

# A warm welcome to Vertas.



“ Our enviable position as one of the fastest-growing companies in Great Britain is down to our philosophy of listening to, and delivering on, our customers’ wishes. We’re proud to be known for ‘Making the Difference’.

Our clients range from multi-academy trust and police forces to leisure and forestry sites. From Scotland to Kent we clean offices, colleges and schools in a safe, environmentally friendly way. We secure and protect industrial sites and retail outlets and provide innovative catering and hospitality services. We provide expert HR consultancy and run payrolls for thousands of keyworkers. We can do as much or as little as you need. We’re agile enough to change as your needs evolve.

Vertas employs over 4,000 colleagues and our People Strategy recognises them as the core strength of our business. Colleagues enjoy unrivalled benefits and their physical and mental health and wellbeing comes first. We also promote from within (each of our Associate Directors are internal

hires) thanks to our in-house career development programme.

Our services include property management, professional services for schools and academies (finance, HR and payroll), commercial catering equipment (design, installation and maintenance), energy consultancy, grounds landscaping and maintenance, waste and recycling, design and print and reception services. Get in touch with us via telephone, email or social media and set us a challenge.”

Yours sincerely,

**Ian Surtees MBA, FIoD**  
Chief Executive Officer (CEO)

**Suffolk Limited 2019**  
Leading company



Suffolk Limited



RoSPA Awards



Time to Change Pledge



# vertas

Making the difference

## *Our Board of Directors*



**Ian Surtees MBA**  
Chief Executive Officer



**Keith Buet**  
Group Operations Director



**Jamie Smith**  
Group Finance Director



**Duncan Johnson MBA**  
Non-Executive Chairman



**Gerry Kassab**  
Non-Executive Director

## *Our Associate Directors*



**Kate Innes**  
People



**Kelly Fellowes**  
Health, Safety, Quality,  
Environment, Compliance  
and Governance



**Liam Swift**  
Operations



**Karen Burrowes**  
Operations

# Corporate and Social Responsibility

*Vertas strives to give something back to the communities in which it operates, be a good corporate citizen and respect the environment. Here are just a few examples of how we're making a difference.*

## Environment

*We decided that from 1st April 2020 we would no longer use any single use plastic cutlery. All plastic cutlery has been replaced with wooden knives, forks, spoons and stirrers and reusable stainless-steel teaspoons for primary schools. This is just one initiative of many.*

We will save around  
**1,000,000**

pieces of single use plastic being used by Vertas across our sites.

#savingourplanet



## Charity

*From 2015-2016 we raised £4k for East Anglian Air Ambulance and £4.9k for East Anglian Children's Hospices.*



*Since 2017 we have focused our efforts on supporting Cancer Research UK – by March 2020 the figure raised by colleagues stood at £32,000.*

## Sponsorship



*We're proud to be a supporting partner for the Women's Tour stage in Suffolk for 2020 (postponed until 2021).*

*The high-profile Women's Tour is a natural fit for Vertas to get behind. The race will roll past many of our clients' sites, allowing us the opportunity to engage with and inspire many of the thousands of school children we cater for each day, with themed menus and cycling promotions.*

## Community

*As a measure of goodwill, our grounds team created a 'welcome back' message for the pupils and teachers of Poplars Primary School in Lowestoft returning after the Covid-19 global pandemic.*



*We are proud to have pledged our support to current and former members of the Armed Forces and their families by signing the official Armed Forces Covenant.*

*We commit to honour the Armed Forces Covenant and support the Armed Forces Community.*



*At Vertas, we...*



Managed the completion of over **2,400** planned preventative maintenance service and inspections.

Carried out over **1,000** visits to sites to ensure **premises statutory compliance**.

We've collected

**500,000** KILOS

of confidential waste paper within the Suffolk area and recycled back to paper products, the equivalent of saving 8,500 trees for virgin paper production.



