

# In the pipeline

Towering  
above  
the rest



The **fastest** emergency hose replacement service there is

# Where speed and safety meet

A clever soul within our marketing operation recently coined the phrase "think you know Pirtek, then think again" to highlight the fact that we have evolved from a simple emergency hose replacement service to a full-blown Fluid Transfer Solutions provider.

But that "think again" ethos is also ever-present when our employees are assessing the safety of a specific job, site or machine, a fact that is highlighted throughout this latest edition of In the Pipeline. As a company, we are ever-mindful of the fact that our actions on and off site can impact upon the safety not just of ourselves but also our customers and, frequently, the general public.

And that is why we have set in place a whole series of health and safety training schemes to ensure that everyone at Pirtek doesn't just adhere to the letter of the law but that safety is at the very heart of everything we do.

Of course, it may seem odd that a company with such a focus upon health and safety should also be linked with the high-risk, high-octane world of motorsport.

But we are extremely proud to be associated with the British Touring Car Championships (BTCC), one of the most exhilarating and yet safest motorsports in the world.

And we are even more excited that we will be competing in the BTCC this year for the first time under our own name: Pirtek Racing.

The new car and the new engine have already been through extensive testing and, according to driver Andrew Jordan, is set to be the one to watch when the 2010 season kicks off at Thruxton on 4 April 2010.

Everyone at Pirtek wishes Andrew and the Pirtek Racing team a speedy, successful and above all safe 2010 Season.

Best regards



Kelvin Roberts  
Chairman, Pirtek Europe

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## No Business like Snow Business

While Britain froze and brass monkeys searched desperately for their thermal underwear in the midst of the most severe weather the country has seen in 30 years, some individuals simply got creative.

At the height (or should that be depth) of the snow that brought the UK to a shivering halt at the beginning of the year, specialist website [demolitionnews.com](http://demolitionnews.com) ran a competition to find the best photograph of snowmen created on sites across Europe.

Entries came as thick and fast as the snow itself but the ultimate winner, pictured here, was a snowman decked out in the very latest Pirtek personal protective equipment (PPE). Which just goes to prove that a bit of snow and ice is no excuse for a lack of safety!



# Slips, Trips and Spills



**Pirtek UK business development director Alistair Wiggins is backing an initiative by the Health and Safety Executive to prevent accidents caused by slips and trips in the workplace.**

The dangers of oils spills are most commonly associated with the damage they can cause to water courses and the local environment, and rightly so. Today's high performance construction and agricultural equipment often operates at extremely high pressures and a burst hydraulic hose can deposit potentially harmful oil over a considerable distance.

However, the risk of oil spills is not confined to mobile equipment; and they can be every bit as dangerous within factories, workshops and garages where they present a very real slip hazard for workers.

It is precisely this kind of accident that is being addressed in the new Shattered Lives campaign that is being conducted on a national basis by the Health and Safety Executive



(HSE). According to HSE statistics, over 10,000 employees suffered a major injury as a result of a slip or trip at work in 2008/09. More disconcerting still is the fact that in the 2007/2008 period, 61 people died at work after suffering a slip, trip or fall.

It is vital, therefore, that any spills of oils or lubricants should be cleaned up immediately and thoroughly using purpose-made products to remove this potential slip hazards.

Here at Pirtek, we offer a full range of oil spill kits containing everything from drip pans and trays, pads, cushions, containment kits, absorbent socks and rolls, wood, clay and paper granules and a comprehensive line-up of de-greasers, wipes and hard surface cleaners.

All of these products are available at

your local Pirtek Centre or via your Mobile Sales and Service Technician (MSST). But these are not just products that we sell; they are also products that we use. Each of our 90+ UK and Ireland Centres utilise Pirtek oil spill kits, and they are also carried by our fleet of 400 Mobile Service Vehicles to ensure that they're readily to hand should an MSST encounter an oil spill during a customer call.

