



T-SQUARED

# Scope of Capabilities

An introduction to T-SQUARED Group Ltd

The Team Works.



# Introducing T-SQUARED



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## Introducing T-SQUARED

T-SQUARED is a design & build company with an M&E Services background working as a specialist contractor for clients with strategically important facilities where quality and reliability are paramount.

Since the inception of the company in 2003, T-SQUARED has enjoyed significant and continued success and has grown to become one of the UK's foremost specialist partners in the mechanical and specialist services industry.

Our commitment to innovation, design, service and customer care has ensured that T-SQUARED remains at the forefront in our industry, counting among others leading pharmaceutical, life sciences, biotechnology, food & beverage, medical devices, aerospace, publishing and other highly serviced industries amongst our valued list of clients.

Our design & build service comes from a single and fully accountable supply source which uses a totally transparent, inclusive and personalised approach. All this is delivered by a team of highly qualified globally experienced and committed personnel.

**T-SQUARED IS LESS ABOUT WHAT WE DO.  
IT'S ALL ABOUT HOW WE DO IT.**



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# The Business



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# The Business

## Organisational Structure

T-SQUARED Group consists of two distinct types of companies, which allow the group as a whole to offer our clients a full end-to-end service from design and build to facilities services and maintenance provision.

Our Design & Build companies, of which there are three nationwide, act as Specialist Contractors in the design and construction of areas such as Cleanrooms, High-Tech Laboratories and other critical service facilities where a 'turnkey' service is essential. The skills involved here also lend themselves to less technical fit-outs and refurbishments where project management skills are the key.

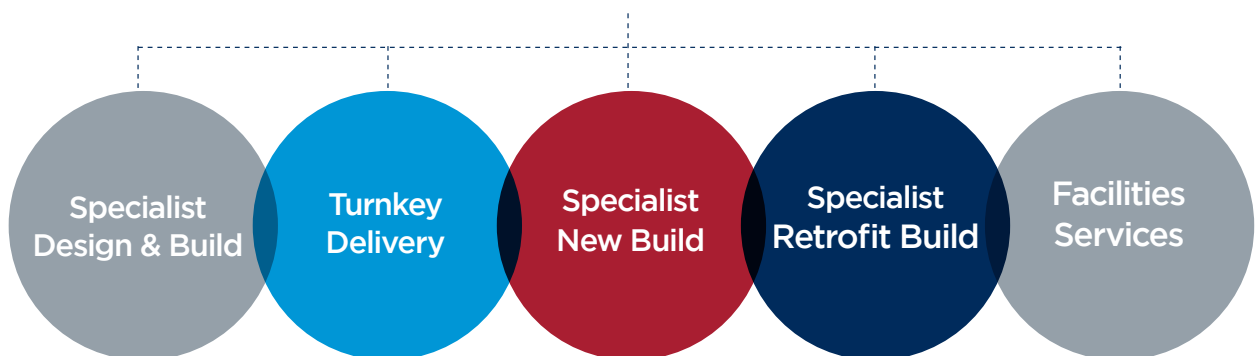
Our Facilities Services companies are for clients who need business critical facilities to be available and reliable for their processes. From our four centres throughout the UK in Glasgow, Southampton, Basingstoke and Swindon, our Facilities Services teams provide a 24/7 national service for key accounts across the UK. This coupled with high levels of local customer service have ensured the continued success and growth of our Facilities Services business. Whilst the majority of work undertaken by the teams is through ongoing contracts with existing clients, the team also carry out small works projects regularly for their clients.

Through adopting a dedicated and strategic approach across the group we aim to become the preferred supplier for blue-chip companies throughout the UK, for the following specialist services:



## T-SQUARED

End to end management and maintenance of business critical projects and facilities through a single, fully accountable supply source.



## T-SQUARED

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# The Business

## Owner Managed Private Company

T-SQUARED is privately owned with all Directors playing a key part in the day to day running of the business.

