

## CONTENTS

INTRODUCTION AND PROFILE .....	2
COMPANY MANAGEMENT .....	3
PROTECTING THE ENVIRONMENT & ECOLOGICAL PRODUCTS .....	4
OUR STAFF MATTERS .....	5
REAL QUALITY CONTROL .....	9
CONTRACT SECURITY .....	11
HEALTH AND SAFETY & COSHH .....	12
COMPANY SERVICES .....	16
INSURANCE DETAILS .....	17
STATUTORY AND CORPORATE INFORMATION .....	18
WHY REGIONAL.....	19

*“HELPING TO MAKE YOUR WORKING ENVIRONMENT..... WORK!”*

---

---

## **INTRODUCTION AND COMPANY PROFILE**

Regional Contract Services was established by its current working directors as a means to an end, the end was a professionally run London based commercial cleaning and support services company that operates on an open book policy basis to its staff and clients alike, and is fully aware of its responsibilities to the environment and the planet we live on.

The directors come with a highly successful track record in their individual fields, which included Directorships of a large and successful publicly quoted commercial cleaning company and many years of experience in the cleaning and support services industries at all levels, with a broad and varied range of clients from all sectors of industry.

They have put their skills and experience together to form a highly successful operating company, whilst remembering the intention is not merely to emulate previous success in the industry, but to take on board and build on the professional aspects while leaving behind the old philosophies of what is a good service, and so to create a company with a service focussed attitude and the flexibility to accommodate individual clients needs.

To achieve these aims for the highest quality and professionalism they insist on rigid selection and training of only the best applicants to ensure that their cleaning standards are of the highest order and that the service is delivered in a safe and secure manner.

The Quality Control, Environmental and Health & Safety programmes are well established and extend to all levels of personnel throughout the company, regardless of position. The training policies we use are innovative with specific courses to cover Induction, Orientation of Site, Work Schedules, Equipment Skills, Fire Precautions, Health and Safety, COSHH and Supervisory/Management Skills Development. All training programmes adhere to the relevant authority stipulations and where appropriate, are undertaken in association with the British Institute of Cleaning Science, of which the company is a corporate member.

Regional Contract Services use environmentally friendly products, methods & systems and offer a full range of well managed and reliable services to offices, retail premises, factories and leisure industry sites for a broad range of industrial and commercial clients.

## **IMPORTANT COMPANY POLICY**

The directors each operate in all areas of business with them all having a real responsibility for customer service as they actively manage the business day by day.

Therefore as a policy, Regional does not employ sales representatives, as they have all found that in previous organisations it is all too common for a contract to be "sold" by a person who will have no future involvement in it. Therefore little care will be taken to ensure every aspect is covered properly and the aims of the company are achievable in that particular contract. Consequently, the person you saw to survey your premises is a director of the company and should we be successful, this person, or one of the other directors will be a regular point of contact to ensure we achieve success through our business partnership.

## COMPANY MANAGEMENT

### **WILLIAM PROCTOR**

William spent 12 years in the cleaning industry prior to starting Regional, working for several high profile and successful companies which included being a main board director, responsible for operations, of a major publicly quoted commercial cleaning company, Sira Business Services Plc. Prior to this, he was Operations Manager (London) for the Rentokil-Initial Group and also General Manager of ADC Property Services Limited.

### **MANUEL JARDIM**

Manuel spent most of his working life before starting Regional in the service industries of cleaning and hotel management, responsible for many "blue chip" clients. He is innovative in finding pro-active solutions to solve unusual service problems and can use his vast experience to understand the needs of his clients and thus develop long term productive relationships with both his staff and customers alike.

### **DONNA O'REILLY**

Donna comes from an administrative and service industry background, having worked for several major high profile hotels and a large office cleaning company, in predominantly customer focussed roles. She has now developed a primary responsibility for customer satisfaction monitoring and the general administration of the business.

