



OHES

ENVIRONMENTAL



**Providing Environmental Solutions**

## What is OHES?

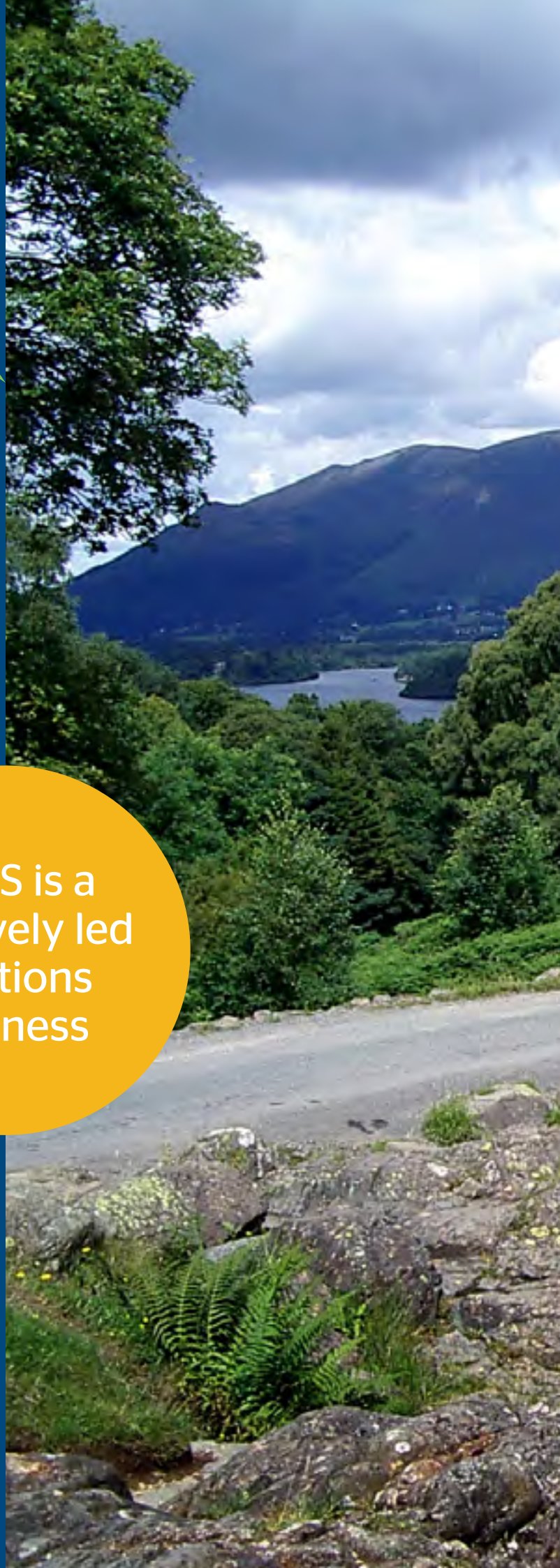
OHES is a **multi-disciplinary** environmental consultancy operating from sites right across the UK. Part of a global organisation which is consistently ranked as one of the most ethical in the world and with its origins in **remediation of fuel oil spills** OHES is now a leader in the **environmental claims management** sector working with insurance companies and loss adjusters alike. The business has, however, added a number of new divisions over the last 10 years and now our **Contaminated Land** and **Ecology** divisions are led and staffed by some of the brightest and most experienced consultants in the UK market place.

OHES is a  
creatively led  
solutions  
business



# OHES

ENVIRONMENTAL



# our business





## Why choose OHES?

First and foremost OHES understands the commercial and environmental pressures our clients face and our position as the bridge between these two, often competing, worlds gives our clients the peace of mind they need. However, it is the experience of the divisional leaders and their teams of consultants that makes the biggest difference. We are a very credible partner with proven expertise.

OHES is staffed by approachable, friendly and forward thinking people

Our clients know that every OHES consultant, many of whom are ex-environmental regulators, has a **minimum of a science degree and 5 years' experience in the business**. What's more they deliver cost

effective and timely solutions to the environmental challenges our clients face. In the face of competing with some of the larger consultancies it is essential that we continue to invest in the quality of our people and we do this actively.



