



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

Course Code:  
UBS(T)003.

# Universal Building Specialists Induction Pack



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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)**

Universal Building Specialists (UBS) prioritises safety through a comprehensive strategy integrating company policies, procedures, Permit to Work (PTW) systems, completed risk assessments and method statements, training, and staff competency. This approach ensures a safe environment for both the workforce and others affected by our activities.

The Health and Safety Executive (HSE) defines a safe system of work (SSoW) as a formal procedure resulting from a systematic examination of a task to identify hazards and establish safe methods to eliminate or minimise risks. According to the Health and Safety at Work Act 1974 (HSWA), employers must provide SSoW that are, as far as reasonably practicable, free from health risks. SSoW are necessary when hazards cannot be entirely eliminated, leaving some level of risk.

These systems must be applied to routine tasks as well as special situations, including:

### **Maintenance operations**

- Changes in work layouts, materials, or methods
- Remote or solitary workers
- Breakdowns or emergencies
- Contractor activities
- Vehicle movements, loading, and unloading.
- Construction, installation, and demolition activities
- Access to specific locations

Risk assessments form the foundation of all Safe System of Work at UBS. Line Management must enforce these assessments, which are integral to the company's health and safety strategy.

### **Risk Assessment Process**

Before starting any task, a thorough risk assessment must identify potential hazards and determine appropriate control measures. Risks are evaluated based on likelihood and severity, with measures implemented to mitigate or eliminate hazards. Key steps in developing a safe system of work include:

- Assessing the task
- Identifying hazards
- Defining safe work methods
- Implementing the system
- Monitoring the system

For complex tasks where risks cannot be adequately controlled by initial assessments, a comprehensive method statement must be developed and approved by the QHSE Manager or relevant Authorising Engineer. Routine/minor tasks being undertaken by a competent person where no significant risk/s have been identified do not normally require a written risk assessment or method statement.

### **Isolation of Systems and Equipment**

While Lockout/Tagout (LOTO) procedures are essential, they do not fully replace the PTW system. Competent staff can perform simple isolations without extra documentation when no permit is needed. When LOTO is the only safety method, the Competent Person must ensure proper isolation, depressurisation, and drainage. If isolation is not possible, the PTW system must be used. Removing a safety padlock without the unique key, unless authorised by the Health & Safety Manager, violates Section 8 of the HSWA and can lead to disciplinary action.

### **Permit to Work Systems (PTW)**

Understanding which activities require a PTW is crucial. A PTW is a critical part of the system that ensures a job can be carried out safely. It is not merely permission to perform a hazardous task but a document that outlines the necessary precautions.

Activities typically requiring a PTW include:

- Confined space work
- Hot work involving naked flames or heat-generating tools or equipment.
- Pressure systems work.
- LV Electrical - Work on or near live electrical equipment, and/or equipment with multiple sources of isolation.
- HV Electrical – approved specialist contractors may issue enclosure access to undertake minor non HV maintenance or inspection.
- Working at Height (High Risk) - MEWP, PASMA and Fall Arrest Systems (Incl. all scaffold, LOBO and other work platform systems)
- Excavations

The PTW system ensures that authorised, trained individuals consider and mitigate foreseeable risks. Those performing the work must understand and apply necessary precautions.

## **Employer and Employee Responsibilities**

Employers are responsible for:

- Introducing appropriate PTW systems
- Establishing and maintaining procedures for PTW-related work
- Ensuring the workforce is trained in PTW operations.
- Monitoring the effectiveness and application of PTW systems
- Keeping records of issued permits
- Appointing competent Authorised Persons

Employees must:

- Ensure their safety and that of others.
- Conduct suitable risk assessments.
- Use protective equipment properly.
- Follow lockout/tagout procedures.
- Cooperate with all PTW tasks.

The person issuing the PTW has a duty of care for those performing the work, even if they are specialist contractors. The issuer must assess the quality of risk assessments and method statements and verify the competency of the workers.

Certificates of boundary isolation, also known as isolation certificates, are formal documents that confirm equipment has been safely isolated from a power source, often electrical, before work can be performed.

Only Authorised Persons can issue PTW and certificates of boundary isolation for UBS. This formal authorisation ensures UBS meets its health, safety, and environmental obligations. Managers must evaluate business needs and ensure resources, training, and authorisations meet legal and company requirements.