**WE RECYCLE OUR COOKING OIL**

into bio fuel producing enough to drive a lorry the length of the UK 18.5 times.



**WE SUCCESSFULLY HOLD ISO: 45001, 14001, 50001, 9001 GLOBALLY RECOGNISED ACCREDITATIONS.**



**ACHIEVED ROSPA GOLD AWARD 2019 —**

Vertas Group first Health and Safety Award.

**85%** OF COLLEAGUES FEEL THAT VERTAS OFFERS A SAFE WORKING ENVIRONMENT.



**TONNES**

Grounds have recycled 318.89 tonnes of green waste and turned into compost.

# Health, Safety, Quality, Environment, Compliance and Governance

## ‘MAKING THE DIFFERENCE SAFELY’

*At Vertas, the health, safety and wellbeing of our colleagues is more than just a priority it is the golden thread that runs through our operations. Our ambition is to ensure a position where all colleagues feel empowered, supported and engaged to contribute to a safer and healthier workplace, through a culture of competence and accountability. To achieve this ambition, we have implemented various measures to ensure safety is an integral part of our processes and guides our day to day actions. Safety is a basis of our corporate culture at every level and numerous initiatives have been introduced to improve safety, including:*

- Ownership and commitment from Senior Leadership
- Key compliance through clear policy and procedure
- Accurate incident reporting and learning
- Positive engagement with employees on safety at all levels
- Effective training and support for employees and managers

### ACCREDITATIONS

Vertas ensure compliance with all relevant legal obligations in respect to health and safety at work legislations. We're proud that our safety culture has been recognised and we are ensuring compliance through attaining the International Standards for Organisations (ISO) in Safety, Environment and Quality. Our commitment has also been

commended by RoSPA, receiving an internationally recognised award for demonstrating high health and safety standards in the Facilities Management Sector Award.



# Health, Safety, Quality, Environment, Compliance and Governance

## ‘MAKING THE DIFFERENCE SAFELY’

### MONITORING AND REPORTING ON OUR SAFETY PERFORMANCE IS ESSENTIAL

To ensure everyone who works with or for us recognises the importance of safety rules, we monitor and report our systems. Vertas undertakes a rigorous audit programme to monitor the systems in place. We want to drive continuous improvement based on identifying, analysing and controlling risk. We encourage our colleagues, suppliers and partners to view this data and learn from what we've discovered. Safety is everyone's responsibility. It concerns our employees, contractors and our partners as they all play a major role in our operations.

### CLIENT SAFETY COMMITMENT

Our commitment to safety does not differentiate between our own colleagues and our clients. We also provide Health and Safety services, so that our clients can keep their own environments healthy, safe and compliant. These include:

- Health and Safety Premises Assessments
- Asbestos Management
- Legionella Compliance
- Fire Risk Assessment
- Health and Safety Audits
- Electrical and gas safety and air conditioning systems testing
- Compliance training



Our bespoke online compliance training system E-volve



# Supporting and Developing Our People

Here's a snapshot of how highly we are committed to our colleagues' engagement, career development and wellbeing.

## Mental Health

We currently have 12 colleagues trained as mental health first aiders. We were the first FM company in the region to sign the Time to Change Pledge, October 2019.



Vertas Group has a median pay gender gap of 1.8%\*, this is a reduction of 1.3% from March 2018.



## Gender Pay Gap

Our mean gender pay gap is 10.3% which is a reduction of 5.1% from March 2018.



## Colleague health and wellbeing

We were shortlisted in the Reward & Employee Benefits Association (REBA) Employee Wellbeing Award 2020 for our approach to colleague health and wellbeing.

## Leadership Pathways

Our Leadership Pathway offers our inspiring leaders a supportive framework of leadership development opportunities. The programme supports individuals at each stage of their leadership development towards Senior Leadership roles, with bespoke one to one mentoring weaved in to focus on personal development.