Further information on the Health and Safety Executive's Shattered Lives campaign can be found at

[www.hse.gov.uk/shatteredlives](http://www.hse.gov.uk/shatteredlives), while full details of Pirtek's oil spill product range can be found here:

<http://tinyurl.com/yf4vk2k>

# Committed to Caledonia



Pirtek has underlined its commitment to customers North of the Border with the appointment of a new sales development manager for Scotland, Gavin Duff. Duff's territory covers all Pirtek's Scottish Centres including Aberdeen, Dundee, Edinburgh, Falkirk, Glasgow, Kilmarnock, Kinross, Paisley and Perth with the occasional foray into England to service Penrith. He started his career as a plant fitter for Hewden, ultimately rising to workshop manager. He has also worked as a mobile service fitter, transport manager and depot manager for A-Plant, sales manager for West Skelston Services, and hire and sales manager for GAP. "I have had the pleasure of being a Pirtek customer in all of my previous jobs, and that has given me a great insight into the company," he says. "My whole career has been based on customer relations, building and maintaining new and existing accounts for both major and minor customers. I hope to put that experience to good use at Pirtek."



## Good Vibrations

International sonic drilling provider, Boart Longyear, recently moved into its new European headquarters in Alloa, Clackmannanshire. Projects co-ordinator Gus Rennie is part of the management team for the E&I drilling division within Europe, who provide a sonic drilling service for geotechnical and environmental site investigations. Rather than drill by conventional means the sonic drilling method uses high frequency vibration to induce resonant energy on to the drill bit and can advance through the majority of ground conditions including boulders, concrete and rebar. Originally developed to obtain high quality samples with at or near 100% core recovery the sonic drill rigs are also used for a number mining, environmental and civil engineering applications. Some of the other advantages the sonic drilling system provides includes penetration rates up to five-times faster than conventional drill rigs and reduces waste arisings up to 80 percent. Boart Longyear has been working with Pirtek Falkirk since 2006 but, according to Gus Rennie, it is a relationship that has grown. "Originally we used Pirtek Falkirk just for hydraulic hoses but soon realised that they're good engineers too. Although this company operates worldwide, we always come back to Falkirk," Gus Rennie adds. "I am very impressed with general manager Jim Spence and the service his team provides. It's very rare that we need something urgently, but when we do, Pirtek Falkirk always comes up with the goods."



## Hull of a Job

Travel along the River Clyde and you will soon see one of the new 7,350 tonne type 45 Daring anti-air attack destroyers being constructed for the Royal Navy at BAe's famous Govan shipyard. The hull is constructed in sections at Portsmouth and floated to the Govan yard where they are assembled, a method that is being replicated for the two 750,000 tonne new QE class aircraft carriers that are also being constructed at the yard. Pirtek Paisley's involvement with the class 45s began 5 years ago when they obtained the MoD certification DEFSTAN 47/2 which enables them to hold and supply specialist naval fire retardant hoses. Having learnt from the fire that destroyed HMS Sheffield in the Falklands war, the MoD completely re-specified the materials used in all new warships. Now all naval hoses

are audited in the ship's register from creation and installation through to their removal and replacement. The hoses have to be smoke retardant to an MoD standard, pulse tested and NATO marked. Stock must be used within a year of manufacture or it is refused. Pirtek has had to make sure all of the hoses supplied meet with strict quality assurance regulations before they can be added to BAe's preferred supplier list - not an easy feat on a list that has been slashed by 75 percent in recent years - and requires not just a complete manufacturing breakdown and quality control but full details of the company's financial history and stability.

"Pirtek are suppliers of hoses and hose connections to the Type 45 program and in this role, they have proven to be a valued supplier with timely deliveries and an excellent product range," says a spokesman for the Supply Chain Lead at BAe Systems. "Pirtek Paisley has enjoyed a long relationship with BAe and we have supplied general hydraulic hoses to them for many years," says Pirtek Paisley Centre Manager David Macneil. "Having achieved MoD certification, we are looking forward to supplying hoses for the new ships and to continuing to supply hoses to the submarine fleet."