## SOME OF OUR CLIENTS

### CLUTTONS - PROPERTY MANAGEMENT

ANNEX FILMS LTD

BARNES ROFFE LLP

FREUD COMMUNICATIONS

REFLEX BUSINESS SPACE

WINKWORTH ESTATE AGENTS

OMEGA ASSET MANAGEMENT LTD

AIS PENSIONS

FRENCH CONNECTION UK

PADDINGTON DEVELOPMENT TRUST

THE CHANGE GROUP

WHITEHEAD MANN

MANOLO BLAHNIK INTERNATIONAL LTD

JO MALONE STORES

AGE CONCERN

BOYER ALLAN INVESTMENT MANAGEMENT GROUP

CHURCH COMMISSIONERS

ELEMIS DAY SPA

ENVIRONMENTAL SERVICES ASSOCIATION

KNIGHT FRANK

CENTRAL YMCA

LONDON ASSET MANAGEMENT

CAMERON HOUSE SCHOOL

REDCLIFFE SCHOOL

SAMFORD UNIVERSITY LONDON STUDIES CENTRE

BLOM BANK FRANCE

DUCHY OF CORNWALL

REGIONAL CONTRACT SERVICES LIMITED

---

## ENVIRONMENTAL POLICY

This statement sets out the company's policy for purchasing and the use of its own resources, and is designed to ensure that full account is taken of the needs of the environment in everything we do.

The company is fully committed to playing its part in the preservation of natural resources and in the preservation of the environment. As such, it will fully comply with all environmental legislation and official codes of practice, as well as confirming to pursue a number of very key objectives as set out below.

### KEY OBJECTIVES

#### Vehicles

- All vehicles are dual fuel and run on LPG and lead free petrol or diesel and all our drivers are trained and encouraged to drive in an environmentally friendly and safe manner.

#### Packaging

- Regional Services encourage the use of 5L Chemical packs, recycled paper products & packaging and minimise packaging wherever possible to reduce any harmful effects to our environment.

#### Chemicals

- Regional Services continues to support the environmentally friendly products scheme by using products which are environmentally friendly and adhere to C.O.S.H.H. regulations, where they are available and effective.
- Regional Services discourage the use of any substances, which are labelled as being hazardous to health or to the environment in any way and always use less hazardous substances or techniques where these would be sufficient to the task.
- Regional Services ensure that any hazardous substances as stated, are used and disposed of in accordance with the suppliers Health & Safety instructions.

#### Ozone Depleting Substances

- Regional Services will continue to eliminate using any products containing halons, chlorofluorocarbons, carbon tetrachloride trichloroethane and other ozone depleting substances.

#### Suppliers

- Shall be aware that the company will purchase materials on a preferential basis from those companies who are manufacturing and packaging products which have no deleterious effect on the atmosphere and are biodegradable or can be disposed of safely.

**Member of the British Institute of Cleaning Science**

REGIONAL CONTRACT SERVICES LIMITED

---

---

## OUR STAFF MATTERS

### RECRUITMENT

Regional Contract Services Limited has earned a reputation for offering and delivering a quality service to our customers. This has been achieved by employing staff at all levels who have pride in their work, and are both willing to learn and capable of passing their knowledge on to others. It is demonstrated and reinforced by our commitment to staff training and in the low turn over of staff and managers and therefore the length of service of the majority of our employees.

Our primary aim is to build a reliable and dependable team who are able to produce the required standards of the client and Regional Contract Services Limited.

### DOCUMENTATION

1. All applicants must complete the Regional application form and are given a starting slip, finishing slip, a uniform slip and a Company Handbook. It is explained that there will be a deposit for uniforms which will be refunded, together with their last fortnight's wages when they resign having given the appropriate notice.
2. Satisfactory references regarding past employment are required and these are checked verbally and followed up by a letter where possible.
3. Identification in accordance with the current legislation must be provided by the employee. A documented National Insurance number or similar is acceptable along with a copy utility bill or bank statement to prove their address.
4. Applicants must physically prove that there is no legal restriction that prohibits their employment in the U.K. This will be achieved by taking a photocopy (which will be retained on the individual's personnel file at the Head Office) of either:
  - a) A properly documented National Insurance Number from a P45, P60, N.I. Card
  - b) A U.K. or E.E.C birth certificate (including appropriate registration number).
  - c) An E.E.C. National Identity Card.
  - d) A U.K. or E.E.C. passport
  - e) An original letter from the Home Office.
5. Details and evidence are required of a bank or building society account in their name for direct payment of wages.

