

Introduction

Spring is certainly in the air as we look forward to lighter nights and warmer weather. It's the time of year when we think about spring cleaning our houses, office spaces and we should also take time to think about spring cleaning our own health and wellbeing.

We're delighted to be starting a new supply partnership with Bunzl and continuing to provide the best sustainable cleaning solutions to our clients, which support our emissions targets.

As people play such a crucial role in our service delivery it is imperative that we are focussed on providing support to our colleagues wellbeing. Our Employee Focus Group have recently negotiated a discounted membership scheme for all of our employees, including their friends and families, with Pure Gym, and we're amazed at the number of people who have so far signed up. Everyone certainly seems to have a spring in their step!

Our Sales Team continue to be kept busy and we are delighted to have been awarded an additional 19 sites as part of an existing client relationship within the luxury retail sector. We're also delighted to be mobilising a new multi-site contract in the South of England within the Housing Sector.

Once again, I'd like to thank our clients for nominating our wonderful Inspiration Award winners; we are all grateful to you for taking the time out to recognise our team members.

We look forward to continuing to develop our teams with a focus over the next quarter, on customer excellence and service delivery.



Suzanne Richardson
Managing Director



Inone

with the environment

Environmentally Innovative Changes

Over the next few months we will be introducing a new range of cleaning products following a change in supply partner to Bunzl.

Our external operations teams have already carried out training with our direct workforce on our clients sites to demonstrate some of the new products and how to dilute them safely.

The new core range of products are very environmentally friendly and will significantly reduce the transportation of large 5 Litre containers of cleaning chemicals across the UK. This will play a very positive part in our own and our clients' scope 3 emissions.



PlanetMark



Spring Cleaning Tips

There's no need to spend a fortune on cleaning products when traditional remedies and a bit of elbow grease can leave your home sparkling.

To unclog your showerhead (unless it's gold-plated) place it face down in an inch of white vinegar in a bowl and leave for at least an hour. Remove and rinse thoroughly.

Soda crystals make a multi-surface miracle cleaner for greasy hobs, worktops, sinks and drains.

Finally, wipe the fridge or microwave with bicarbonate of soda on a damp cloth – it's a natural deodoriser.



Tips for Spring Cleaning Your Health & Wellbeing

Spring is a great opportunity to add more in-season fruit and vegetables to your diet.

Spring greens, radishes, new potatoes, rhubarb and spring onions are abundant at this time of year and as they are in season they'll take less time to get from farm to table, thus maintaining more of their nutrition and taste!



Why not clean-up your pre-sleep routine and as the darker days are behind us, use spring as the time to re-set your sleep.

Try a digital detox, avoid alcohol and caffeine before you go to bed, and keep your room cool. Maintain a regular sleep pattern, by going to bed and waking up at the same time every day – even at the weekend. Sleep and general health are strongly linked, so making a few small changes could have a big impact.





Sean Mulkern

Sean is our Services Helpdesk Manager and joined the business as a University Graduate in May 2012. Sean has held a number of different roles, initially within the UK Hub. Through a desire to develop and grow within the organisation, he now takes a lead role in our supply chain partnerships and the maintenance of Indepth's own consumables Marketplace.

Sean volunteered to join the Employee Focus Group at its inception and is a Co-Chair of the Group. Sean wanted to share with you why he volunteered to join the Group and what it means to him...

"I joined the focus group because I felt as the manager of a team it was important to be a voice for both my internal colleagues and our teams out in the field. There have been some really great ideas shared through the Suggestion Box, which we continually review in the monthly focus group meetings.

I take great pride in doing justice to the suggestions that are put forward and want to be able to develop these further with the support of the leadership team.

Its important to me to be in the focus group to ensure that we're doing everything we can to keep engagement amongst our colleagues".

Intune with our Colleagues

As Spring is upon us and thoughts of lighter nights, warmer days and Summer just around the corner our Employee Focus Group is keen to remind everyone of the discounted membership scheme with Pure Gym.

