



“One team, one goal”

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Message from Adrian

Welcome to our first newsletter, the start of a quarterly bulletin to help keep you up-to-date with what's going on at AM Support Services.

We will be covering topics such as, career opportunities, contract wins, appointments, relevant legislation changes and health and safety updates. Each issue will also feature the three latest winners of our employee of the month competition in recognition of their outstanding achievements.

This is your newsletter, so any ideas or suggestions about topics you'd like to see covered will be greatly appreciated and considered.

Sometimes I have to pinch myself as to where the time goes. Every week seems to fly by and before I realise what day it is it's Friday again, but we would not have it any other way as it's such an exciting time to be working at AM Support Services.

Managing the growth of the business, investing in new procedures and systems and recruiting key people to sustain our future growth is what drives both Anthea and myself.

With our company now accredited to Investors in People and ISO 9001/2000, and being committed to achieving Security Industry Approved Contractor Status by July this year, it has never been a better time to join us.

This newsletter will provide us with another way in which we can communicate with all of you - our people and our clients. We want everyone to feel connected to the business and to know that your contribution is greatly appreciated. I look forward to hearing your suggestions.

Finally I'd like to take this opportunity to thank all of our clients for their tremendous and valuable support, and to thank all of our people who are the real backbone of our company and who we would not be here without.

Adrian

New business wins



Lucite International

In January our success at being awarded the three year contract with blue chip client Lucite International was quite a milestone for us. This is the first fully effective multi-service contract for AM Support Services, where we'll be providing our widest range of services yet for one client at its manufacturing site in Darwen, Lancashire.

Lucite International is behind two of the world's best-known contemporary materials Lucite and Perspex. The company employs 2000 people across 16 manufacturing sites and 35 sales offices worldwide, with its customers spanning more than 100 countries.

Our aim is to work in partnership with Lucite International and continue to build on our relationship, reinforcing our "one team one goal" approach.

Blackpool International Airport

In October we were chosen to work in partnership with Blackpool International Airport to provide a full range of cleaning and support services, following a £2 million refurbishment of its passenger terminal.

We are delighted to have been awarded this yearly contract which brings with it its own unique set of challenges when working in a bustling non-stop passenger environment.

Weaver Square Shopping Centre

Welcome to the cleaning staff at Weaver Square Shopping Centre.

Built as part of the regeneration of Northwich during the late 1960s, the centre is now occupied by many familiar high street names and some independent retailers. Our contract, which began in September 2006, retained the shopping centre's core team of cleaning staff and is going extremely well. We're looking forward to a long and successful future.



Relocation update

Just a quick update about where we're at with our move to the Port of Heysham.

The 4-hectare brownfield site, off Smithy Lane, had been vacant since reclamation was completed in the early 1980s. Owned by Lancaster City Council, it had proved difficult to sell such a large site, so the land was divided into smaller plots for industrial use that would satisfy the demands of local companies wishing to expand their operations.

Last year we successfully purchased almost an acre of this land, following a nail biting sealed bid process competing with other local businesses.

Our new 2000 sq ft unit is being purpose designed and built to meet all our onsite needs, both in office space and workspace, and we're on schedule to move to our new home in October this year ... watch this space!

New staff incentives

Pathway Card

Have you got your Pathway Card?

At AM Support Services, and in conjunction with the British Institute of Cleaning Science (BICS), we've launched the Pathway Card.

The Pathway Card provides a simple but highly effective medium that allows any individual to build and maintain their skills and qualifications profile, both educational and vocational skills. This record can then be verified by either an employer, job centre, agency, qualifying organisation or school, college or university, adding significant credibility to your skills record.

pathway
card

the skills passport for the
management of the built environment



Owning a skills record greatly improves your employability, providing your employer with a verified record of your skills when compared against a typical CV or resumé which only offers a "face value" account.

We can help you maintain your skills profile during your employment with us at AM Support Services, whilst also providing us with a valuable record of your training.

New website goes live

Please check out our new website at www.amsupportservices.com

We've tried to make sure it's user friendly and informative for all our visitors, whether you're looking for some basic background about us and what we do, our latest news and business wins, our values and policies, job vacancies, or if you'd like to read some of our valuable customer testimonials.

Let us know what you think, your feedback is always welcome.

Employment law changes

No smoking ban

Remember, from 1st July 2007 it will be illegal to smoke or to permit smoking in any workplace or public place in the UK. England is the last jurisdiction to fall under these regulations. The ban applies to all workplaces, public places, work vehicles, public transport, pubs, restaurants, bars, clubs, cafés, shopping centres and offices.

Minimum wage increase

The National Minimum Wage (NMW) is updated on 1st October each year, it applies to gross earnings and is calculated before tax, National Insurance contributions and any other deduction.

From 1st October 2007 the NMW will increase as follows:

- **Adult rate** (worker aged 22 years and over)
from £5.35 to £5.52
- **Development rate** (workers aged 18-21 years)
from £4.45 to £4.60
- **Development rate** (workers aged 16-17 years)
from £3.30 to £3.40



Holiday entitlement increase

The Government has made a commitment to make paid time-off for bank holidays additional to the current four-week holiday entitlement. The change has not come in yet, but it is proposed that on 1st October 2007 statutory holiday entitlement would rise to 4.8 weeks (24 days for an employee working a five-day week) – increasing again to 5.6 weeks on 1st October 2008 (with a maximum annual statutory entitlement of 28 days).

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.

January - Nicola Edwards

Nicola is cleaning supervisor at City Block, the private company behind Lancaster's purpose-built city centre apartments for university students. She is responsible for the cleaning of all communal areas within City Block's two apartment buildings.

During the student break period Nicola had a two-week schedule in which she carried out a particularly intensive cleaning programme. Nicola went above and beyond her day-to-day duties to ensure that the job was done to the highest standard of care and customer satisfaction within this tight timeframe.

The students themselves find Nicola to be friendly, approachable and trusted, all invaluable qualities that make us proud to have Nicola with us.

February - Francis Campbell

Francis was recruited as onsite supervisor for our client Homeserve, when the cleaning contract began in December 2006.

Homeserve provides emergency call-out and repair services across the UK. Francis and her team are based at the company's call centre offices in Preston, which employs more than 600 staff.

As a day-clean position it's essential that our onsite team is able to work politely and efficiently, as though they are Homeserve's own. Francis brought with her a wealth of experience when she joined as our cleaning team supervisor, the intensity of her cleaning service has been outstanding and we feel lucky to have her.

March - Libor Zollmann

Libor is site manager for our multi-service contract with Manchester 235, the UK's first luxury gaming, dining and live music club. The 80,000 sq ft complex on Manchester's Deansgate requires a large team of support from AM Support Services.

Libor is responsible for an 18 strong team of both full-time and part-time staff, operating various shifts day and night between 7am and 4am. He manages our entire onsite recruitment, training, health and safety and customer liaison, and much more besides.

Contracts manager John Roach has put Libor forward for this award in recognition of his sterling work in what has been a new position for him.