

the clean

PROFESSIONAL CLEANING SINCE 2003



DAVE TAKES THE CHEQUERED FLAG:

Meet our man from the Motor Museum, 2018 Pride Award Winner, Dave Barr!

we clean IN THE CLASSROOM:

A study on our educational portfolio!

IT'S ELECTRIC @ we clean:

Three new electric vehicles energise our green commitment!

welcome to 'the clean'

To all of our loyal Cleaning Staff,
Clients and Colleagues.



Welcome to the 2nd edition of 'The Clean', our very own in-house publication produced to highlight success stories within our business, staff development and personal achievements, plus updates on new business, company awards and accreditations.

We are delighted to report that **we clean** has enjoyed an exceptional year of organic business growth built upon our reputation for 'doing the job right'! It is anticipated that Total Sale Revenues for 2018/19 will have increased by 19% year on year making **we clean** a £7.5m commercial cleaning operation.

We were also extremely pleased to be appointed the preferred cleaning contractor for Cushman & Wakefield and the CEG group for their Midlands based regional property portfolios earlier this year leading to a comprehensive 22 contract location mobilisation on the 1st April 2019. These two large contract awards have resulted in an additional 100 new Cleaning Operatives joining our organisation, many through a comprehensive TUPE transfer process overseen by our Contract Management Team.

Whilst new business remains vitally important to the future prosperity of any organisation, at **we clean** we never underestimate the importance of long term client relationships and contract longevity. Hence, we were immensely proud to be signed up for another season with West Bromwich Albion Football Club to provide our

services across their varied property portfolio that includes The Hawthorns Stadium and state of the art Training Ground Facilities.

Our reputation for providing service excellence within public facing venues and commercial spaces was further reinforced with contract wins including The Bear Grylls Adventure located at Resorts World near the NEC, the Artrix Centre in Bromsgrove and the high profile Paradise development in Birmingham City Centre. In addition, we have continued to maintain and develop our partnership arrangements with a number of FM / Building Management specialists including Care Facilities, CBRE Managed Services and MSO Workspace Limited.

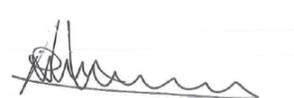
As an organisation, we have continued to develop our management infrastructure and processes with the recent addition of Richard Wharton to our Contract Management team. Richard joins us with a wealth of experience from within the Cleaning Industry and will be specifically tasked with strategically developing and overseeing our business portfolios in the East and South of the Midlands region.

Our continuing focus on developing safe systems of work for our extensive frontline cleaning team, which now consists of some 550 Operatives, was further recognised with the official award of the ISO 45001 Health & Safety Standard which complements our existing ISO 9001 / 14001 quality and environmental accreditations. Particular thanks goes to David Holmes-McClure (Health & Safety Manager) and Amanda Headland (ISO Administrator) for their total commitment and diligence in delivering and achieving this critical standard for the business and ensuring our long term sustainability in what is an ever evolving and challenging work place.

As always we continue to encourage all of our staff to provide us with interesting stories and photos of any work or work related social activities that we can share via our extensive Social Media platforms which can also be viewed by visiting the company web site www.wecleanltd.com.

Finally, we would like to thank all of our clients for their support of our business brand and particular thanks to all of our cleaning teams for their continued commitment and desire to be the 'best' in our industry, displaying at all times the utmost professionalism, enthusiasm and integrity!


David Harker


Paul Concannon



Dave Takes The Chequered Flag!

We were absolutely thrilled to formally announce Dave Barr as the 2018 **we clean** 'Dee Richards' Pride Award Champion back in December of 2018.

The 'Dee Richards' Pride Award is our lasting memorial to Dee Richards, an individual who over a 13-year period devoted herself to developing and motivating cleaning teams throughout **we clean**, displaying outstanding loyalty and commitment to the organisation, providing her clients with service excellence.

Dee's legacy still lives on throughout the business, with a large number of staff now working within her mould, and carrying on the fantastic foundations that she built with Directors, Paul Concannon and David Harker all those years ago.

When Dave received this prestigious accolade, he knew that it was recognition for the 14 years of dedication to our business, where he has brought and continues to bring something incredibly special to **we clean**, applying himself in much the same manner as Dee herself, who would have certainly endorsed this award.

Dave diligently carries out his role as Site Cleaning Manager for the popular tourist attraction, the British Motor Museum in Gaydon, where he faces new and exciting challenges on a daily basis and is constantly striving to maintain the highest cleaning standards possible, alongside his solid team of highly trained Cleaning Operatives.



