

Laying the foundations today to
create a better and sustainable tomorrow.

Course Code:
UBS(T)003.

Universal Building Specialists Induction Pack



Address : Unit 6, Brocks Business Park, Hodgson Way, Wickford, Essex, SS11 8YN
Phone : 01233 629245
Mailbox : info@ubuildings.co.uk

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You are a valued member of this UBS team....

Introduction

Welcome. We are pleased you are here and hope you are settling into the company well. We want to give you an overview of who we are and what we do. Here's to hopefully answering some of your questions, of which we are sure you have many. Further into the induction pack, you will read more on who you will work with and some useful contact numbers to keep close in case you need them.



Our Values

INNOVATIVE EMPOWERMENT:

At UBS, we don't just embrace innovation; we cultivate it. Our culture fosters creativity and empowers our people to drive continuous improvement and evolution across all aspects of our operations. By investing in opportunities for personal and professional development, we ensure that our team members thrive and contribute their best to every project.

SUSTAINABLE ENGAGEMENT:

Sustainability is a guiding principle. We're dedicated to minimising our environmental impact and actively engaging with communities to make a positive difference. Through responsible practices and meaningful contributions, we foster collaboration and teamwork, recognising that diverse perspectives lead to better outcomes for everyone involved.

CUSTOMER-CENTRIC INTEGRITY:

Our customers are at the heart of everything we do. We prioritise their needs and satisfaction, delivering high-quality products and services with integrity, transparency, and a steadfast commitment to building long-term relationships based on trust.

Our Mission

Refining Hard FM services across the UK & Ireland for a dynamic, mobile workforce. We're all about self-delivery, ensuring top-notch HVAC maintenance, seamless project delivery, and expert technical and professional services.

Cutting waste, boosting sustainability, and embracing innovation.

Deliver unparalleled customer experiences, tailored to their needs, always adding value and on time.

Never afraid to deploy pioneering new technologies for eco-friendly solutions and the development of data-led advancements in the world of FM.

Committed to upholding statutory compliance, ensuring safety, sustainability and comfort to all.



We are here to listen & keep everyone safe...

Legal Duties & Responsibilities

Under the Health and Safety at Work etc. Act 1974, both employers and employees have legal duties aimed at preventing harm in the workplace. These duties are reinforced by supporting regulations, Approved Codes of Practice (ACoPs), and guidance from the Health and Safety Executive (HSE).

Employer Responsibilities include:

1. Ensuring, so far as is reasonably practicable, the health, safety, and welfare of all employees.
2. Providing and maintaining safe systems of work, a safe working environment, and safe access and egress.
3. Conducting suitable and sufficient risk assessments and implementing control measures.
4. Providing information, instruction, training, and supervision to ensure competence.
5. Consulting with employees on matters affecting your health and safety.
6. Ensuring safe use, handling, storage, and transport of substances and equipment.
7. Monitoring and reviewing H&S performance and compliance.

Employee Responsibilities include:

1. Taking reasonable care for your own health and safety and that of others who may be affected by your acts or omissions.
2. Cooperating with the employer on H&S matters and following safety instructions and procedures.
3. Using equipment, PPE, and systems properly and not interfering with or misusing anything provided for safety.
4. Reporting hazards, unsafe conditions, accidents, or near misses promptly to supervisors or safety representatives.

Company H&S Policy Overview

The company's Health & Safety Policy outlines the overarching commitment to safeguarding health, safety, and welfare in the workplace. It establishes roles and responsibilities across the organisation and defines the structure for maintaining compliance and continual improvement. Employees should familiarise themselves with the policy and understand how it applies to your role.

Safe Systems of Work (SSoW)

The Safe System of Work is our guiding principle. It should be read and understood in conjunction with the authorisation of technical competence policy for appointments and control of high-level risk activities.

Key Procedures

- Live Working: We do not permit live working under any circumstances.
- Lockout and Tag Out Procedure: This procedure is essential and does not replace the Permit to Work system
- Permit to Work

Permit to Work (PTW) Systems

The Permit to Work system is controlled and led by the Group Senior Company Duty Holder (SCDH), who acts as the approved authorised engineer (AE). They will appoint any AP, who will be the only individual authorised to raise a permit for high-level risk activities.