We operate a shared equity scheme that enables us to attract the best people and to keep them for the long term. This structure guarantees key members of management have significant equity holdings in the company where they work, thus giving an added incentive to maintain and grow the business.

The bonus element for T-SQUARED is that these managers have motivation levels such that management from above is seldom required and T-SQUARED Group Directors are freed up to take on engineering roles and to ensure key accounts are provided with the correct level of service.

Recruiting and retaining the right people has been the key in achieving successful growth whilst maintaining exemplary standards of customer service within a safe working environment. T-SQUARED has a world-class management team with extensive experience of designing, constructing and maintaining critical services facilities both nationally and internationally.

## Financial Strength

In this current climate of financial uncertainty, T-SQUARED is one of the few companies who can confidently claim solid financial credentials. A combination of operating a low overhead business model combined with tight financial controls has seen T-SQUARED achieve organic growth year on year from a standing start in 2003. Our turnover of £12.5M in 2010/11 has also been achieved without the assistance of bank funding.

Whilst our core services of design and project management are delivered through our 75 strong team, T-SQUARED operates a low overhead business model through outsourcing non-core activity. We fully understand the value of outsourcing and utilise it where applicable to ensure we retain the lowest overheads possible through eliminating 'non productive time'. This in turn ensures we retain our competitive advantage within the marketplace.

Working with us, you can be confident of our financial stability and ability to deliver your project from concept to completion.

**T-Squared = Financial Security**



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# The Business

## Business Model

The T-SQUARED business model has been built primarily around our ability to provide an 'end to end' service through our Design & Build and Facilities Services teams which create a close client/contractor relationship that is seldom generated through traditional tendering. In order to maintain this relationship, T-SQUARED delivers consistently high levels of quality and customer care both during and after each project.

### Trust x Teamwork = T-SQUARED

Trust is essential in establishing and maintaining customer confidence. It sits at the core of our culture of workplace safety and striving for quality. It provides the freedom and security in which individuals can be responsible for achieving their goals and are rewarded for their attainment.

Teamwork is recognised as the main component in our sustained growth. No organisation can survive without clear and shared sense of direction, with every member being committed to working together toward common goals.

We call it the 'multiplier effect' and it's what sets us apart from our competitors and has led us to develop long-term relationships where 90% of our business comes from existing clients.



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# The Business

## External Accreditation - Quality Management: ISO9001

We recognise that in today's marketplace our customers demand and expect excellence. T-SQUARED stretches performance beyond this point to being consistently outstanding. More than one company can deliver an excellent result but if we are outstanding we are able to operate ahead of the competition. Striving to set new standards has been instrumental to the ongoing success of T-SQUARED and underpins every aspect of our service delivery.

Having industry recognised credentials affords our clients peace of mind they are working with a company who have industry recognised standards ISO9001 (Quality) and ISO14001 (Environment).

T-SQUARED embraces a culture of responsibility that embeds quality awareness through every aspect of our organisational processes. Our ongoing commitment to employee and site safety, quality control and quality assurance, customer satisfaction and continuous improvement is reflected in our ISO9001 (Quality) accreditation, which has been held since December 2004.

Our Quality Management System was introduced to provide the framework for how T-SQUARED consistently meet and exceeds customer quality requirements, continually improves operations and determines if our work methods are both efficient and cost effective for our clients.



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# The Business

## External Accreditation - HSE: ISO14001

Our commitment is to ensure working with us would mean that you would be supported with services delivered to the cutting edge of HS&E, corporate governance, business efficiency, staff and customer welfare best practice. The combined subjects of health safety and environment in the workplace are at the forefront of all organisations in today's climate, and rightly so, as to ignore or disregard them can have devastating commercial, social, ethical or moral results, ultimately affecting everyone directly or indirectly.

With ever changing and challenging legislation in these fields it is our goal to stay one step ahead. We do this by employing specialist external consultants to manage our health and safety. These issues are non-core business but are of significant importance. They are very complex areas with specific and dynamic legislation.

