

## TSG Plant Trees in the London Community

TSG employees volunteered at Stockley Park Recreation Grounds, where the nearby estate is situated in the ward of West Drayton in the south west of the borough and is amongst the 30% most deprived neighbourhood's in England. In Hillingdon, the level of air quality changes quite significantly from the north to the south of the borough, with higher levels of PM10 and NO2 the closer the proximity to Heathrow Airport. Higher levels of air pollution are also detected on main arterial roads and railway lines. Stockley Park is just 2 miles from Heathrow Airport, approximately 0.5 miles from the busy M4 motorway to the south and 0.5 miles from TfL's and Great Western Railway's lines to the north.

The park and part of the estate is in an area of low tree canopy, 0 – 9% average canopy cover. Trees for Cities along with TSG Building Services planted trees throughout the park and estate area, introducing colour, visual interest, shading and biodiversity to the area as a whole, while also helping to mitigate air pollution through the planting of trees.

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



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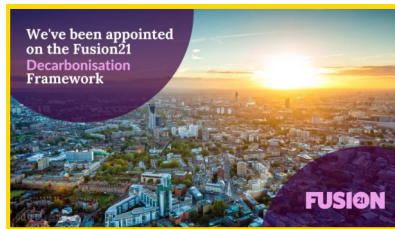
## Fusion21 Decarbonisation Framework & Renewable Energy

TSG are delighted to announce we have been awarded a place on Fusion21's prestigious Decarbonisation Framework, worth up to £750m over a four-year period.

We are one of fifty specialist contractors who have secured a place on the framework, which has been developed for public sector organisations, to access, including housing associations, local authorities, NHS Trusts, blue light organisations and education providers. The framework has been designed to meet the Government's net zero target by 2050 and will support the design and delivery of energy efficiency measures, combining contracts that can deliver thermal fabric improvements, heating and renewables, power and building management systems.

TSG were shortlisted for Lot 1: Whole house decarbonisation, which provides solutions for whole house energy efficiency measures to **PAS2035:2019** standards. Lot 1 will include a range of measures, including fabric insulation, ventilation systems and renewable technologies, such as air source heat pumps and solar PV.

The framework also includes property improvements to be undertaken as part of the retrofit measures. John Farley, Framework Manager (Construction) at Fusion21 said: "We are delighted to welcome all of the new suppliers onto Fusion21's Decarbonisation 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 both domestic and non-domestic retrofit schemes to the latest standards. 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."



As we all strive to improve homes, reduce energy bills and help contribute to achieve the targets set for zero-carbon by 2050, TSG's partnership with E.ON continues to be strong as we work towards ECO4 and other funding streams.

We are dedicated to a cleaner and healthier environment, reducing fuel poverty and supporting communities to become more energy efficient. As a contractor with over 60 years in the construction industry we know that focusing on renewable elements is top priority for our clients, in their aims to lower carbon footprint and beat climate change, as to make the journey to NetZero achievable, the future is green energy, sustainability, and renewable energy.

TSG strives to be at the forefront of new technologies, and have established strong relationships with the UK's leading manufacturers of renewable energy systems. Since 2010 we have installed over 1,500 Renewable Energy Installations for local housing providers and the private sector. This has comprised of Air Source Heat Pumps, Ground Source, Biomass, Mechanical Heat Recovery Ventilation, Solar PV and Solar Thermal in both retrofit and new build properties.

TSG has been partnering with Housing Associations, Local Authorities and Social Landlords to implement large scale renewable energy installation programs for many years. This experience allows us to offer a fully bespoke and tailored solution as we work closely with both our new and existing clients to meet each organisation's individual requirements and goals. We were one of the first companies to gain **MCS accreditation** in the UK, which has helped TSG build strong relationships with the UK's leading manufacturers attaining partner statuses with several due to our high standards of workmanship and commitment to the market. This allows us to offer extended warranties and to be able to fully design, install and commission renewable technologies in house.

## ISO 9001 & 14001 Certifications



TSG are pleased to announce our re-certification for ISO 9001:2015 and ISO 14001:2015 following our recent audit by BM TRADA.

**ISO 9001:2015** sets out the criteria for a quality management system. This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.



**ISO 14001:2015** is the principal management system standard which specifies the requirements for the formulation and maintenance of an Environmental Management System. This helps to control our environmental aspects, reduce impacts and ensure legal compliance.

## 'The Building Services Solution for Social Housing'

## Happy Days - TSG's Charity of the Year

It gives us great pleasure to announce our charity of the year is **Happy Days Children's Charity**.

Here at TSG we are always looking to support great causes and we have already started fundraising and giving back to such a great charity. Happy Day's work with local communities right across the UK to provide vital respite breaks for individuals, families and groups who support children with a wide range of additional needs. The young people they help range in age from 3 to 17. They come from many different backgrounds and cultures and suffer many different conditions.

