

Introduction

Working with a professional or trainer can give you skills to achieve higher and teach you a more effective way of doing things. Training can have a cascading effect too, the people around you pick up techniques and knowledge which makes for a higher performing team. It also makes people feel more valued, which is so important.

With all that in mind, we have been revisiting our programme of training - expanding the opportunities at all levels and looking at ways to make it easier to access. We look forward to sharing more with our employees soon.

Our 2018 Gender Pay Gap report has now been published and is available on our website. It's demonstrated a positive improvement on last year's figures and that of the UK average which we are proud to report.

World Mental Health Day was held earlier this month - it was great to see so many companies and individuals helping to raise awareness about the topic. As a service business with people at the very heart, it was really important that we joined the campaign with our own take 'Invested in your well-being'. We would urge our employees to reach out to their colleagues if they suspect someone isn't feeling ok, so that they can be supported accordingly.

And finally, we're really proud of our new Inspiration Award winners and their great efforts - well done!

Peter Roach, Chairman



Innovation In Action

We've just delivered an i-mop to one of our clinical sites in Manchester and carried out some training with our Cleaning Operatives.

The first of its kind, the i-mop solves the problems of floor cleaning systems by combining the flexibility of a floor mop with the power and speed of industrial scrubber driers.

The level of cleanliness this machine offers is fantastic - the dirt that it extracts from a newly mopped floor is quite staggering.

The i-mop makes it possible to clean any hard surface, it's really easy to use and manoeuvre - it isn't just designed for cleaning, it is designed for the cleaner.



If you'd like to arrange for a demonstration of the i-mop in your place of work, then contact your local Area or Regional Manager, by emailing: info@indepth-cleaning.co.uk or calling: 0845 6052251.

Indepth's Gender Pay Gap Report 2018

In April 2017, the UK government introduced a requirement for all employers with more than 250 employees to publish their gender pay gap figures on an annual basis. The gender pay gap shows the difference in the average pay between all men and women in a workforce.

The regulations require us to publish six key pay gap figures comparing male and female pay, and our 2018 full report is now available on our website www.indepth-cleaning.co.uk

We are proud that the results of our analysis not only place us in a strong position, especially when comparing our gender pay gap figures against that of the National average, but show an improvement on our 2017 figures. Diversity and inclusivity influences our policies and culture at all levels - and we continue to not discriminate for any position or for any reason, including race, religion, ethnic origin or gender. We are proud to be an equal opportunities employer.

Gender Pay Gap

The gender pay gap shown is defined as the difference between the mean or median average hourly rate of pay that male and female colleagues receive expressed as a percentage of men's pay.

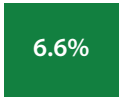
These figures are based on the hourly rate of pay as at 5th April 2018 and Indepth's figure of 3.8% is substantially better than the 2017 National average of 14.3% and improved on our 2017 figure of 6.6%.

UK Mean Average*

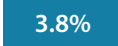


*2017 National average.
Source: Gender Pay Gap Service

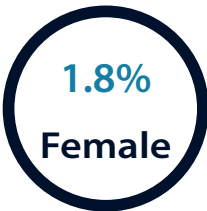
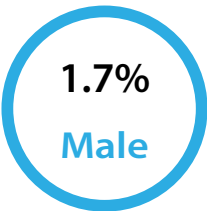
Indepth Mean
Gender Pay
Gap **2017**



Indepth Mean
Gender Pay
Gap **2018**



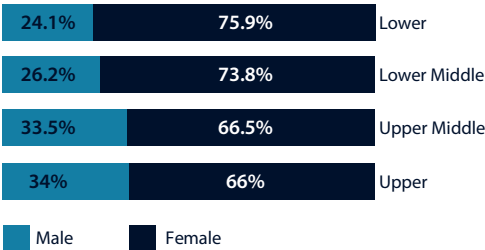
Proportion of male and female colleagues receiving a bonus payment



“Pay awards and advancement within the company is NOT dependent on gender.”

Proportion of male and female colleagues in each pay quartile band

This chart shows the gender split when we list the hourly rate of pay from lowest to highest and group into four equal quartiles.





Inspiration Awards

recognising outstanding contributions

Our employee reward scheme, Inspiration Awards, recognises and celebrates Cleaning Operatives who are seen to go above and beyond. Suitable employees are nominated on a quarterly basis by Area Managers based on their judgement and that of the client.

Once all nominations have been received, Regional Managers select one overall achiever per operational region to receive a watch and certificate of achievement. All other nominees receive a letter of recognition from the Chairman, Peter Roach, for their excellent contribution.

Here are this quarter's fantastic award winners:

Midlands Region Inspiration Award

Winner: Janet Ansah

Andrew Brissett, Midlands Regional Manager, had this to say about Janet:

"Janet was nominated by one of our Area Managers for her outstanding service, quality of standards and fantastic team work."

