

Third Quarter Issue
October 2022
Issue 7



Adam's Update

Whilst we have had newsletters previously, going forward we will have a dedicated newsletter quarterly as we strive to improve communication from the top of the business down. I would like to share my vision for this business with you all as we continue to work as a team to bring this vision to fruition. Our aim is to bring about the flow of essential information that reaches all areas of the business.

As many of you know we have recently introduced our new intranet so please utilise this and we welcome any feedback you may have. It is a valuable tool to the business as well as our staff as it will drive communication, connectivity and a centralised point of information that will bring our company into the 21st century.

I would like to also congratulate our procurement and operational teams on their success in winning new contracts and awards, all of which you can read more about in this Newsletter.

As we continue on our journey to improve not only the service we deliver to our clients, we strive to improve the employee experience and drive our employer brand. As part of this, we look to recognise and show our appreciation for our employees through our initiatives such as the newly launched TSG Champions League as well as the TSG HEROs of the year awards. I hope that we all strive to provide our customers and clients with the best experience and that we should all look to our champions and HEROs as a basis or a goalpost to benchmark the level of service we should all strive to provide.

With an overwhelming number of compliments from clients received during our last winter period I look forward in anticipation of the glowing reports we will receive for the winter period ahead. Whilst the company name is reflected in the great work you all do everyday as an integral part of the business, I would like you all to please keep up the good work and keep striving to provide the highest level of service that we continue to provide year in and year out.

Wishing you all a great quarter and thank you for your continued efforts.

Adam Thrussell_CEO & Company Owner



TSG

BUILDING SERVICES plc

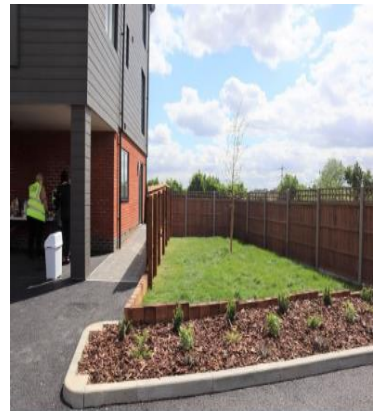
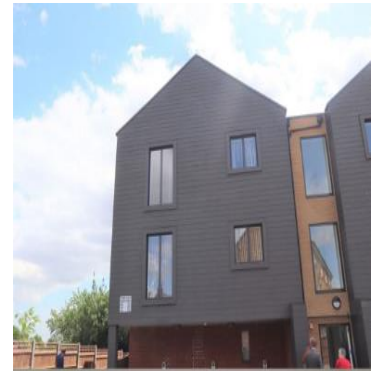
Grand Opening of 'Sheri Green' Social Housing Development for Dartford Borough Council



These are two 1 bed flats and four 2 bed flats

- Contemporary open plan living with kitchen diners
- Premium aluminum doors and windows
- Dedicated parking bays with electric car charging points, to serve each plot and to be controlled from within to prevent use of electricity by others
- Solar panels on the roof to power communal lighting

TSG have also worked with Dartford Borough Council to give back to the community, and as a thank you to the local residents of the blocks either side of the development, we have undertaken the complete overhaul of the rear gardens, providing new footpaths, new lawn areas, new fencing and garden sheds for their personal belongings.



Race, Equity, Diversity

In July 2022, TSG Building Services PLC signed the Business in the Community's Race at Work Charter. The Race at Work campaign was established by HRH The Prince of Wales in 1995 with the support of key business leaders.



About the Race at Work Charter

As an organisation, TSG Building Services want to recruit from the widest pool of talent and help successful applicants progress. It is key to future productivity and performance. Ethnic minority staff still encounter significant disparities in employment and progression. The government-sponsored Race in the workplace: The McGregor-Smith Review found that greater progress and positive outcomes are needed to ensure all organisations benefit from the wealth of diverse talent on offer.

We are always looking for new talent and you can help us! Through our **employee referral scheme**. When you make a referral and your referred person is successful not only are we able to expand our talent and diversity pool but there's also a treat for you. Please refer to our employee referral scheme poster on our newly launched intranet or the posters placed around the building in our Potters Bar Head Office.



The Prince's
Responsible
Business Network

Race at Work Charter signatory



**We're proud to have
signed up to the
Race at Work Charter**



#raceatwork

TSG Summer Event

Wow - we took to the fields near Head Office & played rounders in the sunshine, with cool drinks and yummy food. To say some of us are very competitive is an understatement!!

