

Introduction

Once again we're proud of our annual Gender Pay Gap Report which shows positive results, especially when compared to the national average. We are proud of the results from our analysis which demonstrate our dedication to inclusion, fairness and equality within our organisation.

We were delighted to celebrate our valued colleagues by thanking each member of the team on National Thank Your Cleaner Day. Everyone's contribution is key to making a difference to our clients' experience.

As winter draws upon us we need to be mindful of how changes in the weather can impact on our business premises. Our Sales & Services Teams can support you on any external services and winterisation programmes you may need to make sure you've got everything in place. We can also help with any additional requirements you may have to help protect your workforce from viruses and winter bugs by integrating a suitable cleaning regime to minimise risk and fit with your occupancy levels.

On behalf of the Leadership Team I would like to take this opportunity to thank all of our colleagues for their tremendous efforts, our suppliers for their continued support and to our clients for placing their trust in us.

I would like to wish you a very Merry Christmas filled with love, laughter and warmth. And wish you a happy and prosperous New Year.



Suzanne Richardson
Managing Director

Thank your cleaner day

As ever we like to champion awareness for the important work our front line colleagues do. This year we wanted to not only celebrate, but recognise the diversity of our colleagues and thank each one of them for their continued hard work. As well as sending the Thank you postcard to each employee our Employee Focus Group recorded a video message from everyone at Head Office.



Festive UK Hub Opening Times

Friday 22nd December	Closes at 12:30pm
Monday 25th December	Closed
Tuesday 26th December	Closed
Wednesday 27th December	Open 9am – 5pm
Thursday 28th December	Open 9am - 5pm
Friday 29th December	Closes at 12:30pm
Monday 1st January	Closed
Tuesday 2nd January	Open 9am-5pm

For emergencies only during closing times, you can call us on 01925 642963.

Indepth supporting MacMillan Cancer Care

Indepth's chosen National Charity for 2023 is MacMillan Cancer Care. Back in September we supported the charity by running two coffee mornings. We held our inaugural coffee morning at head office, which raised a fantastic £191.

We also collaborated with one of our clients and held a coffee morning at their prestigious office in Hursley. Area Manager, Tanya Proudfoot, our colleague Martine Reed and the onsite team organised the event and served coffee and cakes; raising an impressive £300.

We're extremely grateful to our clients for collaborating with us. If your business would be interested in partnering on our charitable efforts, please get in touch with the UK Hub.



**WORLD'S BIGGEST
COFFEE
MORNING**
MACMILLAN
CANCER CARE

Internal promotions

As the business evolves, we're proud to develop and create new roles and opportunities within the business.

This quarter we are delighted that Donna Smith will oversee the UK Hub along with our Business Support Team. Andy Nuttie takes on the role of Recruitment Lead and will focus on enhancing and streamlining Indepth's direct recruitment systems and processes.



Donna Smith



Andy Nuttie

New Starters

We're always on the lookout for new talent. Katie McClelland has recently joined the UK Hub as Contract Co-ordinator providing additional support to our field based colleagues.

Beth McHugh joins the team as HR Advisor and brings with her a wealth of experience to support our employee welfare plans.

We're also delighted to welcome Alex Mulligan to our expanding sales team in the role of Sales Analyst. If you have any cleaning requirements, contact Alex directly through our sales line on **0845 6005222**.



Katie McClelland



Beth McHugh



Alex Mulligan

Inspiring feedback

We've recently had some truly inspirational feedback about our staff and teams that we would like to share.

Our colleague, George Macfarlane, who is based in Glasgow, received some justified praise from the Regional Director of one of our national clients recently. As storm Babet battered Scotland and Northern England, George took it upon himself to walk to work, despite the winds and flooding.

Sam Pinnick, Operations Director, has recognised Jane Bates and Tanya Proudfoot, Sam said "their dedication and service delivery has been outstanding in support of our healthcare client in Bedford".

We received a communication from a major client in London regarding our housekeeping team in their building, which read, "we want to thank the team on the 3rd floor for their hardwork and courtesy show to everyone that works here".

Site Manager, Martin Bowden, has been singled out by one of our clients for his consistent hard work and dedication that he has shown throughout the year.

We would like to thank all these colleagues for their professionalism, dedication and hardwork.