## 15 Apprentices on Roll

As an Apprentice Levy Paying provider we are working with West Suffolk College and Norwich City College on Apprenticeship programmes across all disciplines. To date we have enrolled 15 apprentices on an 18 month long programme, we have more booked on to commence their training.

# Rewarding Our People

*Striving for a high performance culture we reward and recognise individual's performance and ability.*



Discount scheme giving exclusive offers and 'cashback' on groceries, utilities and insurance plus payday treats like cinema tickets, gadgets and experience days.



## Employee Assistance Programme

Confidential 24/7 telephone and online support for a wide range of life matters from debt to home buying. Four face-to-face counselling sessions included. 1,800+ articles, podcasts and toolkits to support wellbeing.

## Specialist Support

Probate Support Line - support and guidance on the process for obtaining probate after a death and can help deal with associated legal, financial and tax issues.

**Bereavement Counselling** - a completely confidential 24/7 service that provides colleagues and their immediate family with support and help on dealing with grief and loss.



## WeCare

A 24/7 online GP, mental health support and wellbeing service where colleagues and their immediate family can speak to a GP from the comfort of their own homes.

## Making the Difference AWARDS



Our annual 'Making the Difference' Awards with its gala ceremony celebrates those team members going the extra mile. We actively encourage clients and colleagues to nominate across ten categories, from 'sustainability and innovation' to 'team of the year'. We are delighted to receive inspirational nominations that run to the hundreds.

# ENERGY MANAGEMENT



The Vertas energy team encompasses a group of skilled specialists with a passion for supporting you with your energy needs.

We understand you have your daily core business to attend to, so we take the strain out of having to deal with multiple utility suppliers, with the key priorities of saving you time and money.

## HOW CAN WE HELP YOUR BUSINESS?

### ENERGY PURCHASING

Our knowledgeable team will support you to achieve competitive energy purchasing. This means we will do a complete analysis of the whole energy market and build you a bespoke energy contract to suit you and your business.

### ENERGY HEALTH CHECK

We will work with you to do a full “health check” of your energy and utility usage. We will measure your energy efficiency and spend, evaluate how much you are spending in what areas and we will work with you to reduce those spends.

### ENERGY BUREAU

We can consolidate all of your energy bills together, so you only need to make one payment.

### CONTRACT MANAGEMENT

Our team will manage all your various energy contracts and keep a track of the complex industry legislation, so you don't need to worry. We will also validate your bills and recover any overpayments for you.

# THOMAS GAINSBOROUGH ENERGY CASE STUDY

*Thomas Gainsborough School is part of the Samuel Ward Multi-Academy Trust. During their regular bill validation process and consumption analysis, Vertas identified usage that appeared to be considerably higher than expected outside of school hours.*

## OBJECTIVES

- To identify the periods of unusual consumption and to assess the cost impact to the school
- To support the school with our team's knowledge to guide them in finding the right solution to their over expenditure.

## SOLUTION

- We set up a weekly report that demonstrated both numerically and graphically the excessive consumption
- We supported the school in regular meetings with technical knowledge and finding a solution to the issues
- We supported the change of the building management system in the school.

## BENEFITS

After 24 months of reporting and meetings with the Education Funding Agency (EFA) and the construction company involved in building the school, it was identified that the building management system was the cause of the excessive consumption. An approximate overspend of £10,000 has been identified and claimed for the school.



Partner with Vertas Group today  
Call us on 01473 264484  
or email [energy.services@vertas.co.uk](mailto:energy.services@vertas.co.uk)

[www.vertas.co.uk](http://www.vertas.co.uk)  [@VertasFM](https://twitter.com/VertasFM)



Liz Clements  
Premises Manager,  
Thomas  
Gainsborough School

*“We have found the support that we have received from Vertas invaluable. Their knowledge and expertise in identifying and challenging inaccurate billing and unnecessary consumption has saved our school thousands.”*



CLEANING



**The presentation and cleanliness of your building is fundamental to creating an excellent first and lasting impression. Our teams will ensure your premises are clean, free from waste, safe and hygienic.**



## OUR SERVICES

We offer the complete range of cleaning services for commercial, educational and industrial premises, from small offices to national portfolios. We can also supply and manage your cleaning consumables (such as hand towels, washroom services and bin bags). We are experts in specialist areas such as high-level windows, fascias and carpets. We also offer added value by providing pest control and specialist cleaning outside of your core service.