After receiving his Pride Award, Dave commented:

"I'm so happy to be appreciated and this award means a lot! I've worked with **we clean** for 14 years with 12 of those years being spent here at the British Motor Museum so a big thank you to Paul and David for recognising me with this award! I've built a great rapport with Andrea Bruneau, Tom O'Reilly and Jeff Coope, our on-site client team who are really supportive of me and tremendous to work for, I'm lucky to have built up a solid working relationship where they are so pleased with what myself and the team do here at the Museum."



Andrea Bruneau, Site Services Manager commented:

"Dave is most deserving of being the overall Pride award champion for **we clean**, his continuous hard work and dedication to the British Motor Museum is outstanding! The team on site are often challenged with tight deadlines to support both the Museum and Conference Centre business and they always strive to provide the best possible standards."

Managing the daily cleaning within such a large, public facing venue is no small feat and takes real passion and a keen eye for detail. Dave has to be proactive when dealing with popular times within the museum and be conscientious when working amongst the many visitors. He is always smartly dressed in his professional uniform and if you see him within the Museum it is very likely that he will have a welcoming smile on his face.

Thinking of Dee Dave added:

"She was a great lady, just a really nice person and somebody that is greatly missed. I definitely looked up to her in the past and she's inspired me to keep pushing on and working hard, and that's why this award means so much to me."



Moving on up with Salts Healthcare

As a 10th generation, family-run organisation, Salts Healthcare has been helping people live longer and happier lives for over three centuries and is believed to be one of the oldest family run businesses in the UK. Over the past 10 years Salts have enjoyed exponential growth, leading to them employing over 600 predominantly Midlands based staff and supplying their Healthcare products internationally.

Our proud association with Salts goes back to 2004 when they initially awarded us with the cleaning contract for their then Head Office facilities in Lord Street, Birmingham. Since then the contract has grown in line with Salts own expansion, where we now provide services across their 3 separate operational premises and are thrilled to have recently been selected to work within their latest brand new, 94,500 sqft facility in Aston, a purpose-built hub which will house Salts Hi-Tech Manufacturing and Assembly operations.

Neil Bromley, Head of Logistics, commented: "We have been delighted with the standard of the service provided by **we clean** and are pleased to have built such a long standing relationship with them over the past 14 years."

In order to assist with the opening of the new Facility, the **we clean** Specialist Cleaning Team carried out a thorough Deep Clean of the key areas within the building over an intensive two week period. High level works which included cleaning of air vents, gantries, suspended lighting and external / internal window cleaning was accessed using specific high level access equipment such as scissor lifts and cherry pickers whilst the manufacturing floor area was intensively scrubbed to remove dust and particulate matter with heavy duty ride on scrubber driers.

Steve Rawlings, Director of our Specialist Cleaning Operations oversaw these works and enthused about the new Salts Healthcare facility:

"It was a real pleasure to carry out these critical works and play our part in bringing to life this amazing new facility developed by Salts Healthcare in Aston. It is particularly satisfying given the long standing relationship we have had with this client over so many years!"

Once fully up and running, **we clean** will be working 24 hours a day Monday to Friday in order to meet the needs of Salts core manufacturing staff who will be working around the clock. Three full time on-site Operatives will provide hourly inspections, cleaning and consumable product replenishment to the factory washrooms and changing room areas, whilst the staff canteen / welfare area will be constantly cleaned to maintain exemplary standards of hygiene throughout the day and night. An early evening team of part time Cleaning Operatives will clean reception areas, staff and visitor washrooms and the extensive office space and kitchenettes located on the 1st Floor.

A critical aspect of us being able to deliver an exceptional cleaning service on a consistent basis is our ability to tailor our own Internal Training schemes for Cleaning Operatives to meet the specific requirements of each contract location. This has been particularly relevant in meeting the demands of Salts Healthcare management and their aspirations for this new state of the art production and warehousing facility, located alongside the A38 which provides the main artery into our great city of Birmingham!



Setting the Standard

Our relationship with the West Bromwich Building Society goes back well over a decade, where we have been providing Daily Cleaning and Housekeeping Services, Window Cleaning, Washroom Hygiene Services and Consumable Supplies plus a bespoke Office Porterage Service originally within the old Head Office facilities in West Bromwich High Street, but more recently to their new stunning 70,000sqft Head Office located in Providence Place that they have occupied since April 2016.

