

HERO QUIP

EQUIP - DEFEND - PROTECT

**SPECIALIST SUPPLIERS OF UNIFORM AND
EQUIPMENT TO THE EMERGENCY SERVICES**

Strength And Protection On The Front Line



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Giving The Emergency Services Confidence & Dependability

Providing the appropriate uniform and PPE can often feel like an overwhelming and daunting task. Combining this responsibility with the additional challenges faced by the emergency services including the need for consistent branding and cost-control across different teams, you need a supplier that is 100% reliable. HeroQuip has a proven track record and is trusted by many organisations within this sector.

Experience

HeroQuip is a division of Clad Safety, workwear and PPE specialists in Knaresborough, North Yorkshire. Over the past 30 years Clad Safety has grown and developed to meet the needs of their customers. As the emergency services customer base grew, the HeroQuip brand was born. HeroQuip supply uniforms and PPE solutions to many of the organisations within the emergency services including Ambulance, Fire and Rescue, Hospitals and Police.

"People love to buy from people and we like to build the kind of relationships which we know are going to last."

Neil Trevett, Managing Director

Our Mission

Providing the world's leading range of uniform and equipment, specifically designed for the emergency services, by the most innovative supplier in the industry.

Our Vision

To equip, to defend and to protect.

Our Values

- Authenticity
- Commitment
- Trust

How much more could the emergency services achieve with this level of support?



We Listen & Understand

Every organisation is different. Every person is unique. We start by listening carefully to understand your needs and the exact challenges affecting your people.

Our expert Account Managers will take time to analyse your specific uniform, equipment and PPE needs and develop the most appropriate solutions to meet these requirements.

This process often includes wearer trials. We are generous with samples to ensure that all wearers are comfortable and items are fit for purpose.

Our team of technical Product Specialists, Garment Designers and Account Managers will all work closely to recommend the most appropriate range for your organisation.

How much more could the emergency services achieve with better products?



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"What makes the difference for me is that HeroQuip listen and really understand what we're looking for. It's refreshing to work with a supplier that works so hard to focus on us."

"Delivery was faster than expected and 100% accurate. Great to find this level of service in this sector."

"HeroQuip make it easy for you to keep your staff protected and safe."

Neil Trevett,
Managing Director



Providing Workwear And PPE Solutions To Protect Our Everyday Heroes

HeroQuip (under the Clad Safety brand) are listed as the Awarded Supplier for the majority of the products listed on Lot 2 of the National Ambulance Uniform and General Workwear tender.

We understand the challenges faced by those on the front line and are adept at finding solutions to meet the demands of paramedics, police officers and fire fighters. Our protective workwear and PPE range is constantly evolving in line with the industry's needs and we are able to create, source and manufacture bespoke clothing and footwear solutions when required.

Working closely with our global supply chain, we combine our vast knowledge of the industry and its unique environment with decades of experience in designing and sourcing high performance uniform solutions. Our commitment to understanding niche sectors enables us to meet the technical demands that our specialist clients face.



HeroQuip - trusted suppliers of tactical uniform, workwear and PPE

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Improved Positioning For Klick Fast Connector

The Klick Fast system is the standard connector system for carrying radios and other equipment. HeroQuip were approached by a police force requesting help with a problem many of their officers were facing when attaching a camera to their cap. The angle of the connector resulted in the camera being misaligned with the wearer's line of sight.

Following discussions regarding the issue, we manufactured new police caps with the Klick Fast connector repositioned for both left and right handed wearers thus solving the incorrect camera angle positioning.



A New And Improved Dump Pouch

Space on a utility belt is limited, therefore a roll up dump pouch is a necessity.

A Firearms Department were experiencing difficulties with their current dump pouch as the belt loop was too small to feed onto a cargo belt. The colour also clashed with the rest of their uniform and black was requested as the preferred colour.

After studying the current pouch and belt a new design was agreed and manufactured. This new pouch glides on to the belt with ease. Changing the colour to black means the new pouch blends in with the other accoutrements used by the wearer.



Contract Manufacturing

Delivering high performance, durable, protective workwear for the emergency services requires precision and meticulous attention to detail. From fabric grade to stitch type, HeroQuip's hands on approach to contract manufacturing and delivering bespoke uniform solutions ensures that every garment supplied is 100% fit for purpose.

The emergency service sector is continuously evolving and emphasis on lightweight and sustainable workwear, uniform and PPE continues to grow. This is presenting even more challenges for the industry where safety must remain the top priority. HeroQuip understands the environmental and technical demands presented by the emergency services and works closely with the sector - from the initial stages where core specifications are analysed, through to development and delivery of the most appropriate uniform solutions.

