

Health and safety training day

A health and safety training day with our excellent consultant Peter Ford took place in August at South Trafford College, for all of our STC teams. Bringing everyone together for the implementation of our new H&S guidelines was also a great opportunity for people to complete their H&S questionnaire. As always Peter delivered with his usual style and wit, whilst still getting across the important message about these guidelines and how we must all behave in the workplace.

Manchester 235

Our teams at 235 Manchester, a venue owned by our client London Clubs International, treated themselves to a congratulatory lunchtime event in recognition of their hard work. The 80,000 sq ft luxury dining and music club in the centre of Manchester relies upon a large support team from AM Support Services. Looks like a great time was had by all!



AM support services

"One team, one goal"

39 Abbots Way, Lune Business Park, Lancaster LA1 5QP
 Tel: 01524 67700 | Fax: 01524 67799
 E-mail: info@amsupportservices.com
 www.amsupportservices.com



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Message from Adrian & Anthea

Welcome ...

Another three months of high activity has passed so quickly yet again.

In fact there's so much to say that we didn't quite know where to start. But thought we'd begin with the wonderful news that our director, Anthea, in particular has been waiting for ...



Anthea's daughter Lucy Elizabeth was born on 22nd August weighing in at a healthy 8lb 1oz. So obviously the new Mum's taking a little time out for maternity leave at the moment, but when she visited us a few weeks later we grabbed the opportunity to take a snapshot so that you could all share with us in this lovely news. Congratulations Anthea and Andrew.

SIA Licence awarded



We couldn't wait to announce to you the fantastic news that the Security Industry Authority (SIA) has awarded AM Support Services its approved contractor status (ACS) certificate, further strengthening our service portfolio.

This accreditation, awarded to us in September, presents us with valuable opportunities to distinguish ourselves as one of the best providers of private security services. Just a small number of UK companies hold the ACS certificate, which is a legal requirement for anyone providing security guard services.

We're currently working closely with our security consultants Senate Security Services to expand this side of the business, and would like to thank site support manager Steve Wyatt and his team for helping us gain this valuable accreditation.

New business wins

Franchise operation in Edinburgh



Andrew Timms runs our new franchise operation in Edinburgh. Originally from the northwest, Andrew has been based in Edinburgh for some seven years and brings with him many years experience as a business professional. We're thrilled to have Andrew on board and taking the lead with the first of our franchise operations, marking an exciting new phase in the expansion of AM Support Services.

Still in its early days, contracts have already been won with two Edinburgh based businesses Woolgar Hunter and Gildeas.

Woolgar Hunter

Structural, civil and environmental consulting engineers Woolgar Hunter has been involved in a growing number of award winning multi-million pound contracts for projects across many industries, including luxury hotels, retail sites and leisure facilities. AM Support Services is providing a range of office cleaning services for their Edinburgh based premises.

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It's great to share with you on these pages the news about yet another proud accomplishment. In recent months we've been awarded a notable and highly prized accreditation by the Security Industry Authority that will further strengthen our services portfolio and open many more doors for new business opportunities.

As always there's also more news about new business wins, including the first contract wins for our new Scottish franchise, and we're getting smarter and sharper with the support of a highly qualified business and finance professional Yuan Lu. Please read on to find out more.

Finally, we'll be producing a special edition newsletter just in time for Christmas in celebration of our move to Heysham. For the latest on our fabulous new home see page 3.

Adrian and Anthea

Lands End to John O'Groats

Our very own Adrian has completed the Lands End to John O'Groats cycle trip. Cycling with his brother Michael and friend Brendan Uberschar they completed the trip in 9 days and raised over £3,000 for the British Heart Foundation and the Parkinson's Disease Society. Fantastic!

If anyone else is taking part in any special events for charity please let us know, and send a photo.



ISO

Our expanding workforce now requires that the annual audit for our ISO 9001/2000 accreditation should now be upgraded to a six monthly review, and we're pleased to confirm that it has been retained following our most recent review in August.



This internationally recognised standard represents a company's commitment and integrity towards its internal quality standards and procedures. It is highly valued across all industries, and the majority of our clients would not award us their contracts in the absence of this valuable and respected standard.