### EQUAL OPPORTUNITIES

Our Personnel Department closely follows the guidelines laid out in the "Code of Practice for the Elimination of Racial Discrimination" from the Commission of Racial Equality.

All applicants for employment will be considered on their merit as individuals irrespective of nationality or ethnic origin, sex, marital status, sexual orientation, religion or disability.

**REMUNERATION**

In order to attract high calibre staff it is very important to pay an attractive and realistic wage. However, it is inherent in any industry utilising casual labour that the remuneration system is open to abuse, we therefore only pay our employees via BACS system directly into their own Bank or Building Society account, having deducted the appropriate level of tax and national insurance in accordance with the normal PAYE rules.

**UNIFORMS**

All Regional operatives will wear a uniform marked with our company name and logo and will carry an identification pass. It is essential for them to be dressed properly for this will help to give them pride in their work, and make them clearly visible on site. A specific style of uniform can be used on request.

**CONTINGENCY FOR STAFF ABSENCE/EMERGENCY RESPONSE**

Short term staff absenteeism, sickness and holiday absence are addressed by several different measures. If necessary, cleaning operatives on site will be offered overtime and therefore able to cover an additional section. A number of other local sites may be called upon for assistance with cleaners. Where there is no alternative, non-working supervisors can clean a section themselves and our service/fast response cleaning teams can also be utilised where necessary. The Site or Contracts Manager will also be able to call upon the service teams accordingly for flood/fire or other emergency situations.

**TUPE**

Regional Contract Services Limited will accept liability for transfer of staff under TUPE providing genuine and accurate TUPE details have been received.

---

## STAFF & MANAGEMENT TRAINING PROGRAMMES

To help ensure that a high standard of cleaning is consistently achieved and maintained throughout all our contracts, all new Site Managers, Supervisors and Cleaners undergo our appropriate induction and familiarisation training programmes, details of which are contained in the following pages.

In the cases of part-time Supervisors, Cleaners, Floormen and full-time Day Staff, we provide a minimum of one days on site training prior to the commencement of the contract.

Site Managers and Supervisors receive more detailed induction on site at one of our other major contracts over a period of several days during the days leading up to the commencement of a contract.

Additionally, at any given time, we also have several Trainee Supervisors working and receiving on going training at our own expense to fill future vacancies as they arise.

We also operate monthly in house training sessions on specialist floor work, as part of our on going training strategy for both new and existing staff.

Monitoring of cleaning standards and performance is a constant and regular feature of our service and takes the form of daily inspections by the site Supervisor and regular visits and inspections by the Contracts Manager and various other members of the senior company management team.

Additionally, further levels of monitoring occur through our Independent Quality Control.

### MANAGEMENT TRAINING PROGRAMME

Training at Head Office and other sites before commencement of contract, given by Senior Operations Management for all new managers and supervisors.

- 1) General
  - Background to Regional
  - Company Management Structures
  - Introduction to key personnel.
  
