



# *F. SMITH & SON* *COMMERCIAL* *SERVICES*



MOVERS

STORERS

SHIPPERS

PACKERS



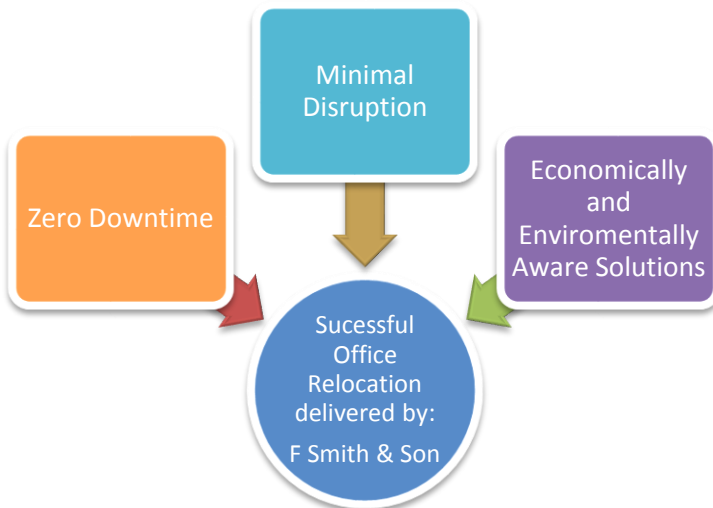
Member - S046

[www.fsmithandson.co.uk](http://www.fsmithandson.co.uk)

## Business Strategy

At *F SMITH & SON*, we are passionate about delivering a 1<sup>st</sup> class service to our clients. Whether your business employs 10 or 1000 personnel your business will receive an equally high level of service from us.

We understand the key requirements of a business when considering a relocation:



Our trained surveyors will attend your offices at a convenient time with you and assess the scale of the work at hand. With our wealth of experience we will walk you through what we believe to be the optimal

process for carrying out your relocation. Each schedule is tailor made and will take into account any key requirements that your business has, falling in line with your overall project plan.

### Services Offered to our Commercial Clients

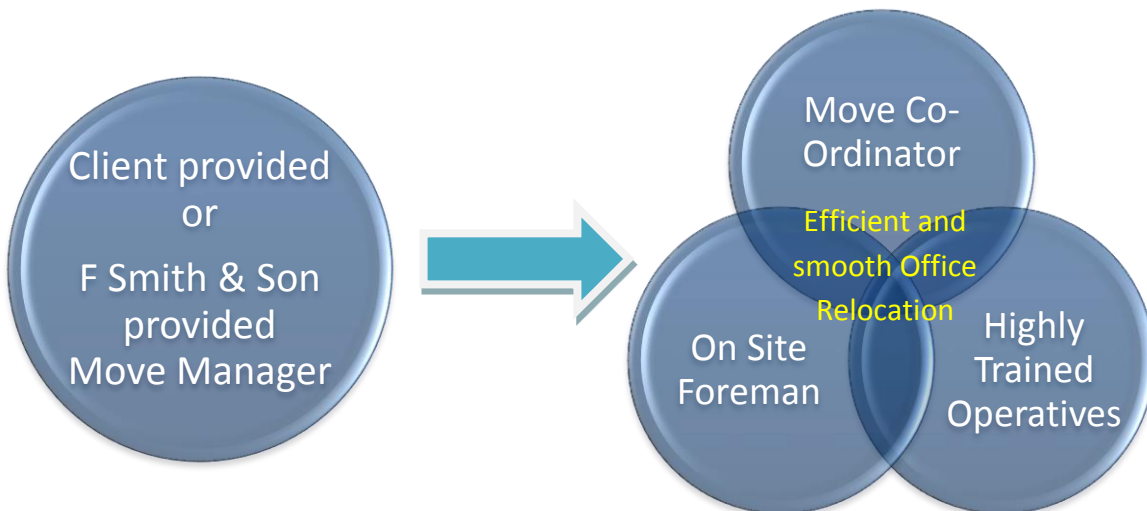
- Free ‘No Obligation’ Relocation Quotation
- Project Management – ensuring the work is carried out in accordance with your timing requirements
- Confidential paperwork - shredding
- Crate Hire
- Supply of dedicated relocation teams with specialised vehicles
- Packing & Unpacking of Files and/or IT equipment
- IT decommissioning / Re-commissioning
- Disassembly / Re-assembly of furniture
- Furniture supply and office planning services
- Porter assistance for small client managed moves
- Records Management
- Unwanted furniture recycling or resale (99% of all furniture diverted away from Landfill)

At *F SMITH & SON* our commitment to making your relocation run as smoothly as possible is emphasised by our willingness to be involved with planning of your removal right from the initial stages.

