



GROUP LIMITED
FIRE & SECURITY

CORPORATE BROCHURE



Inside

An introduction to our business	3
What we do	4
Why choose PFS Group Limited?	5
Our offices & hubs	6
Nationwide coverage	7
Our team	8
Our clients	9
Accreditations, memberships & affiliations	10
PFS Cloud	16
Case studies	18
Testimonials	30
Engineer training programme	33
Our supported charity	37
Company particulars	38
Statement	39
Contact us	40

An introduction to our business



PFS Group Limited is an independently owned Fire & Security company that has been established since 1998. We provide design, installation, commissioning & maintenance services for Fire & Security systems. We have built our reputation by listening to our clients requirements and specifications in order to provide an outstanding level of service. We have the people, the products, and the knowledge to work across a wide array of jobs no matter how small or large. We operate across the UK and work in a wide array of different properties from commercial offices, residential buildings, industrial complexes, cinemas, hotels and many more.

You can rely on us to provide a quality service and utilise the latest technological advances in our industry.

We have fully trained staff who are knowledgeable, courteous and available 24 hours a day to assist you. All of our design work is carried out to the latest British Standards, incorporating all the other applicable codes, however we always work with our clients to ensure that they receive not only a compliant system but one that also takes into account their specific requirements.

We are a certified ISO 9001 company and are accredited by numerous third party organisations including NSI, BAFE, GENT, Constructionline & Safecontractor.

Commitment and expansion of PFS Group Limited is linked by a common aim: to provide our customers with products and services in the most efficient and economical way possible while still providing quality solutions.

What we do

PFS Group cover, amongst other systems, the Design, Installation, Commissioning & Maintenance of:

Access Control

Fire Extinguishers

Aspirating Smoke Detection (ASD)

Fire Risk Assessments

CCTV

Gas / Mechanical Suppression

Disabled Refuge (EVCS)

Intruder Alarms

Dry Risers

Intruder Alarm Remote Monitoring

Emergency Lighting

Smoke Vents / Windows (AOVs)

Fire Detection & Alarm

Sprinklers

Fire Alarm Remote Monitoring

Staff Training

Fire Dampers

Voice Alarms

Fire Door Inspections

Weekly Fire Alarm Testing

Fire Drills

And more...

Contact us with your requirements



Why choose PFS Group Limited?

PFS Group have over 20 years of experience in the Fire & Security industry and we use the knowledge we have acquired to great effect to benefit our clients and ensure the installation and maintenance of new and existing Fire & Security systems are treated with the upmost consideration and care.

We have partnerships with some of the largest fire alarm manufacturers in the UK with our GENT, Siemens & Kentec affiliations, as well as our accreditations which includes BAFE & NSI, and our memberships to organisations such as the ECA, JIB & FIA – we are a well advised and connected business and utilise this knowledge to great effect. Alongside this we have a very skilled and dedicated office team and promote constructive discussions at every opportunity, we supplement this with a well-structured hierarchy to allow management members to support the activities of each department. With a desire to promote and reward hard working employees PFS Group prides itself on being able to offer our customers the experience and skills of our entire team.

Our business is continually looking to ensure we are at the forefront of the technological changes that occur in the industry but alongside that we are always looking to evolve in other ways. We invest financially in all employees and provide them with the training which in turn allows us to provide more skilled staff to our clients, this is demonstrated best in our engineer training programme. With a shortage of engineers in the industry PFS Group are passionate about creating the next generation of engineers and you can be confident that you are selecting a Fire & Security firm that is committed to contributing to expanding the number of skilled individuals in such a key industry.

The company ethos is one of honesty and dependability and as such we are always looking to ensure we are supplying all of the information required to allow you to make decisions on your systems, whilst also providing a reliable team of engineers who you can depend on to get the work you need completed.

We are always looking to improve the services we offer and we re-evaluate our processes & procedures based on experiences we have and feedback from our customers. We have worked hard to ensure that while our Company continues to grow we do not offer any less of the personal service we have offered over our 20 years + in business.



Our offices & hubs



PFS 
GROUP LIMITED

London
9 St Clare Street
5th Floor, Hamelworth
House
London
EC3N 1LQ

21 Towerfield Road
Southend-on-Sea
Essex
SS3 9QE

Nationwide coverage

PFS Group are capable of supporting all major areas of the UK.

We regularly work with our clients to understand their requirements in different areas of the country to ensure we are providing the response times and skillsets they require.

We operate a robust callout process and escalation structure for all areas of the country to ensure you have the confidence that any site issues can be dealt with quickly & effectively both in and outside of office opening hours and regardless of where the property is located.

We provide a modern approach to nationwide support with longstanding relationships with several key partners which, combined with our own workforce allows us to provide the quality and speed of service our clients require.

This effective and transparent approach allows PFS Group to achieve some of the **quickest response times in the Fire & Security industry.**



Our team

Below is a selection of some of our key team members. We employ a large administration and engineering team to help us deliver our services across the country.



Philip Ranson
Managing Director



David Norton
Director



Richard Miller
Operations Director



Simon Ford
Projects Director



Simon Ranson
Principal Engineer



Owen Hodgson
Contracts Manager



Daniel Stratton
Estimation Supervisor



Amanda Hornby
Service Supervisor



Tony Mussenden
Small Works Supervisor



Kelly Scarrah
Business Development
Executive



Louise Dyson
Client Support Executive



Drew Braunton
Client Relationship
Executive

Our clients

We have listed a selection of the clients we work for below. We are extremely proud to work for some of the largest organisations within the UK.