## Wind Power

Irvine based Windhoist is a wholly owned subsidiary of Irish crane hire company McNallys which first investigated the now pioneering wind power sector as far back as 1998. The erection of wind turbines, which fitted well with the company's large crane hire business, has really taken off with personnel working as far afield as the Falkland Islands, France, Germany and Sardinia.

"McNallys realised that, in order to compete in an already saturated plant and construction market, we had to offer a different service utilising some highly specialised and large cranes," says Windhoist hire desk manager Fergal Prunty. "A large Liebherr crane might cost as much as six million Euros. "To ensure these cranes have continual work, it was an obvious move to look at the erection of the wind turbines and then to go one step further, with a comprehensive site management, turbine build and maintenance service." The company originally worked from two sites in Dublin and Monaghan but have now taken on the new 6.0 hectare Irvine site where site manager Jack Neill

oversees regular maintenance work and scheduled 500 hour servicing in the custom built workshop. Neill reports that the erection of wind turbines places special demands on the company's crane fleet. "It's a hard life for a crane. They work in a very hostile environment and are put under a lot of pressure. It is inevitable that hoses will blow," he says. "That is why we work so closely with Pirtek Kilmarnock." Neill explains that this is a continuation of a relationship with Pirtek that stems from the company's native Ireland. "Our cranes were serviced by Pirtek Cork, Pirtek Dublin supplies our works yard, and Pirtek Belfast services the main depot. When we built the facilities in Irvine, Pirtek Kilmarnock was our obvious first choice," Jack Neill concludes. "It turned out to be an excellent decision. Pirtek Kilmarnock provides a very quick response time and brilliant workmanship. They are a really professional outfit with well-trained staff who replicate our unique, flexible approach to business. They are always our first choice supplier. I know I just have to lift the phone, and they are on site."



## High Rollers

Clee Hill Plant is a name that is synonymous with the rental of highly specialised compaction equipment, to the industry. The national company operates from seven depots throughout the UK including one in Scotland at Rutherglen, Glasgow. The Scottish depot has used Pirtek Glasgow for over 10 years, and a natural empathy has grown up between the two teams of engineers. John McCann, charge hand at Clee Hill Glasgow obviously has a very good relationship with Pirtek Glasgow general manager David Gibson, who regards the plant hire company as his personal responsibility, often attending call-outs in person. "With over 200 pieces of plant on hire at this depot, there are bound to be all sorts of maintenance and servicing problems to sort out. Pirtek Glasgow not only supplies all our hydraulic hoses and fittings, they also provide a trouble-shooting service," McCann explains. "As an example, we had a problem with an Amman roller that the local council would not hire in the OEM supplied form. The machine had a combined breaker and roller function that we had to be able to separate. Pirtek redesigned the pipework, rerouted the system to avoid wear, put in an input/output valve to split the system and fitted a dashboard switch for the operator. It not only worked, but that modification landed the contract, which we still hold."

## Happy Birthday

Pirtek Cramlington celebrated its first birthday on Valentine's Day this year. And 12 months on, it is a decision that has paid dividends for local customers and for the Pirtek Tyne & Wear team behind this new Centre.

"The decision to open the centre to help customers in the Northern part of Pirtek Tyne & Wear's territory was an extremely easy one to make," says general manager Kevin Monaghan. "We make the service promise Anytime, Anywhere, ETA one hour on all our literature.

Opening the new operation at Cramlington ensured we could keep that promise. By adding a service van in Cramlington as well as maintaining a well-stocked trade counter, we have dramatically reduced response times. This has been extremely well received by customers, who now get an even better service than before."

# Better Safe than Sorry



**Barry Morgan, a veteran of hundreds of construction and quarry sites, recently attended a health and safety course at Pirtek's National Training Centre in Birmingham, and was amazed at just how much he didn't know.**

Having attended more induction courses than most site workers have had bacon butties, I arrived at the Pirtek National Training Centre's Health and Safety training day with a fair degree of complacency. I have spent years in quarries, on construction sites, unprotected on the roof of 15-storey flats, lain under excavators, and been chased by a tank, all in the name of photography and a good story. I also carry more personal protective equipment (PPE) in the boot of my car than the average workwear warehouse, with orange suits and yellow suits, high vis' trousers in two colours, three types of hard hat, safety

goggles, full face masks, gloves, riggers, boots, ear protectors, even extra socks.

