



REACT • RESPOND • ENSURE SAFETY

24Hr Help Line: 07762 057 805 / 0790 701 9830



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HISTORY & OUR VALUES

EM React Limited was established in 2019. Founder and director Martin Brown brings a wealth of expertise and experience to the block management industry. Based in the Northwest of England our aims are to open an additional 3 centralised offices catering to the needs of our clients. This expansion enables EM React to meet the needs of our large and diverse customer base, whilst creating positive opportunities for those in our community. EM React core values are to React, Respond and Ensure safety that is vital in our ever-changing world. By promoting a full 24-hour quality service that is trusted and competitively priced.

My name is Martin Brown, founder, and director of operations at EM React Limited. Having worked within the property management industry for 20+ years I have gained many valuable and transferrable skills, allowing me to act and work independently for our clients. These skills have given me many opportunities to work alongside some well-established property management companies in the UK. Enabling me to collaborate and build on the reputation and success of EM React. This has helped me build trusted and reliable working relationships with our clients, including the Police force and Fire brigade.



Handwritten signature of Martin Brown in blue ink.

Martin Brown

OUR TECHNICIANS & TEAMS

"EM React knows that taking care of our staff and teams is crucial to our business. We are proactive in our approach, equipping our staff with the tools they need to thrive and develop.

We invest time and resources in their professional development and value them as the most important assets of our company.

Our teams receive regular training in their specialty, as well as in Health and Safety and First Aid. They are fully uniformed and carry Identification Badges. To ensure their safety in sensitive situations, they are equipped with body cameras and digital communication tools.

EM React conducts appraisals and regular supervision meetings to take care of our own. All staff hold CSCS cards and follow site-specific risk and method statements (RAMS)."



24 HOUR RESPONSE SERVICES

EM React understand emergencies or urgent issues can occur at any time. Our 24-hour response teams are on hand 24 hours a day, 365 days a year to deal with any emergencies. Our highly skilled team aim to be on site within 3 hours of receiving a call.

EM React conducts a one-visit approach to assess our clients' needs and improve efficiency and downtime for our business and clients.

- Flooding emergencies
- Replacement of water for tenants.
- Emergency fire response.
- Weather or adverse conditions that has caused small/major or structural damage.
- Key-Holding Responsibilities.
- Alarm response service – location(s) and reset.
- Emergency accommodation for tenants.



URGENT PROPERTY REPAIRS

At EM React we provide a mixture of re-active and pre-planned maintenance services tailored to our individual client's needs. However, as specialists we know if something goes wrong this can have a major impact on tenants. This situation requires an immediate response, to minimise any health and safety hazards.

Being available through the night is critical for any business as it allows you to prioritise any urgent issues. We offer a bespoke 24-hour urgent property response service that facilitates our client's requirements. As specialists we are committed to delivering an efficient and professional service so, you can feel confident that the job has been carried out to the highest standards.

- ✿ Leaks-Tracking and Tracing/Drainage issues.
- ✿ Fire or Smoke vents.
- ✿ Board up/ security- Due to damage.
- ✿ Urgent maintenance.
- ✿ Electrical.
- ✿ 24-hour locksmiths/Gaining access/keyholding.
- ✿ Fly tipping- removal and disposal of items.
- ✿ Urgent fencing repairs.



FLOOD RESPONSE

The UK has seen an increase in extreme weather events and conditions. Flooding is set to become the UK's biggest threat over the next 5 years.

Our team understand the devastating consequences and disruption caused by a flood to properties and buildings.

Here at EM React our complete 'Flood Package' and 'Response Services' allows businesses to recover quickly, potentially saving them time and money. The quicker the response times it considerably reduces and minimizes risks and disruption. Whilst also reducing the impact on our environment.

- ✿ Emergency pumps – Removing flood water fast.
- ✿ Water extraction specialists.
- ✿ Removal of storage or contents that are saturated.
- ✿ Speed drying.
- ✿ Decontamination.
- ✿ Odour removal.
- ✿ Building damage or repairs.
- ✿ Supply of sandbags and/or protection for buildings and properties.



FIRE RESPONSE

EM React takes a methodical approach and attention to detail to ensure that we are the preferred emergency response team to any fire incident.

Our response teams use their expertise and professionalism to continuously improve the services we offer. EM React liaise with the Emergency services by reacting and responding following a 4-stage procedure. We endeavour to ensure that any fire incident we have attended is completed and brought to a safe closure.



FIRE RESPONSE & PROCEDURES

Stage 1:

- ⊗ Attend site with a full handover from the officer in charge.
- ⊗ Carry out a detailed risk assessment to affected areas.

Stage 2:

- ⊗ A full recorded list of affected apartments and communal areas.
- ⊗ Contact details from tenants removed from the building.
- ⊗ Photographic evidence is then taken and collated.

Stage 3:

- ⊗ Risks identified from risk assessment are then actioned. Below are some examples:
- ⊗ Signage or barriers.
- ⊗ Electrical systems – temporary installation
- ⊗ Slips/trips for the prevention of falls.
- ⊗ Lifts- In and out use.