We've been amazed at the number of colleagues who have taken up this opportunity and we're delighted to be able to offer the discount scheme to friends and family too. Don't forget you can obtain a discount code via our UK Hub by emailing ukhub@indepth-cleaning.co.uk with the subject header PUREGYM.

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.



We are asking people to come forward and generate some great ideas for the business to help to inspire, motivate and influence some positive changes.

The ideas can be in relation to anything associated with the organisation - a method of doing a job more efficiently, a fundraising idea, an employee incentive, an adjustment to improve a system, something that would reduce our carbon footprint etc, the opportunities are endless!

Please take a moment to reflect and think about any great ideas you may have and email them to ukhub@indepth-cleaning.co.uk with the subject 'Great Idea'.



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: Kirsty Layzell

Peter Vant, Senior Area Manager explains to us why he has nominated Kirsty. "Kirsty delivers consistently high standards on site we've had really positive feedback about Kirsty and the work she does."

Midlands Region Inspiration Award Winner: Chathuri Gurusinghe Costha

Senior Area Manager, Dinesh Weeratunga said "Chathuri is always pleasant and polite - she does a great job in keeping the treatment area clean and safe, which in turn makes patients feel better when receiving treatment"

Northern Region Inspiration Award Winner: Sharon Ellingham

Simone Johns, Regional Manager explains to us why Sharon has been nominated by the client, who said: "Sharon is great and gives 100% throughout her day. She will help me with the events, is reliable, hard working, thoughtful, and I trust her to ensure the work is done. I would be lost without her and she is very much a part of the team at Innovation Centre"

London City Region Inspiration Award Winner: Carlos Jimenez

Alex Vidales, London City Manager explains to us why Carlos has been nominated. "Nothing is too much trouble for Carlos. He works tirelessly ensuring all portage duties are covered in our client's building and supports other team members when needed. He's a great asset to the team".

Healthcare Sector Inspiration Award Winner: Maxwell Kwaku Antwi

Kay Timms, Healthcare Lead explains to us why Maxwell has been nominated by the client, who said, "Maxwell is a pleasant and professional man who has really made a difference at our Hub. We have seen such a huge difference in the cleaning standard. It is evident to see that Maxwell takes pride in his work and should be recognised for his efforts".



IWC/Services Award Winner: Sean Mulkern

Gary Johns, Commercial Director explains why Sean has been nominated: "Sean works incredibly hard and over the last 12 months, he has worked and in some cases led, on a number of key projects for the business that will have an impact both financially and from an innovation and ESG point of view".



Last Quarter's Winners



Mei Cheung
Northern Region Winner



Lynne McNicol
Midlands Region winner



Diaverum Colchester Team
Healthcare Winner



Jonathan Ewers
Southern Region Winner



Maria Perez
London City Winner

Putting the Purchasing Power In Your Hands

Indepth's **Marketplace** is an online shop for all your daily cleaning products and hygiene supplies.

STREAMLINED

The site can be tailored to your unique product range and budget, which can help keep control of your expenditure and allow you to set ordering parameters for your team.

SOURCED

Through a rigorous selection we have sourced some of the most innovative, high quality, sustainable products available.



SELECT

Our bespoke service makes it quick and easy to order exactly what you want, 24 hours a day, 7 days a week.

SUPPLIED

All orders are processed, packaged and shipped directly to your chosen UK-based site.



indepth-cleaning.co.uk/marketplace

Existing consumables clients will be sent their unique login details via post.

If you are interested in finding out more about the site and require access details, contact our UK Hub by calling 0845 6052251.



Incredible Update



Incredible Window Cleaning

We are pleased to announce that Incredible Window Cleaning has been re-awarded a contract to provide window cleaning and communal cleaning by Wakefield Housing.

Nick Maddock, IWC Operations Manager, said "we are extremely delighted with this re-award. It's testament to the great partnership and collaborative working we've developed with the client and the consistent efforts of the teams delivering the service".

