

SPRING NEWSLETTER

Vanguard Cleaning Newsletter

May 2018 Issue No. 1



VANGUARD REALLY IS A DIFFERENT CLEANING COMPANY FROM THE REST

It is with enormous pleasure that I can introduce Vanguard's first ever edition of a regular newsletter. I'm so sorry it's taken so long - 16 years to be precise. That's right - on 1st April 2002 Vanguard was born.

I wouldn't dream of boring you all with the details of the last 16 years but what I can say is that one theme has run consistently throughout the years. We have always looked to recruit friendly, caring, helpful people. It is with great pride that when I meet people today, many of whom have worked for us

for many years, that I still see those characteristics shining through.

Vanguard really is a different cleaning company from the rest. You may have worked for other companies and experienced these differences yourself. We're certainly not the biggest, but when our customers so often take the time and trouble to contact me complimenting the huge efforts our team members go to deliver outstanding service, I certainly know we're the best. We don't just want to be the best for the customer though. Sixteen years ago

I made a firm commitment to be the best cleaning company to work for too. It's not always easy and keeping 300 team members happy is far more difficult than keeping all our customers happy!

James Crompton
Managing Director



“ We're not the biggest but I know because of you we're the best ”



WE'RE TALKING ABOUT YOU !

We continue to provide the highest possible level of service to our customers and look after our staff to the best of our abilities



Each Monday and Thursday I meet with all area managers and their support staff to discuss the events of the previous week and current week. From the minor to the complex everything gets aired in our meetings.

These meetings are just one of the ways we try to ensure as the company continues to grow that everyone within Vanguard is singing from the same hymn sheet. This is vital to ensure staff and clients are looked after and we continue to provide the highest possible level of service to our customers and look after our staff to the

best of our abilities. Topics discussed in the meetings can range from attendance to achievements, dust (or lack of it) to dispensers, from training to team morale and just about everything in between. Where issues are highlighted we come up with solutions to iron these out. Where achievements are discussed we come up with an appropriate reward. This means every single one of you reading this will be discussed during the course of the day – I hope that makes you feel a little bit loved!

Marie Crompton
Business Development Director

PAYROLL NEWS

We've been busy processing the end of the tax year & you should by now have received your form P60 with your latest payslip. Please keep this document in a safe place, as it may be required for any end of year returns that you need to complete.

For those of you who are enrolled in the auto enrolment pension scheme, you'll have noticed a recent increase in your monthly contribution due to a change in workplace pension regulations. The good news is that the amount that Vanguard is contributing to your pension has increased too. If you're not currently participating but would like further information about joining, please phone **NOW PENSIONS** for further details on **0330 100 3334**.

Rachel & Beth

VANGUARD CLEANING AREA SUPPORT

I'm Luke and I've been working as a mobile support since January.

Since my early days with Vanguard I was aware that a lot went on behind the scenes but since taking on this new role it has really opened my eyes to all the work and effort that goes into Vanguard delivering their excellent service. As well as getting to work alongside our fantastic team of static cleaners, I've also learnt how to conduct high

quality audits with the feedback proving to be both beneficial to the respective cleaners and practice managers. I always love to learn new things and working at all the various sites means I'm always learning something new. Vanguard employs some great staff and I enjoy working with them all!

Luke Simmonds
Area Support



NEWSLETTER SNIPPETS

PAT Testing is now underway on all sites, carried out by your Area Managers. Please ensure they are aware of all company portable equipment held on site so they can inspect.





FOCUS: Dene Drive Primary Care Centre in Winsford



SOME OF THE TEAM AT DENE DRIVE RECEIVING AN EASTER TREAT FOR ALL THEIR HARD WORK

Hi my name is Helena and I have worked in Dene Drive Primary Care Centre in Winsford for Vanguard Cleaning for almost 5 years. I work with 3 other Ladies, Yvonne, Kelly and Bev, Bev and I tackle the downstairs whilst Kelly and Yvonne upstairs. Although we have defined areas we work as a team and enjoy the banter between ourselves and the practice staff and even the patients.

