



TOWER

Breaking ground...



wearetower.com



wearetower.com



The Power & Utilities sector needs a partner that won't let them down, provide problem-solving products, offer advice and expertise, and always deliver on-time and in-full. We understand the unique risks involved, which is why we're always developing and enhancing PPE solutions.

The journeys we've been on with our clients over the years have defined us as a supplier. It's helped us evolve, adapt, and grow alongside them. They've taken Tower around the globe, learning, and innovating as we went to find the next solution that will keep people safe.

We have lots of customer success stories showcasing how we have worked with clients and manufacturer partners to break new ground and develop innovative products and solutions. They're a great way for companies to understand what a mutually beneficial partnership looks like in action.



Bruce Woodfield
Divisional Managing Director

...work safer, be better.

Testing times

How an aerated water test ensured life jackets were safe for a utility client.

One of Tower's major water utility clients working near facilities such as reservoirs and treatment tanks requested life jackets that had been tested in aerated water. Aerated water is water that is artificially impregnated with a large amount of gas, normally as carbon dioxide.

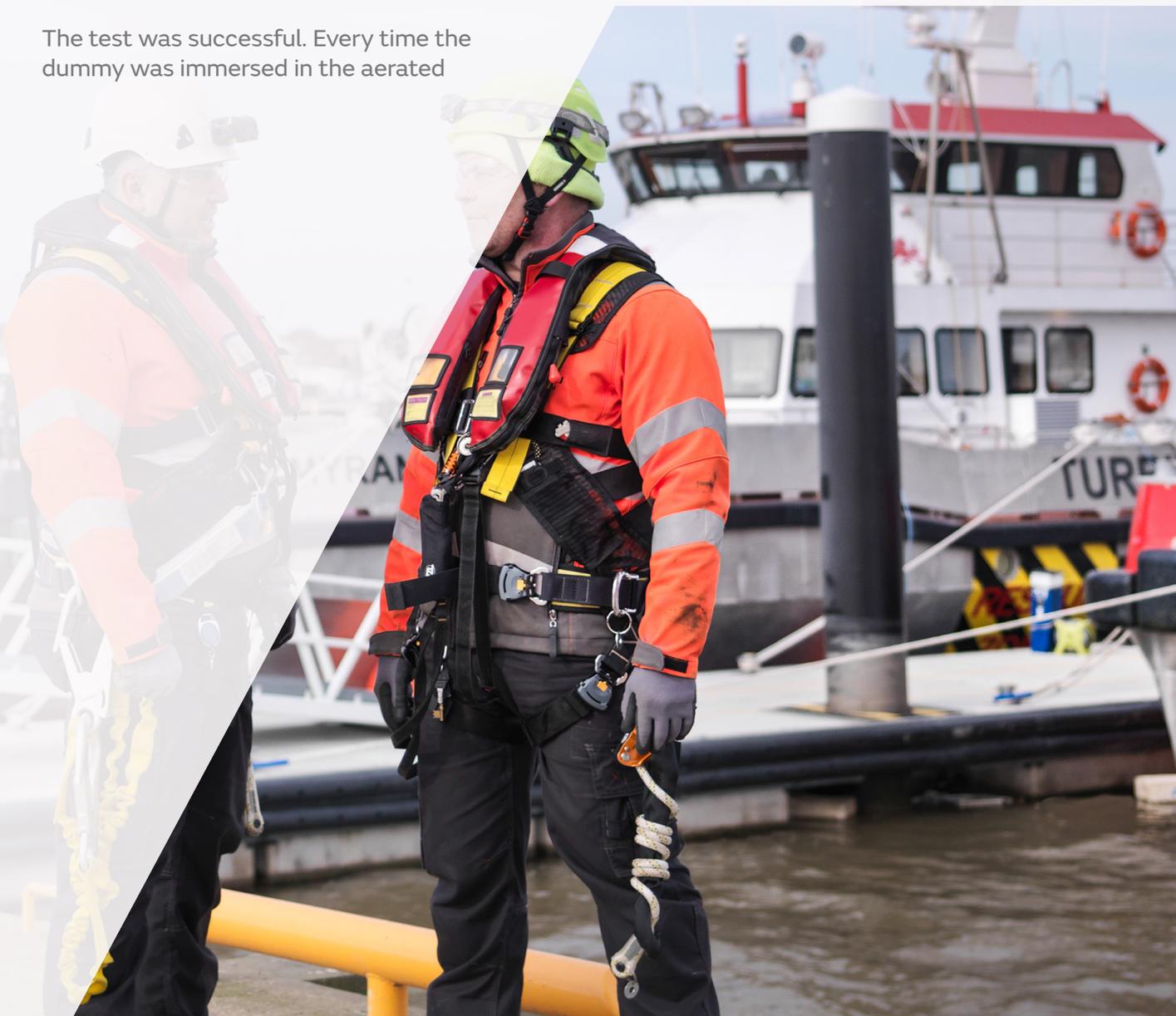
At that time, the inflation mechanism was only tested in normal water. As a solution-focused partner, we began testing the performance of life jackets using a tank and dummy. We worked with the manufacturer to test the current solution, and if necessary, develop a new and even safer one.