Accreditations, memberships & affiliations

These are the bodies we belong to and work with to provide our high level of service in the Fire & Security industry

Accreditations

We are accredited by the following organisations;



BAFE

Established in 1984, BAFE is a non-profit making organization dedicated to improving standards in fire protection. It is supported, amongst others, by government, trading standards and the Health and Safety Executive. BAFE adopts third party Certification schemes developed by independent certifications bodies and where there are not relevant schemes in place, develops its own.

 www.bafe.org.uk



NSI

The National Security Inspectorate is the leading approvals and certification body that inspects companies providing home security, business security and fire safety services. PFS Group Limited is accredited through the National Security Inspectorate (NSI) to Fire Gold Status in accordance with the requirements of BS EN ISO 9001, NSI FSQS 121, BAFE Scheme Document SP203 and BS 5839 Parts 1 and 6 for Design, Installation, Commissioning and Handover, Maintenance and Verification of Fire Detection and Alarm Systems.

 www.nsi.org.uk



SafeContractor

Safecontractor is an accreditation scheme that assesses the health & safety competency of contractors and service providers. Our accredited status with SafeContractor reassures our customers that our Health & Safety documentation is current, accurate and meets industry standards. As PFS are accredited by SafeContractor this also means we are a registered member of SSIP (Safety Schemes In Procurement).

 www.safecontractor.com



Constructionline

The UK's largest register for pre-qualified contractors and consultants. In terms of efficiency, time and cost saving and best practice, Constructionline is proven to deliver for public and private sector organisations alike.

🌐 www.constructionline.co.uk



Acclaim

Acclaim Accreditation and Acclaim Advisory. Acclaim Accreditation is a Health and Safety accreditation service provided by Supplier Assessment Services. This involves an online assessment of a companies Health and Safety documentation and work activities as an independent competent assurance of the systems they have in place.

🌐 www.acclaimaccreditation.co.uk



Cyber Essentials Plus

Cyber Essentials is a Government-backed, industry-supported scheme to help organisations protect themselves against common online threats. By having this certification we can more easily demonstrate to our customers that we take cyber security seriously. This accreditation reflects that we have robust systems and procedures in place and has held up under an assessment from an independent third party. We are assessed every year to ensure we remain compliant.

🌐 www.ncsc.gov.uk/cyberessentials/overview



Trade body memberships

We are members of the following trade bodies;



Joint Industry Board (JIB)

The JIB is an impartial organisation that sets the standards for employment, welfare, grading and apprentice training in the electrical contracting industry. Our work is targeted at improving the industry, its status and productivity. JIB membership benefits the company and the employees and assures clients that they are engaging qualified staff, with technical competence and customer service that only a motivated workforce can provide.

 www.jib.org.uk



Fire Industry Association

The Fire Industry Association, or the FIA as they are more commonly known, is a not-for-profit trade association with the aim of promoting the professional status of the UK fire safety industry.

 www.fia.uk.com



Electrical Contractors Association

The Electrical Contractors Association (ECA), representing the best in electrical engineering and building services. ECA has been a driving force in the electrotechnical and engineering services industry since the Association's formation in 1901. Over the years, ECA has been pivotal in improving industry standards and creating a sustainable business environment.

 www.eca.co.uk



Fire & Security Association

Fire & Security Association (FSA) membership is available to companies who have achieved the highest levels of certification in the Fire, Security or Monitoring centre fields - through 'approved' industry certification bodies or the FSA's own Certification Scheme.

 www.eca.co.uk/routes-to-membership/fire,-emergency-and-security-systems.aspx



The Fire Protection Association

The Fire Protection Association (FPA) is the UK's national fire safety organisation. They work to identify the dangers of fire and help their clients reduce any fire-related risks. As fire safety experts, they have an unrivalled reputation for quality and expertise in all aspects of fire protection including research, consultancy, training, publications, risk surveying and auditing.

 www.thefpa.co.uk

Approved installer and trade affiliations

We are also affiliated with the following manufacturers;



Gent by Honeywell

The Gent 24 Network is an approved Network of System Integrators who sell, install, commission and support the Gent range of Fire Detection and Alarm systems. PFS Group Limited have a well-established relationship which has spanned over 10 years and as such we are able to offer a complete package for all GENT products, all of our operatives have been trained by GENT and therefore have a high level of working knowledge of the systems with further support and technical guidance available to us direct from the manufacturer.

🌐 www.gent.co.uk/gent24/details?id=319



Siemens Solution Partner

Siemens are a manufacturer of innovative fire safety products. All of Siemens fire protection systems are scalable from small to very large and from simple to complex making them easily expandable. Fire protection systems from Siemens provide unbeatable accuracy and ease of use for building personnel, installers, and firefighters. At the first sign of danger, their reliable fire protection systems trigger a coordinated alarm and extinguishing systems are activated. PFS Group joined the Siemens Solution Partner scheme in July 2020.

🌐 www.siemens.co.uk/cerberus



Kentec Electronics

Kentec are a world leading life safety control systems manufacturer and are very well known within the industry. Founded in 1985, Kentec is an end-to-end manufacturer, with everything sold made in the UK. We have worked with Kentec products for many years but we felt the time was now right to forge our third major partnership with a Fire Alarm manufacturer and we are very excited to be working with the Kentec team on future opportunities.

