

PRINCIPLE CELEBRATES DOUBLE WIN AT ECH AWARDS

The European Cleaning & Hygiene Awards, which took place at the Hotel Palace in Berlin on Thursday 15th November 2018, saw Principle pick up accolades for Best Use of Smart Technological Solutions by Service Providers at Blue Fin. The Rising Star award was presented to Ben Swinbourne, our Account Manager at Paddington Central.

“We are very proud to have been nominated as finalists for four awards in three categories and to have won two of them is a fantastic achievement. Adding value for our clients has always been at the forefront of our business and these awards reflect the dedicated partnerships we have and the hard work that our on-site and operations teams carry out on a daily basis. Congratulations to all.” - Douglas Cooke, Executive Chairman



30TH ANNIVERSARY

10th January 1989 is a special date in the history of Principle Cleaning for that is when the business started. The first contract was just off Cavendish Square, W1.

So this year we are extremely pleased to be celebrating our 30th Anniversary and what a journey it has been!

Starting from a tiny office in my front bedroom, we now have 7000 square feet of hi tech offices in Stratford and over 2000 staff are employed across London. From zero turnover, we now have annualised sales in excess of £54M!

We are the leader in the London cleaning market and look after many iconic buildings.

But, of course none of this would have been possible without the hard work from our brilliant staff and the support of our clients and suppliers.

I would like to thank you all for your dedication and commitment over the last thirty years. I am extremely proud of you all and what we have achieved.

The year will be marked by special events, but most importantly we aim to raise £30,000 for charity - more information will follow!

DOUGLAS COOKE
EXECUTIVE CHAIRMAN



REWARDING OUR TEAM

Employees of the Month



**Alejandra Villais -
Brookfield**

My team and I would like to let you know how grateful we are with the help and service we are getting from Alexandra. Everyone loves her and nothing is ever too much. We all are impressed and appreciate her positivity, friendliness and hard work. In our eyes she is doing an amazing job and we hope that this will be recognised.

- **Joanna Dabrowa, Assistant Office Manager**



**Christina Ibarguen -
GPE, Elm Yard**

Christina has been doing an amazing job here. We have been really impressed on how she has been doing her daily deep cleaning and to tell you the truth, the kitchen, toilets and corridors look super clean throughout the day. We are really happy and really appreciate her for keeping this place clean and tidy.

- **Dahab Beyene, Customer Services**



**Victor Ortiz -
London Wall Place**

Victor was presented with a Portfolio Employee of Quarter award. This is due to his all round commitment, positive attitude and wonderful quality of work on the exterior of London Wall Place. He is a valued member of the team and deserves to be recognised for always going above and beyond. Thank you for all your hard work Victor.

- **Victoria Jaramillo, Portfolio Director**



**Fernando Gomes -
Cancer Research**

We would like to nominate Fernando for all his hard work with setting up the varied events for us. Stand Up To Cancer is such a busy time for him and even then nothing is too much trouble. He doesn't get stressed and always gets on with the job in hand. Well done Fernando!

- **Paul Brown, Senior Facilities Co-ordinator & Karen De Villiers, Workplace Facilities Co-ordinator**

Employee of the Quarter

**Chris Gibson - Knowledge Centre & Performance Manager
The Crown Estate - St James's**

Chris stepped up into Account Manager role whilst we had to recruit. He consistently delivered a first class service with the support of team at the Crown Estate. Chris was flexible, supportive and always willing to go the extra mile, whilst we waited for Hilary to work out her notice. He was recognised by our client and the team at the Crown Estate by being awarded the "Employee of the Quarter" within the BNP Paribas Real Estate Team.

- **Scott Fitzgerald, Associate Director**



Employee of the Month



**Jose Fonseca -
Nike**

Jose is such a great Supervisor and always goes the extra mile. We operate in a building full of products therefore it is not a simple site to clean but he never complains and regularly stays late to ensure that the site is maintained at a great standard. We would like to formally thank and recognise Jose for all his hard work and efforts! - **Rebecca Moorehouse, Facilities Manager**

Team of the Quarter



Laura Hyam & Chloe Silva - Sales Support

Laura and Chloe produce many of the high quality presentations and reports that we use in both tenders and client meetings. They are always willing to help out and go the extra mile to ensure our reports are looking dynamic and innovative. We are regularly complimented on the exceptional standard of work we provide for potential or existing customers. Thank you and well done!

