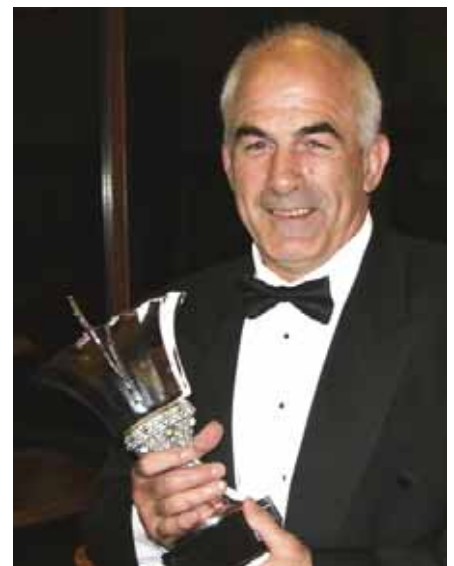


PRINCIPLE TIMES



winter 2008 the newsletter from principle cleaning services



THE BEST IN EUROPE

Two of Principle Cleaning's young and highly trained staff have been awarded with an inspiring three gold medals as part of a UK team at EuroSkills 2008.

Fabio Silva, 22 (second from left) and Sandro Nobrega, 26 (far right) walked away with Gold not only as part of the 'Cleaning Services Team' but also picked up both the coveted 'Cleaning Manager' and 'Cleaning Operator Team' titles, endorsing the company's excellent reputation for quality and professionalism and proof that training really is worthwhile.

In this, the very first edition of the European competition held in Ahoy, Rotterdam, over 400 best skilled youths from 30 European countries took part in no less than 49 trades with the UK scooping a huge majority of prizes in the Social, Personal & Hospitality Services category which included cleaning services.

With over 50,000 spectators, Fabio and Sandro saw off all the European competition in a series of assessments which included work preparation, planning, processes and evaluation of completed work.

Douglas Cooke, Managing Director said, "I am extremely proud of what both Fabio and Sandro have achieved and would like to congratulate them both on behalf of the whole company. They have trained extremely hard and deserve this prestigious recognition – it is a real testament to their dedication and skills to be recognised as the best in Europe."

For a detailed listing of all the winners and more information go to www.euroskills2008.eu/en



MESSAGE FROM THE MD

As I welcome you to the Winter issue of Principle Times, it has been a particularly invigorating year for us, culminating with winning EuroSkills 2008.

We have also reorganised and recruited a number of key staff in new positions which are already having an overwhelming success in the growth of our business and its operations.

This issue also features information on our proposed redesigned website, due to launch in the very near future. With a new clean and user friendly feel to it, new sections and detailed information are included on the company in general. Please take a moment to have a look and review the site as I would be delighted to hear your valid comments.

We have also been busy maintaining our Corporate Social Responsibility projects and would like to thank you very much for your much appreciated support of these.

Douglas Cooke



WEBSITE TO MAKE WAVES

Following Principle Cleaning's launch of its new corporate logo and branding at the beginning of the year, it is now carrying this through all its company communications and redesigning the customer website.

The new website is being designed to be clear, concise and clean and ensure that its overall look and feel ties in with the new branding, whilst at the same time establishing its positioning as a market leader in the cleaning industry.

With ease and simplicity in mind, new headings have been created to ensure the site is more user friendly with drop down menus for each section, making it an informative and useful tool for both customers and prospective customers. It will contain helpful details about the company's history, management team, awards and accreditations, together with an 'Added Value' section which will enlighten its dedication to training, sustainability and the environment and corporate social responsibility.

A separate staff login will be available with a password login mechanism which will give all staff access to the latest news, photos and 'Supervisor of the Quarter' and 'Employee of the Month' sections. Look out for the newly designed website coming soon at www.principlecleaning.com

EXPANSION TO AN EVEN HIGHER LEVEL

Principle Cleaning has not only expanded in recruiting key staff and management positions, but with the hard work, determination and dedication of its staff, it has also been seeing an expansion to its prestigious client portfolio over the past few months.

May saw Principle Cleaning reawarded with the cleaning contract it previously held for The Walt Disney Company offices in Hammersmith, London. Not only has the company regained additional similar contracts, but new companies such as Ove Arup has recognised its high quality cleaning standards and in April this year appointed Principle Cleaning to commence cleaning and services at its 16 office and satellite buildings.

