



# NEWSLETTER

## Introduction

A great deal has happened since our last newsletter in October, making this winter edition an important one for everyone connected with Indepth.

As we begin 2026, this edition gives us the opportunity to reflect on what has been a strong and successful 2025 for the business.

Within these pages, we look back at some of the highlights from the past year, including our charity work, ongoing ESG initiatives and the people and projects that have made a real difference across Indepth.

We would like to wish all our clients, colleagues, partners and friends a very happy new year. We look forward to new opportunities, continued partnerships and making an even greater impact together in the year ahead.



**Sandra Fazackerley**  
(Operations & Central Services Director)

As we look ahead to 2026, one thing is very clear: our focus is, and will remain, our relationships. At the heart of everything we do is our commitment to building strong, trusted relationships with our colleagues, our partners, suppliers and our clients.

Over the coming year, we will continue to invest time, energy and resource into understanding our customers better, listening more closely and responding even quicker to their needs.

We have recently issued a Net Promoter Score (NPS) survey to all our clients, giving them the opportunity to share honest insights into their experience with us. Your feedback helps us understand what's working well and where we can improve, allowing us to focus our efforts where they matter most. I would like to thank everyone who has already taken the time to respond. If you haven't yet completed the survey, we would kindly encourage you to do so when you get a chance, as your feedback is incredibly valuable and truly appreciated. (Please see below link to survey)

### [Indepth NPS Link](https://www.surveymonkey.com/r/Indepth-Customer-Satisfaction)

[www.surveymonkey.com/r/Indepth-Customer-Satisfaction](https://www.surveymonkey.com/r/Indepth-Customer-Satisfaction)

### [Incredible NPS Link](https://www.surveymonkey.com/r/IWC-Customer-Satisfaction)

[www.surveymonkey.com/r/IWC-Customer-Satisfaction](https://www.surveymonkey.com/r/IWC-Customer-Satisfaction)

This year also marks an exciting chapter for us as part of the Atlas FM family. Being part of a wider group gives us a fantastic opportunity to learn, grow and evolve. We are keen to share knowledge, best practices and insights across the group by learning from others' experiences while also contributing our own expertise. Collaboration within Atlas will help us raise standards, innovate further and deliver even greater value to our clients.



# Big News from Indepth

## Indepth and Incredible Window Cleaning join Atlas FM

We are delighted to announce that Indepth Cleaning and Incredible Window Cleaning have become part of Atlas FM. This exciting new chapter follows their acquisition by Atlas, a leading facilities management group and marks an important step in the continued growth and development of both businesses.

For our clients, colleagues and partners, the message is clear: it's business as usual. Services, contracts and points of contact remain unchanged, ensuring continuity and maintaining the high standards both brands are known for.

The acquisition strengthens the foundations of Indepth and Incredible Window Cleaning, providing access to additional resources, investment and expertise. This will support ongoing improvements in service delivery, innovation and colleague development, while retaining the values, culture and professionalism that our clients trust.

The transition also marks the end of an era for Indepth, as long-standing Chairman Peter Roach steps down after 47 years of leadership. Peter's guidance and dedication have been instrumental in shaping the business and his legacy will remain a cornerstone of its future.

For the foreseeable future, both Indepth and Incredible Window Cleaning will continue to operate under their established brands, delivering trusted, high-quality services, now with the added backing and scale of Atlas.

# Atlas



## End of an era – Peter Roach retires

Following the recent acquisition of Indepth and Incredible Window Cleaning by Atlas FM, we would like to take this opportunity to recognise Peter Roach, who has stepped down from his role as Chairman.

Peter founded the business in 1978, laying the foundations for what would grow into the respected, values-led organisations that Indepth and Incredible



are today. From its earliest days, Peter's vision, determination and commitment to quality set the tone for a business built on trust, integrity and strong relationships.

Over more than four decades, Peter has guided the company through significant growth and change. As Founder and later Chairman, he played a pivotal role in shaping strategy, supporting the leadership team and ensuring the business stayed true to its core values, while continuing to evolve. His long-term perspective and steady leadership have been instrumental in reaching this important milestone.

The sale to Atlas marks a new and exciting chapter, made possible by the strong platform Peter helped to build. While he now steps away from his formal role, his legacy is firmly embedded in the culture, people and standards of the business.



On behalf of everyone at Indepth and Incredible, we would like to extend our sincere thanks to Peter for his outstanding contribution since 1978 and wish him every success and happiness in the future.



In December, our team came together to celebrate our annual Christmas Jumper and Secret Santa Day.

This much-loved tradition gave everyone the chance to step away from the day-to-day, enjoy some festive fun and get into the Christmas spirit.

The day was filled with laughter, games and plenty of eye-catching Christmas jumpers, creating a great atmosphere across the team. It was also a meaningful occasion for reflection and connection.