The goal was to find out if a) the inflator mechanism functioned correctly in aerated water, b) the in-water position of the dummy is as it should be with the respiratory tract well above water, and c) whether the effect of buoyancy was reduced through the air in the water and currents in the tank.

The test was successful. Every time the dummy was immersed in the aerated

water, the inflator mechanism was activated, and inflation started without delay. This is particularly important in case the wearer is unconscious and if in a face-down position became face-up within 5 seconds.

As Tower were managing the test, we wanted to make sure it was thorough enough to ensure client safety. The dummy was put in different positions in the testing tank, exposed to different currents, and forcefully dragged across the pool, until the test results left the client with no doubt it was safe.



As these new systems were heavier than traditional systems, technicians were having trouble moving them from the vans into the homes. Regular forklifts and lifting devices could not be used, and pallet trolleys would often have problems on some driveways and moving on soft ground.

More concerning was that technicians were experiencing strains and injuries from lifting and carrying the equipment. The client therefore asked us to develop a lifting bar with straps that distributed the weight evenly, enabled safer carrying, and was more flexible in confined spaces.

We took the client's idea to one of our manufacturing partners with a brief. As a partner that works closely with our clients, we had a clear understanding of the problem and the solution that needed to be developed. This included ensuring the bar looked modern and professional for the client.

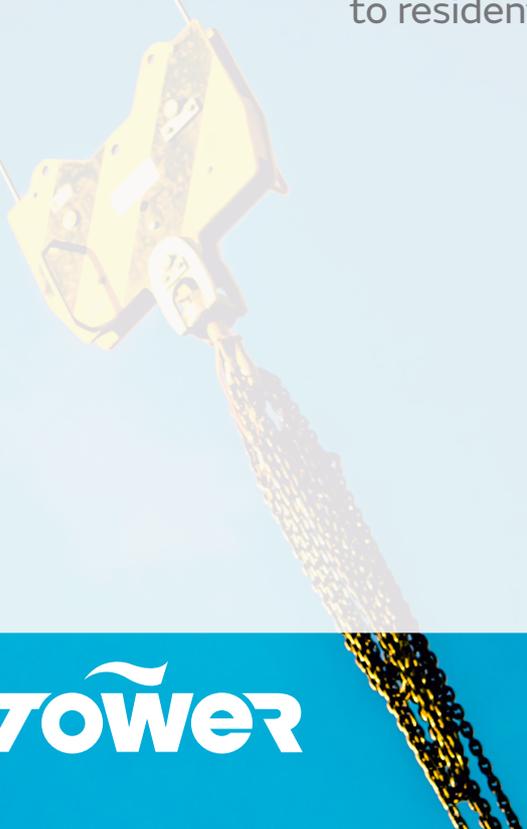
The bar was successfully developed, produced, and adopted by the happy client. The new lifting bar featured a padded midsection to prevent damage to the unit being carried, a metal flange that prevented the sling from accidentally slipping, and ergonomic grips for ease of carrying.



Doing the heavy lifting

How we developed an injury-preventing solution for a gas and electricity client.

A major gas and electricity provider approached Tower with a problem that needed solving. They were experiencing difficulties when delivering new boiler systems and heat source pumps, especially when supplying them to residential customers.

A yellow lifting hook and chain assembly is shown against a blue background. The hook is yellow and has a silver-colored metal eye. A thick yellow chain is attached to the bottom of the hook. The background is a gradient of blue, with a white triangular shape on the right side.

TOWER

High and dry

How a new foul-weather solution kept our client performing at their best at work.