Incredible Window Cleaning has had some other notable success with the contract award for window cleaning at Helping Hands office and store locations; and provision of window cleaning services to Nottinghamshire NHS Foundation Trust mental health units.

Room at The Inn & Y Project

Colleagues at the UK Hub have been taking in practical donations for our local Warrington charity partner, Room at the Inn & Y Project. They provide much needed support to the Homeless as well as immediate food, drink, showers, washing clothes and sleeping bags. They also support with food bank vouchers or small food parcels, applications and accessing local services, clothing and small items to help with moving into properties e.g. bedding, kitchenware.



On the 12th March 2024 our ESG, I&R Director Darran Yates presented 2 Android Tablets to the Warrington Youth Zone.

Warrington Youth Zone believes in 'Inspiring young people to achieve'. They exist to support young people's development, offering opportunities to gain, increase and develop skills, knowledge, self-awareness and confidence, and enabling them to make positive and healthy life choices through a wide range of programmes aimed at different age groups.



WARRINGTON



An OnSide Youth Zone

Indepth Managed Services and Incredible Window Cleaning plan to collaborate and support the WY in the future and to work on suitable environmental initiatives such as supporting their roof top growth of plants and vegetables.

“ Sarah Brennan the WYZ Supporter Engagement Lead commented that the 2 tablets would be put to good use in the Youth Zone. ”



Interview with Darran Yates

ESG, Innovation & Research Director

“ Every day is an educational day ”

How long have you worked in the cleaning and facilities management industry?

My career in cleaning and facilities management started over 30 years ago. I've held a number of different operational roles and found my vocational aspiration drawn towards Health & Safety, which then naturally led me to ESG (Environment, Social and Corporate Governance).

Can you tell us more about your role as ESG, Innovation & Research Director?

I feel passionate about ESG and have been keen to evaluate the business' performance and impact on social and environmental issues. Through ESG we foster innovation for our clients and colleagues; we seek to reduce risks and enhance resilience and ultimately plan

and prepare for the future. ESG covers a broad spectrum in our industry, which means no two days are ever the same and we can make a difference for future generations.

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

Every day is an educational day. I thrive on 'Change' and the advancement in innovation and sustainability and the positive impact we have on everyone and everything around us.

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

A recent acquisition of some Pioneer decks and rocket speakers has seen my lifelong mission come true of being able to DJ.

Health & Safety Update Manual Handling Reminder

- Plan the lift/handling activity
- Where is the load going to be placed?
- Will you need help with the load?
- Remove obstructions, like discarded wrapping materials.
- Keep the load close to your waist for as long as possible while lifting.
- Keep the heaviest side of the load next to your body.
- If you can't get close to the load, try to slide it towards your body before you try to lift it.
- Adopt a stable position.
- Your feet should be apart with one leg in front of the other (alongside the load if it is on the ground) to increase stability.
- You should be prepared to move your feet during the lift to keep a stable posture.
- Wearing overtight clothing or unsuitable footwear may make this difficult.
- Ensure a good hold on the load. Where possible, hug the load as close as possible to your body. This may be better than gripping it tightly with just your hands.
- Slight bending of your back, hips and knees at the start of the lift is preferable to either fully flexing your back (stooping) or fully flexing your hips and knees (full/deep squatting).
- Don't flex your back any further while lifting. This can happen if your legs begin to straighten before you start to raise the load.
- Avoid twisting your back or leaning sideways especially while your back is bent.
- Keep your shoulders level and facing in the same direction as your hips.
- Turning by moving your feet is better than twisting and lifting at the same time.
- Keep your head up when handling. Look ahead not down at the load once it is held securely.
- Move smoothly. Do not jerk or snatch the load as this can make it harder to keep control and can increase the risk of injury.
- Don't lift or handle more than you can easily manage. There is a difference between what people are able to lift and what they can safely lift. If in doubt, seek advice or get help.
- Put down, then adjust. If you need to precisely position the load, put it down first, then slide it into the desired position.

