





Solo Service Group

Welcome to Solo Service Group

Since 1990 Solo Service Group has grown to become one of the largest independent providers of cleaning services in the UK.

The Company was founded by the Group's Chief Executive Stephen Hammett and our aim from the start has been to offer cleaning and associated services that exceed clients' expectations. For the last 25 years, our approach to specialised cleaning has meant that we have experienced growth both organically and by acquisition in all areas of the UK and Ireland.

We specialise in delivering a personal service, and from the start of your contract with Solo you will enjoy real peace of mind. A dedicated Contract Manager with local knowledge will provide your single point of contact at Solo for all communication and contract management issues, and will take overall responsibility for the smooth and efficient running of your account.

Despite the changing markets, Solo's unique approach has allowed the business to stay current through developing innovative solutions and services. We have secured both large and small contracts throughout many sectors and are able to provide flexibility and versatility to suit any organisation.

Over the last 25 years we have increased our workforce to in excess of 4000 staff. Our commitment to the highest standards and the ability to provide a UK wide service has made us the natural choice for many blue chip organisations in sectors such as retail, education, transportation and commercial to name but a few.

We pride ourselves on our ability to provide a localised, personal service and consider ourselves to be knowledgeable in all aspects of cleaning services. Our experience allows us to provide an innovative and cost saving service to our customers, and we have a proven track record of saving our customers money. It is this ability that we believe sets us apart from our competitors, and makes us the perfect partner.





Solo Service Group

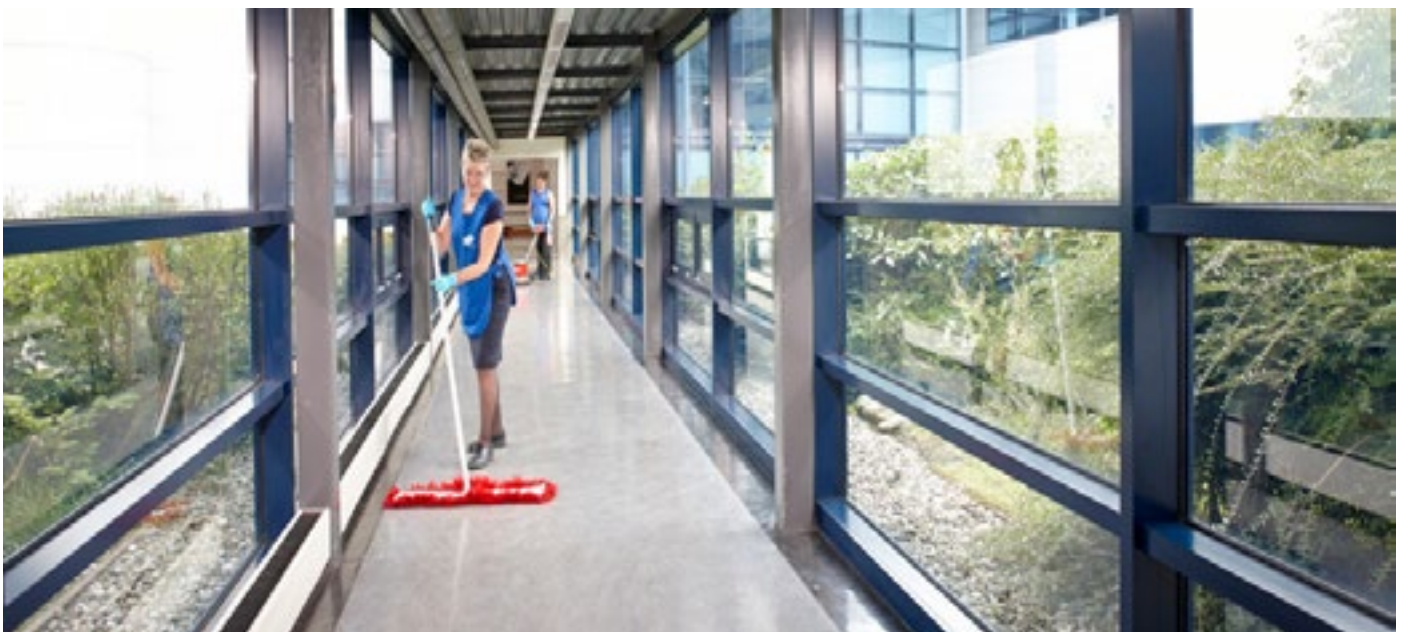
Our Services

Comprehensive list of services provided by Solo Service Group

Solo Service Group is one of the largest independent cleaning companies in the UK, and offers a variety of personalised services to both the public and private sectors.