In addition to the Head Office facility, **we clean** also have the responsibility of providing daily cleaning to the 39 West Brom branches that are dotted across the Midlands region, and the task of overseeing the effective delivery of our services across this large multi-sited Building Society is Contract Manager, Lynn Gill.

Being born and bred in the Black Country Lynn is immensely proud to oversee the daily running of this prestigious but challenging contract and it's a relationship that has been forged through a 20 year association with the West Brom where she was initially employed as a Cleaning Operative in the old Head Office facilities. When **we clean** were awarded the cleaning contract in 2007, Lynn's industry experience and passion for the West Brom were quickly identified and it has been particularly pleasing to see Lynn's progress within our organisation to that of Contract Manager looking after a number of contracts across the Black Country region, but with a particular focus on what she calls her 'West Brom'!

By working through the industry the 'hard way' Lynn brings a real professionalism, desire and attention to detail to her role and as such commands a huge amount of respect from her various cleaning teams. A particular career highlight for Lynn was overseeing the successful transition of cleaning operations to the new West Brom Head Quarters in Providence Place which saw over 600 staff make the short switch across town during a busy first week in April 2016.

Lynn commented:

"I'm honoured to have formed such a strong relationship with The West Bromwich Building Society over a 20 year period, they're a great organisation and I'm now lucky enough to call some of their members of staff - friends."



The transition to their new Head Office was a real challenge, we were so used to everything back at the old Head Office on the High Street, but we knew that we wanted to maintain and hopefully exceed the service expectation that we had provided there and I think we've adapted really well and my brilliant team have continued to do a great job".

The new West Brom Head Office has also played a significant part in our own growth as an organisation, as it has regularly formed a focal point for our own ISO 9001 accreditation and quality management system that we were initially awarded in 2013. As part of the assessment process, ISO Auditors choose specific sites to visit and thoroughly audit, analysing every aspect of service



delivery, scrutinising our ability to manage and then ultimately deliver, a quality service to our clients. The West Brom Head Office was chosen as a site to be assessed, and we felt wholly confident that this site would stand up to such an audit as Lynn puts huge emphasis on exceeding client expectations, with Paul Concannon, Director commenting:

"We actually didn't have to prepare for the audit, we regularly score over 95% when we internally audit the Head Office and I knew that Lynn and her team on site consistently provide a great service."

"I'm honoured to have formed such a strong relationship with The West Bromwich Building Society over a 20 year period."

Lynn also provides diligent management of the branch cleaning programme where the typical contract is one Operative working one per day Monday - Friday ensuring that in 2018/19 she delivered 99.6% of the contracted hours across this geographically spread branch network, which is a spectacular achievement within this industry.

The West Bromwich Building Society have their own standards to meet, and their own Corporate Social Responsibility which they are accountable for. With this in mind, they took the decision in 2016 to ensure that every member of Cleaning Staff on their sites was paid the National Living Wage. We firmly backed this decision and were thrilled that a prestigious institution such as The West Brom actively supported the long-term welfare of our Cleaning Staff, and were making a positive contribution to the community in which they operate.

The West Brom, we clean and Lynn really are 'setting the standard!'



we clean In The Classroom

The educational sector can be a challenging environment to clean and maintain, there isn't a one size fits all solution as each institution differs greatly in terms of what they offer to students, which can ultimately determine the layout of buildings and facilities.



Within this feature we are going to delve a little deeper into two particular schools within our educational contract portfolio, Selly Oak Trust School and firstly, Solihull School. Founded in 1560, Solihull School has been part of the fabric of Solihull for over 450 years. In 1882 the school moved to its present 50-acre site on the Warwick Road where it continues to grow, and it now educates 1000 pupils with an additional 250 in the Sixth Form, aging from 7 all the way up to 18.

The school has steadily expanded in both pupil numbers and buildings, and is now an incredibly diverse learning environment, embracing children from all backgrounds in the heart of Solihull.

Within the 50-acre site their currently sits over 20 buildings, including a Junior School, High School and Sixth Form as well as facilities for science, design and technology, music and modern languages. There is also a new sports pavilion and an impressive in-house theatre which holds regular performances.

Our presence on-site is overseen by Robb Paton, Contract Manager and 4 dedicated Building Location Managers. This large management presence is essential in ensuring that the delivery of our service never wavers and that each key area on the campus receives focused management supervision and organisation.