🌐 www.kentec.co.uk



Honeywell Channel Partner

Honeywell invents and manufactures technologies to address some of the world's toughest challenges initiated by revolutionary macro trends in science, technology and society.

 www.honeywell.com



Baldwin Boxall

Baldwin Boxall are a manufacturer of life safety sound systems. Core products include voice alarm systems (also known as voice evacuation systems, VACIE), public address systems, microphones and Emergency Voice Communication (or EVC) systems. EVC systems consist of: fire telephones, disabled refuge and roaming telephones.

 www.baldwinboxall.co.uk





In June 2021 we launched our new web portal system, **PFS Cloud**. This portal has been designed to provide our customers access to their data quickly and easily and has been designed to be very user friendly.

What are the main features of PFS Cloud?

- **Dashboard** – the entry point to the system now displays some summary calculations including how many jobs are currently pending, how many quotes are outstanding and how many invoices are currently unpaid
- **Jobs** – access to job data including allowing you to see the current status of a job and download any copies of jobsheets relating to it. In addition you can also easily access any invoices or quotes that are linked back to any particular job
- **Quotes** – with the ability to download quotations and accept or decline quotes via the portal
- **Invoices** – view any invoices and download copies, view current unpaid invoices
- **Sites** – see detail of any sites we have registered against your account, including contact information
- **Request job** – request a job under any site
- **Assets** – view your site asset data including when assets are next due. This can be looked at 'parent level' for items such as Fire alarm panels, to 'child level' such as the individual fire alarm devices
- **Documents** – download PFS Group company documents such as our latest health & safety policy, organogram and insurance certificates at your leisure.

Who can use PFS Cloud?

PFS Cloud can be used by any of our customers, whether you have one property with us or hundreds. The system is completely scalable and remains user friendly regardless of how many sites you have in contract with us. We can set-up multiple user accounts with separate log-ins or you can have a general log-in you can share with your colleagues. We can also set-up access rights that remove specific users abilities to access invoice and quotes data should you so wish.

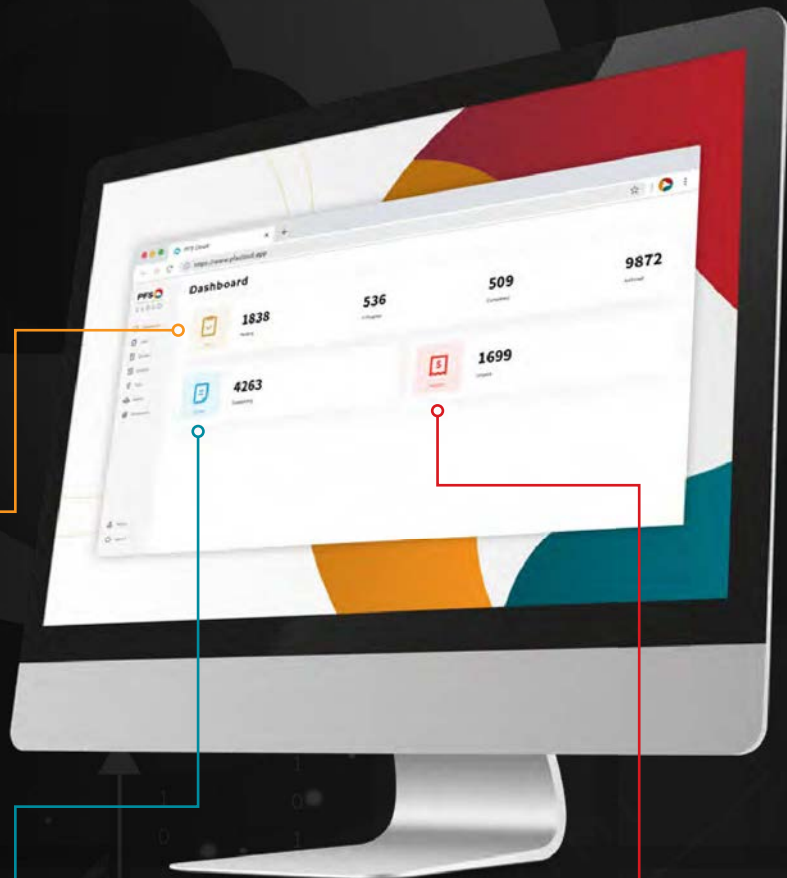
How much does PFS Cloud cost?

PFS Cloud is completely free to all of our customers. The system has been designed to reduce administration time for our client and our own office team and therefore is provided as a mutually beneficial platform.

How can I gain access to PFS Cloud?

If you are an existing customer and would like access to the system please contact **support@pfsLtd.co.uk**. For all new customers access to PFS Cloud is provided during your on-boarding process with us.

PFS CLOUD



Jobs

Job ID	Job Name	Customer	Job Status	Job Type	Job Date	Job Time	Job Location	Job Notes
10001	Website Design	ABC Company Ltd	Completed	Website	2023-01-15	10:00	London	Website design and development for ABC Company Ltd.
10002	Mobile App Development	XYZ Ltd	In Progress	Mobile App	2023-02-01	14:30	Manchester	Mobile app development for XYZ Ltd.
10003	Cloud Migration	DEF Corp	On Hold	Cloud	2023-03-10	09:00	Birmingham	Cloud migration project for DEF Corp.
10004	IT Support	GHI Systems	Completed	IT Support	2023-04-05	11:00	Cardiff	IT support services for GHI Systems.

Quotes

Quote ID	Quote Name	Customer	Quote Status	Quote Type	Quote Date	Quote Time	Quote Location	Quote Notes
20001	Website Redesign	ABC Company Ltd	Open	Website	2023-05-01	10:00	London	Website redesign for ABC Company Ltd.
20002	Mobile App Development	XYZ Ltd	Open	Mobile App	2023-05-10	14:30	Manchester	Mobile app development for XYZ Ltd.
20003	Cloud Migration	DEF Corp	Open	Cloud	2023-05-20	09:00	Birmingham	Cloud migration project for DEF Corp.

