



H.E. SERVICES (PLANT HIRE) LTD
WORLD LEADERS IN DIGGER HIRE

H. E. SERVICES (Plant Hire) Ltd

Company profile, Compliance & HSEQ



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Company Summery Information.

H. E. SERVICES (Plant Hire) Ltd.

Whitewall Centre

Whitewall Rd

Medway city industrial Estate

Strood

Kent

ME2 4DZ

Telephone 0208 804 2000, Out of hours Telephone number 0208 804 2000. Email

nhc@heservices.co.uk, Web site, www.heservices.co.uk

Credit control Telephone 01634 291290 (remittances, invoices & payment(s) or email:

credit.control@heservices.co.uk. Invoice Queries: invoice.queries@heservices.co.uk

Company Registration number: 3754961

SIC Code: 77320 - Renting and leasing of construction and civil engineering machinery and equipment

Date of registration 20th April 1999

Company VAT number: GB 724 7446 25

Company Tax reference (CTR/UTR) Number: 84264 24826

CIS Number: 3754961

D-U-N-S Number: 23-761-3281

ICO, reference number Z5782296

Ultimate Parent company

H. E. GROUP LTD

Company Registration number: 2079614

Date of registration 2nd June 1999

Company VAT number: GB 724 7446 25

Company Tax reference (CTR/UTR) Number: 45790 83637

D-U-N-S Number: 29-876-4895

Accreditations: Quality ISO 9001/2015, 308412019, expires 8th August 2026, ISO 14001 & ISO 45001, 384992022, Expires 07/02/29, RISQS: 4061 expires 11/10/2026, FORS Silver: 002950 expires 14/02/27, Constructionline Gold, 175801 Expires 16/12/2026, SSIP, 175801, 18/11/2026, CLOCS, CM00936, Expires 06/12/26

Bank: Lloyds Bank Plc

Orchard Brae Branch

PO Box 72

Orchard Brae

Gillingham

Kent

ME8 0LS

Account Name: H. E. SERVICES (Plant Hire) Ltd.

Account number 00005540

Sort Code 30-15-99

IBAN Number: GB10LOYD30159900005540

SWIFT/BIC Number: LOYDGB21021 - D-U-N-S Number: 23-761-3281

Insurance Company: Howden UK Brokers Limited. Telephone number: 020 7623 3806 or email: james.thacker@howdeninsurance.co.uk

Employers Liability:

Insurers: Newline

Policy no: NID25114811A

Renewal Date: 19 November 2026

Limit of indemnity: £10 m per incident.

This policy is extended to include indemnity to principal.

Public/Products Liability:

Insurers: Newline

Policy no: NID25114811A

Renewal Date: 19 November 2026

Limit of indemnity: Public Liability £10m per incident. Products Liability: £10m per incident.

Pollution Liability: £10m per incident.

This policy is extended to include indemnity to principal.

Contractors Plant (Own & Hired in):

Insurers: Intact Insurance UK Limited

Policy no: RSAP7745702300

Renewal Date: 19 November 2026

Limit of indemnity: £6m per incident, £300,000.00 (hired in), machinery movement £250,000.00.

Excess: £100,000.00, any one claim.

Motor Fleet: Axa Insurance UK LPC Policy no: HL-FLE-6860087. Renewal Date: 19 November 2026. Comprehensive cover. Excess 2,000.00 each & every claim for all own damage inc. window screens.

Experience, Services & Products

The UK's **largest specialist excavator hire company**, [H.E. SERVICES \(Plant Hire\) Ltd](#) boasts a fleet exceeding 3500 items of plant, which are offered for hire nationwide via [eleven strategically located depots](#).

Our company has been trading since 1972, the workforce and Managers within H.E. SERVICES are amongst the most knowledgeable and experienced personnel within the Plant Hire Industry. H.E. SERVICES offers staff a range of opportunities to receive in-house training and achieve recognised working qualifications through various educational schemes. H.E. SERVICES always help staff to better themselves. Reward schemes and suggestion schemes. Our experience & knowledge has helped forge partnerships & relationships with some of the biggest Construction, Civil Engineering & utilities companies in the UK.

Purchasing only the most advanced and productive machines available from manufacturers such as JCB, Komatsu, Hydrema, Manitou, Bomag and Mecalac coupling this with **the very best of service** from a dedicated workforce, H.E. SERVICES (Plant Hire) Ltd is recognised as **the undisputed market leader** in excavator hire.

Due to a wide and diversified fleet portfolio including Tracked excavators from

1.5- & 1.9-ton Electric to 49 tonnes, long reach excavators from 12 to 22 metres, Telehandlers from 4 to 20 metres, JCB 3CX, Dumpers from 1 to 10 tonne, cabbled 6 & 9 tonne, Tracked Dumper 3 & 8 ton, Rollers from 800mm to 1350mm, trench rollers & BOBCAT compact tracked loaders with a complimentary range of accessories and attachments. H. E. SERVICES are World Leaders in Digger Hire.

H. E. SERVICES are taking huge steps to become carbon neutral. Over the past 5 years we have invested in:

- Solar power & Battery storage
- LED Lighting
- Bio mass boilers in 3 locations
- EV's for fitters, managers & Escort vehicles.
- Electric, 1.9 & 4.5 ton Excavators & 6m Telehandlers
- Solar & wind powered smart refuelling bowsers.
- Electric delivery vehicle, 32-ton beaver tail lorry

We publish our carbon emissions data yearly with a view to being carbon neutral by 2050.

The Company has a policy of machine replacement between two and three years, ensuring **Britain's most up to date fleet** is constantly improved. With an in-house fleet of delivery vehicles, **nothing is left to chance**, ensuring a prompt service at all times. No reliance on third parties means total control over Customer Service.