## **Technical Competence**

This is managed by the following procedure; Authorisation of Technical Competence Appointments and High-Risk Activities Permitting. Its purpose is to define the process to ensure that all UBS employees comply with the necessary actions at management and operational levels to maintain a business specific technical structure with the assessment and appointment for Authorised and Competent people.

## **Limitation of Access (Client contractors)**

The limitation of access permit controls is used to manage access (only) for client contractors/representatives into specific areas for defined tasks, without UBS directly managing the work. In issuing these permits care should be taken to ensure that client procedures are in place, and they are aware of their obligations to manage contractors not under the control or management of UBS.

## **Management Review**

Management Reviews are to be undertaken periodically an opportunity to evaluate the systems and controls in place, review feedback, make improvements and track corrective action, to ensure that changes are monitored, reported and assessed, and determine the overall effectiveness of the procedure.

Updates to controlled documentation are managed by the Business Improvement Manager and distributed by the Relevant Authorising Engineer.

## **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.**



## Authorisation of Technical Competence Appointments and High-Risk Activities

### Purpose

To define the process to ensure that all UBS employees comply with the necessary actions at management and operational levels to maintain a business-specific technical structure with the assessment and appointment of Authorised and Competent people.

### Scope & application

The use of the UBS structured system of authorisation is essential for the control of high-risk and permit works to ensure the adequate provision of a formal competency structure across the business. This process applies where it is identified that the high-risk activities covered by this procedure exist.

High-risk activities that will be controlled via this procedure are:

- Electrical High Voltage
  - HV Permit to Work (Sub Contracted)
- Electrical Low Voltage
  - LV Permit to Work
- Gas and Oil Services
- Refrigeration
- Water Management
- Pressure Systems Management
  - Pressure System Permit to Work
- Working at Height (High Risk)
  - MEWP, PASMA and Fall Arrest Systems (Incl. all scaffold, LOBO and other work platform systems)
- Other Permits to Work
  - Confined Spaces (Permit to Work)
  - Excavations (Permit to Work)
  - Hot Works (Permit to Work)
- The key objective and application of the authorisation process is to:
- Measure and maintain the correct level of competency for the employees' associated discipline.
- Set appropriate levels of appointed persons within the company.
- Define roles and responsibilities within the Technical Competencies.
- Define the authorisation and control to effectively manage the issuing of Permits for High-Risk Activities.
- Develop a network of appointments and communication in technical specialist areas.

<b>Role</b>	<b>Responsibility</b>
<b>Managing Director</b>	Act as the Accountable person - responsible for ensuring the necessary resources are available to support individuals with assigned responsibilities under this procedure, enabling management enforcement and compliance. Additionally, ensure there is a framework of management review to assess ongoing good practice and effective implementation.
<b>Group QHSE Manager</b>	Act as the 'Senior Company Duty Holder' (SDH). Responsible to oversee the appointment of the Authorising Engineer's (AE) and Approved Persons (AP) and manage the implementation and enforcement of the process, reviewing the procedure is meeting the needs of the business and legislative updates.
<b>Senior Operations Manager</b>	Ensure the application of the procedure in their business area, reviewing compliance with the process and ensuring minimum competency levels. Nominate staff for assessment, completing relevant documentation and obtaining the approval in principle before appointment to the vacancy being filled. Act as the 'Senior Authorising Engineer' SAE. Responsible to review and check AE and AP nomination forms, experience, and qualifications, providing 'in principle' approval that candidates meet the competency requirements for the role.

The SAE will satisfy themselves as far as is reasonably practicable of the competence of the individual in carrying out their role.

Maintain the master technical database of all employed staff. Ensure all appointment letters, qualification and certifications are retained. During the onboarding and probation period, ensure interviews are scheduled, and TNA assessments are conducted and recorded to evaluate suitability and competency. Record qualifications in the register/database, including those due to expire, and organise relevant training accordingly.

Review the competent persons (CPs) based on the competency matrix and maintain an up-to-date register.

