

TSG

BUILDING SERVICES plc

December 2021
Issue 5

BUILDING ON

60
YEARS

OF SUCCESS

The business was created in 1961 by Gordon Thrussell as a central heating installation business and has continued to grow year on year, now directly employing over 200 personnel.

A subsidiary company, Swiftheat (Contracts) Limited, was formed in December 1977 to deal with large contract work, followed in 1990 by the acquisition of Hale Construction (Contracts) Limited, which expanded our areas of operation into construction and renovation of domestic and commercial properties. Some six years later, a further company, Swiftheat Gas Services Limited was created to specialise in gas servicing for the Local Authority Market. Due to our commitment to quality, customer service & our proactive approach under managing director Peter Thrussell, we expanded rapidly in this market growing our extensive client base and building partnerships which exist to this day. In 2000 TSG Building Services plc was created to allow the company to tender for large contract work within the social housing and commercial sector.

TSG now boasts the following divisions;

Gas Servicing & Maintenance - for both Commercial and Domestic Central Heating Systems

Mechanical Installations – for both Commercial and Domestic Central Heating Systems

Electrical – Testing and Rewires to Social Housing properties.

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

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

New Build – Construction Developments for Social Housing Groups

2021 has now seen TSG Building Services turnover £43m making the business large enough to undertake a range of contracts but accountable at all levels including the directorship for all works carried out on customer's properties.



H&V NEWS WINNERS AWARDS

AWARDS
HEADLINE
SPONSOR



**PIPE
CENTER**
a WOLSELEY company

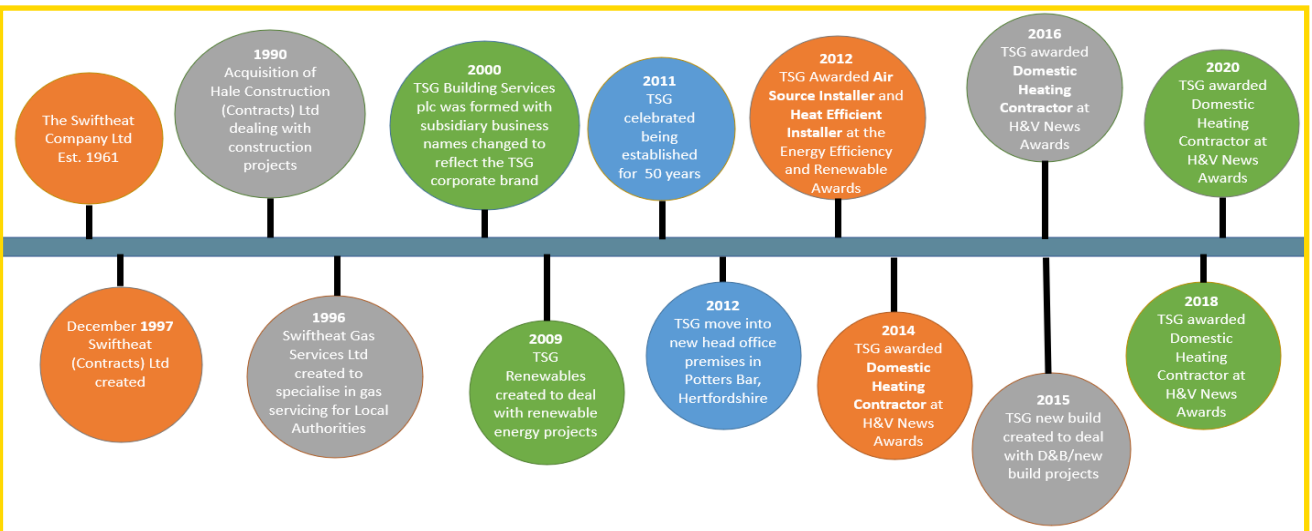
2020
Domestic Heating Contractor
2018
Domestic Heating Contractor
2016
Domestic Heating Contractor
2015
Domestic Efficient Installer
2014
Domestic Heating Contractor



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The Road Map



Certifications



The British Standards Institution

British Standards Institution (or BSI), is the national standards body of the United Kingdom. BSI produces technical standards on a wide range of products and services, and also supplies certification and standards-related services to businesses.



The Fire Protection Association

The Fire Protection Association (FPA) is the UK's national fire safety organisation, who work to identify the dangers of fire and assist us a clients reduce any fire-related risks.