Everyone that attended has so much fun, there was lots of laughing, screaming and great team building. Thanks to all the organisers and our CEO Adam Thrussell.



'The Building Services Solution for Social Housing'

CHAS

TSG are delighted to announce our recent certification of accreditation with CHAS 2013 Ltd.

CHAS is the UK's leading provider of compliance and risk management solutions, which helps contractors (suppliers) and clients (buyers) ensure supply chain compliance, mitigate risks and support efficient supply chain management.



The information on this certificate is correct at the time of issue. To confirm the validity of a contractor, please visit <https://portal.chas.co.uk>. Full validation of the certificate should be made via the SSIP Portal - www.ssiportal.org.uk.

The League of Champions Scheme

At the beginning of 2021, spearheaded by our Human Resource Management Team, we rolled out our newest 'Customer Service Performance Initiative' for our Gas Servicing & Maintenance Department which comprises of our Customer Service Agents, Contract Administrators and Gas Engineers into this initiative which is known as 'The Customer Service Champions Scheme'

The Scheme involves strategic Customer Service performance auditing and Customer Satisfaction analysis every week and employees are scored into a Performance Matrix which returns a quarterly performance score and performance grade with the aim of maintaining and continuously improving our delivery of Customer Services to all our Customers and Clients.

The Scheme had its first review on the 1st week of July 2022 and we announced our winners from the office and field staff whom scored highest levels of Customer Service/Satisfaction from the performance matrix and therefore achieved the highest overall grades from the Gas Servicing & Maintenance Department.

'We offer our employees the opportunity to develop and grow by investing in their future'

Our Core Values

Honesty at TSG is the quality, condition and characteristic of being fair, truthful and morally upright. It involves telling the truth at all times, even if it doesn't benefit you.

Excellence at TSG reflects our unyielding passion and unfaltering commitment to strive for the best solution and customer experience to our customers. Excellence is the main driver to achieving goals efficiently and effectively, and to unleashing our potentials & stretching our limits.

Reputation comes from having a clear set of core values that guide your decision making, employment decisions, and the way you conduct business. TSG are committed to delivering what we promise & staying true to our word. Our reputation will harbour high levels of integrity, which is what happens when no one is watching & our team is committed to doing the right thing every time.

Opportunity is one of the most important core values businesses can have. TSG will take reasonable steps to provide a work environment in which all employees are treated with respect & dignity driving equal opportunities policy. TSG will drive opportunities to drive internal developmental & growth opportunities for staff, along

TSG Champions

Following our Customer Service Strategy that was rolled out in 2021, we are pleased to announce our next winner for Quarter 2.

Our office winners are (from left) Mathilda, Karen and Alexandra, then our field-based winners are Karl, Mus & Tom. Congratulations to you all, TSG are extremely proud of you all and your continued hard work, well done to all the teams.



Karen: - (Customer Service Advisor): *"The new award system is a positive incentive for people. I was very grateful that my hard work has been appreciated"*.

Mustafa: - *"As part of my job role to provide a professional and consistent service at all times within the gas industry. This new scheme shows recognition from management and all above. The reward gives me incentive to carry on working at a high standard"*.

Alexandra: - (Out of hours Customer Service Advisor): - *"It was really nice to be recognised, as we do not get that too often within the Servicing Dept. The celebratory snacks after the awards was a great opportunity to not only talk with some members of the SLT but also talk with staff whom we may work with but not necessarily see, such as some of the engineers. It was also nice to see some of my colleagues who I know are very hard workers being recognised"*.



The TSG HEROs of the year

'TSG HEROs of the Year' is a scheme that was rolled out in 2019 in order to recognise and reward those in the business who truly embody our ethos of Honesty; Excellence; Reputation and Opportunity.



This scheme gives all of our employees from board level to junior roles the opportunity to nominate those in the business that they feel deserve to be recognised for the great work they do every day.



These awards can be won by every PAYE employee as you are all an integral part of the business who deserve to be recognised.

Here is a testimony from one of our Heroes of the 2021 TSG HEROs of the year Rebecca Dewis:



"This made me smile so much – completely shocked considering I'd not been here long when people were nominating!!

Thank you.



What a lovely way of promoting engagement and inclusion within TSG and making people like myself feel their hard work is being noticed not only by their line manager(s), but also everyone within TSG!!

