

the clean

PROFESSIONAL CLEANING SINCE 2003

20th

ANNIVERSARY

— Special Edition —

SALES SURGE @ we clean

Significant contract awards
accelerate our continued
organic growth!

THE WE CLEAN JOURNEY 03/23

Pictures tell a thousand
words - we reminisce on
20 years of **we clean!**

DELIVERING SUSTAINABLE CLEANING!

Sustainability remains
at the heart of our
organisation as we bring
new innovations to
market!

ISSUE 5



This publication is printed on eco-friendly and recycled paper.

20 Years and counting...



Welcome to the 20th Anniversary special 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.

It is incredible to believe that **we clean** has now successfully traded for 20 years and from humble beginnings back in 2003 we have developed a business brand that is synonymous with professionalism and integrity within our Industry Sector.

Back in 2003 we had a 'vision' forged from our past experiences of working within large Cleaning and Facilities Management Organisations where perceived and actual service delivery was disjointed and often diluted by offering an array of multifaceted FM services hence we were determined to establish a 'cleaning' business that had a genuine 'desire and passion to do the job right'!

Establishing a recognisable name, brand and ethos is crucial to the successful launch of any new business, our trading name was to be We Clean Limited, our brand **we clean** and our ethos was very much 'and proud of it!' Together with Gaynor, Steve and Tim we had the energy, enthusiasm and drive to succeed, quickly locating our Head Office Facilities to familiar surroundings in Rubery where we had all previously worked together before winning our first formal Daily Cleaning Contract with Midland Autotrader back in July 2003!

Within 6 months we had established **we clean** as the new up and coming cleaning business within Birmingham, winning contracts with Deloitte LLP, National Express, Robert Half International and of course RSM Birmingham (previously known as Baker Tilly International) who are still a much-valued client 20 years on!

Now celebrating our 20th Year we can boast of annual Sale Revenues in excess of £10m and a committed, loyal and hardworking front line cleaning team which numbers 600 + and delivers our services to an array of Blue Chip Organisations, Professional Bodies, Household Brands, Iconic Regional Venues and leading Educational Establishments.

As we move forward from our 20th year and into the next phase of our organisational evolution we would like to take this opportunity to thank wholeheartedly our clients whether they be past or present, who have supported us on our rewarding but at times challenging journey and for the many genuine friendships that we have built along the way.

Our deepest gratitude and appreciation goes to our Head Office Administration Team who with the diligent and dedicated focus of our Operational Contract Management team and network of key supply partners ensures that our service delivery remains industry leading!

Finally as a 'people business' our reputation will always rely on the reliability and professionalism of our Front-Line Cleaning Teams and to each and every one of you we 'thank you' immensely for your 'desire and passion to do the job right'!

The 20th Anniversary celebration planned at the British Motor Museum will give us the opportunity to look back with pride on our business achievements but more importantly inspire us to even greater success and fulfilment in the years ahead!


David Harker


Paul Concannon

we clean
AND PROUD OF IT!

Moving on up with Sandvik!

Sandvik Cormorant, the metal-cutting arm of global industrial engineering mega-group Sandvik, have officially unveiled their new UK HQ!

The Swedish firm have been based on Manor Way in Halesowen for over 5 decades and have not moved far, choosing to demolish the existing office and manufacturing space to make way for a housing development and their new, state of the art Head Office facility.



As an organisation **we clean** have worked with Sandvik in the past, providing daily cleaning support to their Cirencester research hub, however we were particularly delighted to be appointed as the approved cleaning partner for this new stunning HQ located only 5 miles from our own Head Office facilities!

Throughout the procurement process it became obvious that both **we clean** and Sandvik's company identities were very much aligned, whether that be putting our people first, delivering consistent quality to our client bases, or striving to be as environmentally friendly as possible, there were clear synergies!



Heading up this key contract will be **we clean** Contract Manager Jane Shields, managing an evening team of Cleaning Operatives who have all undergone a thorough Site and Health & Safety induction together with an introduction to the unique company ethos of **we clean** delivered by Duncan Thomson Training Manager and Health & Safety David Holmes-McClure.