Self-Drive & Operated Plant Hire

Excavator's 1.5 ton & (electric 1.9 & 4.5 ton) to 49 tonnes, Steel & Rubber tracked

Long Excavators 12 to 22m

JCB 3CX

Dumpers 1-ton high tip – 3 & 6 ton swivel - 9 ton straight

Tracked Dumpers 3-ton straight & Swivel skip & 8-ton straight skip.

Cabbled Dumpers 6-ton swivel & 9 ton straight

Dump Trucks 10 tonne

Telehandlers from 4 to 20m, 6m Electric (2.5-ton lift).

Bobcat Compact Tracked Loader

Rollers Twin Drum from 800mm to 1350mm Single Drum 1690mm (Smooth & Padfoot) & Trench rollers

A Full range of attachments & accessories for all machines

Transport 18 & 32 beavertail, 26 & 50 tonne Low Loaders.

Mr Peter Durey
Managing Director



Account Management

Malcolm Gough, National Sales Manager & Trisha Mangion Hire Manager with our team in the National Hire Centre, manage major accounts.

Day to day Management & Reports

National Sales Manager/Hire Manager will overlook the day-to-day account/agreement management & reporting, Reports can be schedules to our customer's expectations.

Standard reports & frequency are:

Live hire report (weekly)

Off hire report (weekly)

Finance report (monthly)

We are able to create reports to meet our client's expectations. We are able to generate reports as a result of any set KPI's (as required). Reports can be produced in PDF, DOC, DOCX or XLS formats.

Review Meetings

A senior member of the team will attend review meetings. Generally, review meetings are set at either quarterly, 6 months or annually.

Day to day order maintenance

Enquiries, queries, hire booking; collections & call outs will be processes by our National Hire Centre team. This enables us to ensure a 1st class service. Please see Account management flow chart below.

Account Management flow chart

Account Management
Managing & Area Directors - National Sales Manager
 Malcolm Gough

Trisha Mangion Hire Manager - National Hire
Centre for nationwide hire & sales

Jon Larcom Area Director West

Depot Managers

Chris Larcom Area Director East

LIVERPOOL

**WEST
MIDLANDS**

CARDIFF

DURHAM

**EAST
MIDLANDS**

CAMBRIDGE

HUNGERFORD

EXETER

SCUNTHORPE

STROOD

ASHFORD

Day to day processing procedures

National Hire Centre will process all your enquiries, quotes, hires, breakdowns, order amendments & off hires.

Any additional charges such as deficiencies & damages will be generated by the covering depot & to our client within 24 hours of off hire.

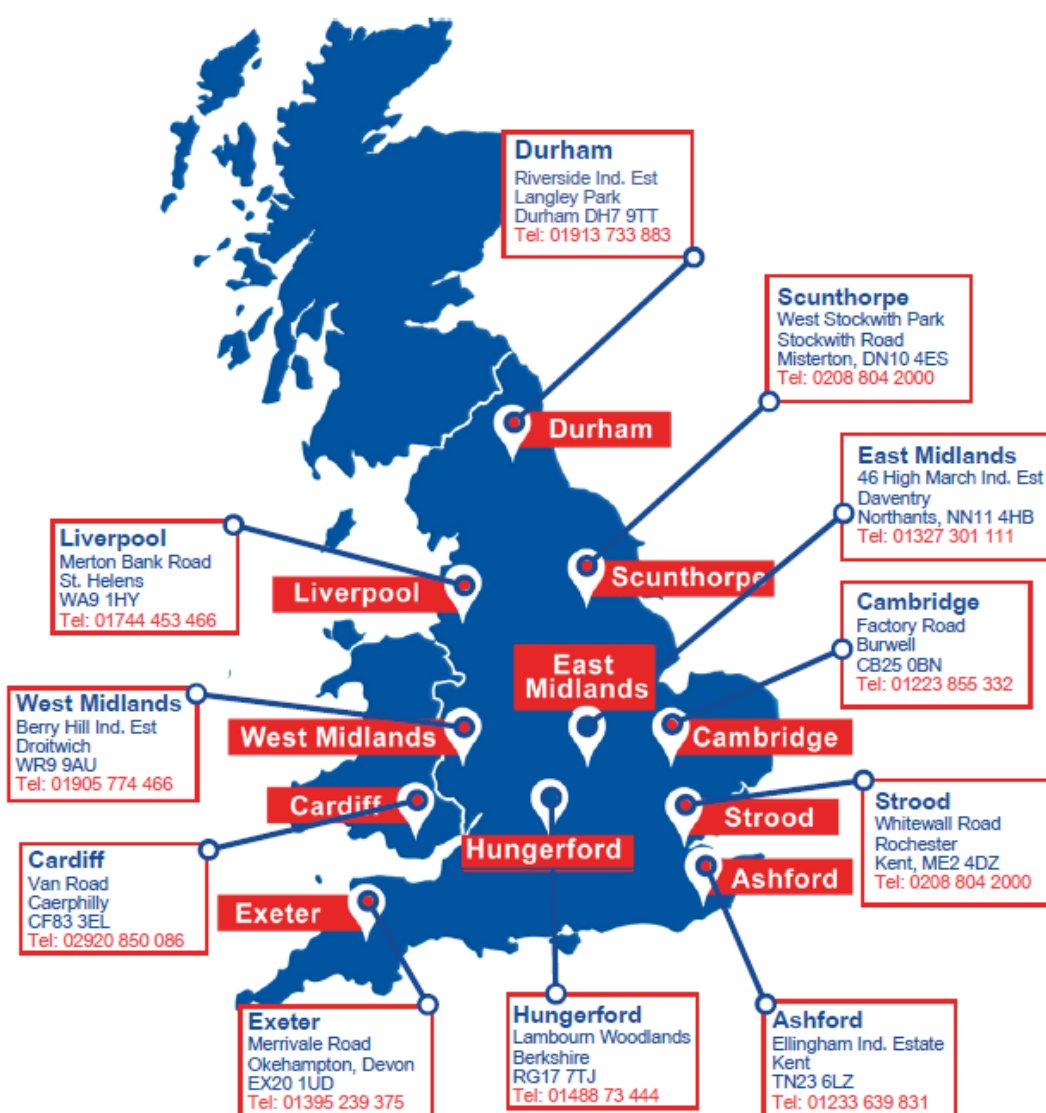
Any queries relating to the above will be dealt with by a team member in the NHC.

