



Contract Scaffolding



Scaffold Hire & Sales



Protective Coating



Insulation



Industrial Cleaning



Our Mission Statement

We have been providing specialist services including Scaffolding, Insulation and Coatings to UK industries since 1935, across industrial, construction, housing, infrastructure, energy & power, agrochemical, and food & beverage sectors. Over time our service offering has increased to support the needs of clients. We embed an ethical approach, high standards and excellent safety record, all of which go some way to explaining our loyal client base and reputation as a trusted service provider.

As we go forward, our aim is to ensure that engagement with Enigma results in a positive experience for clients, employees, and other stakeholders alike, by offering a professional, friendly and value-adding approach that supports stability and growth for all.

This aim is supported by our five cornerstone values of Insight, Innovation, Inclusivity, Investment, and Integrity.

Vision

To deliver our services with quality & integrity and without fuss or fanfare, providing quiet satisfaction to all we engage with and employ – From there we grow together.

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Welcome

Welcome to Enigma Industrial Services Ltd Corporate Brochure. Within this brochure, you can learn about who we are, what we do, and where and how we do it. Hopefully, you'll find enough within to want to reach out to us. We would welcome the opportunity to learn about why we might be the right fit for you. So, when you're ready, read on.....



Scott Hardie
Managing Director



Leading Provider of Access & Industrial Services

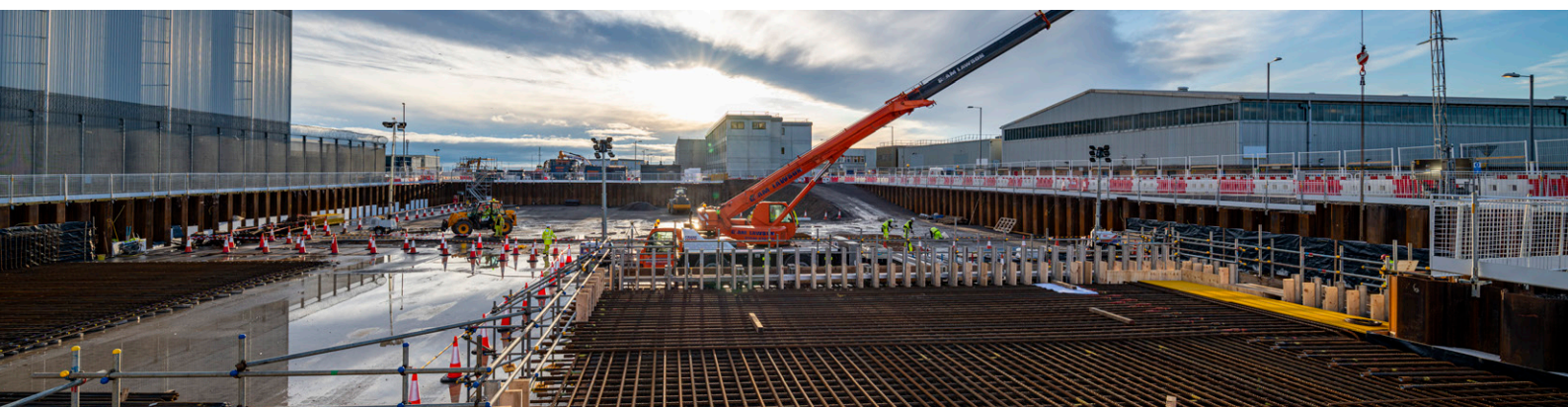
One of the UK's largest scaffolding asset bases with nationwide coverage



Introduction

Enigma Industrial Services have been providing Access and Industrial solutions throughout the UK since 1935. The organisation has a dedicated in-house scaffold design department & one of the biggest engineering teams in the country who provide economical, innovative, solutions and technical expertise to solve complex access challenges by gaining an invaluable reputation for excellence by utilising the latest design and planning software to deliver safe, reliable projects. Enigma has vast experience in the Design, Hire, Erect, and Dismantle of scaffolding structures and service most of the major industries within the UK. Since 2000, the service offering has grown to provide Thermal Insulation, Painting, Blasting, Specialist Coatings, and Industrial Cleaning. The organisation holds one of the largest stock-holdings of both system and traditional scaffolding and access equipment in the UK. The ethical approach, exceptionally high standards and unrivalled safety record go some way to explaining why clients continue to turn to us for solutions.