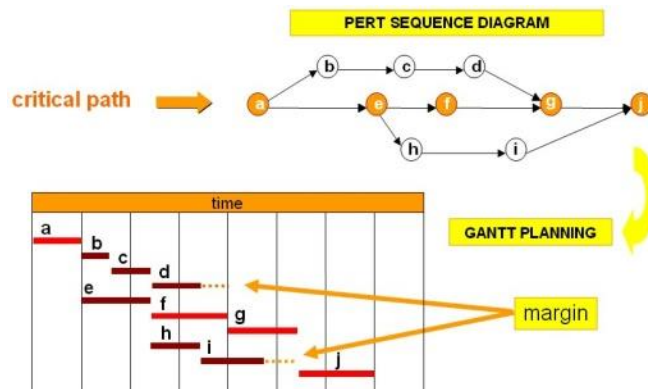
## Move Management

Our Move Manager will be available to attend any meeting required to offer his experience in managing commercial relocations of all sizes and advising the validity of any suggested schedules and timings. If required they can arrange all movements within your specific requirements, taking this role away from a member of your staff which will free up their time to concentrate on their own work. They will liaise with your staff and to make sure they are all aware of what is expected from them, removal time frame and when certain targets need to be met in order for the removal to be a success.

Our on-site removal team will constitute a designated move co-ordinator, site foreman, and highly trained operatives allowing us to quickly and easily communicate your business requirements and efficiently carry out the work.



Working close together with our professional operatives, the move co-ordinator will guide the relocation according to the plan outlined by the move manager and ensure all milestones are delivered and reported on.





*Method Statement & Risk Assessments*

As part of our commitment to providing our clients and staff with a safe environment whilst working on site, F SMITH & SON will ensure that detailed risk assessments and method statements are generated and worked to whilst we are carrying out your relocation.

Should you wish to view these documents at any point, our move manager will happily run you through them with you.

Sample Manual Handling Risk Assessment:

		<b>F. SMITH &amp; SON (Croydon) Ltd.</b> REMOVALS STORAGE SHIPPING PACKING				 <small>Member - S046</small>			
<b>COMPANY:</b> F. Smith & Son (Croydon) LTD			<b>BRANCH/DEPARTMENT:</b> Croydon						
<b>ACTIVITY:</b> Manual Handling			<b>RISK ASSESSMENT NO:</b> RA003						
Hazard(s)	Potential 3 (High) 2 (Medium) 1 (Low)	Likelihood 3 (High) 2 (Medium) 1 (Low)	Risk Rating H / M / L	Persons, property or equipment at risk, and how	Controls already in place	Further action required	Action by whom	Action by when	Date Done
Muscular strain, particularly injury to back	3	2	H	All crew personnel	Training in proper lifting and carrying technique, constant monitoring of behaviour, supply of handling equipment				
Foot injury caused by falling items, or slipping on stairs, steps or ramps	2	2	M	All crew personnel	Protective footwear supplied, wearing enforced. Risk assessment of premises				
Cutting by sharp edges or collision with premises	1	2	L	All crew personnel	Inspection of premises and goods, spatial awareness, covering of identified hazards, use of gloves				