We have introduced our new-to-market Greensense chemical range across site, as well as specific machinery to effectively manage the various hard flooring and washroom facilities.

David Harker, **we clean** Director commented:

"As an organisation we are immensely proud to be partnering with Sandvik at their new, state of the art flagship office in Halesowen where **we clean** will be supplying a number of key services including: daily cleaning, scheduled window cleaning, washroom hygiene services and consumable products.

Our thanks go to Marcus Maynard, UK Strategic Purchaser, Sonia McCann EHS & Office Support Coordinator and Kim Olander, Market Cluster Marketing Communication Manager for their involvement during the thorough tendering process and we are absolutely delighted that they have placed their confidence in **we clean** to deliver a quality and sustainable cleaning solution."

Sales Surge @ we clean

As with any organisation in any sector, 'to stand still is to go backwards' and we are passionate in developing the **we clean** brand in key selective markets, whilst still delivering the service excellence via a 'family feel' management team!

With this in mind the beginning of 2023 has been an immensely busy period for both our Sales and Operational teams where we have experienced significant key new business wins resulting in the mobilization of contracts across a variety of Industry sectors.

Since the inception of **we clean** back in 2003 Directors Paul Concannon and David Harker have always been focused on the strategic direction the business should take which was to be firmly recognized as the leading commercial cleaning brand in the Midlands area via planned organic growth built upon delivering service excellence.

To support and sustain the current acceleration in sales growth the company has bolstered its operational management structure with the promotion of Richard Wharton to Operational Business Manager and the appointment of Ryan Halford as Contract Manager to ensure that we continue to keep the delivery of service excellence at the very core of everything that we do!

Below is an overview of some of our successes this year by market sector:

Commercial Office Space

Commercial office space has always been at the very core of our daily operations, making up a large portion of our company revenues, this aspect of the business has gone from strength to strength in more recent years and our brand is very much synonymous with daily Commercial Office Cleaning across Birmingham and the wider Midlands.



We were delighted to be appointed as the approved cleaning contractor for two 'Grade A' Commercial office locations in the heart of Birmingham: Up first is **One Centenary Way (OCW)**, the newest jewel in what is slowly becoming the crown of the region's office and commercial space, Paradise Birmingham, a stunning 13 Storey 280,000 sqft Office & Leisure Facility designed by Glen Howells Architects marks the first part of Phase 2 of the Development.

The building itself is an architectural masterpiece as designers had to address several below-ground constraints, primarily the A38 Queensway Tunnel that runs directly underneath the building that was made possible by the incorporation of a 'Vierendeel Exoskeleton' construction design where the building façade provides the essential stability!

As the incumbent contractor for Avison Young across the entire Paradise estate, we were incredibly proud to have been appointed as the contractor for this new state of the art facility where our cleaning regime will be very much geared towards supporting the demands of a high tech, futuristic and sustainable office space.

Mukesh Puri, Associate Director, Avison Young has been pleased with progress thus far:

"Following the continued excellent delivery across the Paradise Estate, we have appointed **we clean** within One Centenary Way to help maintain a consistent high standard of service suitable for this high end building. We are working with **we clean** to transition the building from PC to tenant fit outs and ready for occupation at which point services will quickly ramp up. We know **we clean** can work with us in a flexible way to ramp services up and down as required at very short notice to ensure we get the right level of service whereby we are keeping standards high."



Another significant addition to our commercial office portfolio is **The Boutique Workplace**, centrally situated in 102 Colmore Row with 26,000sqft of cutting edge flexible office space within a beautiful Grade II listed period property and their first workspace offering in Birmingham.

The facility provides private office spaces for businesses with 2-100 employees, a co-working lounge available for flexible use and collaborative working whilst there is also a range of stylish and high-tech meeting rooms available to rent all supported by a collection of on-site amenities including a gym and outdoor roof terrace.