What could Pirtek possibly teach me?

Quite a lot, as it turned out.

## A Passion for Safety

Martyn Smart, Pirtek's National Training Manger, is passionate about Health and Safety; and within minutes, you realise why he takes the courses so seriously. After presenting each of the MSSTs with a thick tome simply entitled "MSST Employee Handbook 2010," Smart proceeded to introduce a health and safety lecture that held the engineers spellbound for the next hour. Smart had recently completed an intensive National Examination Board Safety and Health (NEBOSH) course, and was eager to pass on his newly acquired knowledge to the MSSTs. Using a combination of visual presentations and videos to illustrate his points, Smart went through standard Health and Safety requirements.

"Health and Safety seems to have become the bane of many people's lives," Smart says. "Instead of seeing it as a problem, you should realise that these rules are designed to guarantee your safety, your customer's safety and that of the general public. They are not there to stop you working, but to ensure that you're fit to do so for your entire working life."

With these words ringing in their ears Martyn went through how to prepare risk assessments on site,

*Looking very well padded, and it's not all PPE! Barry carries a huge array of safety gear in the car for site visits. There are 3 different jackets, 2 pairs of overtrousers, 3 different safety lids, ear plugs and protectors, face masks, glasses, 3 pairs of boots, plus riggers, gloves, overalls, and all sorts of branded Pirtek workwear*

and the legal requirements, duties and obligations of the customer, franchisee and the MSST. He explained safe methods of working and reinforced how the Health & Safety at Work Act of 1974 and the amended 1999 Regulations, affected them. He also highlighted the fact that the Act alone does not guarantee the safety of workers, pointing out that it simply states: "An employer should ensure the safety of all employees where feasible".

## Risk Calculation

Responsibilities, co-operation and correct application were all dealt with before Smart went through risk calculation which included a couple of on-the-spot tests to see if everyone could see the logic behind risk assessment. This proved to be a painful eye-opener, as some of the situations were not as straightforward as they first appeared to be. It certainly made some of the MSSTs re-evaluate work situations, and caused some embarrassment for me as I got two of the questions wrong, and badly underestimated the consequences. At some length, Smart then went through risk assessment forms and referred the MSSTs to the Safe System of Work folder, an ever-present document on board Pirtek's fleet of 400 Mobile Service Vehicles.

This details numerous working scenarios and additional hazards that might be encountered within particular industries. He then gave them a useful mnemonic 'ERIC' - eliminate, reduce, isolate



*(Top Left) Martyn in animated, but entertaining and informative mode, at the Digbeth Training Centre*

*(Left) Martyn and Darren Whitehead take a break before another H&S session*

*(Right) One of the impromptu tests that caught me out (twice)!*



and control any risks on site. Simple and yet memorable. PPE was discussed at length, with Martyn Smart describing workwear as “a last resort to safety”. This puzzled all delegates but Smart explained that although PPE was essential for safe working, all of the other considerations to safe working should be applied first. “Putting on PPE is not the first step to personal safety, it should be the final step. And even then, it doesn't make you invincible.”

## Near-Misses

A particularly interesting discussion revolved around the subject of reporting “near-misses”. Many MSSTs said they regarded this as part of the 'Blame Culture,'

where finger pointing, usually for financial gain, seems to have become the norm. However, Smart explained that if they had been endangered by a thoughtless or dangerous action, it was their duty to highlight the problem. “You have been lucky,” he said. “Others might not be.”

After showing the hazards of fire, hydraulic injection and subsequent poisoning, Smart conducted another test on risk assessment. Being more attuned to his thinking, I only got one thing wrong this time. It was an improvement but it also illustrated the fact that I still had plenty to learn.

This particular day was only part of the ongoing training that Pirtek employees and even customers undertake. The courses are either a week long or day-release courses and are constantly being updated to keep pace with changes in legislation.

