



If we aren't here for you, we're there for you.



CUSTOMERS AT THE HEART OF WHAT WE DO



Our aim is to provide a friendly service to the community in a proactive way using Technology, Industry knowledge and Innovation

EXECUTIVE SUMMARY

The business is aimed to provide a great customer experience in one of the most challenging areas of reactive maintenance. To do this we require a proactive approach using technology and innovation. To do it differently and better, by understanding the customer, ensuring the customer is left happy and appreciates any further potential issues that may arise in the future.

By ensuring we fix the issue in the first instance and then completing a proactive consultation with the customer ensures the client is aware of what caused the issue in the first instance, how we can stop it in the future and if any thing further will contribute to the fault reoccurring.

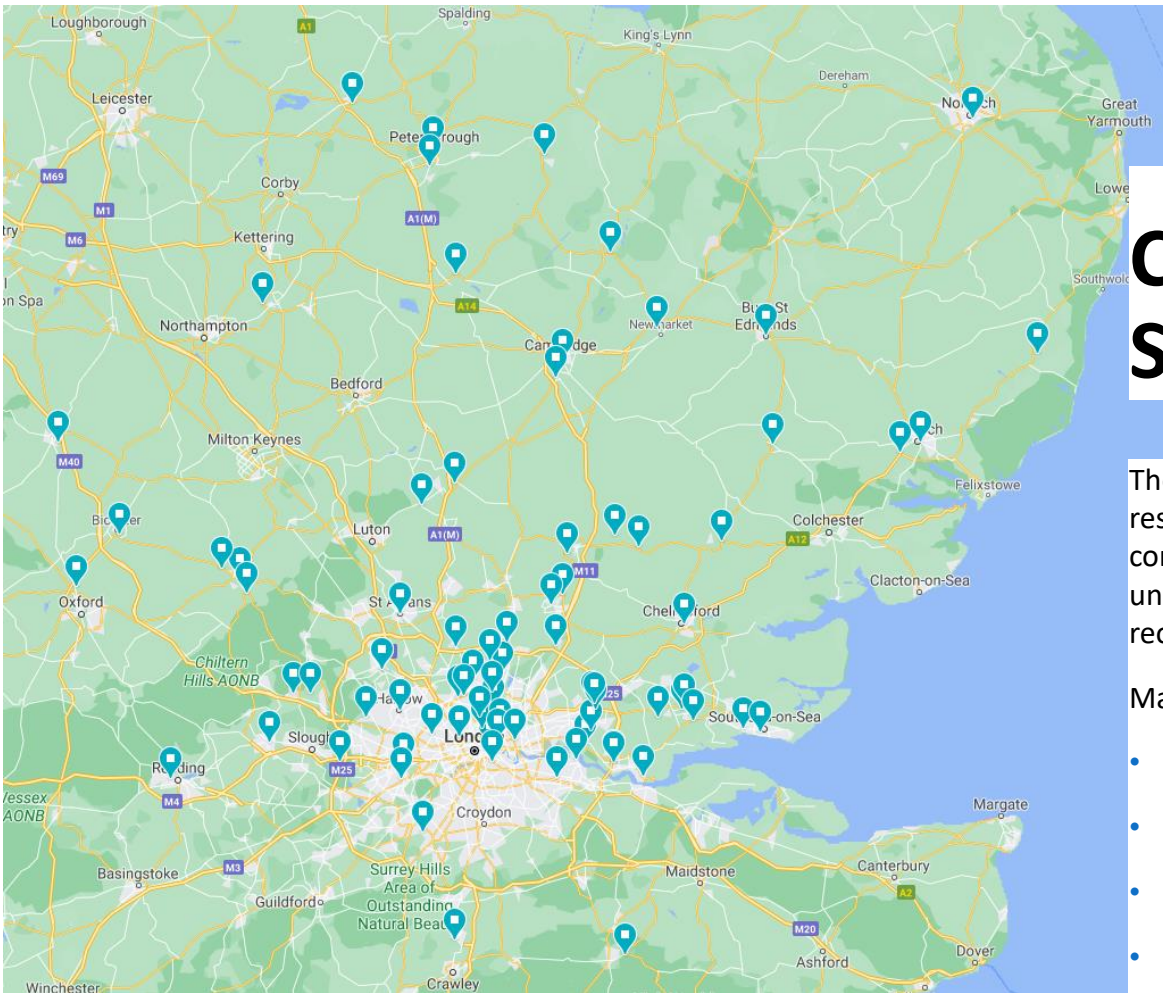
In the first year we plan to develop into a completely paperless business following focus in building our proactive checklist and ensuring the right use of technology whilst fully understanding the best fit for the team.

Our leadership team has a combined 39 years of customer focus in retail maintenance and property sectors and provides a clear proactive strategy including engineering experience in Drainage, Plumbing and Gas.

The 3-5 year plans are stretching but achievable with a focus on hard services in Drainage, cleaning and grease management

LEADING ENVIRONMENTAL SOLUTIONS





CUSTOMER FOCUSED SOLUTIONS

The key focus of the business is to provide a clear proactive solution to our customers whether in a residential site supporting with simple and clear preventative maintenance or within the commercial sector in Hospitality and retail environments. We aim to work with the client on the underlying reason for the reported issue but more importantly how we can prevent the problem reoccurring.