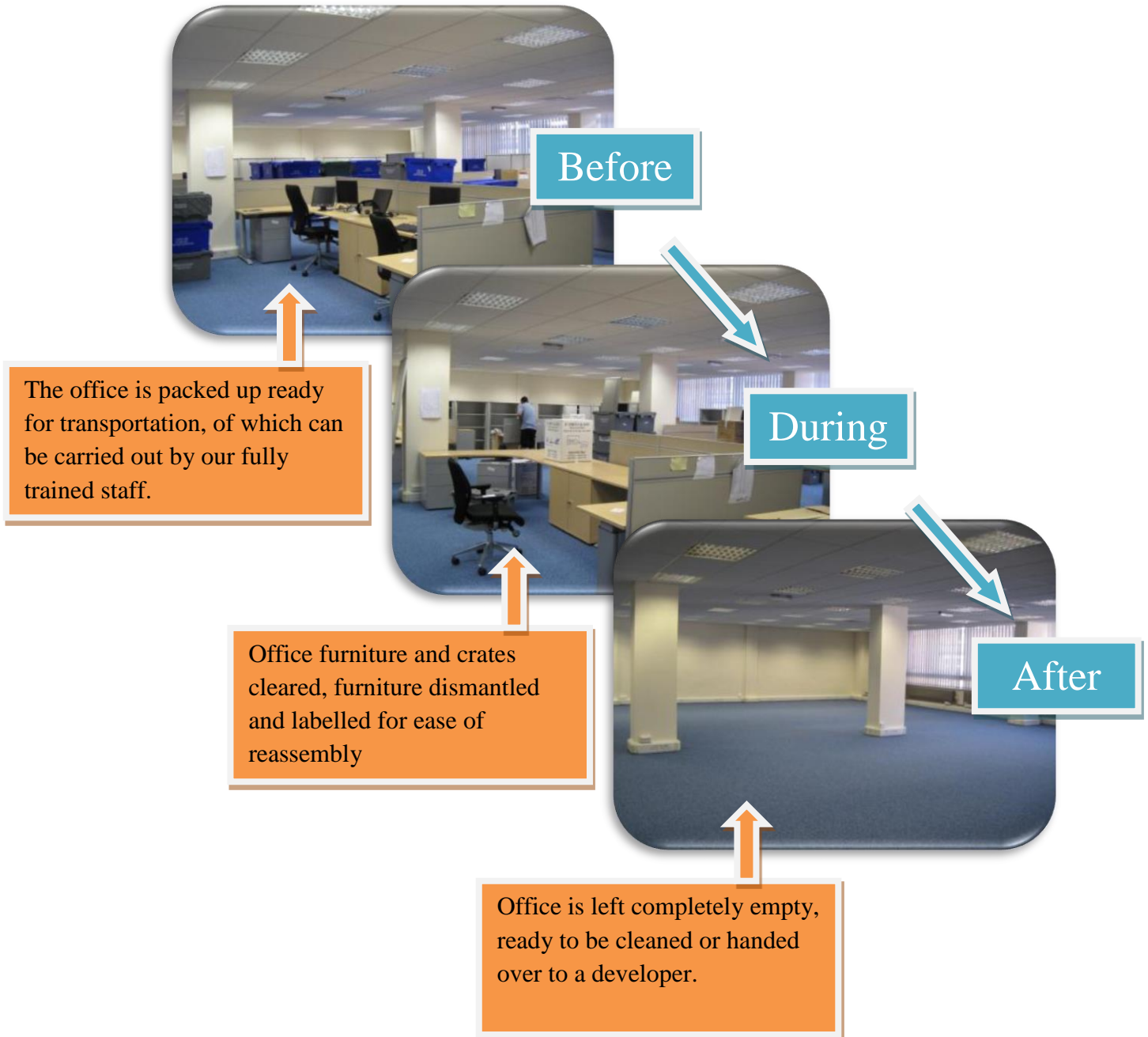
  

<b>HAZARD POTENTIAL</b> 3 – High = Loss of life / Permanent disability / Major injury / Serious damage to property or equipment 2 – Medium = Serious injury / Temporary disability / Limited damage to property or equipment 1 – Low = Minor / non-disabling injury / Insignificant or no damage to property or equipment	
<b>LIKELIHOOD</b> 3 – High = Once or more per day or per activity 2 – Medium = Once or several times per month 1 – Low = Once or a few times per year	
<b>RISK RATING (Potential x Likelihood)</b> 9 & 6 = High 3 & 4 = Medium 1 & 2 = Low	

Risk Assessment carried out by:	
Date:	
Review Date:	
Notes:	

## Office Removal

The following diagram represents the progression of an office removal when emptying an office.



## Vehicles and Equipment

Specialist vehicles are used for the transportation of furniture and effects between properties. Our vehicles come equipped with blankets, ramps, tail lifts, side loading doors and tie rails to make sure the load is properly secured.



Furniture  
Blankets

Crates and  
Barrows



At F. Smith & Son we believe in making the removal process as quick and easy for you and our staff. Specialist equipment is provided including Piano wheels, scates, sack barrows and rollers (used for heavy equipment, ie safes).

We believe in supplying the best levels of service to our customers. All our staff are well trained in the latest manual handling techniques and safety methods when handling large items of furniture, ensuring your furniture is moved with minimal risk of damage.

Side Loading  
Ramps



External  
Elevator



## *IT Decommissioning, disconnection, Re-connection & Decommissioning*

At F. Smith & Son we fully understand the importance IT systems and equipment play in the smooth running of your company. Specialist materials and packing techniques are used to ensure the protection of your hardware. For companies without your own IT department we can arrange a decommissioning and disconnection service on your behalf.



The computers will be left disconnected on each work station, for our trained operatives to pack them ready for transportation. All equipment will be wrapped individually in antistatic bubble wrap for protection before being packed into our Techno-boxes. The computers and other equipment will be unpacked onto the correct

desks in your new building, ready for them to be decommissioned and tested before they are handed back to your staff.



Working with a local IT specialists we have the expertise to have your office up and running with as little down time as possible after your removal.

## Unwanted furniture (Recycling or resale)

At F. Smith & Son we are committed to ensure that all unwanted furniture is disposed of as environmentally as possible.

Working with a local registered charity we aim to recycle, resale or donate 99% of any unwanted / excess furniture.