All technical persons who form part of the site works management, staff and contractors undertaking work must have sufficient qualifications, knowledge and experience for appointment/designation as:

- Authorising Engineer (AE)
- Authorised Person (AP)
- Competent Person (CP)
- Skilled Person (SP)
- Instructed Person (IP)

The Competency Assessment will be used for evidence of training and qualification and will be used to record the competency assessment findings associated with the HSE document: Industry specific competence - HSE

## **Procedural Steps**

<b>Employee Transfer Documents and Qualifications</b>	<ul style="list-style-type: none"><li>• 1. Sales and mobilisation</li></ul>	<b>Sales / Mobilisation Team</b> <ul style="list-style-type: none"><li>• Consider the existing Technical Structure when tendering and review tenders with respect to sufficient levels of technical expertise for the new Contract.</li></ul>
<b>Capability &amp; Resource Assessment</b>	<ul style="list-style-type: none"><li>• 2. Senior Operations Managers</li></ul>	<b>Senior Managers</b> <ul style="list-style-type: none"><li>• Comply with client contract specific requirements and UBS procedures and support the Technical Competence structure.</li><li>• Identify technical requirements and nominate staff to develop and provide training to technical competence level.</li></ul>
<b>Assessment of Technical Person</b>	<ul style="list-style-type: none"><li>• 3. Senior Authorising Engineer (or Authorising Engineer)</li></ul>	<b>Assessment</b> <ul style="list-style-type: none"><li>• Review nomination form, experience, qualifications and training certificates.</li><li>• Arrange/Attend interview with nominee and complete assessment</li><li>• Inform nominee of the scope of recommendation for authorisation and ensure these are understood.</li><li>• Retain copies of Interview details and certificates for file.</li><li>• Complete the nomination/assessment form for approval when applicable</li></ul>
<b>Assessment of Appointed Person</b>	<ul style="list-style-type: none"><li>• 5. AE/AP/CP undertake Technical Interview and Assessment</li></ul>	
<b>Letter of Appointment or Deferral Notice</b>	<ul style="list-style-type: none"><li>• 6. Senior Company Duty Holder</li></ul>	<b>Letter of Appointment</b> <ul style="list-style-type: none"><li>• Complete letter of appointment and define scope of competency any limitations and specific appointment level.</li><li>• Deferrals should be advised and supported for improvement/supervision</li></ul>
<b>Technical Registration and Records</b>	<ul style="list-style-type: none"><li>• 7. Senior Authorising Engineer</li></ul>	<b>Training Record</b> <ul style="list-style-type: none"><li>• Update the master technical Database against all employed UBS staff.</li><li>• Retain records of appointment</li></ul>
<b>Audit and Review</b>	<ul style="list-style-type: none"><li>• 8. Senior Company Duty Holder</li></ul>	<b>Audit and Review</b> <ul style="list-style-type: none"><li>• Review the requirements of the technical competencies annually.</li><li>• Audit the procedures, competency and documentation of those appointed.</li></ul>

## **Training requirements**

Where an individual has been recognised with a valid certification/registration by a company/external appointed body (e.g. NICEIC, Gas Safe, REFCOM, OFTEC, or other recognised body) they would normally be deemed competent within their respective technical discipline and level. See APPENDIX D Competence Schemes

In a health care setting, Health Technical Memoranda (HTM) will apply. HTMs are a series of documents that provide guidance and best practices for the design, installation, and operation of specialised building and engineering technology used in healthcare facilities. Where an appointment covers these types of facilities, the authorised person must demonstrate a working knowledge of relevant HTM, see link; [NHS England » Health technical memoranda](#)

## **Technical Onboarding and Probation**

During the probation period a Technical Needs Assessment (TNA) will be undertaken under the supervision or delegation of the Senior Authorising Engineer. For any role that includes the requirement to be appointed at a Technical level (AE, AP, CP, SP) the inclusion of the TNA is a mandatory requirement for passing probation and confirmation must be include in the Employee Probation Review and Competency Evaluation Form.

## **Appointments**

1. Technical assessment will be made by a person at least one level above in the competency hierarchy from the level being nominated. For example, an AE would assess an AP, ensuring they meet the required criteria for their designated role.
2. Technical appointment approval will be made by a person at least two levels above in the competency hierarchy from the level being nominated. For example, an AE would approve a CP.