# our people



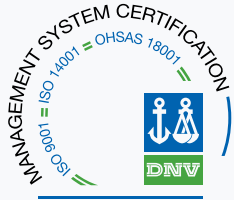
Managing Director **Stewart Ower** currently chairs the UK Spill “Spill Technical Advisory Group”, was a contributing author to the Fire and Rescue Service Operations Manual on Environment Protection and developed the UK Environment Agency’s Pollution Prevention Guidance note PPG21 Incident Response Planning.



## Why choose OHES?

We are all too aware that time is money and we aim to solve problems as quickly as possible whether this is in our **response time to a spill incident, remediating a contaminated piece of land or carrying out a protected species programme** for a property developer. As a business OHES is fastidious about excellence and we work hard to demonstrate our commitment to this.

We have ISO 9001, 14001 and 18001 accreditations in quality, environmental and health and safety management systems respectively. We are a UKSpill accredited contractor, hold membership of OFTEC and we are on the Gas Safe Register whilst also being a registered supplier with Achilles UVDB and an Altus Assured Vendor. We are members of the Oil Care campaign, the FPS and the UK Spill Association whilst we encourage, and support our technical staff, as members of leading industry organisations like IEMA, CIWEM, CILA, IOSH, IFM and the Geological Society.



Registered  
Business



# our qualities



## Why choose OHES?

We pride ourselves on communicating with our clients in a **clear, concise and jargon-free** way. Our role is to ensure the safety of people, property and the environment, but above all we are there to protect our clients' reputation and interests, ensuring all actions and costs are proportionate. This is often a delicate balance to achieve but we are proud to record that **in dealing with over 6,000 incidents not one of our clients has been prosecuted for causing pollution where OHES managed the initial response.**