Invoices

Invoice ID	Invoice Name	Customer	Invoice Status	Invoice Type	Invoice Date	Invoice Time	Invoice Location	Invoice Notes
30001	Website Redesign	ABC Company Ltd	Paid	Website	2023-06-01	10:00	London	Website redesign for ABC Company Ltd.
30002	Mobile App Development	XYZ Ltd	Open	Mobile App	2023-06-10	14:30	Manchester	Mobile app development for XYZ Ltd.
30003	Cloud Migration	DEF Corp	Open	Cloud	2023-06-20	09:00	Birmingham	Cloud migration project for DEF Corp.

Case studies

Westfield Stratford Shopping Centre



Location:
Westfield, Stratford



Type:
Installation

Baldwin Boxall's Marketing Director, Nick Baldwin, was recently given a tour behind the scenes at The Stratford City shopping centre. This was to view the OmniCare system which has been installed in the centre by PFS Group Limited. The visit revealed the scale of the project, just under two million square foot equates to a lot of space and the engineers from PFS Group Limited certainly wore down the shoe leather during the installation process!

The Westfield Stratford City is the largest urban shopping centre in Europe and consists of around 300 stores, 30 restaurants, hotels, a casino, a cinema and more. Approximately 27,000 people worked throughout the construction and the centre now employs around 10,500 people.

The System

Responsible for the design and manufacture of the disabled refuge system for Stratford City, Baldwin Boxall liaised closely with PFS Group Limited. The OmniCare EVC system was chosen for the site partly because of the flexibility of the system and the fact that it is so reliable.

A front end control consisting of a graphical interface was requested as part of the system and, being part of the OmniCare range, two touchscreen GUIs were provided. The touchscreens are identical and are situated in different fire control areas. They are capable of controlling each area independently or on an 'all call' basis. There is no priority between the two units as they both operate on a 'first come first served' principle. They are fitted with prominent 'busy' indicators so that operators are aware if the other unit (or one of the 'local control' panels) is being used.

There are nine 'local control' panels providing independent control of specific areas within the site. As mentioned previously, should one of these panels be used, operators in the fire control area will be aware via the indication on the touchscreens. On the loop-wired system are 125 disabled refuge remotes, 52 fire telephones and 3 combined (fire telephone and disabled refuge remote) units. The entire system is fully monitored and battery backed – should the mains power fail the system will remain available for 27 hours. The system uses Baldwin Boxall's digital audio and data network facility (BVRDNET) over copper cable and is linked to the fire alarm panel.

The Installation

The OmniCare system has been installed to a very high standard by PFS Group Limited – with as many as thirty engineers on occasions on the site. They began by installing the first of the nine independent control panels and relevant outstations to that panel. This was then repeated, one-by-one, until

all nine were set up. The next stage involved linking all the systems together to form one large system. Baldwin Boxall then set up and commissioned the digital network.

At times, the OmniCare system was used by site engineers as a method of communication between areas – in preference to the usual methods – due to the size of the centre.

During Nick's tour of the site, Andrew Cowen (Director of PFS Group Limited) spoke of the different aspects faced by his site team – such as the vast distances covered whilst installing the system, logistics of delivering equipment and the ever-changing requirements throughout the construction phase.

Andrew also commented on how his team all worked closely with Baldwin Boxall from conception through to completion. In particular, integral to the project delivery, were: Simon Ford (Contracts Manager), Scott Fisher (Contract FD&A Design) and Rob Lee (EVC Site Supervisor).

Simon oversaw the installation from the beginning and said "This is the largest project we have undertaken to date and whilst it had its challenges, we are very happy with the result. The system is spot on and Baldwin Boxall supported us every step of the way."

Nick Baldwin commented "The PFS Group Limited engineers have done an excellent job and we look forward to working together on future projects".

Chris Hartup, Sales Manager for Baldwin Boxall, added, "This was a great project for us, another one to add to the many prestigious sites we already have on our list. As with many of our customers, we have a great relationship with PFS Group Limited and are looking forward to the future. We are in an increasingly competitive market and need to work hard for each project, but, like PFS Group, there are many who support our UK designed and manufactured product ranges."



Case studies

Cannon Bridge House



Location:
Dowgate Hill, London



Type:
Maintenance

We are now into our second year of maintenance for the Life Safety & Security Systems at Cannon Bridge House, Atrium Building & River Building, which include the maintenance and remedial works for the Fire Detection & Alarm System, Public Address & Voice Alarm (PAVA) System, Aspirating Smoke Detection System, Intruder Alarm System and many more.

During the mobilisation of the Cannon Bridge House contract, there were a variety of obstacles which our Service team and Operations team were faced with and tasked to overcome.

These ranged from scheduling surveys to be undertaken by our Fire Extinguisher engineers to identify how many Fire Extinguishers were on-site along with their locations in order to compile a detailed asset list prior to the Annual Planned Preventive Maintenance being scheduled in by our Service team, to arranging for a joint attendance on a Saturday with Operations team and Specialist AOV engineers to investigate historic issues with the System.

Specifically relating to the Fire Detection & Alarm System, due to the complex setup of the system as a result of frequently changing Floor Plans over the years and additional tenants moving in, this also required a joint survey with our Principal Engineer and Operations team which involved obtaining downloads of all the Advanced MxPro4 Fire Alarm panels on-site, recording the locations of all the Fire Alarm panels and identifying any devices which will require additional equipment in order to test and service.

