

PRINCIPLE TIMES



spring 2008 the newsletter from principle cleaning services



AWARDED GOLD IN UK SKILLS COMPETITION

Principle Cleaning is proud to announce that it has been awarded Gold in the recent UK Skills Challenge competition.

Sincere congratulations go to the team who received the Gold award and joint first place in the nationwide competition to find the country's best cleaners.

UK Skills is a not for profit organisation which champions skills and learning for work through competitions and awards. The primary purpose of the organisation is to raise skill levels in the UK through skills competitions and this was the first year that cleaning has been introduced as a category.

The team was put through vigorous, two-hour assessments of its responses to a set of scenarios including mocked-up filthy hospital wards, office spaces and dirty IT equipment. They had to carry out the work in front of a team of judges and assessors,

including Mary Schramm, Head of School Catering, Hospitality and Facilities Services at Merton College.

The team was judged the country's best cleaners and came joint first along with a national cleaning company.

Hugo Goncalves and Francisco Duarte, along with Douglas Cooke attended the presentation of the awards, an event held at The Royal Geographical Society in London.

The team will now be invited to attend Euroskills 2008, which takes place next September in Rotterdam, Netherlands to compete against other cleaning companies throughout Europe. We would all like to wish them the best of luck in the event and keep up the good work!

More information on Euroskills 2008 and its competitions can be found at www.ukskills.org.uk

MESSAGE FROM THE MD

I would like to take this opportunity to wish you all a prosperous year and thank all Principle Cleaning Services' clients and suppliers, and in particular staff, for making 2007 another very successful year. Without the hard work and dedication of its staff, Principle Cleaning would not be able to provide and continue to offer such a high quality service to its customers.

Last year saw some eventful changes in the way we do business. To tie in with our commitment of providing an environmentally sensitive service to our clients, we launched Ecover products and redesigned the company logo and marketing communications. I do hope you enjoy the new look of the newsletter, which is now printed on recycled paper and wish you all a very successful and healthy 2008.



Above: L-R Francisco Duarte, Hugo Goncalves, Douglas Cooke and Mary Schramm

MAKING WAVES

As a vibrant, innovative company in a highly competitive market, Principle Cleaning has made waves by developing a new corporate identity that launched throughout the cleaning industry last September.

As part of the fresh identity, the new logo has been designed to reflect the company's commitment to environmental issues and was launched in conjunction with rolling out the use of environmentally friendly cleaning products.



London creative consultants, Steve Edge Design, working closely with Liz Pippard, Development Director developed the new logo and branding, which will now be used on all the company's sales presentation materials, tender documents, website and company newsletter. Steve Edge designed the logo and corporate identity as part of the Principle Cleaning strap line - 'Passionate about people, service and reputation'. Steve says, "Principle logo, a breath of fresh air! Using blues and greens, we have designed a fresh, clean new look, whilst the waves illustrate cleanliness and purity and add an element of fun. We have used a font which comes across as approachable but still suggests a strong professional look as we want to give Principle a lasting image and make it a memorable force within the field that they are competing."

"As a passionate, forward-thinking company we are always looking to stand out from the crowd. This branding will reflect and endorse our position in the marketplace as a company who cares about its brand and provides a high quality service, whilst considering its impact on the environment," says Liz Pippard.



THE GREENER CLEANERS

Following the successful launch of environmentally friendly cleaning products by its preferred washroom and janitorial products supplier, Futures Supplies, the company rolled out the use of Ecover products at the end of last year.

After listening to the comments and requests of its valued customers, Principle Cleaning made the decision to launch Ecover as its core product throughout all its client premises, including prestigious buildings such as Shakespeare's Globe International, Cancer Research UK, Bank of New York and City University.

Ecover is the world's leading manufacturer of ecological cleaning products with over 25 years' experience using innovative formulations to tackle the toughest problems. It is the UK's and the world's biggest selling ecological cleaning brand with more than 100 solutions for a diversity of cleaning applications from every day cleaning, offices, schools, caterers and local authorities. It built the world's first ecological factory in Belgium in 1992 and is the leading ecological brand in over 20 countries.

Greening the supply chain is crucial and selecting Futures Supplies, with its already well-established green credentials was the natural choice for Principes. Mandie Kemp, Futures Supplies' Managing Director says "Futures is delighted to work with like-minded companies in delivering environmental improvements and Principle Cleaning Services being quick off the mark in rolling out the use of Ecover products throughout its contracts, has further endorsed itself as a company at the forefront of tackling sustainability in the cleaning industry."

