



**PTSG**

PREMIER TECHNICAL  
SERVICES GROUP LTD

*Niche Specialist Service Provider*

# INTRODUCING PREMIER TECHNICAL SERVICES GROUP LTD





## REACHING NEW HEIGHTS

The company is now the leading provider of façade access and fall arrest equipment services, electrical testing, lightning protection, specialist high-level building services, fire solutions and water treatment services in the UK.

Our business has grown rapidly over the last decade, and we now deliver our services from 41 locations across the UK via a talented team of over 1,700 highly trained, professional and dedicated people.

Safety, service and value inform every single one of our operations. Safety is at the heart of what we do – not only is it one of the key outcomes we deliver for our clients, but it is what we have built our reputation on. Our customer service is unparalleled – we see the world through the eyes of our clients and constantly ask how we can do better. Our multidisciplinary provision is unique in our industry and drives the value we offer. We invest in our service lines to continuously improve our offering and identify efficiencies which give both us and our client a commercial advantage.

Through an inter-related mix of products and services, PTSG keeps people and buildings across the world safe and compliant – protecting people; preserving property.

We look forward to working with you.

*Paul*

**Paul Teasdale,**  
**CEO, Premier Technical Services Group Ltd**





# SAFETY

As the UK's leading supplier of façade access and fall arrest equipment, electrical services, specialist building access and fire solutions, safety is of the utmost importance to PTSG. Much of what we do in our daily work is considered high-risk, with works taking place at height or in hazardous environments. Therefore, an extremely rigorous approach to health and safety is required at all times.

Our teams are always focused on working to the highest health and safety standards, and live by our philosophy and commitment that: 'if it can't be done safely, we don't do it.'

We are not satisfied by simply complying with safety regulations, but instead want to set the standard for the rest of the industry. As such, we are the only company in our industry with a dedicated and full-time Health, Safety and Environment team, which ensures that our people, our clients and their customers remain as safe as possible.

We are proud to have received 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 Council.

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 our adherence to stringent health and safety guidelines and continue to work to implement best practice in all aspects of our business.



# PEOPLE

A strong and happy team is a top priority for PTSG, as we believe that the best way to serve our customers is by investing in our people, both in terms of developing their skills and knowledge and making sure that they feel fulfilled and take great pride in working for the group.

Our employees' experience is centred around the ethos that being a great place to work makes us a great company to do business with, aiming to build and nurture a team of people with a passion for making a positive difference to both our company and the FM industry.

Our leadership team takes a rigorous approach to employee engagement, ensuring everyone embraces the company's values and that these are reflected in their day-to-day work. We ensure every employee has visibility of the important part their role plays in the company's success, so that for many members of our team, wider business goals end up as personal goals.





# TRAINING

Our commitment to health and safety best practice has led to the development of our dedicated training team. We offer tailored training and development courses for people and organisations with a diverse range of needs and expectations across the access and safety, electrical services, specialist access and fire safety sectors.

Our position as a leading niche specialist services provider means that we are best-placed to pass on the highest level of expertise to trainees. All training and development is delivered by experienced engineering experts who ensure that our technical content is high-quality, relevant and up to date. We develop our training strategies and solutions for individual clients through analysis of training needs, excellent course design and successful implementation.

We also undertake insurance inspections and offer a consultancy service. We can inspect properties to identify problem areas and provide our recommendations on how to address these issues using the highest quality, most cost-effective and environmentally sustainable products and techniques. Our specialist maintenance, electrical testing and inspection team offers unparalleled service, ensuring you are compliant with current legislation and health and safety laws and that you meet the conditions of your insurance policy.

“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”



# CUSTOMER CARE

PTSG's customer-first principle has fostered a deep understanding of what our clients want from a specialist service provider. In order to remain proactive and ensure that this understanding informs our day-to-day practices, we developed our unique customer service-driven initiative: MOUSE.

MOUSE (Memorable, Outstanding, Unique, Service, Experience) was launched in 2014. It is now fully operational, embraced by everyone within the company and is enabling us to achieve even better levels of customer service. This commitment is rewarded through our contract renewal rate of around 88 per cent.



