

Leading by example

Strong leadership has been key in helping us to drive PTSG forward, ensuring all our teams do a first-class job and, crucially, inspiring a conscientious and respectful attitude. The result is a highly skilled, highly fulfilled workforce that wants to stay with a company that's going places.



Roger Teasdale Managing Director, PTSG Group

As Managing Director of PTSG, Roger Teasdale is the custodian of the principles and practices that have driven year-on-year growth since our founding year of 2007. Through all four business divisions, he ensures a high quality of service: responding to each client's demand for speed, followed by our team of industry experts undertaking the work efficiently and safely, handing over on or before the deadline.

Value for money for the client and profit for PTSG are maximised through cross-selling, and Roger works closely with his business leads to ensure we have the opportunity to improve every structure we work on in as many ways as possible. Roger cites PTSG's contract renewal rate as a key indicator of our performance. For several years it has been at 88%, which speaks volumes for the satisfaction of our customers.

Andrew Dack Director, Group Sales

When an expert from PTSG inspects a building with a view to undertaking a specific service, he/she often finds that other kinds of maintenance or repairs are needed to keep that building compliant, safe and performing efficiently. One of PTSG's great strengths is its bundled service provision. By delivering all of the services a building requires saves the client the time and effort of finding multiple providers – not to mention a considerable amount of money.

Andrew Dack's successful track record in the support services, building and construction industries has equipped him with the multi-disciplinary skills that enable him to lead his team in identifying all of the products or services that can optimise the performance and safe operation of a building. By explaining the benefits and demonstrating the long-term savings that bundled services bring, Andrew puts into practice PTSG's mantra: a truly connected business.



Paul Evans Director, Access & Safety division

From fall arrest systems to safety testing services, no other company can claim such strength in the area of access testing; and Paul Evans is well qualified to direct the division on a daily basis. Paul has many years of structural engineering experience and a mastery of the ever-evolving rules and regulations regarding building safety and working at heights.

His managerial qualities enable him to plan, organise and direct the work of a large and multi-disciplined team in installation and testing. Paul's also highly adept at developing and formulating divisional policies and procedures, and dealing effectively with all kinds of issues from employees and the public. His directorial flair is crucial in helping this important division to stay at the forefront of the industry.



Craig Finney Director, Electrical Services division

Craig Finney's strengths lie both in his excellent leadership skills and his encyclopaedic knowledge of electrical services on behalf of PTSG. He is an integral part of the team, having worked his way up and gaining valuable hands-on experience as a lightning protection engineer. His people skills marked him out as a candidate for directorship of the division from an early stage and upon taking the position, this core area of PTSG's provision has prospered.

Many of our electrical services are of a hazardous nature, and in particular his core area of strength in lightning protection and Craig's great experience and expertise – gained in a multitude of applications – make him the ideal man to see each project through to its successful conclusion. He truly is a 'safe pair of hands'.



Mark Perfect Director, Building Access Specialists

Mark Perfect has the ideal background to make our Building Access Specialists division go from strength to strength. He was Managing Director of Pendrich Height Services before it became part of the PTSG group of companies, where his skilled workforce has scaled the heights of a wide variety of structures from the UK's tallest industrial chimney at Drax Power Station to Edinburgh's Scott Monument.

Mark's expertise in selecting the most effective method of access to a building in order to carry out maintenance, repairs or cleaning is employed to the full at PTSG. We have an extensive high-level cleaning portfolio within London, whilst our steeplejack services can take us anywhere from our home county of Yorkshire to the Middle East – at a moment's notice.

Danny Hardman Director, Fire Solutions division

Danny Hardman's role as a director within our Fire Solutions business is both exciting and highly responsible. His background is with UK Dry Risers, which was acquired by PTSG in June 2016 and successfully integrated into the Group in the following months. As the installation and maintenance of dry risers is a core part of the Fire Solutions provision, Danny – with his flair for leadership and track record of success on projects such as Wembley Stadium and Liverpool Football club – was the natural choice to head up this area within the division.

Demand for services continues to grow, so Danny's team is kept extremely busy providing vital and potentially life-saving services for buildings across the UK. Although Fire Solutions is only just off the ground as a discrete division, early potential for growth is very encouraging indeed.



Unity amongst an increasingly diverse business

We are proud to have the same sense of unity and team spirit amongst our 641-strong team as when we were a small, tight-knit unit back in 2007. We have always had strong values, vision and a business strategy and it is important to us and our colleagues that this is expressed clearly in our brand.

Everyone who joins PTSG, whether as a new employee or through one of our strategic business acquisitions, is inducted into the company via the same process, with exemplary customer service our number one priority. It's what has helped us to grow year on year, it's the reason behind our high contract renewal rate and it's also central to everyone's own sense of satisfaction.

1. Attracting talent

Finding people who want to work for PTSG isn't difficult. Finding people who will make our company better, however, can sometimes be more challenging. That is why we have taken a fresh approach to attracting talent – one that boosts our productivity, invigorates our workforce and helps PTSG to deliver on its promise. With the appointment of a new HR team, we have focused heavily on attracting the kind of people that will help us to continually drive the business forward.



