

Adam's Speil

Welcome to Issue 9 of the TSG newsletter.

I trust that everyone has had a great year and would further like to wish everyone a Merry Christmas and hope that everyone enjoys the festive period.

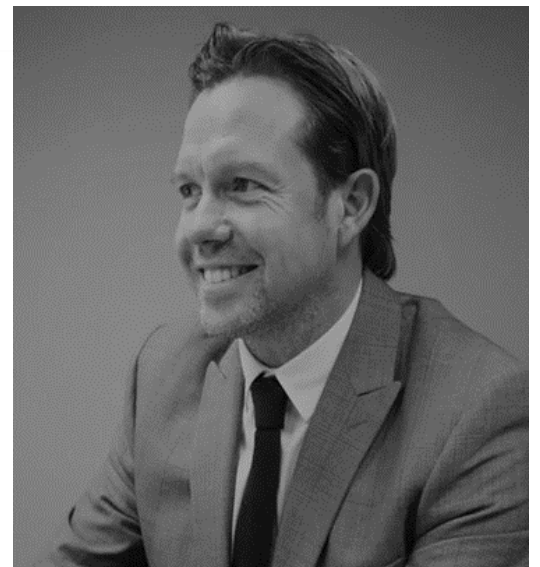
As the business continues to grow and we continue to press on as you will read, we have had significant contract wins as well as the consolidation of our existing contracts. We look forward to starting work on these in the near future.

I would like to thank everyone for their continued hard work and delivery of an excellent customer centric service. It is a difficult market place with more competition than ever for contracts and coupled with rising costs due to inflation, it is vital that we maintain and continue to deliver an exceptional service to our clients.

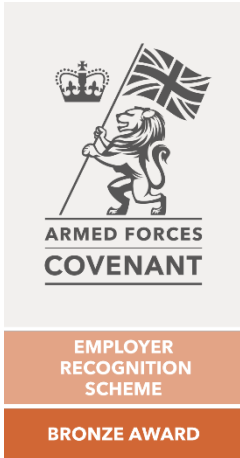
It has been a progressive few months internally at TSG with the launch of the company intranet Engage which you can read more about both in our previous newsletter as well as within this quarter's edition. The implementation of the new HR system is another example of the many steps forward we are taking as an organization to streamline our processes and create a more cohesive work environment.

I was delighted that our New Build Division achieved the Considerate Constructors award for our work on our New Build Red Kite project. Well done all involved.

Entering into the colder months, may we continue to strive and create not only great experiences for our customers and clients but also a positive working environment for all and continue to celebrate each and every achievement within the organization.



TSG Building Services plc is proud to sign the Armed Forces Covenant



The Armed Forces Covenant is a commitment to support reservists and veterans in our employment, as well as encourage those who serve, or have served, into employment with TSG Building Services.

What is the Armed Forces Covenant?

To those who proudly protect our nation, who do so with honour, courage, and commitment, the Armed Forces Covenant is the nation's commitment to you.

It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy, and society they serve with their lives.

We are delighted to announce that we have signed the Armed Forces Covenant, a commitment to support reservists and veterans in our employment, as well as encourage those who serve, or have served, into employment with the company. Working with Defence Relationship Management (DRM) who provide support on employing Reservists, veterans, Cadet Force Adult Volunteers and military spouses, the company recognises the great variety of transferable skills and qualities that the armed forces community can bring to the workplace, developed throughout their careers.

We are proud to be signatories of the Covenant and look forward to working towards the mutual benefit of both our armed forces community as well as the TSG's business needs.

Adam Thrussell, Chief Executive Officer, said *"We are a process driven business, so the disciplines, skills and experience of ex-service personnel will be invaluable to our company. We are keen and proud to be working in this environment and believe in a partnership approach to helping build our business, and look forward to taking the Covenant forward and working with it for the long-term."*



TSG participates in the Supported Employment scheme for Young Persons with Learning Difficulties for Hertfordshire County Council



TSG's I.T Department provided a 12-hour work experience placement during August 2023 to a local 24-year-old individual who lives in Potters Bar, who suffers with severe autism. This experience with TSG has helped with the individual's confidence and communication skills along with helping define their strengths.