What had I learnt?

Well, it proved that I most certainly didn't know it all and that safety is all about anticipating the unexpected.

This proved very useful just a few days later when I very nearly stepped through an open ladder hatch on scaffolding some six storeys above the ground. However, thanks to Martyn Smart's informative and entertaining presentation style and memorable safety message, I was thinking more clearly and spotted the danger. And yes it was reported. Hopefully that has prevented an accident in the future.



# Tissue Job not to be sneezed at

**For the majority of people, planning for a toilet tissue emergency requires little more than an addition to the shopping list or a trip to the local supermarket.**

But for Pirtek Tyne and Wear customer SCA Hygiene Products, planning is on a far grander scale. Based in Prudhoe in the Northumberland countryside, the company is one of the UK's largest producers of tissue products, and its Prudhoe Mill facility utilises the unique and highly advanced Through-Air-Drying technology to produce particularly soft toilet tissues such as Double Velvet and Quilted Velvet. The company recently scheduled a programme of planned maintenance and, having been a Pirtek customer for

programme was extremely time-sensitive. We had a specific window of opportunity in which to carry out the work so there was absolutely no room for error."

However, the biggest single challenge, aside from the logistics, was the scale of the works. The contract called for the replacement of 156 R1AT hoses with MSHA covers and bespoke stainless steel fittings. "Altogether, that equated to more than 400 metres of hose and 156 individual assemblies that had to be fitted in a single 18 hour period. We allocated a three-man engineering team to the job comprising MSSTs Graeme Lowery, Ant Whillis and Graham Murray, overseen by our Centre Manager Andy



some 10 years, a call went in to the Tyne and Wear Centre to supply a wide range of steam hoses and assemblies for the facility's pulping process. But that call came with a number of key challenges, as Pirtek Tyne and Wear's Kevin Monaghan explains.

"We originally quoted to undertake this work in 2004 and we were determined to provide similar costings even though the price of steel has escalated in the five years since," he says. "In addition, this hose replacement and installation

Keeling," Monaghan continues. "The hoses, fittings and ferrules arrived from Pirtek's part despatch facility seven days in advance, with the clamps arriving on the day of installation which had us all sweating a bit. But the whole job was completed on time and Eddie Brewer, SCA's engineering team leader, was absolutely delighted with the outcome."

"The lads did a great job," concludes Eddie Brewer. "They're a credit to Pirtek Tyne and Wear."



## Waste Not

Waste management specialists Powerday operates from a 7.0 hectare recycling facility just north of the notorious Wormwood Scrubs prison at Willesden Green in London. At first glance the site looks like a series of large four-storey buildings gathered around the Grand Union canal, a railway siding and various stockpiles of construction and demolition waste. But looks can be deceptive. Behind this neat facade lies one of the most efficient recycling and waste processing plants in the world. Handling 1.6 million tonnes of mixed domestic, industrial, construction and demolition waste a year, from London households and businesses, Powerday is responsible for processing around eight percent of all London's waste output. But what is truly remarkable is that everything that comes into the facility gets recycled; nothing goes to landfill.

To maintain such high levels of throughput, the company operates 24 hours per day, utilising some of the industry's most advanced crushing, recycling and screening equipment to process even awkward products such as chemicals, tyres, plasterboard, food, clinical waste and even contaminated soils.

"We can't afford for the system to break down. We run on a two-shift system, processing different materials on different shifts. Disrupt that and there would be chaos. So everything has to be well maintained. And that's where Pirtek Park Royal comes in," concludes site manager John Davitt. "Their engineers are first class, especially Coryn Brown our regular MSST. Whether we need a fitting, hydraulic hose, airline, or washing hose, Pirtek Park Royal will supply it. And if I say I want it now, I'll guarantee they are here inside the hour."



