

December 2022



## INSIDE THIS ISSUE

**Pg. 2**

Social Value

**Pg. 3**

Goodbyes and Hellos

**Pg. 4**

Employee Of The Month

**Pg. 5**

Case Study

**Pg. 6**

Winning Contracts

## The Months in Review

Welcome to our last newsletter of 2022!

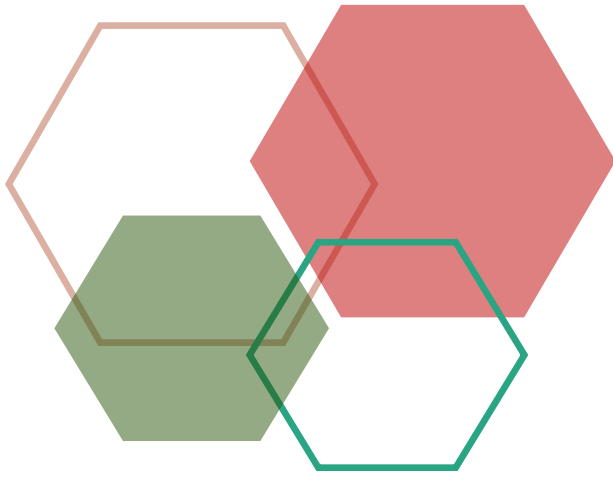
We have been working hard this year to bring you a continued high level of service, enhancing our training, improving Health and Safety standards, and broadening our employee benefits.

In this edition, we will be saying a few goodbyes and welcoming a few new members to the team .

We have been working hard on our environmental and Social Value for the year, and will provide you an insight into this.

We will also be congratulating our employees who have been presented with awards, and celebrating recent contract wins.

Sending a very Happy Christmas and a prosperous New Year to all our friends, employees, clients, and service users.



## Social Value

“Social value is the value that people place on the changes they experience in their lives. Some, but not all of this value is captured in market prices. The Principles of Social Value provide the basic building blocks for us to make decisions that take this wider definition of value into account, in order to increase equality, improve wellbeing and increase environmental sustainability” (Social Value UK)

Underpinning our ambition to develop the company is a desire to contribute to our local economy through providing opportunities to fulfil a meaningful social purpose.

The PCS Group holds a passion for increasing the social value of any contract. This is at the heart of our development and continues to hold importance in our core values:

- Investing in people. We want prospective employees to actively seek us out as compassionate, supportive, and responsive employers, with a reputation for investing in and developing our staff, growing their personal and future career opportunities.
- Being environmentally aware. Our focus is on utilising the most sustainable solutions to each client. This includes, equipment efficiency, waste disposal, vehicle conversion ,and chemical use.
- Being transparent & compliant. With integrity at the core of our business, it is our mission to raise the standards of our sector through best practice, education ,and awareness. We look to maintaining accreditations and further developing our awareness of every aspect of Facilities Management to offer the best service.
- Being economically effective. A financially successful business creates the foundations from which to build social purpose. Our focus is on providing stable and progressive employment opportunities, whilst promoting resilience, developing skills and integrating people back into the workforce. The aim is to enable them to feel valued and contribute towards society.



We monitor the impact our actions and associated activities have on the environment through annual CO2 monitoring reviews. We will make conscious decisions on our procurement, aiming to firstly reduce our consumption requirements, and to source eco-friendly products when this is unavoidable.

We will aim to re-use and upcycle on existing items, reducing the amount that is newly produced or likely to go to landfill. We will recycle or compost our waste (where possible) and look at ways of being more energy and water efficient as we grow.

## Continuous Improvement

To continue our Social Value promise, and ensure we continue to move in the right direction with the contracts and benefits we offer our employees and clients, we are part of the Social Value Portal.

Through them we are able to maintain our Social Value Policy, and be first in line to hear of developments and progressive innovations to better ourselves.

If you would like to see a copy of our Social Value Policy: it can be found through your CleanLink Portal access, or you can request a copy from your Contract Manager.



## Goodbye and Good Luck to Members of The PCS Team!

Over the last few weeks we have seen a number of changes to our PCS Team. It has been an emotional month where we have said “Goodbye” (if only temporarily) to three members of our team.

Our longstanding Senior Contract Manager, Robert Starykiewicz, is moving on to new an exciting opportunities where his skills and knowledge will be of great benefit. Robert has been an invaluable asset to the company, having worked with us for over 30 years, and progressing his career from operative to management. Many clients, and other members of staff, have benefitted from his knowledge, support, and care. He has developed client contracts into well rounded and high performing systems, which produce excellent teams and results. He will continue to provide support to us on an adhoc basis. We wish him the best of luck for his next journey.

