



# MAKING WAVES ACROSS LONDON WITH INNOVATIVE CLEANING SOLUTIONS



**SEVEN TIMES GOLDEN SERVICE AWARD WINNERS**  
**PASSIONATE ABOUT PEOPLE, SERVICE AND REPUTATION**  
**[WWW.PRINCIPLECLEANING.COM](http://WWW.PRINCIPLECLEANING.COM)**



Set up as a Private Limited Company in 1989, I am delighted that this year we celebrate our incredible 21st anniversary. Throughout the last 21 years, there have been a number of changes within the cleaning industry, with very few privately owned companies still in existence. However, Principle Cleaning Services' aim has always remained the same – to provide, and thrive to be the best sustainable and professional cleaning service throughout London and the Home Counties.

Passionate about service, people and reputation, we have a highly experienced management team in place. Their commitment is second to none and support from over 1,700 directly employed, motivated and long serving cleaning staff, means our service is still of an exceptionally high quality.

The secret to our success is customer loyalty and we are delighted to have a large number of long term clients in the financial, legal, professional and educational sectors who have contributed to the company's growth. We add value by tailoring on-site services to suit each individual client's requirements and offer personal contract cleaning and associated services with our core expertise being the provision of daily cleaning.

Douglas Cooke



# WHY PRINCIPLE CLEANING SERVICES AND WHAT MAKES US DIFFERENT?

## PRINCIPLE PEOPLE

Principle Cleaning Services has a vastly experienced management team with a depth of resource at all levels that enables it to be both day to day 'hands on', whilst still delivering all the additional back up expected by today's professional FM team. We value our employees and believe they are the heart of the company, contributing to its on-going success. All staff are directly employed and given opportunities in areas such as management and training for their own career progression.



## MONITORING (SLA/KPIs)

Certified to ISO 9001, our own 'Performance Measurement System' is at the core of our service management and delivery system. It enables performance targets to be measured and reviewed and ensures Service Level Agreements (SLA) are being met. Pre-agreed Key Performance Indicators determine continual improvement and measure our success in providing a top quality end result. These are presented to you, the customer in a regular report, giving trend analysis and year to date performance.

“With Principle Cleaning Service's excellent managers and eye for detail, I can rest at ease that our account will always run smoothly.”  
Brenda Jones, Facilities Manager  
Speechly Bircham LLP

## TRAINING

Training and development of our staff is paramount. As well as our in house training programmes, we offer a number of certified training courses which our staff benefit from including:

- NVQ Levels 1 & 2 in Cleaning and Support Services
- 10 BICSc tasks leading to COPC stage 1
- First aid
- Food hygiene
- Floor maintenance

In our quest to combat infection, employees also attend BICSc hygiene and infection control courses.



## SUSTAINABILITY

Committed to protecting our environment and by reducing our CO<sub>2</sub> emissions, we are ISO 14001 certified. We actively promote zero to landfill and recycling to our customers by setting up successful schemes in their own premises. Biodegradable Biosacs have been introduced and used in all sites, together with Ecover sustainable cleaning products and a fleet of hybrid company cars.

## VETTING/SECURITY

In accordance with the Prevention of Illegal Working-Asylum & Immigrant Act 1996, we follow strict vetting procedures prior to the employment of any staff. Prospective employees must provide two forms of identification, proof of right to work in the UK, proof of National Insurance and their address which must be less than three months old and proof of banking. Staff passing this vetting procedure, will then be issued with a Company Identification Badge and a uniform, both of which must be worn at all times on clients' premises.

## HEALTH AND SAFETY

We take a very responsible attitude towards Health and Safety and our company policy is to provide safe and healthy working conditions and encourage safe working methods. We enlist the support of all employees, customers and suppliers to ensure this is achieved. We have dedicated NEBOSH trained personnel and an excellent Health and Safety record.



## INNOVATION

Innovation within the cleaning industry is quite diverse, as it includes the latest materials, systems and processes. We only use the latest specialised cleaning methods and technically superior machinery to ensure a brilliant finish.

Principle Cleaning Services go one step further and we believe it is our responsibility to ensure that the specification is correct. We also ensure cleaning is carried out at the best time and the shift patterns are right to meet that specification. The correct mix of day time and out of hours cover to best suit your needs for potential savings can be achieved by multi skilling.

Our innovation also extends to advice on washroom products and dispensers as well as all the peripheral services such as waste management and pest control.

Services provided include:

- Office cleaning
- Window cleaning
- Carpet and upholstery cleaning
- Hi-tech cleaning
- Hygiene cleans
- Hard floor maintenance
- Porterage services
- Reception staff
- Mailroom staff
- Washroom services & janitorial supplies
- Laundry & mat services
- Indoor plants
- Pest control
- Waste management & recycling

# ADDED VALUE CORPORATE SOCIAL RESPONSIBILITY

Principle Cleaning Services is committed to reducing the environmental impact of its operations and as such are constantly looking at new ways to tackle sustainability in the workplace.

Committed to Corporate Social Responsibility and keen to put something back into the North London area where the office is based, we have pledged long-term support to The London Centre for Children with Cerebral Palsy and currently donate a percentage of our company profits. The centre helps children with cerebral palsy and specialises

in a teaching method called Conductive Education – a series of structured exercises which focus on movement, balance, co-ordination, motor control and speech.

A substantial amount has been raised to date in support of the charity and this has come from staff, customers and suppliers' involvement, events and support. Principle Cleaning Services has given additional help to the centre to improve its communications and IT systems by upgrading computers, having broadband internet access installed and enhancing its website.



More information on this worthwhile charity can be found at [www.cplondon.org.uk](http://www.cplondon.org.uk)



## JUST SOME OF OUR PRESTIGIOUS CLIENTS



“The Building Management Team was extremely pleased that Principle Cleaning Services retained the housekeeping contract at Kings Place as a result of the excellent performance of the on site team and the contract management.”

Neil Blake, Building Operations Director  
Broadgate Estates



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Tel: 020 8341 4718 [info@principlecleaning.com](mailto:info@principlecleaning.com)  
Principle Cleaning Services Ltd. The Campsbourne, London N8 7PN. Fax: 020 8347 8250