Our senior team is visible, approachable and readily contactable from the moment of making the initial contact with us, throughout mobilisation and beyond. Beyond the senior team, all PTSG employees are encouraged to help mould our customers' experiences, with opportunities to play their part and have their say in our service and delivery processes. Whatever job is allocated, everyone at PTSG has a role to play to ensure we sustain our unrivalled customer service approach.

The unique customer-centred outlook, which enables us to form such outstanding productive relationships with our existing clients, is also what allows us to acquire new business – both with new clients, and through offering additional services to existing customers following the continued trust, openness and successful delivery on original contracts.





# INNOVATION

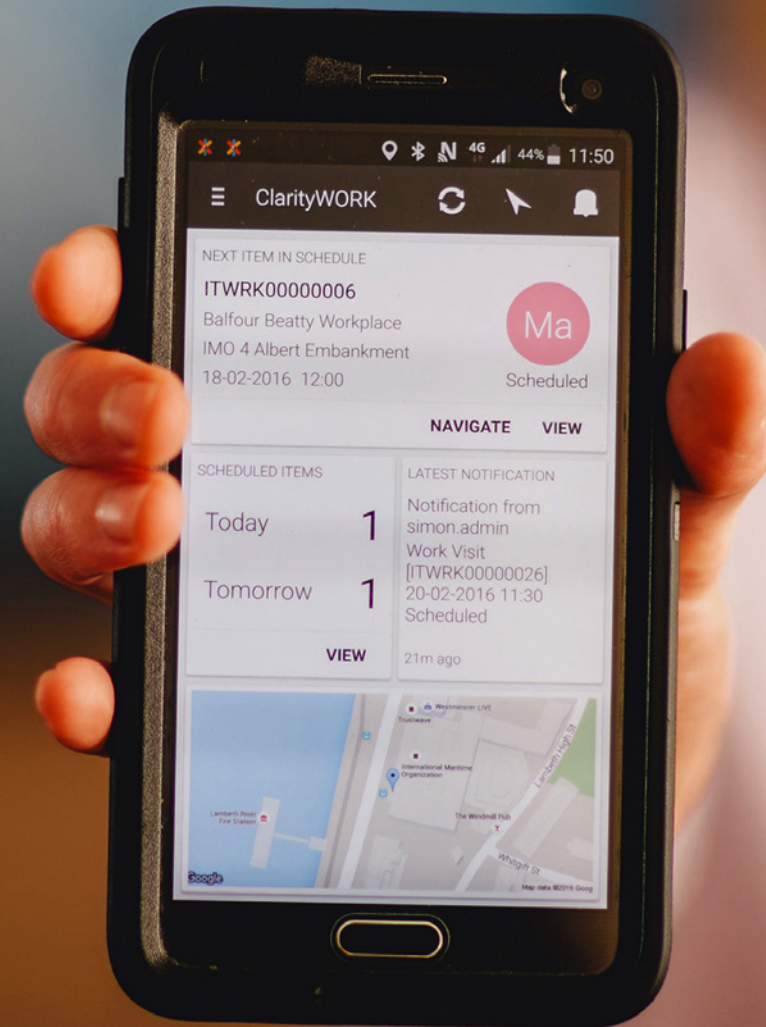
The dynamics of business are changing and we are embracing them. Our in-house software development team has designed and built PTSG Clarity, a bespoke software system that makes our services faster, safer and much more efficient.

The system is made up of four key components: ClarityOFFICE, ClarityPEOPLE, ClarityWORK and ClarityPORTAL. Each component is designed with the specific requirements of individual departments in mind, ensuring that everyone at PTSG, including the administrative team, business development managers and on-site engineers are all able to do their jobs more efficiently.

ClarityWORK rigorously enforces step-by-step engineer procedures to ensure good on-site practice, guaranteeing the safety of employees as well as a high-quality service. ClarityOFFICE allows our health and safety team to access the current and historic locations of engineers alongside their past and future schedules, and prompts them to check on lone workers at regular intervals.

Our customers have seen huge benefits from the Clarity system. From speeding up the process of receiving an order and allocating it to an engineer, to providing real-time traffic updates and automatically re-routing our engineers' journeys to avoid any delay, the system creates unbeatable efficiency. We are also able to generate worksheets, certificates and invoices in seconds, so that as soon as our work is finished, our customers can carry on with theirs.

