

# Our strategy for growth

## Ten transformational years of growth and development. That is set to continue.

We aim to deliver value and quality investment returns for our shareholders by increasing our market share in each of our niche service areas. Our strategy is to generate this through organic growth, by leveraging customer relationships and through selective acquisitions.

PTSG continues to evolve in a fast-changing trading and economic environment. That is why we have invested in new proprietary technology that will help us to grow our competitive advantage through innovation and continue to deliver shareholder value. Our new Clarity system, and our focus on ongoing innovation, is essential for a modern company like PTSG to continue to grow profitably.

Our growth strategy is facilitated through three interwoven strands.

### STRATEGIC PRIORITIES

### DESCRIPTION

### PROGRESS SO FAR

### OBJECTIVES FOR 2017

 <p><b>Efficiency</b> In today's competitive markets we need to show we are ahead and able to deliver.</p>	<p>Efficiency is the key to the organic growth of PTSG. Our mission is to continue to be the UK's leading and best niche specialist service provider. We have positioned ourselves in the market so that we are in the right locations to deliver our award-winning services in the shortest amount of time and in the most cost effective way.</p>	<ul style="list-style-type: none"> <li>▶ Our developers have designed and delivered a fully functional working system that can help all our staff, from managers to engineers, to operate more efficiently.</li> <li>▶ PTSG Clarity has given us visibility up, down and across the business, seamlessly integrating service delivery with back office systems.</li> <li>▶ We have trialled the system within our Access &amp; Safety division and offered training to ensure all staff are user-aware. We are now rolling this proprietary system out to the rest of the business.</li> </ul>	<ul style="list-style-type: none"> <li>▶ We are going to continue to concentrate on our organic growth, alongside our existing work-streams and complement and add to those through further acquisitions. Our people development programmes will ensure that we continue to train and invest in our staff into 2017 and beyond.</li> </ul>
 <p><b>Scalability</b> Our ability to grow further is rooted in our proven business model.</p>	<p>Our acquisition of companies that add value to the PTSG portfolio has enabled us to not only widen our geographical market presence, but to enhance our ability to cross-sell new services to customers and business prospects. Over the years, we have built on our already strong niche services, placing us in a prominent position for further growth opportunities.</p>	<ul style="list-style-type: none"> <li>▶ Taking advantage of acquisition opportunities, leveraging our leadership and managerial framework.</li> <li>▶ Our move into the Scottish market opened new doors and has given us a strong foothold in the area.</li> <li>▶ We have successfully added the steeplejack services and dry riser services to our product offering, following two very successful acquisitions.</li> </ul>	<ul style="list-style-type: none"> <li>▶ We will continue with our expansion in the UK, strengthening our position further in those areas that add the greatest value. The more areas we can cover, the more cost effective we will be and the greater our strategic regional operations map becomes, giving us more leverage in the market.</li> </ul>
 <p><b>Innovation</b> Reaching new heights. The dynamics of business are changing and we are embracing them.</p>	<p>We have designed and developed PTSG Clarity, a PDA-based software programme that will enable us to track every job in real time, from pre-planned to re-booked, and the completion and invoice stage.</p> <p>Our highly-trained developers have been working on the unique system for the past three years. It enables our engineers to be on the road 100 per cent of the time, ensuring maximum productivity across the business. Clarity improves scheduling, back office efficiency and client service.</p>	<ul style="list-style-type: none"> <li>▶ Our developers have designed and delivered a fully functional working system that can help all our staff, from managers to engineers, to work more efficiently.</li> <li>▶ PTSG Clarity has given us visibility up, down and across the business, seamlessly integrating service delivery with back office systems.</li> <li>▶ We have trialled the system within our Access &amp; Safety division and offered training to ensure all staff are user-aware.</li> <li>▶ Customer satisfaction ratings continue to improve further following the implementation of the Clarity system.</li> </ul>	<ul style="list-style-type: none"> <li>▶ We will continue to develop the system, rolling it out across all four of our divisions.</li> <li>▶ The system will be completely functional and available to our people by the end of 2017.</li> <li>▶ To consolidate and improve our contract renewal rates.</li> </ul>