- ⊗ Fire doors and windows.
- ⊗ Staircase and bannisters
- ⊗ Structural damage including walls and ceilings.
- ⊗ Removal of debris/fire damaged items- internal/external.

Stage 4:

- ⊗ Allow access to tenants for collection of essential items.
- ⊗ Secure apartments and communal areas deemed unsafe.
- ⊗ Erect hard standing barriers to make safe any affected areas.



TRAUMA & SCENE CLEANING

EM React Scene Management team offer a highly professional and discreet service.

Crime scenes and trauma that require a highly professional service can be very distressing and very difficult to deal with and we know the key is to respond quickly to these situations, to prevent the spread of infection and disease.

Our trauma teams provide a rapid response to our trauma cleaning service based on your specific emergency.

Technicians are equipped with the necessary equipment and personal protection (PPE). Our teams will decontaminate the scene and remove all waste and biohazards such as faeces, blood, and bodily fluids. These will then be safely removed and disposed in a full compliant manner.

Even in today's highly safety conscious world we understand that accidents 'Can' and 'Do' occur. Our specialist teams are on hand 24/7 to respond to any accidents or incident.

- ❁ Trauma cleaning specialists.
- ❁ Crime scene specialist.
- ❁ Fogging equipment.
- ❁ Bio-hazards waste removal.
- ❁ Sharps and syringe removal.



ADVERSE WEATHER RESPONSE

At EM React we know adverse weather conditions can cause disruption and damage affecting people's lives and property. Extreme weather events such as snow, wind and rain not only put people at risk, potentially cause structural damage to buildings and properties.

We cater to the needs of our clients by responding to such incidents from fallen trees to the impact of car crashes. These situations prompt an urgent response. That's why our teams are on hand 24/7 attending to any incident caused by adverse weather.

- ⚙ Storm Response.
- ⚙ Fallen Trees.
- ⚙ Damaged Roofs.
- ⚙ Gritting – supplies and spreading service.
- ⚙ Extreme hot temperatures - dampening down.
- ⚙ Extreme cold temperature/frozen pipes



SPECIALIST CLEANING

EM React specialist cleaning offers a comprehensive specialist cleaning service. As we understand our clients' hazardous and emergency cleaning needs and tailor our services to suit each company.

Whether you require an emergency or planned specialised cleaning service, we have the technology, expertise, and equipment to deliver an exceptional service. Supporting you to create and maintain a clean and hygienic environment.

- Specialist /deep cleaning service.
- Mould/graffiti removal.
- Fire damage cleaning.
- Chewing gum removal.
- Drain spillages.
- Chemical cleaning.
- Carpet cleaning/ sanitizing and odour removal.
- Bodily fluids/ faeces and Blood.



PROPERTY MONITORING & KEY HOLDING

Our property monitoring service and key-holding responsibilities come hand in hand.

Our teams are trained to manage and monitor buildings and properties 24/7 365 days a year, so they are protected all day, every day. Giving us the capacity to make safe properties that we have attended.

Attending problems such as false alarms or an unwanted intruders we provide a timely service aimed at securing your property, minimizing any security breaches.

Our key-holding site is robustly protected as our responsibilities as key-holders allows us to protect and lock keys away safely with the additional benefits of CCTV and security measures in place, whilst still allowing 24/7 access to keys we may require.

- ✿ Robust measures for key-holding responsibilities.
- ✿ Rapid and appropriate alarm response.
- ✿ Effective security measures.
- ✿ Timely service.
- ✿ Make safe of properties.
- ✿ 24 hours a day.



ENVIRONMENT STATEMENT

EM React are an environmentally aware business that consider more than just profits. As a sustainable business we consider the impact on the wider society and our environment.

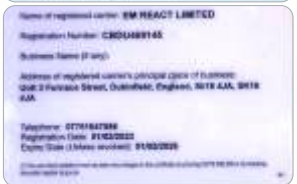
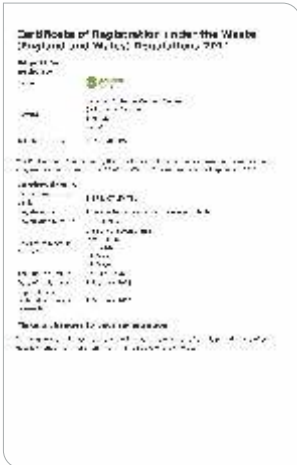
We contribute to the health and structures of which we impact, thereby helping construct on our environment where our business can thrive. As a business EM React has set specific goals to reach zero net carbon by 2029.

By taking actionable steps and making significant progress, we are adding a network of electric vehicles to our fleet.

- ❁ Reducing our travelling times by taking a one-visit-approach.
- ❁ Switching to energy saving strategies on all sites.
- ❁ Building a culture of awareness within our teams by educating others.
- ❁ Reducing waste/residues or harmful chemicals.
- ❁ Using environmentally friendly products.
- ❁ Reducing/Reusing and Recycling wherever possible.



ACCREDITATIONS



Proudly sponsoring
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Charities we are supporting:



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