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New business wins *(cont)*

Gildeas

Independent solicitors Gildeas serve their commercial and private clients across the UK with a range of legal services from debt recovery to personal injury. AM Support Services is providing office cleaning services for their Edinburgh based premises.

Next

Yet another large contract with one of the UK's leading high-street names has been won. With more than 20 of this chain's stores now employing the services of AM Support, our latest success effective from 1st October is with its 43,000 sq ft flagship store at Sheffield's prestigious Meadowhall centre, together with stores in Huddersfield, Kendal and Birstall, Leeds.

Homeserve

An expansion to our Homeserve contract has been won with additional cleaning services for a new 10,000 sq ft in office space. Homeserve provides essential emergency call-out and repair services to businesses and homes across the UK.

This latest win brings the total size of this valuable contract to more than 50,000 sq ft at the company's call centre headquarters in Preston.



Lancaster University

All nine on-site campus bars at Lancaster University are now being cleaned by AM Support Services. A new contract began following the hectic freshers' week in September, and involves a large team of cleaners who need to be hugely proactive during their four-hour schedules. The ability to be extremely well organised and get things done well in a short space of time is essential.

New staff incentives

Don't forget our refer a friend bonus scheme

If you know anyone who'd like to work for AM Support Services please let us know. Your referrals will be rewarded with a £20 bonus payment once your friend or family member has completed their six-month induction.

Please contact Vanessa Kane at our Lancaster office for your Refer a Friend introduction form.



Staff recognition

Each month we award a member of our staff with our employee of the month certificate and a £25 voucher for Marks and Spencer.

July – Malgorzata Traczewska (Maggie)

Maggie takes on no less than three jobs with AM Support Services, two with separate facilities belonging to Lancaster's NHS services, and one at Lancaster University. At the University she is responsible for a team of staff cleaning all nine of its on-site campus bars.

Nominated by our contracts manager Tracy Shaw, Maggie is liked by all her clients, has developed a great spirit amongst her teams and is a lovely girl.

August – Adrian and Julia O'Neill

This is our first joint win for husband and wife team Adrian and Julia O'Neill. Adrian and Julia have been responsible for all cleaning services at the Next store in Barrow since this contract began some 18 months ago.

Working to very tight deadlines to prepare the store for opening they continually deliver a tremendous commitment to the job, whilst also



working with the same enthusiasm at the Phoenix Business Centre offices in Barrow. Nominated by our contracts manager Barry Bosworth.

September – John Gandy

John is now in his 14th year at Weaver Shopping Centre, and as part of a small team is responsible for cleaning all the centre's pedestrian and communal areas.

On many occasions John goes above and beyond what is required of him with additional duties, it's great to have him with us. He has been nominated by centre manager Paul Bosman.

Employment law

National minimum wage

New laws for national minimum wage are effective from 1st October, and at AM Support Services we can confirm that we're now complying fully with this new legislation.

The adult rate (workers aged 22 and over) has increased to £5.52.

The development rate for 18-21 year olds has increased to £4.60.

The development rate for 16-17 year olds has increased to £3.40.

New people

Tony Holroyd

Tony has been appointed as our new site manager at South Trafford College, and will be responsible for ensuring that our high standards in cleaning are maintained alongside good communication links between himself, our customer and our large team of up to 18 cleaning operatives.

We welcome Tony, who has a background of previous roles in the cleaning industry, into this new position.

Yuan Lu

With an MSc in Finance and a BA in Banking and International Finance, our new business and financial systems advisor Yuan Lu will be working closely with directors Anthea and Adrian, along with our business development manager Jim Savage, helping to further improve our operating and financial structures.

We'd like to offer a big welcome to Yuan, who joins us on a six-month placement from the Lancaster University Management School.

Relocation update

We're now set for the big move to take place on 17th December, just in time for Christmas!

Development work at Heysham has been taking great shape, with steelwork, bricklaying and cladding all now completed. I'd like to add a special thanks to our on-site project manager Stuart Robinson for his hard work and diligence coordinating the many contractors that have been involved. Without him this would not have been possible.

Phased over a number of weeks starting mid-November, we plan to have all relocation completed before the Christmas holidays.

