



# KSD A BUILDING SUPPORT SERVICES PROVIDER

- ➔ Project Management
- ➔ Building Fabric
- ➔ Mechanical & Electrical
- ➔ HVAC
- ➔ Facilities Management

Our specialist maintenance services are ideally suited to customers who need to ensure the on-going aesthetic quality and safety of their facilities.

Our highly skilled team of professionals provide a practical and efficient service in all areas of building maintenance and refurbishment.

Understanding the challenges facing our customers, we strive to complete a job quickly, safely, efficiently and always to the highest standard.

KSD Support Services Ltd has been located in Brighton since its inception, formed by three business partners all with many years experience in the building and construction industry.

## Company Profile

Established in 2001, KSD has grown substantially over the years. Working across all market sectors KSD Support Services has been reputable as a principal contender in the building services industry for many years. Our well managed team of experts utilise resources intelligently and efficiently to provide complete solutions for all aspects of building maintenance and development contracts operating across the UK and Ireland, offering an innovative service which reflects the changing nature of our clients.

The company is part of the KSD Group that comprises of KSD Support Service Ltd; KSD Environmental Management, KSD Housing and KSD International. Combined, we have the capability to deliver our services across the whole of the UK from our offices in Brighton, Glasgow and London.

We maintain growth through progressive expansion; continually demonstrating competence, discipline and best practice in a fast moving industry. We have developed a natural aptitude for business and through our team of Project Managers, Surveyors, Contracts Managers, Engineers, Operatives and Admin support staff we are able to offer, professional proactive approach in the delivery of building services to our extensive client base.

## Flexible solutions for your business needs

Our years of experience in the Facilities Management and Building Industry have enabled us to provide high quality, cost effective and sustainable solutions to our clients.

We tailor these solutions to meet the specific needs of our customers, whilst understanding the operational demands they face. We work in partnership with our clients to improve the operating performance of our services, delivering value whilst continuing to provide excellent service.

## Specialists in Live & Business Critical Environments

Our key values are improving performance and delivering quality, value for money and sustainable profitable growth through collaborative partnerships. Our vision is to be the provider of choice for the delivery of maintenance and project services within the support services and built environments.



**“ We believe that communication is of the utmost importance in ensuring efficient delivery of services.**

**Range of Services**

- Health
- Education
- Government
- Leisure & Recreation
- Residential
- Utilities Industry
- Retail
- Banking & Finance
- Defence
- Civil Aviation

Our mission is to grow a profitable and sustainable business, delivering high quality project services through our staff, innovative solutions and customer service.

## Our market sectors:

- ⊕ Health
- ⊕ Education
- ⊕ Government
- ⊕ Leisure & Recreation
- ⊕ Residential
- ⊕ Utilities Industry
- ⊕ Retail
- ⊕ Banking & Finance
- ⊕ Defence
- ⊕ Civil Aviation

KSD Support Services have an exceptional team of skilled employees with a broad spectrum of expertise.

## Project Implementation

It is our ability to build on these skills that allows us to deliver practical solutions both on time and to the standards expected of us by our clients.

Every one of our contracts is led by our experienced team who understand the way in which our clients' businesses and operational needs function. Knowing this information our Project and Contract Managers can effectively translate these into bespoke deliverable solutions.

By implementing a flexible approach to our core business we have been able to successfully deliver planned and responsive solutions that accommodate both our clients' budgetary and environmental constraints.

Our competent team will allow sufficient time to implement all relevant Health and Safety documentation and ensure Risk Assessment and Method Statements are provided for each contract and are available from the outset

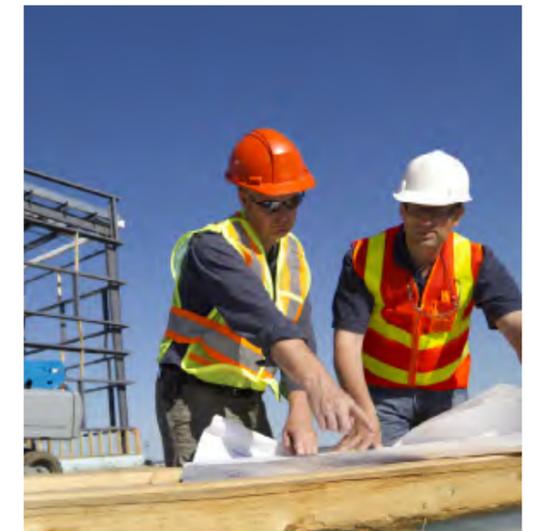
## UK Coverage

Each of our vehicles is fitted with a tracking device providing real-time GPS vehicle tracking.

