

April 2021

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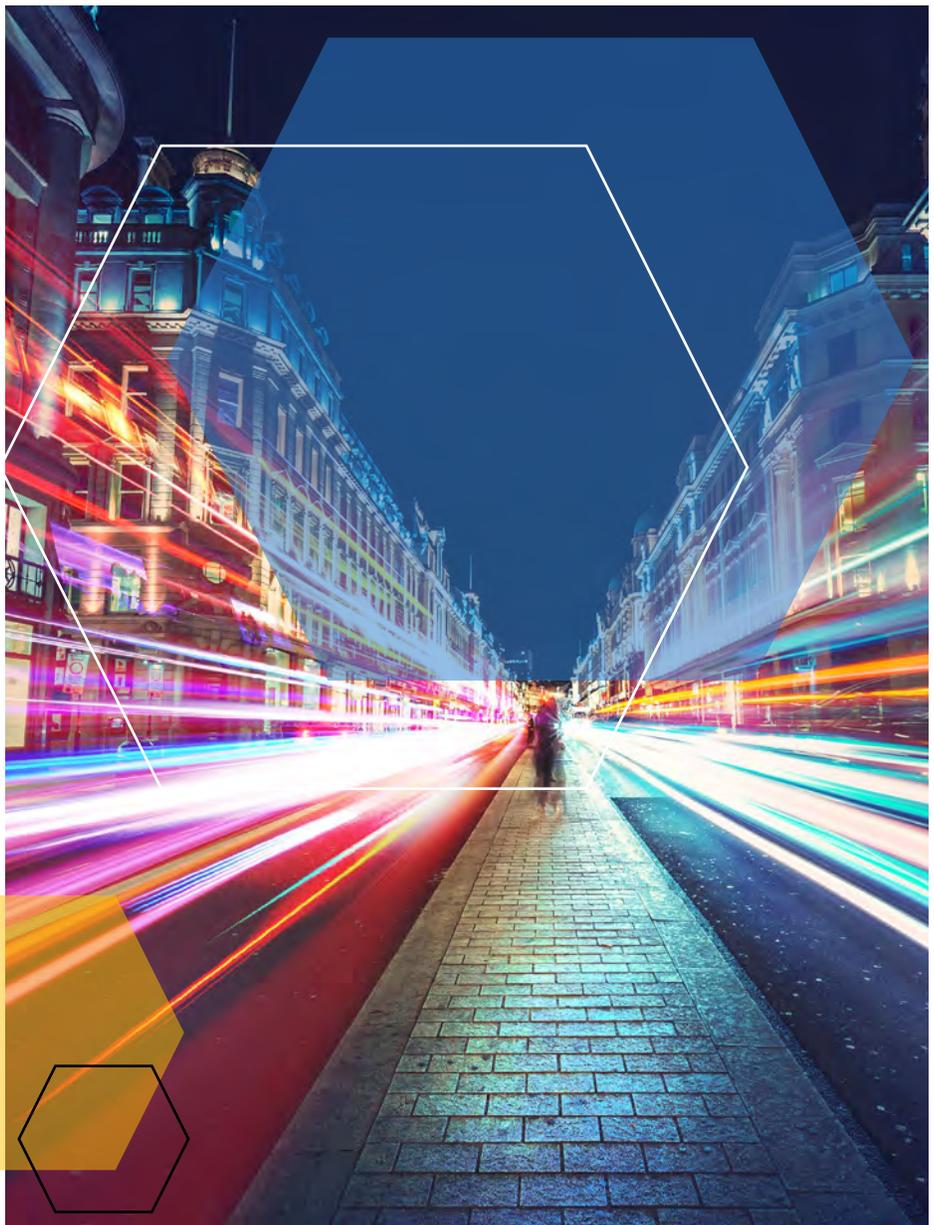
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## THE LAST YEAR IN REVIEW HOW ARE WE ALL WORKING DIFFERENTLY?

Everyone's lives have changed dramatically over the last year. We would like to extend our support and gratitude to all our wonderful clients, suppliers and employees over this difficult time. We are looking ahead with positivity, a focus on innovation, enhanced service delivery and social value as well as taking extra care in ensuring our processes and systems work efficiently to control the virus. All our staff adapted so well to working from home and many new processes were introduced. People rallied together and helped each other out and if there is any great take-away to glean from this crazy year, it is the enhanced feeling of connection. At a time where we have been forced to be physically separate and isolated, we have all come to feel closer by keeping in touch. We would like to thank all our Cleaners, Contract Managers and support staff who continued to work throughout to help keep schools and other essential businesses open and running. We express our gratitude to all those heroes that have literally kept us all going.

