



We are focused and committed building services contractors with a passion for delivering successful projects. Working with our clients we ensure a fit for a purpose solution is provided in a safe and innovative environment.

*hello*  
WELCOME  
ABOARD!



UNIVERSAL MECHANICAL & ELECTRICAL

# Universal Mechanical & Electrical Induction Pack

Address: Unit 6, Brocks Business Park, Hodgson Way, Wickford, Essex, SS11 8YN  
Phone: 01268 833338  
Mailbox: info@universalme.co.uk



# You are a valued member of this UME 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 about who you will work with and some useful contact numbers to keep close, in case you need them.



## Who we are

### **WE ARE BUILDING SERVICES CONTRACTORS.**

As a multi-disciplinary contractor, we can be your one-stop shop for all your MEP requirements.

### **CUSTOMER FOCUSED**

We are a high-quality, cost-effective provider with a customer-centric approach.

### **DESIGN & BUILD**

We have the expertise to complete your design and build projects with our experienced and qualified teams.

### **WE COVER ALL OF THE U.K**

There's no place too far for us to travel in the United Kingdom. We are equipped and ready to go.

## What we do

**MECHANICAL**

**PUBLIC HEALTH**

**ELECTRICAL**

**REFRIGERATION**

**Delivering Success.  
No matter the project.**



# We go Beyond... **UME.**

The Group of Companies is a family-owned, privately held business specialising in engineering-led, technology-driven solutions for the built environment and facilities services sector. With a focus on self-performed, multi-technical services, the group operates across building services, infrastructure, energy, and communications. Their mission is to support clients in designing, constructing, operating, and maintaining energy-efficient, sustainable facilities that enhance the spaces where people live, work, and learn.



Founded in 1988 by Ray Smith, Caroline Smith, and Richard Franklin, the company has grown while staying true to its hands-on, family-oriented roots. Ray and Caroline remain actively involved, mentoring apprentices and providing guidance to the next generation of leadership. Today, they support George Smith, UME Director, and Megan Smith, Group Finance Director, as the business transitions seamlessly into its future.



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



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



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



**Universal Panels & Systems**  
Control Panel Manufacturer  
Office located in Ipswich



**Universal Flooring Specialists**  
Flooring Contractors for Commercial & retail.  
Office located in Cheshire



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



# 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. Their 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



← →  
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.

## 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

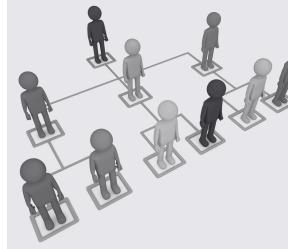


## Marketing → Meet your Team

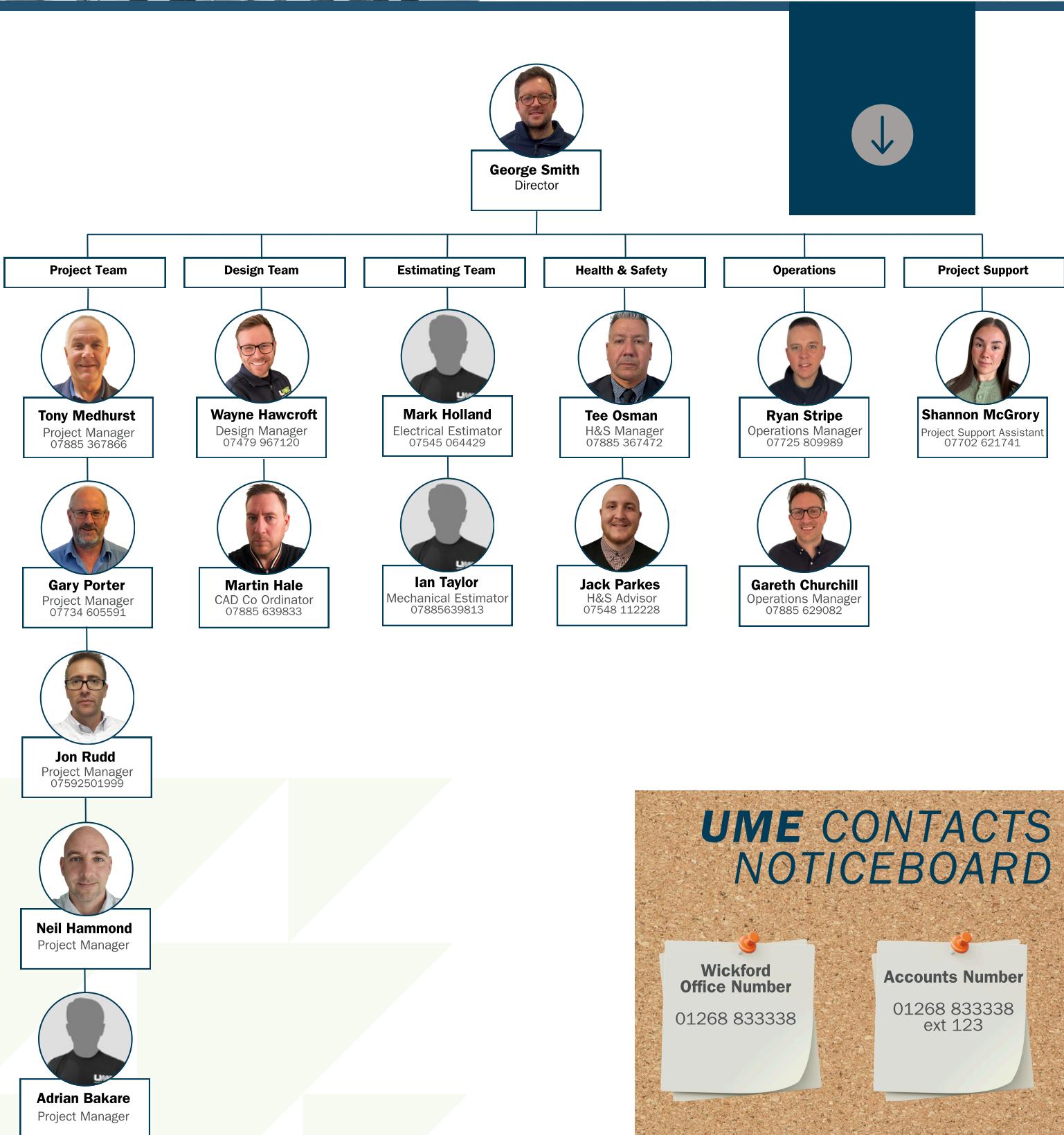
### Nicola Stripe

nicola.stripes@universalcs.co.uk  
07850 951310





# We have talented people in this Organisation...





# 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 THROUGH AXA. DEPENDING ON GRADE



## 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



# Your safety & mental health is our priority...

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:

