

# Resourcing for Industry

Specialist risk, safety, engineering  
and project personnel to help fill  
resource and skill shortages in  
highly regulated sectors.





# About ASTEC

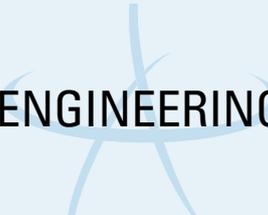
ASTEC is an established, respected provider of managed contractor services in safety, risk, engineering and project support services. We help clients to manage gaps in their resource and expertise in industry sectors where the impact of loss is high.

**OUR SERVICES ENCOMPASS:**



## SAFETY & RISK

- Emergency response and crisis management
- Environmental assessment
- Fault and event tree analysis
- FMEA/FMECA
- HAZID/HAZOP studies
- Layer of protection analysis
- Process safety management
- Quantitative risk assessment
- Safety assessment/assurance
- Safety case
- Safety management system
- Safety specification
- SIL assessment



## ENGINEERING

- Asset integrity management
- Engineering change
- Maintenance, inspection and testing optimisation
- Materials, welding, failure and life assessment
- Mechanical and electrical engineering
- Structural integrity
- Technical feasibility studies and optioneering
- Tribology



## PROJECT SERVICES

- Cost engineering
- Human factors engineering
- Project engineering
- Project management
- Project planning and coordination
- QA/QC
- QS/estimating

# What Differentiates Us

ASTECC was formed with the specific aim of helping clients who require fluctuating staffing levels and varying expertise over the course of a project. Our experience ranges from providing individual associates on short-term assignments to solve specific and urgent issues, through to multi-disciplinary teams on long-term assignments working within a major project or corporate support organisation.

ASTECC has been part of Risktec since 2011 and subsequently part of TÜV Rheinland since 2014. Our associates are high calibre and motivated professionals, with a clear focus on meeting clients' expectations.

We strongly believe the following key factors differentiate us in the marketplace:

## **OUR VALUES AND CULTURE**

The key values underpinning our culture are Teamwork, Integrity, Empowerment and Solutions. We work collaboratively, both within ASTECC and when working with clients. We act with honesty, integrity and consistently high ethical standards. We empower everyone to deliver all aspects of a project to the best of their ability in a supportive, open and trusting environment. We are responsive and flexible to our clients' needs, delivering complete and pragmatic solutions.

## **OUR INDEPENDENCE**

Our independence is achieved through our selected range of services, our company values and our legal structure. Our services are independent from design, construction and operations, and as such we offer truly impartial advice. Our company values include integrity, which means we are open about difficult issues. Finally, TÜV Rheinland has no shareholders with conflicting corporate goals to satisfy, enabling us to take a long-term view in everything we do.

## **OUR APPROACH**

We are committed to providing clients with the best resource solutions, built on a sound understanding of the client's business and the issues they face. Throughout a project we work with our clients to ensure our associates are fulfilling the requirements. We believe this philosophy leads to mutually trusting relationships with our clients. We highlight the positives, but also do not shy away from identifying weaknesses. In this way we help clients to objectively understand their risks and the quality of their systems for managing them.

## **CLIENT SATISFACTION**

Ultimately it is our clients who decide how well we are doing and we place great emphasis on their feedback. Consequently twice a year we survey the clients of all our active projects and we are delighted to receive consistently high levels of customer satisfaction (see page 10). This feedback drives continuous improvement across the business.



# Our Markets

Our expertise is particularly suited to organisations operating in the high hazard industries and other sectors where the impact of loss is high. Our associates have considerable international experience and our multi-industry expertise facilitates the sharing of good practice.

We provide resources to support our clients' activities by working at their main offices, project locations or industrial sites, anywhere in the world.

#### HELPING OUR CLIENTS TO:

- Utilise skilled and experienced resources at the appropriate point in the project
- Achieve safe and reliable operation and avoid loss
- Comply with complex legislation and corporate standards
- Protect business reputation
- Ultimately protect and enhance enterprise value



**OUR CLIENTS**

ASTEC has a substantial track record of working with leading international and national operating companies, design engineering companies, manufacturers and suppliers, insurers and service providers, as well as industry associations and regulators.

**OUR MARKETS INCLUDE:**

- Civil nuclear power generation, reprocessing, waste management and decommissioning
- Nuclear submarines, dockyards, naval bases and specialist facilities
- Offshore and onshore oil and gas drilling and production, refining and chemical sectors
- Railway, marine and aviation transport, ports and airports
- Renewables sectors including wind and wave
- Manufacturing, pharmaceutical and process sectors
- Insurance and risk-financing services
- Public sector local authorities and fire and rescue services

**OUR EXPERIENCE**

We work on all stages of the asset lifecycle, from feasibility studies and concept selection, through front end and detailed design, to construction, commissioning, operations, maintenance and modifications, and decommissioning.

We also have considerable experience of a broad range of regulatory, cultural and working environments, from prescriptive to goal-setting legislation, from compliance to learning organisations, and from harsh to mild environments.

We have a proven track record to meet the challenges each industry faces; whether new build or extending the life of assets, frontier or brownfield developments, application of novel or traditional technologies, organisational and cultural change, or changing regulatory regimes.

In working with us, clients can be assured of responsive, high quality technical support delivered by experienced consultants, tailored to meet specific circumstances.





## Our Associates

We offer resource solutions across all of our main market sectors, including nuclear, defence, oil & gas, rail and renewables, and across our whole consulting service range, from safety engineering and other engineering disciplines through management systems to project management and on-site support services.

**WE PROVIDE ASSOCIATES WHO:**

- Are well known to us.
- Are suitably qualified and bring the required specific skills and experience.
- Have many years' experience and hence can make an immediate impact
- Can be supported by work packages from Risktec consultants working from their own offices

## Our Approach

We focus on ensuring that the quality of support is to the same standard as Risktec's consulting and learning services. We have gained a reputation for our flexible approach to working with our clients and associates. This has been repeatedly demonstrated with clients who require fluctuating staffing levels and varying expertise over the course of a project.

Commercial flexibility is also built into our business processes, through time and materials, fixed price or incentivised contracts.

# Client Satisfaction

Twice a year we survey the clients of all our active projects. The response rate is high for such surveys and we very much appreciate the time and effort spent by our clients in providing feedback to us. This feedback greatly helps us strive to continuously improve our service.

The survey asks questions encompassing all aspects of our service, from responsiveness and flexibility, through technical quality, to commercial issues. We are delighted to receive consistently high levels of customer satisfaction across all questions. This means we are able to build long-term sustainable relationships with all our clients, with over 85% of our revenue coming from existing clients. However, we also continuously seek new clients and each year over 30% of our clients are new.

Example high levels of client satisfaction:\*

- **97%** of clients rate the technical knowledge of our personnel as very good or good (we view 'fair' as not good enough).
- **97%** of clients view us as easy to do business with.
- **98%** of clients believe they have received good value from Risktec compared to other consultants.
- **99.7%** of clients would recommend us.

\*Cumulative survey results to date. The current scores are displayed on our website [risktec.tuv.com](http://risktec.tuv.com)

## Global Experience with Risktec

ASTECC has its principal office in Warrington in the UK, supported by Risktec offices in key locations in Europe, Middle East and North America. We are also supported by a comprehensive network of TÜV Rheinland offices and local representatives in other regions around the world. Our intention is to be close to our clients.

We have delivered projects in over 70 countries worldwide.





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