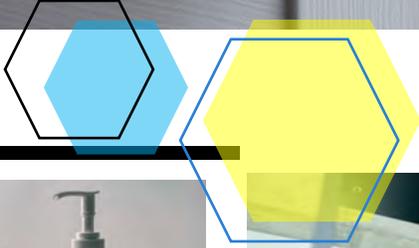


# DEEP CLEANING



## FREQUENT SANITISATION OF COMMON TOUCH AREAS IS KEY

We quickly devised a process in line with HSE guidelines which ensures that appropriate PPE is issued to all operatives/Pre and post clean self-hygiene routine completed as per training/Risk Assessments and Method Statements issued/Bio-enzyme sanitiser concentrate supplied/Anti-bacterial cleanser issued/Filtered vacuum cleaners installed/Hot water chemical extraction is used. Our recommendation is that door handles, door frames, vision panels, light switches, desks/workstations, telephones and IT equipment, chairs, all surfaces in kitchen and bathroom areas and wet extraction carpet cleaning is frequently carried out. Our flagship product the Bio-enzyme Cleaner uses bio-enzyme technology a chemical free formula is used to permanently eliminate nasty bacteria as well as give any setting a deep level clean. The potency and effectiveness of the formula lies in the activation of it when mixed with water.



# SCHOOLS

## THE RETURN TO NORMALITY

As schools have returned to full capacity, home-schooling parents and children have breathed a sigh of relief that their work and home lives have gained some normality. The PCS Group have been working hard to ensure that schools could stay open during the pandemic for vulnerable children and children whose parents were essential workers. We trained up a team of cleaners to carry out fogging and more frequent deep cleans. Our staff (cleaners, Contract Managers etc) have worked tirelessly to keep going regardless, as have Teachers and other support staff. We are in awe of how schools have navigated all the different challenges and consistently provide pupils and their families with ongoing support. The PCS Group are proud to have been a part of keeping them and their environment as safe as possible.





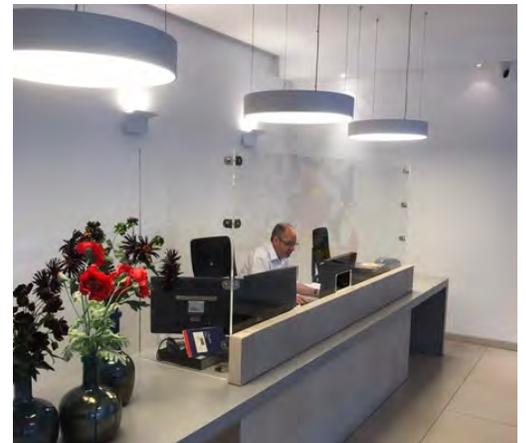
THE PCS GROUP ARE ABLE TO OFFER A WIDE RANGE OF INNOVATIVE SOLUTIONS TO HELP PREVENT THE SPREAD OF THE VIRUS, TO DECONTAMINATE AND SANITISE WORK PLACES AND SETTINGS AS WELL AS PERSONAL CARE SOLUTIONS

All workplaces are under huge pressure to maintain a hygienic and safe environment. The use of UV light as a means of eradicating COVID is slowly entering the public-consciousness. This technology is now being used in all [London Underground Stations](#) and this solution has featured on the BBC news, radio and in the Daily Telegraph. It is proven to work; it is fast and safe. THE PCS GROUP HAVE UVC LIGHTS INSTALLED IN OUR HEAD OFFICES AND OTHER LOCATIONS. UV Fixed light free standing or wall mounted from £33.65 per month to rent OR UV Air sanitiser from £25.77 per month (2 required for average office). PLEASE [get in touch](#) FOR ANY ENQUIRIES.



## OUR INNOVATIVE SOLUTIONS

- [Desk signs to give your staff confidence the area has been sanitised](#)
- UVC Light Units which can kill the virus in 15 minutes
- Perspex Screens for receptions etc
- Deep Cleaning / Sanitisation
- Fogging
- Hygiene Essentials –desk signs, ppe, sanitiser, dispensers etc
- Touch free taps and flushes for bathrooms
- Hygiene key –open doors without touching
- Anti-microbial Door Handle Covering



# CLIENT FEEDBACK

WE ARE VERY PROUD OF ALL OUR EMPLOYEES WHO HAVE CONTINUED TO WORK DILIGENTLY AND PROFESSIONALLY DURING THE LAST YEAR. THANK YOU !