Fleet tracking is a valuable management tool that allows us to respond swiftly to our customer's needs by deploying our vehicles more efficiently. Accurate and constant updated door-to-door navigation enables easy planning and allocation of operatives ensuring they are co-ordinated to travel directly to the nearest job.

- ⊕ Real-time visibility on vehicle & driver location for effective dispatching
- ⊕ Two-way communication between office & vehicle, Improved response time
- ⊕ Automatic routing using satellite navigation
- ⊕ Improved security & protection for our drivers & vehicles
- ⊕ Analysis of historical data for routes & proactive vehicle usage

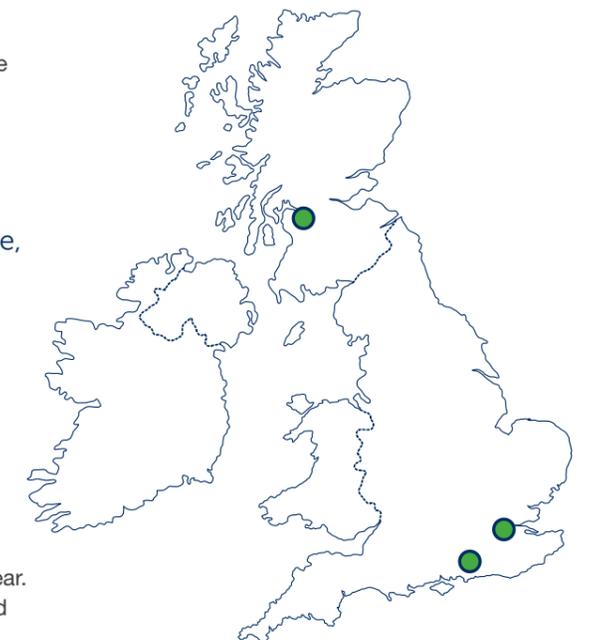
We operate a 24hr emergency service 7 days a week, 365 days a year. Emergency calls can be logged and allocated through our dedicated maintenance call operators.



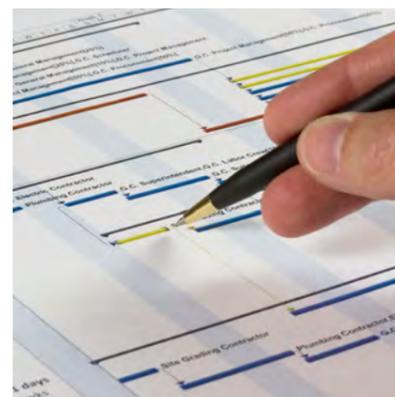
## Project Management

Delivery Models; Total Project Management, Design & Build, Principal Contractor & Specialist Service Installations

- ⊕ Full National Coverage
- ⊕ Project Specific Employees
- ⊕ Regional Design Support
- ⊕ Regional Supply Chain
- ⊕ Dedicated Project Management Personnel
- ⊕ High Quality Resources with strong visible management



We believe in helping our people reach their full potential. That's why ongoing learning and teaching are integral to the KSD Support Services Development Culture.



## Training and Resources

### Operatives

All of our operatives are a skilled team of Project Managers, Surveyors and Engineers Certification Scheme (CSCS) accredited to ensure consistent and safe delivery across the board. Health & Safety is our number one priority and the CSCS accreditation ensures operatives competence and awareness of their health and safety and safety of others.

All day-to-day maintenance works and projects are delivered by our dedicated resource. Contracts Managers filter the relevant information and plan the correct resources for successful delivery and completion of works. Using a specially designed CAFM 'Click' system the information on each job is monitored, recorded and updated electronically on this state of the art CAFM system.

Through our "Clik" system we are able to communicate with our operatives via text message, tablet PC as well as conventional communication over the telephone, allowing us to pass the job

information on quickly and concisely, ensuring an immediate response to our client's needs.

### Senior Management

Our dedicated Project Managers are trained extensively in Project and Construction Management and attend CPD training, including courses such as IOSH and NEBOSH.