# Waxing Lyrical

**Pirtek Oldbury must have one of the most diverse client bases of all the Pirtek Centres. As the old heavy industries have become defunct and moved out of their area, new specialist manufacturers have moved in to continue the Black Country's industrial heritage. One such company is H and R ChemPharm (UK) Ltd based at Tipton.**

Originally founded in 1840 to manufacture industrial lubricants, the company was acquired in 2004 by German wax, chemical, and pharmaceutical raw material company H and R ChemPharm.

The company now manufacture wax and oil based products used to stop water ingress into conventional and fibre optic cables and impregnation solutions for high tension power cables. H and R also manufacture wax emulsion products. H and R has custom-built the majority of the modern plant, often using specialist hoses and fittings. Although the company use Pirtek Oldbury for a small amount of hydraulic hose replacement, their main requirements are for composite hoses for steam supply, and in particular 2, 3 and 4" metallic flexihose for the molten wax products.

"As the plant has grown there are all sorts of odd fixtures and fittings to be connected including original imperial fixtures, DIN and of course metric. Luckily Pirtek always seem to have the right parts to connect everything," says site services manager Chris Astley.

"They have provided all of the external metallic flexihose. The installation of the external hoses has been very impressive, as it shows a clear understanding of the product. What I particularly like about Pirtek Oldbury is they never say no to any project. That is why they have just been awarded an extensive hose maintenance contract at our facility. I can honestly say we have been very impressed with their work and products."



# Things Are Looking Up



Birmingham based DSM Demolition started demolishing three 16 storey tower blocks - Birchfield, Calder and Tweed - on the Birchfield Road Estate in the Hansworth district of Birmingham on the first of February.

The tower blocks, which were built in the early 1960s and stand 47 metres tall, are being demolished to make way for 270 affordable flats as part of a redevelopment by Urban Splash, the company behind the transformation

of the former Fort Dunlop building. DSM is using a Hitachi EX 1200 excavator fitted with a 62 metre Kocurek high-reach boom - one of the biggest in the country - to demolish the towers down to about eight stories when conventional excavators will take over. "The Hitachi machine represents a £1m investment for DSM, but it is worth it as this was by far the safest and quickest means of deconstructing these high-rise blocks," says DSM managing director Robin Powell. Site manager Declan Bolland is similarly impressed with the 62 metre giant but says that it has placed specific demands upon preferred hydraulic hose supplier, Pirtek Birmingham. "We have used Pirtek Birmingham for many years. In fact, licensee Andy Connell was an MSST when we first started dealing with them. We have built up a superb rapport with Pirtek and their engineers," Declan Bolland concludes. "Our current MSST Ian Cochran was completely unphased at the challenge of keeping our Hitachi machine in peak operating condition. He simply grinned and said, 'no problem, the hoses will just be that bit bigger'. There are plenty of other hose suppliers around but none that could provide the level of service we receive from Pirtek Birmingham."





# Adding Scrap Value

After the consolidation that has taken place in the scrap business in the past decade, it's unusual to find an independent scrap merchant; and to find a company operating on the scale of West Midlands-based B Shakespeare and Co Ltd must be almost unique.

Founded in 1958, the company handles over 150,000 tonnes of ferrous scrap every year, providing a free skip or Ro-Ro service to local factories and foundries to guarantee supply. The processed material is sorted and baled on site for recycling. Depot Manager, Garry Carter says the continued existence of the company is down to two things: listening to customer demands and acting upon them; and running an efficient, cost effective company. "We employ enough people to ensure the company works efficiently, and we always keep an eye on costs such as investing in new equipment such as the 300 bar, 1,250 tonne Sierra shears," Garry says. "These have reduced our steel cutting gas costs by 75 percent." However, when Garry took over the running of the depot several years ago, he saw there was still room for improvement, as between 2-3 hours were consistently lost while a fitter sourced and fitted new hydraulic hoses to the CPS supplied Solmec handlers, balers or other plant. Having previously used the Pirtek emergency on-site hose replacement service, Garry suggested they should be trialled at the Brierley Hill depot. "What we immediately found was the unscheduled downtime was dramatically reduced. Pirtek would arrive very promptly, with the correct hoses and couplings, and fit the new hoses, leaving our fitter free for more important tasks," Garry Carter concludes. "This has been reflected in increased production. Pirtek Oldbury provide an excellent service that has had a significant and positive effect on our productivity. They will remain our preferred supplier."