So far, Clarity has processed over two million audited transactions, resulting in the generation of over 30,000 documents at lightning speed. As Clarity continues to grow, more and more functionality will be continually added, but the one feature that is sure never to be compromised is the system's unbeatable speed.







## Access and Safety Ltd

We are the UK's market-leading access and safety company, offering maintenance, inspection and testing solutions for safety at height as well as the design and installation of permanently installed façade access equipment and fall arrest equipment. Our teams are based all over the UK, allowing us to ensure competitive pricing and quick response times.

### Safety Testing

Mansafe systems  
 Rail systems  
 Mobile man anchors  
 Anchor devices  
 Ladders and walkways  
 Collective protection  
 Rope access and abseil points  
 Christmas decoration fixings  
 Wind turbines

### Safety Installation

Collective protection  
 Horizontal safety systems  
 Walkways  
 Ladders and step units  
 Fall-proof covers  
 Inclined and vertical systems  
 Demarcation systems  
 Eyebolts  
 PPE

### Cradle Maintenance

Building maintenance units  
 Roof trolleys  
 Cradles and bosuns' chairs  
 MEWPs  
 Travelling ladders and gantries  
 Lifting equipment  
 PPE

## IN SAFE HANDS



We install a wide range of systems – horizontal, vertical and inclined – to enable access at any site. These include ladders, walkways and eyebolts, as well as safety measures such as demarcation systems and fall-proof covers. We also provide testing and certification of a whole host of access and safety equipment, including fall protection systems, anchor devices, rope access systems and PPE.

Our cradle teams are industry leaders in suspended access and have carried out work at some of the most iconic structures in the UK, including the Gherkin in London and Beetham Tower in Manchester. Our services cover all aspects of testing, installation, planned preventative maintenance and reactive repair work.





Our work saves time, money and most importantly, lives. Whether it is the testing of a portable appliance or the design and installation of a complete building lightning and surge protection system, PTSG Electrical Services delivers an unsurpassed level of expertise and experience, leaving you confident that your staff, buildings and customers are safe.

### Lightning Protection

- Leading consultancy
- Design and installation services
- Annual inspection and testing
- Remedial repairs
- Retrofit upgrades to existing buildings

### Surge Protection

- Leading consultancy
- Product and equipment advice
- Annual inspection and testing
- Remedial repairs
- Retrofit upgrades to existing buildings

### Specialist Earthing

- Leading consultancy
- Survey and design
- Installation
- Commissioning
- Testing
- Maintenance

### Electrical Testing

- Fixed wire testing
- Visual inspection
- Continuity of protective conductors
- Ring circuit continuity
- Insulation resistance test
- Polarity check
- Earth fault loop impedance test
- Prospective short-circuit currents
- Operation of residual current devices
- Functional testing of assemblies
- Full testing of all static appliances
- Portable appliance testing (PAT)

## SWITCHED-ON SOLUTIONS



As the UK's biggest and market-leading provider of lightning protection in the UK, we offer a wide range of services including design and installation of lightning protection and earthing systems, annual inspection and testing and remedial repairs. Our expertise in a wide range of access methods means we can service even the most challenging sites.

We are a leading expert in fixed wire testing (also known as periodic testing) and portable appliance testing (PAT). These specialised processes ensure that electrical systems and appliances comply fully with UK legislation and where necessary are tested and certified. Through their fast, efficient and cost-effective testing, our engineers give businesses total peace of mind, knowing they have taken the right steps to ensure equipment is safe for use.





### *Building Access Specialists Ltd*

PTSG provides high-level building surveys, reparation, restoration and cleaning to a variety of commercial, industrial and residential customers, with an emphasis on safety, reliability and cost-effectiveness. Our operatives are highly proficient in the use of several access methods, including rope access, steeplejacking, abseiling, building maintenance units (BMUs) and mobile elevating work platforms (MEWPs), allowing us to carry out work where other companies cannot.