Our value as a partner is often felt most during the regular review consultations we have with clients. During one session with a top power generating company, the client asked us to develop foul weather garments that performed particularly well during harsh winter conditions on UK coasts.

TOWER

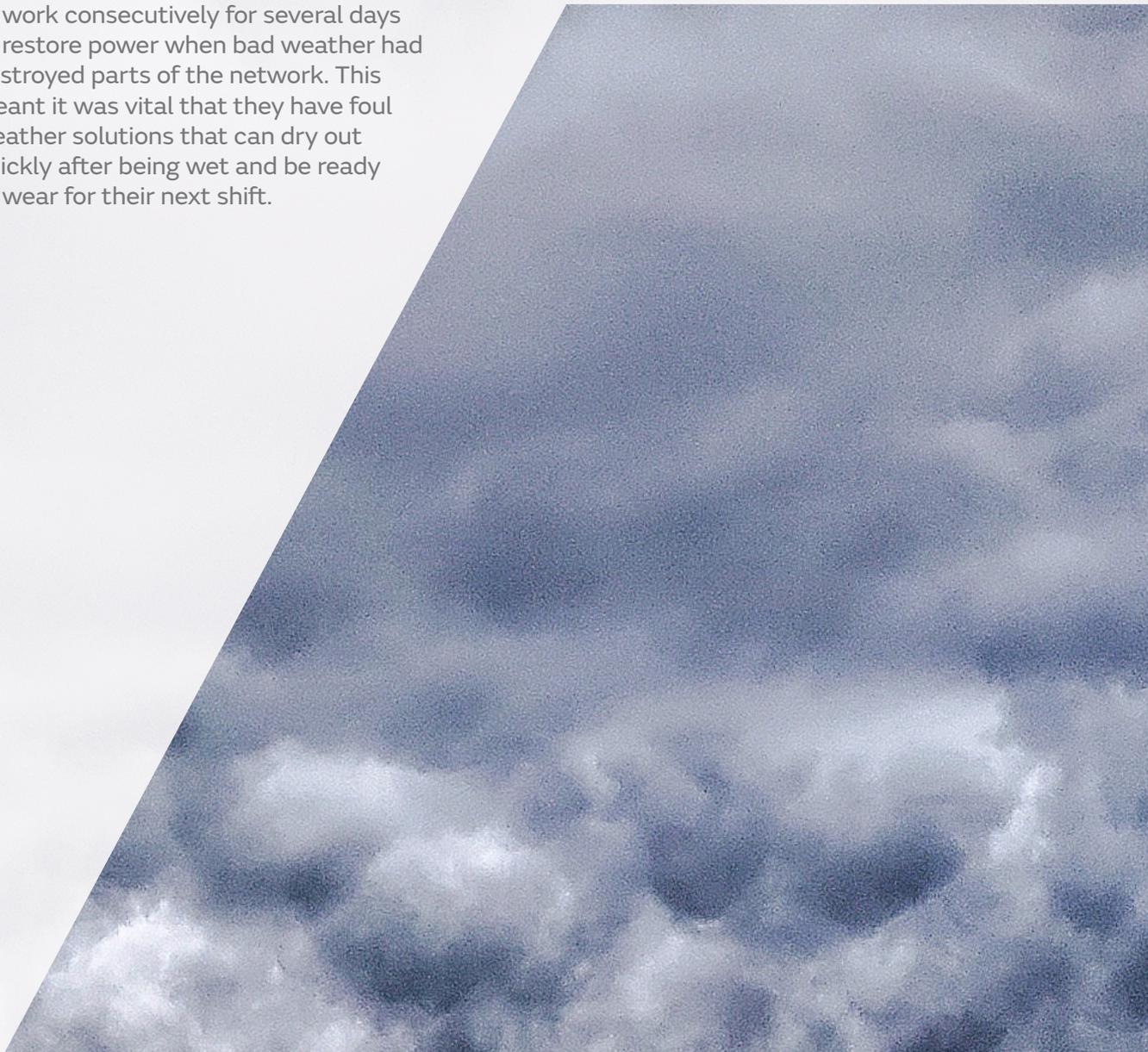
UK winters can bring extreme weather such as heavy rain, snow, gale force winds, and storm conditions. Although existing garments met safety and health regulations, wearers reported that when they became very wet it would become uncomfortably heavy and have a long drying out time.