Our appointment has enabled us to implement a 'hands on management' approach to this particular cleaning contract, Contract Manager Debbie Rhodes has developed a strong relationship with Client Contact Belinda Morden and we have introduced innovative 'cordless battery powered' machinery to tackle the variety of flooring across the workspace.

Industrial

The industrial sector is one in which we have strengthened more notably across the past 5-10 years and we have developed niche specialisms and expertise in dealing with challenging manufacturing and production areas.

Mettis Aerospace in Redditch was the first contract to kick off 2023 following a lengthy and thorough tendering and mobilisation process that has allowed us to confidently deliver a 'real difference' to the cleaning regime and meet fully the demands of the challenging environment found on this particular site.

Servicing huge players within the Aerospace industry Mettis design, manufacture and assemble precision forged and machined components with the nature of the production process creating vast amounts of airborne particulates leading to the requirement of a cleaning regime that spans from early morning to late evening.

The incumbent provider had been in situ for over 20 years and we identified that the key to transforming this contract was to firstly ensure staff had the correct equipment and machinery to deal with the multitude of different fixtures and fittings on-site but more importantly, the staff that TUPE transferred into **we clean** feel fully supported and embrace the vision we have for this site.



Following on from the Mettis Group we also successfully bid for **Doncasters Precision Castings Deritrend** in Droitwich. Doncasters specialises in producing investment cast industrial gas turbine blades and vanes in Nickel and Cobalt based superalloys. The facility has the capability and experience to produce some of the largest investment cast blades and vanes for the latest generation of Industrial gas turbines.

Again, the cleaning regime had become disjointed and fragmented with a clear lack of communication between client and supplier and we welcomed the opportunity to overhaul the contract and implement changes to slowly work towards raising standards.

The site has undergone its own change in recent months with a brand new office facility bolstered onto the original building as well as a state of the art canteen area for all employees.

Other significant contract wins within the Industrial Production setting include **Muller Milk & Ingredients** in Droitwich and **Saputo Dairy UK** in Nuneaton where we have adapted our Cleaning Methodology to meet the correct protocols and strict hygiene standards demanded by Food Industry regulations.



With Muller Milk & Ingredients we underwent a comprehensive mobilisation process where our Specialist Team carried out extensive deep cleaning works in advance of our formal contract start, a new collaborative cleaning schedule was devised between our Contract Management Team and the onsite client whilst all staff went through an exhaustive training programme on the correct use of chemicals and equipment within a food industry setting.

Technology Hubs

Following on from our longstanding partnership with HORIBA MIRA, Europe's largest automotive R&D cluster, we successfully tendered for **Chesterford Research Park**.



This technology park located on the outskirts of Cambridge deepens our ties with Cushman & Wakefield and establishes our presence further still within this rapidly developing region where we also manage the vibrant coworking space, 50-60 Station Road.

Chesterford Research Park offers advanced laboratory and office space and our experience within HORIBA MIRA has held us in good stead as we bed into this large contract. It has also given us the opportunity to introduce an electric vehicle on-site, allowing our 5 staff to navigate round the sprawling 250 acres with ease, whilst minimising the emissions we emit from our operations.

Our East Midlands fleet is now fully electric and we even run a 'shuttle service', which drastically reduces our carbon footprint, meaning the journey for staff to and from work is totally Net Zero!

Overseen by Operational Business Manager Richard Wharton and local Contract Manager Chris Cooke we have now been operating on-site for the last three months and have begun making significant differences to all communal areas and key facilities. Due to the 'hi-tech' nature of the environment, strict cleaning methodology is essential as well as ensuring we utilise state of the art machinery to produce the best possible result for all stakeholders.

Chris Cooke, Cambridge Contract Manager has been instrumental in our progress across Chesterford Research Park and the wider Cambridge area, commenting:

"It has been positive to receive great feedback from a number of tenants on how **we clean** have improved standards since our contract start. We have an on-site Location Manager plus 4 Cleaning Operatives across the Research Park and the team have worked immensely hard and continue to do so. We have implemented a far more robust programmed hard floor cleaning schedule which is coming to fruition and there has also been a focus on improving cleanliness across all washroom facilities.