- 2) Personnel
  - Recruitment and Interview Procedures
  - Employment Forms
  - Grievance Procedures
  - Disciplinary Procedures
  - Terms and Conditions
  
- 3) Administration
  - Payroll Procedures
  - Attendance Records
  - Stock Record
  - Equipment Register
  - Accident Records
  - Training Records

- 4) Site Orientation
  - Specifications
  - Organisational Structure
  - Security Procedures
  - Fire Procedures
  - First Aid Procedures
  - Client Introductions
  - Duties
  - Materials
  
- 5) Supervision
  - Standards Requirements
  - Communication to Staff and Clients
  - Reporting Procedures
  - Records
  - Methods of Staff Control

### **CLEANING STAFF TRAINING PROGRAMME**

Induction Programme:

- 1) Background to Regional
- 2) Terms and Conditions
- 3) Payroll Procedures
- 4) Uniforms
- 5) Security/Attendance Registration/Identification Cards
- 6) Fire Precaution Training
- 7) Health and Safety Training
- 8) Methods of Cleaning - BICS
- 9) Materials to be Used

On Site Training:

- 1) Job specification/Location/Areas to be covered
- 2) Methods of Cleaning – Site Specific
- 3) Materials to be used
- 4) Standards Required

### **FIRE PRECAUTION TRAINING PROGRAMME**

The following Fire Precaution Training is given to all new employees:

- 1) Smoking
- 2) Health & Safety
- 3) Procedure in the event of fire
- 4) Location of fire alarms
- 5) Extinguisher types and mode of operation
- 6) Exit locations and procedures for evacuation
- 7) Assembly points
- 8) Roll call/Attendance register

---

## REAL QUALITY CONTROL

It is the policy of Regional Contract Services to always seek the highest possible standards of excellence in all aspects of cleaning and related tasks. In order to achieve this, Regional Contract Services have introduced a quality control system throughout the company, which covers cleaning, and all other service related tasks.

A brief outline of the part of our quality control system that applies specifically to the operational success of your contract is as follows:

### **BRITISH INSTITUTE OF CLEANING SCIENCE**

Training is an important part of quality control and is highlighted throughout the company as already detailed but also importantly the company is a corporate member of the British Institute of Cleaning Science (BICS), and follows its highly regarded training programmes.

Cleaning operatives are required to achieve induction skills to BICS level one prior to engagement which is one of the aspects of our extensive in house training schedule, carried out under the supervision of the company management.

Site supervisors and managers will be BICS level one trained and with a minimum of three years operational experience and will be conversant with a visual inspection routine for daily monitoring of standards. Site supervisors and managers will also possess the ability to motivate and delegate to his or her respective team and must have fully completed and passed the additional elements of their in house training schedule.

Area supervisors are required to have achieved BICS level one and two. At level two the area supervisors will be able to train and motivate both cleaning operatives and site supervisors or managers and will be aware of the need to constantly check the performance of those within his or her control.

All Contract Managers will be BICS levels one, two and three accredited. They will also have experienced outside management training in the form of the following courses:

- Time Management
- Man-Management and Team Building
- Budgetary Control
- Customer Liaison and Problem Solving
- Staff Evaluation and Development

## **REGULAR QUALITY MONITORING**

The designated site supervisor will be required to undertake a daily visual inspection of all areas of work and take any remedial action as may be necessary. This can be formalised by use of a checklist against which the supervisor or cleaners monitor some of the more important aspects of each individual contract.

The important aspects will often vary from site to site, or time to time, therefore we tailor a different checklist for each section, contract or site, as agreed with our client at any time.

The area supervisor is required to complete a weekly checklist on the standards being achieved and will take any action necessary in terms of supervision and motivating of site staff to ensure the highest standards are maintained. This checklist is a straight forward pass or fail system.

At each visit the area supervisor will also reassess the training needs of the staff and this will be noted on the checklist along with ensuring any periodic duties are completed at the correct intervals. Finally, the supervisor will then audit the cleaning stock held on site and make out an order of what stock will be required in the near future but will also ensure there are sufficient amounts to last till his next visit and the stock order arrives.

A company director will monitor the weekly check list and carry out their own inspections on an ad-hoc basis, together with holding a regular minuted meeting with the clients nominated representative as required by the contract or client contact.

Finally, once a month, all three directors and all relevant staff hold a meeting to formerly review the above on all live contracts to ensure the company is fully meeting its objectives. This open and frank forum is used to closely examine quality of service generally, standards of cleanliness being achieved and to set continuous performance objectives for the forthcoming period.