This survey provided important information and clarification on the setup on the Fire Alarm system, such as establishing the networking and links between the Fire Alarm panels within each individual building in addition to the connection between the buildings themselves.

All the information obtained during this survey was then fed back to our office team who were able to import the raw downloads onto our system to produced full asset lists for all the Fire Alarm devices on-site ready for our engineers to fill-out during each of the quarterly service visits. Upon the completion of the 4th quarterly service, we were then able to provide our client with a Service Completion Certificate and completed asset list to demonstrate all the required devices had been tested and serviced over the contracted period.

We are also proud to have now taken on the maintenance of the Life Safety Systems for a number of the tenants within Cannon Bridge House. These have been seamless transitions as with the cooperation of the individual tenants, site staff and being the incumbent for the House Life Safety

& Security Systems, we have been able to obtain valuable information regarding the setup in both the Atrium Building and River Building.

Due to the high number of personnel who work within Cannon Bridge House, the majority of the Planned Preventive Maintenance Visits (PPM's) and any subsequent remedial works are required to be carried out outside of normal working hours by our engineers. This posed numerous logistical challenges to both our Service and Small Works teams when arranging dates for any PPM's/remedial works to be completed on. However, with the support of our client and site staff as well as site meetings to discuss how the PPM's and remedial works would be undertaken, alongside regular communication, this has always been quickly resolved with a suitable solution found for all parties.

It has been a pleasure to be the incumbent for the Life Safety & Security Systems at Cannon Bridge House over the last year and we are thoroughly looking forward to continuing this into the coming year.



Case studies

ODEON Cinema, Camden



Location:
Camden, London



Type:
Installation

Fire-Cryer® multi-message voice sounders ensure cinema goers are not confused by conventional alarms during evacuation. The ODEON cinema in Camden, London has upgraded to Vimpey's Fire-Cryer® Plus 7-message voice sounders to ensure fast and safe evacuation of staff and the public in the event of a fire. The combination of the common alarm tone with clear and unambiguous voice messages ensures that there is no confusion when building evacuation is required. The Fire-Cryer® was specified by ODEON UK's Risk Management Director, following its use in many other ODEON cinemas across the UK in recent years. The upgrade was designed and installed by PFS Group Ltd, who has also worked on many of the other ODEON projects.

Project Comments

Commenting on the Camden ODEON project, Andrew Cowen, Director of PFS Group Ltd, said: "Fire-Cryer® is a quality product, which allows us to provide our clients with a 'value engineering' solution to enable an existing fire alarm system to be easily converted for voice sander evacuation."

The System

One of the main attractions of the Fire-Cryer® for use in applications such as Cinema refurbishments is the easy upgrade from the original sander circuits, as often the existing wiring can be re-used. The units can be fully synchronised and have a low current consumption allowing simple replacement of existing sounders and bells. The Fire-Cryer's® multi-message capability also ensures that system test and all clear messages can be easily transmitted avoiding confusion with the fire/evacuation alarm. Each unit can be programmed with up to 7 messages from a library of thousands, many of which are multi-lingual, ensuring that any site requirement can be fulfilled.

A total of 41 Fire-Cryer® Plus voice sounders were used in the upgrade at Camden ODEON, including standard wall-mounted white units and Midi and Maxi high-output variants. The wide product range available within the Fire-Cryer® Plus family is ideally suited to the different environments found in a typical cinema. Maxi Fire-Cryers®, with their high-power 116dBA output, are often positioned behind the screens providing wide coverage for the seating areas. The standard units, available in red and white and with optional strobes, make up the majority of the installations and provide an attractive and unobtrusive voice sander solution for use in public areas.

The combination of 7 messages and a wide-range of compatible voice sounders ensure that the Fire-Cryer® Plus remains the most advanced range of voice sounders currently available and will continue to be the first choice for designers, installers and end-users.





FILM LINE 0345 565 1887 WWW.ODEON.CO.UK

Case studies

Camden Market



Location:
Camden, London



Type:
Maintenance

As one of London's most popular shopping and dining locations, Camden Market is world-renown cultural hotspot which offers fantastic diversity and an exciting atmosphere for all who venture to this historic part of our capital. With a wide variety of services on offer and a multitude of outlets available to those who visit Camden Market, this provides us with numerous, and often unique, challenges which together with LABS Facilities Management Team are tasked with overcoming and resolving in order to ensure the Market remains a safe and well-kept site, as well as being a brilliant area to visit and work in.

Having maintained the Life Safety Systems at Camden Market for a number of years now, all of our Office and Engineering teams have become very familiar with the layout and setup of the Market itself, as well as the impressive individual office areas which have been designed to fit right in with the excitable and busy, yet designed with a contemporary feel which creates a brilliant atmosphere for those who work and visit there.

As with all of our sites, we have carried out a huge number of site surveys and meetings alongside the on-site facilities team over the years to investigate and rectify historical issues, look into where we could improve the existing system, as well as our own services, and continuously make sure we are covering every part of the Life Safety Systems which fall within our remit. The systems which we maintain throughout Camden Market include the various Fire Alarm & Detection Systems on-site, Ansul systems within the office buildings' kitchens and individual units/restaurants, Disabled Refuge and Fire Phone Help Points, Emergency Lighting for the whole Market and many more.