'The Building Services Solution for Social Housing'

Children In Need Week

The amazing Heather organised our yearly TSG Children in Need Week and the biscuit build went really well. It was interesting to watch and because it's not like the Duck Race, I had to monitor the biscuit order so we could get a 3rd place. The winners were:-

1st Place:- Melvin with the Pink Wafer, chosen by Andy

2nd Place: Rickie with the Jaffa Cake, chosen by Andy

3rd Place: Rickie with the Chocolate Finger, chosen by Julie

Together, we raised £57 for Children in Need.





Customer Service HERO Initiative

At the beginning of 2021, 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 telephone 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 ser-

vice, going the extra mile, note taking and much more. Not only has 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 a entrepreneurial culture in which staff have a strong vision of what they want to achieve.

HERO of the Month

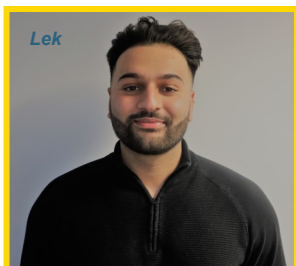
Following our Customer Service Strategy that was rolled out earlier this year, we are pleased to announce our second

Winner **Janet**.

Janet's work ethic, calmness to dealing with daily challenges and her professionalism is outstanding. Janet is extremely thorough in her work, and her friendly approach to help customers is great, to ensuring our clients customers get the best service as possible.



Congratulations also are in order for our runner ups, **Lek & Jessica**, who have also shown exceptional customer service. TSG are extremely proud of you all and your continued hard work, well done to all the teams.



Head of ICT Automations



How long have you been with TSG and how did you first get started with the company?

I have been with TSG for 23 years. I first got into the industry in 1998 and joined TSG which was known as 'Swiftheat' on the 16th March 1998.

What attracted you to the construction industry?

Being honest, it was purely coincidence that Swiftheat was a Construction based Company when I first joined. Many of my

male relatives, cousin's / uncles and even my own father worked as Tradesmen in the Construction industry. So I am the only male clerical worker from either side of my family to work in the Office side of the Construction industry...!

What's been the most challenging part of your role, and how did you overcome it?

The most Challenging part of all four roles that I have had at TSG is unquestionably 'Managing Priorities' in an industry where many factors are considered a priority one. It takes years to hone your skills and mindset to decipher what is truly a 'MUST DO NOW' situation and I certainly had my fair share of learning the hard way. At the end of the day, if you become a more Senior figure within this business the top priorities will always be 'Legislation' and 'Contractual Obligations'. Ensuring all legislative and contractual process are met, coordinated, reviewed, implemented and continuously improved.

What's been the best thing about your job, and how did it make you feel about how far you've come?

The best thing about my current role is having the existential experience of the industry. However, it can be a bit of double edged sword to have too much relative experience / knowledge. On the other hand this empowers me to second guess numerous things, confidently challenge the status quo and often predict the outcome of something quite quickly which others may not even foresee.....like a sixth sense. Reflecting upon how far I have come never crosses my mind until something else circumstantial brings it to my attention. For Example, with TSG turning 60 this year, that was the first time it dawned on me that I have been part of that for 23 years. At all other times I treat each day as another new mission to accomplish.

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

1) Realise your strengths, in doing this you can then hone in on and fine tune your weaknesses. 2) Reach your limit and then see if you can go beyond that. This is because in this industry and small medium sized companies in general resources are limited to essential assets. You must rely on one person 90% of the time.....YOU. Individuals that wish to progress in their career must realise that this business / industry is like an army assault course which is going to test you in every way ultimately separating those that can progress sooner than others. Employees that can present the most effective practical and smart solutions to issues / obstacles which could even potentially then become a business platform to build from are the employees that do progress and make the biggest impressions on the company. Team Building, engaging with staff and ultimately promoting staff are the key to the survival of this business.

TSG's Communication

We are open 24 hours a day for 365 days of the year to ensure our client's customer's 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's, 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.

Who We Are

TSG Building Services plc has been established since 1961 and has since been providing unequalled and unrivalled services to Local Authorities and Housing Associations. We now provide service and maintenance contracts to over 70,000 properties across the UK.

TSG are delighted to have won the award for Domestic Heating Contractor of the year at the H&V Awards in 2014, 2015, 2016, 2018 and most recently 2020. Since their inception, the H&V News Awards have been at the heart of the industry calendar, shining a light on the most talented companies the industry has to offer. We are proud to have been recognised as the leading contractor for domestic heating service, maintenance and installations.