These commitments, together with our periodic independent telephone satisfaction survey, will ensure that "Quality of Service" is everyone's responsibility, regardless of size of contract or seniority of staff.

---

## CONTRACT SECURITY

The company recognises the fundamental importance of security and therefore, rigorously upholds security policies stipulated by clients. These policies form part of each employee's induction training.

It has been Regional's policy since inception to recruit staff through recommendations from trusted and proven existing employees and this has continued with great success.

All Regional personnel are provided with overalls marked with the company's insignia and are required to wear a security badge whilst on a clients premises. They are also required to sign in and out for each working shift.

The company policy is to undertake stringent identity checks, including:

- Copies of utility bills/bank statements are required for proof of address.
- Staff will not be employed without first establishing their identity and their National Insurance Number, this is achieved by inspection of a document from the Inland Revenue, Benefits Agency or a previous employer showing the individuals name and National Insurance number or a P45/P60.
- All staff must prove the right to work and live in the United Kingdom. Therefore a valid passport confirming that the individual is either a British Citizen or a European Economic Area National, an appropriate birth certificate or a letter from The Home Office confirming the person named is entitled to live and work in the UK are required.
- All staff are paid via BACS transfer system and are therefore required to have access to an appropriate bank/building society account in their name.
- Satisfactory references regarding past employment and or character are required which are checked verbally and followed up in writing where necessary and possible.

If a clients premises have special requirements there are other security procedures that can be implemented. These can include taking out further identity checks, more detailed references or even the introduction of a special security form outlining detailed procedures which all operatives will be given instruction on and invited to sign before commencing work on site.

## HEALTH AND SAFETY

It is the policy of the company to seek to provide safe and healthy working conditions, encourage safe working methods and to enlist the active support of all personnel in achieving these ends.

The Company will:

1. Safeguard the health, safety and welfare of employees and those whose work is controlled by the company.
2. Bring to the notice of all employees the safety policies of both the Company and the Client and the arrangements made for their health and safety at work.
3. Provide the necessary information, training and supervision in safe working practices and the need to work safely.
4. Have regard for the health and safety of those not employed by the Company, but who may be affected by the Company's operations.

Each Director and Manager within the Company is responsible for instigating, monitoring and reporting on safety arrangements to the extent of their authority.

The Company also expects all employee's to take reasonable care of their own health and safety of him/herself and of other people who may be affected by their acts or omissions and co-operate with management in achieving safe working conditions and in complying with all relevant statutory provisions relating to health and safety at work.

It is the responsibility of every employee to ensure the health and safety of themselves and others by:

- a) Making themselves familiar with the relevant Health and Safety instructions.
- b) Wearing and using the safety clothing and equipment provided.
- c) Conforming with both verbal and written instructions concerning health and safety.
- d) Reporting all accidents, whether persons are injured or not.
- e) Reporting all hazards, potential hazards or persons creating hazards.
- f) Co-operating with the company in ensuring that the regulations are observed and where possible, making suggestions for their improvement.

The company accepts the responsibility, where appropriate, for ensuring that all fire precautionary measures are taken and for the maintenance of free access to emergency escape routes.

The company accepts responsibility for the control of contractors working on behalf of the company and for the safety of other persons who come into direct contact with the Company's operations.

The company also accepts responsibility for contractors and visitors whilst on Company premises.

## CHEMICAL PRODUCTS

Regional Contract Services has engaged one chemical supplies company to be their sole supplier for chemical cleaning products.

Together, the two companies have produced a series of carefully formulated branded products to suit the ever changing needs and requirements of our discerning customers and the laws and regulations governing the cleaning industry.

5 main products are used by Regional cleaners in their day to day duties.