A BUSY SUMMER AT THE UNIVERSITY

Having the cleaning services contract for the University of Hertfordshire De Havilland Campus Residences & Sports Village means that staff are responsible for cleaning student accommodation, the sports village and residential conferences.

This is a huge logistical task but Principle Cleaning staff worked tirelessly 24/7 throughout the summer months to ensure exceptional high cleaning standards were maintained.

The conferencing period runs from the end of June until the end of September and in that time, Principle deep cleaned all the student rooms and turned them into bed and breakfast standard rooms, with the largest conference attended by over 1200 people.

Chris Stocks, Events Team Manager, Conference Hertfordshire made the following commendation, "Principle Cleaning has consistently provided an excellent service to Conference Hertfordshire and our guests. Their planning, professionalism and commitment has ensured they receive the highest standard of service expected from a conference venue."



Special thanks go to Ligia Andrade the onsite Manager who was supported by Site Supervisor Deise Dias and Senior Manager Dulcie Goncalves, together with additional help from Lilia Lamberto throughout the busiest periods.

In addition, team leaders Magna Dias, Waldecy Pires and Graciele Do Vale and over thirty staff were also on hand, together with Jose Pascoal, Joaquim Mendoca and Helio Angelico in key roles. Well done to them all for a fantastic job!

NEW BUSINESS ANNOUNCEMENTS

Throughout last year, Principle Cleaning's Business Development team headed up by Liz Pippard has been working really hard to secure a host of new business. Some of the company's new valued clients include American lawyers Shearman & Sterling LLP, the Breast Cancer Care Charity and solicitors, Bird & Bird.

New client, Rackspace Managed Hosting was voted as one of The Sunday Times Best Small Companies to work for in 2007.

Rackspace was accredited with 2 stars by the best companies which recognised it as an outstanding place to work. Rackspace was one among just 106 companies in the UK achieving this accolade.



HEALTHY HOMES – EASY IDEAS FOR GREENER LIVING BY ECOVER

- ✓ Place a small seashell in your kettle to avoid limescale build up.
- ✓ Remove grease from the microwave by placing a few slices of lemon in a bowl of cold water and switching on the power for a couple of minutes.
- ✓ Clean stained flower vases by filling them with water and placing potato peelings inside and then leaving it overnight.
- ✓ Use old newspapers to clean windows before recycling them.



NEW WAYS OF WORKING

In the past few months, the company has gone full steam ahead in its commitment to reduce the environmental impact of its operations.

Principle's green representative, Marco Silva has now attended three out of five workshops being carried out by White Young Green Environmental and the CSSA. The output of these workshops will deliver certification to BS 8555 and ultimately ISO 14001, increase resource efficiency and business competitiveness.

With eight eco-friendly company cars, Principle is currently making savings on CO₂, fuel, congestion charges, servicing and tax. Marco Silva says, "All our paper is recycled at head office where special green bins have been provided and the use of bottled water has been replaced by filters for tap water. We are using microfibre cloths to cut down on the use of chemicals and are currently launching our company travel plan. This includes home working which is being actively encouraged, with laptops being provided to key staff members – we like to think of ourselves as The Greener Cleaners!"



BIFM BOAT TRIP

On possibly the only dry and beautiful evening last July, over 200 guests of the BIFM London region set sail on the River Thames on a luxury cruiser, the MV Erasmus. The event, which was sponsored by Principle and organised by Liz Pippard and her team raised over £2,600 for its charity, The Hornsey Trust for Children with Cerebral Palsy. A raffle was held on board, together with a novelty silent auction by text. The lucky winner of the raffle, Sue Smith (below left) from Allen & Overy LLP who is also the BIFM London Region Treasurer, said "Many thanks to Principle Cleaning for sponsoring the BIFM London Region River Party, it was a fantastic evening, when not only did the rain stop but the sun shone and much to my surprise I won the top raffle prize of an evening of dinner and theatre for two. A great evening all round."



Principle Cleaning has been sponsoring the BIFM London region event for six years and everyone on board agreed it was the best ever Annual Summer River party and grateful thanks were given to Principle Cleaning by Lynda Tilbury, Chairman of the BIFM London Region.

Principle Cleaning Managing Director, Douglas Cooke has been invited to speak at the BIFM Annual Conference 2008 taking place at Keble College, Oxford in March. The topic of the session is 'The Social Side of Sustainable FM' and Douglas will outline the investment needed to achieve sustainable employment and demonstrate the returns.

SHORTLISTED FOR GOLDEN SERVICE AWARDS

Once again, the high quality standards of cleanliness achieved by Principle Cleaning staff at Shakespeare's Globe was recognised by the judges of the 2007 Golden Service Awards.