Our employees are without doubt our most valuable assets. We make considerable investment in people & we aim to protect our investments. As we understand our employees are our most valuable assets because of the knowledge they possess, they are fundamental to the success of our business. Their effective development is therefore paramount which is why we rely on specialised services from our industry recognised HS&E partners to help design training programmes that suit both our needs and our customers. We receive custom built modular training courses from our specialist partners to ensure our staff have all of the knowledge necessary to enable them to always work to best practice.

We receive class leading process, procedures, training and consultation which, combined, allows us deliver consistent high standards.

Our HS&E partner is one of the UK's leading health, safety and environmental specialists providing us with services we can depend on, beyond legal compliance, structured, clear and easily followed procedures, systems that deliver reliable consistent control for managing hazardous substances, updated to take advantage of the latest technological advances.

T-SQUARED takes its commitment to the environment and sustainability very seriously. The environmental activities of our business are not restricted only to those associated with our design and build processes but also to the type of suppliers we engage with, the products we provide / develop and the added value services we can offer to our client base and beyond.

Our clear commitment to providing environmentally and ethically sound products and services is demonstrated by the certification of our Integrated Management System to ISO 9001:2000 (Quality) and ISO 14001:2004 (Environment) since September 2009.



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# Our Core Service Offering



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# Our Core Service Offering

## Facilities Services

Once you have high-tech Cleanroom or Specialist Laboratory facilities constructed and validated it is vital that they are operational within the tight parameters specified on a 24/7 basis all year round. This can only be achieved with a strict regime of service and maintenance.

Our Facilities Services teams operate nationwide through a network of strategically located regional centres to minimise call-out times. These centres provide 24 hour call out services 365 days per year to ensure that you are kept in production at all times.

Our Facilities Services teams offer different levels of service cover depending on your business requirement:

### Non-Critical Maintenance

Non-Critical is appropriate for clients who will be discomforted by a break down but it will not threaten their business. Under these circumstances T-SQUARED service engineers will only attend when a breakdown occurs.

### Preventative Maintenance

Preventative Maintenance is required where breakdowns are to be avoided, as they will affect the business operations. Normally, Preventative Service & Maintenance contracts are agreed for a 3-year period with scheduled visits programmed for each year to service the equipment with a view to avoiding breakdowns. These clients will also benefit from our 24-hour call out facility with a dedicated call out number.

### Critical Facilities Maintenance

Critical Facilities is essential for businesses where breakdowns will create major problems or even cease business continuity. As part of our critical facilities cover, we undertake preventative maintenance and also ensure sites are covered by permanent, 24 hour per day on site maintenance personnel who can to any emergencies that may occur.

Our experienced team of Service Engineers are fully qualified for all of the above situations with the majority being multi-disciplined to provide maximum on site efficiency. While on site the engineers are in constant contact with our central Help Desk who can provide them with historical records for the plant being serviced and any technical back up required.

With Health & Safety being of paramount importance we operate a stringent Health, Safety & Environmental system to keep our engineers, our clients and the public safe with the necessary paperwork being simply generated for our clients during each site visit.

Having in-house Chartered Design engineers to call upon is very useful for our site service engineers when they come across challenging technical problems. Our design engineers also have a critical role to play in the original plant designs where for critical facilities N + 1 redundancy is often built in to keep facilities within their operating bands even if one unit goes down.