2. Developing talent

We continue to develop talented people by investing in training and development tailored to their needs and by building on their strengths. Through our approach to ongoing development, our business leaders learn how to motivate team members to perform at their best. Our career paths are flexible and adaptable to meet the future needs of our business and the strengths and aspirations of our people. To us, developing talent is about building experience and capability and is not defined solely by promotion and advancement.



3. Retaining talent

There can be major commercial benefits for PTSG and our customers from retaining those people who make a positive difference. That is why we try hard to give them a good reason to stay with us. We advocate proactive efforts by our leadership and management teams to establish a culture that builds strong relationships with our people - the kind that encourages lengthy commitments to the business. A long-term commitment requires effort in both directions and this is something that we discuss with our people at their performance reviews where we agree career plans and personal/professional incentive schemes.



4. Employee engagement

Our people play a vital part in our success and they create value by helping us to grow PTSG responsibly and sustainably. We aim to provide a workplace environment where people are inspired to be the best they can be. We believe that engaged, motivated employees, working to their full capability and able to realise their personal career aspirations, are a critical part of PTSG's long-term success. At the same time, we work hard to make sure that every person who works for PTSG understands their role in the business and how their individual effort makes a direct contribution to our wider success. Effective employee engagement is, therefore, an essential part of what we do.



5. Health and Safety

We know that there is always the possibility of an accident or damage to someone's health in any work environment. All work exposes people to hazards, but with our work taking place mostly at height, this adds in an additional risk dimension. It is for these reasons that our full time health and safety team take this matter so seriously. For us, attention to health and safety is not just a tick in the box exercise – it is our number one priority and it has been since day one. We believe this makes good business sense and we regard it equally as important as the achievement of any other key business objective. Our aim is simple: everyone must arrive home safely... every day!





Safety is at the core of everything that we do. We will never compromise. We are one of only a few organisations in the specialist services industry to employ a full-time Health, Safety, Quality and Environment Team. If it can't be done safely, we don't do it.







1. Attracting talent

People want to work for dynamic, prospering companies that offer real opportunities for growth and development. The acquisition of UK Sprinklers Ltd (UKS) in September 2017 is the perfect demonstration of success breeding success.

UKS gave PTSG a fully rounded Fire Solutions division, specialising in the prevention and suppression of fire in public and private buildings. Upon being integrated into PTSG, the company benefited from the adoption of the practices and principles that have driven growth for ten years in a row, as well as being part of a much wider offering to the support services industry – and with it the great potential for cross selling.

This kind of potential for limitless growth and profitability is extremely attractive to potential employees at all levels, who naturally want to be part of the success that UKS has enjoyed, as well as having the opportunity to influence further success. Of course acquisitive growth is only one half of the equation, alongside organic growth, but we are only too pleased to take advantage of the new interest from industry professionals that comes as part of the process.

Measuring success

Our aim is to attract the most experienced candidates to work across all of our businesses. We sometimes use industry leading recruitment specialists to support us as well as utilising the skills of our in-house HR team to recruit and select the very best people to work within our business and across our sectors. Linked to this, our leadership development programmes, our management graduate initiatives and our apprenticeship schemes ensure that we continue to nurture talent from within. We are widely recognised as being the best in our business – employing the best people for the work we do. We know that being a great place to work will help us to consistently be a great place to do business with. It is for these reasons that we have worked very hard to create an environment that attracts the very top talent.





2. Developing talent

We want every one of the 641 industry professionals at PTSG to have every opportunity for developing their wide and varied talents. It directly benefits them as individuals and us as a company, and creates a far more content, stable and sustainable workforce.

As Group Renewals Manager working at our headquarters in Castleford, Sarah Wood has benefited significantly from PTSG's learning and development opportunities. Sarah has worked her way up the PTSG career ladder and, having developed her skills and capabilities working alongside other leading industry professionals within the company, she plays a pivotal role in making sure that we meet our customers' wants, needs and expectations. Sarah, and the fantastic work she delivers, is a testament to PTSG's talent management activities.

Our HR team is responsible for making sure that our people receive the training and development they need to stay at the forefront of the markets in which they work. By doing this, we will continue to deliver our trademark customer service and we will maintain our high contract renewal rate of 88% – a sure sign of satisfaction among our growing customer base.

Sarah is very important in maintaining relationships with our customers, which contributes positively to our organic business growth.

Measuring success

We know that in order to sustain and improve our service offering we must continue to evolve and that if our people always operate safely and deliver consistently well we will grow and prosper. Having already invested significantly in a new training and development centre, through which we deliver a wide range of personally and professionally tailored training courses, our aim is to continually innovate and add value to the people we serve. In 2017, we offered 64 different training courses within our training centre. Through our four in-house trainers – three of which are CITB certified – we are able to deliver 35 training courses that are relevant to the sectors in which we operate. These courses are available for our own staff and, where it is appropriate to do so, to support our customers. Our award-winning apprenticeship scheme is also catered for through the professional in-house training and development initiatives that we deliver. Our talent development activities have given us opportunities for improvement and helped us to gain the knowledge and tools we need to deliver well for our customers.