Due to the complexity and sheer size of the Market and all it encompasses, the majority of the Planned Preventive Maintenance (PPM) visits are carried out on a quarterly basis, each of which are carefully and logistically scheduled in by our Service team.

For each of the PPM Visits, our Service Coordinators liaise with our Service Engineers, the on-site LABS Facilities Team and site security to ensure minimal disruption is caused to the day-to-day activities within the Market and to the site personnel but that all required areas are accessed and covered off during the allocated service dates. In total, each quarterly PPM can take anywhere between one and three weeks to complete depending on which areas are due to be serviced and tested on that particular service visit.

One of the unique challenges of Camden Market is the numerous and wide-ranging events which are often held within the Market itself, we often need to be more flexible than usually required regarding PPM accessibility

which is a contributing factor as to why the expected service time for each Quarterly Service Visit can vary so much.

To combat and overcome this particularly unique challenge, we have a dedicated number of Service Engineers and Small Works Engineers who perform all the PPM's and any subsequent remedial works at Camden Market as we have found Engineer familiarity with site to be one of the most useful and practical ways of staying on top of the all Maintenance and Small Works aspects of the Life Safety Systems.

In addition to Camden Market, we have also recently taken on the maintenance of the new Hawley Wharf development which is located right next to the Market, running parallel with Camden Lock and providing stunning scenic views through the day. Differing slightly to more unique requirements of Camden Market, Hawley Wharf has provided us with its own challenges in regards to ensuring the PPM's within all the relevant blocks are covered off in good time as per the service schedule which was setup between our Service Engineers and Service Coordination team during our initial site surveys and service visits completed last year.


This has of course developed over the course of our first year on-site with the assistance of our Small Works Engineers and Specialist Engineers who have been heavily involved in working towards getting all the Life Systems fully operational, fault-free and healthy.


Camden Market has proved to be an exciting challenge over the years and one which all of our Office teams and Engineering teams have benefited from working on. Of course, none of this would have been achievable had it not been for the wonderful assistance provided by LABS Facilities Management team who are extremely helpful and always willing to help with any situation, meaning we are always able to work together to find a way to complete whichever PPM's, installation and/or remedial works are required, and we look forward to the continuation and development of this relationship for many years to come.



Case studies

St George's Church of England Foundation School

 Location:
Ramsgate, Kent

 Type:
Installation

Gent by Honeywell has supplied a fire detection and alarm system to a school in Broadstairs, Kent.

PFS Group Ltd installed the system at the St George's Church of England Foundation School, after it was built under the Building schools for the Future programme. The school, which is mostly open plan and constructed from glass, presented some acoustic challenges.

PFS Group Ltd addressed the acoustic environment and potential reverberations with a fully integrated Gent Vigilon Compact Voice system. Simon Ford, Contracts Manager at PFS Group Ltd, said: "Panels installed throughout the school comprised an integrated fire detection, voice alarm (VA), and public address (PA) system with a background music facility.

"The use of a clear voice alarm is central to the Gent VA/PA system can, as it greatly increases response time and provides the opportunity to direct occupants to the safest emergency exit.

"It's basically a three-in-one kit that delivers everything from the fire alarm, and PA right through to the entertainment – it's an extremely flexible and cost effective solution."





Case studies

Thames Court



Location:
Thames Street, London



Type:
Maintenance

As a proud partner of the multinational conglomerate, Siemens, we are able to extend our services to clients and sites who house a Siemens Fire Alarm system. One of these being the prestigious Thames Court, a simply stunning office development located on the south side of the Upper Thames Street. Home to a number of highly reputable tenants, all Planned Preventive Maintenance (PPM) visits are required to be completed in accordance with a pre-agreed service schedule designed between ourselves and the dedicated and through on-site maintenance team.

For servicing and maintenance purposes the building is split into landlord and tenanted areas, and the services we provide at this property are wide and varied. The services range from the maintenance of the Siemens Fire Alarm system to numerous VESDA systems located through the lower floors of the building, as well as the large and complex Gas Suppression systems and Water Mist Suppression system serving as the Fire Detection for the highly sensitive areas.

In order to minimise disruption to the tenants and ensure access to the required areas is available, all the PPM's we complete for our client at Thames Court are performed outside normal working hours, usually on Saturdays, but where required, sometimes also Sundays.

As with the majority of our larger sites, we have dedicated Siemens trained Service Engineers who complete the PPM's as per the pre-approved service schedule, and who also often assist our Siemens trained Small Works Engineers with any subsequent remedial works or client requested installation/modification works to the Fire Alarm system.

Additionally, for ease of use and so our Engineers are fully aware which devices require servicing and testing each quarter, a copy of the download of the Siemens Fire Alarm panel was provided by the very supportive site maintenance team and has been converted into an editable document and broken down into four quarters - Q1, Q2, Q3 and Q4 - to highlight which devices are to be tested during each quarterly service visit.

This document is readily available to our Engineers and is updated whilst each quarterly service visit is being carried out to ensure the relevant devices are covered off each time. This has proved hugely successful, with the updated copy being provided to our client upon the completion of each quarterly service visit. Having this editable asset list of an Addressable Fire Alarm panel also greatly assists our Service team and Operations team when looking into any issues with the Fire Alarm system as this method also allows for our Engineers to comment on specific devices on the asset list and highlight any remedial works which may be required.

Whilst we are responsible for all the areas Fire Alarm system on-site covers, both landlord and tenanted, the VESDA PPM for instance requires a slightly modified approach due to the VESDA panels being located only within tenanted areas. However, we arrange services to also be performed by our dedicated Service Engineers due to their familiarity with the layout of site coupled with their knowledge and training on the Siemens Fire Alarm system which allows for minor investigation works to also be carried out whilst on-site for the PPM's.