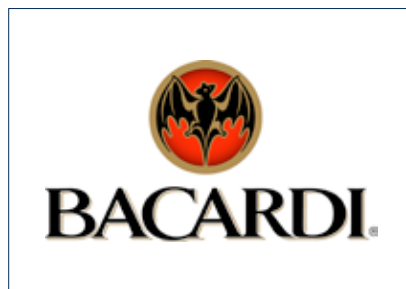
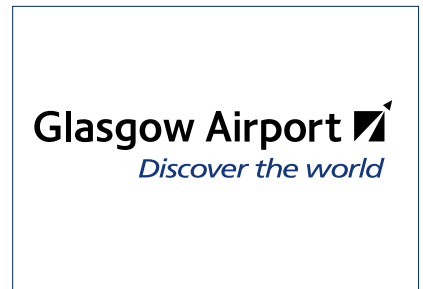


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# Our Core Service Offering

## Facilities Services Clients

The following gives an indication of our Facilities Services client base:



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# Case Studies By Sector

T-SQUARED pride ourselves in our ability to work cross sector on both multi disciplinary design and build projects and facilities services contracts.

Our commitment to innovation, design, service and customer care has ensured that T-SQUARED remains at the forefront in our industry, counting among others leading pharmaceutical, life sciences, biotechnology, food & beverage, medical devices, aerospace, publishing and other highly serviced industries amongst our valued list of clients.

Whilst we have endeavoured to showcase some key T-SQUARED projects within specific business sectors throughout the site, our combined team experience reaches far beyond this. Should you require more information about projects within the site or have a query relating to your specific project please don't hesitate to get in touch.



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# Publishing Sector

The work carried out by T-SQUARED here is in the printing side where our Facilities Services provision has been explained in other parts of our website. Apart from our input to make sure that these printing plants are always available for production we have carried out much work in designing the HVAC control systems so that utility costs in this energy intensive industry are minimised.



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# Publishing Sector

## The Client: Newsprinters

Newsprinters is part of the global newspaper manufacturing empire and part of that empire is News Corporation, which has three very large press halls in Glasgow, Liverpool and London.

T-SQUARED has been working with News Corp since before 2007 when they commissioned T-SQUARED to complete a HVAC installation at their Glasgow production facility. Following the success of the HVAC installation works, T-SQUARED was appointed to provide Facilities Services (FS) at their new Eurocentral site after their incumbent contractor failed to meet performance level expectations.

## Facilities Services

As a result of providing successful FS at Eurocentral, T-SQUARED was appointed to provide FS at their flagship facility at Broxbourne, north of London.

## The Role of Our Facilities Services Team

T-SQUARED provides business critical FS to ensure production availability of 100%. This vital service requires the following input from T-SQUARED at the Eurocentral and Broxbourne sites:

- On site team of 18 engineers 24/7
- Back up from local office mobile division in Basingstoke and Glasgow
- Support from Head office
- Helpdesk Support from Head Office Chartered Engineers
- Safety, HR and Accounting support from our Head Office

## Management

Success with this client is due to the high levels of service and expertise offered by T-SQUARED, in addition to sound knowledge of Planned Preventative Maintenance (PPM) operations.

## Energy Management

'Hot off the press' is a literal term. The energy cost which is associated with the production of each newspaper is significant and is a figure which is used as a benchmark across all 3 sites. Maximising the use of free cooling, reducing fan and pump speeds and monitoring chiller COP are examples of present initiatives in the aim to reduce energy bills by six figure sums. Providing the correct environment at the correct cost can only be achieved if the complex dynamics in the psychrometrics in the process are clearly understood. T-SQUARED Chartered Engineers have worked closely with the Newsprinters Team over a 3 year period to move towards these goals, however there is still considerable work to be undertaken in order to meet these targets.



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# Publishing Sector

The Client: Newsprinters



Further case studies within this sector are available upon request.



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# Aviation Sector

Our Aviation clients demand large scale, high spec Design & Build services and our team of experienced designers have a long history of delivering bespoke solutions for this industry. The maintenance of high standards is paramount within Aviation and as such T-SQUARED provide Facilities Services to many clients, introducing maintenance schedules that have helped reduce disruption to production and deliver cost savings.



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# Aviation Sector

## The Client: GKN Aerospace

GKN Aerospace is a major supplier to the global aviation industry. Focused on both military and civil markets, they manufacture highly complex composite and metallic aerostructures and engine products.