OHES fuses scientific and environmental excellence with business pragmatism





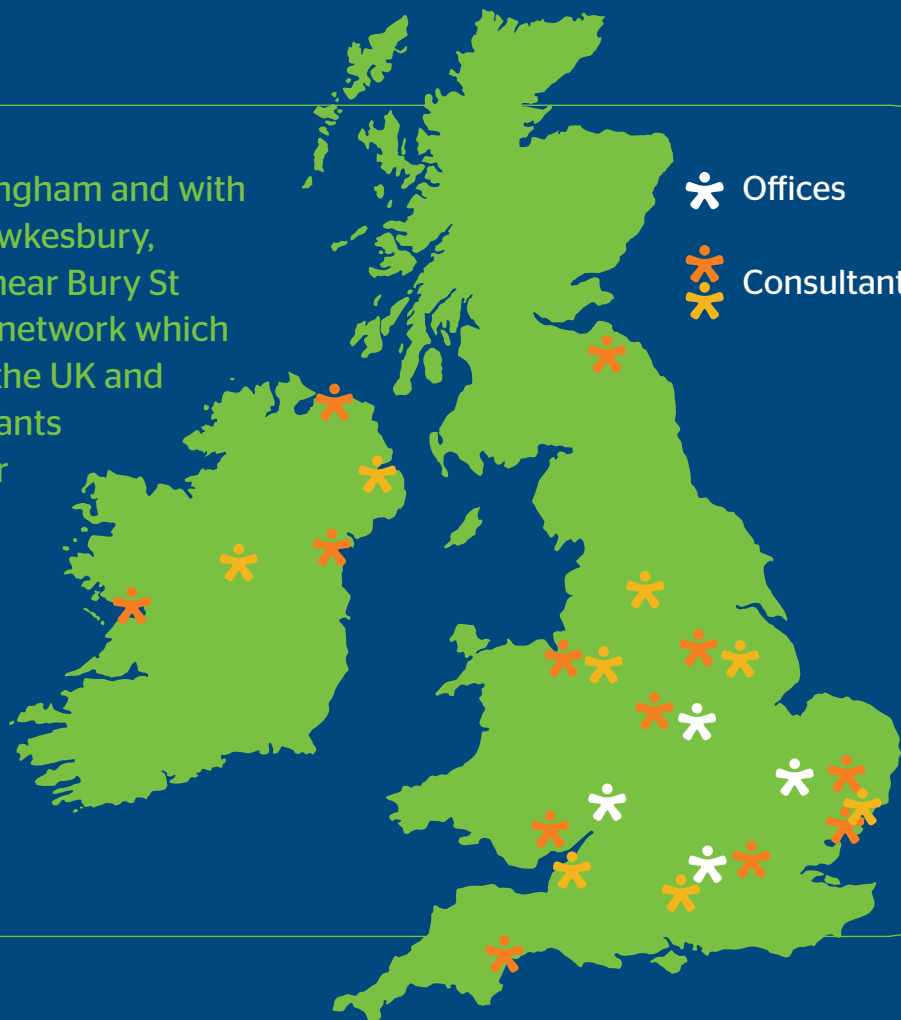
# our clients

We work with a number of **outstanding clients across a range of sectors**, all of whom face different challenges. They include:

Babcock • Balfour Beatty • Broads Authority • Anglian Water  
• Certas Energy • Cunningham Lindsey • East Midlands  
Airport • Environment Agency • Heathrow Airport • Local  
Authorities • MOTO Hospitality • QuestGates • RSPB • Savills  
• Speedy Hire • Suffolk County Council • Thames Water •  
WatsonFuels • Wildlife Trusts • WorldFuels • Zurich Insurance

With our HQ in Wokingham and with regional offices in Tewkesbury, Leicester and Risby near Bury St Edmunds we have a network which covers the whole of the UK and many of our Consultants operate close to their home base so **speed of response, local knowledge and national coverage** are major assets of the business.

 Offices  
 Consultants



OHES is *the*  
Thought Leader in  
its chosen market  
disciplines

Highly skilled in managing environmental incidents, we are without rivalry in our ability to provide an **emergency response investigation and remediation** service when an environmental incident takes place. However, like all successful businesses, we have added new strengths and expertise to our offer.

Our **Environmental Consultancy** divisions include full **Contaminated Land** and **Ecology** services and these are staffed by people with real sector expertise, so whilst a significant percentage of our business remains in the spill and incident sector we are equally at home advising clients on activities which centre upon planning and analysis.



Contaminated  
Land



Water Quality  
Environmental  
Monitoring

# our structure

Environmental  
Claims  
Management

Environmental  
Risk  
Management

1-2-3  
Spill Response

Quality &  
Environmental  
Monitoring

Ecology &  
Fisheries





## Environmental Claims Management

With insurance costs associated with pollution claims where there is an insured risk to human health, property and the environment being so high clients need to know they are in the hands of experts. Our Environmental Claims Management Team is our largest and our expert consultants are enjoying year on year growth as more and more insurers, loss adjusters and commercial organisations look to the OHES team to solve, what are often, complex situations.

“ The involvement of the team at OHES undoubtedly has a big impact on reducing claim costs”

Zurich Insurance



Operations Director **Dan Jones** and his team investigate the nature and extent of contamination resulting from an incident and develop an appropriate remediation strategy.





Remediation is carried out by our own people and a carefully vetted network of UK-wide contractors, managed from our Tewkesbury office under the guidance of **Dameon Hill**, Director of Response and Remediation.



Key relationships with the loss adjusters and the insurance market itself are expertly handled by Insurance Relationships Director, and ex loss adjuster, **Mike Marston**.





## Environmental Claims Management

The ECM team has specialist experience in dealing with claims relating to property, motor, liability, agriculture and major & complex loss.

**The high calibre, experience and personable nature** of our consultants makes OHES ideal to calm and manage the trauma associated with contamination of an individual's most valuable asset, their home.

Equally, our commercial awareness allows us to operate effectively in the commercial property insurance sector and High Net Worth insurance clients benefit from our personal approach, attention to detail and outstanding communication throughout.

We estimate that we investigate and remediate more oil loss property insurance claims than any other environmental consultancy in the UK.





“ We would like to express our thanks and appreciation for the way your personnel have dealt with the problems caused by the recent loss of oil from our tank. They have been most helpful, pleasant and conscientious throughout the whole process, from emergency removal of oil from our leaking tank, the subsequent investigations and excavations and finally the excellent restoration of the site.”