All services provided are tailored to the customer's individual needs to include:

- Daily Cleaning
- Window Cleaning
- Deep Cleaning
- Waste Management
- Commercial Carpet Cleaning
- Graffiti Removal
- High Access Window Cleaning
- Fire Damage & Repair Cleaning
- High Level Cleaning
- Deep Carpet Cleaning
- Periodic Cleaning - Mobile Team
- Sanitary Vending and Disposal Services
- Roller Towel Services





Solo Service Group

Key Resources

Helpdesk

Solo Service Group currently operates a National Helpdesk which is manned from 8am to 5.30pm Monday to Friday and is based on a local rate telephone number.

Telephone: 0870 242 1420

Email: helpdesk@soloservicegroup.com

The Helpdesk operates separately from day to day running and will deal with the following dedicated activities for the Customer's Contract:

Additional site requests

Information collation relating to daily service delivery, hours worked and customer feedback

Stock replenishment and delivery information

Delivery of monthly statistical data

Recruitment support

Advice for all cleaners and client representatives throughout the contract period

All calls via the helpdesk are logged and given a unique reference number. Information is collated, stored and available to the customer electronically when required.





Solo Service Group

Key Resources

Mobile Team & Relief Operatives

Mobile Team

With many environments requiring more than general cleaning, a key resource to Solo Service Group is the Mobile Team.

Our Highly trained specialists are dedicated to delivering a range of periodic cleaning.

All our Mobile Team operatives are fully vetted, multi skilled and suitably trained to cover all operatives' duties to meet with site specific requirements

Relief Operatives

Solo Service Group has strengthened its operational capacity at a localised level by implementing a Relief Operative Program, thus ensuring we have a pool of replacement operatives who have been vetted and suitably trained, and as such are immediately available to operate at short notice and/or emergency.

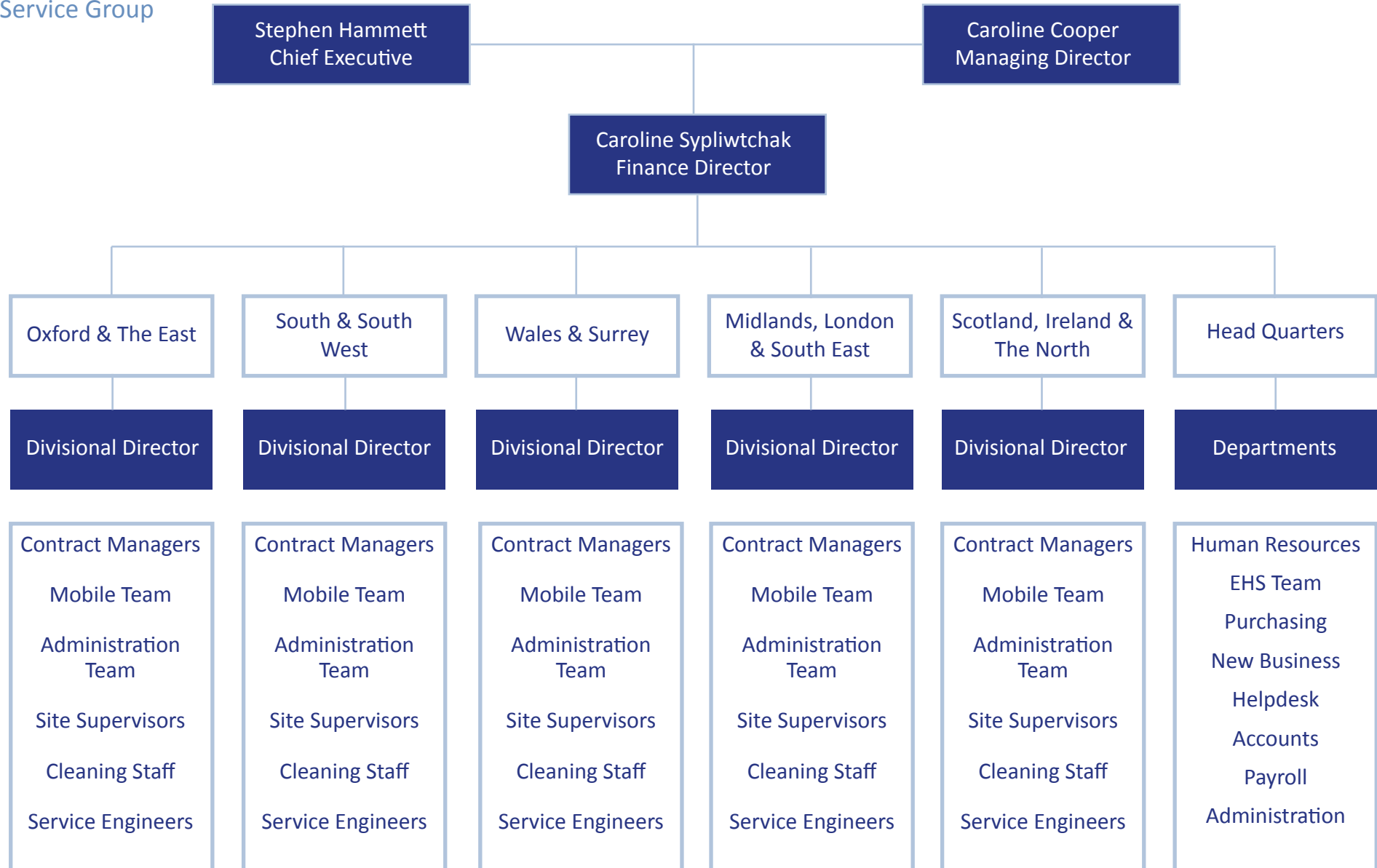
These operatives will be directed by the Contract Manager as/when needed.