For me in particular the new responsibility of managing a larger portfolio has been an experience which I have embraced and I look forward to working closely with Richard to continue to develop our presence in and around Cambridge!"

Pamela Walton -‘Our’ 2022 Dee Richards ‘Pride Award Champion’

The Dee Richards Pride ‘Champion’ Award is the highest accolade an individual within our organisation can receive.



Now in its 7th year it remains a lasting memorial to ‘Dee Richards’ who epitomised the **we clean** ethos, providing an outstanding cleaning provision to our client base whilst displaying the utmost professionalism during her time as Contract Manager and loyal colleague within the business!

With this in mind, our 2022 ‘Pride Champion’ is more than deserving of this Award, having displayed full commitment and a genuine desire to deliver service excellence...and that is Pamela Walton, Site Cleaning Manager for UK-NSI based in Redditch.

UK-NSI Co., Ltd are the European manufacturing hub of Nippon Seiki, a Japanese company specialising in the supply of high-technology driver information systems to the automotive sector. An expansive site which employs some 400 people, we have operated across the office space, factory and production areas since 2007.

A challenging environment to clean and maintain, this purpose-built factory contains vast stretches of hard flooring and as Location Manager Pamela has fully grasped the usage of various machinery, manual handling

procedures and implementation of rigorous health & safety procedures to achieve the best outcome for our client.

After being crowned Pride Award Champion Pam fully appreciates that by receiving this Award, she like Dee has contributed something very special to our business and is highly regarded by both Directors of **we clean**, Robb Paton, Contract Manager and our direct client contact for UK-NSI, David Somerville, Facilities Engineering Manager.

Robb who works closely with Pam, is full of nothing but praise:

“In the short time that Pam has been Location Manager within UK-NSI the contract has performed incredibly well and gone from strength to strength. Pam’s operational knowledge, relationship with the client contact, David Somerville, and attention to detail have played a big part in her receiving this most prestigious **we clean** award. She has formed a team that is efficient and has a can do attitude.

With Pam on site and at helm of the daily cleaning operation I am confident that the contract is in very safe hands but we will both be working hard together to continuously improve every aspect of our service delivery.

Pam is fully deserving of this top award, I am proud to have her in my team.”

We sat down with the Champion herself to discover more about Pam and the role she carries out at UK-NSI:

Firstly, congratulations on this fantastic achievement! What did it mean to win this award?

“To be honest my first thought was total shock, I was very surprised to receive the award – pleasantly surprised, but very surprised!

I do work hard here as do the rest of the team but for all my hard work to be recognised and the achievements we have made here it genuinely means a lot.

I have only been with the company for two years and I am so proud and happy to pick this award up and I was very grateful to everybody at **we clean**!”

Tell us about your role as Location Manager, what does it entail and what are some of the challenges?

As Location Manager it is vital to have good communication skills whether this is liaising with the rest of my team, the client or my manager Robb.

My ultimate goal is to obviously ensure that our client here is satisfied and I take great pride hopefully achieving this objective.

I have built a great rapport with Dave Somerville as our main client contact and there is a strong communication channel between both **we clean** and UK-NSI as a result.

I respect the fact that he will ask for my input and guidance and we do work closely.

We can have a laugh and a joke too and he definitely makes working here more enjoyable!”

Tell us about your background history and working experiences?

“Initially out of school I worked within a factory / warehouse setting for 5 years before joining the pub trade for 25 years! I carried out bar work before becoming a fully fledged land lady and managing my own pubs.

After this I then moved to the NEC where I carried out all sorts of roles – helping set up events, bar work, cleaning. I did pretty much everything and anything here!

Although my background wasn’t necessarily specifically in cleaning the range of roles and different experiences meant that I have very good organisational skills which have transferred into my role here as a Location Manager!”

What do you enjoy most about working with ?