**Policyholder**



## Environmental Claims Management

When faced with contamination in soil, groundwater or building structures there are a number of issues which can exacerbate the situation ( severity and extent of the contamination and the environmental setting for example) as well as stakeholders who want it cleaned up and all of these increase the pressure on the insured party.

At OHES we have expertise in remediation techniques such as soil removal and pump and treat but in **our unique ECOTRAC system**, we have built our own sophisticated and leading edge technology which limits disruption and provides greater sustainable remediation.



### ECOTRAC in action...

In a recent major incident the design and deployment of a bespoke **ECOTRAC controlled system came to the rescue** in a challenging environment.





**ECOTRAC** has been designed, tested, built and programmed by our in house remediation team at their Tewkesbury HQ. It is capable of performing a wide range of applications when deployed in the field including:

- **Soil vapour extraction**
- **Product recovery**
- **Pump and treat**
- **Vapour control**

What's more the inbuilt telematics system enables our skilled operators to interrogate and control the unit remotely which effects significant cost savings to our clients. The design and sound proofing within the unit causes minimal disturbance to the site owners which in turn reduces stress levels. From a commercial point of view **ECOTRAC** deployment ensures remediation projects are closed at the earliest opportunity.





## Environmental Risk Management

Most businesses have a connection with the environment and those that cause pollution can face heavy fines, clean-up costs and long standing reputational damage.

OHES offers a full risk management and compliance consultancy service which is designed to prevent business disruption and minimise the risk of your business suffering a major incident. Our expert staff visit our clients sites carrying out a full audit which highlights the environmental risks associated with the business operation, in relation to the environment, and which checks, amongst other things, installations, facilities, drainage discharges and processes for compliance.

All of this enables our Consultants to deliver a risk rating using our proprietary **Environmental Risk Management Tool**.



The audit is about prevention rather than cure and we pride ourselves on identifying areas of risk for our clients whereupon **we deliver pragmatic, cost effective, recommendations** which will provide protection and peace of mind. Working at the interface between the environment and industry, we understand that accidents do happen so we back this up with a full Incident Response plan, including an emergency telephone line which is staffed by OHES personnel, which can be initiated in the unlikely event of an incident taking place.

“ We find the OHES team to be professional, highly skilled, and enjoyable people to work with, who always make time for us when we need them. We look forward to continuing our relationship into the future.”

**Andy Johnson**, SHEQ Director  
Speedy International Asset Services





## 1-2-3 Spill Response

Bringing all of our services together in a simple-to-access way is our newest divisional launch 24/7 Emergency Response. **This division uses all of the skills and expertise within OHES** and is a gateway for new and existing clients alike. It is designed to offer an emergency response solution based on three simple actions:

### **1 > Call • 2 > Mobilise • 3 > Clean up**

Calls are answered by experienced Incident Advisors who will offer immediate advice to calm the situation and gauge the threat to people, property and the environment. If our people can remedy the situation over the phone by providing pragmatic pollution control advice we will do so without charge but if they think the incident warrants a response team to be activated (and the client agrees) then our UK Spill accredited Incident Advisor team will attend the incident and take charge of the situation from an environmental point of view. Beyond that we can carry out a full investigation into the extent of damage and devise a remediation and site restoration programme. At all times we focus our efforts on minimising business interruption as a result of an incident.





## Tanker Rollover Incident A14

“ Thank you for dealing with it so quickly and efficiently, it certainly makes our incident response easier if we are dealing with someone who knows what they are doing”

**Environment Agency**  
Anglian Region



Working closely with Response and Remediation Director Dameon Hill, the team is led by **Caroline Raine**, a highly experienced and qualified Chemist.





## Contaminated Land

Contaminated Land is a generic term used to describe **land that has been polluted by previous activities** on site. The presence of contaminated land can present numerous commercial, technical and legal challenges, which can all generate uncertainty, cost and delay whether a piece of land is being bought, sold or redeveloped. OHES strongly believes that the key to managing land affected by contamination, and the successful completion of any land development project, is the provision of **straightforward, concise and timely advice** which quantifies these risks and delivers value.



