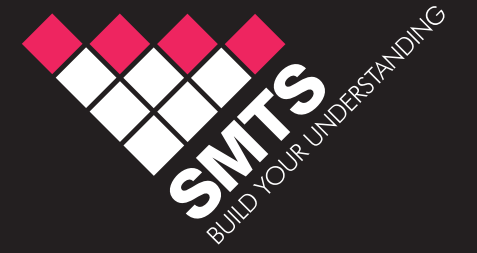
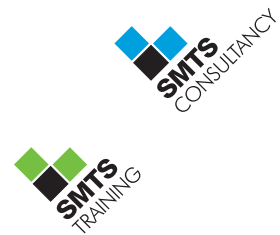


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## Contents

01. Good health and safety is good business
02. The best people in the right places
03. National coverage, international relationships
04. Total assurance is what you can count on
05. Petroleum Downstream Support
06. The expertise to make your business stronger
07. Our focus is always on the teaching
08. From the basics through to individual design

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## Good health and safety is good business

All types of organisations reap the benefits when they believe health and safety is a value – and not just simply a process. It can help win new business; boost reputation as an employer of choice; raise standards across the workforce.

### It's a value we're extremely passionate about.

SMTS is a nationally accredited provider of training and Health & Safety consultancy services, offering a high quality, practical service to clients.

A more rounded approach means we are focused on the health, safety and welfare of all of our clients and the people who work within their businesses, and are committed to the prevention of accidents.

### We're ready to help

A trusted partner and knowledge resource, we are dedicated to being helpful in any way we can: from the very first telephone conversation through to course completion or recommendations after consultation - and however else we can assist after this.

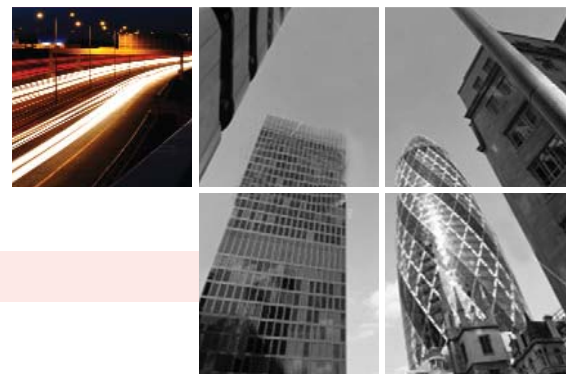
It's an ethos that's shared right across the SMTS team. Our trainers and advisors are highly experienced in their relevant fields, as well as holding a range of industry and teaching/training qualifications. Providing nationwide coverage, our teams specialise in sectors such as retail, construction and manufacturing. Qualified professionals with invaluable experience to match.

“

Our business has grown from a start-up in 2002 to market leader in our industry. From the very start, we have taken advice and guidance from SMTS and always found them supportive, flexible and keen to assist. The feedback from our teams attending their wide range of courses is always positive, and we see them as a key supply chain partner.”

*Steve Martin, Xmo Strata Ltd*





## The best people in the right places

Whether it's in-depth experience, sharp industry knowledge or simply an approachable style, each member of our team brings something different – and valuable – to SMTS. A progressive approach means we are always focused on staying up-to-date with the latest training techniques and accreditations; but it's our people who make the difference and have earned us a reputation for outstanding teaching..

### An award winning team

#### Jamie Cliffe-Managing Director

Jamie has more than 20 years' experience within the petroleum downstream environment, 10 of which were as a health and safety training manager responsible for the development of over 750 staff. Quality, consistency and a real passion to build people's knowledge are at the core of Jamie's philosophy – key drivers behind what SMTS is all about today.

#### Jamie Richardson-Operations Manager

Coming from an industrial background, Jamie joined the business in 2005 having been the health and safety manager for a large glazing company. Jamie brought with him a wealth of knowledge of the construction and manufacturing industries, and draws on this to define the health, safety and training requirements for our clients.