Manager of the Quarter



**Custodio Carvalho -
Operations Manager**

Custodio has gone above and beyond in his role whilst refreshing his portfolio. His enthusiasm is recognised by clients along with his colleagues at head office. Whilst managing over 30 contracts, he also contributes his ideas towards new innovations to try and improve day-to-day challenges. Custodio won our Innovation of the Year Award. - **Terry Murphy, Operations Director**

Manager of the Quarter



**Craig Wisbey -
Portfolio Director**

This award is normally for a Manager but this quarter we would like to recognise Craig for his hard work in retaining the REM contract, which includes the Shard. Following a rigorous tender process we have been successful in extending our relationship with REM for a further 5 years, and Craig played a big part in us achieving this. - **Tom Lloyd, Operations Director**

Newcomers



**Roxana Buzea -
Site Manager**

I am overjoyed that Roxana has joined our team at PCS, she has made a fantastic name for herself within the industry as a multi skilled manager of blue chip buildings. Roxana has already settled in very well at Wellcome whilst managing a tough mobilisation period. In her spare time she enjoys spending time with her young family and baking! - **Victoria Jaramillo, Portfolio Director**



**Nicky Rifat -
General Manager**

Nicky joined as General Manager, Window & High Level Cleaning from 7th November and Fabio Silva has moved to run the abseil team. Nicky is very experienced in working at height operations having run a large division for NJC before moving on to a more general role running all cleaning operations for Incentive FM at Heron Tower. - **David Saville, Operations Director**



**Fernanda Cardoso -
HR Coordinator**

Fernanda started on 12th November and quickly became part of the team, getting involved in investigations and consultations. She has a Degree in Language & International Relations and worked in the retail industry before moving into her new role. She has been a great addition to the team and we are delighted to have her. - **Catherine Imoisili, HR Manager**



**Chardaye Gordon -
Admin Apprentice**

Chardaye joined the team at The Shard in October as the Administration Apprentice working alongside the management team. She is working towards the Business Administration Level 3 standard over the next 15 months and we will be supporting Chardaye with every aspect and wish her all the best with her course. Good luck Chardaye. - **Craig Wisbey, Portfolio Director**

PRINCIPLE WINDOW CLEANING



PWCS APPLIES FOR IRATA MEMBERSHIP PROMOTIONS

Principle Window Cleaning Services now employs 10 full time IRATA (Industrial Rope Access Trade Association) members and we have applied for IRATA membership which, when achieved, will confirm our status as the market leader in high level cleaning activities in London and the south east.

Much work has been going on behind the scenes in preparation for our application and, if successful, the company will become probationary members for 12 months before a further assessment and the chance to become fully IRATA accredited.



In the month of October, two of our esteemed team members were promoted. Through a lot of hard work and dedication, they have both excelled in their roles since having joined Principle Window Cleaning Services.

Tomas Beres went from being Area Supervisor to now joining the window cleaning management team, working alongside Pawel Kochan as an Area Manager.

Pavels Batovskis started as a Window Cleaning Operative and has worked his way up to being a Mobile Team Supervisor where he will take on the responsibility of managing the mobile team workload.

We wish them well in their new responsibilities as they support the continued growth, professionalism and safety culture of the division.



Employee of the Month



Chris Prince - Window Cleaning Supervisor

Chris Prince runs the window cleaning at our Brookfield portfolio of buildings. At short notice one evening Chris was asked to help dismantle and store some tower equipment at another of our sites where he is not involved, 20 Fenchurch Street, and he made himself available at short notice to sort the issue with our site supervisor there, Ryan Baker. Many thanks to Chris and well done!

THE SEASON OF GIVING



MACE FOUNDATION

Principle were proud to support The Mace Foundation which is one of our valued customers, at their charity golf day. The team of Tom Lloyd, Matt Kuwertz, David Hoskins and Martin Gammon finished in 2nd place with Martin winning nearest to the pin. There was an auction following the prize giving where more generous funds were won to support the generous fundraiser.



1 LOVE COMMUNITY DAY

On Thursday 6th December our Lloyd's of London Account Manager, Simona Muntean and Associate Director, Scott Fitzgerald spent a day learning how to upcycle furniture as part of the 1Love Community Day, in association with ELBA (East London Business Alliance). 1Love Community is a social initiative seeking to create viable, actual change and improvement to the quality of life of people in the city.

The objective of the day was to bring furniture back to life so it could be donated to people's homes or sold to raise money and also avoid it being thrown into a skip and ultimately a land fill. Scott and Simona enjoyed a day of sanding, designing, painting and upholstery and restored a bookcase and a coffee table.



SECRET SANTA

Every year we organise Secret Santa for our staff christmas lunch. This year it was decided that instead of buying a gift we would donate to charity. A raffle was also arranged and all profit was added to the funds. In addition to this, our Executive Chairman made a pledge to double the amount raised. Altogether we managed to raise around £2500.

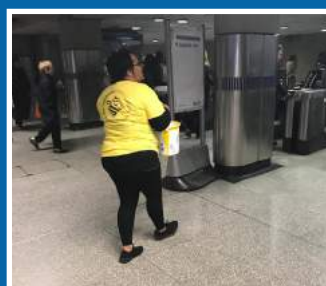
THE HONEYPOT CHILDREN'S CHARITY

Principle Cleaning Services make regular commitments to taking part in fundraising events. On this particular occasion, some of our staff members helped us raise money by doing bucket collections at a few of London's busiest underground stations as well as participating at the annual Santa Fun Run where they completed either 5K or 10K runs.

Since 1996 HoneyPot has been working to enhance the lives of young carers and vulnerable children by giving young carers

a break from demanding and stressful responsibilities at home. They provide a safe, nurturing environment where children at risk can develop their full potential. "We believe that every child has the right to make the most of their one chance at childhood, regardless of the circumstances they experience at home. This is why we exist."

