

December 2023



The Months in Review

As the year comes to a close, we want to take a moment to thank our loyal clients for allowing us to be a part of maintaining your work spaces this past year. December is always a busy time with holiday parties, increased visitors, and trying to get everything ready for the new year. We know you have a lot on your plate this season!

That's why we are especially grateful that you have entrusted PCS to handle your facilities needs. Our team wants to ensure you can fully enjoy the holidays without worrying about the security and cleaning of your business. We aim to exceed expectations and leave every space spotless, so you can focus on what's most important.

In this newsletter edition, we'll provide some tips on holiday cleaning, share details on our holiday availability, and more.

From our team to yours, we wish you a joyous holiday season and a wonderful new year ahead!

We would like to include your good news stories and comments in our next issue. Please send us details of achievements, feedback, or news items for inclusion in the next newsletter.

Please email: tmackenzie@thepcsgroup.co.uk

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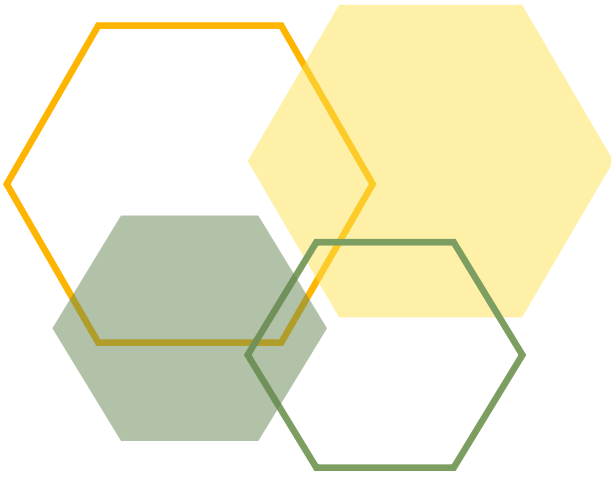
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Thorough and Effective Disinfecting Services

No matter the use of your building, we can provide a thorough and effective disinfecting service that will leave your surfaces clean and free from any harmful bacteria or viruses. The PCS Group uses the most up to day equipment and technology to disinfect all kinds of surfaces from floors and walls, to tiles and countertops. We also offer a range of eco-friendly and safe products that are gentle on surface fabrics, but tough on germs.

Christmas Deep Cleaning Solutions

We understand how hard you work. Let us save you the hassle of having to deep clean your commercial space after a hard days of work– especially with the added dirt and grime of winter months. Whether you have a office, restaurant, school, community areas, stadium, retail space or any other commercial space you can trust us. Let our grime removing expert teams leave your space free of dust and dirt over the Christmas break, and ready for your return after any Christmas break. This way you can keep your focus on your business, clients, students, customers, or tenants.

Green Cleaning Service

Our all-organic cleaning products carefully selected to clean your business with no harmful chemicals and all-natural ingredients. This option is perfect for those who cannot tolerate strong smells or have allergies. With bronchial asthma and many other diseases caused by allergic reactions, it is highly important to maintain a comfortable environment, some times general cleaning is not enough for this. For high-quality removal of mold spores, pet hair, microscopic mites, and other allergenic factors, you need professional cleaning of your work space, using non-allergenic detergents. The PCS Group provides a high-quality hypoallergenic cleaning. We ensure your comfort and a cost effective service through the use of modern certified products and professional cleaning equipment.

How often should an office be cleaned?

Commercial office areas require daily and weekly general cleaning. Routinely, detailed or deep cleaning needs to occur. Detailed cleaning ensures that bacteria, germs, and dust particles are entirely removed from the surfaces, leaving your office clean and in perfect condition. The procedure requires different steps:

- High dusting vents and light fittings
- Dusting doorknobs, baseboards, and doors
- Carpet vacuuming and flooring cleaning, and not forgetting behind furniture
- Sanitising all office workstations, monitors, computer keyboards, and high touch points
- Cleaning kitchen facilities such as cupboards and appliances
- Dusting and wiping down all the office surfaces with the eco-friendly cleaners

Our deep cleaning teams complete all these steps as part of an office deep cleaning procedure while completing all the required checks to ensure the workplace is in the best possible standard for you to return.