**The full cleaning range includes:**

- General
- Periodic
- Specialist
- High level
- Gutters
- Windows
- Washroom services
- Feminine hygiene
- Builders cleans
- External surfaces.



CLEANING



## OUR INNOVATIONS

We continually devise new ways of protecting the health and safety of staff and the environmental impact of our cleaning service by:

- Ionised water technology reducing the use of harmful chemicals
- Efficiency-driving equipment
- Intelligent washroom footfall monitors
- Equipment that reduces staff fatigue and trip hazards
- Our unique 'One Best Way' (lean engineering work method), ensuring consistency, efficiency and quality.

We play an active role in the cleaning industry and are members of the British Institute of Cleaning Science (BiCSc) and British Institute of Facilities Management (BIFM) as well as holding the CHAS (Contractors Health and Safety Association Scheme) Accreditation.

## ACCREDITATIONS



# LANDSCAPE AND GROUNDS MAINTENANCE



Ensuring your grounds are well-designed and maintained will leave your visitors with a long-lasting impression. Our team of highly skilled, expert landscape designers, tree inspectors and grounds experts will work with you to turn your dreams into a reality.

## CREATIVE LANDSCAPE DESIGN AND INSTALLATION

We apply a systematic approach to ensure your vision is realised and the project efficiently managed and

successfully delivered. We install hard and soft landscapes, including home gardens, footpaths, car parks, playgrounds, fencing, shelters, canopies, wildlife ponds, orchards and so much more.

## ACCREDITATIONS





# LANDSCAPE AND GROUNDS MAINTENANCE



## PLAY AREAS AND OUTDOOR LEARNING ENVIRONMENTS

Our highly qualified and professional designers will work with you to create a play area that will keep children safe, excited and immersed in learning. We are up to date with current playground regulations (EN1176/77) and our inspectors are qualified under the Register of Play Inspectors International scheme (RPII). We will create safe, vibrant and inspiring external play spaces, sensory gardens and relaxation areas.

## TREE INSPECTION AND MANAGEMENT SERVICE

Our tree service boasts exceptional value for money. It's often hard to tell if a tree is healthy so it's imperative that trees are regularly inspected to ensure they are safe for the people, animals and property around them. Our experienced tree inspectors will provide you with a written condition report, recommending future work where needed.



## GROUNDS MAINTENANCE

Our grounds maintenance service offers unparalleled performance and great value and we currently look after the grounds of over 550 businesses and organisations.

From grass cutting and hedge trimming to fertilising and playing field line marking, our team of qualified professionals will ensure that your grounds and outdoor areas give your customers and visitors the best first impression.



CATERING



**At Vertas, we know that nutritionally balanced meals are better for young people's development and promotes their ability to learn. Our bespoke catering service can be found in educational settings from nurseries to universities, from mainstream schools to those with special educational needs.**

### **OUR MENU AND INGREDIENTS**

Our high quality meals are loved by children and staff. Our development chef creates two menus per academic year, ensuring freshness, seasonality

of ingredients, balanced nutrition, trends and tastes. Reducing sugar and fat is a priority, as is ensuring ingredients are sourced locally and responsibly from suppliers with the highest standards.

### **CREATIVELY THEMED**

We pride ourselves on our creativity. Our team bring to life innovative theme days based around the curriculum, making break and lunch time more fun and informative. Our staff fully embrace these special dates in the calendar.