Employees will receive formal appointment letters based on their competency level, as outlined in the hierarchy below,

- Senior Company Duty Holder (SDH)
- Authorising Engineer (AE and SAE)
- Authorised Person (AP)
- Competent Person (CP)
- Skilled Person (SP)
- Instructed Person (IP)

This structured approach ensures that individuals are appointed according to their qualifications, experience, and competency, maintaining compliance with technical and safety standards.

The specific criteria used to assess the competency of the authorisation levels for each of the areas of high-risk activities are defined. The competency assessment record on both the Nomination / Assessment of Appointed Person form will be used for evidence of training and qualification, and will be used to record the competency assessment findings.

## **Record keeping**

Copies of letters of appointment will be held by the AE/AP and they are responsible for the update of the Technical Services Authorisation Register held by the SAE. See; Assessors Register of Appointed Persons UBS(F)051

## **Working at height and forklifts**

This form may also be used to record the competency of the following; forklift truck drivers (FLT), mobile elevated work platform (MEWP) operators, mobile scaffold tower erectors (PASMA), etc.

Any person driving a forklift truck (FLT) must have received suitable RTITB certified training for the type of FLT being driven.

Any person operating a mobile elevated work platform (MEWP) must have received a suitable IPAF and harness training to operate the equipment safely.

## **Confined Spaces, excavations, and hot works**

The competence requirements and issuing of permits in these areas is covered by the specific procedure.

### **Lift rescue and entry to lift shafts/pits**

UBS are not to undertake any form of lift rescue or entry. Only specialist sub-contractors can undertake and oversee this area of work and will be required to be registered with The Lift and Escalator Industry Association (LEIA) or demonstration of equivalent competence registration.

### **Permit control**

Only APs (or an AE) are authorised to issue and manage permits for the high-risk activities outlined in Appendix B. This includes the cancellation, change or handover of the permit, which must be returned to the issuing AP. CP will be issued permits for the control of specific activities, acting as be permit holders, they cannot change, extend or delegate the permit.

### **Monitoring and evaluation**

#### **Management reporting**

The core company record of this procedure will be held by the designated Senior Authorising Engineer (SAE). The SAE will provide a monthly update in managing reporting to both the Managing Director and the designated Senior Company Duty Holder (SDH)

#### **Management review**

Management Reviews are to be undertaken periodically an opportunity to evaluate the systems and controls in place, review feedback, make improvements and track corrective action, to ensure that changes are monitored, reported and assessed, and determine the overall effectiveness of the procedure.



## **Competence Schemes**



ELECSA



## **Appendix A: Technical Competencies**

	<b>High Voltage</b>	<b>Low Voltage</b>	<b>Gas and Oil</b>	<b>Refrigeration</b>	<b>Water Management</b>	<b>Pressure Systems</b>
<b>Authorising Engineer</b>	AP15; Electrical NVQ Level 3; HV Permit	NVQ Level 3; LV awareness; LV Permit	Knowledge and understanding of G(IU) Regulations, IGE and British Standards	Knowledge and understanding of FGas Regulation and Refrigeration Systems	Technical NVQ3 or equivalent and ; relevant water quality training	Technical NVQ3 or equivalent and ; AP11 or equivalent
<b>Authorised Person</b>	Electrical NVQ2; AP15; HV Permit	Electrical NVQ 3 or NICEIC QS; LV Permit	CCN 1 and COCN 1 (or CODNCO 1)	BTEC Level 2 Refrigeration or equivalent; C+G2079	Knowledge understanding of water systems and the water management L8	AP11 or equivalent
<b>Competent Person</b>	Assessment by AP	CP1 or CP2; LV Awareness; Electrical NVQ2, 3 or above	CP1 >70kW and <70kW; CP2 >70kW; CP3 <70kW	CP1 FGas Cat 1 +System >300kg; CP2 FGas Cat 1 +System >30 <300kg; CP3 FGas Cat 1 +System >6kg <30kg	Cooling Tower - MWS Legionella	Assessed by the AP
<b>Skilled Person</b>	N/A	SP1 or SP2; LV Awareness	N/A	FGas Cat 1 +Systems < 6kg Refrigerant	Water Hygiene - MWS Legionella	N/A
<b>Instructed Person</b>	N/A	LV Awareness	N/A	N/A	Instructed by AP	N/A

## **Appendix B: High Risk Activities Permit Control Hierarchy**

## **Appendix C: Authorisation Roles and Responsibilities**

### **Authorising Engineer (AE)**

The AE/s will have to be assessed competent with relevant knowledge and experience. They will be the management representative responsible for implementing, administering, and monitoring the application of the company's Authorisation Procedure.