Over time our service offering has increased to support the needs of clients. We embed an ethical approach, high standards and an excellent safety record, all of which go some way to explaining our loyal client base and reputation as a trusted service provider.





What We Offer

Enigma are solution providers and support clients with complex challenges to continually deliver cost effective projects.

The organisation supports multiple market sectors and provide a full range of cost-effective solutions that can be delivered individually or seamlessly integrated as multi-disciplined packages for new build, refurbishment, project, outage, or maintenance contracts. Enigma is the official UK distribution partner for HAKI System Scaffolding and provide additional services including insulation, protective coating, industrial cleaning, and facilities management with nationwide coverage.

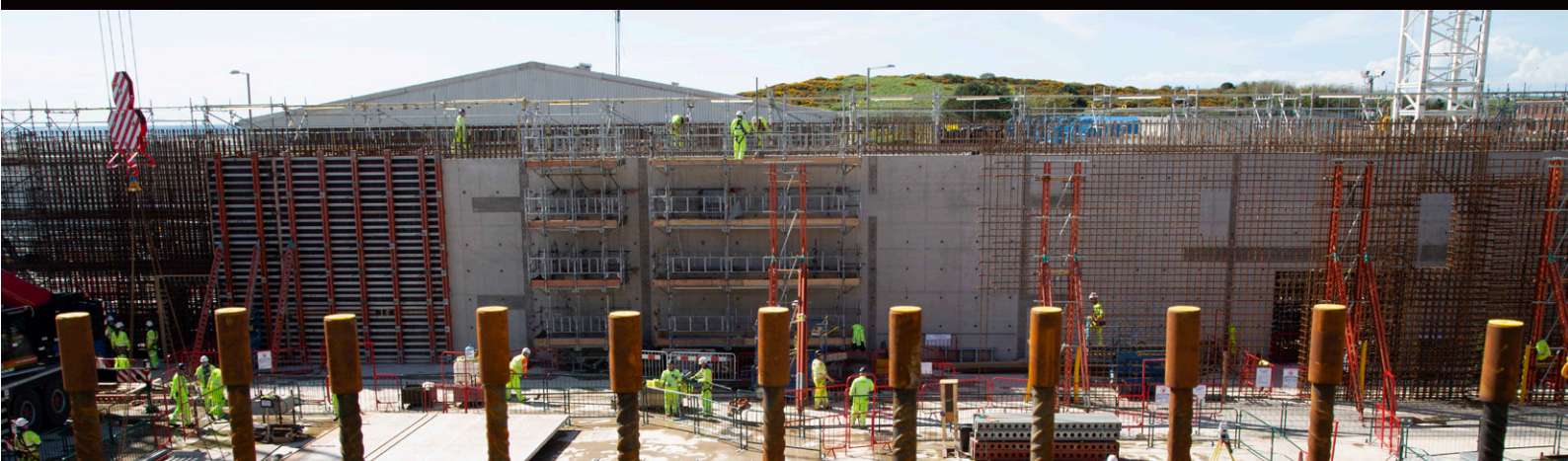
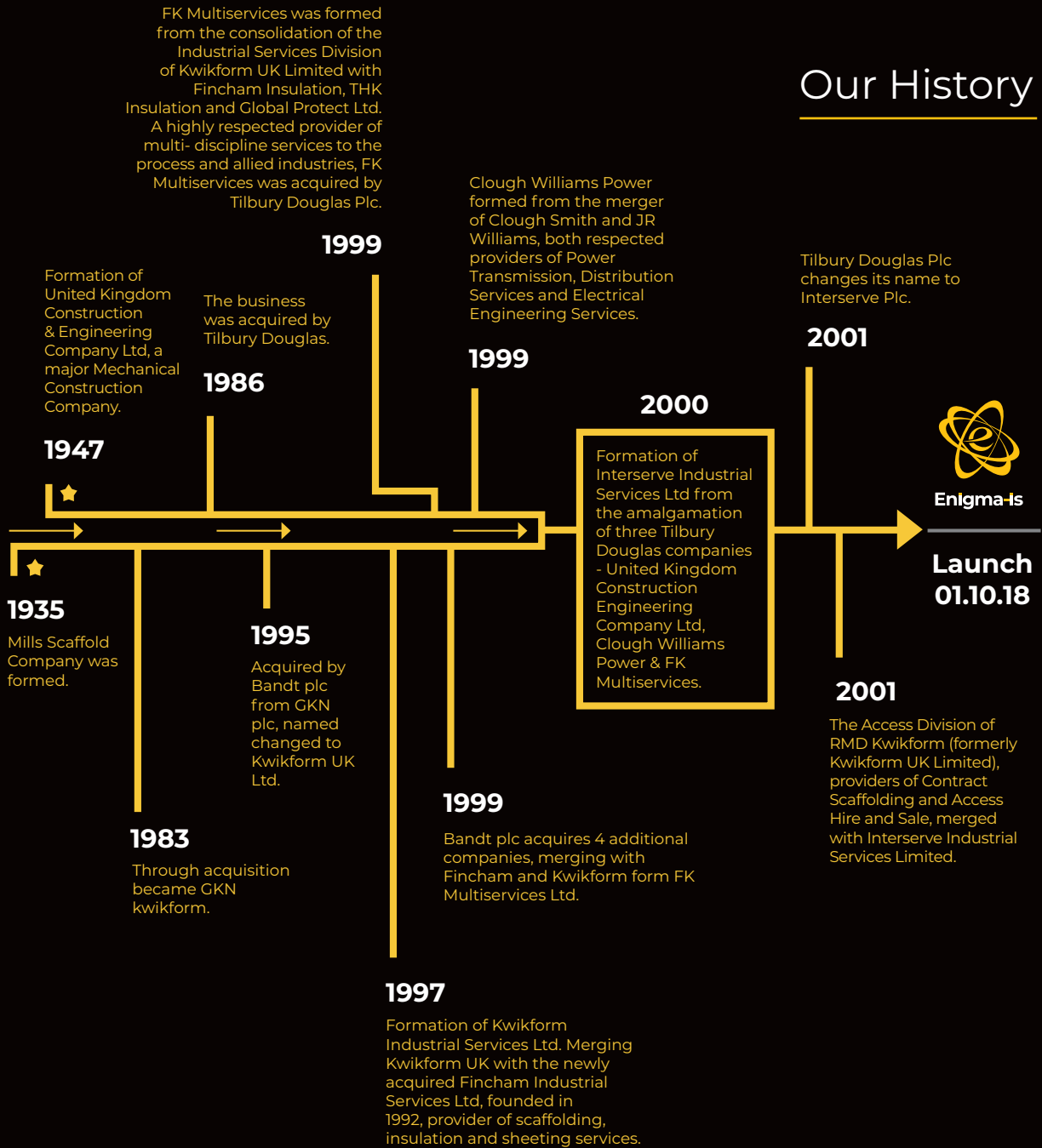
Our 900+ experienced workforce is located across regionally managed offices, ready to service our market sectors and client base. The leadership headed up by our Managing Director Scott Hardie and his team collectively have more than 250 years of experience in the sectors which we operate.

Clients benefit from:

- 85+ Years of trading experience
- Nationwide Coverage - delivered from 12 National Service Centres
- 900+ Employees - fully trained and continuously assessed
- In-house QSHE, Design & Engineering Teams
- Active NASC member and accredited training provider



Our History



Leadership Team



Scott Hardie
Managing Director

Enigma's Leadership Team is responsible for the companies strategic direction, as well as supporting all corporate activities. The team works closely to ensure that Enigma meets the demands of its customers and other external stakeholders, whilst providing a safe environment and a positive, innovative, and exciting working culture for our employees.

Enigma Industrial Services have received over 120 RoSPA awards during the past several years and these accolades provide recognition for the organisations operational systems, standards and training programmes.