Thank You!

Intune with our Colleagues

The Employee Focus Group is delighted to have launched it's first two projects to our colleagues across the business. The Group is looking forward to receiving any ideas into the Suggestion Box and working with the wider business and Leadership Team.

We're also delighted to have launched a national corporate gym discounted membership scheme to all colleagues. Employee health and wellbeing is important to us and we're looking forward to seeing how well this is received.

As we are an employee-led focus group, we will continue to listen to what our colleagues say

and ensure that employee engagement and communication with the Leadership Team is maintained.

Our Bid Manager, and Co-Chair of the Employee Focus Group, Air Kaïda wanted to share with you why he volunteered to join the Group and what it means to him...

“ I can see the passion from my colleagues towards improving the business and the drive they have to achieve this change, and so I was inspired to do what I can in order to help this along.

There are tonnes of good ideas throughout the business and a good idea is a good idea, no matter where it comes from, and so I wanted to try and bring this out where possible – not just from the top of the business down, but also from the grassroots upwards. Our on-site colleagues are what makes the company great at what it does and if this Focus Group can make their time at Indepth just that little bit easier, better or happier then we will have done a good job.

If I can play a small part in that, all the better! ”



Inspiration Awards

recognising outstanding contributions

Inspiration Winners

Our employee reward scheme, recognises and celebrates individuals and teams who are seen to go above and beyond.

Southern Region Inspiration Award Winner: **Jonathan Ewers**

Simon Vitali, Regional Manager explains why Jonathan was nominated. "Jonathan is an extremely helpful member of the team, he has recently supported us on 2 additional sites and has also helped cover sites until additional staff could be recruited."

Midlands Region Inspiration Award Winner: **Lynne McNicol**

Lynne was nominated by the client " Her commitment and standards are excellent. She looks after the team and morale is always high. She will always work extra hours if needed, to ensure standards are consistently met"

Northern Region Inspiration Award Winner: **Mei Cheung**

Mei was nominated by our client for her cheerful and helpful personality and ensuring that their reception area is always clean and ready for their guests.

London City Region Inspiration Award Winner: **Maria Perez**

Alex Vidales, London City Manager tells us why Maria has been nominated by the client. "She is always hardworking and courteous. The site is always maintained to a high standard"

Healthcare Sector Inspiration Award Winner: **Diaverum Colchester Team**

Kay Timms, Healthcare Lead explains to us why the team has won this award. "The team have worked hard together to improve standards on this site and have achieved a trust audit score of 97.78%"

Incredible
Window Cleaning

Incredible Window Cleaning Award Winner: **Scott Dickinson**

The team have nominated Scott from Team K for receiving excellent client feedback, always being polite and treating everyone with respect.

Last Quarter's Winners



Michelle McKinney
Northern Region Winner



Patricia Green
Midlands Region winner



Wayne Brenton
Healthcare Winner



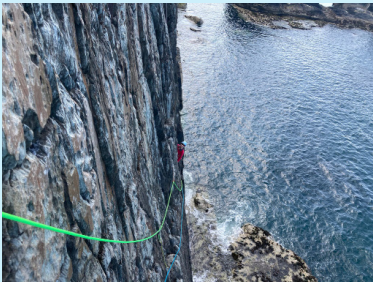
Tanya Proudfoot
Southern Region Winner



Nick Maddock
Incredible Window Cleaning

Summer Snaps Competition

We had a great response to our Summer Snaps competition, with a really good selection of entries. Congratulations go to our 3 winning entries below.



Laura Wilkins
1st Place Winner



Dulani Madushika
2nd Place Winner



Callie Thresher
3rd Place Winner



BBC
**Children
in Need**

Recently the Indepth Head Office team ran an activity day to raise money for Children in Need. The day started off with a Bearpees challenge between Brandon Smith from the Services department and Ari Khaida from the Sales team. The challenge was, who could complete the most burpees in two minutes. Ari was the overall winner, completing 30 in 2 minutes, Brandon held his own with a close 26.

The team had the opportunity to have a lunchtime game of Bearpong. This was a very closely fought competitive contest, with Nick Maddock coming out on top.