When the engineers worked in driving rain and windy conditions, the rain was coming at angles that meant the traditional features on the existing garments were not preventing water getting into the garment. This was causing discomfort and what is often described as 'wet neck'.

The engineers were sometimes required to work consecutively for several days to restore power when bad weather had destroyed parts of the network. This meant it was vital that they have foul weather solutions that can dry out quickly after being wet and be ready to wear for their next shift.

Our mission was to develop a foul-weather garment that would be tough enough for the client's working conditions whilst also waterproof, windproof, flexible, and lightweight. Working closely with a leading global waterproof garment manufacturer, we developed a new fit-for-purpose solution.

As the engineers worked with electrical systems with the potential risk of being exposed to an arc flash incident, the new solution was also made to be arc resistant. The garment was certified, and field tested with the client, who reported it performed excellently when worn by their engineers.



After concluding that the client had been using a particularly wide range of solutions with their previous supplier, we began work on a project of rationalisation and standardisation. We also helped the client find and switch over to alternative solutions when products were no longer available.

We even found that we could improve the way they laundered their coveralls. Using our relationship with commercial laundry service phs beSafe, we provided a comprehensive end-to-end ordering, laundry, and delivery service, with lockers and a simple repairs service for them to use.

The client also immediately benefited from our unrivalled safety and best practice knowledge. Tower's understanding of garment standard requirements for each job role and type of risk, led to a safer, more rationalised product range from the outset of the contract.

A partnership with Tower also meant access to our ordering management platform, to help the client control buying behaviour and ensure a PPE standard across the company. This resulted in improved safety excellence, a reduced range of products, and better cost-effective practices.



Switching tracks

How a new partnership review quickly turned into a complete PPE renovation.

One of the first actions we take at the beginning of a client partnership is to review their situation and assess where we can immediately help and provide solutions. After partnering with a major transport provider, we found that we could help in more ways than just supplying their products.

Breathing easy

How a discontinued product opened the way for a rewarding partner collaboration.

A major gas distribution network operator (DNO) client approached Tower with issues surrounding their current fresh air breathing apparatus (FABA) solution. A FABA is a specialist product used by workers that need to go down into holes where there is often a lack of oxygen or noxious gases.

TOWER

The product they were using had replaced the leading product at the time, which had been discontinued. Unfortunately, the client had been much more satisfied with the previous product in terms of quality and functionality. So, they turned to us for help with developing a better alternative.

Working closely with the client and a major manufacturer of breathing apparatus, we designed and developed the Flowmaster Powered Fresh Air Breathing Apparatus. It provided a constant flow of air for those working in noxious environments, by drawing air from a fresh and uncontaminated source.

The solution became ideal for confined spaces, gas, utility, tank storage, and other oxygen-poor or hazardous work environments. The new FABAs included a quick connect and release system to

ensure it was versatile, easy to use, and a more practical, up-to-date, lightweight solution.

The client immediately endorsed the product, recommending our FABAs as a convenient, easy-to-use, flexible, modern, and reliable system used by their company. The client also found the collaboration between themselves and Tower a rewarding experience and a benefit of our valuable partnership.



After creating and trialling prototypes, we were proud to launch our full range of FR and arc workwear called FireBear. After prioritising safety, we designed the FireBear range with a particular focus on wearer comfort, as much of our client knowledge suggested this was a major challenge.

Extensive research shows that when the wearer is not comfortable it makes them less productive. Heavier garments can also lead to fatigue, which is a common occurrence when materials are used that are designed to be highly protective of the user.

With our FireBear range, we worked with material manufacturers to develop a very lightweight garment to maintain performance, but that was also very safe and inherently FR and arc protected. It was also designed to last for extended periods to ensure that lifetime value was cost-effective.

Tower's extensive experience in supplying high quality workwear meant we could ensure we used UK manufacturing where possible. This delivered extra peace of mind on certification and audit capability, as well as a fast turnaround of special measurements and samples.



Making our mark

How we developed our own range of workwear designed to enhance performance and safety.



During a general review of the market, including valuable feedback from many of our clients who worked in the Power and Utilities sector, we decided to work in conjunction with the largest distribution network operator (DNO) in the UK to design and develop a range of FR & arc workwear.

TOWER

TOWER



Scan QR code to find out more.
Contact the team at power@towersupplies.com
or call us on 01202 718000.

wearetower.com