#### Steeplejack Services

Industrial chimneys  
Guy wires  
Flare stacks  
Fabrication  
Historical monuments  
Power stations  
Cooling towers

#### High-Level Installations

Industrial rope access  
Pest control  
Signage  
Lightning protection  
Access and safety equipment  
Cladding

#### High-Level Reparation

General maintenance  
External and internal repairs  
Cladding removal/replacement  
Decoration  
Roof maintenance  
Historical buildings  
Brick and stonework

#### High-Level Cleaning

Gutter cleaning  
Building cleaning  
Window cleaning  
Pressure washing  
De-vegetation  
Guano removal

## ACCESSING ALL AREAS



Clients call upon us to work on sites that require unconventional access for whatever reason, such as high winds, marine locations or unique architecture, as our wider group experience in access and safety allows us to offer a complete package for even the most challenging sites.

We can provide a vast range of high-level cleaning services, including window cleaning, internal and external building cleaning, gutter cleaning and roof cleaning. Our maintenance teams also provide a range of specialist maintenance services that aim to preserve the appearance and structural integrity of any building, including repair work, bird proofing, decorating and glass replacement, to name but a few.





PTSG offers a tailored service for a range of fire prevention and suppression systems in a variety of public and private buildings. From initial design and feasibility, through to installation, testing, replacement, maintenance and certification, we provide a complete fire protection solution to ensure that your facilities remain safe and compliant. We have built a strong reputation for providing a thorough and high-quality service, which is vital when the stakes are so high. We offer free, no-obligation quotations.

### Dry Riser Installation/ Maintenance

Wet and dry riser systems  
Specialist qualified installation and maintenance engineers offering national coverage  
Technical advice  
High-grade components  
Back-up and after-sales warranties provided

### Sprinkler Installation/Test/ Maintenance

Design  
Installation  
Maintenance  
Testing & reporting  
Residential & domestic sprinklers  
Hazard reviews

### Fire Alarm/ Emergency Lighting Test/ Install

Design, upgrades, installation, commissioning and maintenance of top-quality fire alarm and lighting systems  
Technical advice and design assistance  
High-grade components installed with back-up and after-sales warranties provided

### Fire Extinguisher Test/Supply

Building surveys  
Comprehensive and frequent fire extinguisher servicing and maintenance  
Fire extinguisher supply  
Sprinkler inspection and maintenance  
Sprinkler systems installs  
Hazard reviews

## PROTECTING PEOPLE AND PROPERTIES



We are the leading specialist installer of wet and dry riser systems in the UK and also provide a complementary maintenance service to give you the peace of mind that your guard against fire is never down. Our fire services engineers have worked on a wide range of projects throughout the country, including prestigious contracts at the Olympic Park and Anfield Stadium.

We can also install, test and maintain a whole range of additional commercial fire safety systems, including alarms, emergency lighting, fire extinguishers and sprinkler systems.





PTSG Water Treatment Ltd is dedicated to delivering a full range of solutions in industrial water treatment and water hygiene. We combine the specialist skills of our engineers with the very latest cutting-edge tools to deliver high performance, safety and reliability.

### Boiler Water Treatment

Maintenance, pro-active management and optimisation of industrial boilers and steam generating systems

We combine the latest high-performance boiler treatment chemicals, equipment and controllers to reduce downtime, improve performance and reliability

Our services increase plant and equipment lifecycles and operational safety

### Cooling Water Treatment

We use the latest high-performance cooling water treatment products including biocides, chemical cleaners and anti-scalants

We are also able to extend asset lifecycles and improve safety and regulatory compliance, including the control of legionella

### Cooling Tower Testing

Water storage tanks cleaning  
 Relining/painting and insulation  
 refurbishing water tanks and re-routing of pipe works  
 Cold water storage tank (CWST) replacement/refurbishment  
 Installation and maintenance of filtered and chemical dosing systems  
 Thermostatic Valve (TMV) installation and maintenance  
 Cleaning and disinfection of water systems including hot and cold water tanks and down services  
 De-scaling of calorifiers and cooling towers  
 Chemical supplies  
 Water conservation

### Sampling and Water Quality Analysis

Routine sampling and testing for Legionella bacteria  
 Testing procedures for general (aerobic) bacteria and Legionella  
 Microbiological and chemical analyses including those for Legionella, Ecoli O157, Pseudomonas and others  
 Professional lab services