*Thank you very much for sorting the heating out especially as you were out of the office so I really appreciate it and it's much warmer. On another note I just wanted to say what an excellent job Rowland does. He is very well liked by all the staff at Foot Anstey and gets really positive feedback from both staff and clients. He is always willing to help, friendly and professional and a truly wonderful ambassador. We are very lucky to have him at Cornhill.*



Huge thanks to Rowland!  
(pictured left)

**Hartnell**  
TaylorCook

**Baker**  
**McKenzie.**

I just wanted to say a massive thank you for all you help and assistance in turning round the deep clean last night.

You are all truly stars.

Scott



# MENTAL HEALTH FIRST AIDER

## SUE SAUNDERS (BUSINESS DEVELOPMENT – THE PCS GROUP)

At the beginning of the month a long-standing and valued member of staff qualified as a Mental Health First Aider. Sue has a passion for mental health. Sue is very happy to share her story and we congratulate her on her achievement and in her bravery in opening the conversation about mental health for all our employees. In the past, Sue struggled in silence for many years, not knowing what she was struggling with and felt she just wasn't normal. Sue knew there was a stigma with regards to mental health, so did nothing until it all became too much. Thankfully, Sue found help and was diagnosed with PTSD (post-traumatic stress disorder) & OCD (Obsessive compulsive disorder) which was on brought on by a hospital operation that had failed, Sue was lucky enough to be offered counselling, CBT (Cognitive behavioral therapy) and Mindfulness, which she still uses in everyday life. She would now like to offer anyone who feels like they would need some help, whether it be something they feel trivial or something that is snowballing every day, a listening service and Sue would like to offer guidance and encouragement to seek help, whether it be asking a GP for help or simply looking at other ways of self-help. We need to break the stigma, and be honest with ourselves, that it is ok to feel like we do, as long as we can obtain help. Congratulations Sue, for both your time and effort as well as your enthusiasm to help others. We are very lucky to have you on our team making a difference to our employees. Thank you!



Lillia Senires – Credit

Controller The PCS Group



10 years ago Lillia’s amazing noodle recipe was featured in the newsletter.

It is so good we decided to feature it again as its TASTY!

HOME MADE NOODLES ANYONE? The lovely and wonderful Credit Control of PCS, Lilia Senires – is very well known by PCS office employees for her gorgeous, home-made noodles... Now she reveals her great recipe to all whilst giving us a taste of her Phillipino origins... DELICIOUS!!

Lil’s Noodles/Chow Mein (serves 4-6) Ingredients: 2 packs of dry noodles – drained and softened from boiling water with salt and black pepper, 4x good sized chicken breasts, 2 medium sized carrots, mange touts, 1 red pepper all cut into strips, spring onion, 1 x white onion and fresh garlic all sliced, 1 tbsp oyster sauce, 1 tbsp soy sauce, half a tsp honey (or a dash of sugar) 1x chicken stock, vegetable oil. Method: Fry onions and garlic until soft or a bit brown, add chicken, oyster sauce, soy sauce, salt, black pepper, chicken stock and fry until chicken is golden brown. Add boiling water to wok

(enough to cover the food evenly) and throw in carrots and mange touts. Add noodles, spring onion, red pepper and honey. Boil until water is gone and voila! Enjoy!

## Having a clear out..... out of sight out of mind! ;-)

Our Business Development Coordinator, Michelle Bee has been on a clear out mission. The accumulation of 'stuff' is something we can all relate too and Michelle has been on a mission to get her home to feel fresher, cleaner and more organized. “I was feeling overwhelmed by the amount of ‘stuff’ I had around me and started reading some techniques to help get rid of clutter and things I don’t actually need. Each week I have tasked myself with getting rid of 10 things that I haven’t touched or used in the last 6 months that are surplus to requirements. I have organised lots of bags of clothes and have them ready to send to charity when we can do so. I have sold some things via Facebook market place and put the money from that in my daughter’s money box. De-cluttering has always felt overwhelming to me but just focusing on 10 things per week breaks it down into smaller chunks. I highly recommend it for helping to focus the mind and enjoy working from home much more” It’s easier to keep clean too!