Robb, who joined our organisation three years ago with a wealth of cleaning management experience commented:

"Before we were awarded the cleaning for the site in its entirety, we first had to prove our worth by only completing an evening clean to certain aspects of the school, and this was the case for some 5 years, with another cleaning organisation operating the early AM cleaning within the Sixth Form Centre. Fortunately, our team here in the evening did such a fantastic job that the school wished for **we clean** to begin overseeing the Sixth Form operation as well which we've been doing now since September 2017".

By employing over 30 fully uniformed Cleaning Staff on site we quite literally operate from dawn until dusk, servicing classrooms and washrooms, along with periodic high level cleaning and one off deep cleans after special events, or during school breaks.

Robb Paton has developed a strong relationship with our Client Contact, Chris McCall, Solihull School Marshal who he is in regular communication with, allowing for any alterations required to the cleaning schedule to be implemented with immediate effect.

Chris endorsed this by saying:

"**We Clean Ltd** have provided many years of high quality cleaning services to Solihull School. The whole team are friendly, enthusiastic and hard working. They are a very professional company I really have no need to look elsewhere".



Selly Oak Trust School is a specialist science college for unique students with special educational needs, who are able to learn effectively thanks to a creative and varied curriculum that is specifically tailored to the needs of their pupils.

Like ourselves, Selly Oak Trust School are determined to empower their staff to deliver a better service. We are privileged to have worked with this educational establishment for over 15 years, consistently providing a team of 12 highly and specially trained Cleaning Operatives to deliver our services each morning between 6am – 8am.

Identifying initially the right person for the role is absolutely critical and rigorous checks are carried out on every individual before they are able to operate on-site. Our Payroll Team will have carried out DBS (Disclosure and Barring Service) Checks on every member of staff operating at Selly Oak School, as well as those working on any other educational facility within our portfolio, and each individual will carry an ID Lanyard, stating their name and DBS Number.

This identification of the right person and a stringent vetting process is what Debbie Rhodes, Contract Manager, feels leads to low staff turnover amongst the Cleaning Team on site and to the effective delivery of the service:

"The team here are fantastic, led by Lynn Harrison they have integrated well into the daily rituals of a bustling school. Lynn

was appointed Location Manager two years ago, after being promoted from a Cleaning Operative and she has gone from strength to strength. She along with the team are hard working and reliable and simply get the job done. Over 90% of my staff have been here for 10 years or more and so they are really well versed in their day to day cleaning activities".

As a specialist school, Selly Oak are always looking for innovative ways to aid their pupils learning, one of these initiatives was to build 'Anger Pods' in the playground area of the school. We delighted to sponsor this brilliant initiative and were fully on board with the idea of helping pupils to de-stress, and relieve tension through the use of the punch bags inside of them surrounded by words that encourage calmness, friendship and support.

There are never two days the same for our cleaning teams working in schools across the Midlands region which also include St Francis RC School, Westminster Primary School, Manor Park Academy, Clent Parochial School, Shentley Fields Nursery School, and St Clare's RC School. With cleaning specifications in schools often wide and varied, and the intensity of cleaning required demanding, we would like to place on record our sincere thanks to all of our staff working within our school contracts, for their ongoing commitment to ensuring that the pupils have the very best and safest possible environment in which to learn!

The Early Morning Men

Whilst Birmingham sleeps, there are two unsung heroes who work tirelessly ensuring that the exterior of our great city is always gleaming.

The Early Morning Men are a Father and Son Window Cleaning team, both named Stephen Talbot. With over 60 years' experience between them they have worked on many iconic venues throughout Birmingham and the Midlands.

Their dedication is remarkable, between them they consistently work 7 days a week, as soon as dawn breaks.

Big Steve, the Father in this very effective double act began the discipline of Window Cleaning back in the 1960's and over the years has cleaned many thousands of square metres of glass! Since 2003 big Steve has ensconced himself into the **we clean** team where he has helped the organisation forge some lengthy business relationships with the likes of the mac, West Brom Building Society, Assay Office and the Birmingham Hippodrome, and the latter he has been associated with for over 35 years.

Steve has many a tale to tell regarding the iconic buildings and characters he has worked with over the years and he's amazed by how much Birmingham has changed during this period:

"The transformation is remarkable, all of the new infrastructure, the size of the city. It's great to see the growth and it's made my job a lot more interesting, as we're always working on something different".

Since the start of their careers, both of the Talbots agree that the discipline of Window Cleaning has changed out of all recognition:

"Health and Safety is now paramount and has influenced the nature of our Cleaning discipline greatly, but thanks to the ongoing training we've received from **we clean** and the investment they put into our safety and the new Cleaning Technology available, these challenges have felt a little bit easier".

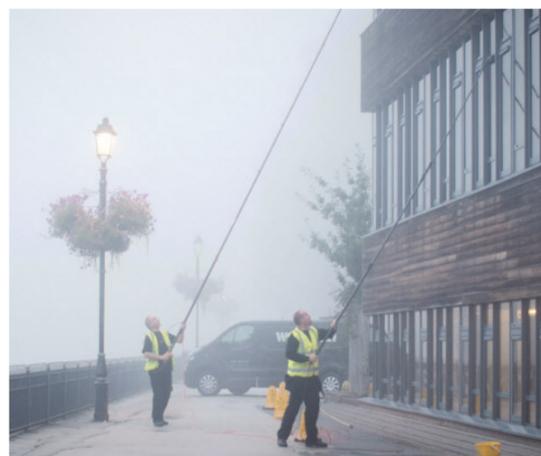


The younger of the two Steve's relishes the chance to carry on the Window Cleaning legacy his Father has built after previously serving in the Armed Forces:

"After three tours of Iraq I was ready for a change of career, luckily, I had the opportunity to work with my Dad and I'm really excited to learn the in's and outs of the industry and build a great relationship with **we clean**".

With both Talbot's being Birmingham born and bred they take immense pride in working in and around the City. Through regeneration projects and a range of new ventures, Birmingham is slowly becoming the UK's No.1 city destination and they feel honoured to have the opportunity to keep Birmingham's glass gleaming!!

THEIR DEDICATION IS REMARKABLE, BETWEEN THEM THEY CONSISTENTLY WORK 7 DAYS A WEEK, AS SOON AS DAWN BREAKS.



April Fools... Not for we clean!

The months leading up to the 1st of April, and the day itself, were an exceptionally rewarding, but very challenging period for everybody involved with our organisation.

At the latter end of 2018 and early into 2019, we successfully tendered first with Cushman & Wakefield the Chicago based international property agent, and then CEG, a London based property development and management firm.

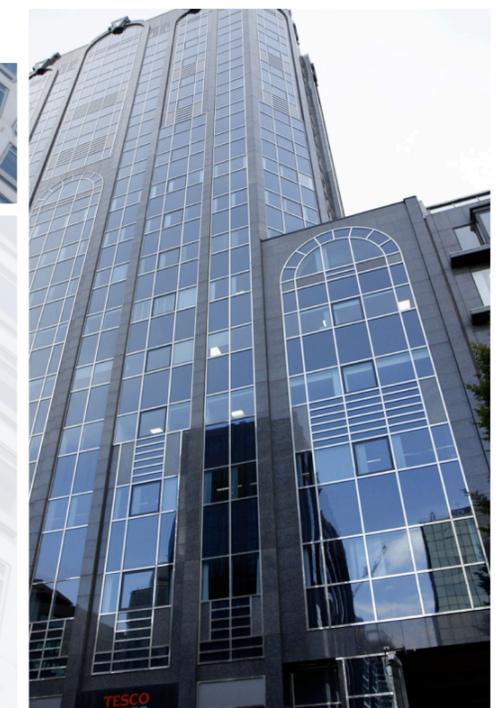
Whilst we were absolutely thrilled to have successfully navigated two difficult tender processes in quick succession, the hard work was just beginning, and an important few months lay ahead as on the 1st of April of this year, all 22 sites, 6 with CEG and 16 under Cushman & Wakefield, would be going live.

Whilst around 3 months is a typical length for an effective mobilisation process, the fact that two different contracts were starting simultaneously presented our management team with a unique challenge involving the effective completion of all TUPE obligations and co-ordination of individual site equipment, uniform, consumables and training for over 20 sites.

Our overriding objective throughout the whole process was not only to ensure that when the start date arrived we were in position to begin delivering the daily cleaning service, but through diligent pre contract preparations ensure we were able to exceed expectations from the outset.

David Holmes-McClure, Health & Safety Manager played a huge part in ensuring that absolutely every aspect from a health and safety point of view was covered. He visited each site along with the respective Contract Manager responsible for the ongoing management, and carried out the necessary Risk Assessments, leaving no stone unturned.

As with any contract, the management of the site and the staff working on it each day is key, and Debbie Rhodes, Contract Manager, who is responsible for the management of Birmingham City centre locations and is managing 9 out of the 22 sites commented:



"It was always going to be a logistical challenge ensuring all the stock and uniform were in order for our start date, and so it took some real planning and a proper team effort. I must say a special thank you to David Holmes-McClure plus Gary Gallier and his Central Support Team who helped so much throughout the entire mobilisation period."

"There have naturally been a few minor hiccups but that comes with the territory in a situation like this and they were dealt with quickly and efficiently. The main focus throughout these past few months was on ensuring that the transition was as smooth as possible for our client and for staff transferring into our business, as always the client and our staff will be our main focus as we move forward."

"I'm really proud to say that things have gone exceptionally well".

The client, or clients in this case have always been at the forefront of our minds, and aligning ourselves with their core values and culture of working was paramount. Paul Greenhalgh, Facilities Projects Co-Ordinator, CEG has been pleased with how things have started:

"we clean have been a dream to work with right from the very start of the tender process, the whole team is highly professional and really care about what they do.

we clean have mobilized 6 large properties for CEG without a single issue being raised.

The FM & site teams have already seen a real improvement in the management and standard of cleaning since the start of the contract."





Innovation that excites



BEST FOR BUSINESS

ELECTRIC VEHICLES, COMMERCIALS & CARS

Whether you're a sole trader or fleet buyer, West Way Business Centres are on hand to keep you and your business moving forward. As part of the UK's largest Nissan dealer group, our dedicated business specialists are able to offer their unrivalled expertise as well as preferential finance and leasing options to ensure you get the best solution for your business.



Contact the Business Centre Team for a quote today or visit westwaynissan.co.uk

WEST WAY BIRMINGHAM
127 Chester Road,
Sutton Coldfield B74 2HE
Tel: 0121 502 8170

WEST WAY BIRMINGHAM SOUTH
884 Warwick Rd,
Acocks Green B11 2ES
Tel: 0121 238 0051

It's Electric @ we clean

As part of our wider green commitment to be a more environmentally friendly cleaning organisation, we completed an exciting first and took delivery of three, all electric cars to be used in Birmingham city centre by our Contract Management Team.

The move is part of our commitment to reduce our carbon footprint and the environmental impact of our operations and the careful management of our vehicle fleet that was further reinforced by the introduction of an all-electric Nissan e-NV200 van at the world renowned MIRA Technology Park, is all part of our long term green strategy.

According to independent research from the European Climate Foundation, smaller electric vehicles produce around 15 tonnes of CO2 from construction through to scrapping, compared to an average of 32 tonnes for the equivalent petrol or diesel car, halving greenhouse gas emissions produced during the lifetime of the vehicles.

Birmingham is expected to introduce a clean air zone sometime in 2020 and the introduction of electric vehicles is part of our internal Environmental Management System (EMS) **we clean GREEN**, which is focussed on benefiting our clients within the city and exceeding the requirements of the new standards for achieving cleaner air in Birmingham.

Director David Harker, said:

"This is the first significant step to achieving our commitment of improving the carbon footprint of our entire commercial fleet of some 20 plus vehicles. Our initial focus has been to concentrate on those

vehicles serving Birmingham city centre, and its built-up areas.

It is forecast that the introduction of these three new all electric vehicles will reduce our carbon dioxide output by around 30 metric tonnes during their three years with us, with zero emissions at the tailpipe. We know that air pollution – mainly caused by vehicles on our roads – is harmful to those living, working and studying in Birmingham. As a cleaning company, we have a duty to ensure that our processes are as clean and environmentally responsible as possible."

The **we clean GREEN** Environmental Management System was introduced in 2014, and has resulted in us reducing our carbon impact through the use of super-concentrated cleaning products, recycled paper products, micro-fibre technology and chemical free cleaning.

The vehicles which have a 40kWh battery, a 150-mile range and produce zero emissions were supplied by Westway Nissan.

Brian Bachelor, Group Corporate General Manager, said:

"We welcome the opportunity to partner with a forward-looking company that understands the benefits of electric vehicles – EVs – both for the environment and also anticipating clean air initiatives.

"With the UK EV market up 18% during 2018, West Way Nissan has invested heavily in our business sales teams, that can advise local customers as to the best products for their business. The three Nissan Leafs supplied to **we clean** are a perfect example of this and we would like to thank them for choosing West Way Nissan as their EV partner."



we clean

AND PROUD OF IT!

Pride

Quality

Professionalism

Delivery

Integrity

Reliability

Partnership

Innovation

Progression

Working Together

'A desire & passion to do the job right'

www.wecleanltd.com