

TSG partners with Trees for Cities

TSG Building Services are proud to be in partnership and a member of Trees for Cities.

Trees for Cities was established in 1993, and they have grown into a thriving organisation with national and international impact, but whom have stuck to their roots. They are the only UK charity working at a national and international scale to improve lives by planting trees in cities.

They get stuck in with local communities to cultivate lasting change in their neighbourhoods, whether it's revitalising forgotten spaces, creating healthier environments or getting people excited about growing, foraging and eating healthy food. They have planted over 1,117,000 trees since 1993 and engage with over 125,000 volunteers.

Trees for Cities was selected as one of four charities in The Guardian and Observer's Christmas climate emergency appeal. Over 13,000 readers donated a total of £1m to the appeal that is

initiatives
climate justice
climate solutions.



being spent on
promoting social and
through natural

TSG partnership with Tfc is very exciting, and as TSG is serious in its pursuit of aiding a cleaner and healthier environment, and we recognise the impact our business activities have on the environment and therefore we manage them responsibly through a programme of continual improvement. Our commitment to environmental challenges can be demonstrated by our UKAS certificated ISO14001 EMS which helps achieve improvement in overall environmental performance in the business activities of the organisation.

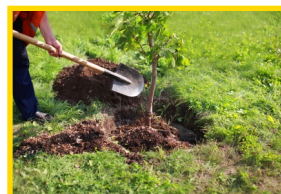
Our partnership with Trees for Cities will assist us to engage with our clients, achieve corporate social responsibility objectives, all whilst creating a lasting green legacy for the future. This will also assist in contributing to tangible community projects with real social impact, along with TSG's employee volunteer scheme of planting trees, this will have a massive impact on employee engagement and wellbeing.

As a contractor with nearly 60 years experience in the industry, we know how important it is to ensure that we contribute now more than ever to a cleaner and healthier environment.



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Customer Service HERO Initiative

Earlier this year we rolled out our Customer Service Initiative for our Servicing & Maintenance Division, where each month we award HERO of the month.

This entails three random calls being listened to from each Customer Service Advisor & Administrator within the month and them being scored on their ability to handle calls, tone of voice, empathy, overall service,

going the extra mile, note taking and much more. Not only have this been great incentive for the employees, but also a chance for them to shine and be recognised for their great skills.

They receive some great prizes and also our winner holds this fantastic award for the month, ready for who wins next.

'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.

Oppportunity 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 with harbouring an entrepreneurial culture in which staff have a strong vision of what they want to achieve.

HERO of the Month?!?!?

Following our Customer Service Initiative, we are pleased to announce our first Winner Samantha.

Samantha is extremely personable and takes great pride in helping residents on the phone to ensure they receive the best service & her efficiency to deal with numerous calls a day, whilst under immense pressure, shows what great skills she has & her want to help people shines through.



Congratulations also are in order for our Runner Ups, Mathilda & Matthew.

TSG are extremely proud of all our employees for their continued hard work during these very challenging times.

Promotion!!

Resident Liaison to Assistant Manager



Here at TSG we offer the opportunity to develop and grow internally by investing in people's future. Huge congratulations are in order for our new Site Manager Nicole, who is from our Construction Division and who is going strength to strength. To celebrate this we wanted to take some time to learn about Nicole's journey. Check out our interview below with her to find out more, and how even in these unprecedented

times, you can still achieve your goals.

How long have you been with TSG and how did you first get started with the company? *I have been working with TSG since August 2018. A colleague of mine in my previous work place knew the Site Manager on the Cambridge contract and knew that I was looking for a more customer facing role and recommended me for the role. I started on the contract shortly after as a Resident Liaison Officer.*

What attracted you to the construction industry? *I love the thought of building something from nothing and seeing a space transform. Especially combined with the aspect of working in people's homes on our current contract with the council here in Cambridge. It gives a real sense of accomplishment when you are able to transform a space in a resident's home into a room they are proud of and want to spend time in.*

What's been the most challenging part of your role, and how did you overcome it? *Having the confidence to manage staff since taking on the Assistant Manager role. Luckily I have a very good management team here who are always there to answer any of my questions and reassure me that the answers/advice that I am giving to the trades onsite is correct. This has helped me greatly when it comes to my confidence and building my staff management skills.*

What's been the best thing about your job, and how did it make you feel about how far you've come? *We recently installed a wet room in a property after I had suggested to the Council that the resident required one and that we could extend the current toilet to meet the resident's needs. The resident was that happy with the work that we had completed that she cried with joy. This was a great feeling as I really knew that our work was going to change this lady's life for the better.*

What's your 2 top tips for anyone looking to progress in their career?

Never stop learning. This could be on courses or shadowing colleagues in the business/in the role you aspire to be in. The more knowledge you have about the role you want to go into the more confident you will be and as your knowledge of the industry grows as will your opportunities. Set Goals. Make a plan of where you want your career to be and set out steps on how to get there. It can be overwhelming knowing what you want to achieve but not knowing how to get there. So breaking it down into simpler goals (such as gain "X" training or shadow "X" role for "X" amount of hours) is a lot more motivational.