# **eats.**

### **PRIMARY SCHOOLS**

eats is Vertas' primary school brand, which along with our Pick & Mix offer provides a wide variety of choice. We believe that wholesome school meals form the foundations of children's lifelong health and learning. eats has been nationally recognised at the Cost Sector Catering Awards with shortlistings in the Innovation and Education categories.



CATERING



## HIGH SCHOOLS AND COLLEGES

Vive is Vertas' high school and college brand. Tried and tested by students, Vive constantly evolves to replicate food innovation and high street

trends. Vive is about making food fun and accessible, offering great choice, throughout the day. We build bespoke nutritious menus that are popular with students and conduct regular student surveys to gain feedback on our menus and service.





# PROPERTY MANAGEMENT



**Our team provide a bespoke range of building and property related services with a customer-focused approach. By maintaining and managing your property to the highest standards we offer peace of mind, keeping your premises compliant, safe, open and accessible.**



## PROPERTY MANAGEMENT

For peace of mind, our Property Management service is available 24 hours a day, 365 days a year. Clients are allocated an experienced and dedicated local Property Advisor who will provide a professional and technical evaluation of any property issues. We will provide you with competent and vetted contractors, and work with you to fully resolve any challenges and establish a Forward Maintenance Plan.

## AUDITING AND COMPLIANCE

The Health and Safety Executive prosecutes companies and individuals for breaches of health and safety

law. Our range of service packages have been developed to fully support the team who are responsible for your premises. We support them in meeting their statutory duties in the areas of planned preventative maintenance and health and safety. Services include:

- Fragile roofs
- Premises Assessments
- Asbestos Management
- Legionella Compliance
- Fire Risk Assessment
- Health and Safety Audits
- Electrical and gas safety and air conditioning systems testing
- Compliance training.





## DESIGN AND PRINT



**We understand the importance of building a brand and creating a consistent identity throughout your business with eye-catching design and quality print that will deliver the objectives of your marketing strategy.**

Whether you already have a concept or need inspiration we can find that perfect, on-brand, on-budget, high-impact visual that your customers will love!

### **24-HOUR PRINT SERVICE**

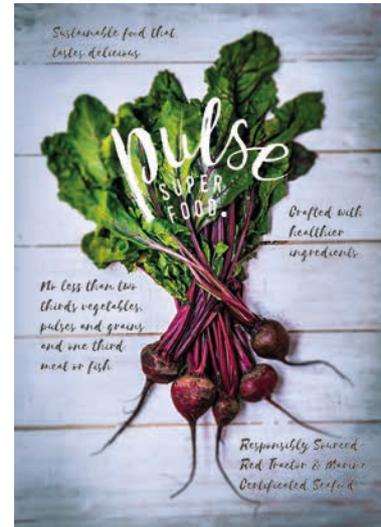
Sometimes, it just has to be done now! We can offer super-fast turnaround times for small to medium sized jobs through our digital copy centre. We advise on different print finishes and options to make your printed materials really stand out from the competition.

Whether you need a leaflet, booklet or something bespoke, we can help with:

- Banners (internal and external)
- Brochures
- Display boards
- Exhibition graphics and pop-ups
- Folders
- Leaflets
- Posters
- School Prospectus
- Stationery
- Vehicle Livery
- And much more...

# DESIGN & PRINT

ADVERTISING | BRANDING | LOGO DESIGN





## PASSENGER TRANSPORT



**We provide a range of passenger services through a fleet of licensed and branded minibuses, with qualified, friendly drivers and trained passenger assistants all with enhanced DBS checks. We work closely with children with special educational needs ensuring that they travel safely and happily to and from school each day.**

We maintain close professional relationships with our clients through regular communications regarding day to day requirements and any improvements or changes we can make to ensure the children and young people are happy and safe.