At the end of the day, we held a charity raffle with the prizes that had been so kindly donated. All of these activities combined raised £500 for Children In Need. We would like to thank everyone involved and with special thanks going to our partners Karcher, Bunzl, Momentum Training, Vmoves, and 7PDS for their raffle contributions.



In  **one**
with the environment

The ESG team is in the process of submitting Indepth's emissions data for the previous business year, and is working to establish our targets and route for carbon reductions next year. As we continue our ESG journey we're constantly looking for innovative ways to become a more sustainable business and spread our sustainability message. Recently we have attended the Warrington Climate Emergency Forum, sharing ideas and insights about our

sustainability journey, and looking for new ways to network and get involved in local practical action to tackle the climate emergency. The forum highlighted the importance of involvement from businesses in reversing the damage done to our environment, and the opportunities presented by joining that community effort. In time, we hope to be an important contributor to the restoration of local biodiversity, in addition to our Net Zero and sustainability commitments.

Incredible Update

Incredible Window Cleaning



We are pleased to announce that Incredible Window Cleaning has been awarded the 5-year Window Cleaning contract for the Northern Care Alliance.

The contract will see IWC taking over the internal and external window cleaning at Salford Royal Hospital, Rochdale Infirmary, The Royal Oldham Hospital and Fairfield General Hospital.

The Northern Care Alliance is one of England's largest care providers and as such, this reinforces IWC's commitment to the standards required in servicing Healthcare sites.

By aligning to the standards of the Northern Care Alliance, Incredible Window Cleaning are aiming to set a benchmark for window cleaning in the Healthcare sector.



New Starter

We are pleased to announce that Danny Forster has joined the business as Contract Manager. Danny joins us with previous industry experience and will be supporting the IWC management team.

Health & Safety Update

It has been a busy quarter for Health & Safety, as the business has had its external ISO 45001 and it's IWC Safe Contractor audit. We are proud to announce that both accreditations were successfully retained. Our external ISO auditor NQA, audited client sites, our mobile window cleaning team and Head Office as part of the audit process. We would like to thank our ESG, Innovation & Research Director, Darran Yates for coordinating both audits and everyone else involved. Retaining these accreditations demonstrates our commitment to Health & Safety for all our colleagues and clients.



Interview with Kay Timms, Healthcare Business Lead.



“ I love working with people and I'm very fortunate that I've got some great teams across the country. ”

How long have you worked at Indepth Managed Services?

I have worked at Indepth for nearly fifteen years. Prior to this I was an Area Manager at another company and I've also worked in Retail as a Sales Department Manager.

What does an average day look like for you as Healthcare Lead?

There's not really an average day in this role and I enjoy the diversity it offers. My days are often spent conducting site visits and auditing. I hold client meetings and I'm responsible for maintaining our Healthcare reports.

What is it about your job that motivates you the most?

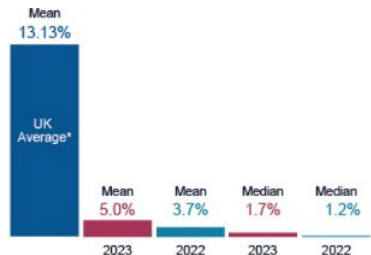
I love working with people and I'm very fortunate that I've got some great teams across the country. Working in Healthcare is extremely rewarding, knowing that we are making a real difference to the patients' experience and having an impact on infection control, at what can be a really difficult time makes it worth achieving the high standards required.

When you're not working, what do you enjoy doing in your spare time?

I enjoy spending time with my family and friends. I also love a good podcast and cooking.

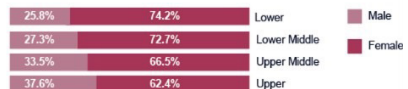
Gender Pay Gap

Once again we are proud of our Gender Pay Gap figures. They show we continue to maintain a position compared to the National average. The gender pay gap is defined as the difference between the mean or medium hourly rate of pay that male and female colleagues receive, expressed as a percentage of men's pay.



Proportion of Male & Female colleagues

The chart below shows the gender split when we list the hourly rate of pay from the lowest to highest and group into four equal quartiles.



We remain focussed on attracting and employing the best talent available to ensure the success of the organisation. As such we are committed to recruit in a fair and ethical manner and will continue to monitor gender quality and diversity throughout the business.