EMPLOYEE OF THE MONTH

We continue to be proud of the dedication shown by our supervisors and operatives, in the delivery of service, dedication to their roles, appreciation of their teams, and determination to provide a high level service to our clients.

In October we were very fortunate to have an outstanding display of support from some exceptional members of the team.

Paulina and Pawell, pictured below with Senior Operations Manager, Sharron Barnett, are based at Trust schools in Luton. When an emergency request for support was sent out by their Contract Manager, Peter Soanes, both came forward to assist with additional duties.

Both have gone above and beyond in their line of duty, delivering the Service Level Agreement, on behalf of PCS. As part of the emergency cover, they travelled from Luton to Weybridge & Adlestone daily, to provide support at both St George's College and St George's Junior School. These actions were above anything we would have expected, their support has been relentless and greatly appreciated by both us and the St George's schools.

For their Employee of the Month Award, both Paulina and Pawell were presented with personal cheques. As a personal thank you from Peter Soanes, they were presented with additional gifts including flowers, chocolates, and celebratory bottles of drink.



The client also extends their thanks, sending their congratulations to these

“very committed and dedicated employees”.

Security Thanks

We would also like to bring awareness to one of our security officers: Night Officer Dozzie Okolie.

They were on external patrol at Bonhams, on New Bond Street, when they were required to step in and prevent two individuals from breaking into the building. Dozzie was able to successfully chase them away without any damage to the client's building. The client raised appreciation for their excellent work and bravery.

Our Security Operations Manager, Stacey Dabin, presented them with an employee of the month award and a £50 cheque. We greatly appreciate your dedication and professionalism.

Cleaning Thanks

In June of 2023 PCS were awarded the cleaning contract at Alameda Middle School. Tasked with maintain staffing levels and recruiting individuals to be a perfect fit for the school, we would like to praise a member of the team for going above and beyond their duties. Ann ensured new operatives were competently inducted and trained while continuing to successfully manage the cleaning team extremely well. This has resulted in noticeable improvements in cleaning standards.

A big thanks to Ann for her continued support and dedication in working with PCS in managing and settling this contract. The Contract Manager for this site, Debbie Barnett, is very proud of all her hard work and looks forward to continuing working with Ann at Alameda.



Congratulations to The PCS Team!

In January, CBRE GWS employees were asked to nominate the suppliers whose actions during the past year went Above and Beyond their support expectations. In response, they received over 100 nominations from across the business which were grouped into five categories, with each category judged by a CBRE selected 'Judging Committee'.

We are delighted to announce that the PCS Group cleaning team at a CBRE partnership site was selected as a Winner in the prestigious category 'Partnership Award: Supply Chain Collaboration'.

Massive Congratulations to the team and everyone involved at this site. We would like to extend our thanks to you all for the impactful role you had in this achievement.

CBRE continued to thank winners for their continued support and commitment to their business and clients.



Pictured are PCS Director, George Steele, and Site Operations Manager, Abdulaye Dieng, collecting their award with other CBRE event winners and the CBRE representative.



Christmas Operating Hours

The PCS Office will be closed over the Christmas period from 17:00 on 21st December, to reopen at 09:00 on Tuesday 2nd January 2024. During this time, the info@thepcsgroup.co.uk email will be monitored for emergency correspondence.

Contract managers will be working varying hours over this time, and they will confirm this with you prior to the end of the month. If you are in need of emergency assistance over the Christmas week, please call your Contract Manager. If they are not working, they will have instructions in their voicemail message on who to contact, as well as in their out of office email reply.

The PCS team would like to wish all our clients a very Merry Christmas and festive period.

CASE STUDY

St Aidan's Primary School



St Aidan's Primary School is a voluntary controlled school in Haringey. They have a firm set of inclusive values, through which they guide their pupils, and endeavour to make their school a friendly place, where everyone feels valued. They look after children through from nursery age, with just over 200 pupils attending regularly. St Aidan's is proud to hold an 'Outstanding' award from Ofsted, from their last inspection.

