

EMIR industry news

Issue 7. Oct 2005

Welcome!

In this latest edition of the EMIR Industry Newsletter, we have an article on DSEAR by Baseefa Certification, the latest AEMT dates for your diary, a case study on one of our first customers to upgrade from EMIR Standard to Professional, and an insight into our technical support function and why it's good for all of you!

A particular welcome to our latest EMIR users:

- Beth Engineering
- Cornwall Pumps and Motor Rewinds
- EMR Silverthorn
- Park Gate & Co
- Technique Electrical Repairs
- Twenty Twenty Maintenance Services

We hope you all enjoy this newsletter and we look forward to your feedback and participation!
Please pass it round to all EMIR users and anyone who wants to read it!

This newsletter is circulated to over 400 companies in the UK; this is an ideal chance to promote your company, your services and your news across the industry.

AEMT News

Important dates for the diary:

- **Nov 2nd. Midland Area Meeting.** The guest speakers and afternoon hosts are Clarich from Rugby. Clarich are an EMIR user, and were formally part of ALSTOM.
- **November 5th. Dinner & Dance** at the Welcombe Hotel, Stratford upon Avon.
- **November 23rd. Northern Area Meeting.** Venue to be advised.
- **December 7th. Southern Area Meeting.** Venue to be advised.

We will be attending all of these events, except for the Dinner Dance, so we hope to see you AEMT members at one of these meetings.

Congratulations to Ron Mitten, of Houghton International, another EMIR user, on becoming president of the AEMT. He takes on the role from **Andrew Savage** of Mid-Kent Electrical [yes, another EMIR user!] who has served as president for the last two years, and has done a great job in moving the AEMT forward - along with other members of the Council and the Secretariat, of course!

Case Study: Wilson Electric

Wilson Electric, in Battersea, have been established since 1951 providing sales, repairs and servicing for all types of electrical and mechanical equipment including electric motors, pumps, fans and gearboxes. They are fully equipped to offer a wide range of services from rewinds, overhauls, on-site servicing, bearing vibration and analysis, balancing, energy management and control engineering. They are the UK distributor for Electro Adda of Italy, but are able to supply electric motors by all of the leading manufacturers. They are also approved suppliers, stockists and repairers for Remco, SSD (Eurotherm) Drives, ABB Drives, Crompton Control Gear, Fairford Soft Starts, Lowara Pumps, and DAB Pumps.

They originally purchased EMIR Standard at the end of 2003, and their primary driver for doing so was finding a system that would track the job costing process in an integrated solution, ensuring that all costs were recorded from labour, materials, and purchases. The introduction of EMIR coincided with a dramatic increase in business and higher-level sales at better margins. Graham is convinced that EMIR paid for itself within the first couple of months. *"There is no doubt that EMIR lead us to recover costs that were simply missing from our costing process previously and as a result it has paid for itself, probably 10 times over, within the first year of its use."*

With business expanding rapidly, Wilson's have recently decided to upgrade to our Professional system - a process that was completed earlier this month. The many enhanced and additional features, such as stock part serial tracking, user based priority profiles, enhanced technical details and greater sales based functionality are now directly needed to cope with the level of business they are achieving today.

As Graham says, "Without a doubt, we have learned a lot about computers in the last 18 months. EMIR was our first real business management system, and we were delighted to find that there was an upgraded version of EMIR, in EMIR Professional, that we could move to that will help us to cope with the further demands of our fast growing business, in both keeping detailed costing records and helping us to provide excellent customer service."

Thanks to Graham and all the staff at Wilson Electric for agreeing to be our Case Study in this issue, and we wish them every success with their new EMIR Professional system.

Do you want to be the subject of a case study in a future issue? Let us know!



Technical Support

By John Anderson of FHG Software

Most EMIR users have contacted the technical support team at some point. Sometimes you need advice on the best way to achieve something, and sometimes, albeit rarely, something's gone wrong with the system! **So, what happens when you call us?**

Obviously, our first priority is to solve your problem and get you running again. We normally aim to do this there and then, although occasionally it needs further thought or some work on the system, in which case we'll contact you with a solution as soon as it's available. However, that's not the end of the story... We keep detailed records of all the support calls we receive, which we analyse periodically to see what issues are troubling EMIR users. Where we find a common theme, we're able to come up with a solution that can be distributed to all users who have the problem, or might suffer it in the future.

A good example of this is the extensive changes we've made recently to the sales and purchase ledger payments process, which some users may have noticed in the form of some new screens in recent versions of their system. We noticed that a number of users reported similar problems when making payments, and as a result have been able to update the payments section of every system to ensure that this problem can no longer occur. Since making these changes we've had virtually no support calls about payments, suggesting that everyone has been able to get on with running their businesses without interruption, which is good news for everyone!

DSEAR Regulations (2002): Do they apply to your company?

The purpose of DSEAR is to protect people from the risks associated with fire and explosions arising from dangerous substances used or present in the workplace.

DSEAR requires **the employer** to conduct:

- Risk assessments, Reduce or eliminate risks; Provide equipment and procedures; Provide information and training; Conduct area classification.

Risk assessments should be an analysis of the dangerous substances used and potential ignition sources.

Reduction or elimination of risks e.g.:

- Substitute, Reduce, Avoid releases; Provide good ventilation; Remove or control ignition sources; Separation of incompatible substances

Mitigation measures are required e.g.:

- Preventing the spread of fire; Providing Personal Protective Equipment; Reducing the number of people likely to be effected; Taking account of the design; construction and maintenance of the workplace; including equipment; escape routes and emergency systems

Conduct Area Classification to identify areas where potentially explosive atmospheres may occur. Such areas are classified into 3 zones (Zone 0, 1 & 2). Suitable equipment e.g. ATEX compliant, must be provided in zoned areas and be subject to inspection and maintenance plans.

If your risk assessment identifies the need, then zoned areas must be identified by the symbol



Staff must be trained, instructed and informed:

- How to protect themselves and others; Information regarding dangerous substances used; The significant findings of the risk assessment.

There is a duty of coordination, if you share premises, so that new or additional risks are addressed. Employers are also responsible for the safety of any visitors and subcontractors.

Arrangements in the event of accidents, incidents and emergencies are required:

- First aid facilities; Safety drills; Information regarding emergency arrangements; Appropriate warning and communications systems; Audible or visible warnings; Informing the emergency services so allowing them to prepare their response procedures; To mitigate the effects of the event; Restore a normal situation and inform employees.

DSEAR came into force July 2003 for new and modified facilities, all other facilities will be included by July 2006. Before any zoned area is used for the first time a competent person must verify that all the measures have been taken and are appropriate. **DSEAR is applicable across a wide range of industry and hence it cannot be ignored.**

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