Any matters relating to credit control or invoice queries – credit control.

Day to Day Account Management & report processing – Trisha Mangion
Overall Account Manager & decision maker – Malcolm Gough

Our Depot Locations

NATIONWIDE PLANT HIRE - 11 STRATEGICALLY PLACED UK DEPOTS



Management of Policies, Processes & Procedures

H.E. Group's HSEQ and general processes policies and procedure are continually communicated to our workforce:

- Induction (Dept or depot manager).
- During the working day (Dept or depot manager)..
- Personal development meeting (Dept or depot manager)..
- In regular quarterly depot meetings (Dept or depot manager)..
- Tool box talks (H & S manager, Dept or depot manager)..
- Senior management meetings (MD and H & S manager).
- Training Days for all staff organised by the Managing Director.

Information is available in a variety of ways:

- Via our intranet.
- 'Form' documents (internal document system)
- Email
- Handouts
- Staff in house magazine (Plant Life).
- Notice boards, external sources such as HSE.

Our workforce is encouraged to take part in all aspects of improvements, planning and implementation or all of our policies, processes and procedures. Our department & depot managers encourage staff to play active role in ensuring their own welfare and the welfare of their colleagues.

All processes and procedures are monitored on a daily basis by our Department or Depot managers.

All policies, processes & procedures are reviewed when amendments are required by our department or Depot managers and/or annually by our H & S Manager and Managing Director.

Updates are carried out to policies, processes & procedures as and when required, or after review annually by our H & S Manager and Managing Director.

Performance is monitored on a daily basis by our Department & Depot managers. All performance statistics are recorded and reported to H & S Manager and senior management.

Audits are carried out annually.

Peter Durey our Managing Director has overall responsibility for all policies, processes, procedures and Health and Safety, Environment and Quality

Kevin Graham is our Health & Safety manager

Technology

Transport Module.

- Deliveries & collection are signed for electronically on PDA's the delivery & collection note are emailed to client's key contacts.
- Safety Handover inspection sheets are presented & signed on delivery & collection.
- Pictures are taken on delivery & collection of the machine & attachments.

Client Portal, Full access to your account.

- All Hires live & previous.
- Copy POD & POC's.
- Delivery & collection photos.
- Financials, including being able to print copy invoices.
- Generate your own reports & searches.

QR Code plant database. Fleet from November 2021.

- Scan the QR code on the side of the machine or visit <https://www.heqr.co.uk/>
- View machine data, operator's manual & obtain certificates & duty charts for each machine you have on hire from us.

Telematics

- Our machines (99%) are fitted with Tracker & immobilisers.
- We are able to provide clients with a Telematics login for machine you have on long term hires.

Team collaboration

- Communication is key to our teams working together efficiently & effectively.
- All communication between us will be via our National Hire Centre, this will enable us to ensure you enquiry meets your expectations regardless to the location of your site.
- Most communication is electronic. We are proud of the fact we are able to respond very quickly to emails whatever the question/enquiry.
- We work with your teams to ensure site have the correct equipment sometimes speaking to site on your behalf to establish & resolve any technical issues before advising the outcome.
- Any direct contact with your sites is always communicated back to your hire desk teams.
- Asset numbers, fitter call out times & delivery & collection information is quickly provided.

Consistent Product Quality

- All of our Depots nationwide stock the same range of products.
- All Excavators have the same hitch system ensuring all buckets & attachments fit regardless to the supply depot.
- All of our depots follow the same processes & procedures in relation to preparing & hiring machines. All machines undergo a 58-point check with is recorded on Safety Handover sheet.
- Our Depots are electronically audited at the end of every hire. physical audits take place annually.
- 90% of our machines are within 3 years of age ensuring we are able to offer high quality machines with the latest technology

H.E. SERVICES

SAFETY INSPECTION & HAND OVER SHEET

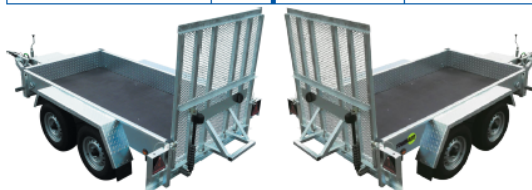
HIRE NO.	FLEET NO.	ACCESSORY FLEET NO.	DATE REQUIRED	BUCKETS/ATTACHMENTS REQUIRED	PREPARED BY
ITEM	Checked PRIOR to hire	Checked on site at off hire	ITEM	Checked PRIOR to hire	Checked in yard at off hire
GREASE & GREASE GUN			HORN		
% OF FUEL IN TANK			HAND BRAKE / BREAKING EFFICIENCY		
CLOCK HOURS			ENGINE OIL		
WIPER			HYDRAULIC OIL		
LIGHTS/BEACON			TRANSMISSION OIL		
SEAT BELT			DRAIN FUEL TRAP		
RADIO			CHECK FUEL FILTERS		
SCREENS			LIFTING EYE		
MIRRORS EXTERNAL & REAR CAMERA			M/C GREASED		
OPERATOR'S MANUAL			CHECK & CLEAR RADIATOR		
DOOR/WINDOW CATCHES			Bodywork Condition at start of Hire:		
CLEAN INSIDE & OUT					
BUCKETS					
FLASHING LIGHT					
KOMTRAX AERIAL					
MASTERHITCH & SAFETY BAR					
STEPS					
PIPEWORK					
BUCKET RAM & GUARD					
DIPPER RAM					
BOOM RAM(S) & GUARD(S)					
FRONT LIFT RAMS					
FRONT TILT RAMS					
6 IN 1 RAMS					
STEERING RAM(S) / BOOM OFFSET RAM					
DOZER RAM(S)					
STABILIZER RAMS					
FRONT TYRES	OK	N/S	OK	N/S	
REAR TYRES	OK	N/S	OK	N/S	
TRACKS					
			RECEIVED ON HIRE BY: _____ Date: _____		
			Signature _____ Print Name _____ Position _____		
			Additional Bodywork Damage at end of Hire:		
			HIREES SIGNATURE: _____ Print Name: _____ Position: _____		
			Machine checked back in yard by: _____ Repairs completed/ Paperwork processed: _____		

