

**About Houghton International** 



Houghton International improves the performance of electro mechanical assets around the world. We use our technical expertise to work with customers to solve their problems offering a high-quality monitoring, maintenance, repair and life extension service for motors, generators, pumps and all electrical rotating equipment.

Within the business we have hundreds of years of knowledge and experience across a range of sectors including rail, industrial and power generation. We are innovative, flexible and responsive to customers' needs, continually exceeding industry standards and customer expectations.





#### **Our Core Values**

Since launching in 1984, we have strived to be the best in the world at what we do. Our core values comprise of:

- Working as a team to deliver an exceptional customer experience
- Being open, honest and acting with integrity
- Letting innovation drive our business
- Protecting and developing our employees

By listening to our customers' needs and developing longterm partnerships, we have ensured a total focus on delivering value that exceeds expectations for over 30 years.

# **Our People**

At Houghton International, we recognise that people are our most important asset and therefore have a highly skilled team that successfully combines youth with experience. We aim to be the employer of choice for talented individuals and invest in them to ensure that they have opportunities to develop. In return we expect a total focus on our customers' needs, delivery to deadlines and commitment to our total quality process.

#### **Our Commitment to our Customers**

Working with customers around the globe to solve their problems, we aim to reduce costs and increase reliability by improving performance and extending the life of their motors, generators and other electro mechanical machines. Renowned in the industry for our fast response, quick turnaround and responsive customer service, customers can always rely on us to drive their project forward and our people are key to this.







### **Our Quality**

Houghton International operates in sectors where quality procedures and the safety of equipment are critical. As such, we have developed a rigorous quality policy with processes and procedures to ensure that everything we do is of the highest standard.

These policies and procedures are reviewed across all areas of our business on an on-going basis, which reflects our culture of continuous improvement. We continuously invest in our plants and machinery and the training of our staff to guarantee a high-quality process.

Houghton International operates a quality management system that is accredited to BSI EN ISO 9001:2015, an occupational health and safety management system accredited to OHSAS 18001:2007 and an environmental management system accredited to BSI EN ISO 14001:2015. Furthermore, we hold industry accreditations from EASA, IECEx and RISAS.

### **Our Safety**

We put safety at the forefront of everything we do, and this ensures that we are legally compliant and that we address the risks to the business, our employees, customers, visitors and any other parties who may be affected by our activities. Policies and procedures are in place, together with our safety training program to ensure that all our onsite and offsite activities are managed in a safe manner. We work closely with our customers to develop project specific health and safety plans and risk assessments, ensuring that we work safely whilst identifying hazards requiring control.

# **Our Suppliers**

At Houghton International, we collaborate closely with our supply partners to drive improvement throughout the value chain. We believe that long-term strategic supplier relationships are key to delivering exceptional service and value to our customers and expect our suppliers to meet the highest standards in terms of quality, ethics and sustainability.

#### **Our Innovation**

Innovation drives our business and is at the heart of everything we do at Houghton International. From developing specialist coil insulation systems for optimum performance to developing new ways to test components are fit for purpose, our skilled engineers work with customers to deliver bespoke solutions to their technical challenges.

## **Houghton International**

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