Happy Days offer help to those with learning difficulties, physical or mental disabilities, emotional challenges and those with acute, chronic or life limiting illnesses. They also help young people who have been abused or neglected, witnessed domestic violence, been bereaved or act as carers for a parent or a sibling.

Happy Days Children's Charity help fund:

- ~ Holidays and day trips for young people and their families ~
- ~ Residential trips for groups of children and young people, including community groups such as women's refuges and SEN schools ~
- ~ Days out for groups to hundreds of venues throughout the UK, including the seaside, theatre, zoos and farm parks ~
- ~ Experiences such as sport activity days, art and music workshops ~
- ~ Visiting theatres and workshops to visit groups where mobility is a difficulty ~





## Customer Service HERO Initiative

At the beginning of 2021, we rolled out our Customer Service Initiative for our Servicing & Maintenance Division. This has been headed up by our Head of HR and Business Development Manager, who have created call log forms, Customer Service Matrix, a points system, 1-1's forms, recognition and rewards. This strategy entails three random telephone calls being listened to each month from all Customer Service Advisor & Administrator and them being scored on the following categories which equates to 20 points (per month / total of 60 can be achieved within 3 months)

The following categories are what each individual is assessed on;

- ~ Initial Call Answered Assessment
- ~ Customer Engagement Assessment
- ~ Call Vetting/Handling Skills
- ~ CRM Assessment
- ~ Telephony System Skills

This strategy to date has been a great success, with employees scoring high within the first month of rolling this out.

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

### Our Core Values

**H**onesty 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.

**E**xcellence 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.

**R**eputation 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.

**O**ppportunity 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.

### Our Team Leaders



**Maria**



**Cornelius**



**Lorraine**

Following on from our Customer Service Strategy we also have appointed 'Team Leaders' who are flying the flag within TSG and they have been given in-depth training internally and externally. Their main role will be to assist all Customer Service Advisors and admin staff to ensure our clients and their customers are receiving the best service possible. They will be listening to calls, carrying out 1-1's, assisting with development and helping recognising staff who are achieving high standards of customer service.

TSG's drive for excellent customer service delivery, means we now implement training courses that all staff participate in along with all new starters before they begin taking phone calls. For all staff successfully completing the course assessment they receive a quality assured certificate. The course is accredited by the 'Institute of Conflict Management and by the UK Continuous Professional Development Standards Office'.

The course is 'Managing Challenging Phone Calls Course' and this is to assist and build staff's skills and confidence to control and manage challenging telephone calls to achieve better outcomes. The insights and strategies learnt will enable employees to turn potential confrontations into more effective conversations. The course content involves the following;

- ~ Stay in control no matter how challenging a call becomes
- ~ Use strategies to control and de-escalate challenging calls
- ~ Manage your own reactions and responses to a client's anger
- ~ Deal with any criticism and personal comments from client
- ~ Close unproductive calls effectively
- ~ Manage any challenging and abusive behaviour
- ~ Employ strategies to manage the impact of challenging phone calls

As we move forward to strive for excellent customer service and to move more digitally, we understand the importance of moving with the times, taking into consideration outside factors to ensure our clients and their customers are given quality customer service, and our employees are given the correct tools to move forward positively in their current roles and feel motivated with the reward and recognition that is on offer.

## Bid Director



### How long have you been doing Bid writing for and what attracted you to it?

I have been writing bids and managing bid teams for over thirty years, starting my career as a bid writer for a national recruitment agency called Select Appointments.

Initially, I wasn't attracted to the job at all, but I had worked in the recruitment business for some time and enjoyed the 'work hard, play hard' life. As I progressed with the company, a position came up to work

in their bid team, tendering for public sector clients, across the UK. I fancied a change, so I thought let's give this a go! Three decades later, I look back and remember the great times and amazing people that I have and continue to work with.

### How did you come to working for TSG and have you worked for a family run business before?

Previously to TSG, I worked for a company called Sureserve Group plc, as their senior bid manager. Sureserve Group is made up of several operating companies, including K&T Heating, Sureserve Fire & Electrical and Aaron Services. I was with Sureserve for a number of years and had reached a plateau in my career. One day I received a call from a recruiter asking me if I was interested in working for TSG.

After a couple of interviews, I was offered the job as Bid Director, which I was delighted to accept! I have worked for a number of companies during my career, from FTSE 100 organisations, like Capita and Babcock, to family owned businesses. Indeed, before I joined Sureserve, I worked for a family owned company called T Brown Group, as their bid manager, at their head office in Surrey. I much prefer working for a family run business, as you actually feel part of a team that does make a difference!