White covr - H.E. Office. Yellow covr - Customer at Off Hire. Pink covr - Customer at On Hire.

H.E. SERVICES

TRAILER INSPECTION & HAND OVER SHEET

HIRE NO.	FLEET NO.	DATE REQUIRED	PREPARED BY		
ITEM	Checked PRIOR to hire	Checked on site at off hire	ITEM	Checked PRIOR to hire	Checked in yard at off hire
Wheels/Tyres axle 1			A Frame/Bucket rest		
Wheels/Tyres axle 2			Ramp		
Wheels/Tyres axle 1			Ramp Gas strut		
Wheels/Tyres axle 2			Tie down points		
Hand Brake			Anchor Points		
Brk away cable			Trailer floor		
Jockey Wheel			Spare Wheel & carrier		
Marker Lights			axle mudguard		
Number Plate light			axle mudguard		
axle rear light			Pin or Eye Hitch		
axle rear light			Additional Bodywork Damage at end of Hire:		
axle Indicator light					
axle Indicator light					
Bodywork Condition at start of Hire:					
RECEIVED ON HIRE BY: _____ Date: _____			HIREES SIGNATURE: _____ Print Name: _____ Position: _____		
Signature _____ Print Name _____ Position _____			Machine checked back in yard by: _____ Repairs completed/ Paperwork processed: _____		



Health & Safety

HEALTH & SAFETY POLICY STATEMENT

H.E Group Ltd is committed to ensuring the health, safety and welfare of its employees as being the prime importance so far as reasonably practicable. We also fully accept and understand our responsibilities for all other persons who may be affected by our activities. We will take steps to ensure that our statutory duties are met at all times.

The following statement recognises our obligations under the Health & Safety at Work Act 1974, including all relevant regulations and approved codes of practice additional to the act.

H.E Group Ltd will therefore conduct its activities in order:

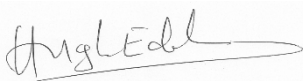
8. To provide adequate control of the health and safety risks arising from our work activities.
9. To consult with our employees on matters affecting their health, safety and welfare.
10. To provide and maintain safe plant, equipment and suitable personal protective equipment is provided and maintained.
11. To provide safe handling and use of substances and other requirements relating to minimising exposure to occupational hazards.
12. To ensure and provide employees with adequate information, instruction, training and supervision to enable all employees to positively contribute to their own health and safety at work.
13. To prevent accidents and cases of work-related ill health
14. To maintain safe and healthy working conditions
15. To review and revise this policy as necessary and at regular intervals

The responsibility of all employees is:

- To take reasonable steps to ensure the health and safety of themselves and others affected by their acts or omissions at work.
- To comply with all Company health safety instructions, procedures, and safe working practices and not to misuse or interfere with anything provided to safeguard their health and safety.
- To report all incidents, potential risks or concerns regarding health, safety matters to Directors, health and safety manager or line manager without fail.

This policy is supported by other relevant policies, instructions, procedures and organisational arrangements which can be found on the companies 'GROUPDOCS', 'DIGDOCS', 'MASTERDOCS' and 'EVDOCS' databases. This is to be applied to all activities carried out by the company and its subsidiaries.

H.E Group Ltd recognises that this Policy cannot be successful without the active participation and support of all of its staff. This must be observed and adhered to by all staff at all times.





Signed on behalf of H.E Group Ltd

Hugh Edeleanu: TD, MA, Bsc Hons (Cantab).
Group Chairman

Next review 30th November 2026



Quality Policy

QUALITY MANAGEMENT POLICY STATEMENT

It is the policy of H.E. Group Services and its associated companies to be a market driven, competitive supplier of plant and equipment on a national basis, both operated and non-operated, for general hire to industry.

Furthermore, the H.E. Group shall strive to demonstrate a superior service to its customers and contribute to the success and overall growth of the Group.

The H.E. Group wishes to achieve this through a continual program of improvement, and to regularly assess the procedures, services and products, and fully utilise the potential of the resources and personnel of company.

In line with the above objectives, the directors of the H.E. Group and its associated companies are committed to the implementation of and continued compliance with the Groups Quality Management Policy.

The Quality Policy and management system are regularly reviewed to ensure that they are adequate and effective in satisfying the Company's aims and objectives.

It is the policy of the H.E Group to continuously improve the levels of customer service, by a continued plant, equipment and product innovation combined with the on-going development and training of staff.

The performance of each member of staff is monitored closely during an initial three-month appraisal period and thereafter annually. Training programmes are put in place as required. This is part of the commitment to continually improve the effectiveness of the quality management system.

Quality objectives are set, monitored and modified through management review. The Quality Management System and quality policy are monitored through this review to ensure an ongoing improvement of effectiveness so that they continue to reflect the needs of customers and ensure their continued satisfaction.

The H.E. Group operates a three-year renewal program of continual updating of plant and machinery to maximise efficiency of Hire, Sales and Service through-out its national depot network with modern equipment. Each depot is regularly monitored to ensure that each customer receives a dedicated professional service.