### CLIENT TESTIMONIAL

**Lawrence Chapman,**  
*Headteacher The Priory School,  
Bury St Edmunds, said:*

“ The service is currently meeting our high expectations and we feel that students are much safer and happier during their transport to and from school. Vertas has been able to support new students joining the school and changes to routes. The new service is so much better for students than what we had before. ”

# PRIORY SCHOOL TRANSPORT CASE STUDY

*Since May 2017, Vertas have managed Passenger Transport for the Priory School, an Outstanding school for children with Special Educational Needs/Disabilities (SEND) in Bury St Edmunds. The previous service was costly, did not provide consistency for the pupils, and the school lacked control. Vertas were tasked with providing a service that changed this and supported the pupils and parents.*



## OBJECTIVES

- To provide consistent passenger transport for the pupils at the school, with the same colour buses, uniformed Drivers, Passenger Assistants and same routes
- With this consistent service, ensure parents are confident and kept informed about the change in transport.

## SOLUTION

- We bought 21 brand new vehicles to support every planned transport route to the school
- We worked closely with the school to ensure consistency for the pupils and parents
- We ensured the vehicles are comfortable, bright and Health and Safety compliant
- We trained drivers and passenger assistants to support the needs of the children.

## BENEFITS

There have been clear benefits, including a visible improvement in pupil behaviour and learning. The brand new vehicles have environmental benefits over the previous transport options. The children at Priory School have Special Educational Needs/Disabilities, so having each vehicle branded in the same Vertas design, with drivers and assistants in uniform provides familiarity and the routine they need.



Partner with Vertas Group today  
Call us on 01473 260611  
or email [business.development@vertas.co.uk](mailto:business.development@vertas.co.uk)

[www.vertas.co.uk](http://www.vertas.co.uk)  [@VertasFM](https://twitter.com/VertasFM)



Lawrence Chapman  
Headteacher,  
Priory School

*“We have been working closely with Vertas to support the consistent transport of our students between home and school. It has been a really successful project seeing improvements in pupil behaviour and learning.”*



## ENVIRONMENTAL SERVICES

We have an exciting new service capability within the Vertas Group provided through Vertas Environmental. Our highly experienced team offers a brokerage and consultancy service, sourcing waste and recycling packages across the waste market.

## WASTE MANAGEMENT BROKERAGE

We work in partnership with waste management companies to ensure that your waste is recycled and disposed of in a safe, compliant and sustainable manner.

## RECYCLING INNOVATIONS

Going beyond the obvious items such as paper and aluminium, we seek ways to recycle more complex items such as PVC and organics.

## RE-USE

An exciting sustainable project has seen Vertas work with 'Husk Cup' to launch a fully biodegradable travel mug made from recycled rice husks.





**We use the traditional waste hierarchy approach of:**



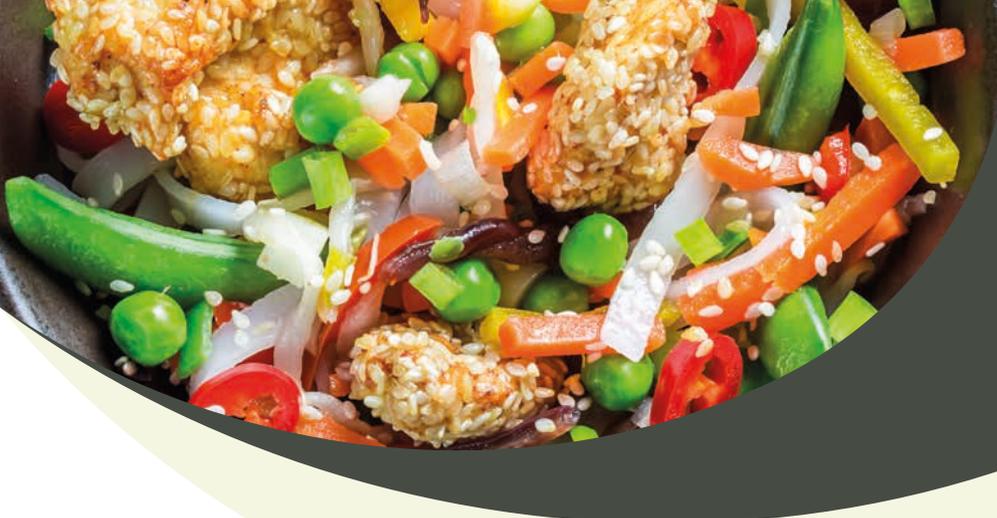
### **WASTE SYSTEM DESIGN - ZERO LANDFILL**