3. Retaining talent

Having been with the company since it began in 2007, Performance and Integrations Director Sally Bedford is absolutely key to retaining talent and creating a sustainable workforce for PTSG.

A sustainable workforce equates to a valuable base of experience and a thorough engagement with the company's strategy. As a key part of that strategy is to make carefully targeted business acquisitions, Sally is able to ensure each new business that joins the PTSG Group is fully integrated and that its people are inducted into PTSG's methods and practices. In doing so, she ensures they are able to do continue to use their vital industry skills to their full potential – and crucially, that they are satisfied working within their new parent company.

Continuous professional development figures largely in our calendar, and our dedicated team, working under Sally, ensures that skills are nurtured at every level and in every area, whether in the office or out in the field. Furthermore, giving our employees every opportunity to grow and develop their careers leads to greater job satisfaction, which in turn leads to a better performance. We also make PTSG a great place to work through bonus-related performance, and truly memorable team building days out, such as national racing days – including at our local race course in Pontefract.

Measuring success

Our staff retention rates in key areas of the business stand up against the very best. Our people development and reward and recognition systems help us to retain the people who add the greatest value to our business. Our leadership and management development training programmes ensure our people have a clear line of sight on progression opportunities. Our involvement of the whole team in professional and social events offers variety with the vast majority of PTSG's people describing the organisation as 'a great place to work.' We care for our people and believe that this sends a powerful message that people in our organisation are valued and motivated. We work hard to understand how our people honestly feel about their work and we use this information to make PTSG a better place.



4. Employee engagement

PTSG is driven by some of the most passionate and talented individuals in the business. CEO Paul Teasdale leads by example and his array of industry awards bear testament to his ability.

His drive to be the best is infectious and our employees naturally engage with that kind of driving force from the top of the business. However, we take a structured and conscientious approach to employee engagement, recognising individual and team performances at every opportunity.

As we acquire more businesses in our aim to be the complete provider of niche specialist services to the support services, building and construction industries, our workforce grows and the harder we must work to create a real team spirit.

Measuring success

We know that when our people are truly engaged, they're happier, more productive and more invested in PTSG's success. That is why, through our management groups, we ask for their opinions on key decisions. Through our monthly cascade briefing systems we ensure our people understand what success looks like and how their individual and collective roles, responsibilities and their actions can and do add value. Information is also shared through the PTSG Portal and our regular staff magazine, PTSG People, keeps everyone up-to-date with the latest news, views and happenings across the business. Through our employee engagement efforts, we are supporting our people to become happier and more productive.





5. Health and Safety

Safety is the foundation of all the services we provide. We never have and never will compromise and we live by the maxim: 'If we can't do it safely, we don't do it'.

Answering the industry's demand for a higher standard

Since 2007 we have steadily pursued our aim of becoming the industry's leading supplier of fall arrest equipment, electrical services, specialist building access and fire solutions. One of the key reasons we have been successful in our aim is that we have always made the safety the core of every project. Much of our work is performed at height or in hazardous environments and is considered high-risk; this dictates our safe approach to working.

In 2017, health, safety and well-being was brought into sharp focus following a number of major building and infrastructure incidents. New working practices and compliance legislation were swiftly recommended at a national level as a consequence. PTSG was ready to take this new focus on board. It didn't require a great cultural shift in the way we work but it made us look at what we do well and see how we can do it better. PTSG was already the only company in our industry with a dedicated and full-time Health, Safety and Environment team.

But with the formation – and immediate success of our Fire Solutions division – we now have both a great responsibility and a great opportunity to show how we can lead the way on the principles and practices of safe working.

We are proud to have achieved a RoSPA Gold Award for the last six years, and our relentless pursuit of excellence in workplace health and safety has also seen us receive six consecutive international safety awards from the British Safety Council. We are one of only a small number of organisations in the UK to have been awarded a RoSPA Gold Medal for our ongoing safety culture and performance.

We hold over 130 accreditations from a host of organisations, covering all matters of health and safety, staff engagement, employability and sustainability. We pride ourselves on adherence to stringent health and safety guidelines and continue to work to implement best practice in all aspects of our business.

Measuring success

Our work can be very high risk from a health and safety perspective. We cannot afford to get it wrong and that is why we invest so much time and effort in getting it right. Our internal mantra is that if we can't do the work safely, we don't do it. Our incredibly low RIDDOR and accident frequency rate is a testament to the hard work that the entire business invests in the health, safety and well-being of our people, our supply chain partners, our customers and our customers' customers. A RoSPA Gold Medal and consistent awards through the British Safety Council demonstrate ongoing success, but we are not complacent and recognise that we must continue to assess and manage risks if we are to deliver safely and consistently deliver well.

RoSPA Gold Award winners 2010-2017





Our position as a leading niche building services provider means that we are best-placed to pass on the highest level of expertise to trainees.

Terry Wilcock
Health, Safety and Environment Director