Our Help Desk Manager, Teresa Barnett-Asamoah, is moving on from this position to apply her skills to a different branch of the company. Teresea has been the interface between our clients and admin/operational staff since 2016. While we will miss her working on our Help Desk, we look forward to working with her in a different capacity.

We also want to wish Magda Horczynska the best of luck as she starts her maternity leave. Sending you every joy as your family grows!



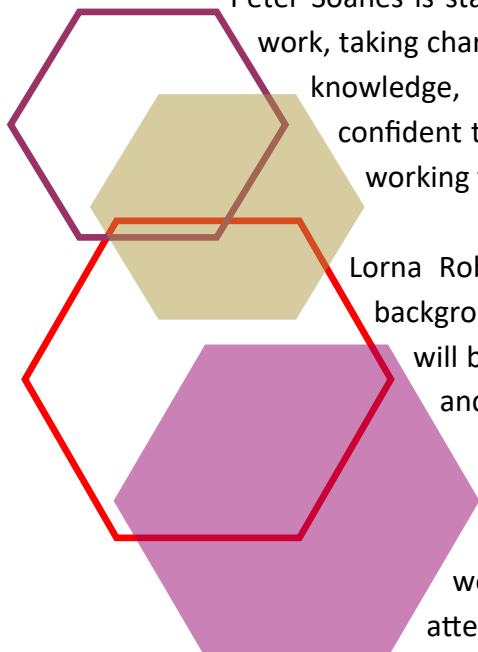
## Welcome to the Team!

We would like you to join us in welcoming new employees to The PCS Group Community.

Peter Soanes is starting as our new Contract Manager. He will be continuing Robert’s hard work, taking charge of his contracts and guiding them into a new era. Peter has a wealth of knowledge, both in the industry and through operational management. We are confident that our clients will find him supportive and reactive, and look forward to working with him.

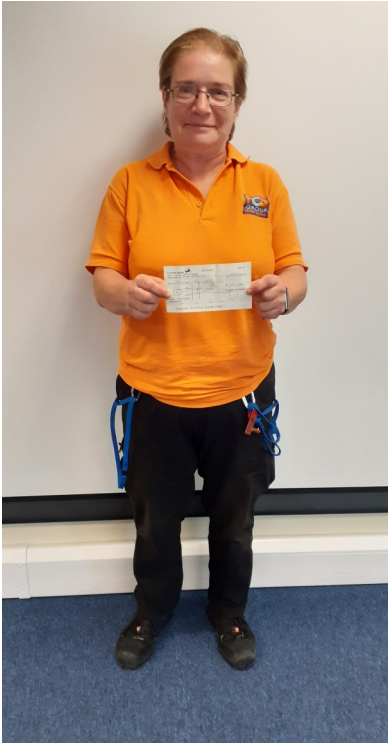
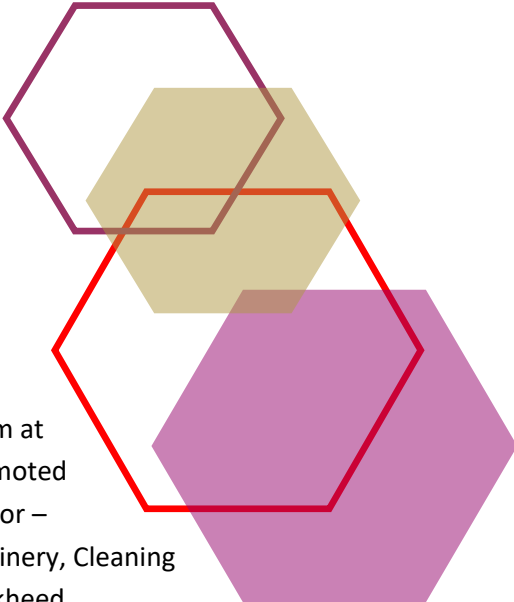
Lorna Roberts is joining us on the Help Desk. Lorna has a highly professional background, from which she will be able to pull a variety of skills. We believe she will be a wonderful asset to the Help Desk as she works diligently to streamline and update processes.

Magda's clients can be confident they are in safe hands as Marta Bilinska will be looking after these contracts. She is patient and competent in her workings; putting the requirements of the clients at the front of her attention.