“First and foremost they make life easier for myself by ensuring we have the right tools to do the job and any issues are sorted virtually straight away. Whether it’s a consumable order, uniform or equipment supplies or the rare issue – things are sorted quickly.

If I need to speak to Head Office or the Warehousing Team things are simple and this makes it far easier for us on the frontline.

I appreciate that **we clean** is a people business and this does filter down – Robb is very supportive as Manager and the whole team feels this.”



Any final thoughts?

“I would just like to say a big thank you – both to my Contract Manager Robb and then Directors Paul and David for placing their faith and trust in me and for awarding me this special accolade!”

A Location Manager’s role is an exciting and fast paced role and therefore Pam is very much proactive, always on the lookout for improvements and service efficiencies, managing chemical and consumable stock, liaising with Head Office and most importantly ensuring that David Somerville, remains satisfied with the standards of cleanliness.

David who was delighted upon hearing of Pam’s Award, commented:

“Pam demonstrates integrity, passion and pride in everything that she does at the site. She has built an excellent team over the last 12 months demonstrating strong leadership qualities. She is a very popular with her team and across the site which reflects on her strong but friendly personality. Well done Pam.” This award provides Pam with both recognition and reward for her contribution, she typifies the **we clean** ethos and should be an inspiration to all those within our organisation, from management staff through to our frontline cleaning teams.

we clean
AND PROUD OF IT!

HERE'S WHERE
OUR STORY
STARTS....



TO BE
CONTINUED...

The we clean journey 2003-2023

'Delivering Sustainable Cleaning'

The business landscape is filled with an ever-growing mix of sustainability pushes and drives, quick environmental fixes and the 'next best way' to reduce emissions and carbon footprints.

Here at we clean however we are on a genuine long-term journey and through our Environmental Management System (EMS) we clean GREEN, we are producing tangible results as we head firmly towards Net Zero Status by 2030.



In its broadest sense sustainability is fundamentally a very simple concept - maintain or support a process continuously over time whilst preventing the depletion of natural or physical resources for future generations.

Although the idea of a more sustainable and environmentally conscious approach to corporate affairs was first born in the early 1980's, it is only in the past decade that 'sustainability' has moved to the forefront of National Governments, Worldwide Corporations and Key Business Leaders.

A company's Environmental, Social and Governance (ESG) status is now often just as important as the service or product they bring to market, with strict guidelines in place for suppliers and their supply chains alike. Through our EMS we are ultra-conscious of the impact that our business operations have on the environments we operate within and are doing our utmost to reduce our footprint and carbon output.

We are in the process of comprehensively measuring and analysing each aspect of our service delivery, whether it be Daily Cleaning Services, Fleet of Company Vehicles, our Specialist Cleaning Processes, Head Office function or warehousing systems. Through this process of precisely establishing our current carbon and other greenhouse gas outputs we are able to formulate short, medium and long term goals.

Critical to our green cleaning success is partnering with like-minded organisations and we were delighted to recently bring to market the 'GreenSense' cleaning chemical range in conjunction with our long-term supply partner Merton Group UK.

These industry first chemicals are EU Ecolabel Certified and to qualify for the EU Ecolabel, products must comply with a tough set of criteria established by a panel of experts from a number of stakeholders, including consumer organisations and industry that take the whole product life cycle into account - from the extraction of the raw materials, to production, packaging and transport, right through to our use and then your recycling bin.

Substances contained in the products are also highly biodegradable, so they are less damaging when they flow into the waste water system. Packaging is also reduced as much as possible and fitness-for-use criteria guarantee the efficient performance of the product and through a robust recycling scheme, this innovative new range of cleaning chemicals is entirely Net Zero from 'Cradle to Grave'.

Another way we champion ESG is through forming long-term partnerships with local organisations such as 'Victor', a Birmingham based machinery manufacturer and a household name within the cleaning industry. In collaboration with Victor, our Procurement Team recently underwent a process of sourcing a 'locally' manufactured, environmentally friendly vacuum.

