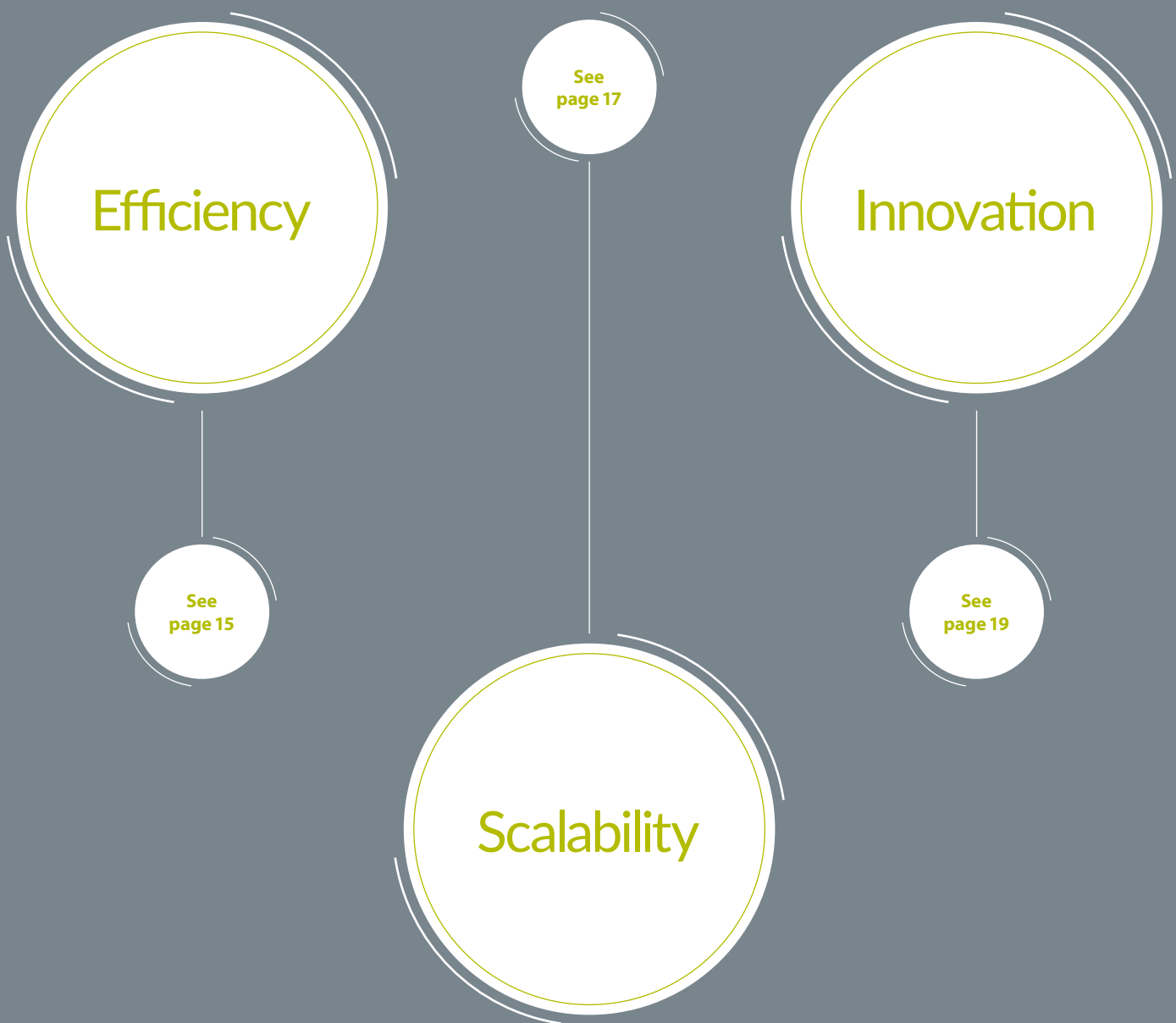
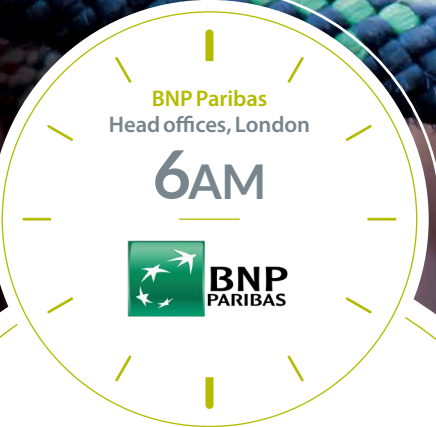


Making progress against our strategic priorities

In today's dynamic, competitive and increasingly evolving markets we need to show we are ahead and able to deliver. To make sure that we remain well placed to optimise these opportunities and deliver improved financial performance, we are focused on three strategic priorities.





PTSG’s specialist Access & Safety operatives are suspended from the head offices of BNP Paribas in Harewood Avenue, London. They have been contracted to install 34 specialist glass panes in the office atrium. The work is being carried out by specialist rope access teams utilising one of the safest and most cost-effective access methods available.

Due to the live environment at the retail banking company, engineers will only visit the site at the weekend to carry out the critical works. PTSG has lots of experience in this sector, having previously worked closely with other multi-national banking groups including RBS and Lloyds Banking Group.

Efficiency

In today’s competitive markets we need to show we are ahead and able to deliver.

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.