Both fundraising events led Principle Cleaning Services to raise around £700. Thank you to all who took part and donated.



PRINCIPLE UPDATES

PRINCIPLE RETAINS REM PORTFOLIO IN FIVE-YEAR DEAL

Principle Cleaning Services has retained its contract with Real Estate Management (UK) (REM) for three of its properties – The Shard, Park House, and 48 Pall Mall. The new five-year deal will see Principle, which began working with REM in 2012, involved in some of the most complex vertical cleaning required in London today. We will provide cleaning, window cleaning, pest control, waste management, washroom services and consumables at the three properties. We will also utilise our cloud-based systems and technology in our daily on-site operations.

Simon Green, Head of Facilities Management at REM, said: “It is encouraging that after working with us for over five years, Principle have been able to demonstrate through competitive tender that they can still provide the best service proposition whilst remaining price competitive. We look forward to working with them to introduce the new initiatives that they have proposed.”



PRINCIPLE SCHOLAR PROGRAMME

The Principle SCHOLAR programme is a bespoke training scheme that we are rolling out for staff working on our major client sites. This has been developed collaboratively for us by MJ Inspire and our in house learning and development team. The view is to have a team on site that deliver the very best experience for our customers. Each of the modules in this bespoke programme focus on a key area. The acronym stands for Service excellence Communication & confidence Health & wellbeing Ownership Leadership Ambassador Relationships which we have highlighted as the key differentiators in our sector.

Our team at The Royal Exchange took part in the training over the Christmas period, delivered by our Learning and Development Lead, Stefany De Nobrega. Our 4 employees, Lilian, Jaqueline, Samantha and Juliana, gave a lot of positive and excellent feedback and found the training helpful and dynamic.



CLIENT TESTIMONIALS

Bonhams

We are delighted to see our marble floor cleaned to the highest standard. The Principle Cleaning Services team worked out of hours to accommodate our challenging schedule and they did an outstanding job. They were always on time and left the premises in a very good order after the clean.

Thank you to the whole team!

- Michael Holowacz, Building Manager



CHRISTMAS LUNCH AWARDS

Every year we organise a staff Christmas lunch and we take this as the perfect opportunity to recognise and celebrate how much the company has grown. Not only do we acknowledge how far we have come, but also that none of it would be possible without each person present.

During the lunch, we presented annual awards recognising all the hard work and effort that has been put in over the last year. Those who received awards were nominated by all of the staff in the few weeks leading up to the lunch.

The winners were...

Stefany Nobrega - Best Newcomer

Martina Alexandrino - Unsung Hero

The Shard - Best Onsite Team

HR - Best Head Office Team

Catherine Imoisili - Best Head Office Manager

Hugo Amorim - Best Area Manager

Ben Swinbourne - Best Site Manager

Custodio Carvalho - Innovator of the Year

Well done to all for exceeding expectations and being outstanding throughout 2018.

In recognition of Francisco Duarte's legacy our Executive Chairman, Douglas Cooke, set up the Francisco Duarte Awards to recognise individuals in Principles who have achieved great things.

Francisco Duarte was, no doubt, one of the most memorable persons to have worked at Principle.

He joined in September 1989 as a cleaner having recently arrived from Portugal. He quickly rose through the ranks from Supervisor to Manager and to Operations Director.

He was truly a remarkable person who sadly passed away in 2011. He left a lasting legacy by demonstrating, that with commitment and hard work there is no limit to what can be achieved.

This year we could not decide just who deserved the award, so we have two winners which were also announced at our Christmas lunch...

Sarah Thompson - Finance Manager

Saudade Amorim - Site Manager

Congratulations to you both. I know Francisco would be thrilled with your achievements.



CHURCH HOUSE

Senior Operations Manager, Tiago Moreira and Operations Manager, Joaquim Marques took the Porters from Church House for a very well deserved lunch on Saturday 24th November, in recognition of all their hard work and efforts during the month of August. The porters carried out various works in the building such as scrubbing and resealing the vinyl floors and deep cleaning the carpets etc.

The clients, Ian Bessant and Alison Forsyth were very impressed with the service and their overall commitment in ensuring that the high standards are maintained, not only in August, but throughout the year.



WELCOME LITTLE ONES

This quarter three of our staff members were blessed with two beautiful baby girls and a baby boy.



NATALIA MARINA

Ana Sturzu, our Operational Support at Head Office gave birth to Natalia Marina, weighing 7.65 pounds on 6th September at 09:54hrs.



SABREEN

Angelina Hadj-Lazib, one of our Site Managers had Sabreen, who weighed 5.26 pounds on 7th November at 21:51hrs.



BERTIE BEAU

Craig Wisbey, one of our Portfolio Directors welcomed his son into the world on 1st January at 15:00hrs. Bertie Beau weighed 8.6 pounds.



Congratulations to Ana, Angelina, Craig and their partners!

WASTE TO ART

These incredible upcycled sculptures were created by artist Michelle Reader from recycled construction materials and packaging leftover from the building refit of our client Barings Asset Management in October.



Nottingham-based artist Michelle Reader has been making sculptures from waste materials for over 20 years.



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