

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.



Contact us

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Update from Scotty



City). Officials had spent a lot of time preparing the track for the weekend with a brand new dirt section, with massive tabletop and step up jumps. Unfortunately this awesome dirt section couldn't be used due to horrendous weather, so Saturday became a full tarmac race. The first race was a bit wet, but dried quickly. I finished in fifth. For the

Talented supermoto rider Scott Wright has almost completed his 2009 season of racing, supported by sponsorship from AM Support Services. He's sent us a wonderful letter of thanks. Well done Scotty!

“First of all I'd like to express my gratitude to Adrian, Anthea, and the team at AM Support Services. Without your support we'd have really struggled.

It's been an up and down season so far with mixed results and breakdowns. The beginning of the season was looking strong for top-ten positions, whilst I was getting to know the new faster KTM 250 SMR machine that I'm riding this year.

I had some really strong finishes in the first British Championship rounds, battling hard to keep in the top ten. Moving up a class into the 250 SM Lites group proved to be a challenge too.

The last British round at 3 Sisters near Wigan showed my best results by far, battling up the field in the top five. On the Saturday I was having some good rides, but when it came to the Sunday racing it couldn't have got any worse ... the bike blew up whilst I was in a solid fourth place and so the day was over ... it hadn't turned out to be a good weekend.

The round before 3 Sisters was at Manchester City Football Ground (Sport

next two races the weather was hot and the track was dry so bring out the slicks! In these races I had two sixth places having a good battle with a few of the older riders. On the Sunday the rain was terrible and the track was soaked through. Officials decided not to use the dirt again and when I came down to the races they'd put it back to the normal tarmac track. Having started from the back of the grid because I hadn't qualified, I then had a great start to all three races and came into the first corner in about seventh or eighth out of 15, trying to work my way up the field. I eventually ended up in eighth, seventh and seventh, so it wasn't our worst weekend.

Now we're coming to the end of the season, we've had a good year and next year I'm hoping to be racing in the adult class on the big KTM 450 SMR.

My first try on the big bike was at 3 Sisters. I felt really comfortable and fast, and was looking forward to Sunday's race in the open class, only for it to then seize and throw me down the road! To say I was gutted was an understatement, but I hope to be on the 450 for the National rounds at Blyton and Cadwell Park.”

To follow Scotty's races visit www.britishtsupermoto.net.

 AM support services

“One team, one goal”

Seven Seas



A significant three-year contract began in July with Seven Seas, the UK's leading brand of vitamins, minerals and supplements.

Seven Seas' headquarters and full production facilities are based in Hull, and AM Support Services has been awarded the contract to clean all of its offices, laboratories, capsule production areas and warehousing across its twelve-acre site.

Our offer of a full no-chemical cleaning service for the company's capsule production plant and equipment areas was a key factor in our success with this bid.

The no-chemical cleaning process uses electrically charged new-water to clean production floor areas, which are then vacuum dried within seconds, whilst production equipment and difficult to reach areas are steam cleaned.

For manufacturing plants concerned with the processing of foods and other digestive products a no-chemical approach to cleaning is essential. In addition, the statutory and logistical considerations that would otherwise be required for the transportation, storage and waste management of chemicals are also eliminated.

A daytime team of AM Support Services staff is responsible for the cleaning of offices, laboratories and warehousing facilities throughout the week, whilst a separate ten-hour five-night team is responsible for the production plant and equipment areas.

Seven Seas focuses on mobility, everyday healthcare protection, women's healthcare and children's healthcare through its leading brands such as Seven Seas Cod Liver Oil, JointCare, Multibionta and Haliborange,

Formed more than 70 years ago by a consortium of East Yorkshire trawler owners who had grown up knowing cod liver oil's health reputation and who saw the market potential, the brand is now recognised the world over as being at the forefront of the UK vitamin, mineral and supplement (VMS) market.

Issue 8 2009



Message from Adrian & Anthea

Welcome ...

Welcome to our latest newsletter which we hope will continue to keep you informed and updated with recent business activities, new appointments and staff news, along with other snippets of useful reading about AM Support Services.

Being mindful of the current economic climate, thank you for your continued support and impeccable service delivery. A firm emphasis on retaining and developing existing customer relationships, alongside the development of new business, must be at the core of all that we do.

You'll be pleased to hear that the installation of our new administration software is now settling down well. This software marks a big step forward in the way we're able to operate and manage our business on a daily basis, providing access to greatly improved and up-to-date information about our activities and performance, and helping us to plan ahead much more accurately and efficiently.

As reported in our Spring newsletter, our application for environmental management standard ISO 14001 is progressing well. We are actively working with JVH Consultancy to help us achieve the accreditation by the first quarter of 2010 for both AM Support Services and our subsidiary company Pristine Washrooms.

June 2009 marked the end of our 2008/09 financial year, reporting a healthy £1m increase in sales on the previous year, and profits in line with projections. As with previous years, profits have been invested back into the business.

We've also opened a new office in Leeds, and have relocated our Edinburgh office to much smarter and improved premises.

Please remember to keep us updated with your own news, we'd love to include information about your own highlights in these newsletter pages.

Adrian and Anthea

“One team, one goal”

New Business Wins

next

More business with NEXT stores

We've been cleaning many of the NEXT stores around the North-West since 2002, with the number of stores requesting our services steadily increasing.