# 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.



It has been an amazing few months for our team at Lockheed Martin. In July 2022 Debbie was promoted from a cleaning operative to a working supervisor – having a wealth of knowledge of the Site, Machinery, Cleaning Schedules / Standards and expectations at Lockheed.

Debbie excelled in this role during July working with our Site Supervisor. When our Site Supervisor was off work over August and Debbie stepped up as Site Supervisor: doing a fantastic job.

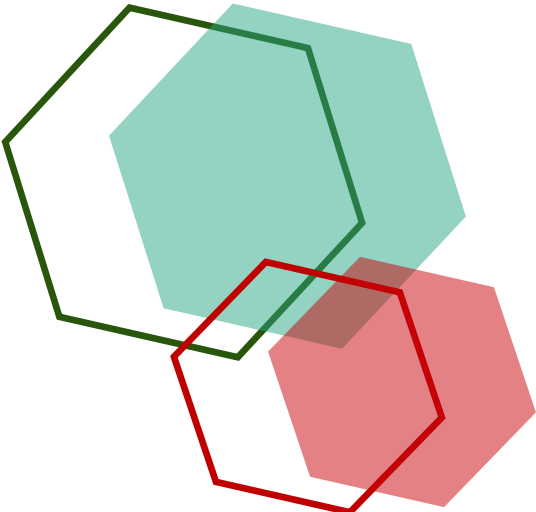
Comments were received from our Client at Lockheed confirming Debbie had done a great job responding to a major flood, daily requests, and working with the cleaning team to ensure no issues were raised. Our client has confirmed that Debbie is proved she is very capable in her role at Lockheed.

We send our thanks to Debbie with the presentation of the employee of the month award . It is a continued pleasure to have you be part of the team!



## Feedback from our clients:

During Performance reviews of all our contractors in London. PCS and Cadogan King came out on top!  
David North– Director HTC



I was quite wary initially of someone replacing our security guard, but Lidia is absolutely fantastic. Extremely thorough, she will chase jobs up that need doing without needing to be asked several times, she goes above and beyond what I personally would expect of her. She has settled in so well and is again, so friendly, personable and professional. An absolute credit to the company I have to say. She's doing an amazing job.  
Paula Dagger– Foot Anstey LLP

# CASE STUDY

## Southfields Academy



Southfields Academy is a secondary school and sixth form with academy status. They look after approximately 1300 students with the focus of providing the highest quality education to secure the best life chances for their students, once they leave the Academy. Their aims for each student are the same- to provide meaningful opportunities for them to grow, learn, develop, and aspire, both academically and personally.



The academy is an open, spacious, modern building. Which offers many benefits for the cleaning productivity. We are able to provide service to Southfields through a non-working supervisor, who attends the academy at the end of the school day. Evening cleaning operatives, a morning cleaning operative, and a

day operative. In providing cover for the school day, we are ensuring any spillages, soils, or mishaps are tackled near instantly. It ensures that the dining area is cleaned in a timely fashion following meal times, and ensures there is no remaining food debris which may entice pests.

Southfields Academy also has a community leisure centre and purpose-built nursery located on site. We need to ensure the staff we provide to these locations are fully trained in all aspects of the unique factors these locations may face. For example, removal of glue, modelling clay, and paint from carpets, or ensuring gym equipment is thoroughly COVID safe cleaned.

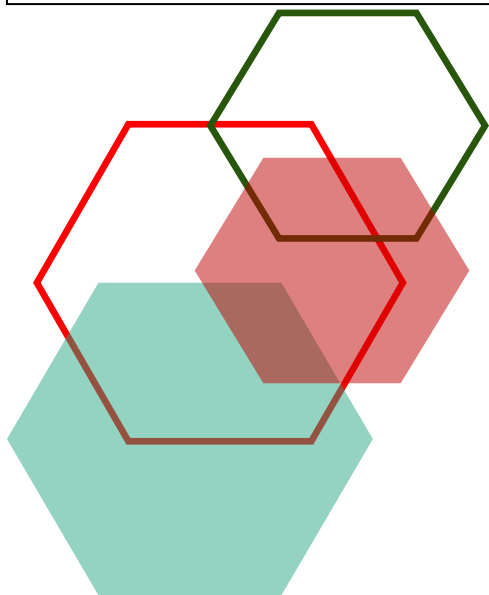


- Services Provided:**
- Day cleaning
  - Evening cleaning
  - Periodic cleaning
  - Adhoc works
  - Carpet cleaning
  - Window cleaning
  - Sundry provision
  - Key holding

# 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.



**Purfleet Primary Academy**

