

# Constant Power Services



Factory Acceptance Testing and training available at our Head office in Letchworth

Constant Power Services Ltd are a specialist power quality company guaranteeing power to Hospitals, Schools, Financial Institutions and Corporate buildings. Based in Letchworth, Hertfordshire and Canary Wharf, London, our skills and experience make us a knowledge based business. The company has achieved consistently great results and in the past 10 years has risen from a 2.5-million-pound lifestyle company to an independent 9.5-million-pound organisation in a highly competitive market place.

With 30 years of experience in the industry and being part of Riello Elettronica, Italy (Fourth largest UPS (Uninterruptable Power Supply) manufacturer, and largest independent in the world) we have a knowledge base second to none.

To what do we owe our success? Our team.

It is key to how do you then differentiate yourself in a highly competitive market. With manufacturers sourcing the same components from the same countries and suppliers, then what can you really make your own to stand out in the field. Innovative technology which is at the height of trend now but in months has been copied, or perhaps you provide outstanding award winning customer services, or as I believe whole heartedly, the team and colleagues that I work with are the driving force behind the company.

Adding value and support structures to all staff will pay dividends in the end and at Constant Power Services, we pride ourselves on the loyalty of the staff, with 66% of staff having worked for the company for over 10 years.

## FACTS ABOUT CONSTANT POWER SERVICES

- » A wholly owned subsidiary of Riello Elettronica
- » £10 Million Turnover
- » 45 staff
- » Over 66% have worked for the company for over 10 years
- » 10/20% of staff are undertaking some form of training or gaining a higher qualification
- » Safe Contractor approved
- » ISO9001, 14001 & 18001
- » Impeccable service level of >95%



Project Managers on hand to assist with your bespoke installs

“To what do we owe our success – our team”

The big question is what makes someone stay?

Do we have massively inflated salaries in the belief that people are fuelled by the desire to earn only money? No.

Do we have lavish parties or gifts for exceptional work? No.

What we do have is a mutual respect for our colleagues and encourage in all levels of their working life and career. Society and business changes from day to day and keeping our staff informed and educated is not only of benefit to them but us too.

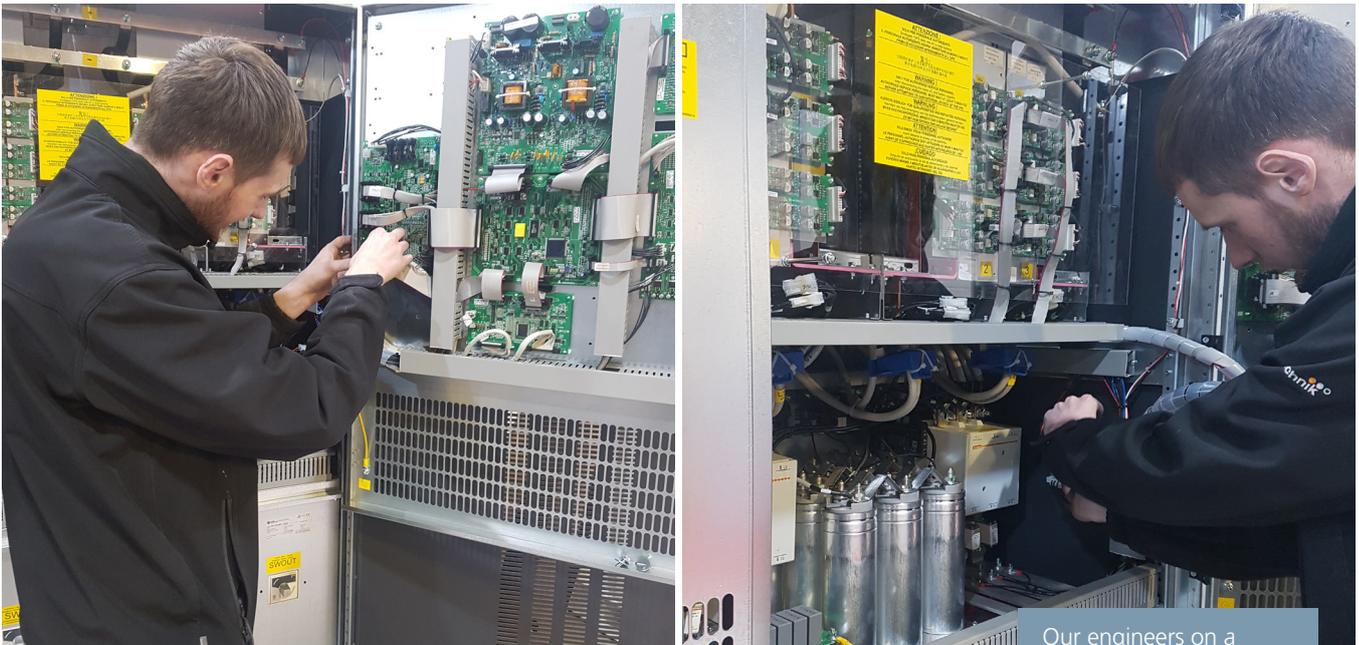
We provide an extensive internal training programme, run by our excellent Technical team and can take an engineer on a journey to become the best in our industry and this also ensures that we are part of The Guild of Master Craftsmen, so skilled are our engineering team.

The training is not limited to one area or function, if a colleague feels that they require training or a course to aid them in their understanding or work then we assist them with this process.

Even today Constant Power Services has 10/20% of staff undertaking some

Constant Power Services part of the Riello Elettronica group





Our engineers on a journey to become the best

formal higher education and we can be proud that we have aided in colleagues achieving their HNC (Higher National Certificate), ONC (Ordinary National Certificate), Project qualifications and degrees in management.

We keep a comprehensive training record for all employees, irrespective of job role or area within the company, everybody has the ability to further their knowledge at Constant Power Services.

### Ownership

All staff are responsible for their own decision making and there is no referring up. No one person has ever been disciplined for poor decision-making because they are given the room and the trust to carry out their job. In doing so, they care about the company and they care about how a simple 'yes or no' can affect everyone. It took us a mere 15 months to complete and gain certification for ISO9001, 14001 and 18001 all without the aid of a third party, this is no mean feat when you consider the standards and the processes which need to be undertaken and adhered to. The knowledge and commitment from everyone was outstanding.

Moving forward Constant Power Services would like to offer guidance and support to apprentices alongside our existing training programme.

### 'Old school values'

Why old? Why date them when in actual fact values are un-ageing and traverse many social and economic backgrounds.

It has long been our mission/ethos to treat others how we wish to be treated. This isn't ground breaking stuff but I do believe in today's society this has changed greatly and to keep drawing back to the values and manners that have been passed from generation to generation is very important.

Respect your elders, say 'Please and Thank you', address people correctly with either Sir and Madam or if you have been fortunate to have been given a first name, repeat it as it is, do not shorten or abbreviate or over familiarise yourself with someone. All these values are carried out and upheld by my team and we all at Constant Power Services Ltd understand that education is everything.

“Keeping our staff informed and educated”