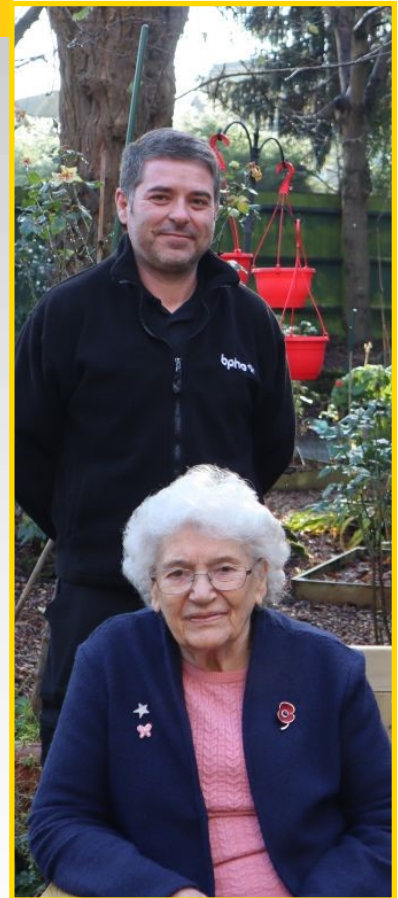


TSG giving back to the community at bpha Housing Association

As a part of TSG Corporate Social Responsibility requirements, we work alongside **bpha** who is a leading Housing Association located in the Oxford to Cambridge Arc, and to ensure during these unprecedented times, we wanted to make sure the community has not been forgotten about. bpha is committed to providing its customers with high quality, value for money services whilst continuing to develop more, new affordable homes. bpha owns or manages over 19,000 homes and employs circa 450 staff.



TSG were thrilled to visit our client bpha and their residents at the beginning of January at Betty Dodd Court in Luton.

The residents were excited with their newly donated garden benches, and personalised plaques courtesy of TSG Building Services Plc as a part of our ongoing community work through our Corporate Social Responsibility.

Our Business Development Manager Freja Russell says "The benches look fabulous, and the residents are so pleased how these compliment their communal garden and with Betty Dodd Court being 'Best Kept Garden' winners of 2020, this just finished it off".

Thank you to all the residents at bpha.



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bpha bench plaque

~ Working to build
community today,
tomorrow, forever ~



Apprenticeships

COVID-19 has made conditions difficult for our apprentices, with limited practical college based training since March 2020. Thankfully our training providers have managed to arrange online training for the theory part of the course. With support from our training manager and our mentors we are providing additional practical training in order for them to complete their portfolios.

The apprenticeships which are all theory based such as

the Construction Surveyor course have been able to carry on with limited disruption.

In March 2020 TSG had to cancel 10 interviews ready for the next intake of apprentices. We have not been able to offer more apprenticeships due to the training providers having to put all of their time into ensuring the existing apprentices complete their course.

TSG have taken one apprentice on who was 2 years into his apprenticeship and was made redundant. The college has allowed him to complete his last year with TSG.

We hope by the Summer we will be able to start our program again, as all practical trades are in demand.

Apprenticeship Challenges during COVID-19

Peabody Residents

Many of Peabody's residents live through hardship and struggle every day of their lives through no fault of their own. For many, putting presents under the tree is an impossible luxury and this year, it's even tougher with Coronavirus bringing many new challenges for those already facing a daily struggle keeping their head above water. During the course of the pandemic, Peabody has seen the level of need from those living in their communities increase ten-fold. Financial worries, insecure employment or job loss, health concerns, increasing incidents of domestic violence, as well as isolation from family and friends have hit our communities hard.

TSG Donate to Peabody's Toy Appeal

Here at TSG we are always striving to give back where we can and support our clients and their customers, and this year it has become more apparent than ever.