The latest contract to be awarded to the Principle Cleaning enviable portfolio is Kings Place, located just 150 metres from King's Cross and St Pancras Stations. Designed by celebrated architects Dixon-Jones, it brings together under one roof a creative hub, a dining venue, a conference and events centre, and office complex. Throughout October, it held an Opening Festival over five days with over 100 concerts and has two major galleries, Pangolin London, near the entrance, and Kings Place Gallery, at gallery level.

With even more additional contracts in the banking and legal world, Principle Cleaning is on course to have a record number of new business this year.

PRINCIPLE STAFF TEAM RUN IN 10k LONDON RUN



On a cold and rainy day in July, a team of nine dedicated staff including Managing Director, Douglas Cooke took part in raising valuable funds for their chosen charity and ran in the British 10k London Run which took part in various parts of Central London, including Hyde Park Corner, The Strand and both sides of The Embankment and Westminster Bridge. In total, a team of over 40 people ran to support The Hornsey Trust for Children with Cerebral Palsy, a charity which does exceptional work, in a race which had over 26,000 other runners. The Hornsey Trust offers Conductive Education to children with Cerebral Palsy and provides group and

one to one parent and child sessions, a nursery and a school for 5-11 year olds. It aims to help each child be as independent as possible by developing their physical, intellectual and social abilities.

All in all, staff raised a total of £3,610.32 and as a company totally committed to corporate social responsibility, Principle Cleaning added to the total amount, finally donating a total of £6,547.32 for this worthwhile charity.

A massive 'thank you and well done' to everyone from Principle Cleaning who gave up their own valuable time to train and run in this event.

THE GREENER CLEANERS – ENVIRONMENTAL UPDATE

As the commitment to being an environmentally responsible company continues, Principle Cleaning now has an impressive 13 hybrid cars as part of its fleet of company cars.

'Green Champion' Marco Silva has worked hard to achieve the first three stages of BS8555 and the company is now being audited for stages 4 & 5. Once these are complete, the Environmental Management System will be in place and thereafter tools will be used to closely monitor and measure environmental performance. Data will be collected every six months and improvements will need to be documented, after which time Principle Cleaning can request an audit to lead up to achieving the ultimate goal of the all important BS EN ISO14001.

Working closely with, Futures Supplies & Support Services Ltd, our chosen cleaning products supplier, Principle Cleaning now offers clients Biosac degradable refuse sacks which are manufactured to accelerate the decomposition of the plastic product for practically the same cost as normal ones.

A new initiative for the future will be over the next few months to help continue the reduction of the company's carbon footprint and for one day a week, all staff will be using public transport to get to and from their workplace.



BIFM BOAT TRIP

The annual BIFM boat trip sponsored by Principle Cleaning was held in July and once again was hailed as a success by the association.

Following last year's popular location on the newly renovated ship, MV Erasmus, over 200 people stepped aboard to enjoy a great feast of barbecue food cooked on the boat's top deck.

The weather was once again glorious and to top it all over £300 was raised in the raffle, and a total of £3,676 raised on the night was donated to the company's chosen charity, The Hornsey Trust for Children with Cerebral Palsy.



CSSA ANNUAL LUNCH & UPDATE



The Cleaning and Support Services Association held its 41st annual luncheon this year in June. The lunch, which followed the Association's AGM was attended by over 300 people and took place at The Park Lane Hotel, Piccadilly in London.

As the elected Chairman of the CSSA, Principle Cleaning's, Managing Director, Douglas Cooke was handed the microphone to address the crowd which he did in humorous fashion.

As well as introducing the after luncheon speaker, John Welch, he updated guests on the great work done by the CSSA so far this year and details of its future developments.

A raffle was held at the luncheon which raised over £2,500 for its chosen charity, Macmillan Cancer Support.

Douglas Cooke has also recently been elected as a Committee Member of The British Institute of Cleaning Science (BICSc) and a board member of the British Cleaning Council (BCC).