All managers and employees are actively encouraged to support the quality management system and to familiarise themselves with the procedures and controls of the policy. Thereby ensuring that the company continually meets the requirements of and remains a quality



company within the plant and equipment hire industry demonstrating the company's commitment to quality.³

A handwritten signature in black ink, appearing to read 'H. E. Edell', is written over a light beige rectangular background.

H.E. Group – Next review 30th November 2026

Environmental Policy

H.E. GROUP ENVIRONMENTAL POLICY: -

1. The Directors and Senior Management of the H.E. Group Ltd recognise that our day to day operations impact upon the environment in a number of ways. We are committed to achieving continuous improvement in environmental performance and wherever possible to prevent pollution.

The key points of its strategy to achieve this are:

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
 - Minimise toxic emissions through the selection and use of its fleet and the source of its power requirement.
 - Actively promote recycling both internally and amongst its customers and suppliers.
 - Source and promote a product range to minimise the environmental impact of both production and distribution.
 - Meet or exceed all the environmental legislation that relates to the Company.
 - Use an accredited program to offset the greenhouse gas emissions generated by our activities.
 - Ensure that H.E. Group Ltd complies with regulations of the Environment Agency and Health and Safety Executive, Control of Pollution (Amendment) Act ,Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations ,Hazardous Waste Regulations ,Control of Substances Hazardous to Health Regulations (as amended) - (COSHH).
 - Strive to continually improve our environmental performance and minimise the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.
2. All purchases of plant and equipment, stores, spares, stationery and any other products we purchase, will be made only after taking into account fully the effect our choices may have on the environment wherever practically possible, recycling processes will be operated at all Group premises. All waste products will be recycled wherever they can be except where cost is not proportional to the environmental benefit gained. Wherever possible, packaging, pallets and containers are to be returned to suppliers for re-use. Waste paper is to be separated from rubbish and sent for recycling. Waste oils and filters are returned to depots if changed on site, and recycled through waste oil collection. Laser toners and inkjet printer cartridges are returned to suppliers for recycling. Careful route planning will be used to minimise unnecessary mileage and therefore pollution from delivery vehicles. All Group buildings and properties are to be

maintained using materials that will cause the minimum damage to the environment, including visual pollution.

3. The H E Group is a pioneering force in the use of synthetic oil in construction machinery, by using synthetic oil designed to meet Euro E4, E6 & E6 Omission requirements. By using this oil, the Group has been able to significantly reduce the environmental impact of exhaust emissions, cut fuel costs and usage and decrease consumption of minerals oils up to 75%.
4. **H.E. Group Ltd Policy is to:**
 - ◆ Quantify and monitor all environmental impacts of the business
 - ◆ Comply with current legislation and, where practical, seek to meet future legislative requirements ahead of relevant deadlines.
 - ◆ Integrate environmental objectives into relevant business decisions, in a cost-effective manner.
 - ◆ Require all staff and contractors to address environmental responsibilities within the framework of normal operating procedures.
 - ◆ Minimise waste, seek to recover as much as is economically practical and ensure that the remainder is disposed of responsibly.
 - ◆ Develop appropriate emergency plans to minimise the environmental impact of foreseeable incidents.
 - ◆ Influence suppliers of goods and services to reduce their impact on the environment, and to assist us by developing environmentally friendly products where practical.
 - ◆ Enhance awareness of relevant issues amongst customers, staff and suppliers alike.
 - ◆ Protect the public, staff and contractors from dangerous substances, by ensuring that COSHH regulations are followed.

5. **H.E. Group Ltd Key Priorities:**

Reduce the environmental impact of our services
Reduce CO₂ emissions.
Reduce, minimise and control waste.

H.E. GROUP ENVIRONMENTAL POLICY– (Continued):-

6. H.E. Group Ltd intend to achieve these Priorities through constant improvements in:

- ◆ Energy and water use
- ◆ Waste reduction and Control
- ◆ Increasing recycling (including office paper)
- ◆ Care in purchasing and contract management
- ◆ Purchasing of more efficient plant and vehicles.
- ◆ Increased use of service exchange products
- ◆ Encourage the use of recycled products wherever practical.
- ◆ Consider noise and air pollution levels for all vehicle/plant purchases.
- ◆ Continually update our emergency procedures

7. Environmental assessment techniques – an overview:

Environmental Risk Assessment

An environmental risk assessment uses similar techniques to the Health and Safety Risk Assessment your business already has to perform. In this case, you'll be assessing the likelihood of your business causing environmental damage.

How to carry out a risk assessment

There are five key steps to carrying out a risk assessment. You need to:

- ◆ Identify any hazards, i.e. possible sources of harm
- ◆ Be clear about the kind of harm they might cause
- ◆ Evaluate the risk of harm, i.e. the likelihood that a given hazard will actually cause harm, and identify precautions
- ◆ Record the results of the assessment and implement precautions
- ◆ Review the assessment at regular intervals

Where to look for hazards

Some of the main problem areas are likely to be:

- ◆ Waste storage and disposal - for example making sure that proper containers are used, and are located away from drains and watercourses
- ◆ Emission of dust and other substances to the air
- ◆ Storage, use and disposal of hazardous substances
- ◆ Drainage and disposal of liquid waste

- ◆ Environmental impact of your raw materials, such as potentially toxic metals or other materials
- ◆ Environmental impact of packaging

16. **Walk-round survey of your area of business**

One of the simplest tools for assessing the environmental performance of your business is a walk-round survey of your premises. Environmental impacts and inefficiency are often caused by bad habits that are easy to spot and straightforward to remedy. These can be broken down into four key categories:

- ◆ Energy
- ◆ Water
- ◆ Waste
- ◆ Pollution

How to conduct the survey

Someone whose authority will be recognised - either a senior member of staff or manager should carry out the survey.