Main issues will include

- FOG management
- Building surveys highlighting risk
- Best practise in line with local authorities
- Preventative practises that may be at the heart of the issue
- Excavation and lining

What makes us stand out is the mixture of experience we have in the sectors we aim to serve. We are well equipped at understanding the fast pace of commercial businesses having managed these previously as well as the experience our operations team have in the field from managing projects to managing long standing relationships and contracts. Our main strength is having developed open and responsive business relationships in our sector.

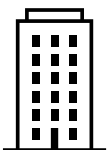
Our Head office location in Stansted sees fantastic travel networks to serve our Expanding client base in the east



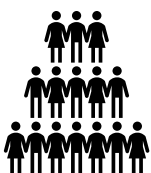
MARKET ANALYSIS



Market Size: £9bn



Number of
Businesses: 10,644



Industry
Employment: 33,276

Average industry growth 2015–2020: 1.9%

Concerns regarding public sanitation have grown over the past decade, while the UK population has continued to expand, increasing pressure on companies in the Sewerage industry. Over the past five years, a growing number of UK households have boosted demand for industry services. Rising industrial production activity also supported industry performance in the first half of the period. Industry revenue is expected to rise at a compound annual rate of 1.7% over the five years through 2020-21 to reach £9.6 billion. This includes forecast growth of 2.5% in the current year, boosted by rising demand from the household market following the stay-at-home order resulting from the COVID-19 (coronavirus) outbreak.

Key External Drivers

The largest downstream market for industry operators is households. Accordingly, a greater number of households is expected to lead to higher demand for innovation and solutions. We have seen an increase in the below and must be aware of

- Number of households
- Population
- Real household disposable income
- Industrial production index

Solutions

We know that when it comes to drainage it can be complicated and expensive. Market research suggest a growing demand which allows new businesses to support in different ways. We aim to work with the local authority to ensure best practise. The companies holding the largest market share in the Sewerage in the UK industry include Thames Water Utilities Limited, United Utilities Group plc, Anglian Water Services Ltd and Severn Trent Water Ltd.



ORGANIZATION AND MANAGEMENT

Really impressed, it is always difficult booking a trade online when you can't get a fixed quote! LES were one of the three, contacted me immediately and had great reviews. LES explained everything to me and we booked in for the following morning. The guys turned up on time, were very polite and good to have around! They did the job and flushed the system. They were very fair with the pricing and left the office to invoice me to bank transfer. Really pleased and a great experience all round thanks!

Leading Environmental Solutions- Leadership Team Members



Leon Seabrook
Director

A strong Leadership style demonstrating empathy, collaboration and innovation whilst managing performance and timescales focusing on customers and colleagues needs. 19 years of Service in Functional and Leadership roles at Tesco PLC, Tesco Maintenance and Energy, Cloud FM Group and The Restaurant Group. With a track record of working on senior leadership teams and reporting to director and board level, building teams and driving significant change across Stores, Restaurants and Property Operations. National experience with an ability to build relationships and deliver to a wide range of stakeholders in Retail, Property, Hospitality and Maintenance functions.



Ross Nelson
Director

A will to ensure customer satisfaction in all transactions, solution led outcomes at the heart of his thinking.

Ross demonstrates a clear understanding in the industry and has experience in site and project management as well as the ability to lead teams in the field to share knowledge of his Plumbing, Gas and Drainage background.

His experience lends itself to commercial and residential sectors. Ross has worked in the field as engineer and also led teams through structure changes. Having completed his Gas training, previously in a domestic and commercial fashion for Gem Ltd in London, Ross started his career within the drainage industry working across London in an engineering capacity.



SERVICE LINE AND PLANNED DELIVERY

‘ We want to be the type of business that makes you feel like we care in every interaction. We will treat your home or workplace as if it was our own and get to the root cause of the problem whilst ensuring you know what is going on. Our professionals will give you the confidence the issue will be resolved in a timely and cost effective manner. ‘

Why choose Leading Environmental Solutions?



Reactive works

We aren't just friendly and reliable, our team provides the below services:

- CCTV Surveys
- Drain clearance and unblocking
- Gutter and graffiti Cleaning
- Drain Mapping
- Lining
- FOG management



Proactive works

Our aim to provide a proactive approach and build long standing client relationships, ultimately reducing costs:

- Complete audits on our engineers using your feedback
- Visits to sites and assistance of staff with queries
- Free quoted and site visit for assessment
- Check all drainage and plumbing points to confirm next steps and future issues before they happen
- Support with FOG management



WHY CHOOSE US?

'An excellent and friendly service provided by the guys at Leading Environmental Solutions Ltd! A historic and persistent blocked drain to the side alleyway of my property was resolved within a few hours of instruction. Other companies tried and failed but these guys were determined to succeed!.'

Why choose Leading Environmental Solutions?

Use of CRM system



100%

Use of the CRM systems

Attendance rate



100%

Attendance with contracted SLA

Completion rate



96.3%

The percentage of our tasks completed within the requested SLA

Customer Happiness



96.7%

The percentage of our current client base we have received positive feedback from