## TESTING, TREATING, PROTECTING

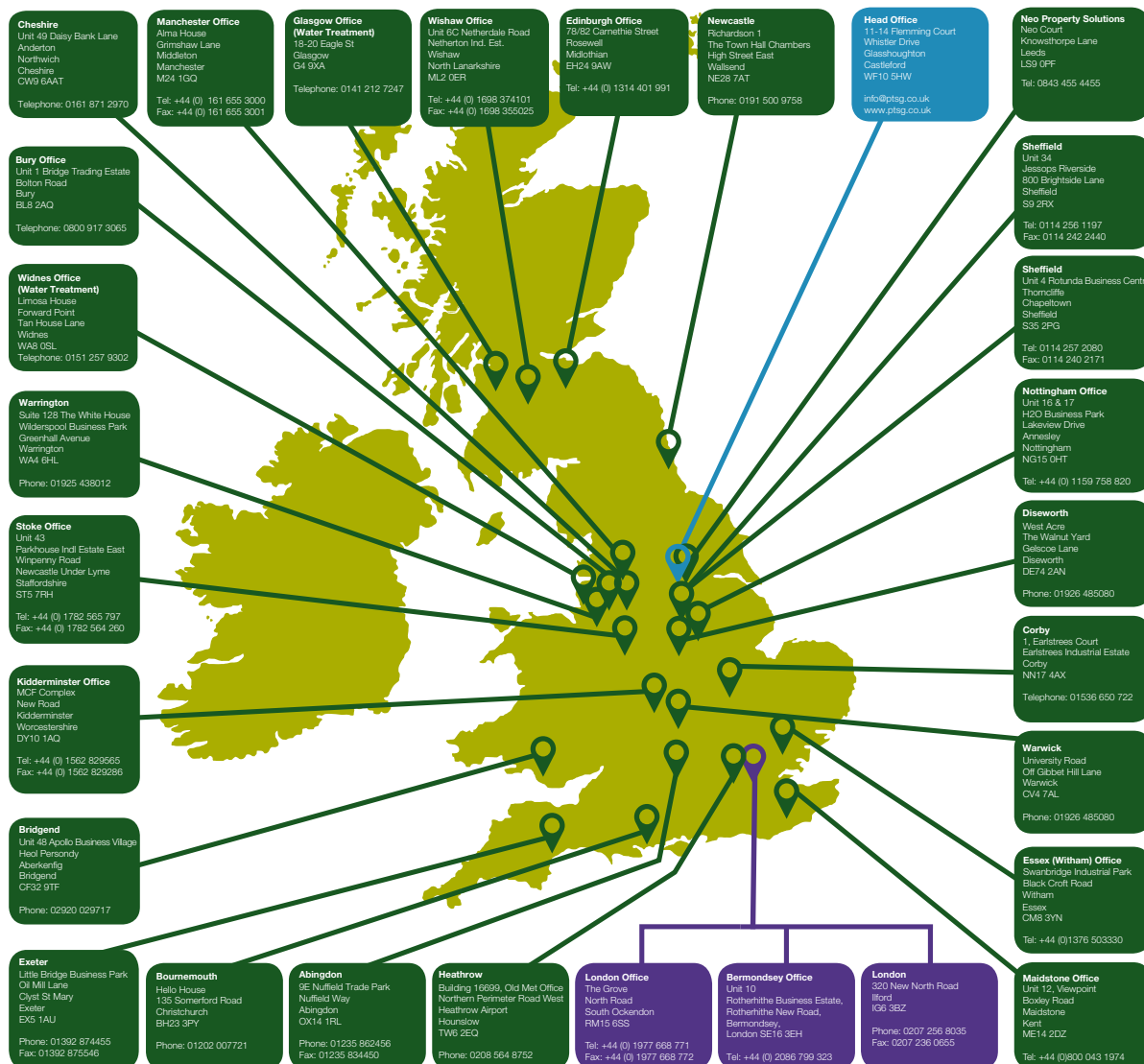


We are a Constructionline approved contractor and have accreditation with the Source Testing Association (STA), SAFEcontractor, CHAS and BOHS. Our Quality Management System for all work activities is upgraded to the ISO 9001:2015 standards.



# WE'VE GOT IT COVERED

## 41 office and depot locations UK-wide



With 12 warehouse facilities UK-wide





**PTSG**

PREMIER TECHNICAL  
SERVICES GROUP LTD

*Niche Specialist Service Provider*



ptsg.co.uk



01977 668 771



info@ptsg.co.uk



@ptsg\_ltd