High-Level Risk Activities are deemed to be:

1. High Voltage
2. Low Voltage
3. Gas and Oil Management
4. Refrigeration
5. Water Management
6. Hot Works
7. Excavations

Please scan the QR code which will allow you to download, review, and sign the 'Authorisation of Technical Competence Appointments and High-Risk Activities' Policy to ensure you have time to read and understand the full document.

**SCAN
ME!**



Technical Competence Assessment

New employees will be assessed during your probation period during your first three months. The Technical Manager will conduct a Technical Needs Assessment (TNA) to evaluate your skill level and identify future development needs.

Employees will be appointed as competent persons (CP), no one should undertake any activities unless they have achieved the required level of competency and hold a certification letter of approval from either the Technical Engineering Manager or the Senior Company Duty Holder.

Incident, Accident & Near Miss Reporting

Reporting unsafe conditions, incidents, and near misses is critical in maintaining a safe workplace. It allows us as an organisation to identify trends, root causes, and areas of risk before serious harm occurs.

Key points:

- All incidents, including near misses (events that could have resulted in harm), must be reported immediately to your supervisor or through the designated reporting system.
- Investigations will follow to determine root causes, not just immediate ones, and actions taken to prevent recurrence.
- RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) legally requires certain incidents to be reported to the Health and Safety Executive (HSE), such as:
 - Fatalities
 - Specified injuries (e.g. fractures, amputations, burns)
 - Over 7-day absences from work due to injury
 - Dangerous occurrences (e.g. collapse of scaffolding, plant failure)
 - Work-related diseases

An Accident: The HSE defines an accident as "any unplanned event that resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment, or a loss of business opportunity".

A "near-miss" Incident: A "near-miss" incident can be defined as "any event, which under slightly different circumstances, may have resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment, or a loss of business opportunity."

Immediate Reporting of Serious Accidents/Incidents by Telephone. Where a serious accident/incident (see List of Serious Incidents below) has occurred the UBS Head Office should be telephoned immediately (although not at the expense of first aid/medical treatment) on:

01268 833338 - UBS Head Office

07885 367472 - Tee Osman, H&S Manager Mobile Number (24 Hours)

07548 112228 - Jack Parkes, H&S Advisor Mobile Number (24 Hours)

The UBS site manager/supervisor shall fully understand and ensure that any accident/incident or near miss is reported and dealt with by RIDDOR guidelines. Note: A report must be received within 10 days of the incident. Any incident that occurs on site must be entered into the accident book and details conveyed to the UBS Health and Safety manager.

Guidelines for investigation and an accident/incident investigation form can be found below. A copy of the completed investigation form must be returned to UBS Head Office within 5 days of the accident/injury or near miss.

A full list of 'Type of Reportable Incidents' can be found at:

<https://www.hse.gov.uk/riddor/types-of-reportable-incidents.htm>

UBS has a transparent and blame-free culture to ensure everyone reports incidents without fear of retribution.

Emergency Procedures

All workers must be familiar with site-specific emergency procedures to respond appropriately in the event of an emergency.

This includes:

- Fire Safety: Know the fire alarm tone, escape routes, assembly points, and location of fire extinguishers.
Follow the fire marshal's instructions during drills and actual events.
- Medical Emergencies: Be aware of the nearest first aid kits, who the trained first aiders are, and how to call for emergency services. AED (defibrillator) locations must also be identified if available.
- Spills & Environmental Hazards: Understand procedures for fuel, chemical, or waste spills. Locate spill kits and know who to inform immediately.

Role-Specific Training & Competency Requirements

Competence is essential for safe work, and it includes the knowledge, skills, and experience required to carry out work safely and effectively.

Employers must: Ensure every worker receives role-relevant health & safety training.

NOTE: We need to know what training is now mandatory across UBS, and then specifics on roles which will allow us to decide on training.

- Verify any statutory training requirements, such as:
 - Manual Handling
 - Working at Height
 - UKATA Accredited Asbestos Awareness training
 - COSHH (Control of Substances Hazardous to Health)
- Provide task-specific training or qualifications, e.g.:
 - CSCS cards (construction roles)
 - IPAF/PASMA (MEWPs, Scaffolds)
 - Electrical authorisation (competent persons scheme)

New starters should not be permitted to carry out safety-critical tasks unsupervised until deemed competent.