#### Fiona Murray-Training Co-ordinator

15 years as a training manager has seen Fiona build up vast experience of developing training courses for clients. It means she is well placed to work with our teams and ensure consistency in the quality of our training delivery. In 2007 Fiona was responsible for writing a bespoke training program for a major client, which is to be rolled out across Europe.

#### Joe Leonard-Senior Training Advisor

With over 22 years experience in his field, Joe controls all first aid and fire related training for SMTS. Highly quality conscious, Joe also handles the administration and quality assurance for the teams that deliver training in these areas.



“

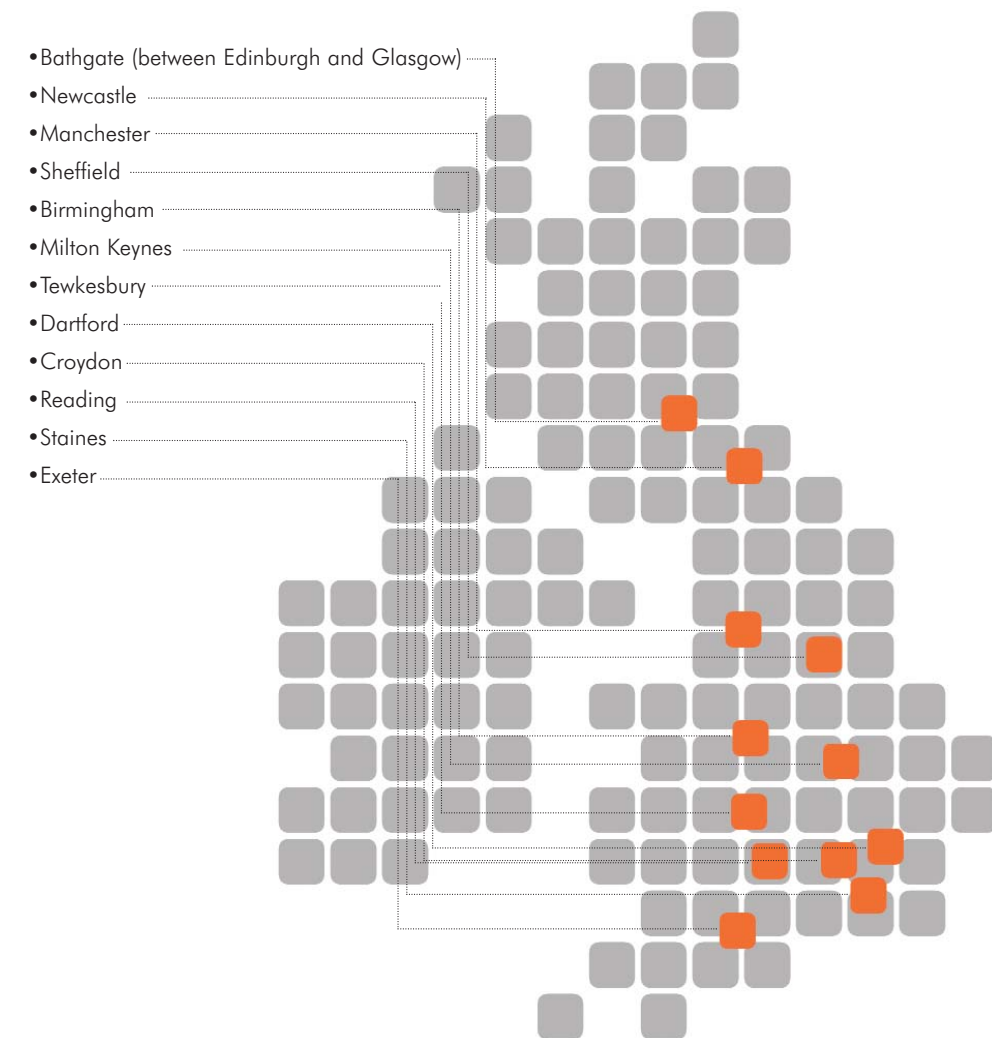
SMTS has demonstrated such a high level of professionalism in our dealings with them. Pleasantly surprising is the blend of warmth and efficiency exhibited by all members of staff. Our relationship with SMTS has in no small measure enhanced our profile as safety training providers here in Nigeria. ”