Our Vertas Environmental team is credited with diverting 100% of waste from landfill across the Vertas Group. All waste is either recycled or converted into energy. The next priority is to remove as much plastic as possible from the group's catering division. Services provided include:

- Consultancy, design and ongoing waste management
- Products from compactors and balers to bins and signage
- Recycling and skip hire
- Confidential waste disposal in accordance with the Data Protection Act

- Hazardous waste – chemicals, lab waste, fluorescent tubes
- Items covered by the Waste Electrical and Electronics Equipment Directive (WEEE).





## COMMERCIAL CATERING

**Churchill Catering was acquired by the Vertas group in 2018. Churchill Catering has been exceeding clients' expectations in the commercial catering arena since 1996.**

The team's goal is to: *"aim to create and enhance the provision of catering services in all sectors of the food service market."*

From head offices to heritage sites, from ports to police headquarters, it's Churchill's mission to source, produce and serve creative, affordable food

prepared by well-trained teams with passion, enthusiasm and care.

## FROM FOOD TO THE SURROUNDINGS

Our teams ensure the food offer is current and exciting. They are always on the lookout for new ideas, with menus prepared to show variety and innovation, seasonality and diversity of culture.

Our teams have the expertise to support clients to design new spaces and refurbish old, ensuring the customer experience starts as soon as they walk through the door.

We build lasting partnerships, based on focus groups, regular client and customer feedback. This allows us to grow and adjust our offer to accommodate changes in the market and circumstances within establishments.





## HEAD OFFICES

Providing your staff with a choice of nutritious food and a relaxing environment in which to take breaks, creates a more productive, healthier workforce and helps position you as an employer of choice.

We currently provide the food services at the headquarters of Forestry Commission Scotland, Church's footwear (owned by Prada) and the police in Cambridgeshire, Bedfordshire and Hertfordshire.

## TOURISM AND LEISURE

We operate at some of the most enticing leisure and tourism complexes in the UK. What sets us apart is our commitment that each customer is greeted and served

as an individual with eye contact, a warm welcome and a genuine thank you. We drive sales through quality, innovation and a real commitment to healthy eating.





## EDUCATIONAL SUPPORT SERVICES

These days school leaders are expected to wear many hats, dealing with everything from HR issues to budget management, whilst also working to provide the best education possible for the children and young people they teach.

Schools' Choice offer flexible, affordable and expert professional support services to schools and academies across the UK. The well-established, skilled team of experienced professionals have been providing school support services since the 1990s.

Guiding schools through the academisation process since 2010, we understand the specific pressures faced in the education sector.

## SERVICES PROVIDED INCLUDE:

- Payroll services
- GDPR compliance
- Financial management
- Governor services
- HR services.





## EXPERIENCED PROFESSIONALS

We work in partnership with you to get to know your teams, how they work, and how our expertise can add real value.

We continually challenge and improve what we do, ensuring we offer only the most up-to-date, cost-effective and innovative products and services. Recently we have launched a range of 'toolboxes' so our expertise can sit on your desktop, easily accessible whenever you need it.

The quality of the work we do is as important to Schools' Choice as the

people that do it. We are proud to be working to the ISO Standard and to be partnered with such prestigious organisations and companies as the Institute of School Business Managers, Sage for Education and PS Financials and having been recognised at 2018's Education Resources Awards.