Access to Site-Specific RAMS & Risk Controls

Risk Assessments and Method Statements (RAMS) will be made available and accessible to all staff working on site. These documents:

- Identify hazards and assess risks associated with tasks
- Define safe working procedures and required controls
- Include specific safety measures such as PPE, isolation, exclusion zones, or supervision requirements

Before starting work:

- You must read and understand the RAMS applicable to your role and the task.
- You may be required to sign an acknowledgement that confirms this.
- Supervisors must verify that controls are in place and followed. Ignoring or bypassing RAMS is a breach of both company policy and legal duty.

Training with iHasco

You will be invited to complete mandatory chosen courses for your role, via our online training system iHasco.



The image shows two screens of the iHasco learning management system. The top screen is a "Course Overview" for "Fire Awareness", showing a thumbnail with a fire icon, a duration of 30 mins, and a status of "In progress". The bottom screen shows a mobile phone displaying a course module titled "4.1.5 What's Next" with a woman's profile picture.

PPE Requirements & Standards

Personal Protective Equipment (PPE) is a critical control, particularly in high-risk environments.

Requirements:

- Always wear the minimum mandatory PPE
- (hard hat, safety boots, hi-visibility vest or coat) as per site rules.
- Use task-specific PPE for hazards such as:
 - Eye protection (cutting, grinding)
 - Respiratory protection (dust, fumes, chemicals)
 - Gloves (manual handling, chemicals)
 - Hearing protection (high-noise zones)
- PPE must be:
 - Fit for purpose
 - CE/UKCA marked
 - Regularly inspected and maintained
 - Replace damaged PPE immediately and report any issues.

Wearing company-branded PPE not only maintains professional appearance but reinforces team identity and accountability.

Behavioural Safety Expectations & Culture

A strong health and safety culture relies on positive behaviours and shared values across the workforce.

Employees are expected to:

- Actively participate in toolbox talks, briefings, and safety walks
- Report unsafe conditions or behaviours immediately
- Intervene or challenge colleagues if unsafe acts are observed – “See it, say it, sort it.”
- Take responsibility for your own safety and that of others
- Work collaboratively with supervisors and the H&S team

UBS Managers will lead by example, recognising positive safety behaviours and encouraging a just culture where reporting and learning are prioritised over blame.





EVERYONE
HAS A STORY

Our Story... So Far.

UBS or Universal Building Specialists, until 2022, was called 'Monks Building Services.' Thanks to a rebrand, the company now trades as UBS.

1988
Monks Building Services was created by PJ Monks.

2014
As part of the expansion, more services were added, including building services, mechanical, electrical, fire, security, and data.

2020
UK Expansion pushed through and made positive waves even through a Pandemic.

2023
We build and grow in offering turnkey packages across the whole construction and facilities sector.

FUTURE
We will be the Facilities Management Business of choice. Leading in Technical Professional Services, Projects and Building and Fabric.

2013
PJ Monks expanded services to cover general building works.

2017
The company branched out into the HARD Facilities Management space.

2022
Monks Building Services re-branded to Universal Building Specialists (UBS) to unify the 'Universal' name to its associated companies.

PRESENT
We continue to thrive in the facilities management sector as a Technical FM Services provider.





We go Beyond... UBS.

The Group of companies is a privately owned family-run business that delivers self-performed, engineering-led, and technology-driven solutions for the built environment and facilities services sector. The group provides multi-technical services across building services, infrastructure, energy, and communications, supporting customers in designing, building, operating, and maintaining energy-efficient, environmentally friendly facilities that enhance the places where people live, work, and learn.



Universal began in 1988 with Ray Smith, Caroline Smith & Richard Franklin. Since then, Ray remains very hands on within the group, particularly providing a helping hand with our apprentices. Both Ray and Caroline continue to provide support to George Smith (UME Director) and Megan Smith (Group Finance Director) in transitioning the business over to the next generation.

Strengthening the group, David Woodford UBS (Managing Director), provides leadership and his experience to the portfolio of services to include Facilities, M&E Hard Services, Project Fit Out, Fire and Security, Flooring, BMS, and Utilities. Our technical pedigree continues to provide our clients with value for money, increased service capabilities, and enhanced resilience to ensure your buildings meet statutory compliance and perform optimally.



