

Training and Development

If you're a cleaning operative and would like to apply for NVQ 1 or 2 training, or if you're a supervisor and would like to apply for management training, we'd like to help. We can look into what training is available, and where necessary what funding is available. To find out more please get in touch with your manager.

Training Opportunities for you

Beneast Training Ltd is our appointed training provider, delivering training modules to our cleaners at their place of work. If you'd like to find out more about how this could be an opportunity for you, your area manager will put you in touch.

Beneast Training

Up to Date

Please make sure that your address books have been updated with our new address and phone number as below.

Other news...

Libor returns to his homeland

Libor Zollmann has been site manager for our multi-service contract with the luxury club and casino Manchester 235. He looked after a large team of full-time and part-time staff managing our entire onsite recruitment, training, health & safety and customer liaison.

It goes without saying that he'll be sadly missed, now that he's decided to return to his homeland of Czechoslovakia. Libor and his wife Zdenka are expecting their first baby in May and we wish them all the very best for their future together.

Farewell Libor, please keep in touch with your news!



Marathon Man runs again

Adrian presents a cheque for £100 to Mark Varley of Next's Aintree store, who narrowly beat his 2009 record with an impressive 3 hours 39 min 47 seconds. This year Mark was raising funds on behalf of The Alzheimer's Society. Congratulations Mark!



Scotty sponsored for another season

As we sponsor our young supermoto championship rider Scott Wright for another season, he's continuing to ride like a winner!

Competing in April for the Open Clubman A Group, at Rowra Stadium in Cumbria, Scott had a brilliant day and was over the moon to make his first pole position ever.

Of the three races - race ONE saw him take second position by just 0.4 seconds, race TWO first place, race THREE first place. Not bad going for a fifteen year old!

His next round is at Blyton Raceway in May. You can also try to keep up with Scotty's news at www.britishsupermoto.net.



Contact us

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Take note

Order your cleaning supplies on time!

Duckworths of Blackpool is our approved supplier for cleaning products. Orders must be placed by 12 noon on the last Monday of each month to receive deliveries within 14 days of the order date. Please make sure you replenish your cleaning stocks in time by letting your managers know prior to the final Monday of each month.

Timesheets

*Please fax your timesheets to the office using fax number:
01524 859569*

 **AM support services**

"One team, one goal"

Martin heads up cleaning division



We're pleased to announce that Martin Airey has been appointed Divisional Director for our new Cleaning Division, taking on responsibility for the commercial growth of our cleaning operations.

In January 2009 Martin joined AM Support Services as regional operations manager. With some 28 years experience in the support services sector and a successful record in business development he has held a number of senior management positions, and also set up his own successful cleaning services operation.

Martin says "Making sure we compete successfully presents many challenges in today's marketplace, and I'm delighted to be taking up this new post. It's important we retain our competitive edge whilst staying true to our core beliefs, and being able to deliver a high quality service by building on long lasting relationships that are based on mutual trust with our customers is paramount."

The appointment of Divisional Director for the new Security Division will be announced later this year.

Issue 10 2010



Message from Adrian & Anthea

Welcome ...

Welcome to our 10th edition newsletter, it feels like only yesterday when we were writing our first issue!

By the time this newsletter reaches you we may have a new key holder in 10 Downing Street, and what a job they will have! One thing is for sure, we'll have to cut back on public spending. As a percentage of GDP, public spending now stands at 45 per cent – the highest since 1975, and national debt as a percentage of GDP is 54 per cent.

Obviously I don't want to sound negative, and would much prefer to discuss the topics in our newsletter that will give you a firm belief that our company is working harder than ever on public sector cleaning tenders – and the building of an infrastructure we believe will support the future growth of the business.

As part of that process we've appointed Martin Airey as Divisional Director of our cleaning business, having identified Martin as the perfect candidate to head up this Division alongside our other company Pristine Washrooms. We are actively looking to appoint another Divisional Director for our security business that will enable our company to tender for multi-service contracts within the facilities management sector, and will keep you updated in our future newsletters.

We are also working hard to achieve and maintain three internationally recognised accreditations of the BSi (British Standards Institution). Should we be successful in July this year in being awarded health and safety management OHSAS 18001 – we will become one of a select few companies within the North West to have earned these three prestigious marks for quality management.

You can read more about this on page 3. We urge you to play your part by making sure that we all adhere to health and safety at all times.

Congratulations to Vanessa, Dan and Fay who achieved staff recognition this quarter.

Warm wishes

Adrian and Anthea

"One team, one goal"

Business News



Begbies Traynor

We're thrilled to have won a multi-service contract with Begbies Traynor Group plc, a leading provider of specialist professional services to businesses. The company offers independent professional advice and solutions in the areas of recovery, specialist taxation advice, corporate finance, investigations and risk management.

AM Support Services is providing cleaning and washroom services at the company's prestigious new Manchester premises. A team of six cleaning operatives is also joined by a 'housekeeper' – a new role we'd like to be able to offer other AM Support customers in the future.

Pristine is delivering washroom products and feminine hygiene services, and dust control mats for the main reception areas.

Lancashire County Council

A contract to provide cleaning services at Lancashire County Council's premises on Leyland Business Park began on 1st April. The team of three operatives will care for the building's common areas such as stairways, landing areas and toilet facilities.



Next store, Widnes

In March this year shoppers in Widnes were celebrating the opening of a £25 million shopping park. Next Retail is one of the stores to have secured prime retail space on the park, with premises of 11,500 sq ft.