The Kimberly-Clark Professional and CSSA Golden Service Awards has been moved to alternate years and in this, its 16th year, the company was shortlisted in the leisure sector in the category of 'Best cleaned premises by either a contract cleaning company or an in-house team'.

A wide range of contractors – small, medium and large – all took part in the programme and as part of the judging process, a site visit was made to the theatre itself by Judith West who was shown around the theatre by the Supervisor in charge, Peter Jagne.



STAFF 'WEAR IT PINK' TO SUPPORT BREAST CANCER AWARENESS

The original and biggest pink fundraising event during Breast Cancer Awareness month took place on Friday 26th October and Principle Cleaning staff played their part by 'wearing pink' and raising £300 for Breast Cancer Campaign. A national fundraising event, 'Wear it Pink' had a target of £3.5 million this year and the money raised makes a real difference to fund vital breast cancer research - so thanks to all the staff for their hard work.

CSSA UPDATE & GROWTH



Since Principle Managing Director, Douglas Cooke was voted in as Chairman of The Cleaning & Support Services Association, he has been working in conjunction with Andrew Large, Director General to increase its membership by over 20% in the first nine months.

Previously, membership has been drawn from a narrow cross section of the industry and with Douglas becoming the first Chairman from an SME, it has now become a priority to promote the CSSA to businesses of all sizes

and sectors within the cleaning and support services industry.

The Association offers its members a wide range of benefits and expert services and currently represents 75% of the UK contract cleaning industry.

The CSSA has also held its first quarterly networking lunch with Edward Lonergan, Global Chief Executive of Johnson Diversey being the first speaker and hailed as a resounding success.

SUPPORTING THE HORNSEY TRUST

A real staff team effort took place in supporting the annual draw for Principle Cleaning's chosen charity, The Hornsey Trust for Children with Cerebral Palsy. Members of staff sold raffle tickets for the charity's annual draw where all monies raised goes towards this worthwhile local charity. Thank you for all your help.

PEOPLE OF PRINCIPLE

STAFF NEWS

EMPLOYEES OF THE MONTH



Jandia MacPadden, Day Operative is to be congratulated for her continuous hard work cleaning at client Rackspace and who was awarded the 'Employee of the Month' for December

"I have come into the office today to a spotless kitchen, peeled oranges and am now looking at Jandia hand cleaning the carpets! I have been with the company nearly four years and I've never seen our office or kitchen looking like it does since Jandia has been here. She goes truly above and beyond her call of duty and her work ethic is brilliant."

A Rackspace Team Member

Rackspace Managed Hosting (Europe – Middle East – Africa)

Coca-Cola was so impressed with the results of the efforts of **Marcio Esteves**, Day Cleaner and **Claudia Carmona**, Supervisor, that they nominated them as Supervisor and Cleaner for the month of November.



Jacqueline Lloyd, who recently joined Principle Cleaning as the Supervisor at Carillion has already secured comments from our client on how well she is doing and how her efforts are second to none, so what a great start for her! Jacqueline wins the Supervisor award for October.



CUSTOMER PRAISE

ISG Interior Exterior, a valued client of Principle Cleaning recently won three BCO awards, which are one of the most rigorous and worthwhile in the property industry. The judges visit and evaluate each workplace for effectiveness as a place to do business and the degree to which others could benefit by adopting ideas from the project into future work.

"Obviously we are all delighted with what we have achieved and I just wanted to take this opportunity to thank you and your team in helping get the office ready for those dreaded judge visits – we couldn't have done it without you."

Audrey Clarke

Head of Facilities
ISG Interior Exterior

SUPERVISORS' MEETING

In November, Principle Cleaning held one of its regular Supervisors' meetings at the Royal College of Nursing. The event was attended by over seventy Supervisors who, together with key members of staff, enjoyed presentations and discussions, with Health & Safety and Human Resources high on the agenda. All attendees agreed that it was a great day and found it motivating to be able to exchange ideas.



Principle Times is printed with waterless printing, a lithographic process that eliminates water consumption and the release of VOCs (volatile organic compounds) into the atmosphere and uses vegetable based inks. The paper stocks uses 100% post-consumer waste and is produced conforming to ISO 9001 and ISO 14001 accreditation.

Principle Cleaning Services Ltd

Units 6 & 7
The Campsbourne
London
N8 7PN

Tel: 020 8341 4718
Fax: 020 8347 8250
pcs@principlecleaning.com
www.principlecleaning.com