Peabody says - *"The generosity of TSG Building Services has helped make the end to an incredibly difficult year so much brighter for many this Christmas. Through our Annual Toy and Food Hamper Appeal we have delivered food and toy hampers to households and families across London and the south east helping transform Christmas for those who face extremely tough times. Your support has truly made such a difference to so many. And these photos prove it. Over the past few days we have been sending out food hampers to residents and teams have been delivering presents to families. The response has been overwhelming!"*

On behalf of us all here at Peabody and the communities you have helped support, I would like to say a huge thank you and wish all at TSG Building Services a very happy and healthy festive season ahead."



Andy Clark
Commercial Director



Andy started his career in 1978 as an indentured commercial Heating & Ventilation Apprentice Engineer with Haden Young Ltd. After a five year apprenticeship Andy moved to Oakray Heating Limited as a Commercial Heating engineer in 1983 working on Planned Preventative Maintenance and repairs of mechanical heating plant for Local Authorities such as Enfield and Barnet. In 1996 Andy moved up into a

Contract Managers position looking after various maintenance contracts. In 2001 Andy was made Operations Director of the company reporting to the MD. For many years he built up working relationships with his Clients offering them the best service available dealing swiftly with any issues arising. In 2015 the MD retired and the three remaining directors were given the opportunity to run the company which they did until the unfortunate death in April 2018 of their colleague Paul Ovenden who was the Financial Director. Andy and the other Director then took on all of Paul's duties between them until a new Financial Director was appointed in November 2018. Although a sad occasion, it meant that Andy was responsible for Accounts, Call Centre and other areas that he had not been involved with before until the new Financial Director was in position. Andy parted company with Oakray Limited in October 2020 to join TSG.

Andy says;

"My role here is to expand the Commercial Department to provide a good service which is value for money for our Clients whilst enhancing our already excellent reputation. In my short time here it is obvious that we have committed Staff willing to work together, whenever and however to achieve a shared goal of success for TSG and our Clients.."



Our Divisions

Gas Servicing &

Maintenance - for both Commercial and Domestic Central Heating Systems

Mechanical Installations - for both Commercial and Domestic Central Heating Systems

TSG Electrical – Testing and Rewires to Social Housing properties

TSG Construction – Reactive Repairs, Property Refurbishments & Decent Homes Work to Social Housing Domestic and Commercial Property

TSG Renewable Energy -

Servicing, Maintenance and Installations of Solar PV, Solar Thermal, Biomass, Air Source & Ground Source Heat Pumps

TSG New Build -

Construction Developments for Social Housing Groups

More Contracts Awarded

TSG have also been awarded the following contracts;

~ Hightown to deliver annual lighting protection servicing works to properties located across Hertfordshire.



~ London Borough of Hillingdon domestic gas heating installations and system upgrades contract. The contract will be delivered over a 4 year period to approximately 200 properties per year.



Contracts Awarded

TSG were awarded a place on Peabody & Notting Hill Genesis Dynamic Purchasing System (DPS) to deliver responsive repairs and specialist works services, which includes day to day plumbing and electrical works to heating installations and K&B refurbishments. The DPS will be open to other social housing providers, with contractors required to "bid" for jobs flowing from the social housing provider. 25/08/2020



TSG were awarded a new commercial heating contract with Salvation Army Housing Association at Edward Alsop Court in Westminster. As part of the contract TSG will replace all existing gas boilers, calorifiers, heating and hot water controls and cylinders in the plant room. New flue and pipework will be installed along with associated builders work. Edward Alsop Court is an 80 bed hostel across 4 floors. 22/10/2020



TSG were awarded a place on Tower Hamlets Community Housing Dynamic Purchasing System (DPS) to deliver Housing, Regeneration and General Building Works. The DPS will cover a 10 year period and is accessible to other council's in London who sign up to the agreement.

2/11/2020



TSG were awarded a new project with City of London Corporation. The works involve the conversion of two brick and concrete storage units into a new welfare facility for the Barbican estate cleaning team. The new welfare facility will incorporate new showers, kitchen, lockers, IT facilities and a meeting room.

