



BRITISH ENGINEERING SERVICES

December 2015

Dear Customer

Your personal introduction to British Engineering Services

On 2 November 2015 British Engineering Services was launched, it started an exciting new era in our industry. We are open for business and looking forward to working with you. The purpose of this letter is to explain who we are and how we will be supporting your business going forward.

What you need to know

British Engineering Services is a new and independent company, formally, RSA Engineering Inspection & Consultancy. We are backed by Inflexion Private Equity and our passion is to deliver premium quality engineering testing, inspection and consultancy services throughout the UK and Republic of Ireland. In the UK we will trade as British Engineering Services and in Ireland we will trade as Irish Engineering Services.

I want the switch to doing business with us to be seamless, from your perspective. This is how it should be. Continuity with the past is what sets our business apart in this industry. We have a unique heritage. Our roots can be traced back to 1859 and the companies who developed the original engineering inspection services. The strength and credibility of our business today is built on these reassuring foundations and I am honoured and privileged to lead the company as its new Group CEO.

From an operational perspective the same people will continue to work with you as before, all individual contact details will remain the same, or you can call 0345 678 2985 or email info@briteng.co.uk and talk to a member of the Customer Services Team.

You can rest assured our company has also inherited all the technical expertise, knowledge, resources, accreditations and affiliations we need to deliver a premium service to you from day one. We have an experienced management team, strong customer support systems and a wealth of experience to offer. Our 450 highly trained Engineer Surveyors and Consultant Engineers visiting your sites are now all employees of British Engineering Services.

However, you will notice a different approach in the months ahead. By leveraging the freedom offered as an independent business, we will be investing in new solutions focused on helping businesses large and small manage risk more effectively.

British Engineering Services is now responsible for delivering all aspects of your RSA Engineering Inspection & Consultancy contracts. These contracts have been transferred on the same terms as those enjoyed with RSA. Assuming you are happy with this arrangement, there is no need to do anything.

British Engineering Services
17 York Street
Manchester
M2 3RS
0345 678 2985
info@briteng.co.uk
britishengineeringservices.co.uk



BRITISH ENGINEERING SERVICES

Although we are now independent of RSA, we will continue to supply the statutory inspection services that support RSA engineering insurance policies.

We have enclosed a list of key company information for you to keep and pass on to your colleagues. This covers important details on our legal entity, accounts and insurances. This can also be downloaded from <http://www.britishengineeringservices.co.uk/company-information.html>.

In the meantime, we have been asked some questions which we have answered below.

Q: Will I have different Engineer Surveyors carrying out my inspections?

A: No, all the Engineer Surveyors have moved across to the new company. In fact all staff, including the Management Team and office staff have moved over as well.

Q: Will your work still be accredited?

A: Yes, as before, the new company has been accredited by UKAS for testing, inspection and certification. We also carry numerous other accreditations. Rest assured, no other company is better qualified to deliver Engineering Testing, Inspection and Consultancy Services in the UK.

Q: Will anything change that will affect the service I receive?

A: In the short term you will see very little change. However, you will notice a different approach in the months ahead as we look at new ways to improve how we do business with you.

Q: What happens to my RSA contract documentation?

A: Your contract has been transferred to the new company on the same terms as those previously held with RSA. There is no need to reissue this documentation. At the renewal of your contract, you will receive a new set of documentation from us.

Everyone at British Engineering Services is looking forward to continuing our working relationship and providing you with the highest level of service at all times. We are now the largest independent engineering testing, inspection and consultancy business in the UK and proud of it. We have a bright future ahead of us. My team will be in touch with you personally very soon. In the meantime, welcome to British Engineering Services, the originals in risk control.

Kind regards

Stewart Kay
GROUP CHIEF EXECUTIVE OFFICER
British Engineering Services