With access to both national and international supply chains, we are able to source from the widest range of products however ,if it is a bespoke solution you require, our in-house design and development team are on hand to help.



Rapid response times | Product samples | Design concepts | Logo trials | Full garment and equipment sourcing | Finishing

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Customer Portal

HeroQuip's ordering procedures are tailored to the requirements of each customer, ensuring the process works effectively for your organisation. With our efficient systems, customers can stay in control from the moment the order is placed right through to delivery.

Tailored Systems

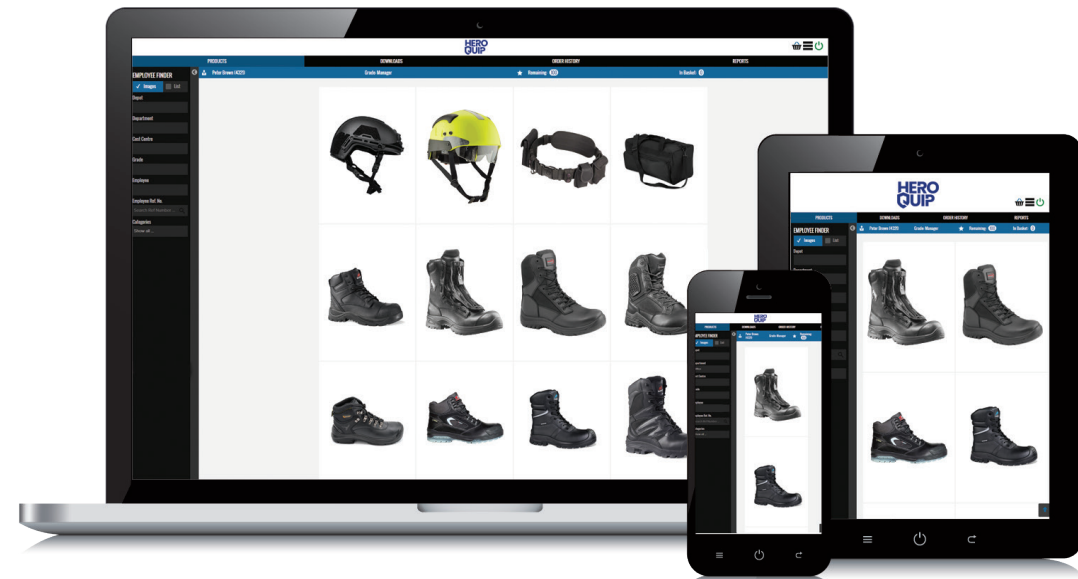
We work with customers to establish ordering systems that put them in control. Our portal can be customised to provide a seamless procurement service for any organisation, with all of the information easily accessible via the ordering and reporting system.

Customer Control

Designated users can keep control of spending by using points allocation and user authorisation levels to manage procurement procedures.

Our adaptable system allows organisations to simplify and segment their approved product range by role or department, delivering clarity for everyone involved in workwear procurement across the company.

Four levels of user permissions enable departments to raise their own requests for uniform and PPE which can then be approved or declined with a single click. This ensures budget holders are in control of the process and reduces the time spent working through multiple individual requests.





Bespoke Uniform Design For The UK Emergency Services

When Paramedics at the Yorkshire Ambulance Service (YAS) were experiencing difficulties storing kit bags, HeroQuip was asked to re-design a bespoke holdall that could be stored more efficiently. This new design proved to be a versatile option and was incorporated across the service to be fitted in all vehicles.

Off-The-Peg Solutions

HeroQuip are currently supplying Police Staff Investigator Tabards to a number of UK police forces, featuring a velcro patch sewn on the left chest for easy personalisation by adding an individual or police force identity.

In House Branding

Our in-house branding technology allows us to embroider your uniform, workwear or PPE with even the most complex logo or crest. Embroidery production is fulfilled in-house to ensure the highest quality of finish, consistency and speedy distribution. With the capability to embroider up to 52 million stitches every week, you can be assured of a rapid response for each and every order placed.

Built For Work, Built For Safety



Technical Solutions For Ballistic Protection

HeroQuip has a long standing reputation for providing high performance protective clothing, uniforms and accessories to the Emergency Services.