BIFM CONFERENCE

The annual BIFM conference took place in March this year at Keble College, Oxford. Attended by a number of high profile guests both in and outside of the cleaning industry, MD Douglas Cooke was asked to speak and sit alongside a panel of experts to discuss 'The Social Side of Sustainable FM'. So informative was his speech that it was covered the next day in the news update section of FM World. The key point which came out of the speech was that the main importance to Principle Cleaning is its people, the environment and the community – something which has been at the heart of the business since its launch.

SHORTLISTED AS BEST SUPPLIER

One of Principle Cleaning's valuable customers and prestigious charities, Cancer Research UK has recently bought together its supporters from the business world to acknowledge the tremendous contribution which companies throughout the UK make to helping them beat cancer. In their Business Supporters' Awards 2007/08, Principle Cleaning was shortlisted in the Best Supplier category for the company that has delivered exceptional service and savings for Cancer Research UK.

CANCER RESEARCH UK



HEALTHY HOMES – ECOVER TIPS FOR SAVING ENERGY & RESOURCES

- ✓ Electric kettles consume half the energy needed to boil water on the stove so when you need boiling water to cook your pasta for example, heat the water in the kettle first.
- ✓ Avoid using aluminium foil wherever possible – every year we use 25,600 tons of foil in the UK but only 2,940 tons is recycled – that's just 12%
- ✓ On the occasion that you find half a bottle of wine leftover in the morning, tip it into an ice cube tray and pop it in your freezer. Add a cube or two to your pasta source, gravy or soup.
- ✓ A steamer is the most efficient and cost effective way of preparing most vegetables, pasta and even some meats – and it's the most healthy too.

PEOPLE OF PRINCIPLE

STAFF NEWS



Leanne Bryant



Sonya Boromand

RECENT STAFF UPDATE

In support of its recent business expansion, Principle Cleaning is pleased to announce that Sonya Boromand is now the dedicated Secretary to the Commercial Department, as headed up by Liz Pippard, Commercial Director.

Sonya has been with the company since July 2007 and has proved to be a real asset and team player. This year she was the main organiser for the annual BIFM boat trip and took part in the 10k charity run in July.

Leanne Bryant has recently joined the company as the secretary to the Business Development team managed by Steve Cooney, Development Director.

Previously working for an estate agents, she has experience in both negotiation and administration. Her new role is to complete tender documentation, making the most of new leads and database input, whilst supporting the telemarketing department.

Rita Sefton is now assisting the Operations team in a part-time role with their administration, and recently joining Principle Cleaning, Linda Dias has taken over her previous role as Payroll Administrator.



Linda Dias

OUTSTANDING TRAINING

With staff encouraged to attend college courses to further develop their skills, another group of employees have given up their valuable weekends and recently achieved an NVQ Level 2 in cleaning.

Four employees have also successfully completed PAT Testing courses endorsing the company's commitment to health and safety and 11 managers undertook practical and theory tests over four days to achieve their Manual Handling Instructor Course.

All staff were awarded their certificates by Managing Director, Douglas Cooke at a special presentation evening kindly held at the offices of valued client EEF.

He said, "I am delighted with the commitment of these young people, many of whom have given up their own time to complete these courses and it is their dedication to the company which makes me extremely proud."

Over 200 staff and an impressive 20% of the workforce has now achieved a formal certification and staff are actively encouraged to gain fresh qualifications to help in their career and personal growth – a real accomplishment and congratulations go to them all.



Staff and managers receiving their certificates

CUSTOMER PRAISE



Dawn Ireland



Sylei Houngavou

Principle Cleaning received a sincere note of thanks following a senior executive visit to the Poole office of The Bank of New York Mellon.

It particularly recognised Dawn Ireland as she continues to provide a first class service to the business, and the local team there is constantly heaping praise upon her efforts as she excels in her work.

Sylei Houngavou, one of the cleaners at the City of London School for Girls, found £250 in cash in a tin that by mistake had been put in a waste bin for disposal. She reported her find to the Head School keeper and passed the cash over to him.

The money has now been paid into the school's charity fund which benefits a number of worthy causes selected each year by the pupils.

The school was extremely appreciative and Ned York, Bursar at the school said "I think her honesty and commitment is a very refreshing tribute to the spirit of your team and I would be very grateful if you would pass on my thanks and those of the Headmistress."

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