The QSHE Policy is endorsed by the Enigma Board and regularly reviewed. The structured policy outlines our processes to ensure delivery of a successful health and safety culture. Extending out from our policy is our Enigma Business Management System (BMS for short).



Thomas Adams
Operations Director
Access North



David Cairns
Commercial Director
Access Services



Kevin Fitzpatrick
Business Development
Director



Darren Greenall
Operational Services
Director



Geoff Hughes
Human Resources Director
CIPD IOSH



Ian McDougall
Finance Director
BA, FCA MBA



Roy Rogers
QSHE Director
CFIOSH, CQP, MCQI, MIAM



Paul Smith
Operations Director
Access South



Gary Stephens
Commercial Director
Hard Services



Darren Williams
Operations Director
Hard Services

Performance is measured pro-actively through audit, inspection, recording and analysing positive interventions, near misses, minutes of management meetings and reactively examining data collected after incidents, sickness records and other / previous investigation reports.

Management Reviews are carried out timeously to ensure our policy and BMS (Business Management System) are effective, efficient and continue to meet legal requirements, corporate objectives and changing circumstances.

Our aim is to continually improve; benchmarking against the British Safety Council and industry standards.





Our Values

Our aim is to ensure that engagement with Enigma results in a positive experience for clients, employees and other stakeholders alike, by offering a professional, friendly and value-adding approach.

Enigma Industrial Services is committed to our corporate values of Insight, Innovation, Investment and Integrity, thereby always working in a fair and responsible manner whilst improving the quality of life for our employees and contractors, and the local communities we work within.

● **INSIGHT** ● **INNOVATION** ● **INCLUSIVITY** ● **INVESTMENT** ● **INTEGRITY** ●

INSIGHT

Promote a strong ownership culture achieving the optimum blend across the aim of meeting client goals, our business objectives and individual incentives.

INNOVATION

Focussed on continuous improvement, we research and consider new ways of doing things from product development, through our supply chain, extending to sales and service delivery.

INCLUSIVITY

We provide access to opportunities and resources for people who might otherwise be excluded or marginalised by creating an inclusive culture where everyone feels valued with equal opportunity to succeed. Enigma actively encourages stakeholder engagement.

INVESTMENT

Encourage investment proposals which are focussed on areas where we believe we can deliver an edge, evolving as we strive to develop solutions to meet the needs and expectations of clients.

INTEGRITY

Lead a safety focussed culture whilst taking personal responsibility, value differences and build open, honest, transparent and respectful relationships.

Employees

Many of our employees work on our clients projects and sites, necessitating an independent and empowered approach to delivery, and so we have adopted the “five rules of empowerment” to encourage greater initiative. If employees have an idea or need to act quickly, they have an automatic green light to proceed when they can answer “yes” to these questions:

- Is it right for the customer?
- Is it right for Enigma?
- Is it ethical?
- Is it in line with Enigma's core values?
- Are you willing to be held personally accountable for your decision?

Corporate Responsibility

Our Corporate Responsibility principles are based upon our core values and cover the following areas:

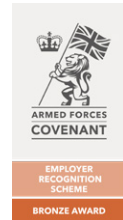
- Workplace and work environment (employees, contractors and subcontractors)
- Marketplace (clients, suppliers, partners)
- Environment & Sustainable Development
- Community (local and wider)





Our Culture

Our work culture is based on mutual trust and respect, ensuring that our employees are treated fairly and with dignity and they're valued for their individual abilities. That's why we work hard to encourage and promote diversity and equal opportunity across all our locations. We are an equal opportunity employer and pro-actively recruit ex-military personnel by pledging to honour the Armed Forces Covenant. We also help to support local community initiatives to improve well-being and education.



Wellbeing & Support

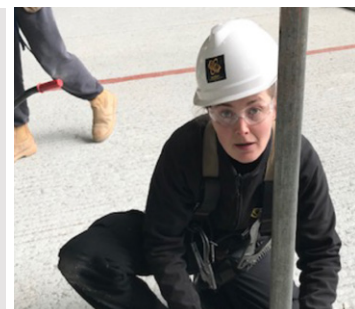
We're proud at Enigma to have employees who continue to work with us even after 50 years and recognise that the health and wellbeing of all our employees is critical to the long-term success of our business. To help retain employees we encourage flexibility across our business as a way of improving work-life balance. Our Employee Assistance Program includes counselling and we support colleagues with mental health problems and promote well-being throughout the organisation.