Our technical team ensures that all clothing and personal protective equipment meets the correct performance standards and technical workwear requirements. Whether that's using technical fabrics such as BBP Membranes, Goretex and Ballistic Kevlar, or recommending products that have been tested and designed to offer complete comfort and protection in the toughest of working environments.



Body Armour



Head Protection



Equip - Defend - Protect



We Are Compliant

It is vital our customers have confidence in our compliance systems, as workwear and PPE represents the last line of defence for their workforce. All of our safety products meet or exceed the relevant regulations and certifications, as well as performing reliably and effectively against their specified hazards.

Operating Procedures

HeroQuip work to establish efficient operating and management systems that our customers can have confidence in. We regularly review all procedures and incorporate any customer feedback into our processes.

Ethical Practices

We maintain strict supplier procedures and demand accountability from our partners. This helps to ensure the highest ethical environments across our supply chain and is our contribution towards eliminating modern day slavery and dangerous working practices.

Garment and PPE Disposal

The disposal of workwear garments and PPE can be incorporated into your Service Agreement, where desired, to ensure

uniforms are being recycled or destroyed ethically and securely.

HeroQuip can arrange for the collection, destruction and recycling of used items at agreed timescales in line with company requirements. A destruction certificate will be issued upon process completion for use in environmental and compliance audit trails.

UK Manufacturing

The HeroQuip team are passionate about manufacturing our own bespoke products for the emergency services. All items are designed by the HeroQuip design team at our purpose-built facilities in Knaresborough, North Yorkshire. All branding, including heat seal transfer and embroidery, also takes place at the HeroQuip headquarters.



Empowering ethical supply chains

“HeroQuip are a dependable supplier with reliable sourcing methods and procedures that instil customer confidence and reduce supply chain risk.”

Frameworks

Frameworks including the Crown Commercial Service, NHS Supply Chain and Yorkshire Purchasing Organisation have been created to ensure a safe and controlled environment where the sectors within the emergency services can purchase products that are fully compliant with European and UK safety standards.

HeroQuip have a wealth of experience and knowledge of the latest safety standards that are required for all workwear and PPE that is distributed and worn by employees across all employment sectors nationwide.

Our Accreditations

Quality, Compliance and Delivery Assured

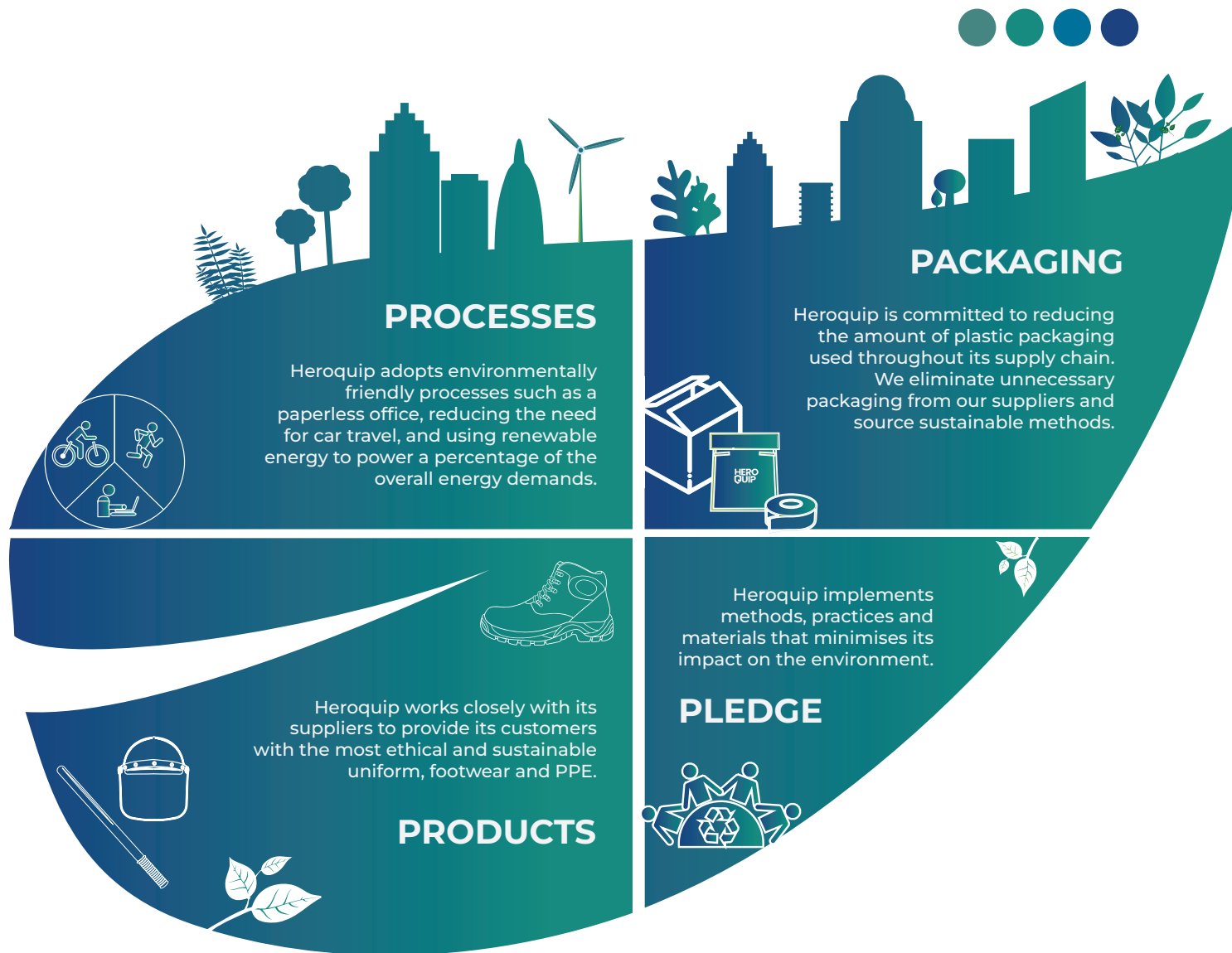
HeroQuip is an approved and trusted supplier on a number of Public Sector frameworks, including Crown Commercial Service, the NHS and Yorkshire Purchasing Organisation.

