

# PTSG – Where Service Reflects the Standards Our Customers Set

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*Insight from Andrew Dack, PTSG*

At [Premier Technical Services Group Ltd \(PTSG\)](#), we are proud to serve some of the biggest names in the facilities management and construction marketplaces. Since our humble beginnings back in 2007, we have consistently secured a series of major new and renewed contracts across our service divisions, continuing a strong trajectory of growth and strengthening our position as a trusted partner to many of the UK's leading construction and building maintenance companies.

Recent contract wins include major national frameworks and specialist service agreements bolstering strong and long-lasting relationships with other leading names such as Mitie, CBRE, Sodexo, Vinci, Altus Group, BNP Paribas Real Estate, ABM and ISS and covering a wide range of facilities and infrastructure across the UK. These agreements span multiple disciplines, including:

1. Fall protection, access and safety
2. Fixed wire, portable appliance and lightning protection testing
3. Specialist cleaning, maintenance and façade access
4. Fire solutions and compliance
5. Water treatment and hygiene services

They range from targeted, site-specific packages to extensive nationwide portfolios, reinforcing our unique ability to deliver multi-discipline services at scale, with precision and professionalism.

## Why We're Winning – And Why It Matters

The answer is simple: we are aligned with what facilities management and construction professionals care about most.

### Multi-Service Delivery Through One Partner

We offer integrated, multi-discipline solutions through a single point of contact. Our customers increasingly value simplicity, efficiency and joined-up service – and that is exactly what we deliver. Whether it is electrical compliance, rope access maintenance, fire systems or water hygiene, we take care of it all – in-house, under one roof and with absolute accountability.

### National Reach, Local Expertise

With around 2,500 specialist engineers operating from 48 UK locations, we provide true national coverage while maintaining a deep understanding of regional needs. Our teams combine consistency of service with rapid response and local insight – a combination that is vital in high-stakes, fast-moving FM and construction environments.

### Trusted for Compliance and Innovation

In a sector where compliance, reliability and continuous improvement are critical, we have built a strong reputation for helping our customers meet their obligations, manage risk and introduce smarter ways of working. Our investment in digital asset management and robust reporting technology supports transparency and performance tracking, helping our customers to stay on the front foot.

### People and Culture Make the Difference

At the heart of our success is a highly trained, accredited workforce and a customer-first mindset that runs throughout our culture. This approach has helped us build enduring relationships with FM and construction leaders who know they can depend on us to deliver safely, reliably and professionally.

### Our Approach: Listening and Delivering

We know our customers face ever-increasing demands around:

1. Cost-efficiency and total cost of ownership
2. Assurance on compliance and health and safety
3. Sustainability and environmental performance
4. Secure, responsive and resilient supply chains

Our role is not just to respond – but to anticipate. By understanding our customers' pressures and goals, we tailor our delivery models to suit. From bundled service packages to framework agreements and integrated contracts, we offer flexibility with total reliability.

It is this mix – technical strength, customer insight and flexible delivery – that sets us apart. We are not just meeting today's expectations; we are helping shape the future of FM and construction delivery.

### Strategic Growth: Acquisitions That Add Value

Looking ahead, our growth strategy includes the continued acquisition of complementary businesses that enhance our capacity and broaden our offering across our five divisions. We are actively seeking and acquiring companies that bring new service lines, specialist expertise and operational resilience into the Group – all with the goal of delivering greater value to our customers. Each acquisition is carefully selected to align with our culture and standards, ensuring seamless integration and consistent quality.

This approach not only strengthens our capability but also deepens our relevance to customers who are looking for end-to-end service partners in an increasingly complex operating environment.

### Our International Footprint

While our roots are proudly British, our reach is increasingly global. We have established offices in the Netherlands and continue to deliver projects on an international scale – helping customers with specialist service needs far beyond the UK. Our growing overseas footprint reflects both the strength of our reputation and the demand for our unique skill sets on high-profile projects across borders.

### Eyes on the Future

Our ambition is simple: to remain the partner of choice for the UK's leading FM and construction providers and to continue setting the standard in safety, compliance and specialist services.

That is why we continue to invest – in our people, our technology, our infrastructure and our capacity. Whether it is through digital transformation, expanding service lines, or responding to the ever-evolving needs of our customers, we remain agile, innovative and sharply focused on delivering best-in-class services.

We are proud of what we have achieved – and even more excited about what comes next.

For more information, feel free to get in touch with me directly at [andrewd@ptsg.co.uk](mailto:andrewd@ptsg.co.uk) or on 07703 974527.

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