Product	Code	PH	Features	Use
Daily toilet cleaner	Red	7.5	Strong cleaning action, kills malodours & bacteria. Helps remove and retard limescale growth, removes stubborn marks and is biodegradable	May be used on most surfaces. Supplied ready for use
Washroom floor cleaner	Red	8.5	A Concentrated cleaner, disinfectant and deodoriser, designed for the complete hygienic cleaning of washroom floors	Dilute and use for mopping or spray burnishing
General Bactericidal cleaner	Yellow	11	An economical maintainer for floors that have been treated with metalised floor polish. It is also suitable for use on all untreated floors with the exception of wood and cork	Dilute and use for spray burnishing
Hard surface cleaner	Blue	11.3	A concentrated daily use product designed for use on all hard surfaces with the exceptions of polished floors and traditional furniture	Dilute and use for mopping and cleaning most hard surfaces
Floor maintainer	Blue	8	Will readily emulsify soil on all types of floor leaving a residue that can be burnished, when dry. Also suitable for spray maintenance. It is bactericidal and maintains gloss	Dilute and use for mopping and spray burnishing

**PRECAUTIONS**

Regional's chemicals have been formulated to meet the highest standards in cleaning.

1. Chemical containers have been colour coded to suit their designated areas
2. Special precaution has been taken in the formulation of Regional's chemical products, especially where it concerns health and safety. Due care has also been exercised to ensure the effectiveness of the products is not compromised, an example of this is Regional's limescale removers which are sulphuric acid based. The acid represents relatively little danger when mixed with other Regional chemicals and they are safe for use on metal fittings such as stainless steel and chrome taps, although of course caution must always be exercised when dealing with all chemical products.
3. Staff are issued with colour laminated chemical materials data sheets for durability and ease of use.

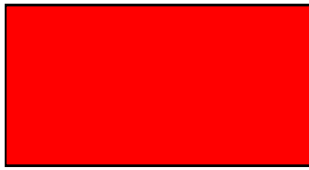
These ensure the utmost care and caution is exercised during the cleaning process

**CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH**

Listed below are a set of instructions issued to staff. They should always be adhered to when handling cleaning chemicals

1. Never mix chemicals unless clearly indicated.
2. Always follow colour coding rules according to areas being cleaned and cleaning materials.
3. Always wear gloves when performing duties (according to colour coding rules)
4. C.O.S.H.H regulations must be studied and adhered to and instructions supplied on containers carefully read and followed.
5. Always label containers used for decanting or diluting chemicals.
6. Always store chemicals as far apart from each other as possible, in dry areas and avoiding extremes of temperature.

## COLOUR CODING FOR HYGIENE



SANITARY APPLIANCES  
AND WASHROOMS FLOORS



GENERAL LOWER RISK AREAS  
(excluding food areas)



GENERAL FOOD AND BAR USE



WASH BASINS AND OTHER  
WASHROOM SURFACES

Always use two colours within the washroom area!

**THE GOLDEN RULE IS TO WORK FROM THE CLEANEST AREA TOWARD THE DIRTIEST, AS THIS GREATLY REDUCES THE RISK OF CROSS CONTAMINATION.**

The aim of our colour coding system is to prevent cross contamination and this system forms part of all employee's induction training.

It is imperative that the colour coding system is easily understood by staff and is simple and effective to use. It is also worth noting that there is a minority of people who are colour blind in one or more colours. Furthermore, some individuals may not actually be aware of this and therefore colour identification testing forms part of all induction training.

The system applies to the use of cleaning cloths, mops, buckets and rubber gloves.

This system is approved by the British Institute of Cleaning Science, Whitworth Chambers, George Row, Northampton NN1 1DF Tel:- 01604 230 075

## COMPANY SERVICES

The company provides a full range of cleaning and premises related services in London and the Home Counties. All services are carried out by the company's own employees, or vetted and qualified specialist contractors, all of whom are suitably trained and monitored.

- General Cleaning
- Factory Cleaning
- Kitchen Cleaning and Food Production Area Cleaning
- Window Cleaning
- Carpet, Upholstery and Curtain Cleaning
- Marble, Terrazzo and all types of Hard Floor Cleaning and Sealing
- Post Building/Refurbishment Work Cleaning
- Computer Room and Computer Equipment Cleaning
- Caretaker and Porter Services
- Static Security Guards
- General Unskilled Site Maintenance
- Provision of Hygiene Services, Roller Towels, Sanitary Bins, etc.
- Maintenance and Provision of Internal and External Tropical Plants and Gardens.