Congratulations again Nicole, you are an asset to the company.

Whole House / Void Refurbishment

TSG Building Services is unique in the market place. We directly employ builders, carpenters, plumbers, electricians and heating engineers. Our direct labour force gives us greater flexibility and control over quality and finishes. We fully refurbished over 100 properties last year.

TSG Building Services Ltd employ a team of highly skilled qualified tradesmen and craftsmen who all specialise in their respective trades or crafts. Our team includes Ground workers, Tilers, Bricklayers, Carpenters and Joiners, Roofing specialists, Painters and Decorators, Plasterers, Gas Safe registered Plumbing and Heating engineers, NIC EIC approved Electricians.

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

TSG's Communication

We are open 24 hours a day for 365 days of the year to ensure our clients customer receive a high-quality service and most importantly feel valued throughout their customer journey. All of our vehicles are installed with the latest tracking technology enabling us to find the nearest available engineer to deal with each breakdown or emergency as quickly and effectively whilst also reducing our carbon footprint.

Here at TSG we pride ourselves in communication, that is effective, practical and of a high standard and is in line with the newest technologies to ensure our clients customers are kept up to date at all times.

Our housing management system integrations for Social Housing Client, and our SMART service delivery processes, such as our 72-hour text message reminder of appointments and geo-location services, allows us to inform the customer of our appointment confirmations and engineer's estimated time of arrival.

Contracts Awarded

TSG were awarded new domestic boiler and heating installation contract with Vale of Aylesbury Housing. The works are being delivered under the Fusion21 framework for domestic installation works. Over the 4 month contract period TSG will deliver works to 160 properties. 26/01/2021



TSG were awarded a place on Bedford Borough Council Home Improvement Agency (HIA) Framework for Electrical & heating works over an initial 2 year period. Electrical works to be delivered under the framework include: Periodic Inspections; New Consumer Units. The heating works will include boiler only installs and full central heating installations. 1/02/2021



TSG were awarded a place on CHIC Ltd (Central Housing Investment Consortium) Procurement for All - All Under Roof Dynamic Purchasing System (DPS). TSG have been accepted to bid for works as they arise under the following lots: Lot 8: Heating & Gas Lot 11: Electrical and Lot 12: Kitchens, Bedrooms & Bathrooms. The DPS will be in operation for 5 years. 11/02/2021



TSG were awarded a place on A2Dominion Group's highly prestigious housing improvement framework. The framework, which will be delivered over a 4 year period will require contractors to deliver housing repairs and improvement works including fire safety and cladding. Works will include but are not limited to installation, repair, replacement, adaptation and improvement of properties, blocks and commercial units. The framework works will also include structure, external envelope, internal and external areas and components, including any mechanical, electrical or plumbing systems. The framework has been split into two lots, depending on whether work is architect led or contractor design and build. TSG have been awarded a place on both lots. 15/02/2021



TSG were awarded a place on the new 4 year Fusion21 Workplace and Facilities Framework. TSG will join Lot 6: Building Services (M&E) to carry out a range of M&E services across the country. Contracts will be awarded through direct award or mini-tender competition. 8/03/2021



TSG were awarded a new contract with Cambridge City Council for the delivery of resurfacing and improvement of the car park and open space situated in Dundee Close. The works will be delivered over a 6 month period. 24/03/2021



Compliments Received

"TSG has been great during this difficult time. Have had to wait for parts to come in but finally Gavin from TSG came today and sorted the boiler. Thank you Gavin and Jasmin for your help. Very much appreciated".



"Well, I've recently had a brand new council kitchen fitted over two weeks of living upside down so to speak, but I really cannot praise the staff high enough that have been in and out working in my house, especially Neil and John, two smashing fellas that gave their hundred per cent into sorting things out for me. Nothing was too much trouble for them and if I had any problems I could of rang the office who were also happy to resolve matters. I am so pleased with the work done, having lived here for 40 odd years they certainly have been the best workmen the council have sent round, and my kitchen is just fab. So 3 cheers or more to you all, someone is getting it right at last !!

"On Monday night all my electrics went out. So Tuesday I called the electrician who came out and discovered it was the boiler leaking. So then had to call TSG. Glyn was brilliant. Had all the parts he needed and cleaned up after the job was done. He then went above and beyond and put the plugs on the electrician left open. So again big thank you to Glyn for a wonderful service".

"Rudi from TSG did a sterling job today and wanted to let you know how impressed I was with his professionalism!"

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

BESA Accreditation & Membership

TSG are happy to announce our newest accreditation and membership with BESA Group.

The Building Engineering Services Association (formerly known as the HVCA - Heating and Ventilating Contractors Association) is the UK's leading trade organisation for building engineering services contractors – representing the interests of firms active in the design, installation,

commissioning, maintenance, control and management of engineering systems and services in buildings.



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 restrictions ease and we come out of our third lockdown, here at TSG we continue to remain very vigilant and know how important it is to not become complacent.

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 have taken steps at our Head Office to ensure it is safe for all employees and continue to communicate with all staff about the measures that must be taken to ensure the spread of covid is minimised.

**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**

~

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