Universal Building Specialists

Hard Facilities Management
Offices located in Wickford & Northwich



Universal Systems & Controls

BMS (Building Management Systems Specialists) PRIVA, ABB & RDM.
Office located in Ipswich



Universal Central Services

Accounts, HR, H&S, Procurement, Marketing, Commercial Management, Insurance & Group overhead management.
Office located in Wickford



Universal Panels & Systems

Control Panel Manufacturer.
Office located in Ipswich



Universal Mechanical & Electrical

Mechanical, Electrical and Refrigeration, HVAC contractor.
Offices located in Wickford & Poole



R&R Fire & Security Ltd

Fire & Electronic Security, Structured Cabling, Data Design, CCTV & Access Control.
Office located in Wickford



Universal Flooring Specialists

Flooring Contractors for Commercial & Retail.
Office located in Cheshire



Central Services... are here to help.

Health & Safety → Meet your Team

Tee Osman

Health & Safety Manager
tee.osman@universalcs.co.uk
07885 367472



Jack Parkes

Health & Safety Advisor
jack.parkes@universalcs.co.uk
07548 112228



Tee and Jack form a dedicated and experienced QHSE Team, committed to upholding the highest standards across the company. With close to 15 years of service, Tee brings deep institutional knowledge and a steady hand to every project, while Jack contributes fresh perspective and energy, backed by three strong years of hands-on experience. Together, they lead the charge in fostering a culture of safety, continuous improvement, and accountability, working closely with all departments to ensure everyone goes home safe, every day. Your combined efforts are key to maintaining compliance, reducing risk, and empowering teams with the tools and training they need to succeed.

The QHSE team plays a vital role in making the company a safer, more efficient, and more responsible place to work. From developing safety protocols and conducting audits to leading environmental initiatives and quality control processes, Jack and Tee are proud to stand behind the scenes of every safe operation and successful outcome. Their mission is not just about meeting standards, it's about raising them. By continually improving our systems and supporting the wellbeing of every employee, they help shape a workplace where safety and excellence are at the heart of everything we do.

HR → Meet your Team

Sam Westbrook

Head of HR & People
sam.westbrook@universalcs.co.uk
07858 303226



Aimee Sheppard

HR Executive
aimee.sheppard@universalcs.co.uk
07510 368287



Sam Westbrook – Head of HR & People - CIPD Level 7 qualified, Sam joined the Group in 2024 to lead the growth of our HR function. With a strong background in HR leadership at the SME level, she brings deep expertise and a passion for creating a people-first culture. Sam believes that culture should sit at the heart of everything we do — and she leads with that passionate vision every day.

Aimee Sheppard – HR Executive, CIPD Level 3, has been with the Group since 2021 and brings a wealth of internal knowledge and insight. She is also our HR Mental Health Ambassador, championing wellbeing across the business, and brings an empathy that supports our employees when they need it the most. Together, Sam and Aimee are redefining what HR means for a growing company — breaking down barriers and stereotypes, and ensuring HR is the beating heart of our company culture.