KSD Environmental Management is an affiliated organisation of The Chartered Institution of Waste Management and holds a full Waste Carriers License.

### Plant & Equipment

To drive costs down whilst maintaining quality KSD Support Services Ltd. owns and operates various plant & equipment to cover all aspects of client's requirements without unnecessary sub-contracting or hiring.

#### Example in-house plant & machinery

- Gully Tankers
- Grab Lorries

- Jetting Van Packs
- Vacuum Tanker Combi Units
- Excavation Ground Works Plant
- Light & Heavy Weight
- CCTV Units For Site Survey
- Fleet of Vehicles
- Tig Welding Machines
- Mig Welding Machines
- Generator Welders
- Forming Bending Machines
- Carpentry Tools
- Sds Drill
- Cordless Drill
- Impact Driver
- Transformer
- Chainsaws
- Jigsaw
- Skill Saw
- Circular Saw
- Reciprocating Saw
- Generator
- Disc Cutter
- Kango
- Planer
- Jet Washer
- Router
- Whisk
- Screw Gun
- All PPE & Site Incident Packs
- Chapter 8 Traffic Management
- Barriers, Heras Fencing & Signage

- Emergency First Aid at Work
- Trocal Roofing
- SPA Passport
- Banksman Instruction
- Driver Essentials
- Hot Works
- Operating & Driving Forklift Trucks,
- Dumper Trucks & Mini Excavator
- Asbestos Awareness
- Working at Height
- Confined Spaces
- PFS

#### Qualifications include:

- CSCS cards
- Emergency Aid Training
- Steelworks Excavation & Reinstatement
- Level 1- Introductory Welding Skills
- Level 2 - Certificate in Welding Skills
- Metal - Arc-Gas-Shielded Welding Skills
- Oxy - Acetylene Welding Skills
- PASMA

### Recent Qualifications

As part of our health and safety management system we continuously assess our training needs. KSD Support Services are committed to ensuring all operatives have the necessary skills and training.

We work on domestic and commercial projects to provide a comprehensive maintenance and repair service.

## Planned, Reactive & Emergency Maintenance

We can provide day-to-day maintenance contracts that include all aspects of building maintenance. Our skilled teams use their knowledge and expertise to maintain high standards of workmanship in the repair of all building fabrics and components.

### Mechanical & Electrical

Our M&E Engineers are qualified in all aspects of both domestic and commercial installations and maintenance. As a Gas Safe and NICEIC registered company we operate in strict accordance with the recognised governing bodies. Our comprehensive engineering department also undertakes air-conditioning and refrigeration contracts. Furthermore, our dedicated NALM accredited engineers deal with all aspects of the passenger and goods lift industry.

### Drainage

Our drainage division offer a round the clock service utilising our bespoke drainage vehicles to undertake repair works, including high pressure jetting and CCTV inspections. We are able to offer full planned and reactive maintenance contracts for all types of drainage systems.

### HVAC

We can provide a wide range of services to meet our clients' needs, whether it's a complete replacement or refurbishment of an existing installation our breadth of experience covers all aspects of commercial and industrial boiler house activity.

#### Our services include:

Boiler sizing, certificated plant disposal, new plant installations, pipe work configuration & installation; control panels & electrical installations. All installations comply with the latest regulations and industry standards.

### Roof Repairs & Re-Roofing

We cover all aspects of roofing including the formation, re-covering and repair to flat and pitched roofs alike. Our lead work specialist has worked on many of London's most prestigious buildings including Hampton Court Palace and Buckingham Palace. We are also a Trocal approved installer.



## Range of Services

- Comprehensive Building Maintenance
- Reactive Maintenance
- 24Hr Emergency Maintenance
- Mechanical & Electrical
- Heating, Ventilation, Air Conditioning & Refrigeration
- Drainage Including Cctv Surveys & High Pressure Jetting
- Roofing - Trocal Approved
- Store Closures & Clearance
- Internal & External Decoration
- Internal & External Alteration & Refurbishment
- Groundwork & Hardlandscaping
- Building Fabric Pest Proofing
- Dda Adaptations
- Waste Transfer & Recycling
- Waste Management

## Internal & External Decoration

Our in-house decoration teams have many years experience in all areas of decorating and finishing. We provide a range of decorating services for interior and exterior building fabric. We pride ourselves on the quality of our work and can provide custom design solutions including interior design for furnishings and styling of premises. We provide custom design solutions for numerous blue-chip clients and public bodies including the decoration of shops, foyers, sports facilities and industrial units.