Hertfordshire County Council has awarded TSG with a Certificate of Recognition (above) thanks to Tony Walsh - TSG's Lead I.T Facilities Officer, whom oversaw the Work experience placement throughout and took great care of the individual.

TSG's Head of IT Facilities – Marc Terenzio commented *"We all take for granted the things in life which those individuals with learning difficulties only strive to achieve, such as going to work, earning a living, and interacting with other people. I am therefore happy to have supported this service for people with learning difficulties within TSG's I.T Department for Hertfordshire County Council and hope that it has helped that person with their life building blocks"*

Disability confident employer



We are pleased to confirm that we have recently retained our status as a disability confident employer for the next three years.

The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is voluntary and has been developed by employers and disabled people's representatives.

The Disability Confident scheme has 3 levels that have been designed to support you on your Disability Confident journey. Employers must complete each level before moving on to the next. In doing so, we

- have undertaken and completed the Disability Confident self-assessment
- are taking all of the core actions to be a Disability Confident employer
- are agreeing to at least one action to get the right people for your business and at least one action to retain and develop your people.

In continuing our Disability Confident journey, we are ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations.

Young Tree Maintenance



CAMBRIDGE
CITY COUNCIL

As part of TSG's Social Added Value commitment to Cambridge City Council, following our successful Planned Maintenance Contract award, we are assisting Cambridge City Council in resourcing a maintenance programme for young trees under 5 years old throughout the City Council area by way of stake maintenance, weeding and strimmer guard placement etc. as well as reporting findings and uploading photos.

TSG primarily utilises one of our operatives with a company van and emergency tree first aid kit to visit trees identified by Cambridge City each week or month and report back. TSG provide all materials specified, labour and transport at no cost to the Council.

We aim to visit 1000 young trees within the first year and will carry out a review at the end of that period.

Picture right - Triple staked, hessian ties with top rails



Happy Days Children's Charity.



Each month our staff take part in a 'dress down' Friday, to raise vital funds for TSG's chosen charity, Happy Days.

Set up by three mums in 1992, Happy Days Children's Charity helps families and groups by organising and funding special days and holidays such as trips to the seaside, theatres, zoos, museums, outdoor activity centres, sporting events and other educational and cultural activities for children in the UK living with mental, physical, and emotional difficulties.

Based in Hertfordshire, they 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 we help range in age from 3 to 17. They come from many different backgrounds and cultures and suffer many different conditions. They 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.

Considerate Constructor Leading Lights Awards.

We are pleased to announce that TSG have won two awards as part of the Considerate Constructor Leading Lights Awards inclusive of the "Aiding the local community in the cost-of-living crisis" award.

A big well done to those who contributed to the continued success of the Tyzach Road site. The team have donated waste wooden pallets to households struggling with rising energy prices and needed fuel; this was especially helpful for pensioners and vulnerable residents. Excess building materials and labor were donated to rebuild fences and walls to provide privacy from the site and improve the general aesthetics of the street.

TSG have also been supporting local schools, TSG invited children to the site to teach them about construction and safety. The site manager also asked children to put their knowledge and creativity to the test with a construction site picture competition.

This project is an exceptional example of one of the ways TSG has been going above and beyond, showing genuine care and consideration for the community. Delivering a meaningful impact reflective of the needs of the area, this initiative has generated high levels of engagement and created a complaint free project. Local residents have positively engaged with the site team, and have demonstrated their gratitude by donating food, furniture and even Christmas decorations to TSG's welfare unit on site.



Looking after your mental health

Mental health has always played an important role in the overall wellbeing of everyone. As this becomes a more discussed topic, and we continue to strive to support all of our staff in the wellbeing of their mental health, I am please to announce that we now have three Mental Health First Aiders in the business.