## Facilities Services

GKN Aerospace was facing high ongoing repair costs on equipment, caused by a lack of consistent service and maintenance in the past. Following a substantial investment in equipment repairs they identified a requirement for regular service and maintenance, in order to reduce costly call out and repair costs in the long term.

## The Role of Our Facilities Services Team

T-SQUARED were appointed to the service and maintenance contract in 2003, and since then have gradually taken on additional responsibilities and projects for GKN Aerospace.

The scope of work has included:

- HVAC Service & Maintenance responsibility for the entire Isle of Wight facility
- Process ventilation works
- Upgrade of Cleanroom HVAC systems
- Installation of comfort cooling and ventilation systems
- Removal of R22 cooling system, and installation of replacement system

## Timescales

Our Facilities Services team have been working with GKN since 2003



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# Aviation Sector

The Client: GKN Aerospace



Further case studies within this sector are available upon request.



# Utilities Sector

The Utilities sector is a vast and diverse industry, often undergoing rapid change as companies pursue new sources of energy. Our Utilities clients are required to respond quickly to new regulatory requirements, and T-SQUARED fully understands the challenges faced in balancing regulatory compliance and sustainability issues whilst maintaining operational effectiveness.

T-SQUARED gets involved with the Facilities Services for large utility organisations and on the projects side our involvement lies with the laboratory facilities that such companies have in abundance to carry out testing and R & D works.



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# Utilities Sector

## The Client: Scottish Water

Scottish Water is a publicly owned company, supplying water to all Scottish domestic and business customers, and providing water waste removal services through a network of facilities across Scotland.

## Background to the Project

Scottish Water has a network of depot facilities across Scotland servicing both domestic and business customers. A nationwide partner was required to provide service and maintenance cover for all their facilities.

## Scope of the Project

Following successful completion of a service and maintenance contract for the West of Scotland facilities, T-SQUARED was subsequently appointed (following a tender process) to the nationwide service and maintenance contract for all Scottish Water buildings. In addition T-SQUARED was commissioned to a number of small and medium sized project works for this client.

The scope of work has included:

- Delivery of ongoing service and maintenance work, including preventative maintenance and 24/7 emergency call out services
- Removal of R22 comfort cooling systems
- Design and build of new laboratory testing unit

## Timescales

T-SQUARED was awarded a three-year contract, with an option to extend for a further two years.