The AE will be responsible the appointment recommendation of Authorised Persons (AP) on behalf of the company. They will consider the requirement for appropriately and suitably trained, and they will assess and approve Authorised Persons to issue permit to work documentation in specific high-risk disciplines. AE will assure themselves that the AP has completed the Permit to Work Core training and capable of completing the high-risk discipline they are being appointed for and be competent to sign off complex switching and isolation programs.

The AE will review evidence, as supplied by the nominating person on the Nomination/Assessment of Appointed Persons Form, of training received, experience gained, and relevant qualifications attained when making the assessment of competency and ensure that candidates for appointment as Authorised Persons. They must be able to: -

*Satisfy the qualification requirements, satisfy the ongoing training and familiarisation requirements, are able to demonstrate adequate knowledge of each system, installation, and type of equipment for which authorisation is sought. Further satisfy the Authorising Engineer as to their competence and ability.*

When satisfied, the AE will issue a recommendation of appointment valid for a period not exceeding three years to the relevant person defining the exact extent of the systems and installations for which each Authorised Person is responsible and, where appropriate, any part of the system which is excluded from the Authorised Person's responsibilities and will maintain a record on the Technical Services Authorisation Register.

The results of the assessment will be recorded on the Assessor's Register of Appointed Persons for which that person has been assessed and against the criteria defined within each high-risk activity procedure.

If while reviewing the evidence, the AE is not satisfied that the nominated person has attained the right criteria, he will issue an Appointed Persons Deferral Notice explaining his reasons for the deferral.

The AE will appoint each operative to a level of attainment satisfying they have been assessed and do meet the following levels as an AP, CP, SP or IP specific for their role meeting a level of competency.

### **Authorised Persons (AP)**

The Authorised Person will have to be assessed competent in the required discipline to undertake the role with the relevant knowledge and experience. Where appropriate and trained, they will have the responsibility to manage permits to work for the high-risk disciplines.

The AP will produce Risk Assessments, Method Statements and Safe Systems of Work for their areas of competence.

An AP for the purposes of permit to works will require to be knowledgeable in the safety aspects of the activity. They must have attended a Permit to Works course for the module relevant to the high-risk activity. Where subcontractors are used, the AP will ensure that the risk assessments and method statements supplied are suitable and sufficient.

### **Competent Persons (CP)**

The Competent Person will carry out works on behalf of UBS within the scope of work which has been defined by the AP. Their appointed competence will be recorded on UBS register by the AP/AE with relevant evidence documentation.