Your Mental Health First Aiders (MHFAiders®) are here for you



**Ore Emmanuel –
Head of HR**



**Alexandra Timothy –
HR Assistant**



**Rebecca Dewis –
H&S Advisor**

On Tuesday 10th October 2023, TSG marked World Mental Health Day by having a dress down day so staff felt more relaxed and by raising awareness of mental health by: sharing information; outlining available support both internally and externally and via interactive posters which challenged staff members to contribute methods both trialed and tested that helped drive better mental health and overall wellbeing.

The interactive posters not only gave tips on positive mental wellbeing but also requested staff to write down how they were feeling and any positive comments or affirmations that helped encourage/motivate other employees.



It was a great day and it was fantastic how everyone engaged with the day by baking cakes, witting their thoughts on tips on the posters dotted around the office. I hope that everyone was able to take something from our mental health awareness day and enjoyed the provided fruits for all to share by TSG.

TSG raised a total of £100.00 for the mental health charity, MIND. A big thank you too all.





Alexandra Timothy

HR Assistant

How long have you worked at TSG and have you always been an HR Assistant?

I originally started working at TSG in March of 2019 as a call taker in the servicing department until I started my HR career in September of 2022. After finishing in my Business and HR

Management degree in May 2022, after approaching the Head of HR regarding possible work experience opportunities, I was fortunate enough to shadow our HR department. When a position became available in the HR department, I was fortunate enough to be successful in my application and have been working in the HR department of TSG since September 2022.

Why did you want to work in HR?

I always enjoyed the organisational and administrative side of HR and after studying psychology both at AS Level and within my degree I gained further insight into the concepts of what people needed in order to feel fulfilled at work. This train of thought is what sparked my interest in HR as I believe everyone should enjoy coming to work every day and part of my role is making that a reality whether that is being a listening ear, giving advice or helping to make processes easier.

Which aspects of your role do you find the most satisfying?

The most satisfying part of HR is when I can support staff through a variety of problems both personally and professionally and I am able to see that person or people have a visible improvement in their work lives. I also find assisting staff including management in their day-to-day tasks very fulfilling especially if I feel that I have made a real impact to make their work lives easier.

Do you need any qualifications or training to work in HR?

I would advise that if HR is something anyone is looking to get into and if they do not want to complete a degree there is a HR specific qualification called a CIPD. CIPD provide courses ranging from Level 3 to Level 7 depending on the skill level someone is looking to complete. I personally got a degree in Business and HR management myself and I am looking to also complete my Level 7 CIPD which is equivalent to a master's degree in HR.

What are the most important skills for someone working in HR?

I would say that working in HR is not without its challenges. In order to have a successful career in HR, organisational skills are essential especially in a generalist role such as mine as you are often spinning many plates simultaneously. Beyond skills, it is essential to have characteristics such as patience and empathy as there may be days that you are dealing with delicate situations. Being the people function, HR is often the place people go to speak about issues they may have both in their personal and professional lives.

Congratulations to Rebecca Dewis on her graduation

TSG support employees in their career development, whether this is through providing apprenticeships for school leavers from the ages of 16, or upskilling employees through relevant training courses.

On Monday 11th September 2023, Rebecca attended the NEBOSH graduation ceremony after completing the NEBOSH Level 6 National Diploma for Occupational Health and Safety Management Professionals. In her own words, Rebecca stated “What an incredible day the graduation was, all the hard work finally paid off! I’d like to say a massive thank you to my employer, TSG Building Services Plc who upskilled me within the business and also supported me tremendously throughout my studies. I am so grateful to have a job I truly love in a profession I feel so passionate about. This is all thanks to TSG upskilling me within the business and supporting my career goals; for that I am incredibly thankful. “

Rebecca is a Graduate Member of the Institute of Occupational Safety and Health – a Chartered body for health and safety professionals, where she is striving to become a Chartered Member, continuing to develop within her career. Her knowledge and expertise within the health and safety industry has proven invaluable at TSG.