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

The single most challenging part of anyone working in bids is time. All of our work is deadline driven, meaning that if we miss the deadline, our bid will be rejected. As well as submitting pricing, we also submit written responses to quality questions, from the client. As a team, we often rely on colleagues, with technical expertise, to have input to responding to complex technical responses. As a team, we understand that these colleagues also have their normal day to day jobs and bids are often seen as additional work.

As a business, we now have a weekly bid review meeting to discuss new opportunities and whether or not we want to bid. Before and during the meeting, we'll also discuss not only the bid team's current workload, but also other colleague's workloads to ensure that if we decide to pursue an opportunity, we all have enough time to submit a winning bid!

### What's been the best thing about your job to date, and how did it make you feel?

Being part of a great team that wins a new bid for the company always makes me feel great!

### What's your 2 top tips for anyone looking to progress in their career especially during the uncertain times?

Believe in yourself, look at problems as opportunities, and if I could give one more tip – remember to smile.

## 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

We are delighted to announce the award of Hightown Housing Association's annual appliance and gas servicing contract. Renewables and electric boiler servicing will also be included. The works are set to commence early next month and will be delivered over an initial 3.5 years, with the option to extend for a further 2 years.



We are delighted to announce we have been awarded a new contract with Enfield Council. The works comprise of the Commercial Boiler Plant Room Refurbishments at Bramley House, Dean House and Durrants Lodge which will be carried out over a four-month period, starting January 2022.



TSG are delighted to announce the award of Golding Homes for the replacement of boilers and central heating systems as part of Golding Homes stock reinvestment programme. There is also a requirement to provide back up support to their in-house team in undertaking servicing of gas appliances and ad-hoc repairs as well as other associated works. The contract is for 3 years with the option to extend by 1 yearly increments, up to a 3-year maximum.



TSG are delighted to announce we have been awarded a place on Warmworks GSEEH Framework for the installation of works under its LAD programme across 15 regional areas. The contract commenced in March and will last for the duration of the existing funding scheme, with revised mini-competition documentation issued at intervals in line with renewed funding schemes.



TSG are delighted to announce the award of Central Bedfordshire Council Commercial Planned & Reactive Mechanical Services and related equipment to ensure their safe, efficient, reliable and appropriate level of performance.

Whilst the list below is not exhaustive, it provides an indication of what is included:

- Boiler (gas, coal, oil) servicing and flue cleaning
  - Gas installation (pipework) testing
  - Pressure vessel testing
  - Calorifier blow down
  - Kitchen gas appliances
- Visual inspection of Cold-Water Storage Tank



## Celebrating International Women's Day



International Women's Day which falls on 8 March is a global day celebrating the social, economic, cultural, and political achievements of women. The day also marks a call to action for accelerating women's equality. IWD has occurred for well over a century, with the first IWD gathering in 1911 supported by over a million people.

Our Business Development Manager, Freja Russell says *"It's just wonderful to see so many women in the industry and how not only within TSG and the construction industry, but how the all businesses are aiming to break to bias"*.

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

## British Approval for Fire Equipment Certification

TSG are delighted to announce our certification of membership with the British Standards Institution.

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.



### BAFE SP203-1 Fire Protection Scheme Fire Detection & Alarm Systems

TSG Building Services Ltd  
TSG House  
Cranborne House  
Cranborne Ind Est  
Cranborne Road  
Potters Bar  
EN6 3JN

The above firm has been certified to the BAFE SP203-1 Fire Protection Scheme  
Fire Detection & Alarm Systems.

This certificate has been issued by Certsure LLP to recognise that the above  
firm is able to undertake work activities as detailed in the Certification Schedule

Certification Number: **BFS70093**

Certification Date: **20<sup>th</sup> January 2022**

Signed:

  
Kevan Parker  
Operations Director  
Certsure LLP

## Secured by Design Gold Award Certificate



Massive Congratulations to Jim, Bob, Paul and all the team in our Construction Division on the Epping Phase 4.1 project for achieving the **Secured by Design (SBD) Gold Award** on both Queensway (Bewlay Close) and Chequers Road (Jones Close).

This award is issued by 'Secured by Design' in recognition of the achievement to design out crime within the development. It acknowledges the measures taken to reduce the opportunity for crime and anti-social behaviour by improved layout, environmental design and the use of Police Preferred Specification products.

The Gold Award not only relates to the physical security of the buildings but also to the lighting, car parking, landscaping and garden furniture to name a few. This was a great joint effort, and was made possible with the hard work that has been put in by the team to meet and liaise with the SBD Officers and organise the materials and labour required.

**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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**Author:** Freja Russell - Business Development Manager

## 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 •

**TSG**  
BUILDING SERVICES plc