"She has always maintained a fantastic quality of standards and tremendous communication with the Area Manager and the company, in order to maintain a very high standard of service for the client."

Southern Region Inspiration Award

Winner: Kevin Fitzgerald

Sharon Williamson, Southern Regional Manager, shares with us a small sample of the client feedback about why Kevin deserves the award:

"I'd like to take this opportunity to highlight the excellent job that Kevin has always performed in the Data Centre, organising the team and ensuring that a high standard is always

maintained. I often get comments about how clean the Data Centre looks and smells and how highly polished the floor is, despite everything that is constantly being moved across it, from visitors I take round the Data Centre. The cleanliness is always a credit to Kevin and the team."

Northern Region Inspiration Award

Winner: Andrew Kerr

Graham Petersen, Northern Regional Manager, shares with us the client feedback about why Andrew deserves the award:

"We are so pleased with Andrew our cleaner. He is brilliant and all our staff are constantly praising his services."

Here's a few photos of some of the Summer award winners with their watches and certificates:



Ian Harris & Wendy Otteson
Midlands Region Award Winners



Martin Osborne
Southern Region Award Winner

Into Recycling

In September, our Southern Regional Manager, Sharon Williamson, and Site Manager, Evelyn Naunay, arranged a fun-filled recycling day to mark Zero Waste Week.

The event, which was held in conjunction with Paper Round (pictured), a total waste management company, was held at a client location and was deemed a great success.

Staff members took part in a quiz and recycling games and were engaged and keen to hear more about recycling.



Reincarnated Plastic Product

We've recently embarked on a mission to explore ways in which we can become increasingly environmentally friendly, and we were pleased to discover that the black refuse sacks we use are 98% recycled.

We are committed to minimising the use and distribution of single-use plastics throughout our business over the coming years. This is a huge challenge as it requires investment in innovations and research, a level of training and promotion to educate people, as well as a passion and determination. We'll keep you posted with our progress!

Invested In Your Wellbeing

World Mental Health Day took place on the 10th of October, which according to the Mental Health Foundation, provides an opportunity "for all stakeholders working on mental health issues to talk about their work, and what more needs to be done to make mental health care a reality for people worldwide".

It's a topic close to our hearts and with a large workforce we wanted to mark the occasion and raise more awareness about the subject. We shared this via our social media profiles:



Invested in your wellbeing

World Mental Health Day



1 in 4 experience mental health issues in their lifetime.

If you think a colleague might be suffering in silence, reach out to them so that we can provide support.

Following our post, we had some lovely feedback from one of our Cleaning Operatives that we'd like to share: "I have to say.. that Indepth have been amazing in supporting me through mental health.. and I thank them for that."

Introducing EV Chargepoint

We've just installed a new vehicle electrical charging point in our Head Office car park that will allow employees and visitors to easily and conveniently charge their vehicles whilst at work or paying us a visit.

Electric vehicles help to improve air quality as they operate with zero exhaust emissions, and it's great to be introducing more of these vehicles to our fleet.

We selected the SecuriCharge EV Wall Unit as it is a robust, heavy duty, hard wearing, vandal resistant EV charging unit specifically designed and manufactured for public facing and exposed locations.

This unit charges via its Type 2 Mode 3 charging socket(s), which are securely locked away when not in use.



Incredible Bundle Of Joy!

Diana Walker, one of our Area Managers in our Southern region, has given birth to a beautiful baby girl!

Victoria was born on Sunday the 7th of October and weighed in at 3.44kg (7lb 6oz) - mum and baby are doing really well.

We would like to send huge congratulations to Diana and her family and we look forward to meeting baby Victoria really soon.

Informing Employees

We'd like to remind our employees that the new holiday year commenced on the 1st of October 2018 and runs until the 30th of September 2019.

Employees wishing to book holidays should contact the Communication Centre on 01925 642966 giving at least one month's notice of any holidays they wish to take.

Authorisation and approval must be sought prior to booking of holidays.

Christmas is coming....

With Christmas only a matter of months away, we wanted to share the Christmas pay dates with you.

14 December 2018 – you will receive 2 week's pay
21 December 2018 – you will receive 1 week's pay
4 January 2019 – you will receive 2 week's pay
11 January 2019 – you will receive 1 week's pay
25 January 2019 – you will receive 2 week's pay as normal

In tune With Our Community

There's been mud, sweat, consumables and selfies happening this quarter and all in aid of some amazing charities and projects. We've got some further fundraising activity and support planned and look forward to sharing them with you.

Head Office: Room at the Inn – The Y Project

Staff at Head Office donated hot chocolate and socks on our #HotSocks day in August following a request from the charity.