League of Champions Quarter 3 of 2023

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'

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 next winner for Quarter of the 2023 League of Champions.

Office Based:

- 1st Place – Giusi Pompeii
- 2nd Place – Anushah Dinn
- 3rd Place – Janet Harney

Field Based:

- Paul Sharp
- Daniel Craughwell
- Desmond Hammond

Commendations:

- Stephen Roslyn
- Rudhan Limbu
- Leonard Wheeler
- Stephen Wilson

Congratulations to you all, TSG are extremely proud of you all and your continued hard work, well done to all the teams.

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 programmes.

New Contracts Awarded

Client: Chelmer Housing Partnership (CHP)



This contract is for the supply and install replacement kitchens and diners to CHP's properties in line with their Decent Homes programme. This is a three-year contract, with the option to extend for a further year.

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Established in 2002, Chelmer Housing Partnership is a charitable housing association based in Chelmsford, Essex that is proud to provide affordable homes to help tackle the housing shortage in the east of England. They own and manage over 11,000 homes and serve over 27,000 customers.

Client: Orbit Group



This contract was procured via Fusion 21's Building Asset and Improvements Framework Lot 1 Kitchens and bathrooms. This is a one-year contract, with the option to extend for a further two years.

Orbit looked to procure Kitchen and Bathroom renewals/installations from an experienced service provider that will deliver a service that is demonstrably focused around the needs of Orbit customers. Part of the tender evaluation included a range of social value propositions.

Orbit Group is a group of housing associations providing affordable housing to around 40,000 households in England, mainly in the Midlands, East Anglia, and the south east.

Client: Fusion 21



We are delighted to have secured a place on Fusion 21's Refurbishment, Construction, New Build and Modular Building Works Framework, which will provide a flexible and efficient procurement solution for Members of the Fusion21 Members Consortium to save money and generate social value.

Fusion21 is a social enterprise which promotes public procurement to achieve value for money and cost certainty whilst also creating social value outcomes for its members.

Client: LHC



We are pleased to have been awarded a place of LHC's Framework Agreement for Asset Safety & Compliance. The asset safety and compliance framework encompasses a range of services to ensure the safety of public sector buildings and the equipment within them.

LHC Procurement Group delivers a simple core service. They bring buyers and suppliers together to build, refurbish and maintain social housing and public property more efficiently and cost effectively, and to benefit the local community. Created for local authorities, social landlords and other public sector bodies, their frameworks are procured in accordance with The Public Contracts Regulations 2015 and are free to use.

Client: Luton Council



We have been awarded a place on the Mechanical Services Support contract with Luton: which incorporates Domestic Gas Servicing and Associated Work, Domestic Boiler Replacement and Associated Work, Communal Boiler Servicing; Maintenance and Mechanical, Water Treatment Services and Associated Works.

This is a four-year contract with a potential for extend for a further two years.

Luton Borough Council is the local authority of Luton, in the ceremonial county of Bedfordshire, England. Luton is a unitary authority, having the powers of a county and district council combined. It is a member of the East of England Local Government Association.

Client: Procurement for Housing



We are pleased to announce that we have been awarded a place on the Heating Solutions Framework. This is a four year contract. The Lots awarded include, Lot 1 – Domestic Heating – Servicing, Repairs, Maintenance, Installations, and Associated Services, Lot 2 – Commercial Heating – Servicing, Repairs, Maintenance,

Installations and Associated Services and Lot 3 – Domestic and Commercial Heating – Servicing, Repairs, Maintenance, Installations and Associated Services.

PfH undertook this procurement under the Open Procedure set out in the EU Directive 2014/24/EU, as implemented by the UK Public Contracts Regulations 2015 (SI 2015 No 2) (the EU Regulations).