Solo Service Group

Organisation Structure





Solo Service Group

Contract Support Structure

Divisional Director

The Divisional Director has the overall responsibility of the contract. They will meet with the client on a regular basis at a frequency to be agreed, to discuss and review overall performance of the contract. They will also liaise with the Contract Manager on a daily basis to ensure the service is being delivered.

Contract Manager

The Contract Manager has overall responsibility for the provision of the cleaning service and will be the day to day contact for any operational issues. Providing consistent service and maintaining performance standards across multiple sites is essential.

Contract Management is provided by local contract managers who make regular weekly visits (minimum) to all sites under their remit, ensuring management coverage is consistent. The purpose of these weekly visits is to liaise regularly with the cleaners and the client at each site, ensuring standards are being maintained and any issues are immediately rectified. The contract manager would also be available to the site representative and cleaning operative at all times through a company mobile phone.

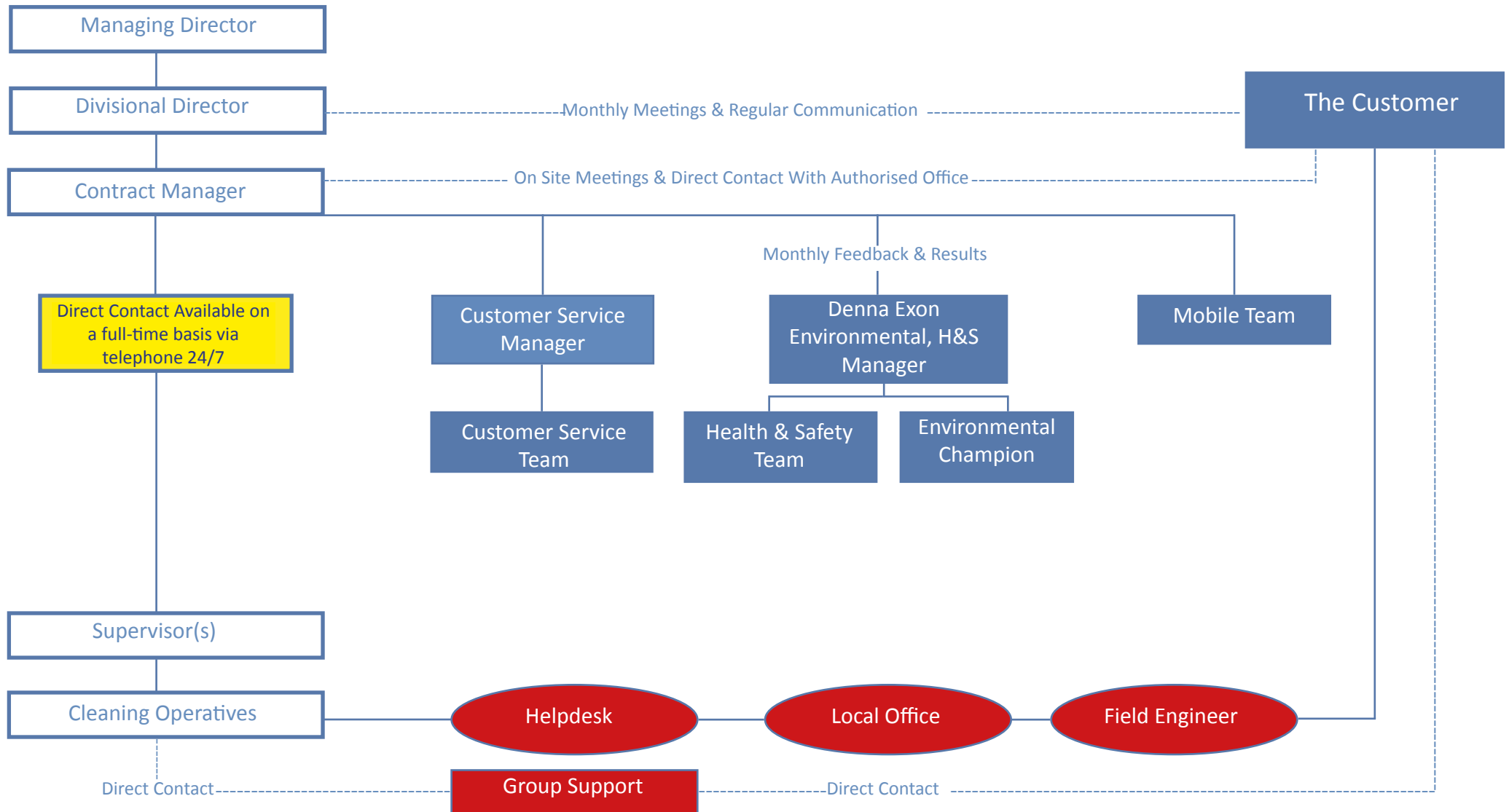
The Contract Manager will be accompanied by the Divisional Director for all contract review meetings on a frequency to be agreed, providing additional support to both Solo Service Group Management and the client.