# It's All Mine



1 in Euro



Nottinghamshire is famous for its coal deposits but it also has huge deposits of gypsum that is used in the production of products as diverse as plasterboard, ceramics, paint, food, and dentistry. Extracted from opencast mines, the deposits are found about seven metres below ground in local mudstones.

So Mansfield MSST Paul Cobby's past experience as a plant fitter proved a good grounding when he was called out recently to help in both of the county's major mining industries.

The first call came from Caledonian Mining which had found a leaking hydraulic hose on one of its Komatsu excavators. "The excavator is the key machine at Bantycok Quarry where they mine alabaster for British Gypsum," Paul says. "This is the machine that loads the company's trucks so it was vital to get it back into production. I'm pleased to say we had the excavator back in action very quickly."

No sooner had Paul repaired the Komatsu than he was called to repair the main pump hose on a Caterpillar excavator being used by East Midlands Demolition to demolish parts of the former Clipston Coal Mine facility.

Paul Cobby started with Pirtek in 2006 and now holds a City & Guilds Health and Safety certificate together with a safe driver award. He says enjoys working with plant and the variety his job involves. "Working for Pirtek is a great job," he concludes with a smile. "You can guarantee the next the call will be in the middle of the night to say a customer has had a breakdown in the middle of a swamp. But it's all part of the job."



## Feedback

We are writing to express our gratitude to Paul McQuillan of the Pirtek Docklands Centre. When faced with a serious engine oil leak on our live-aboard narrow-boat we turned in desperation to your company and found someone who could not do enough for us. He tried everything he knew to find a solution to our problem. If it were not for him we would not have been able to get moving again.

We have generally found your staff around the country to have been helpful whenever we have needed things, but Paul was exceptional.

Regards Steve and Judy Hanchet



## Problem Solved

It is the phone call everyone in the manufacturing sector dreads – ‘There’s a problem and production has stopped.’ When Bromsgrove-based UKF Stainless’ technical director Joe McGann received just such a call recently, he knew he had a problem to solve quickly. He had just been told that one of the four perforation presses that make exhaust pipes for sister company JPC Perforators had burst a major hydraulic hose. As these machines made 1.5 million pipes for the automotive industry during the previous year, it was vital to have them all working at maximum output. To ensure production was quickly resumed, McGann placed an urgent call to Pirtek Redditch. MSST Mark Sayers was duly dispatched and arrived at JPC within 15 minutes. He quickly removed the burst hose and set about making the replacement, having it installed from stock on the service van within the hour. In fact, 70 minutes after the initial emergency call, production had restarted and Sayers was leaving the site for his next emergency call. “We don’t carry any spare hoses and, frankly, we don’t need to because the service from Pirtek Redditch is almost as fast as keeping our own stock,” McGann concludes. “They always guarantee to get on site when I need them, regardless of the time of day. But even by their standards, this was an incredibly rapid response.”



*A slightly embarrassed Mark Sayers being offered a coffee by a delighted Joe McGann. The coffee actually took longer to make than the hose!*



## Flying to the Rescue



The recent snow seemed to catch everyone out. But, thanks to a little forward planning, Pirtek Paisley helped Servisair keep the planes at Glasgow Airport on the move. With 15,000 employees handling 1.1 million aircraft movements, 81 million passengers and 900,000 tonnes of cargo worldwide, Servisair is the UK’s leading airport service group. The company runs five Tempest de-icing units at Glasgow, all maintained by Pirtek. So as soon as the snow was forecast, Pirtek Paisley stationed one of its four Mobile Service Vehicles on permanent callout to help safeguard the airport’s 400+ weekly winter flights.