Communication is central to the success of a walk-round survey. Employees in each of your departments are likely to have the best knowledge of where environmental problems might be, or where performance improvements could be made.

The survey should be repeated on different days and at different times to ensure that you get an accurate picture of the conditions in your business.

Be sure to follow up

Your walk-round environmental survey should only be a first step in the process of raising standards in your business. You need to make sure that its findings are followed through. This involves:

- ◆ Recording the results of the survey
- ◆ Identifying problem areas
- ◆ Setting out the improvements you want made
- ◆ Monitoring the implementation of those improvements

17. All staff are to be reminded of their responsibility in the Staff Handbook, and are expected to carry out their responsibilities as part of the Group, helping to protect the environment by sensible actions on their part and following this policy statement.



H.E. SERVICES (PLANT HIRE) LTD
WORLD LEADERS IN DIGGER HIRE

Signed

Hugh Edeleanu TD. MA. BSc. Hons
(Cantab.)

Group Chairman

Next review 30th November 2026

Corporate Social Responsibility

At H. E. Services, corporate social responsibility is an integral part of our business. We are committed to operating ethically, supporting our local communities, promoting environmental sustainability, and prioritising the wellbeing of both our employees and customers. This page outlines our key initiatives, from reducing our environmental impact to fostering education, skill development, and ensuring the highest safety standards in everything we do.



ENVIRONMENTAL SUSTAINABILITY

Environmental sustainability is at the heart of our operations. We are dedicated to reducing our carbon footprint by harnessing solar power to produce energy at our depots and by promoting the use of electric vehicles across our workforce, with charging stations readily available for staff. Our fleet also includes electric machinery and all electric escort vehicles for transporting plant equipment, demonstrating our commitment to cleaner, greener solutions. In addition, we focus on sustainable sourcing, recycling initiatives, and reducing single-use materials, while adopting water conservation measures to ensure our operations protect natural resources for the future.



ETHICAL BUSINESS PRACTICES

We prioritise ethical business practices throughout all aspects of our operations. Our HR department is dedicated to maintaining a positive, fair, and supportive working environment for all employees, while our dedicated Health and Safety Manager ensures that strict safety protocols are followed across all depots and worksites. We take pride in our ethical supply chain, purchasing machinery directly from manufacturers who share our commitment to high standards and responsible practices. By upholding these values, we foster a culture of integrity, ensuring the well-being of our employees, partners, and the communities we serve.



COMMUNITY ENGAGEMENT AND DEVELOPMENT

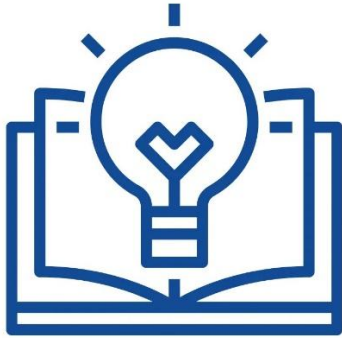
Community engagement and development are integral to our corporate social responsibility. We proudly support local communities by offering free Diggerland tickets to schools and charities, giving children and families memorable experiences at our sister company's theme parks. With 11 depots located nationwide, we are also deeply committed to creating local employment opportunities, hiring staff from the areas surrounding our depots. By actively contributing to the well-being and growth of the communities we operate in, we aim to make a positive and lasting impact. We commit to honour the Armed

H. E. SERVICES have signed Forces Covenant in support of the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country



PROMOTING HEALTH AND WELLBEING

Promoting health and wellbeing is a key priority. We are dedicated to supporting mental health by having trained Mental Health First Aiders available across our head office and depots, ensuring that employees in every department have someone to talk to when needed. In addition, we maintain rigorous health and safety protocols across all our depots, especially given the machinery in operation, to protect the physical wellbeing of our workforce. Our commitment to both mental and physical health ensures a safe and supportive working environment for all employees.



EDUCATION AND SKILL DEVELOPMENT

We are committed to education and skill development, actively encouraging our staff to pursue a variety of courses during work hours to enhance their knowledge and professional growth. Examples include digital marketing, mental health first aid, and counselling courses, all designed to broaden skill sets and support career progression. We also offer an apprenticeship levy, providing employees with the opportunity to gain Level 2 and 3 qualifications. By investing in our team's development, we help them build fulfilling careers while strengthening our overall workforce.



CUSTOMER WELL-BEING AND ETHICAL MARKETING

Customer wellbeing is a top priority, and we are dedicated to ensuring safety and reliability across all our operations. Every machine undergoes a thorough 58 point safety check before being dispatched to guarantee it meets the highest standards, ensuring safe operations on-site for our customers. In line with our commitment to environmental responsibility, we also offer eco-friendly options, including electric diggers, giving customers the choice of sustainable machinery. Our marketing and customer interactions are grounded in transparency and integrity, ensuring that we provide honest, ethical service and uphold the trust our customers place in us.

Company Values

As a leader in the plant hire industry, we have a set of values which we adhere to. This ensures that we provide our clients with the highest quality equipment and the best customer service. Our values lie at the heart of everything we do and include the following:

- Safety is always our first priority
- We meet environmental standards and recognise our part in reducing emissions throughout the construction industry
- Customer service and experience matters to us
- Are committed to clear communication and a friendly, personal service
- Are accountable for the services that we provide
- Provide comprehensive documentation and follow up all incidents thoroughly
- Fair to our staff and customers
- Respect people's rights and entitlements throughout the supply chain

Sustainability

H. E. Services (Plant Hire) Ltd prioritises sustainability in various ways.

Solar power is the main electricity source across the company's divisions, thanks to PV solar panels on rooftops.

Our sites also utilise bio-mass boilers, powered using wood chips and other sustainable resources. The on-site heating is further improved using ground source heat pumps.