Accounts → Meet your Team

Megan Smith

Group Finance Director
megan.smith@universalcs.co.uk
07702 511226



Caroline Smith

Group Finance Director
caroline.smith@universalcs.co.uk
01268 833338 Ext 123



Cherisse Scott

Accounts Manager
cherisse.scott@universalcs.co.uk
01268 833338 Ext 123



Steph Wells

Accounts Assistant
steph.wells@universalcs.co.uk
01268 833338 Ext 123



Sue Stokes

Accounts Assistant
sue.stokes@universalcs.co.uk
01268 833338 Ext 123



Kayleigh Coleman

Accounts Assistant
kayleigh.coleman@universalcs.co.uk
07843 811510



Accounts: 01268 883338
accounts@universalcs.co.uk

IT and Office Management → Meet your Team

Rob Helps

rob.helps@universalcs.co.uk
07540 105777

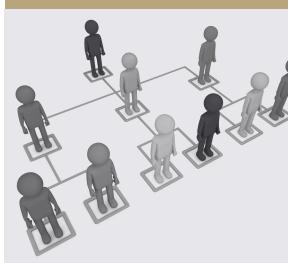


Marketing → Meet your Team

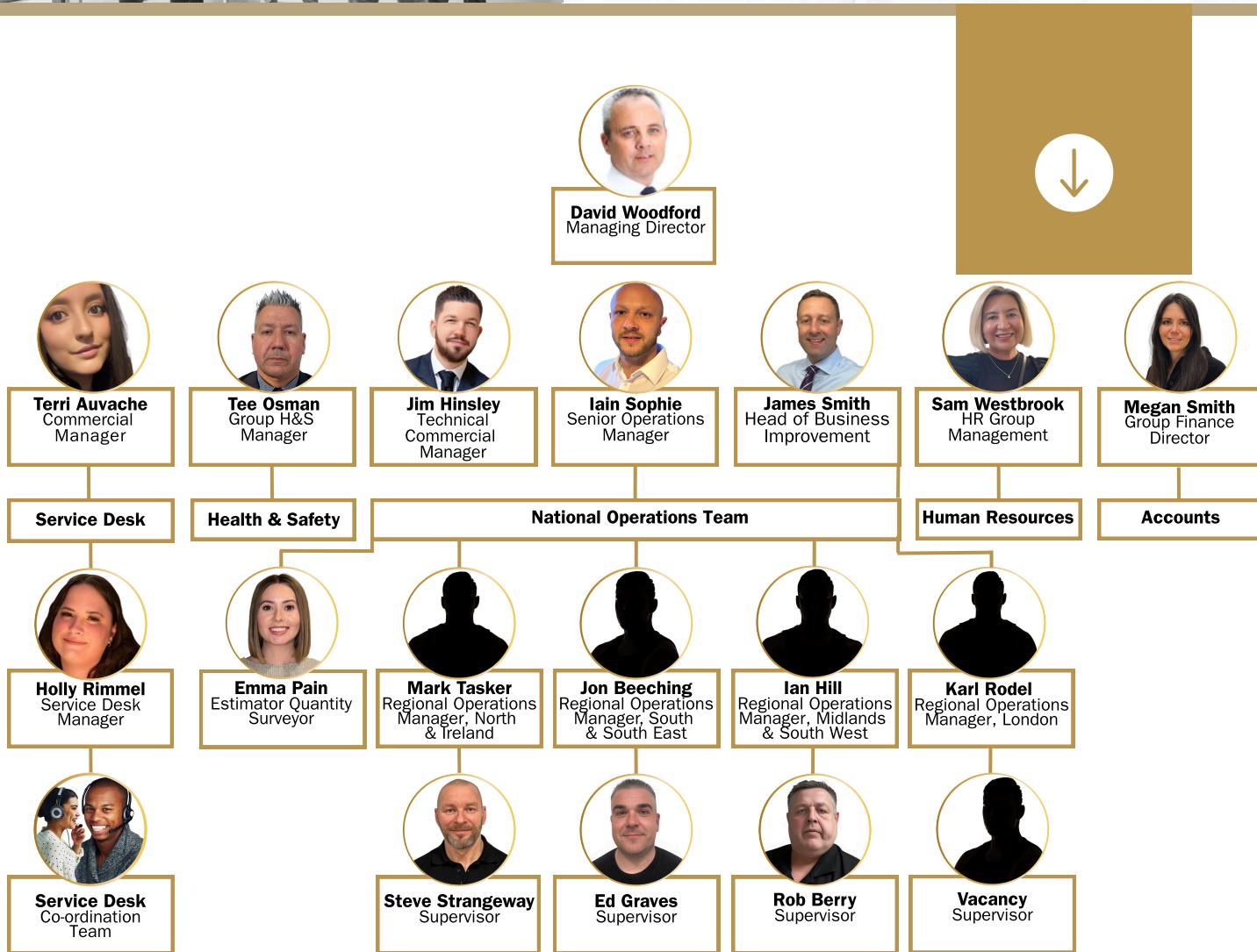
Nicola Stripe

nicola.stripes@universalcs.co.uk
07850 951310





We have talented people in this Organisation...





We are experts in our field...



Our Capabilities

Our expertise are split into 4 main areas, as show below.

- **Maintenance**
- **Fabric & Build**
- **Technical**
- **Energy**



Statutory Compliance	Fabric Maintenance
Refrigeration	Reactive & Repair
M&E Hard Services	Fire & Security
Combustion	BMS Maintenance



Plastering	Carpentry/Joinery	Groundworks
Gen' Building & Fabric	HVAC Install	Plumbing
Bricklaying	Roofing	Flooring
Partitions	Damp Proofing	Electrical Install



Condition Surveys /Asset Validation	Water Treatment
Life Cycle Plans	Thermal Imaging
Asset Management	Fire Doors
Energy	TM44





Let's talk about the Benefits...