We have worked for Vanguard for so long because we like the hours we work which are convenient and fit in well with our home lives. We have a good

rapport with management and enjoy their visits. They are always friendly (well mostly always) and give us the support we ask for.

The Dene Drive staff are nice and friendly, from the doctors to receptionists they all make it an enjoyable place to work and we feel appreciated and part of the big picture when it comes to setting the standards the patients expect. Although the cleaning of areas remains the same, each day is slightly different in that you never know what additional work is required and we are a team that like to say yes and have a can do attitude (makes life easier all round).

We like the idea of receiving and taking part in the new quarterly newsletter it makes us feel a bigger part of the Vanguard family and it is interesting to hear the views of other staff and see what other jobs that go on in the business. It is a good way of keeping us informed and also I like taking part in the competitions which keeps the grey matter ticking over and also the prizes are not bad either!

HOLIDAYS

Please ensure your holidays are booked well in advance by using a call or text message to 07377 869 678. Please use this number for Holiday Bookings only.



TROUBLE SHOOTER !

Looking after our staff and delivering an excellent service

Since starting with Vanguard over 10 years ago I have seen the company grow from strength to strength. I believe this growth is down to looking after our staff, delivering an excellent service to our clients and also, really importantly, promoting from within the company when we can. I started as a static cleaner in a Lexus car dealership of all places! I progressed to a mobile cleaner then supervisor, area manager and today I am the operations manager.

My role is to deal with all the day to day problems that never seem to end! This involves dealing with absences whether it be sickness or holidays, making sure we have the resources to deal with any problem sites, I even sort out when a mobile cleaner gets a puncture on the M6 or when the toilet cleaner is too runny! I used to have a head of thick black hair, now I'm nearly bald and grey!

John Hughes
Operational Manager





RETAINING OUR CUSTOMERS

The role ensures that Vanguard are constantly striving to provide the best possible services and standards to our clients



Some years back we realised that it was all well and good getting lots of new customers but how would we ensure that customers we already worked for were receiving fantastic service day in day out?

That was the point my role as client relations manager was born. I focus on the importance of keeping the client delighted at all times. This involves me meeting up with practice managers across all our sites, dealing with incoming compliments or complaints and ensuring that any good or bad news received is communicated

to our area managers and their teams.

I'm pleased to say the compliments we receive far outweigh the complaints! Looking forward to seeing you all soon.

Neil Jones
Client Relations Manager



Gwrych Medical Centre

FACTOIDS

Did you know we used 30,000 mop heads last year?

Did you know we supplied nearly half a million metres of toilet roll to Blue Planet Aquarium last year? That's enough to get you from Manchester to Birmingham and back!

NEW CLIENT ROUND-UP

Each issue we'd like to keep you updated with some of the new clients we clean for.

The big news this issue is that it's all happening in Telford at the moment! We've started working in partnership with Teldoc cleaning 6 of their surgeries and also picked up another 3 surgeries in other areas of Telford. It's all down to word of mouth and happy customers talking to other practice managers.

We've also moved into Stoke with two new surgeries starting there and not to forget Wales where we have another two new surgeries along the coast. One of these is pictured above. If you can pronounce "Gwrych Medical Centre" correctly next time you see our resident welsh speaker John Hughes then he'll buy you a Mars bar!

VANGUARD CLEANING AREA MANAGER

Just over 2 months ago I made a decision to either stay at home and mow the lawn or get back into work full time. I suppose the decision was made for me really as we have an artificial lawn at home so here I am.

The job is one of action and reaction especially on a Monday morning when the sickness bug takes control! It is nice to see your weekly planner ripped apart on a Monday morning and not knowing that it will all work out OK until Friday evening - thank goodness for weekends.

It is a great privilege to work with so many people with a "can do" attitude no matter how repetitive the work may be to some and I know that some of you are legends in your own lunchtimes because you take great pleasure in telling me so!

This is one business that relies on teamwork and I have found that in abundance during the first couple of months to which I thank you all for your support in easing me into my new work role.

John Turnbull
Area Manager



“ Keep up the good work Vanguard! ”