

# CEW AWARDS WINNER - SME OF THE YEAR - SPONSORED BY WYNNE CONSTRUCTION

**Organisation:** KHS Group Ltd

**Established:** 2016

## OVERVIEW

KHS Group Ltd is a Mechanical and Electrical Contractor established in 2016, now employing 88 staff across the group with an annual turnover of £10 million. Specialising in plumbing, electrical, renewable energy, and full system design, KHS has rapidly grown into a trusted and innovative provider within Wales's construction sector. Nearly a quarter of its workforce are apprentices, reflecting its commitment to developing future talent and addressing industry skills shortages.

With a reputation for excellence in service, community engagement, and continuous improvement, KHS has distinguished itself through client-focused delivery, investment in people, and a culture of innovation and inclusivity.

## KEY ACHIEVEMENTS:

### Business Growth and Expansion

Since its formation in 2016, KHS has grown from a small start-up into a £10 million turnover organisation with 88 employees across the group. This growth has been achieved through strategic planning, securing larger and more complex projects, and diversifying into renewable energy services. The company's ability to adapt and scale demonstrates resilience, financial stability, and strong leadership within the competitive M&E sector.

### Commitment to Apprenticeships

Almost 25% of the KHS workforce are apprentices, a significant proportion that underlines the company's investment in future talent. Apprentices are given hands-on experience alongside structured training, ensuring they gain both technical skills and confidence to succeed. By nurturing new entrants, KHS is directly addressing the industry's skills shortage while securing its own pipeline of skilled employees.

### Client-Centred Service

KHS is known for its strong client relationships, built on consistent communication, responsiveness, and a deep understanding of client needs. Its in-house design capability allows the business to provide tailored solutions that many competitors cannot offer. This client-focused approach has driven repeat business, strengthened trust, and positioned KHS as a reliable partner in the sector.



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### Inclusivity and Wellbeing

The company actively promotes inclusivity through Welsh language initiatives, disability confidence accreditation, and mental health awareness programmes. Two trained Mental Health First Aiders provide dedicated workplace support, while cultural initiatives like the "Iaith Gwaith" programme foster a sense of identity and belonging. These measures ensure staff feel valued, respected, and motivated, resulting in high levels of retention and satisfaction.

### Sustainability Practices

KHS integrates sustainability into its operations by reducing plastic use, adopting energy-efficient office equipment, and promoting digital documentation to cut waste. The company also works with clients on renewable and low-carbon energy solutions, aligning its services with future environmental goals. By embedding eco-friendly practices internally and externally, KHS strengthens its reputation as a responsible, forward-looking SME.

### Community Engagement

KHS demonstrates a strong commitment to its local community through sponsorships, volunteering, and charitable contributions. Staff regularly support local foodbanks, sports clubs, and fundraising events, while the company also engages with schools and colleges to promote construction careers. These initiatives build community trust, inspire young people, and reinforce KHS's role as both an employer and a community partner.

## CULTURE AND PEOPLE

KHS fosters a workplace culture built on inclusivity, professional development, and wellbeing. From comprehensive training programmes to mental health awareness initiatives, the company ensures employees feel valued and supported. The incorporation of the Welsh Language Commissioner's "Iaith Gwaith" branding across PPE demonstrates pride in Welsh identity, while leadership recognition schemes and performance incentives motivate excellence across all levels of the workforce.



## INNOVATION AND PRODUCTIVITY

KHS has adopted project management software and cross-functional collaboration to streamline workflows, reduce bottlenecks, and improve productivity. By embedding feedback loops and digital documentation processes, the company ensures continuous improvement while enhancing customer satisfaction. This approach enables KHS to deliver efficient, high-quality services aligned with client needs, while also contributing to wider sustainability goals.



## COMMUNITY AND SUSTAINABILITY

Beyond business growth, KHS has embedded social value into its operations. From supporting foodbanks and hospices to sponsoring rugby and football teams, the company invests directly in the wellbeing of its community. Its proactive role in education, including mock interviews, CV support, and industry career talks, ensures the next generation is inspired to pursue careers in construction. Environmental sustainability is equally prioritised, with measures such as reusable water bottles, office water fountains, and staff participation in local beach clean-ups.



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