Truly blessed. 😊 😊".

Please show your appreciation for our 2021 HEROs:



TSG HERO OF THE YEAR 2021 Pantea Mohammad & Cornelius Meyer

TSG HERO 2021 Site Based Staff Tom Lyons

TSG HERO 2021 Gas Services Division Joann Reid

TSG HERO 2021 Construction Division Magda Telbe

TSG HERO 2021 Mechanical Division Rebecca Harris

TSG HERO 2021 Electrical, Renewable & Commercial Division Samar Osman

TSG HERO 2021 Head Office Rebecca Dewis

TSG HERO 2021 Apprentice of the Year James Bedford



HR Assistant

Pantea Mohammad



How long have you been involved in the HR sector industry and what attracted you to it? I have been working in HR since June 2018. I have always had an interest in working in HR and once I graduated university in 2016 with a Psychology with Criminology degree, the knowledge I had gained in the Psychology module, made me motivated to pursue a career in HR. However, this proved difficult as I had no previous experience and was not CIPD qualified. Both the modules that I studied in university, geared my skills and knowledge towards helping people and having an impact on people in a positive way, which is exactly the type of person I am.

How did you come to working for TSG and have you worked for a family run business before? I was head hunted by Reed as they had seen my CV on the portal as I was looking for a part time role. TSG had a part time Complaints Handler position available. In 2018, the HR position became available and I took the opportunity to apply and I'm so glad I did. Yes, in my college days I worked in a coffee/sandwich shop for a couple of years, that was family owned. I have worked in other companies as well, however, the family owned businesses have a certain warmth about them which makes it more appealing to work in.

What's been the most challenging part of your role, and how did you over- come it? The most challenging part of my role has been transitioning from the Call Centre to the HR department. This has affected my working relationship with some of my colleagues. When I was working in the Call Centre, I was 'one of them' however when I moved to HR, my role was to advise them and many did not like that change and felt I thought I was 'above' them. I have always remained professional in my work and maintained good stakeholder management despite people feeling that way about me. It has taken several years for my colleagues to accept me in my new role and as a result I feel more accepted and trusted to carry out my role without hurting anyone's feelings.

What's been the best thing about your job to date, and how did it make you feel? I have enjoyed learning and developing in all aspects of my job as a whole, and I am still learning new things every day. I have particularly enjoyed creating the Company Induction Presentation and presenting it to new starters. It gives me a great sense of achievement as I have always shied away from standing up in front of people. I enjoy meeting new people and the induction provides that opportunity to meet our staff on a more personal level rather than just on the phone or on email. The feedback I have received from my inductions is always positive which boosts my confidence to make it even better next time.

What's your 2 top tips for women looking to progress in their career especially during the uncertain times in the construction industry? Never underestimate the power that shadowing/volunteering work can have on your progression.

Do not let the male orientation of the industry deter you from seeking a career within construction, use it as a driving force to highlight the importance and value the female voice can have within this sector.

New Contracts Awarded

Under the Fusion21 Improvement Works Framework - Kitchen & Bathroom renewals for the Longhurst Group. 3-year contract with a possible 2-year extension. Longhurst Group provides homes from the North East Midlands to Birmingham, Northamptonshire and Cambridgeshire. Longhurst Group is one of the leading housing groups in the Midlands and East of England, providing more than 23,500 homes and a wide range of care and support services.



Term Maintenance Contract – Mechanical Services. 3-year contract with a possible extension of a further 2 years. This contract is for the routine inspection/servicing and repair of all Mechanical Services within buildings under the control of the London Borough of Barnet. The works include planned maintenance and emergency works.



Decarbonisation Retro-Fit Framework (including Refurbishment works). This is a 2 year, with the option to extend for a further two years, multi-supplier Framework to provide Energy Efficiency Retrofit measures in accordance with PAS 2035 for domestic and public buildings along with any required refurbishment works for its members and other Public Sector Contracting Bodies. The Framework is aimed at providing a compliant and efficient route for Registered Social Landlords, Local Authorities, and wider Public Sector organisations to acquire energy efficiency retro-fit measures in support of the carbon reduction and Net Zero agenda.

PROSPER

We are delighted to announce the award of Transform Housing & Support's 3-star gas servicing, maintenance and breakdown contract. The works in October 2022 for a 7-year period covering properties across Surrey and North West Sussex.