Inclusivity

We are committed to supporting and promoting equality, diversity, and inclusion by providing access to opportunities and resources for people who might otherwise be excluded or marginalised by creating an inclusive culture where everyone feels valued with equal opportunity to succeed. Enigma actively encourages stakeholder engagement. We believe that everyone is entitled to respect and dignity and we are committed to building an environment where our employees, customers, contractors, and visitors are treated in this way.

Women in Scaffolding

Historically scaffolding is perceived to be a male-dominated environment throughout the UK. However, Enigma Industrial Services is pro-actively changing this by providing training initiative opportunities to attract more women into the sector by demonstrating a clear commitment to equality and diversity.



Enigma Industrial Services Ltd is an accredited training provider of the Construction Industry Scaffolding Record Scheme (CISRS) and International Powered Access Federation (IPAF). In addition to inhouse training, employees may undertake additional training identified through training needs analysis for example First Aid, Confined Space, CATC Asbestos Awareness for Scaffolders, NVQs in Health & Safety Practice.



Health & Safety

With a strong commitment to Quality, Safety, Health, Environment & Energy, Enigma provides an award winning accredited safety-first professional service, and operate an integrated management system.

Also, to further support our impressive safety record, Managers and Supervision are trained to IOSH standards whilst others have concluded a NEBOSH qualification.

We continually strive to listen to our employees to ensure best practice and innovate by ensuring;

Health & Safety Passports for all site staff.

Supporting Safety Behaviours

Joined Up Safety Awareness Campaign Literature

We have regional proactive, professional Safety teams

Improved Reporting through dedicated Safety Portal



Commitment to Safety

Safety Awareness Training with Eddie videos, campaigns.... Employees are empowered to stop work if they feel it is unsafe to continue. Clients recognise our commitment to safety and quality best practices when working on-site by presenting Enigma operatives with award certificates.

✔ Think Safe ✔ Work Safe ✔ Stay Safe



Risk Management

Statutory compliance is managed using Legislation Update Service (LUS) Compliance Management which provides Health, Safety & Environment legal, risk and opportunities and target & objectives registers. The LUS cloud-based system is monitored monthly, updated incorporated and communicated to the company as appropriate.

Enigma risk and incident management are recorded on

Sevron365. Risk assessments and method statements are produced in collaboration with the client and workforce as appropriate to ensure any site-specific arrangements are addressed and assist Enigma Industrial Services to assess the significant risks, identify suitable control measures and develop safe systems of work for the workforce to follow, minimising the potential of injury and ensuring compliance.

Accreditations & Memberships

Enigma are founding members of the National Access & Scaffolding Confederation known as the NASC, and this provides the organisation with a platform to become an advocate for the wider scaffolding industry community and actively contribute to its continual development.



Quality Service

Enigma Industrial Services have robust management systems covering all aspects of ISO 9001:2015 (Quality), ISO 45001:2018 (Safety & Health), ISO 14001:2015 (Environment) and ISO 50001:2018 Energy Management System (EnMS); the latter covers the requirements of the UK Government Energy Savings Opportunity Scheme (ESOS) and Streamlined Energy and Carbon Reporting Scheme (SECR) energy reporting requirements.