Established in 2004, Procurement for Housing (PfH) is a national procurement consortium dedicated to the social housing sector and supported by the National Housing Federation (NHF), Chartered Institute of Housing (CIH) and HouseMark. Collectively their members manage more than 75% of UK' social housing stock, with PfH helping them to achieve efficiency savings using a wide range of services including framework agreements, spend analyses, strategy reviews, consolidated billing, and comprehensive reporting.

Client: Procurement for Housing



We were delighted to be awarded a place of the Responsive Repairs and Void Property Services framework for the east of England area.

PfH undertook this procurement under the Open Procedure set out in the EU Directive 2014/24/EU, as implemented by the UK Public Contracts Regulations 2015 (SI 2015 No 2) (the EU Regulations).

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Client: Salvation Army Housing Association (SAHA)



We are pleased to announce that we have been awarded the Domestic and Commercial Heating Contract for Salvation Army Housing Association for Lot 2 – Greater London & South East. The initial term of the contract is three years, with the option to extend for a further two years. This contract includes:

- Domestic Gas and Non-Gas Appliance Servicing
- Commercial Plant Room Servicing
- Domestic Heating Repairs
- Commercial Heating Repairs
- Domestic and Commercial Installation and Replacement Works
- Pump Servicing and Maintenance

Salvation Army Housing Association (Saha) is a registered provider that started developing housing and services in 1959. It is a wholly controlled subsidiary of The Salvation Army and has grown into a specialist provider of support and accommodation across England. It currently owns approximately 4,400 units of accommodation and operates in 70 local authority areas.

Client: South East Consortium



We are delighted that we have been awarded a place on South East Consortium's Internal & External Works Framework. This four-year framework will see us undertaking the following works:

- External Envelope including EWI, Repointing and Rendering
- Heating
- Kitchens and Bathrooms
- Windows and Doors
- Roofing
- Electrical
- Cyclical Decorations

South East Consortium (SEC) is a not-for-profit organisation specifically created to support the housing sector.

Client: Watford Community Housing



We are pleased to announce that we have been awarded a place on Watford Community Housing's contract to provide a multi-supplier Framework for Development Works. We were successful with Lot 1 - Development Works up to £5M and Lot 2 - Development Works £3M – £10M.

Watford Community Housing are a housing association with homes across South-West Hertfordshire. They own and manage around 5,700 homes across South-West Hertfordshire, with a focus on providing much-needed homes for lower-income households.



TSG Intranet ENgage

TSG Engage is an amazing way of keeping up to date with the latest news and information that the company has to share with each colleague. On the website you can see the HR resources that includes information about HR policies, procedures and processes. TSG Engage has its own section for the latest news & articles that shares what the company is doing and what your colleagues are achieving. It also allows you to search for jobs with a varied list of all different types of jobs that could catch your eye and interest you in applying for. Lastly TSG Engage lets you change your personal details from the website and your emergency contact details!

Perkbox



Perkbox is available for all members of staff at TSG and is a great way of getting discounts and rewards for the things that you love and enjoy! Perkbox allows you to show your colleagues your appreciation for them by recognising them on the website and sharing their successes with every member of staff, you can even reward your colleagues' points for them to spend on Perkbox. Feeling tired, stressed or drained? Perkbox has its own wellness section on the website that you can use whenever you feel like it. The wellness section includes meditation and yoga videos for relaxation, work out videos and sleep stories and even webinars for opportunities to educate yourself and ask questions. Using your flexipoints that you earn each month, you can save on gifts, have a fantastic day out using the flexipoints, save your own money on travels or beauty/personal care and even earn free perks! To be signed up please contact the Alexandra the HR Assistant at alexandra.timothy@tsgplc.co.uk



Breathe HR

With the implementation of a new HRIS system, processes such as booking holidays will be taken online and made even easier working in conjunction with the new TSG intranet ENgage to bring more of our processes and procedure into a paperless era.



**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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