With regards to the large and complex Gas Suppression systems and Water Mist Suppression system on-site, all the PPM's and remedial works for these systems are completed by our Specialist Suppression Engineers alongside one of our Siemens Trained Fire Alarm Engineers to ensure there is adequate cover at all times during all PPM's and any subsequent remedial works.

We have thoroughly enjoyed working alongside our client and the site maintenance team at Thames Court as they have been incredibly accommodating and provided us with invaluable knowledge and understanding of site. We very much look forward to continuing in this manner for the foreseeable future.



Testimonials



We just wanted to thank you and your guys for the efforts, it was really refreshing to hear such positive feedback about your engineer who has installed most of the works. A very positive delivery approach. Keep up the good work.

MARK SAMPSON
CEO, ESG PLC



I have been using PFS since 2019 and have found their team a joy to deal with. Their professionalism and thorough service has left me with no doubt we have chosen the correct fire partner. Their prompt turnaround of work, willingness to find the correct solution and adaptability during works are second to none. A pleasure to deal with.

GARY WALKER
Engineering Manager, Optimum Group Services



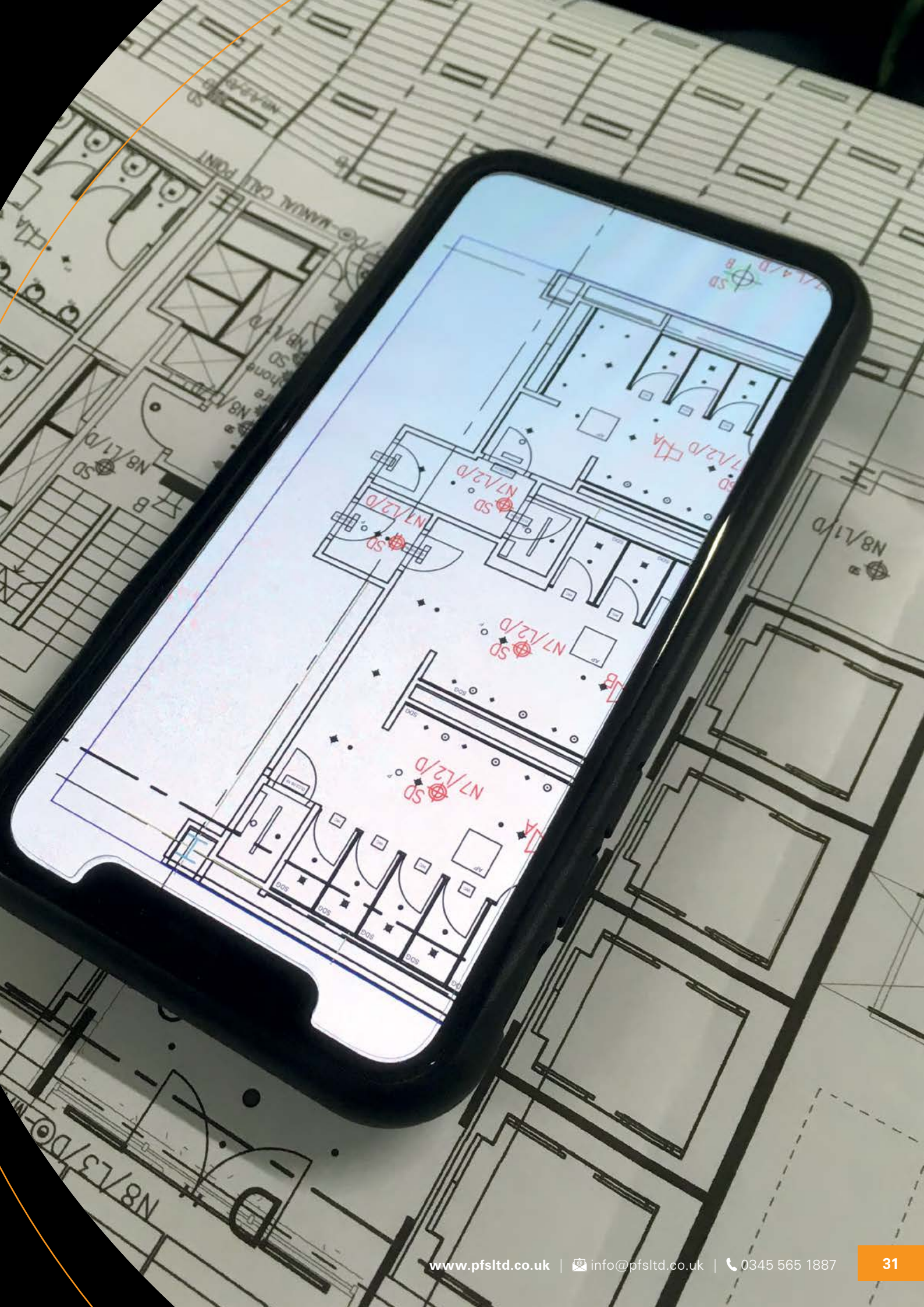
Thank you for your continued support guys - we couldn't do this without PFS Group - we really appreciate all that you do for us.

DAVID HOLMES
Head of Facilities and Sound & Projection, Odeon Cinemas



I have been thoroughly impressed with the service provided by PFS. The portal is absolutely fantastic and means I can keep track of all 87 contracts super easily, with all documentation uploaded and dates clearly shown. Everyone in the team is incredibly friendly.