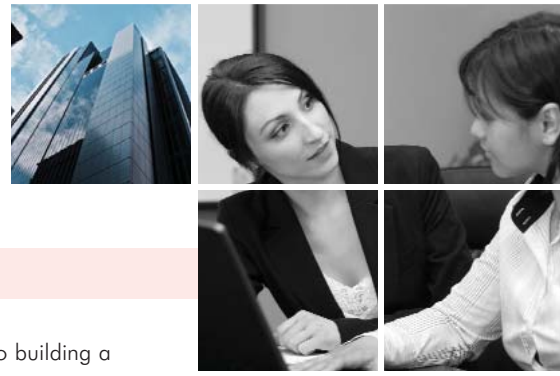
*Wale Bakare, Executive Director, Pottersmark Services Limited, Nigeria*

### National coverage, international relationships

SMTS provides coverage for the whole of the country, plus offers the capabilities and experience to operate on an international scale. We have completed training programs across Europe; and are now securing long-term relationships to provide Health and Safety management training and help develop safety systems in Europe and in wider global locations such as Nigeria.

Our head office is in Middlesbrough, with additional support functions in Eckington, near Tewkesbury. Our key training locations are growing in number all the time, and currently include:





## Total assurance is what you can count on

We take the time to listen to clients' individual needs from the very outset – the key to building a strong relationship and achieving lasting results, whether on the training or consultancy side of our business.

Open in our approach, we also have the capabilities to handle training for large amounts of employees, ensuring consistently high quality training and good value. Flexible training and sharp analysis for your needs and your locations.

### Balanced judgement for training needs analysis



### Success whatever the size

Our client base is diverse and totals more than 600, from small to medium-sized enterprises through to blue chip organisations and multi-national corporations.

In 2007 SMTS successfully trained over 5,000 learners nationwide, through a combination of open and in-house training courses. We pride ourselves on a high success rate, with a genuine 100% pass rate for IOSH Managing Safely and IOSH Working Safely. What's more, we were recognised by BP in 2007 with an 'Outstanding Achievement Award for Contribution to Safety'.

This record of success means we are confident that our delegates will pass through their courses. So much so, in fact, that we have a policy of free re-takes for anyone that may fail.



## Petroleum experience that goes beyond the standard

In-house we have an in-depth knowledge of the petroleum downstream industry, with more than 60 years' combined experience of the sector. This means we're well placed to provide a range of specialist services - from direct consultancy for some of the largest oil companies through to diverse training activities unique to petroleum retail.

The training courses we deliver nationwide include Fuel Delivery Competent Persons, Advanced Wet Stock, LPG and Petrol Station Site Operators. Additionally, we are the UK's leading provider of the Safety Passport Scheme for contractors working on petrol filling stations.

We also carry out Health and Safety accreditations, audits and full consultancy services for a number of oil companies; plus offer a comprehensive, 'nurturing' service to the industry's supply chain, who need to achieve a high standard to take their place (or maintain their position) on approved lists.

We have helped develop the knowledge and systems of numerous contractors whose core work lies outside the petroleum sector; making them capable of accepting work within the sector, and performing to the highest standards.

### Unique skills at every level

SMTS brings a unique skills mix to the downstream sector, seeing us operate at a corporate level - providing crucial technical support and broader training – to working effectively with smaller companies in meeting the stringent standards set by this high risk industry. This is just part of the reason why we have been asked to develop a European-wide support offer for one of our major clients.

“

We have been working with SMTS on the content, logistics and delivery of safety courses for construction workers in the petroleum industry. Despite the complexities of the requirements to deliver across Europe, and potentially further afield, SMTS has risen to every challenge. Their expertise and knowledge of health and safety issues is unquestionable and the service provided by the team has been excellent.”