PS Financials  
Approved Partner



# OAKPARK SECURITY

## SECURITY

**Oakpark Security is the premier supplier of business security and resilience solutions. We pride ourselves on delivering innovative and customer-focused solutions that combine both manpower and technology elements, supported by an experienced consultancy service.**

Our focus is on delivering innovative, streamlined services giving a strong return on investment. With a commitment to providing integrated security management of our customer's assets, we offer a number of different service lines that can either operate independently or be brought together as part of a total risk management solution. These include:

## SECURITY PERSONNEL

Fully licensed, highly-trained and supported by the latest technology, our people are motivated to deliver an excellent standard of service to protect not only you, your teams and your property but your business brand and reputation.



## KEYHOLDING

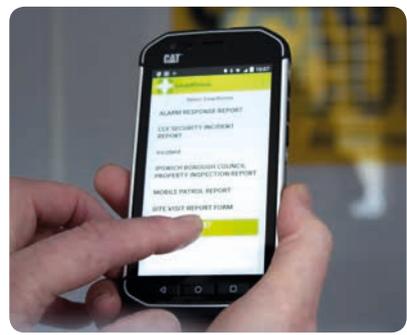
We operate one of the largest keyholding and mobile response networks in the South-East of England. We can act as a primary keyholder and offer a rapid mobile response when it's needed.



# OAKPARK SECURITY

## REMOTE MONITORING

Our wide range of monitoring and cutting-edge technology includes CCTV and Access Control systems, all monitored by our 24 hour Central Operations Centre.



## RESILIENCE CONSULTANCY

Our comprehensive consultancy service can help you identify and address the key risks to your business operations, to better protect against future disruption. Our most popular service is our bespoke Security Risk Survey. We conduct an extensive risk-based assessment of your building's vulnerabilities and offer a detail report of potential risks and effective counter-measures.

## LONE WORKER PROTECTION

We have a wide range of technology options available to help us protect your people. From stand-alone devices through to smartphone apps and check calls. All our lone worker protection options are supported by our 24/7 Central Operations Centre.





## CATERING EQUIPMENT MAINTENANCE AND COMPLIANCE

**IEM is our commercial catering equipment company who specialises in the design, supply, installation, maintenance and servicing of commercial catering and laundry equipment.**

IEM operates across over 300 businesses, schools, residential homes, colleges, leisure centres, restaurants, public houses and mobile catering trailers.

### OUR SERVICES:

- Commercial catering equipment maintenance and repair
- Design and installation
- Statutory testing and compliance
- New equipment.

Our experienced team bring a wealth of knowledge on asset management to ensure that you get the very best equipment. We offer a range of bespoke packages that support the servicing and maintenance

of your equipment as well as the installation and refurbishment of your commercial kitchen.

### EQUIPMENT MAINTENANCE PACKAGES

We also offer a range of 'CaterSafe' maintenance options that we know offer peace of mind for our customers. These services include reactive repairs and parts replacements, Annual Portable Appliance Testing (PAT), help desk support, extraction cleaning and much more.



  
IEM

## SPECIALIST EXTERNAL SURFACE CLEANING

**Diamond View offers specialist cleaning services throughout the East of England.**

We have extensive experience in commercial and industrial cleaning. We work closely with you to provide the bespoke services that you need, with satisfied customers across the region regularly praising our friendly and reliable team.

At Diamond View we offer more than just your average cleaning service. We have the expertise in our team to ensure every aspect of your premises is looking its best all year round.

From solar panel cleaning and gutter clearing to kitchen deep cleans or drain maintenance there is no job too big or too small. Services include:

- Window and Façade Cleaning
- Gutter and Drain Maintenance
- High Level Over Head Cleaning
- Jet Washing
- Chewing Gum and Graffiti Removal
- Steam Cleaning
- Photovoltaic Cell (Solar Panel) Cleaning
- Softwashing
- Signage Cleaning
- Kitchen Deep Cleaning
- Fragile Roof Risk Assessments
- Access Services.

### New services coming in 2019

- Virus Control
- Bio-hazard clean up.





DIAMOND  
— VIEW —