5/11/2020



TSG have been accepted onto Flagship Group 's Dynamic Purchasing System (DPS) for Building Works, Supplies & Services. TSG have been accepted to bid for competitions as they arise to deliver works and services across East Anglia over the eight year term under the following lots; Lot 1: General Building. -

Lot 5: Other Specialist Works

25/8/2020



Domestic Heating Contractor of the Year 2020

TSG are delighted to announce that we have been awarded the highly prestigious prize of ***“Domestic Heating Contractor of the year 2020”*** at the annual H&V News Awards, beating off tough competition from a number of competitors within the industry. The H&V News are the most admired and celebrated awards for the heating industry, providing industry recognition. We are extremely proud to have been recognised as the leading domestic heating contractor. On winning the award, the H&V judges commented “our winner was very staff and customer orientated, with a number of strategic initiatives to enhance staff and customer services experience”

Adam Thrussell, TSG’s Chief Executive Officer & Owner, commented;

“TSG are delighted to win this prestigious award. We are honoured that the industry has recognised TSG among all of the excellent Contractors within the market place and I want to thank all members of staff for their hard work and dedication. This award belongs to them”



TSG is an award winning multi-disciplined building services and construction company, serving clients from architects, developers, consultants, local authorities, housing associations and the private market.

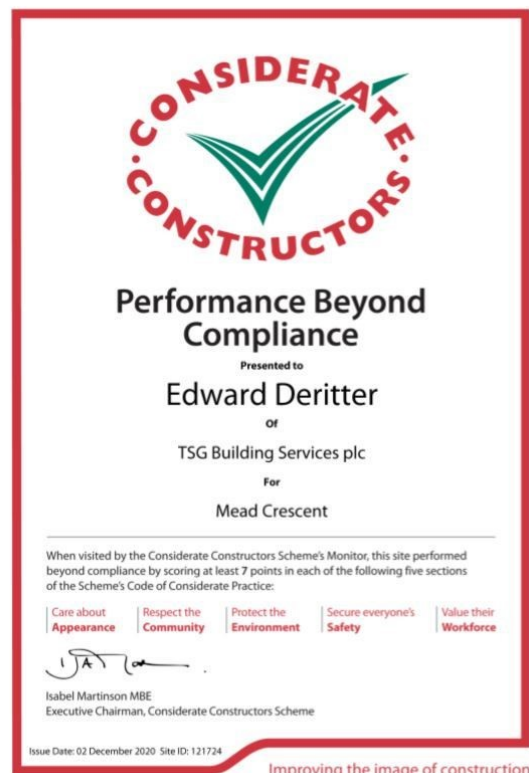
Accreditation achieved

TSG's new build contract with **Dartford Borough Council** at Mead Crescent has been recognised by the Considerate Constructors Scheme for ***'Performing Beyond Compliance'***.

The Considerate Constructors Scheme measures performance in a range of categories including: Care about Appearance| Respect the Community| Protect the Environment| Secure everyone's Safety| Value their Workforce

This code is designed to raise industry standards and requires us to deliver construction activity with the greatest care and consideration.

TSG are delighted to have had our standards of work recognised as safe and considerate working are at the forefront of our working reputation and are always built into any project we embark on.



Staying Covid Safe in 2021

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 •

Covid 19 & TSG

As we go through a third lockdown, we understand now more than ever how these uncertain times are affecting us all. Here at TSG we continue to carry on as normal where possible, so to ensure our clients have a contractor that they can count on, who continue to provide a high level of customer service.

We continue to follow all government guidelines, and liaise with all our clients regularly to reassure them we as a company are fully functional, and action any short term measures to assist with the day to day running of their organisation.

**FAMILY RUN WITH OVER
50 YEARS IN THE
BUILDING INDUSTRY,
OVER 240 STAFF
MEMBERS AND A
TURNOVER OF OVER £42M
ALWAYS CHOOSE AWARD
WINNING TSG**

~

Freja Russell - Business
Development Manager

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