Waste reduction is practiced through sustainable sourcing and active recycling.

Electric vehicles are used by management and staff, charged with on-site solar power, supported by free charging points. We also provide free EV charging to our customers at our Head Office in Kent and at our UK depots.

The company also favours eco-friendly suppliers, employs digital technology to cut down paper use, and encourages digital access for information.

These efforts collectively reflect H. E. Services' strong commitment to a greener approach.

Please click on the brochure below to take a look at our Carbon reduction plan.



Solar Power:

H. E. Services, [BuyADigger](#), [Masterhitch](#) and the [Diggerland Plant Training School](#) all use solar power as the primary source of electricity. Located on the roofs of all parts of the business you will find a large number of [PV solar panels](#) that have been constructed over a period of 5 years and provide an infinite amount of energy.

Bio-Mass and Ground Source Heat Pumps:

Electricity isn't the only fossil fuel source we have replaced. Our site also utilises bio-mass boilers, powered using wood chips and other sustainable resources. The on-site heating is further improved using ground source heat pumps.



Our Electric Plant & Escort Vehicle





Solar Panels at H. E. Services

Waste Reduction:

All supplies and resources we use are sustainably resourced where possible. We also vigorously reuse and recycle as much as we can to reduce the effect on the environment. We encourage our staff to bring refillable water bottles to further help reduce plastic waste.

Economical Lighting:

We use LED lighting and light sensors throughout our buildings to ensure that the energy used is low and that no lights are left on in the buildings accidentally.

Electric Company Cars:

Our management team and several members of our staff are supplied with electric vehicles to further reduce any impact on the environment. Furthermore, these cars are charged on site using solar power for even greater sustainability. We like to encourage everyone to travel to our site by sustainable methods where possible. For that reason we have free electric vehicle charge points available for our staff, clients and other guests courtesy of [EVision Electric Vehicles](#).

Sustainable Suppliers:

We will always look for sustainable suppliers for equipment and materials used on the site, looking to reduce our carbon footprint and environmental impact as much as possible.

Use of Digital Technology:

As we try to cut down on waste as much as possible, we use computers and other electronics instead of paper where we can. When we have to print any documents out, we use recycled paper for the job. In addition, we encourage our customers to source information electronically via our mobile apps.

Environmentally Friendly Options:

We are constantly developing our fleet to provide the most environmentally friendly options. Our most recent addition is the SANY SY19E, 1.9 tonne electric mini digger. We also offer the Solar Powered Fuel Bowser, a Smart Refuelling Station that is charged by a solar panel and ensures continuous power supply.



Accreditations

ISO 14001 & ISO 45001, 384992022, Expires 07/02/29,



Certificate of Registration

This document certifies that the Management System of

H.E. Services (Plant Hire) Ltd

The Whitewall Centre Rochester Kent ME2 4DZ

have been assessed and approved by Citation ISO Certification Limited to the following management systems, standards and guidelines:-

ISO 14001:2015 / ISO 45001:2018

The scope of the Management System applies to the following:-

The supply and transportation of plant hire and equipment to the industrial, commercial and private sectors

Original approval: 08/02/2022

Current certificate: 08/02/2026

Certificate expiry: 07/02/2029

Certificate number: 384992022



On behalf of Citation ISO Certification Limited.



Muspole Court, Muspole Street, Norwich, Norfolk, NR3 1DJ

This certificate remains valid while the holder maintains their management system in accordance with the published Standard. To check the validity and status of this certificate please visit www.IRQAO.com or email ISOcertificates@citation.co.uk. This Certificate is the property of Citation ISO Certification Limited and must be returned in the event of cancellation.

ISO 9001/2015, 308412019, expires 8th August 2026,



Certificate of Registration

This document certifies that the Management System of

H.E. Services (Plant Hire) Ltd

The Whitewall Centre Rochester Kent ME2 4DZ

have been assessed and approved by Citation ISO Certification Limited to the following management systems, standards and guidelines:-

ISO 9001:2015

The scope of the Management System applies to the following:-

THE SUPPLY AND TRANSPORTATION OF PLANT HIRE AND EQUIPMENT TO THE INDUSTRIAL COMMERCIAL AND PRIVATE SECTORS

Original approval: 09/08/2019

Current certificate: 09/08/2023

Certificate expiry: 08/08/2026

Certificate number: 308412019



On behalf of Citation ISO Certification Limited.



Muspole Court, Muspole Street, Norwich, Norfolk, NR3 1DJ

This certificate remains valid while the holder maintains their management system in accordance with the published Standard. To check the validity and status of this certificate please visit www.IRQAO.com or email ISOcertificates@citation.co.uk This Certificate is the property of Citation ISO Certification Limited and must be returned in the event of cancellation.

RISQS: 4061 expires 11/10/2026,



FORS Silver: 002950 expires 14/02/27,

FORS Silver

H.E.Services (Plant Hire) Ltd

has been assessed and has met the Silver level requirements of the Fleet Operator Recognition Scheme (FORS).

Multi Operating Centre Accreditation is limited to locations listed on subsequent pages of this certificate.

This certificate is valid from 15/02/2026 to 14/02/2027 and remains valid as long as FORS requirements continue to be maintained.



FORS
FLEET OPERATOR
RECOGNITION SCHEME

FORS ID : 002950
Page 1 of 2

Constructionline Gold Social Value: 175801 expires 01/11/26,



SSIP, 175801, Expires 18/11/2026



Certificate of Health & Safety

This certifies that the member named below has met the requirements of the Once For All Health & Safety SSIP

H E Services (Plant Hire) Ltd

Has achieved Once For All Health & Safety

Contractor with 5 or more employees

Registration No: **175801**

Date of Assessment & Issue: **08 December 2025**

Expiry Date: **08 December 2026**

David Hornsby
Chief Executive Officer



This assessment was completed by a sub-contractor to Once For All Health and Safety.
This certificate remains the property of Once For All Health and Safety and must be surrendered on demand.
Full validation of this certificate should be made via the SSIP portal SSIPPortal.org.uk.
Registered in England No.11188766.
Once For All Health and Safety SSIP is a UKAS accredited Type C Inspection body under ISO 17020:2012 covering the SSIP Core Criteria.
Once For All Health and Safety was formerly known as Acclaim.
You can contact Once For All Health and Safety on 0333 300 3066.