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

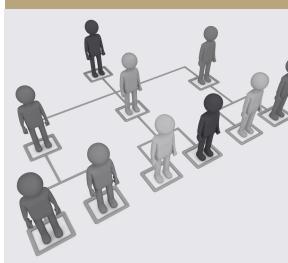


## Marketing → Meet your Team

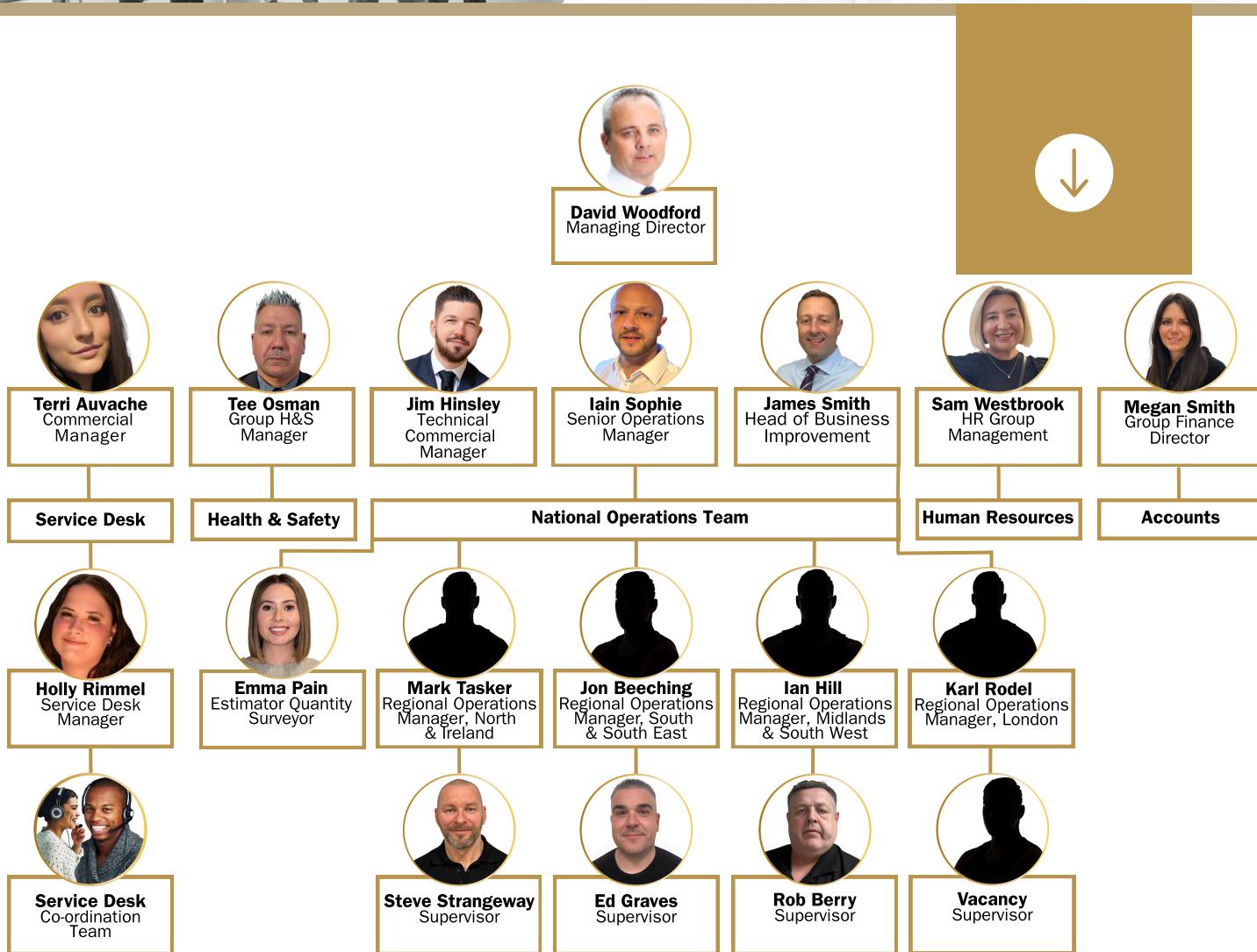
### Nicola Stripe

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...

**1** Download Microsoft Authenticator from the App Store. Direct Link: <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

**2** Visit UBS SharePoint. Direct Link: <https://ume01.sharepoint.com/sites/UBuildingsHub/SitePages/LearningTeamHome.aspx?ga=1>

**3** It will ask you to log in to your Microsoft account. 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  
**5** click 'Pair your account to the app by clicking this link'. 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, we suggest you click Yes to 'Stay signed in?' so you don't have to do this every time.

## 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.

[Ask later](#)

**Next**

## Keep your account secure

### Microsoft Authenticator

Set up your account in the app

When finished, come back to this setup experience.

**Pair your account to the app by clicking this link.**

Show QR code

[Back](#)

**Next**

## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

**Yes**

6

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)

Welcome to the UBuildings Home Page!

Document Creation Request

Ubuildings Document Library:

Share menu options:

- Copy
- Add to Reading List
- Add Bookmark
- Add to Favourites
- Add to Quick Note
- Find on Page
- Add to Home Screen
- Markup

The 'Add to Home Screen' option is circled in red.

Cancel

Add to Home Screen

Add



UBuildings Hub - Home

<https://ume01.sharepoint.com/sit...>

An icon will be added to your Home Screen so you can quickly access this website from your default browser.

*You're All Set!*

Please now move to the interactive section of the portal complete your Marketing Form and Checklist.