This new we clean branded tub Vac has been rolled out across our contractual portfolio throughout Q1 of 2023 and has numerous performance benefits as well as the environmental credentials to match:

- **HEPA Filtration Rate of 99.99%** - HEPA filters use multiple interlaced fibres to create a 'maze' that traps particles, preventing them from being recirculated into the air. The V9's unique rigid filter sits between the bag and the motor and creates a certified HEPA filtration rate of 99.9984%. This means the V9's filter traps almost every single particle of dust, bacteria and mould, making it very popular in the healthcare sector. Without this level of filtration, other vacuum cleaners would simply recirculate these particles back into the air.
- **Born In Birmingham** - Manufacturer Victor are based just 10 miles from our Rubery Head Office, with 98% of all sub assembly parts sourced locally. This was a huge consideration within the procurement process resulting in significant reductions in transportation emissions whilst consolidating our ethos of partnering with local companies across the region.



- **Super Light Weight** - The Victor V9 weighs just 6kg, which is around 1.5Kg or 20% lighter than the industry standard. This makes the Victor V9 incredibly easy to manoeuvre whilst not being cumbersome for our team of 550 plus frontline cleaning staff!

- **Powerful Ametek Motor** - The high quality, powerful 600w Ametek motor delivers high power suction and lasting performance, whilst remaining extra quiet only creating 60 decibels of sound. Due to the quality of the Ametek Motor it also takes less energy from the power source, without compromising on suction.

In addition to transitioning our machinery, our vehicle fleet is also undergoing a shift, as we move away from diesel and petrol cars and vans to a fully electric fleet. Indeed we now count over 10 of fully electric vehicles within the fleet with plans for further purchases in the near future.

Looking forward we will be implementing added measures to reduce our environmental footprint and carbon emissions, continually evolving to ensure we are the go-to cleaning company for organisations across the Midlands who are looking for a sustainable cleaning supply partner!

Stats & Accreditations

Introduction

Accreditations form the backbone of our organisation and are an important part of our development. Whether it be Investors In People, RoSPA Gold or the three ISO Certifications we hold, we clean fully invest in achieving accredited status, ensuring we are holding ourselves to industry standards.

We now number some 550+ staff and it is imperative that we are following correct protocols, carrying out due diligence and maintaining all health, safety, quality and environmental procedures.



As an organisation we clean has been Investors in people accredited since 2012 and we are immensely proud to be recognised as a 'People Business'. Investors in People is the international standard for people management, defining what it takes to lead, support, and manage people effectively to achieve sustainable results.

Through a flat-line management structure we have continued to support all of our 550 frontline Cleaning Operatives through regular management contact ensuring that staff feel empowered to carry out the high levels of service our clients expect. We employ a number of motivational initiatives throughout the year such as:

- Dee Richards Pride Award Champion Award Programme
- Two weekly attendance bonuses for staff
- Annual Christmas bonuses
- Birthday cards
- In-House Magazine

Management staff are continually encouraged to evolve and excel within their roles with regular one-to-one review meetings allowing the Directors of we clean to identify clear development pathways for progression.

Gaynor Powell, HR & Office Manager has worked immensely hard orchestrating our IIP re-accreditation and was delighted with the way the re-evaluation of our internal 'people management' processes went commenting:

"I am absolutely thrilled that we clean have been re-accredited as an 'Investor In People' business.

It has been a remarkable team effort from everyone within our organisation and it demonstrates the value that we place upon our people, we really are a people business.

In the formal feedback from the IIP Assessor we were advised that our score was well above the average for the cleaning industry. Communication within the company was described as excellent, with staff stating they felt well informed of what's going on within the business ranging from day-to-day activities to more longer-term future plans such as growing our service offering and broadening our geographical reach.

Everyone assessed within this process fully understood the core values and ethos of what it means to work for we clean."



Key Stats



573,000

CLEANING HOURS DELIVERED
OVER THE PAST 12 MONTHS



35%

OF EMPLOYEES HAVE BEEN WITH
THE COMPANY FOR OVER 10 YEARS



600

MANAGEMENT, ADMINISTRATION
AND CLEANING STAFF



100

TONNES OF CO2 SAVED

ISO 9001

This accreditation sets out the criteria for a quality management system and is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Through our usage of the innovative iAuditor Technology, we can be sure that we are delivering the utmost quality.