Whatever the challenge, our main focus at all times is on satisfying our client's objectives and we strongly encourage **integrating a contaminated land survey into the design process.**

With decades of collective experience gained providing advice to the fuel/oil, property and industrial sectors and a pro-active and innovative approach, OHES possesses the dedication, skills and tools to deliver the advice you need to balance and minimise your environmental risks and optimise the value of your project.





## Contaminated Land

Our consultants come from a wide variety of backgrounds and collectively they have worked in most sectors where contaminated land is an issue from former industrial sites to brownfield developments. In the fuel oil sector alone **OHES has completed environmental inspections, investigations and remediation on over 250 fuel oil depots and petrol stations.** These services have mainly been carried out as part of **environmental due diligence**, environmental risk management or following an incident at a site.

In the construction sector as the UK economy recovers the demand for greater residential house building is increasing and, in order for our clients to gain a competitive advantage, maximise land value and minimise environmental risk we have developed **innovative, dynamic and diverse services and products** which focus on delivering advice and information in a client friendly way.

We cover the whole life cycle of a site from purchase through development and operation to closure and exit and we divide our approach into 3 distinct phases which clients are free to choose from:

- Phase 1 **Desk study**
- Phase 2 **Site investigation**
- Phase 3 **Risk assessment and remediation options**

In addition to environmental inspection and risk management audits we also provide our clients with **business-critical feasibility studies and environmental due diligence reports.**





“ Having just resurveyed all our depots for our 5 yearly environmental checks I am delighted with the work and service provided. The team at OHES provide us with a high quality technical product explained in a simple concise manner”

**Simon Caunt**  
Chandlers Oil and Gas





## Ecology & Fisheries

Our team of **experienced ecologists and scientists** bring a creative, flexible, and pragmatic approach to a range of ecological and environmental monitoring disciplines. Our clients enjoy high quality service and outcomes because we are specialists in each of our fields, often with regulatory experience. We offer a depth of knowledge and understanding of ecological systems which enables us to collect the right information and then apply that to real management solutions. We help our clients to understand and interpret data and information and provide them with a practical and achievable route to solving their management needs. Our areas of speciality include:

- **Habitat restoration and design**
- **Protected species surveys and ecological appraisals**
- **Fisheries and aquatic ecology**
- **Wetland ecology**  
(we are advisors to Natural England)
- **Ecological surveys and strategic studies**
- **Water quality management**
- **Invasive plant management**





Ecology and Environmental Monitoring Manager **Mike Hill** is responsible for the Ecology, Fisheries, Water Quality and Environmental Monitoring divisions, which has a team of specialists in wetland ecology, habitat restoration, protected species, fisheries, aquatic ecology and water quality. Mike ensures that our clients receive the highest level of quality and service through pro-active project management.





## Water Quality & Environmental Monitoring

OHES has a very successful track record of conducting a wide range of water quality monitoring programmes and investigations across the UK. We offer **bespoke monitoring services**, including monitoring programme design, sampling, analysis and comprehensive reporting services.

Examples include effluent and environmental permit compliance monitoring as well as the monitoring of rivers and lakes for diffuse and point source pollution and performing high-level, catchment-wide nutrients investigations. In addition, our expertise is sought in sampling the safety of bathing waters and attending pollution incidents where water quality, wildlife or human health may be affected by contaminants.





“ OHES have a great team who have a clear understanding of water pollution chemistry and have delivered first class service and support over the past year by providing a unique cost effective service for on site sample collection, analysis and advice.”

**Clodagh Murphy**  
ARM Ltd

We would love to hear from you...

We have exciting plans for new service offerings and we have established some **excellent business partnerships** with organisations that are experts and leaders in their fields.

We have a strong platform of expertise, experience and a huge passion for our business and we are well positioned to win new business and to develop new partnerships and relationships with organisations that share our beliefs.

Partners  
Advisors  
Experts

# a bright future



If you would like to talk to us,  
please contact **Roger McKerlie**,  
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**07703 344139**



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