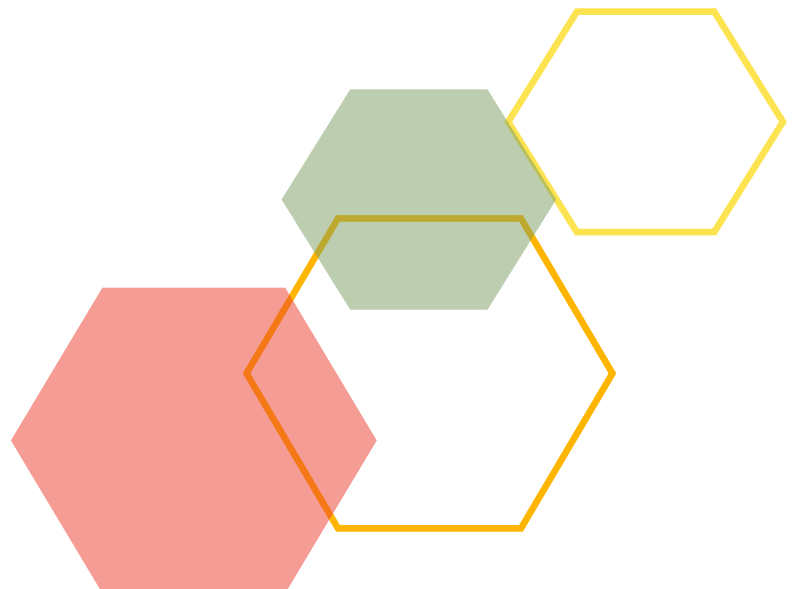
The PCS Group were honoured to be awarded this contract in 2016. In their requirements they requested a cleaning management team who they could rely on, and who would raise the standards and contribute new and more efficient approaches. Over our time looking after this contract we have introduced many cleaning innovations— from our own range of chemical free products, to battery operated and power saving cleaning equipment



At St Aidan's we summarised that the supply of two operatives was sufficient to provide excellent coverage for their requirements. One Supervisor and one cleaning operative. They are both employed for three hours a day, working Monday to Friday. We are very pleased to be able to offer these employees the London Living Wage. The school requires a full and comprehensive cleaning service including the cleaning of the internal areas, external areas, internal and external glazing and disposal of rubbish. When we started the contract, there was no requirement for periodic works. We have since introduced this function to provide the school will a full cleaning programme

Services Provided:

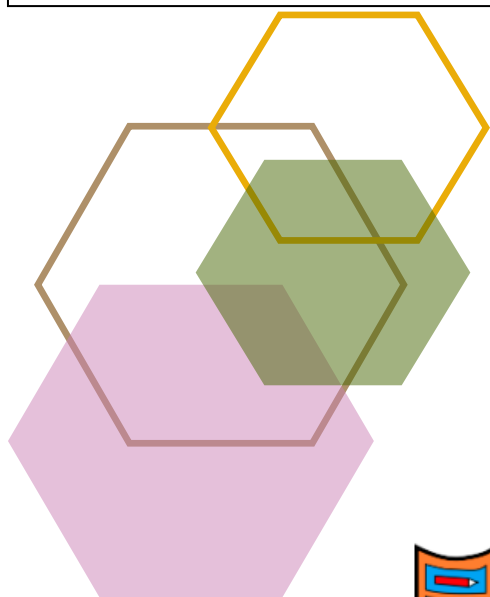
- Term Time Cleaning
- Non-Term Time Cleaning
- Carpet Cleaning
- Waste disposal
- Adhoc Works
- Deep Cleaning



Welcome to our new and renewed awards

A huge welcome to The PCS Community, to the new clients who have joined us over the last few months.

We hope that you are all experiencing exceptional levels of service, and we look forward to working with you, and introducing you to new innovations, for many years.



George Spicer Primary School

Hartnell
TaylorCook