ISO 14001

Our ISO 14001 accreditation reinforces our position as the 'Green Cleaning' company for the Midlands. We take great pride in being able through our flexible management systems to align ourselves with environmental and sustainability aspirations of our clients whilst driving our own goals to Net Zero.

ISO 45001

There is a strong Health & Safety culture within we clean, we operate with the utmost respect for this key discipline. Overseen by H&S Manager, David Holmes-McClure in conjunction with Training Manager, Duncan Thomson, we have a zero accident culture within the organisation. The ISO 45001 accreditation together with our internal Safety Management System we clean **SAFE!** ensures that our cleaning teams follow strict operating procedures supported by structured and meaningful training.



Specialist Cleaning in Focus!

This team of industry experts possess over 80 years of specialist cleaning experience - there isn't a floor, fixture or fitting that they haven't come across!

Restorations, transformations or regenerations – you name it, our Specialist Cleaning Division can handle it!

Headed up by Divisional Directors Tim Byng and Steve Rawlings our Specialist Cleaning Team carry out a vast range of disciplines and are always on hand to react to any emergency call outs or fulfil scheduled maintenance programmes.

Tim and Steve have been an integral part of **we clean** since its inception back in 2003 and their team has evolved over the years to meet the increasing demand for specialist and emergency cleaning services. Their capabilities stretch well into the realm of highly technical works and can adapt to just about any challenge thrown their way.

Throughout the COVID-19 pandemic for example, clients appreciated our rapid response time, calling on the Specialist Team to respond immediately to COVID outbreaks through fogging and sanitisation cleans. During winter, flood damage and leaks are rife, and likewise the team can respond within 2-4 hours to eliminate any lasting damage and have premises back up and running.

The team have also been on hand throughout the start of 2023 to implement deep cleaning programmes with new contract clients restoring their premises to a higher standard allowing our Daily Cleaning Operation to commence with a good base standard to maintain and ultimately enhance where possible!

During the recent Christmas shutdown the Specialist Team were on hand at Mettis Aerospace carrying out an intensive programme of Washroom Deep Cleans, Hard Floor restorations and Hygiene clean to canteen areas, leaving a lasting impression and providing a solid grounding upon which to commence the formal daily contractual cleaning.

More recently at Muller Milk & Ingredients in Droitwich, this mammoth site received news of a VIP visitor with very short notice, prior to our contract start. Within 48 hours we had quoted and booked in works which included thousands of square feet of Intense deep cleaning of all Altro flooring, Dry Fusion™ Carpet Cleaning and Washroom / Kitchenette Hygiene cleans. As a result, the site was immaculately presented, offered protection against further wear and tear and left feeling and smelling fresher – a win for both client and contractor!

With our continued growth over the past financial year, the team has grown with the recruitment of additional skilled staff and have recently promoted James Alcock to a more senior position within the team in which he can grow and develop and be guided by Tim and Steve's industry experience.

James was delighted with his move into a more senior role, commenting:

"This is a fantastic opportunity for myself personally and I am really excited to develop and further my career with the **we clean** Specialist Cleaning Division. Steve and Tim's knowledge is second to none in terms of the technical aspect of specialist cleaning and with no two days ever the same – I am experiencing a whole range of cleaning disciplines. It has been a very busy start to the year but I think we can be proud of the work that we have carried out – particularly in terms of the emergency response jobs we completed during the bad weather in early spring."

The **we clean** Specialist Cleaning Division really are prepared for any eventuality – they have the experience, the tools to do the job and very much the know-how!

If you need this industry expertise please contact info@wecleanltd.com



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- Flexible and tailored service across the Midlands and UK



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Pride

Quality

Professionalism

Delivery

Integrity

Reliability

Partnership

Innovation

Progression

Working Together

'A desire & passion to do the job right'

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