During the day, we were pleased to hear an update from Atlas, who officially welcomed us to their wider team. It was a positive moment that marked an exciting next chapter and reinforced the shared values and opportunities ahead.

We also took time to say a fond goodbye to our Founder, Peter Roach, who popped in to see the team. It was a lovely opportunity to thank Peter for his dedication and vision, and the role he played in building the business into what it is today. The team were delighted to present him with a gift as a small token of our appreciation and best wishes for the future.

All in all, it was a thoroughly enjoyable day, bringing people together, celebrating our journey so far and rounding off the year on a high as we headed into the festive season.



## A Festive Visit and a Special Milestone

Festive cheer was well and truly in the air at one of our key client sites in Edinburgh. Our National Operations Manager, Simone Johns, recently visited the site to catch up with the team and see the fantastic job they had done helping to decorate the Christmas trees, just in time to get everyone into the festive spirit.



### 10 years dedication

While on site, we were incredibly proud to present one of our cleaning operatives, Jakub, with a certificate recognising an outstanding 10 years of dedicated service at the site. Reaching a milestone like this was a true testament to Jakub's commitment, professionalism and pride in his work.

Well done Jakub, thank you for everything you do. Moments like these were a great reminder that it is our people who make the real difference.





# Christmas Children's Party at BlackRock – A Team Effort!

With 750 Children in attendance, the challenge for our cleaning team was huge at one of our key client sites in London. It was their annual Christmas Children's Party and with only one hour to clean and turn around the venue, our fantastic team rose to the occasion and completed the job in just 34 minutes.



The feedback from our clients has been fantastic and we couldn't be prouder of the teams efficiency, dedication and hard work.

A huge thank you to our team – well done on another job exceptionally done.



# Charity Curry Night

Our head office and regional operations teams came together once again for a fantastic Charity Curry Night, enjoying delicious food, great company and most importantly, the chance to give back to our local community.

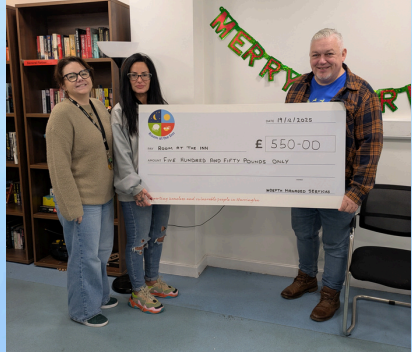
We're proud to share that this year's event raised an impressive **£550** for our chosen charity, **Room at the Inn**, which provides vital support and services to homeless and vulnerable people in and around Warrington. This is especially crucial during these colder winter months.

It was great to see that generosity come full circle, as our ESG, Innovations & Research Director, Darran Yates, presented a cheque to the team at Room at the Inn on behalf of everyone involved.



We would like to say a huge thank you to everyone who took part and contributed and helped to make the evening such a success. We would also like to offer a special thank you to our wonderful friends at Momentus for their incredibly generous donation and helping us to reach our target.

Events like these are a great reminder of what we can achieve when we come together for a good cause.





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

A huge well done to our most recent inspiration award winners, pictured below receiving their awards.



**Oliver Madely-Fletcher**  
IWC Award Winner



**Maria Fernanda Vidales**  
London City Region Winner



**Debbie Naden**  
Northern Region Winner



**Anurada Chandrasekara Bandara**  
Midlands Region Winner



**Andrea Niyunze**  
Healthcare Sector Winner

# Special 10 year Milestones at Indepth

Last year, we were proud to celebrate several colleagues who reached an incredible milestone of 10 years with Indepth. Reaching a decade of service is no small achievement, and it speaks volumes about the dedication, professionalism and passion these colleagues bring to their roles every day. Each of them has played an important part in shaping our business, supporting our customers and living our values. We would like to take a moment to recognise and thank them for their outstanding commitment.

## A Decade of Leadership: Martin Levand

Martin, our Regional Support Manager for the North, has been a driving force behind the growth, stability and success of our northern operations over the past decade.

Known for his reliability, integrity and passion for delivering exceptional service, Martin has played a key role in shaping the business as it is today. From supporting clients across a wide range of sectors to championing his teams on the ground, he consistently leads by example.

Martin continues to set the standard for what great leadership looks like at Indepth. His impact over the last ten years has been significant, and we are extremely grateful for the energy, commitment and professionalism he brings to his role every single day.



## 10 Years of Commitment: Julie Wallace

We are also incredibly proud to celebrate Julie Wallace, one of our dedicated Cleaning Operatives, who has recently marked 10 years with Indepth.

Julie's commitment, reliability and pride in delivering a great job every day truly reflect our core values of **Trust, Respect, Integrity, Passion** and **Team**.