FREDDIE EYRE
Health and Safety Officer, Neal's Yard Remedies





Creating the **next** **generation** of engineers

The benefits to our clients

The way we embrace training, especially our dedicated training programme for creating a new generation of engineers, also has many benefits for our customers. Unlike the majority of Fire Alarm & Security companies, we do not rely on existing labour in the industry and instead look to create our own as much as possible, this leads to engineers with the correct mindset as well as the correct skills. Our customers therefore have the confidence that our engineers don't just simply have the skills to do their job, but they also have the correct work ethic and mindset to do the job well. Knowing the individuals working on your property have undergone extensive training will only strengthen your trust in them, they are all trained in the latest standards and do not rely on out-of-date knowledge. Their training does not stop, both on-site experience and further supplementary courses are consistently provided to ensure our engineers remain as capable and confident as they possibly can.

Our training room

All of our trainee engineers also have the added benefit of being able to utilise our training room. Consisting of different types of panels by some of the leading Fire & Security manufacturers, our training room is a great location to be able to show our engineers the inner workings of each system and how to use these correctly before they go out and work on live systems. Even engineers with many years of experience appreciate the ability they have to refamiliarise themselves with certain panels and try different solutions to problems in a safe test environment.

Industry skills shortage

While there are many elements of our business which we believe set us apart from our competitors, we are particularly proud of our work over the past several years to help grow the number of engineers capable of providing high quality service to our clients. Every business operating within the Fire & Security industry will most likely have discovered the shortage of skilled labour in recent years with a seemingly consistent decline across the past decade in particular. Noticing this PFS Group have endeavoured to create a robust and effective training programme. Starting in the mid 2010's our training programme has consistently delivered results and created some very skilled individuals, the majority of which remain with the company to this day.

How it works

Our training process takes individuals who have either limited, or no, existing industry experience and ensures they are given the tools, training and time to succeed. Incoming trainee engineers are paired with existing skilled staff and are also put through various industry approved courses and qualifications to ensure they have the skill levels needed to carry out work on our customers sites to the high level expected. Using our experience of working in the Fire & Security industry for over 20 years, we have created a strategy for training which is almost unparalleled in the industry. All of our qualified service engineers are involved in training new engineers and this is overseen with a comprehensive training checklist, instructions, on-site review and utilisation of our office-based training area.







Our supported charity



Our history with the Electrical Industries Charity

PFS Group have been a supporter of the Electrical Industries Charity for several years. We ensure all of our staff are made aware of the benefits of this organisation and the support and help they offer is of vital importance in the industry. PFS Group have conducted events in the past in aid of the EIC to help raise the funds they need to keep providing their services and as a business we look to support the EIC whenever we can.

Introductions to the EIC

Bringing industries together to help their own.

By providing financial relief and practical support services to people and their immediate families who have worked or are working in the electrical related industries.

Our vision is to be the leading provider offering preventative and high impact solutions, genuinely meeting the wellbeing needs of the electrical and energy industries.

We help all people working within the electrical, electronics and energy community as well as their family members and retired colleagues. We do this through the provision of four workplace programmes that give the industry access to financial grants and a comprehensive range of free and confidential services. Our EIC programmes and services are provided free thanks to company donors, sponsors, volunteer committee members and fundraisers.

- Apprentice Support Programme (ASP)
- Employee and Family Support Programme (EFP)
- Pensioner Support Programme (PSP)
- Practical Participation Programme (PPP)

To provide a hand up to individuals and organisations in periods of challenge or change. Sitting at the centre of a community that is around 1.3 million strong, EIC's relationships forge a strong heart for the electrical, electronic and energy industries.

Employee Assistance Programmes for a bright future

The Electrical Industries Charity has a number of workplace programmes that are extremely beneficial to employers and employees. These are provided at no cost by the EIC and function as industry-specific Employee Assistance Programmes (or EAPs).

What makes us unique? Unlike traditional EAP providers we provide financial grants and extend the services offered to family members of our current and retired colleagues.

Company particulars

POLICY	INSURER	POLICY NO.	LIMIT OF INDEMNITY	EXPIRY
Employers Liability	ECIC	58403247	£10,000,000 any one occurrence	03/11/22
Public & Products Liability inc Efficacy	ECIC & AIG	58403247 & 25042100	£10,000,000 any one loss or occurrence	03/11/22
Contract Works/Plant	ECIC	58403247	£2,500,000 any one contract site	03/11/22
Professional Indemnity	ECIC	58403247	£5,000,000 any one loss or occurrence, with an aggregate limit of £10,000,000	03/11/22
Excess Professional Indemnity	CFC	CFC0748833	£5,000,000 any one loss in excess of £5,000,000 provided under policy 58403247	03/11/22

Company Registration Number	3511171
Registered Trading Address	21 Towerfield Road, Southend-on-Sea, Essex SS3 9QE

Statement

We would like to thank you for considering PFS Group for your business needs. Our team is ready to assist you at any time and we would welcome the opportunity to discuss your requirements.

This document details many of the services we offer as well as the benefits of choosing us as your Fire & Security partner, however should you require further information please do not hesitate to contact us.

We hope to hear from you soon.


Sincerely,



Philip Ranson
Managing Director



21 Towerfield Road
Southend-on-Sea
Essex
SS3 9QE

 **0345 565 1887**

 **info@pfsltd.co.uk**


www.pfsltd.co.uk




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your **fire &
security
needs**



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 **Mon - Fri 8.00 - 17.00**
24 Hour Callout Service

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