Our Services team have been liaising with one of our suppliers, Hygenol, who have very kindly donated toilet roll and soap dispensers, hand driers and general cleaning products to the charity.

We are holding a #ThirstyThursday event where we will be collecting donations of all types of soft drinks, reuseable cups and thermal mugs in the coming weeks.



The charity are holding a Dance & Dine event at the Village Hotel, Warrington on Friday 29th March 2019. Tickets are priced at £40 each and are available by emailing events4ratiyproject@gmail.com

www.facebook.com/RATIYProject

Northern Region: Alzheimer's Society North West

Our CSR, Innovations & Research Director, Darran Yates, took part in Tough Mudder, raising over £385. It took at least three showers before he had finally removed all traces of mud! Congratulations to Darran on such a brilliant effort!

Some of the Administration team at Head Office participated in the Memory Walk at Arley Hall and Gardens in Cheshire on the 14th of October and raised in excess of £185 - well done to Andrea Kerr and Jackie Houghton!

A Curry Night was held on the 10th of October and the event raised £165. Everyone had a great time and enjoyed the delicious food.



www.alzheimers.org.uk

Midlands Region: Sheffield Dialysis Patients - Broadfield Patients Social Club

With Christmas parties only a few months away, we will be starting to collect items that will enhance the clubs planned Christmas parties and gatherings. We're currently accepting donations of Christmas crackers, party poppers, Christmas napkins and decorations.

We're holding a book collection on Thursday 1st November - we will donate the books to the unit so that they can be enjoyed by patients receiving treatment or they can be sold in a book sale to generate funds for future trips and activities.

A Reverse Advent is being organised - people will pick a date out of a hat and on that specific date bring in an item for a collection basket - once each date has been completed the basket will then be given to the charity and can be used for raffles or gifts for patients.

Southern Region: Changing Places

Changing Places held an awareness day and asked people to share their Changing Places selfies with their printable props - we couldn't wait to join in and help spread the word.



To help raise awareness of the Changing Places facilities, we're launching a #CPFaciityFinder campaign. We're asking people to send us selfie photos of themselves at a building that has a Changing Places toilet and then we'll share them via our social media profiles and include some in our next newsletter. You can either email them to us at:

info@indepth-cleaning.co.uk or tweet them to us via our twitter handle **@indepthcleaning**

If you're interested in finding out more about installing a Changing Rooms toilet facility, then send us an email with the subject 'Changing Places' to **info@indepth-cleaning.co.uk** and we will get in touch with you.

www.changing-places.org

Inspired at the BIFM Ball

In July we attended the BIFM North annual charity ball at the Hilton Hotel in Manchester, in aid of Prostate Cancer UK and Shelter.

The event, which was attended by around 400 Facilities Management professionals and those associated to the industry, had a circus theme with some fantastic performers and entertainment.

The organisers of the event have since reported that the ball and a recent golf day generated a combined, inspiring £17,440 total for both charities.



Interview

Emma Brogan: Business Development Manager

Emma is responsible for generating new business opportunities across the company.



interpreted client requirements and understand the contract inside out - this then enables us to successfully translate this to our Operations team who have the day-to-day responsibility. Without this level of detail, the contract cannot be carried out effectively and won't meet client expectations.

Q What is your favourite part of your job?

A I love meeting new people, getting to know them and building strong business relationships. And because we clean in all industry sectors, we get an insight into a wide range of businesses.

I also love winning new contracts - it gives me a real sense of achievement. To see the process through from start to finish with a positive outcome is so rewarding.

Q Can you tell us something interesting about your role that we might not know?

A The majority of our IT systems are created in-house and are bespoke so that they meet the needs of our clients and our operations.

Last year we launched a new quotations system in the Sales department - it has streamlined the way we calculate and record our quotations and enables us to adjust figures easily, should there be a contract alteration.

Q What do you like to do outside of work?

A I like to go to the gym, but more so going shopping! I have a very busy social life with family and friends and I love to walk my 2 year old Rottweiler, Nala.

Q Can you give a brief description of your role?

A In my role as Business Development Manager, I am responsible for generating and nurturing new business within daily office cleaning, industrial cleaning, window cleaning, washroom cleaning, the supply of consumables and other associated services.

I predominantly cover the North West but often find myself further afield visiting sites nationwide.

Q What is the most important part of your role?

A The most important part of my role is providing a professional company image so that decision-makers get a true feel for the business, our people and the services we offer.

It's also important that I fully understand clients requirements to enable me to provide a tailored proposal that identifies potential cost and time savings.

Q How does your role impact on the successful delivery of our services?

A When we win new business it's so important that the Sales team have fully

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If you no longer wish to receive a copy of our newsletter then please send an email with the subject line 'Opt-out of newsletter' to info@indepth-cleaning.co.uk
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