In addition to the on-site management the HR Manager, Environmental / Health & Safety Manager, Help-desk and Group Support will provide an added network of support for procedures and performance standards to ensure compliance and customer needs are met.

This overall structure embodies the communication channels, service level agreement and the overall contract support mechanism.



Contract Support Structure





Solo Service Group

Our Locations

Local Branches & Head Office

Local Branches

Solo Service Group being a National Company recognised the importance of having a local presence with the flexibility to respond to local needs.

With greater influence on local decision-making, increased focus on consistency and increased responsiveness to emergencies - our local branches are a real benefit to the company's on-going success and development.

Local office locations:

Bristol
Oxford
Oldbury (Midlands)
Liverpool

Head Office - Swansea (The centralisation of the following corporate functions)

Human Resources - The human resources department have the overall responsibility for implementing and communicating strategies and policies relating to staff management and is accountable for activities such as recruitment, staff support & advice, record keeping, training and development, confidentiality issues and disciplines etc.

Accounts - The accounts department provides professional and financial accounting management services relating to account queries, invoicing, payment collection and reporting.

Payroll - Our payroll department ensures salaries and wages are paid correctly and will deal with any pay related issues, holiday requests and processing issues - contactable via helpdesk.

Health & Safety, Environmental & Quality - This team ensures training and development is encouraged throughout the group and is delivered to all members of staff where applicable. Policies, procedures and targets are to be regularly communicated, understood and actioned by all.

Risk assessments, reports, audits, quality standards etc, are all documentd and kept centrally at the head office.

Customer Service - This department is the main point of contact for performance results and reports to include service delivery data and customer satisfaction feedback.

Maintenance and repairs are also reported via this department.

All Business Support Functions to include Senior Management are based at the Head Quarters in Swansea - and are reachable via the Helpdesk.



Solo Service Group

Holiday & Absence Cover

Making sure we always provide a high quality service

It is Solo Service Group's 'Duty of Care' and primary intention to ensure adequate cover is provided at all times in the event of absenteeism.

Through our experience of single-site & multi-site contracts, it is inevitable that there will be short term staff shortages owing to illness, absenteeism or other unforeseen circumstances. Our management team is experienced in dealing with this situation and has a number of resources that they can use so that these instances do not have a detrimental effect on the performance of the service.

Relief Management

Solo Service Group has a strong managerial presence and will be able to facilitate cover immediately with little disruption to the service. The contract knowledge will be maintained by the support of the Divisional Director and Divisional Manager.

Existing Presence

Through our existing contracts, we already have cleaners working in the area that can be called upon at short notice. Also, on some larger sites with a team of cleaners in place, any shortages can be made up by the rest of the team.

Relief Operative Program

Fully vetted and trained operatives, available immediately to operate at short notice.

Mobile Operatives

We employ a mobile team in support of the contract manager and permanent operatives employed on the contract. The mobile operatives are vetted, and have had full training to the specification, enabling them to provide short term cover as and when required.

Support Staff at Local Offices / Head Office

More than one person per support function is trained to carry out a role and will facilitate cover when needed.