*Roddy Gabell, Senior Project Manager, ATKINS Management Consultants*



## The expertise to make your business stronger

Our approach is different. We believe that a company must stand on its own feet in terms of safety, and not simply outsource this area of responsibility to a consultancy.

Ticking boxes isn't what we do. Not only do we offer our expert advice, we help develop skills in-house through training at all levels. This means that as time moves forward, our clients have a robust set of systems - and less and less need for our services.

### Practical people giving practical advice

With legislation continuously becoming more complex, companies have an increasing number of issues to resolve. We provide a variety of practical, flexible consultancy solutions.

Whether we are employed solely to consult on health and safety or cross over into providing training services as well, we carry out a critical review at the start of each project. This review of current practice, processes and procedures is a vital part in us doing our job properly, allowing us to put into motion action plans that are right for your organisation and its activities; rather than installing a generic system that can often be of little use.

**Full Health & Safety Management Systems-** These systems can range from simple documents through to multi-layered systems for larger corporate clients.

**Risk Assessments-** With these assessments we carefully observe exactly what and how you do it; then suggest adjustments to mitigate or moderate the apparent risk.

**Safety Method Statements-** These are designed to capture and integrate your safe system of work.

**Small Policy Documentation-** We specialise in writing bespoke documents that accurately reflect your company's safe system of work.

**Health and Safety Audits and reviews-** We conduct site visits, review documentation and discuss safety issues with staff. The subsequent audit report produces an action plan that identifies areas of strength and weakness, focusing on practical solutions. We also carry out reviews of clients to assist in this ongoing improvement process.

**Accreditations-** We have designed an accreditation process to critically appraise the ability and appropriateness of your supply chain to deliver their services to you in a safe way. This process, which has been implemented for some major blue chip companies, can be hugely revealing and result in substantial improvements.

**Advisory services-** Our teams of advisors consult for companies who are committed to improving their overall corporate culture. Our measured, holistic approach helps these organisations achieve this higher standard of safety.

**Long-term contracts-** We have the resources to provide H&S Advisors on long-term projects on a fixed contract basis. Your advisor would be selected based upon their skills mix and experience matching the project in question.

## Our focus is always on the learning

SMTS offers an extensive range of generic and specific training courses, delivered by our experienced team of dedicated trainers and covering the whole of the country. Whether an open course or in-house, industry recognised or a specially designed program, we ensure that our focus is always on what has earned us our reputation: the quality of our teaching.

We typically work with the client to produce:

- A full database of training records
- Training exception reports (non-performing sites/locations)
- Automatic renewal notification
- Regular management reviews
- Ensure best value when multiple locations are booking courses
- Work with the client to maximise attendance when working on a closed course basis

### Open courses with national coverage

Training on many topics is available at a number of nationwide locations on a regular basis throughout the year. A full list of available dates, locations and further details can be found on our website at [smtsgroup.com](http://smtsgroup.com)

### In-house courses for individual requirements

The majority of our courses can be delivered in-house, tailored towards individual company requirements and for all levels of personnel. A flexible and cost effective option, these courses can be delivered at your own premises or at a location of your choice.