As a valued member of our team, we are delighted to offer you a comprehensive range of employee benefits.

Here's what's available to you:



PRIVATE HEALTHCARE. DEPENDING ON GRADE.



LIFE ASSURANCE. PROVIDING DEATH IN SERVICE COVER.



WORKPLACE PENSION PLAN.



25 DAYS ANNUAL LEAVE.

You are entitled to 25 days of annual holiday per full holiday year, in addition to the standard public holidays.

To reward your loyalty, we also offer additional holiday days based on your length of service:

- 1 extra day after 4 years of continuous service (calculated at the start of the holiday year)
- 1 extra day after 6 years of continuous service
- 1 extra day after 8 years of continuous service



SEPERATE WEEKDAY BIRTHDAY LEAVE. TO CELEBRATE YOU FOR THE DAY.



ONE VOLUNTEER DAY. TO SPEND GIVING BACK.



Universal Building Specialists Ltd
Putting the Customers First: Your Dedicated, UK Wide Mobile delivery Hard Services FM Maintenance Partner
Facilities Services - Wickford - 589 followers - 51-200 employees

We'd love you to be part of it...

As part of our marketing strategy, we want to celebrate the incredible contributions of our team by featuring staff in our promotional materials. This not only highlights the dedication of our employees but also allows us to share our brand's story in a genuine and relatable way.

To support this initiative, we kindly request your permission to include your name in marketing materials, such as LinkedIn posts, tender documents, or organisational charts shared with current or prospective clients. We would also appreciate it if you could provide a headshot image for us to keep on file for these purposes.

Participation is entirely optional. If you're happy to be involved, please complete the form below and upload your headshot using the provided link. If you'd prefer not to participate, simply click the 'opt out' button below.

Thank you for helping us showcase the amazing work of our team!



[Complete Permissions Form](#)



[Send Headshot image to Marketing](#)



[Opt out of Marketing Materials](#)

[Marketing Plea for LinkedIn](#)

We're working to grow our presence on LinkedIn and strengthen connections with potential clients and partners.

We'd greatly appreciate it if you could follow our **UBS LinkedIn page**:



By actively engaging with and sharing the company's updates, we can collectively build a stronger foundation in the social media space. Thank you for your support!



Let's get you set up and ready...



Download Microsoft Authenticator from the App Store.

- 1** Direct Link:
<https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

Visit UBS SharePoint. Direct Link:

- 2** <https://ume01.sharepoint.com/sites/UBuildingsHub/SitePages/LearningTeamHome.aspx?ga=1>

It will ask you to log in to your Microsoft account.

- 3** This will be your work email address. The password will be Wickford1!

- 4** Next, it will ask you to set up the Authenticator app – please click 'Next'. Do not click 'Ask Later'

It will then ask if you want to use the Authenticator App which you would have already downloaded – click 'Next'. It will ask you to set up your account – please ensure you click 'Pair your account to the app by clicking this link'. 1. Now when you log in with your username and password it should ask you to enter the code which is produced by the Authenticator App. Once you enter the code and sign in, I suggest you click Yes to 'Stay signed in?' so you don't have to do this every time.

- 5** Finally, once logged in you'll need to save the website to your homepage to give you easy access. From the browser click the share button
(Square with an up pointing arrow)

Action Required

Your organisation requires additional security information. Follow the prompts to download and set up the Microsoft Authenticator app.

[Use a different account](#)

[Learn more about the Microsoft Authenticator app](#)

You have 14 days until this is required.

The screenshots show the following steps:

- Step 1:** A 'Keep your account secure' screen with a 'Next' button circled in red.
- Step 2:** A 'Microsoft Authenticator' setup screen with a 'Next' button circled in red.
- Step 3:** A 'Stay signed in?' confirmation screen with a 'Yes' button circled in red.
- Step 4:** A 'Welcome to the Ubuildings Home Page!' screen with a 'Yes' button circled in red.
- Step 5:** A browser sharing interface with a 'Share' button circled in red.