## Glazing

Our in-house glazing division enables us to greatly reduce lead-in times on glazing emergency and installation works. In conjunction with our 24hr emergency service, we are able to provide a rapid response to boarding-up and replacement units. We also supply and install all aspects of PvCU and aluminum windows.

## Store Closures & Clearance

Working in conjunction with our group company KSD Environmental Management, Waste Recycling, we can arrange comprehensive commercial (retail) store closures and clearance programmes including licensed removal and disposal of all building materials, chemicals and gasses, hazardous and non-hazardous wastes.

## Accreditations

Constructionline is the UK's register of pre-qualified local and national construction and construction-related suppliers. [www.constructionline.co.uk](http://www.constructionline.co.uk)

KSD are members of Safe Contractor; the Health & Safety Assessment Scheme. [www.safecontractor.com](http://www.safecontractor.com)



International Organization for Standardization

## Building Fabric Pest Proofing

Our years of experience with pest proofing building fabric has enabled us to develop a method of undertaking surveys and inspections to locate potential rodent runs and weak points within the building fabric.

Once potential locations are identified our trained team will eliminate weak points using a number of successful tried and tested methods.



Innovation within a value management culture providing unique seamless delivery of projects.



## Car Park Refurbishment

KSD Support Services provide parking management solutions for sites including supermarkets, retail parks, hotels, educational facilities, hospitals and many more.



Our groundworks and tarmacing department, comprises of many highly skilled operatives producing high quality hard landscaped finishes.

It is important that large parking facilities are designed and managed correctly to provide a safe user-friendly environment for pedestrians and vehicle users alike. With this in mind, KSD Support Services offer a large range of specialist and bespoke car park products and services, including:

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## White Lining

KSD white lining consists of a wide range of marking solutions to cover all conventional surfaces in thermoplastic screed, spray painted markings or coloured surfacing. Our thermoplastic markings are high-standard external markings ideal for all types of installations.

## Speed Restrictors

Controlling traffic flow and reducing drivers speed is essential for road safety. Our speed restrictors create a safer environment by controlling traffic speeds and reducing the risk of

accidents whilst allowing emergency vehicles unrestricted access.

The traffic calming surface speed cushions are made from sustainable high quality recycled rubber in a low energy process, anchored using stainless-steel bolts and polyester resin.

## Range of Services

- Wholesale Resurfacing
- Tarmac Repairs
- Paving & Edging
- White Lining
- Speed Cushions
- Fabrication of Car Park & Street Furniture
- Bollards
- Safety & Directional Signage
- Trolley Bays & Barriers for Retail Outlets
- Solar Powered Beacons
- Solar Powered Lighting

## Manual Gates & Barriers

We can provide parking management solutions and secure-entry control systems for all vehicle and pedestrian applications. Our range of car park gates and security barriers can be tailored to exact requirements by our in-house metal fabrication team and are rigorously tested for safety & reliability. All gates and barriers can be powder

coated to client's preferred colour with all BS standard RAL colours available. We offer a complete survey, design, manufacture and installation service on all gates and barriers.

## Bollards

We can supply and fit bollards in a range of colours and sizes. These are quick and simple to install onto any concrete base. Alternatively, we can trench out and cast individual concrete bases.

## Solar Power Technologies

We believe in creating a clean sustainable future and are committed to using eco-friendly alternatives, wherever possible. To complement our car park services we are the sole UK distributors and installers of our wireless solar-powered beacons and lighting for applications such as pedestrian walkways, cycle paths, shopping centres, retail parks, schools, transport depots, petrol stations and general circulation routes.

Solar-powered flashing beacons draw drivers attention to road-safety signs, markings and crossings. Flashing warning lights instantly make signs more visible, thereby increasing driver and pedestrian awareness.



Our business is first and foremost about excellent service delivery and continued, dedicated commitment to our clients.

Our actions are guided by three key principles: outstanding customer service, consistency and quality, we pride ourselves on our ability to deliver a truly personal service, going beyond what is required or expected.