We aim to constantly improve our services and customer offering and as such are registered and verified members of several prestigious accrediting bodies.

100% scores from Achilles Category A 2021



HeroQuip's 4 Part Sustainability Plan



From Bottle To Thread

Reducing Your Environmental Impact With Sustainable Workwear

Workwear made from recycled materials doesn't have to compromise on appearance, protection or functionality. HeroQuip have been working closely with a number of our factories to develop a range of uniforms, footwear and PPE that is sustainable, but also smart, functional and most importantly, safe.

All of these items conform to the highest safety standards, look identical to traditional workwear but are manufactured using sustainable methods and materials.

Sustainability

HeroQuip are committed to sustainability and reducing the company's environmental impact. We have a five-year plan to minimise plastic use across the company, along with specific targets to recycle all packaging and lower our carbon footprint.



Sustainable Safety Footwear

As more organisations start to look at their environmental impact and find sustainable solutions, the demand for recycled workwear and footwear has grown.

HeroQuip supply a wide range of sustainable and vegan safety footwear options that are both kind to the environment whilst providing the ultimate foot protection. The RF120 TeslaDRI from Rock Fall is a lightweight and groundbreaking midcut safety boot that has been designed to be sustainable to its core.

- Recycled plastic bottle upper, webbing and lace materials
- Activ-Tex® waterproof membrane contains 60% recycled content.
- 100% non metallic construction, including a fibreglass toecap and composite midsole
- Verified by The Vegan Society
- EN ISO 20345:2011 S3 WR SRC | EN 61340-4-3:2018 ESD



Testimonials

"HeroQuip has been a supplier for Yorkshire Ambulance Service for approximately 10 years. We have a very good relationship and I know I can always rely on them to go the extra mile when required. They pride themselves on the personal touch with excellent customer service. I have no reservations at all in recommending them."

Tracy Baker
Yorkshire Ambulance Service

"HeroQuip provided us with fantastic PPE we hadn't come across before. Investment has more than paid off by saving time as well as keeping our people safe."

"Ordering uniforms and PPE had become almost a full-time role before we discovered HeroQuip. The HQ system and the support we receive now has allowed us to refocus our time and resources."

Account Management Service

HeroQuip keeps the lines of communication open by providing dedicated account support to every customer. This allows us to identify challenges before they become problems, and to address them effectively in a way that guarantees the smooth-running of your organisation. We believe in a supply service which evolves to meet the needs of our customers, recognising it as the only way to deliver lasting success.

Account Manager

Each customer is assigned a dedicated Account Manager who makes it their business to know all about yours. Through proactive account management and regular reviews, we can improve your uniform and PPE supply to ensure product performance within the specific operational environment of your organisation.



Key Contacts

If you would like to speak to a member of our technical team about your requirements, please get in touch. The key contacts at HeroQuip include:

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