

Adam's Speil

Welcome to Issue 10 of the TSG newsletter.

As many of you may already be aware, TSG have collaborated with the company 0800 repair in an exciting strategic alliance. 0800 Repair are a leading contractor in the delivery of Government Funded Renewable and Fuel Poverty Schemes such as Energy Company Obligation, Home Upgrade Grant, Local Authorities and the Social Housing Decarbonization Fund. This is an exciting partnership for both ourselves and 0800 repair as well as a great opportunity to combine the excellent work within our specific sector and collaborate to increase the services offered, share best practice and continue to provide excellent solutions to our clients and customers.

I am also very pleased to announce that we have secured our very first social housing decarbonization fund project with Colchester Borough Council. I look forward to this being the first of many of these projects.

Ending last year on multiple positive notes, I hope that you all enjoyed 2023's Christmas party and can celebrate with me in TSG's positive financial end to 2023, and continued the financial positivity we have experienced at the start of 2024.

Whilst April did not disappoint us with its classic April showers, 2024 has proven to be supplying lots of sunshine too and I am hopeful we are able to take advantage of this whilst the organization is under way for a successful end of summer sports day!

I would like to once again thank everyone for their continued hard work and wish everyone a beautiful summer and may we all continue to flourish, grow and nourish a positive and happy working environment as we not only provide excellent client and customer service but continue to support each other.



Giving Back

TSG Charity of 2023

Happy Days charity is an organization that work with local communities across the UK to provide vital respite breaks for individuals, families and groups who support children with a wide range of additional needs.

Happy Days is a charity that TSG have supported over the past two years and we have managed to raise an amazing £7,195 for the charity providing children with some fantastic days out.

Thank you to everyone who has donated over the past two years. It is a great achievement to have been able to help out those in need and make a difference to their lives.



TSG Charity of 2024



TSG's chosen charity of 2024 has been Haven House children's hospice charity. Haven House Children's Hospice cares for seriously ill babies and children (up to the age of 18) by creating a loving and warm environment for them and their families while they go through the toughest of times.

Haven House provides round the clock care at their hospice, surrounded in beautiful grounds and woodland, in Woodford Green and through their outreach services in the home and local community. Haven House children's hospice provide; day care, over-night stays, end of life care, bereavement support, as well as life enriching activities such as sensory play, music therapy and physiotherapy.

We have now raised an amazing £2,468 for our Charity of the Year – Haven House Hospice. This has been achieved through our charity golf day, raffles and our monthly dress down. Haven House have passed on their thanks to everyone and hopefully we can continue to increase this amount steadily throughout the year with various fundraising activities – all ideas welcome.

Giving back even more – Project Respond

This year we sponsored Project Respond. Project Respond is a project where students from St Columbus College in St Albans travelled to a rural school in Northern Zambia to carry out voluntary work to refurbish to the classroom walls, floors and ceiling.

TSG contributed and supplied PPE, equipment, t shirts and items to hand out to the children like personal sanitizers and TSG personalised pens in aid of the project as well as donating some sports equipment to the school.



Mustafa's story



We love to hear and celebrate the big and small achievements of our staff. Recently our very own Mustafa Dervish was featured in the Hand in Hand magazine where he talks about what it is like to live and work with a Crohn's disease.

In this feature, Mustafa talks about his health journey and how he managed to deal with the hurdles he has had to overcome both in his personal and professional life. Mustafa's story is an inspirational one of strength and resilience and is a great example of how with a positive attitude, you can overcome the trials and tribulations that life brings.

If you would like to read more about this feature, please follow the below link:

https://issuu.com/clinimed_securicare/docs/hih_34_online_edition_1_?ff&experiment=new-bff-download,new-bff-read-more

Apprentice reward scheme

We are always looking for new ways to recognize and reward staff and as a result of a fantastic suggestion submitted to our HERO's inbox we have introduced our apprenticeship reward scheme.

This scheme rewards our incredible apprentices when they pass their apprenticeships with a gift voucher to help them get started to build up their tool kit as they venture into the working world as fully qualified individuals.

Kalahan Holder was our most recent apprentice to pass his apprenticeship and was the first to be awarded our kick starter gift vouchers to aid him in building up the toolkit he will most likely use for years to come.



League of Champions

Quarter 1 of 2024

TSG Champions

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'

This scheme has now been extended to include the electrical, mechanical and commercial business units.

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 Service to all our customers and clients.



'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 harbor 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

Following our Customer Service Strategy that was rolled out in 2021, we are pleased to announce our winners for Quarter One of the 2024 League of Champions.

Office Based:

- 1st Place – Shelby Rann
- 2nd Place – Rebecca Salmon
- 3rd Place – Guisi Pompei

Field Based:

- Byron Saddler
- Lovepreet Singh
- William Darbourne

Commendations:

- Gregorz Ozog
- Thomas Lyons
- Robert Riley
- Nicholas Bailey
- Daniel Craughwell
- Mustafa Dervish
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Congratulations to you all, TSG are extremely proud of you all and your continued hard work, well done to all the teams.

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

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