- Provision of building fabric maintenance services
- Undertaking of specific building projects
- Assured project costing for new installations, refurbishments & maintenance programmes
- Removal & disposing of all waste
- Provision of all roofing & steelwork services associated with buildings
- Provision of mechanical & electrical installation & maintenance services
- Provision of glazing service
- Survey & assessment of existing heating, ventilation & air-conditioning systems
- Design & installation packages
- External fabric repairs to high-rise buildings
- Passive fire protection of buildings
- Residential refurbishment
- Total project management

## Some of our Clients

- ⊕ Space Engineering Services
- ⊕ Honeywell Aerospace
- ⊕ Mitie
- ⊕ Europa
- ⊕ Carter Synergy
- ⊕ Tesco
- ⊕ Project First Engineering
- ⊕ Esporta
- ⊕ Sainsbury's
- ⊕ Interserve
- ⊕ RBS
- ⊕ Ministry of Defence
- ⊕ Carillion
- ⊕ Arthur McKay
- ⊕ Brighton & Hove City Council
- ⊕ Serco
- ⊕ Bosch
- ⊕ GSH
- ⊕ BAA
- ⊕ London Olympics
- ⊕ Mapley
- ⊕ Morrisons

KSD Support Services  
Headquarters,  
Brighton



As a multi-service provider involved in many aspects of property maintenance and building refurbishments, we are committed to implementing and improving our Environmental Management System.



## Sustainability & Environment

KSD Support Services are committed to ensuring continual improvement to the nature, scale, sustainability and environmental impact of our activities, products and services. KSD Support Services ensure the continual improvement of the company's performance with regards to its environmental objectives and targets. These objectives are fully communicated throughout the whole company by way of an EMS and training of our staff.

Our approach to sustainability focuses on four key areas:

**ENERGY** To reduce energy consumption, being more efficient and using renewable energy and 'alternative technologies' wherever possible.

**MATERIALS** Selection, use, re-uses and recycling of materials during design, manufacture, construction and maintenance to reduce resource requirements.

**WASTE** Producing less waste and recycling more.

**POLLUTION** Producing less toxicity, water, noise and spatial pollution.

KSD have re-assessed best practice in each area. We discuss with our suppliers about where and how materials are sourced, to try and achieve a balance between benefits and cost.

KSD have implemented an EMS and have set Key Performance Indicators in line with CIRIA's guide C563 'Sustainable Construction: Company Indicators' published in 2001.

### Energy

45% of energy generated is used to power and maintain buildings and 5% to construct them. The heating, lighting and cooling of buildings directly through the burning of fossil fuels (gas, coal, oil) and indirectly through the use of electricity is the primary source of Carbon Dioxide and accounts for half of all global warming gas emissions. Energy is embodied in all material and this is something that must be considered when selecting the right materials for the job.

KSD Support Services consider the energy embodied in transportation, manufacture of materials and workforce and wherever possible, try to reduce these thus reducing our impact on the environment.

### Materials

Around 50% of all global resources go into the construction industry. This is why it is important to ensure that material selection is made with environmental impact in mind.

Wherever possible, we seek to use re-cycled material or re-use materials from existing structures which not only reduces our impact

on the environment but can, in most cases, prove cost-saving for our clients. Where this is not possible, we try to consider incorporation of natural building materials and prefabrication of materials to reduce waste and dust on site. It is particularly important in the maintenance service sector to consider using materials that further reduce overall energy consumption of an existing building.

### Pollution

There are many different types of pollution in the construction industry. To ensure a more sustainable approach to pollution we at KSD Support Services strive to dispose of substances responsibly, use materials that do not emit harmful gases, radiation or dust, increase onsite management of storage in order to reduce spillage and leaks, increase recycling and practice more efficient purification of industrial waste, reduce transport, use local materials, using local manufacturing and labour whenever cost effective. Our sister company, KSD Environmental Management - Waste Recycling, assists with specialist knowledge and experience of hazardous materials and the correct disposal methods for these substances.

### Waste

The amount of waste Britain produces continues to increase year on year. Over recent years, key environmental legislation has placed the onus of responsibility upon the waste producer. A large percentage (approx 19%) of all waste in the UK is from the construction industry. Much of construction waste is due to over-ordering of materials and selection of incorrect material. At KSD Support Services, we ensure that all waste streams are considered when carrying out work and we implement Site Waste Management Plans, where appropriate, to reduce waste of not only materials but also energy, water and fuel.



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