As part of our Next Retail facilities management contract across the North West a two-strong team of cleaning operatives is working seven days a week at this new Widnes store.

Farnworth Shopping Centre

Farnworth is a place steeped in an industrial heritage, with its canals, coal mining, iron foundries, and cotton mills. Although in more recent years it's probably best known as being home to the club used for the filming of Phoenix Nights!

New retail centre, Farnworth Shopping Centre, was developed in 2006 as a promenade of shops in the town's main pedestrian district. We're pleased to have been selected for the cleaning services contract that began in April with our new team.

Trafford College

Trafford College has placed itself firmly on the map as one of the leading providers of education and training in Greater Manchester. It now has four sites across Greater Manchester, with approximately 11,000 students.

AM Support Services has been the proud provider of cleaning services at the College for almost two years, and we're delighted that the College continues to select our services as it grows.

In March this year a six-strong team of cleaning operatives and a supervisor began a new contract to look after the college's Technology Centre in Stretford which offers specialist industry and trade courses, and from May we will be looking after the new £1.5 million Manchester Music Base centre in the city centre.



Trafford College

Health and Safety

No reported incidents

We're pleased to report to you that no incidents were reported during the last quarter.

18001 certification – an update

One-to-one training sessions with contracts managers began in April, led by our resident management standards expert Val Hughes. These sessions are helping to ensure that all contracts managers are fully informed and that they have the confidence, knowledge and skills to lead and mentor their teams as we work towards meeting the requirements of OHSAS 18001:2007, the management system certification for health & safety.

The OHSAS 18001 Gap Analysis Audit took place in April. This is a significant step in the 18001 certification process, and included a visit by our BS assessors. Their observations and advice following this Audit are invaluable, helping us make sure that we're fully prepared for the final assessment that is scheduled to take place in July.

AM Support Services has already been awarded BSI certification for ISO 9001:2008 (quality management) and ISO 14001:2004 (environmental management).

Receiving BS OHSAS 18001:2007 (health & safety management) certification will place AM Support Services amongst a select group of UK businesses to hold these three certifications.

Our People

Ernie retires

Ernie was a valuable member of our team and worked with us for more than two years as a cleaning operative before retiring in February.

Based in Blackpool, Ernie looked after the Next store on Clifton Retail Park, as well as helping at some of our other customer premises in the area including Blackpool Airport.

He's now looking forward to spending more time with his wife and family, and hopes to visit his daughter in America soon.

Thank you Ernie for all of your hard work. You've been utterly reliable and we know that our customers had become very fond of you. Congratulations and best wishes for the years ahead!



Staff Recognition

The following employees recognised for their outstanding work have received a certificate and £25 voucher for Marks and Spencer.

Vanessa Kane



Based at our head office in Heysham, Vanessa Kane joined AM Support Services in our very early days.

As our office administration expert Vanessa has shown a huge amount of loyalty and commitment during the past seven years, maintaining control of our payroll, timesheets and invoices functions. Nominated by director Anthea Heron, Vanessa has also been tremendous with the implementation of our new payroll system and is a great asset to our business. Well done Vanessa.

Fay Keane



Pristine's dedicated service operative Fay Keane works tirelessly to ensure an excellent service is delivered to all of Pristine's washroom clients.

Nominated by director Simon Wilkinson, Fay is dedicated to her role and provides much needed support at a moments notice in her pursuit of excellent customer service standards. Well done Fay.

Dan West



Dan West is our Assistant Site Support Manager at Lucite International's Darwen site, and assists in overseeing the operations of security, cleaning and process support. He is a highly trained individual taking on numerous additional duties, including recycling and internal transport battery top-up.

Steve Wyatt has nominated Dan for the way he has learnt new skills enabling him to take on Portable Appliance Testing (PAT) whilst still managing a wide range of tasks. Great work Dan.

Pristine Washrooms



Pristine Washrooms has secured a five-year contract to install and maintain environmentally friendly hand drier units across Next Retail's estate of more than 500 stores in the UK and Ireland.

As UK distributor for I-Flow – a high-powered low-energy hand drier – Pristine has been able to offer Next Retail a cost effective solution that also meets the company's objectives to reduce its impact on its business on the natural environment.

The phased installation programme of the units has already begun, and will continue to roll-out around the country throughout the Summer.

K2 karaoke nightclub

K2 is a premier nightspot in Manchester's Chinatown, offering its customers the perfect fusion of karaoke, bar and nightclub entertainment.

Pristine has been awarded a three year contract to provide feminine hygiene and vending services at K2, for its ladies and disabled washrooms that are located on all four floors of this luxury venue.

Lancaster University Management School

The Management School of Lancaster University (LUMS) is a triple-accredited, world-ranked management school, consistently amongst the top five in the UK.

A contract for Pristine to provide feminine hygiene services at LUMS began in May following a bidding process that saw Pristine successfully fend off competition from the incumbent provider of 30 years.

Trafford General Hospital



A three year contract with Trafford General Hospital, part of the Trafford Healthcare NHS Trust, began in April.

At its large estate in Davyhulme, Manchester, Pristine is responsible for the delivery and maintenance of the hospital's 150 feminine hygiene installations.

Barrow in Furness 6th Form College

Barrow-in-Furness Sixth Form College is the only sixth form college in Cumbria. Established in 1979 it occupies a single site in an attractive rural setting to the north of the town. Each year more than 250 students progress to university.

Pristine began a three-year feminine hygiene services contract at the college in May.