The Armed Forces Covenant



Insurance

HOWDEN

To Whom It May Concern

20th November 2025

As Insurance Brokers to the under noted insured, I can confirm that cover has been placed in accordance with the details shown hereunder:

Client Details

Name:	H. E. Group Ltd including all subsidiary companies H R Edeleanu t/as H E Services H E Services (Plant Hire) Limited Masterhitch Europe Limited Buyadigger Limited H E Construction Services Limited Diggerland Limited Diggers Direct Ltd Hy-Tools Ltd Diggerworld Limited Electric Dreams Limited H E Solar LLP
Address:	Whitewall Road, Medway City Estate, ROCHESTER, Kent, ME2 4DZ
Business Description:	Plant Hire, Sales and Machinery Movement

Employers Liability

Policyholder:	H. E. Group Ltd including all subsidiary companies H R Edeleanu t/as H E Services H E Services (Plant Hire) Limited Masterhitch Europe Limited Buyadigger Limited H E Construction Services Limited Diggerland Limited Diggers Direct Ltd Hy-Tools Ltd Diggerworld Limited Electric Dreams Limited H E Solar LLP
Policy Number:	NID25114811A
Cover Period:	20th November 2025 to 19th November 2026
Indemnity Limit:	£10,000,000 any one claim
Indemnity to Principals	Yes
Extension:	
Insurer:	Howden Speciality via Newline

Public Liability

Policyholder:	H. E. Group Ltd including all subsidiary companies H R Edeleanu t/as H E Servioces H E Services (Plant Hire) Limited Masterhitch Europe Limited Buyadigger Limited H E Construction Services Limited Diggerland Limited Diggers Direct Ltd Hy-Tools Ltd Diggerworld Limited Electric Dreams Limited H E Solar LLP
Policy Number:	NID25114811A
Cover Period:	20th November 2025 to 19th November 2026
Indemnity Limit:	£10,000,000 any one claim
Indemnity to Principals Extension:	Yes
Insurer:	Howden Speciality via Newline

Products Liability

Policyholder:	H. E. Group Ltd including all subsidiary companies H R Edeleanu t/as H E Servioces H E Services (Plant Hire) Limited Masterhitch Europe Limited Buyadigger Limited H E Construction Services Limited Diggerland Limited Diggers Direct Ltd Hy-Tools Ltd Diggerworld Limited Electric Dreams Limited H E Solar LLP
Policy Number:	NID25114811A
Cover Period:	20th November 2025 to 19th November 2026
Indemnity Limit:	£10,000,000 in the aggregate
Insurer:	Howden Speciality via Newline

Plant

Policyholder: H. E. Group Ltd including all subsidiary companies

H R Edeleanu t/as H E Servicoes
H E Services (Plant Hire) Limited
Masterhitch Europe Limited
Buyadigger Limited
H E Construction Services Limited
Diggerland Limited
Diggers Direct Ltd
Hy-Tools Ltd
Diggerworld Limited
Electric Dreams Limited
H E Solar LLP

Policy Number: RSAP7745702300

Cover Period: 20th November 2025 to 19th November 2026

Limit of Indemnity: £6,000,000 any one claim

Hired in Plant: £300,000 any one claim

Machinery Movement: £250,000 any one claim

Excess: £100,000

Insurer: Intact Insurance UK Limited

Subject to the Insurers' policy terms, conditions, warranties and exclusions.

Please Note:

The above information is correct at the time of writing and is provided to you as a matter of information only. It has not been prepared for, and may not meet the requirements of, any other party. Any third party to whom it is supplied should therefore take such steps as it considers necessary to satisfy itself that its own requirements have been met. This letter does not make the person or organisation to whom it has been issued an additional Insured, nor does it modify in any manner the Contract of Insurance between the Insured and the Underwriters and the policy cover is of course subject to the Terms and Conditions. There is no obligation on the signatory to advise of any changes to the cover provided.

Should you have any queries or require any additional information, please do not hesitate to contact me.

Yours faithfully,
James Thacker

Howden UK Brokers Limited
Email: james.thacker@howdeninsurance.co.uk

Construction Industry Tax Scheme

**Information required by H M Revenue & Customs to verify
the Company / Group under the revised
Construction Industry Tax Scheme**



H.E. Services (Plant Hire) Ltd

Whitewall Road

Strood

Kent

ME2 4DZ

Company Tax Reference (CTR / UTR	84264 24826
Company Registration Number (CRN)	3754961

H.E. Group Ltd

VAT Registration



VALUE ADDED TAX - GROUP REGISTRATION

Group treatment under the Value Added Tax Act 1983, Section 29

CURRENT RECORD OF MEMBERS

Please see the notes overleaf 

H.E. GROUP LTD
WHITEWALL ROAD
STROOD
KENT
ME2 4DZ

223/000000083

Registration Number: 724 7446 25

Local Office: MAIDSTONE

Date of issue: 13.12.06

Report D095501G1050/22408

Reprint No 000000083

REF NO.	MEMBERS ABBREVIATED NAME	TRADE CLASS
000	H.E. GROUP LTD	71320
001	H.E. SERVICES (PLA	71320
003	MASTERHITCH (EUROP	29522
004	HE CONSTRUCT SERVI	93059



Our Group & associated companies