## Project Value

Various



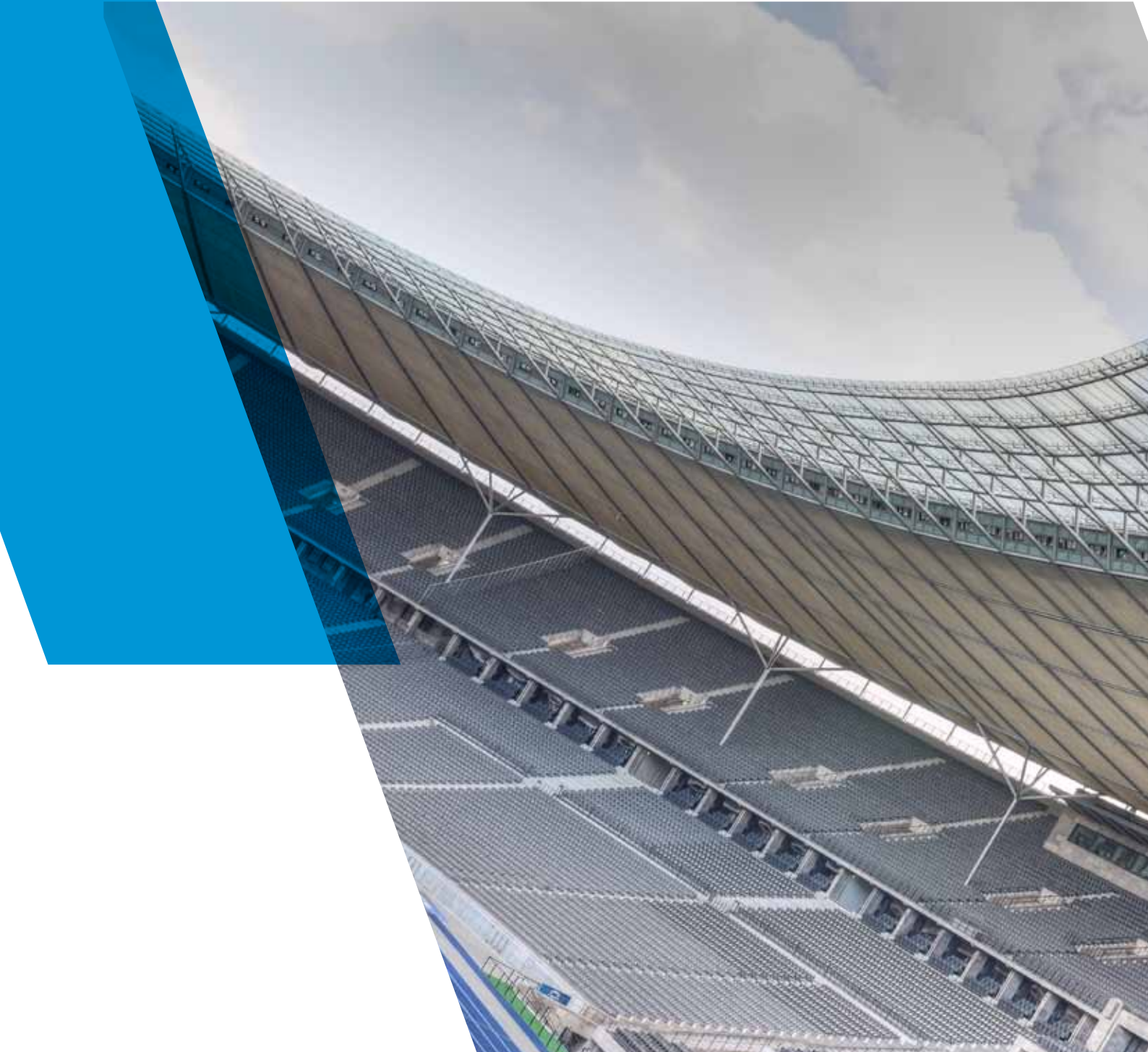
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# Utilities Sector

The Client: Scottish Water



Further case studies within this sector are available upon request.



# Sports & Leisure Sector

T-SQUARED has a proven track record of delivering facilities services within this sector. We fully understand the complexities involved in operating such facilities and the demands that go with that.

Our Facilities Services team provide an end to end facilities services offering that is tailored to the needs of sports and leisure industry clients who require proactive, professional and responsive support services.



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# Sports & Leisure Sector

## The Client: Ascot Racecourse

Ascot Racecourse is a world-renowned horse racing facility, and one of the leading racecourses in the UK. In addition to racing events, Ascot provides venue facilities for business events, exhibitions, and weddings throughout the year.

## Background to the Project

Ascot Racecourse required a long term service and maintenance partner to ensure their facilities remained operable at the highest level throughout the year.

## Facilities Services

Following the successful completion of a number of small-scale service and maintenance contracts, T-SQUARED were appointed the long-term service and maintenance contract for the Ascot Racecourse facility.

The scope of work has included:

- Planned Preventative Maintenance services
- 24/7 Emergency Call Out services
- On site cover during 25 race days throughout the year
- Provision of temporary water and drainage supplied to marquees and concessionaries on site during race days
- Installation of VRV comfort cooling systems
- Boiler replacement and general ventilation and plumbing works

## Timescales

Various projects completed since 1995



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# Sports & Leisure Sector

The Client: Ascot Racecourse



Further case studies within this sector are available upon request.



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# Contact Details



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## Contact Details

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