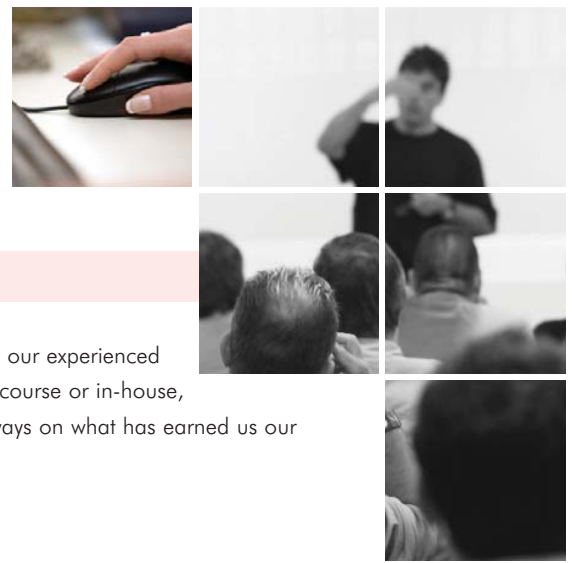
### Achieving a deeper understanding

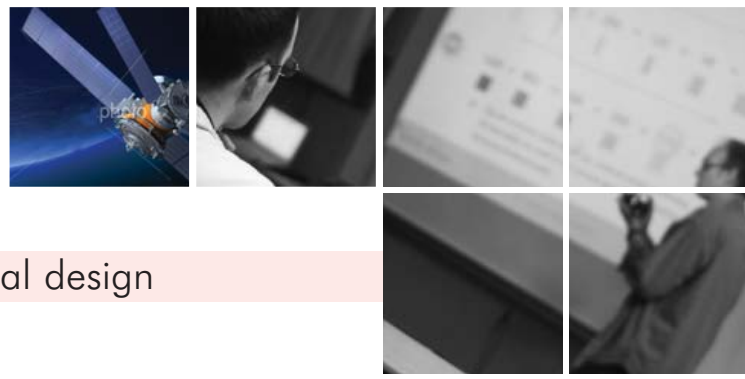
Some of our higher level courses will also help companies better understand their legal and moral safety obligations. IOSH (Institute of Occupational Safety and Health) Managing Safety is a safety course aimed at managers, supervisors and team leaders. IOSH Working Safely one day course generic to all industries. NEBOSH (National Examination Board for Occupational Safety & Health) 10 day course, which is designed for safety/HR managers.

“

We have been using SMTS for our training nationally close to four years and found them to deliver to a high standard, in all aspects of their operation. They understand our business needs, are flexible in their approach and will always go that extra mile to accommodate us in a courteous and efficient manner. SMTS continue to be our training provider of choice.”

*Paul Whiston, Regional Manager, Malthurst Retail*





## From the basics through to individual design

### Safety Passports

The Petroleum Retail Passport remains one of SMTS' core training courses, for which we are widely recognised as the industry leader. We also deliver similar Safety Passport Alliance courses across the food and drink, construction and building maintenance sectors.

### Our full range of courses

From training basics such as First Aid, Fire Training and Manual Handling to General Health & Safety Awareness and more specialised areas such as Behavioural Safety Programs and electronic CGI-based programs, you can access a full run-down of what we offer on our website at [smtsgroup.com](http://smtsgroup.com).

In line with our up-to-the-minute approach and commitment to keeping our clients aware of the latest training, we are always introducing new, relevant courses too.

### Bespoke training programs

We develop specific bespoke training courses/programs for companies, and have experience of delivering programs across Europe. The option also exists for SMTS to produce training materials, including DVD-based, interactive training programs for H&S induction and training, among other areas.

### Start talking to us and we can start helping

We want to develop people. Help all delegates achieve the pass they require. Raise their skills. And make your business stronger.

It's a goal every member of our team shares; meaning we're straight-forward in our communications, expert in our teaching, proud of our service and focused on delivering good value for your business.



“

SMTS continue to be our safety passport trainer of choice. They understand our business, share our health & safety values and continue to provide good quality training in a manner our contractors understand.

SMTS have moved our HSSE accreditation to the next level. In addition to reviewing systems and procedures, they continue to encourage and influence behavioral safety amongst our supply chain and offer valuable assistance on this difficult subject. We have seen a marked reduction in our accident rates together with an increase in near miss reports from our contractors since SMTS have been our preferred safety passport trainer. They deliver consistent and high quality training for the forecourt contractors.”

*Martin Rackley, UK HSSE Manager, Global Alliance Bovis Lend Leas*