“Pirtek Paisley were excellent. They supplied us with all sorts of ancillary equipment during the bad weather as well as providing normal hydraulic hoses and connectors needed for maintenance work. We would normally expect Pirtek to make four visits to us each week, but during the worst of the snow they made 12 to keep us going,” concludes Servisair’s station manager Tom Richie. “Where they really came into their own was when we couldn’t get de-icing fluid to the airport. This meant that we had to transfer the existing stock between the Tempest units, all of which have different hose couplings. Thankfully, Pirtek had the correct fittings, allowing us to keep all five vehicles mobile. We were sometimes operating in temperatures of -25 degrees Centigrade, freezing fog as well as deep snow. Pirtek Paisley provided a lifeline for us when other suppliers couldn’t get through.”

## Competition

To celebrate the launch of its comprehensive Pirtek Racing clothing line, Pirtek is offering one lucky reader the chance to win a branded Technical Jacket, RRP £57.50. To enter, just answer the following simple question: **The new Pirtek Racing car is powered by an engine from a company that shares its name with a famous Wiltshire town. What is the name of that town?** Please email your answer to [info@pirtek.co.uk](mailto:info@pirtek.co.uk). The winner will be drawn from the correct entries on 07.07.10. For further information, go to [www.pirtek.co.uk](http://www.pirtek.co.uk)



## Terex's Tina on Track



Congratulations to In the Pipeline reader Tina Turnbull of construction equipment giant Terex, winner of our previous competition. Tina correctly said that there are just FOUR simple steps in the Datatag system from Pirtek to protect mobile equipment from theft. Tina wins a pair of VIP tickets to be a guest of Pirtek Racing for the Oulton

Park round of the British Touring Car Championship that takes place on 6 June 2010.

# New Name on the Grid

**The Dunlop MSA British Touring Car Championship will see a new addition to the grid for the 2010 season as Pirtek Racing launches its campaign on Britain's premier motor racing series. The team will be run by former BTCC race winner Mike Jordan and will see Mike's 20-year old son Andrew - the fastest-rising star in the BTCC - taking on driving duties.**

The team will run the proven Vauxhall Vectra car for their 2010 campaign, giving continuity to Andrew after a competitive season in the 2009 Pirtek-sponsored VXRacing Vectra. The Pirtek Racing team is also the first to announce the use of the new two litre turbo powered TOCA engine that will power their Vectra for the forthcoming season.

Andrew Jordan, who already has six BTCC podium finishes under his belt, says: "I'm really looking forward to the challenge of next season. It's good for me to be continuing with the Vectra, I always felt it was a strong, great handling car and I had some good outings in it last season. At times we struggled with the engine power, so now with the new TOCA engine not only will it be cost effective to run but I'm confident we should be capable of winning." Jordan's confidence has been buoyed still further by the performance of both the car and the new engine during pre-season testing. "It was great to finally get the car



out on track, when you've not been in the car all winter you begin to get a bit fidgety, so I was raring to go. The weather has hampered our development slightly, but we have made a good start," Jordan continues.

"We have been building up speed and started to push the car on longer distances, just getting the most out of the car. You can really feel the torque of the engine, especially out of the slow corners, so at tracks like Knockhill it should work really well. We are all very focused on getting the best out of the package and the team is working very closely with the engine manufacturers, Swindon Engines. We are all very happy with how things are going but we are under no illusions about how much more work there is to do with only a few weeks to go until the first race at Thruxton."

For further updates, please follow Andrew Jordan on the social networking site, Twitter: [www.twitter.com/andyjordanbtcc](http://www.twitter.com/andyjordanbtcc)

## Race Calendar

Sunday 4 April Thruxton, Hampshire  
Sunday 25 April Rockingham, Northamptonshire  
Sunday 2 May Brands Hatch (Grand Prix), Kent  
Sunday 6 June Oulton Park (Island), Cheshire  
Sunday 20 June Croft, North Yorkshire  
Sunday 8 August Snetterton, Norfolk  
Sunday 22 August Silverstone (National), Northamptonshire  
Sunday 5 September Knockhill, Fife  
Sunday 19 September Donington Park, Leicestershire  
Sunday 10 October Brands Hatch (Indy), Kent

