Registered Technicians, having completed an independently verified, competence-based

assessment that is regularly carried out during extinguisher technicians' normal servicing activities. These engineers have the ability to service and maintain all varieties of extinguishers in various environments, and always have a large range of serviced and new fire extinguishers with them so that premises are never left under-protected.

During the extinguisher service visit, the technician will re-assess the fire risk and provision of extinguishers against the latest standards. Using field automation, the technician records the service visit, which generates automatic customer emails for the customer service report, rather than creating further paperwork.

Chubb is committed to reducing the impact of its business operations on the environment and has made significant in recent years. It was awarded the MITIE Carbon Reduction Award for 2012 for its demonstration of measurable reductions over the last seven years, primarily at its extinguisher recycling plant at Hams Hall where more than 500,000 units are recycled every year – an increase from 40 to 90 percent. Zero waste is now sent to landfill from Hams Hall, and many of the recovered materials go towards helping the wider community manufacture other essential products. The facility was also recognised with a Major Commendation in the 2007 by the Business Commitment to the Environment (BCE) Awards, [www.bceawards.org](http://www.bceawards.org).

### Project Summary

The Environment Agency has worked with Chubb for more than a decade, and has previously used Chubb to supply fire training services to its staff. The Agency enjoys a good relationship with Chubb, according to its National Facilities Contract Officer, who values the benefits of Chubb. He says that the Agency continues to work with Chubb because of its strong reputation in the market and the professional job it does for the Agency time and time again.



For more information please call

**0800 32 1666**

Chubb Fire & Security