88%

renewal rates, together with a number of new significant contract wins reinforce confidence in our organic growth plans

19%

organic growth on prior year

26

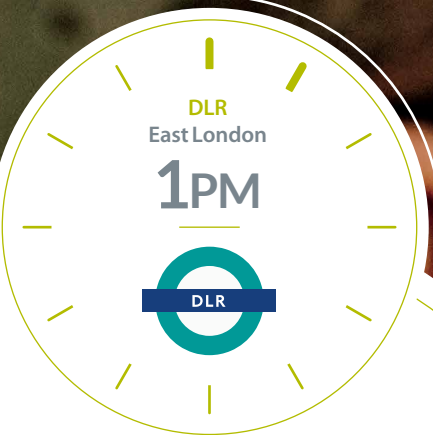
meticulously planned business acquisitions to date

Revenue

£69.1m

↑31%





Engineers from PTSG Fire Solutions Ltd. are working on a contract to install fire protection systems to Devons Road railway station in East London.

Devons Road is a Docklands Light Railway (DLR) station situated in Bromley-by-Bow in the East End. The station was one of the original 15 stations on the DLR when it opened in 1991 on a disused section of freight line. The station was formerly the site of British Railways' first all-diesel maintenance depot.

The Group's engineers visit the site to install commercial and residential sprinkler systems, as well as wet risers. All sprinkler system installations for commercial and residential buildings are in accordance with the BS9251 standard and wet risers are installed to the current BS9990 2015 standard.

In most cases, just one sprinkler is capable of extinguishing a fire as it starts, greatly reducing the risk of injury or fatality to those on site, as well as damage to the building itself.

Scalability

PTSG has been meticulously created to enable the business to adapt to internal and external changes and market forces over time.

As our business grows, our main objective is to continue to meet, and where possible, exceed market demands. This means being adaptable with the ability to change what we are doing to fill the needs and wants customers have in the moment.

PTSG Fire Solutions Ltd. is a perfect example of scalability in action. Over the last few years, a call for a more stringent approach to fire safety standards in buildings has seen a huge increase in demand for specialist fire prevention and suppression services.

PTSG has made a number of strategic acquisitions to meet demand from customers in all sectors. These acquisitions have enabled PTSG to offer a comprehensive range of services in fire solutions across the length and breadth of the UK. Each of these businesses has experienced tremendous growth since its integration into the Group, with UK Dry Risers Maintenance Ltd. growing by 37% in the first six months following acquisition.

We recognise the need to be scalable on one or more levels in order to hold onto and build market share as we continue to grow and that is why our approach to system design, equipment purchase and recruitment and selection are all future proofed.

We have developed a business that has the ability to adapt, particularly in regard to growth and increased demand. This level of scalability is essential in that it contributes to our competitiveness, efficiency, reputation and quality – maximising our ongoing return.

22%

contribution from Fire Solutions to Group turnover

37%

growth in UK Dry Risers Maintenance Ltd. in the first 6 months following acquisition

4

acquisitions in Fire Solutions



Following PTSG’s acquisition of Guardian, the Group’s commitment to keeping clients compliant has been strengthened significantly. Guardian has worked closely with Oxford Brookes University to meet the compliance requirements of BS7671 and Electricity at Work Regulations 1989, and to ensure Dutyholder responsibility was discharged.

Having already worked with over 25 universities, Guardian’s team was able to identify a plan for the smooth running of the project and undertake the following agreed programme of works:

- Electrical Network Drawings – to comply with Reg12 EaWR
- 100% Inspection and Testing – main, sub-main and final circuit testing
- Corrective Action on Dangerous Electrical Non-compliances
- Electronic Records – TraQ-it

“We are delighted with Guardian’s openness to new ideas and willingness to change processes. These have led to an expansion in TraQ-it™ and we regularly discuss how to improve the service at our contract meetings. Such has been the success of TraQ-it™ that others in the University are looking to use the system for their compliance issues.”

Steve Holtom, Oxford Brookes University
Electrical Services Manager

Innovation

Reaching new heights. The dynamics of business are changing and we are embracing them.

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.

£1
of testing and inspection typically generates £1 of repairs

72%*
of PTSG’s gross profit is generated by compliance business

▶ Read more about how we are creating a culture of compliance on page 28

Acquisition of Guardian Electrical Compliance Ltd.
In October 2018 PTSG announced that it had further extended the provision and coverage of its electrical services division with the acquisition of Guardian, a market leading electrical testing and compliance company. Based in Sheffield, Guardian has just completed its eighth year of uninterrupted growth and profitability, with a team approaching 160.
Starting out in 2010, and with over 100 years’ service collectively, the four directors came together to start Guardian Electrical Compliance Ltd. after working together for 12 years, with a vision to become the UK’s most respected electrical testing company, by implementing a ‘sales by education philosophy’.

Guardian brings with it its proprietary ‘TraQ-It’ software, an interactive online portal, a unique and clearly differentiated product in the market. Its combination with PTSG’s Clarity platform will produce a compelling proposition for PTSG’s existing and new customers.

Paul Teasdale, Group CEO, said: “Guardian has an exceptional growth track record, management team and large blue-chip customer base. Critically it fits our clear acquisition model by presenting significant opportunities for cross-selling additional PTSG services as well as margin improvement whilst supporting our long-term goal of sector dominance.”

* proforma 2019 following the acquisition of Trinity Fire Ltd. in January 2019.