Our in-house workforce is now over 200 strong and has particular expertise in the specific requirements of local authorities and housing associations. Projects and contracts are coordinated by a highly qualified and experienced contracts manager who monitors and maintains performance, quality, health and safety guidelines and resident liaison programs.

Contracts Awarded

TSG are delighted to announce the award of a new contract with City of London for the replacement of Cold Water Distribution Systems totalling 5 blocks across 2 locations in E1 and N7. The works comprise of new cold-water services throughout the blocks. Locations include the water tank plant room and each floor level to install new cold-water booster sets, water tanks and all distribution pipework.

At the E1 site, works will be undertaken to 234 flats. With works set to be delivered to 243 flats at the N7 site. **9/9/2021**



TSG are delighted to announce that we have been awarded a place on two new frameworks with London Borough of Waltham Forest. The frameworks cover: 1. General Repairs, comprising of responsive repairs & general building works including full property refurbishment. 2. Energy Improvement Measures, comprising internal & external wall insulation, Loft insulation and new double glazed windows. **14/10/2021**



TSG are delighted to announce we have been awarded City of London Corporation Repair and Maintenance of Gas and Mechanical Appliances. The works will be delivered to both domestic and commercial heating systems, and will also include planned and reactive installations of domestic heating. The contract is for a 3 year period, with the option of a 2 year extension, was awarded through the prestigious Fusion21 "Heating and Renewables Framework". **18/10/2021**



FUSION²¹

TSG can confirm we have been successfully shortlisted to join the South East Consortium framework for Responsive Repairs, Voids & planned maintenance works. The framework will run for 5 years and will cover plumbing & heating; electrical installation's; general builders works; fire alarms; fire doors; CCTV and roofing. SEC is a consortium of 43 social landlords who manage around 437,000 properties in the South East of England.

22/10/2021



TSG are delighted to announce the award of a new gas servicing and maintenance contract with Saxon Weald. The works were awarded through the CHIC Ltd (Communities & Housing Investment Consortium) DPS and will be delivered for an initial 2 year period, with the option to extend for a further 2 years subject to annual reviews. The works will be delivered across West and East Sussex and Hampshire. **15/11/2021**



We are delighted to announce we have been awarded Cambridge Home Improvement Agency Kitchen & Bathroom contract for adaptations to K&B generally funded through Disabled Facilities Grants. The works are a joint service operated by Cambridge City Council; South Cambridgeshire District Council and Huntingdonshire District Council. The works will be delivered for an initial 2 years, with the option to extend on a 1 + 1 basis. **29/11/2021**



Good News Stories



TSG's Gas Supervisor, Tom had his birthday recently and his wife made this cake made for him, as he is so dedicated to TSG Building Services.

A massive well done to Rebecca our ISO and Health & Safety Coordinator who recently passed her certification with BM TRADA Certification Services and Timber Consultancy for ISO Management Systems Internal Auditing. Rebecca says "I found the ISO Internal Auditing Course very beneficial and valuable for the business. I learnt in great depth about the Integrated Management System, which is fundamental to any company. By undertaking the course, it will enable me to utilise my skills to implement successful changes to TSG".



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

Janai Randolph Apprentice of the Year 2020-2021



Massive Congratulations are in order for our Apprentice of the Year Janai Randolph. In 2015, TSG launched its own in-house staff training centre, "TSG Academy - The Peter Thrussell Centre for Training and Excellence". The Academy lends its name to our founder Peter Thrussell, who was a firm believer in the development of young people, providing them with skills relevant to the sectors in which we work in. The Academy's main practice is to help guide all our apprentices to reach their full potential and achieve their ultimate goal in gaining their qualifications in their chosen profession.

The TSG Academy is fully equipped with a range of operational Gas appliances, including a range of boiler types, Heat Interface Units, Air Source Heat Pumps and an Unvented Hot water generator. We also have a dedicated area for our electricians which incorporates the facilities to show safe isolation procedures, testing of circuits and fault finding. The Academy also has capacity to expand for future technologies as and when they arise.

All apprentices are mentored by our dedicated Training Manager Caroline O'Hara, who has a vast knowledge of the industry and is able to communicate their experience not only to the apprentices, but to the existing site operatives when required.



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 have come back in to practice 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 continues to provide a high level of customer service.

We continue taking steps at our Head Office and other sites 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-19 is minimised.

Please note all photos were taken when all Covid-19 restrictions were not present.



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

ALWAYS CHOOSE AWARD WINNING TSG

Freja Russell - Business Development Manager

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