Julie is a shining example of the difference our frontline colleagues make, not only to our clients, but to the reputation and success of our business as a whole.

Thank you, Julie, for your hard work and dedication over the past ten years. You are a valued member of the Indepth family.



## The Heart of the Head Office: Jackie Houghton

Jackie, our much-valued Executive Assistant, is often described as the heartbeat of our head office and for good reason. For the past ten years, she has been a constant source of organisation, positivity and support for colleagues across the entire business.

Jackie's calm approach, exceptional attention to detail and unwavering consistency make her a true cornerstone of the Indepth team. Her contribution is felt daily, often behind the scenes, but always with a lasting impact.





# Health & Safety Corner

## Staying Safe in Cold & Icy Conditions

As we move through the colder months, icy and slippery surfaces become a real hazard both in and around our workplaces. Paths, car parks, entrances and external areas can quickly become dangerous, increasing the risk of slips, trips and falls.

Everyone has a role to play in staying safe. Please take extra care when arriving at or leaving site, wear appropriate footwear with good grip, and allow extra time when moving between areas. Be especially mindful of steps, ramps and shaded areas where ice may not be immediately visible.



If you notice icy or slippery conditions, report them promptly so they can be addressed. Where possible, use designated walkways and avoid shortcuts that may not have been treated or gritted.

By staying alert and looking out for one another, we help protect ourselves, our colleagues, clients and members of the public. Health and safety is a shared responsibility and small actions can make a big difference in preventing accidents this winter.

Stay safe and take care.

## Welcome to the team

We're delighted to welcome several new colleagues who have recently joined our nationwide teams at Indepth. Each brings valuable experience and expertise, and we're excited to have them on board.

- Christian Crosswell has joined our Southern region as an Area Manager
- Christine Rimmer joined our accounts team as our new Accounts Assistant
- Kayleigh Findlay joined our UK Hub as a new Contract Co-ordinator
- Mark Snow joined our Southern Region as a new Area Manager



Christian



Christine



Kayleigh



Mark

# 2025 - A year in Review



2025 has been a truly memorable year for both Indepth and Incredible Window Cleaning. It has been a year of change, growth and achievement, culminating in an exciting new chapter with the Atlas takeover.

One of the most significant moments of the year came in March, when we said farewell to our Managing Director, Suzanne Richardson, as she retired after her dedicated leadership and commitment to the business.

Following her retirement, we were delighted to welcome James Perryman and Sandra Fazackerley into our leadership team, ensuring continuity, fresh perspectives and strong direction for the future.

Throughout the year, we continued to focus on what matters most – our people. Our Inspiration Awards once again gave us the opportunity to recognise and celebrate colleagues who go above and beyond in living our values and supporting one another. We also enjoyed strengthening relationships beyond our organisation, including a visit to one of our key suppliers, Kärcher, giving us valuable insights into innovation within our industry.

Giving back remained an important part of our culture in 2025, with several charity events taking place across the year, reinforcing our commitment to supporting the wider community. Alongside this, we successfully renewed our accreditations, maintained the highest standards in health and safety and continued to drive forward our ESG strategy, ensuring sustainability and responsibility remain at the heart of everything we do.

Growth has been another defining theme of the year. We welcomed many new faces across the business, strengthening teams nationwide and investing in the future of Indepth. Our Incredible Window Cleaning division also continued to go from strength to strength, expanding both its operations and its teams as demand continued to grow.

As we look back on 2025, we do so with pride. It has been a year of transition, progress and opportunity. As we move forward into the next chapter, we do so together, stronger than ever.

## Our 2025 Charity Highlights

As we begin a new year, we're proud to look back on the incredible charitable efforts our teams have supported throughout 2025. Across the business, colleagues have come together with generosity, enthusiasm and community spirit and making a real difference to those who need it most.



### March – Easter Egg Collection

We kicked off the year with our Easter Egg Collection for St Joseph's Family Centre. Thanks to the kind donations from our colleagues, we were able to deliver a fantastic number of Easter eggs to children and families in need. We were touched to receive a warm thank-you note from the centre, expressing their appreciation for the support.

### September – MacMillan Coffee Morning

In September, our annual MacMillan Coffee Morning saw head office filled with delicious cakes, hot drinks and plenty of smiles. Together, we raised over £118 for MacMillan Cancer Support, helping them continue their vital work supporting people affected by cancer.

### November – Children in Need

Our Children in Need fundraising day in November brought fun, energy and teamwork to head office. With creative activities and generous contributions from colleagues, we raised £155 for this fantastic national charity.

### December – Charity Curry Night

We rounded off the year with a successful Charity Curry Night on Wednesday 10th December, bringing together our head office and field operations teams in support of Room at the Inn, Warrington. Thanks to everyone who took part, we raised an incredible £550, helping to support vulnerable people within our local community.