### Steps –

- A site visit is arranged to grade the furniture, into several categories whether it can be recycled or reused.
- Once graded the furniture is sorted so that it can be sent direct to a warehouse (for re-use), a local recycling plant or sent to a new home (whether it be here in the UK or overseas to a developing country).
- Any furniture destined to be recycled will be broken down into component parts and sent direct to the relevant recycling plant.

Example of furniture after being sorted on-site, awaiting collection to be delivered out, for reuse or resale.



Recycle



Re-use

The above steps help save on transport costs and emissions, creating an efficient working environment, hence reducing our carbon footprint and save you money.



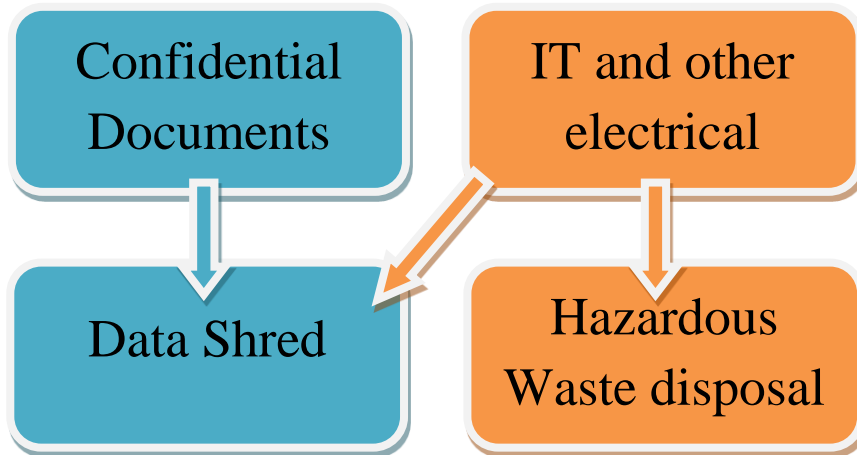
## Confidential waste and IT equipment destruction

Large quantities of confidential and private information are produced by every company each year. If this information gets into the wrong hands it would cause severe damage to your business.

Examples of this information can be Customer records, employee personal details, bank account information, pupil details and many other types of confidential correspondence.



F. Smith & Son can provide the complete solution to overcome these security issues.



We offer a reliable, efficient and flexible service, where we can arrange collections from your premises at a convenient time with you. We will provide you with bags and seals, for the paperwork to be loaded into. We will arrange for the destruction of the waste and issue a certificate upon destruction.

For large quantities cages and lockable bins can be supplied.

We can also take away any redundant computer equipment, photocopies, fridges, VHS / DVD players and telephone systems, all of which would be taken to a registered waste site, where again a certificate of destruction will be generated for your records.

From the 16th July 2005, some types of waste electrical and electronic equipment (WEEE) have been classified as dangerous. These include TV's, computer monitors and fluorescent tubes. Most producers of hazardous waste in England and Wales need to register with the environment agency. Hazardous waste needs to be recovered or disposed of at authorised sites.

## Archive Storage

At *F SMITH & SON*, we understand that office space is very costly to a business and no matter how big the business, the efficient use of office space is the key to success in the current economic climate. Link this efficiency with the growing demand on a business to keep more and more documents for both legal and personal reasons and we have a problem.

There is a simple solution to this problem allowing your business to free up valuable space. This is to have your archived files managed and stored off-site by *F SMITH & SON*. We offer a full records management service including:



- Safe and secure Archive Storage
  - 24hr, 7 days a week CCTV & Intruder alarm (monitored by Redcare)
  - All files are labelled and logged for quick and easy retrieval and management.
- Supply a range of size archive boxes and document packing service
  - Tailored Collection and Delivery Services
  - Emergency 2 – 4 hours (within London)
  - Same day
  - Next day
  - Time sensitive next day
- Document Scanning Service
  - For urgent requests, files can be emailed within 1 hour of the request being received
- Certificated Document destruction
  - Retention periods ending
  - Sensitive information needs to be destroyed in an equally sensitive manner



For added security, collection and retrieval requests should be made in writing by your 'authorised person'. This can be done by email, fax or letter.

Our Records Management Service has been tailored specifically to SAVE your company Money, Time, and Space

## Meet the Management Team



“My name is Richard, my position is Managing Director”



“My name is Sue, my position is Accounts Director”



“My name is David, my position is Commercial Director”



“My name is John, my position is Operations Director”

## Contact Us

F SMITH & SON continues to deliver on all levels for clients and now is your turn to experience our number 1 service.

Call now for your initial consultation, following this we will arrange a free site survey.

Tel: 020 8688 7063

Email: [info@fsmithandson.co.uk](mailto:info@fsmithandson.co.uk)