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PROTECTING LIVES

KCS UTILITIES

CASE STUDY

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KEY SUMMARY

Customer name: KCS Utilities

Location: Dagenham, Essex

Business sector: Utilities

Year of order: 2020 to Present

Business requirements: A uniform that conformed to the highest industry standards

AN OVERVIEW

When Essex-based Kieran Campbell Smith set up a utilities and groundworks business in 2020, delivering safe, compliant services to the highest standards was his main priority.

As a new business, KCS Utilities employed just three people but the focus on health and safety was huge. Throughout his career, Kieran has seen the positive impact that high-quality personal protective equipment (PPE) and well-implemented safety procedures can have on reducing injuries and protecting lives, and the devastating impact that not maintaining these standards can have. In the three years since it was established, KCS Utilities has registered with the Water Industry Approved Plumbers Scheme, the Energy and Utility Skills Register, Street Works Qualifications Register and is a NPORS Accredited Operator, so it's no surprise that when it came to kitting out his highly experienced workforce, standards mattered.



CHANGING THE PERCEPTION OF PPE

Having worked in the utilities industry for his entire career, Kieran has experienced many different brands of personal protective equipment (PPE). From poor fit and quality to performance issues and decreased lifespan, the perception Kieran had of most of these brands was not particularly positive.

It was imperative to Kieran that the uniform he provided for his own company delivered on performance and wearability, as well as durability. As an employer, Kieran wanted to offer a premium PPE experience, in line with the high standards he has set across his entire business. This meant that exceptional quality, garment lifespan and fast, efficient service were all a top priority.

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RESEARCHING THE MARKET

Knowing the risk of arc flash and fire incidents connected with utility and groundworks projects, it was paramount for KCS Utilities to offer a uniform that conformed to the highest industry standards and would protect his team against the deadliest and most life-changing risks. Kieran approached previous colleagues and contacts, from industry peers to contractors and every recommendation was to choose ProGarm. Kieran was familiar with the brand but had never worn the garments himself, so he began exploring whether ProGARM products could meet his needs.

During this research phase, Kieran relied heavily on the information available on the ProGARM website and the downloadable catalogue, which helped him find the most suitable PPE for his team. The articles about standards and certifications helped Kieran understand the technicalities of material choice and testing whilst the dedicated industry content for utilities spoke a language he understood.

Following this initial research, Kieran went on to have detailed conversations directly with the ProGARM team, making the most of their expertise to help guide his purchasing decisions. Whilst the technical performance of each arc flash garment was important, so too was wearer comfort. Having experienced garments that restricted his movement and were difficult or cumbersome to layer in past roles, Kieran was keen to find a full uniform that would be easy to wear and move about in without distracting from the job in hand. The investment ProGARM has made in garment design, ensuring every item offers comfort and excellent fit whilst delivering on the required technical protections, ticked this box for him.



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A PERFECT FIT

Understanding the risks associated with communal PPE, Kieran relied on the sizing guide to correctly measure up his team and provide them the best protection. The guide helped him understand what measurements his workforce needed to provide for each garment which was then easily matched with a corresponding size. This meant that when the order arrived, each team member had a full uniform that fit correctly whilst still offering freedom of movement.

KCS Utilities has gone on to grow significantly and the volume of work means the ProGARM garments are being put to the test every day. To support this, a second, larger order has been placed for additional items of PPE. Impressed with the quality and fit of every item that has been purchased, it was an easy decision to remain with ProGARM.

“ It's this kind of customer service that means as I grow KCS Utilities, I'll absolutely remain a loyal repeat customer of ProGARM ”

Kieran adds, “Buying from ProGARM has been a really positive experience. They have been expert and professional in every conversation we've had, generously sharing their knowledge to help me make the right choices. More importantly for me though, I have felt respected as small business owner. I won't ever be their largest customer, but they have made me feel important and valued to them. It's this kind of customer service that means as I grow KCS Utilities, I'll absolutely remain a loyal repeat customer of ProGARM.”