Last year we announced that our contract had extended to all stores throughout the North West. This year we're thrilled to have renewed this contract which now encompasses some 52 units across the region.

The valued and long-standing relationship that has continued to grow with NEXT is evidence of the commitment we place upon serving our customers, and it is our people who make the biggest contribution towards these achievements. Thank you to all of you.



SUBWAY stores choose Pristine

Our subsidiary company Pristine Washrooms has won the contract to service washrooms in some 40 of sandwich giant Subway's outlets in the Liverpool region.

Subway is one of the fastest growing retailers in the UK, and this three year contract which began in August will include the provision of all sanitary and washroom products.



ALEA Casino contract extended to Pristine

AM Support Services is providing leading casino group ALEA with facilities solutions at its entertainment venues in Glasgow, Leeds, Manchester and Nottingham.

Now we're thrilled to announce that our subsidiary business Pristine Washrooms has won the contract to deliver washroom hygiene services at ALEA Nottingham, servicing some eight washrooms at its 56,000 square foot site.

Staff Recognition

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



Joanne Scollins

Based at South Trafford College, Joanne Scollins' work was always first class, she has been a responsible and reliable cleaning operative.

Joanne has recently taken up a new position, however AM Support Services wishes her all the best for the future.

Ewelina Mazurkiewicz

Ewelina Mazurkiewicz has been a cleaning operative for more than two years, and is working at the Lancashire PCT specialist clinic Preston Health Port.

Nominated by the centre's manager Katherine Grear, Ewelina's willingness to do a good and thorough job, her hard work and standards of cleaning have been impressive.



Martin Garside

With almost two years service with us as a cleaning operative, Martin Garside works for two of our Huddersfield based customers, the Next store at Kingsgate Shopping Centre and Simpson Wood chartered accountants.

He has been selected by Next for being a loyal member of the team who gives over and above his duties when additional work is needed.

Employment Law

Barrister appointed for employment law advisory service

We recently appointed a specialist employment law advisory company, Employment Law Solutions, to ensure that our business is completely up-to-date with the often complex matters relating to employment legislation.

Employment Law Solutions provides advice from a barrister and other legal qualified personnel and will now be working in partnership with us to firstly review all of our documentation such as employment contracts, policies and procedures to ensure that we are compliant with the law and that the rights of our employees are respected and honoured.

The specialist advice will also be extended to cover all aspects of employment practice including tribunal representation and advice.

Health and Safety



We've passed the Safecontractor Scheme, a highly recognised accreditation for Health and Safety.

More than ever we need to take Health and Safety seriously, and ensure that suitable arrangements are in place when working on our customers' sites. Our Safecontractor award demonstrates that we are doing this.

In addition, many large organisations use Safecontractor as their primary means of selecting suppliers, and this accreditation will help us to secure invaluable work with our customers.

Other news...

High security!



It's been annual assessment time for our Approved Contractor Status (ACS) accreditation, awarded to us by the SIA (Security Industry Authority). We're happy to report that we've passed with flying colours!

In fact, we did amazingly well scoring 78 points, taking us into the top 10% of security companies across the UK to receive such an accolade.

Swine Flu Awareness

You might want to include Selgine Ultra in your order of cleaning supplies.

This product can be particularly effective for eradicating many viruses and contaminated diseases such as MRSA and bird flu.



New People

Zoe Dobney, Sales, Yorkshire region

Welcome to Zoe Dobney who joined our team in August, bringing with her lots of experience of the commercial cleaning sector.

As well as a new job, Zoe has also just moved to a new home in West Yorkshire.

Zoe's sales background has included many years around the Leeds and M62 corridor region, where she's now looking forward to seeking out new business opportunities for AM Support Services, reporting to Jim Savage and Martin Airey.

Craig Calder, Contracts Manager, Manchester

Welcome to Craig Calder who joined us in April as contracts manager in Manchester, bringing with him lots of valuable experience of the cleaning industry.

Craig looks after our Manchester customers, including many Next stores, shopping centres and South Trafford College.

This year has been good for Craig, along with his new job he's had a new baby daughter. Congratulations Craig!

Qualifications and Awards

Certificates have been awarded to three of our employees in recent months. Congratulations to you all!



Dan West

Dan West recently completed a two-day PAT Testing training course at Training 2000.

He's been awarded a Level 3 Certificate for Inspection and Testing of Electrical Equipment based on the IEE Code of Practice for In-service Inspection and Testing of Electrical Equipment. Congratulations Dan!



Steve Wyatt – management training

You'll remember reading about Steve Wyatt's university studies in our last newsletter – issue 7. As our site support manager at Lucite International's Darwen site, Steve is pretty busy...but he's squeezed in part-time study time through Blackburn College and Lancaster University for a Certificate in Management Studies.

Steve graduated in July – congratulations Steve!



Adrian Cresswell – LEAD

Two years ago our managing director Adrian Cresswell embarked on an intensive two-year programme of study. The course, LEAD, had been developed within Lancaster University's Management School for the owners and managers of SMEs.

Through LEAD Adrian has been able to spend valuable time working "on" the business, rather than just "in" the business. He says, "It's been an invaluable experience for me personally, and one which I'm sure will continue to influence the growth of AM Support Services and our people." Congratulations Adrian!