

# PTSG technician commended for quick-thinking intervention during mental health crisis

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A technician from Pendrich Height Services, part of [Premier Technical Services Group Ltd \(PTSG\)](#), has been praised for his quick and compassionate response after helping a man in distress on the Edinburgh City Bypass.

Neil Wilson, an IRATA Level 3 Technician, was returning home from Tynecastle Park, home of Heart of Midlothian FC – where he had been leading a four-person team repainting the stadium's floodlight towers – when he noticed a man standing on the hard shoulder of the busy 70mph route.

Recognising the potential danger, Neil stopped his vehicle and managed to bring the man to safety. Through calm and reassuring communication, he discovered the individual was experiencing a mental health crisis. Neil then drove him to a safe location, contacted Police Scotland, and stayed with him until officers arrived.

Police later thanked Neil for his decisive and compassionate actions, which may well have averted a tragedy.

Mark Perfect, Managing Director of Pendrich, presented Neil with a voucher to recognise his efforts, describing him as "a credit to the company" for his humility, professionalism and composure under pressure.

Neil's actions reflect PTSG's ongoing commitment to supporting mental health across its workforce. The Group has trained more than 80 qualified Mental Health First Aiders, ensuring colleagues are equipped to



provide support to others during times of crisis.

A spokesperson for PTSG said Neil's actions "embody the values the Group stands for – professionalism, compassion, and a readiness to step forward when others are in need."