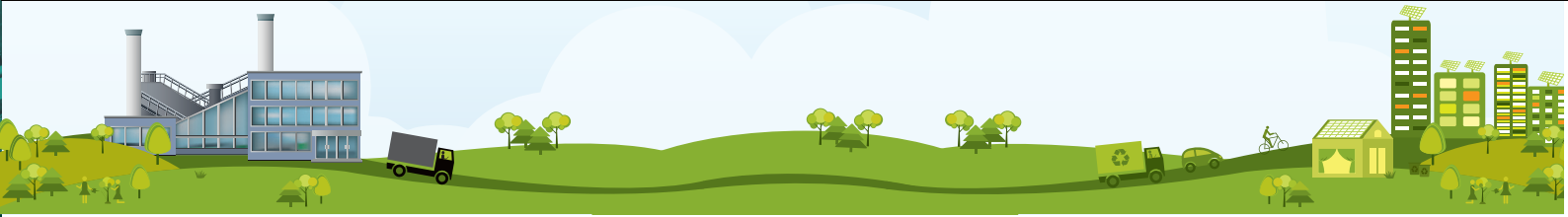


BMS Business Management System™

Our Business Management System (BMS) processes cover all aspects of our bsi certification and are evaluated on a regular basis to ensure they are suitable and sufficient for the task:

- QSHE & Energy Internal Audits (1st Party).
- Leadership & Management Audits (1st Party).
- Site inspections dependent on service delivery (1st Party).
- Joint Enigma / Client Audits or Inspections (2nd Party).
- Contractor Accreditation Schemes (3rd Party).
- British Standards Institute (3rd Party).

The organisation promote a “Get It Right First Time” philosophy to ensure our high quality standards are continually maintained throughout everything we do. Corrective and preventive actions are undertaken in a timely manner and monitored to ensure they are effective and efficient to ensure continuous improvement.



Sustainabilities

Enigma Industrial Service Ltd Sustainabilities Plan 2022 provides the company with an overview of the current ISO14001 Environmental and ISO50001 Energy management goals and future Sustainabilities initiatives and projects. Five long-term goals to strive towards, and recommended strategies to begin to achieve those goals. Enigma Industrial Service Ltd Sustainabilities Plan will help achieve the company sustainabilities objectives by creating an actionable road map that prioritises projects, timelines, gaps in data needed to deliver sustainabilities metrics to meet goals, and key factors such as departments that will be involved in the next steps to bring the strategies to realisation.

Leadership, Collaboration & Partnership

Timeline Plan

Working Together & Enabling People



Enable knowledge growth through research of sustainabilities, industry, where Enigma stand and potential outcomes.

Enable knowledge growth and accessibility through networks and services that support more efficient and effective understanding and compliance.

Develop high level strategy through the provision of communication networks.

Develop smart and sustainability action plans and services through innovating and improving the planning, support, communication and training, increasing collaboration and systems-thinking to seek mutual gains and mitigate risk.

Monitor sustainable action plans and value through impact and influence on stakeholders, partners and suppliers.

Reduce the carbon impact of operation delivery and use of the Significant Energy Use (SEU) through responsible use of resources, reuse and re-purposing, as well as driving the net-zero transition and enabling Enigma and customers to make more sustainable choices.

Maintain and enhance the balanced delivery of economic, environmental and social value through robust planning, rigorous appraisal and decisions that prioritise sustainability.

Strategic Areas of Focus

Sustainability Principles Strategy 2022-2030 identifies several challenges to the continuation of business as usual within Enigma Industrial Services and will present a way of changing the overall risk profile of the company through mitigating, minimising and designing-out potential flaws likely to act as obstacles to business success over the long term. Sustainability Principles Strategy 2022-2030 identifies five pillars:

- 1. Leadership:** Enable leadership to positively promote sustainability and community engagement.
- 2. Energy & Carbon Management:** Offsetting net carbon emissions and having beneficial biodiversity impacts.
- 3. Waste Management:** Minimise and actively manage waste through elimination, reduction, reuse, and recycling.
- 4. Partnership & Engagement:** Develop formal and information collaborative partnerships with Sustainability Champions.
- 5. Sustainable Procurement:** Positively influence the sustainability performance of suppliers and the sustainability credentials of the goods and services that we purchase.



We are committed to fulfilling our social responsibility, encouraging sustainable economic development while improving the quality of life of our employees and contractors as well as contributing to the communities we work in.



The current state of climate emergency has led the UK government to implement a new law which will require the UK to bring all greenhouse gas emissions to net zero by 2050. We are committed to making environmentally conscious changes to our business now to help alleviate the threat of climate change in the future.