---

## INSURANCE DETAILS

**Brokers**

Darwin Clayton (UK) Ltd  
Darwin House  
20 Mount Ephraim Road  
Tunebridge Wells  
Kent  
TN1 1ED

Telephone: 01892 511144

**Insurers**

AVIVA Insurance

Policy Number: 24713385CHC /  
23851 / 10

**Employers Liability**

Indemnity for liability for damage and costs in respect of injury and/or death to employees. The law requires this section and cover extends to include:

- (a) An indemnity of £10,000,000 for any single claim.
- (b) Liability arising in connection with and assumed by the company by virtue of contract or agreement.

**PUBLIC AND PRODUCTS LIABILITY INCLUDING TREATMENT RISKS**

Public Liability - to indemnify the Insured for their legal liability to third parties for injury or loss of or damage to property arising out of the business.

Products Liability - to indemnify the insured for their legal liability in respect of claims for damage to carpets, curtains, soft furnishings and upholstery caused by the cleaning process.

This section includes:

- (a) A limit of indemnity of £5million for any one incident, unlimited in any one year, but in all in respect of products liabilities.
- (b) Legal liability for the security of third party premises.

**LOSS OF KEYS**

To indemnify the insured for they're legal liability to third parties, cover includes:

- (a) A limit of indemnity of £25,000 in any one year.
- (b) Loss of client's keys entrusted to the insured and replacement of locks/keys.
- (c) Consequential loss arising out of the loss of such keys.

---

## STATUTORY AND CORPORATE INFORMATION

### REGIONAL CONTRACT SERVICES LIMITED

REGISTERED ADDRESS: 1 Bethwin Road, Camberwell,  
London, SE5 0SN

REGISTERED IN ENGLAND: Number: 5100805

V.A.T. REGISTERED: Number: 835 4496 04

COMPANY STATUS: Privately owned limited company

BANKERS: Lloyds TSB Bank Plc  
PO Box 169  
Hedge End  
SO30 2PQ  
Account No: 00053995 Sort Code: 30 - 15 - 99

ACCOUNTANTS: Relans Chartered Accountants  
141-143 High Street  
Acton  
London  
W3 6LX

INSURANCE BROKERS: Darwin Clayton (UK) Ltd  
Darwin House  
20 Mount Ephraim Road  
Tunbridge Wells  
Kent  
TN1 1ED  
Policy No: 24713385CHC / 23851 / 10

## WHY REGIONAL?

- We use environmentally friendly products, methods and systems of work wherever possible as we're environmentally aware and recognise our responsibilities to the planet not just for today, but for the future also.
- Strict control of recruitment and the following of detailed company recruitment and training procedures to ensure a quality service is delivered in a safe and secure manner to both clients and staff, but also client premises.
- Working directors who actually run the company operations, so it is in their financial interests to ensure our clients are more than satisfied with the service provided, from all levels of the company.
- Regular contact with the directors to enable a long term partnership of trust and success to be built between our companies.
- This partnership philosophy is extended to everyone that works with or for the company because we are a people business, and people matter to us, whoever they are in relation to our business.
- Training our staff to give them the knowledge and ability to provide the required service in a manner which gives them pride in what they do and the facilities to do it in a safe and secure environment.
- Directly supervising their work and giving them immediate feedback, be it praise, criticism or disciplinary action, but all to ensure our staff know what they are doing right and if necessary, what they need to do to put things right.
- Independent quality control inspections by people of all levels of the company, because it doesn't matter who you are in Regional Contract Services, but what does matter, is our clients complete satisfaction in what we do.
- We have the flexibility to fit our service into our clients ultimate requirements.

***“HELPING TO MAKE YOUR WORKING ENVIRONMENT..... WORK!”***