We are delighted to announce, we have been awarded a place on Red Kite Community Housing's planned works framework. TSG, among other framework providers, will be delivering a series of planned works to approximately 6,500 homes across High Wycombe, Buckinghamshire. Over the 4-year contract period, we will be undertaking kitchen and bathroom refurbishment, window and door installations and electrical works.



TSG are pleased to announce that we have been appointed to Cambridge City Council's Heating Framework for the service and maintenance of all CCC owned properties and any properties they managed / will manage on behalf of others. The scope includes for both domestic and commercial heating to the Council's current 6,852 properties. The contract is for 4 years and will commence in November 2022.



TSG are delighted to announce we have been appointed to Fusion21's Reactive Repairs and Empty Buildings framework, which has a total value of £250m.

The framework was developed by Fusion21 in response to member and supply chain feedback and covers a 4-year period. The framework is split into 5 lots covering different workstreams and regions.

TSG Building Services have been selected for lot 2, which has a value of

£22.5m and covers empty property repairs and improvements to support housing associations and local authorities in the East and South East of England. With offices in Hertfordshire and Cambridgeshire, TSG are in prime positions to deliver empty property improvement works.

Gary Stanfield, Framework Manager (Building Maintenance) at Fusion21 said: "We are delighted to welcome all of the new suppliers onto Fusion21's Reactive Repairs and Empty Buildings Framework, including TSG Building Services plc. The tender process was highly competitive and has identified the best contractors for our members to use for the delivery of a whole range of responsive repairs and associated works."

"Members accessing this framework will benefit from flexible call-off options, UK-wide coverage, and the option to deliver social value to their communities, aligned to their organisational priorities."

TSG's Women in Construction

Women into Construction is an independent not-for-profit organisation that promotes gender equality in construction.



As a member of Women Into Construction, we know how important it is to ensure that there are equal opportunities for all.

They provide bespoke support to women wishing to work in the construction industry. They also assist contractors to recruit highly motivated, trained women, helping to reduce skills gaps and create a more gender-equal work-force.

The Women into Construction Project was developed on the Olympic Park to address the gender imbalance in construction. Seen originally as part of the legacy of the 2012 Olympics, it was felt that by increasing the numbers of women working in all areas of construction on a high profile site such as the Olympic Park, there would be a trickle-down effect throughout the construction industry, resulting in a permanent change in the traditionally male culture of construction. The project demonstrated that there are many women who are highly motivated and keen to find opportunities within the construction sector, and that they have a positive contribution to make once brokered into placements and employment.

They were funded throughout this period, by the Construction Industry Training Board (CITB) and the London Development Agency (LDA). On completion of the Olympic build in July 2011, the CITB were keen for the good practice that had been developed on the Olympic Park, to be extended to construction sites across London, and continued to fund the project with this remit.



Gas Supervisor Summer

Apprentice Angel

Gas Engineer Mickeala

'We work closely with private homeowners, architects, social housing clients and businesses to ensure projects are delivered on time and on budget'.

National Inspection Council for Electrical Installation Contracting

TSG are delighted to announce our recent certification of NICEIC. We have been assessed as competent to provide an installation service in accordance with the requirements of PAS2030:2019 Edition 1, Specification for the installation of energy efficiency measures (EEM) in existing buildings.

The scope of certification is;

- Gas Fired Condensing Boilers LPG (C1- 2019) Heating System Insulation (C4 -2019)
- Gas Fired Condensing Boilers (C1- 2019) Heating & Hot Water Controls (C5 - 2019)
- Air Source - Hybrid Heat Pumps
- Ground Source Heat Pump Installers



Staying Covid Safe in 2022

TSG can confirm we continue to comply with the governments guidance on managing the risk of Covid 19 by adhering to the following;

- **We have carried out a COVID 19 risk assessment and shared the results with the people who work here**
- **We have cleaning, handwashing and hygiene procedures in line with the guidance**
- **We have taken all reasonable steps to help people work from home**
- **We have taken all reason steps to maintain a 2m distance in the workplace**

Where people cannot be 2m apart, we have done everything practical to manage the transmission risk

**FAMILY RUN WITH 60 YEARS IN THE
BUILDING INDUSTRY, OVER 200
STAFF MEMBERS AND A TURNOVER
OF OVER £43M**

ALWAYS CHOOSE AWARD WINNING TSG

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