Nationwide Coverage

Over time our service offering has increased to support the needs of clients. We embed an ethical approach, high standards and excellent safety record, all of which go some way to explaining our loyal client base and reputation as a trusted service provider.

We provide UK coverage across a range of diverse environments, and our services can be delivered individually or as multi-disciplinary activities; we frequently quote across several sites to drive better quality, continuity, and economy of scale. The breadth of our services affords comprehensive support to clients. Our operational bases around the UK are perfectly positioned for providing strategic geographical support to our clients nationwide.

Enigma provides nationwide coverage from 12 Enigma Service Centres around the UK and support clients



Service on demand

With over 900 employees, we are able to supply additional labour at key projects phase stages when needed by clients. Our on-site teams assist with maintenance at nuclear and industrial facilities and help with plant outage shut-downs. We also provide emergency call-out cover at manufacturing sites to ensure production lines are maintained.

operating within the Agrochemical, Defence, Energy & Power, Nuclear, Food & Beverage Production, Industrial Manufacturing, Infrastructure, Petrochemical & Pharmaceutical sectors with onsite residential teams. To deliver individually or seamlessly integrated multi-disciplined packages for refurbishment, project, outage, or maintenance contracts.

Please visit www.enigma-is.com for more information on our extensive range of services and product solutions.

Alternatively please call us on **0330 678 1199** and our experienced professional support team will assist you with your enquiry.

STOCK

Enigma operates one of the UK's largest scaffolding asset bases and the organisation continually invest in new stock.

SERVICE

Enigma have one of the largest in-house design and engineering teams within the UK and support clients by providing cost-effective solutions to complex challenges.

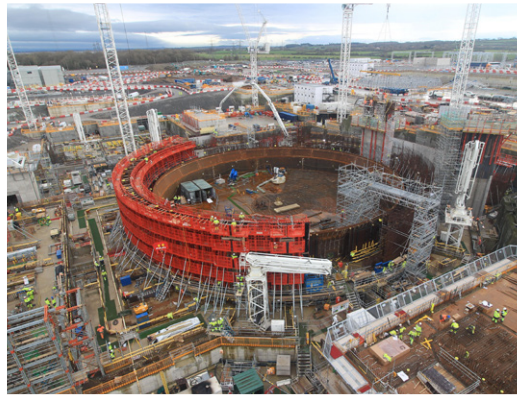
SUPPORT

Enigma provide full UK coverage and provide enhanced design, training, and technical support services through knowledge and resource-sharing practices.

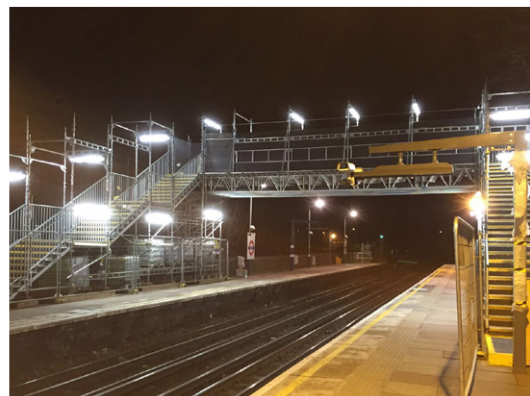
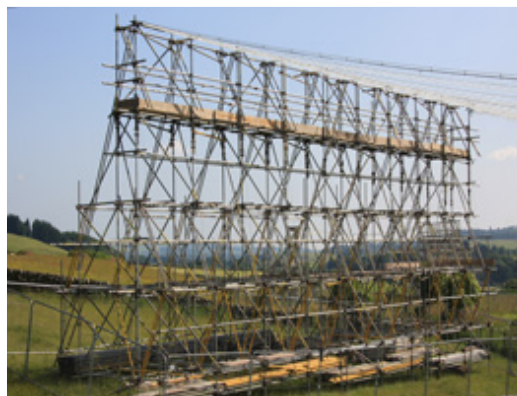
DELIVERY & COLLECTION

Collect stock, or have stock conveniently delivered from strategically located regional depots. Enigma are the official HAKI UK distribution partner.





Project Case Study Library
www.enigma-is.com





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