Again, offering flexibility within operational capacity is essential, and providing a number of options to manage short term staff shortages and reductions in operational capacity ensure that service delivery is maintained at all times.

In the event of long-term absenteeism the Divisional Director with the support of the Human Resource Management Team will look to implement a more permanent solution.



Service Guarantee

Solo Service Group would look to implement a bespoke audit program looking at key initiatives to underpin the required performance standards of the proposed Service Level Agreement and overall service delivery of the contract concerned.

These performance measures will look at encouraging and implementing continuous developments linked to innovation by adopting new solutions and cleaning methods.

Our Service Guarantee will incorporate these areas of importance:

Quality Cleaning Standards	Employee and Management Interaction	Client and Management Interaction
<ul style="list-style-type: none"> • Method Statements • Scope and Service Specifications • Work Schedules • Checklists • On-Site Manuals and Documentation • Uniform and Identification 	<p>Employee welfare Performance Measures to include:</p> <ul style="list-style-type: none"> • Spot Checks • Ad hoc Visits • Inspections • One to one meetings • Training 	<ul style="list-style-type: none"> • Communication • Feedback and Actions • Customer Satisfaction Scoring • Incentives

In Summary, the program intended would provide:

- Site specific audit information
- Measurements, weighted (%) performance review against the proposed SLA & KPI's
- Joint development of Management Information
- Escalation process and/or subsequent actions/communications



Solo Service Group

Quality

Our commitment to Quality

Solo Service Group was first awarded the British Quality Accreditation on 12th May 1993.

At present Solo Service Group is approved by the CQS (Certified Quality System) Limited to the certification BS EN ISO 9001:2008; to include Quality Management Systems, Standards and Guidelines.

Solo Service Group recognises that the quality element of service provision is a principal factor in achieving high levels of customer satisfaction and loyalty.

As part of the Quality Management System we have compiled a Quality Procedures Manual to support our achievements and on-going developments rolled out in day to day operations across our contracts.

To enforce our systems, standards and guidelines - Solo Service ensures:

- All personnel understand the requirements of both Solo Service Group and the customer's policies and procedures, and abide with the content of these procedures
- All personnel are fully compliant with relevant statutory and regulatory requirements
- Performance is regularly monitored
- Systems and procedures are regularly reviewed and conform to the requirements of the QMS.



Solo Service Group

Quality

Our commitment to Quality

Solo Service Group's commitment to improving design, products and services is monitored by the level of customer satisfaction by listening to our clients needs.

Monitoring customer relationships and perceptions includes obtaining input from independent surveys and audits, customer data on delivered product quality, user opinion surveys, business analysis data, compliments - most of which are carried out by our Contract Management Team.

Current Procedures and Systems in place

- Routine Quality Monitoring of day to day duties
- Customer Satisfaction Questionnaires
- Internal/External Surveys & Feedback
- Collation of testimonials and compliments

The results and outcomes from the above are collated and discussed at management review meetings, and include strategy development; targets and action plans to work will follow the next scheduled meeting. These Management Review meetings are key to continuous development and growth and will predominately address the following issues:

- Non-conformance records
- Status of preventive and corrective actions
- Follow up action from earlier management reviews
- Changes in organisation's operational environment that could affect the QMS, including requirements for additional or revised resources
- The organisations Quality Policy, Objectives and Goals in order to determine whether they remain relevant to the requirements of the customer and management
- The overall operation of the organisation's QMS in order to determine its continuing suitability and effectiveness
- The performance of Suppliers and Sub-Contractors, including any required actions resulting from unsatisfactory performance
- Staff training, re-training and competence requirements
- Customer satisfaction levels and plans for continual improvement

The data and information collated from these systems is crucial to our on-going success enabling maximum knowledge sharing and clearer strategic direction.



Solo Service Group

Our Products

Key Cleaning Products

EU Eco Label Products

As a company we understand the importance of ensuring the products we use are as environmentally friendly as possible. To provide re-assurance to our customers of our commitment to the environment, we have been working closely with our material/chemical supplier Pattersons to find the best solution. Any new introductions are trialled beforehand to assess its capability against cost and environmental credentials.

The introduction of Selden's EcoFlower range, has helped towards us being able to achieve our environmental performance targets. Their EcoFlower range has been given the Eco-label flower, the label is given to products and services that have a reduced environmental impact throughout their life cycle. Recognised throughout Europe, EU Ecolabel is a voluntary label promoting environmental excellence which can be trusted. The EU Ecolabel scheme is a commitment to environmental sustainability.

Toucan Eco

We are also currently in the process of trialling the Toucan Eco solution. It provides an extremely 'green' solution versus the traditional cleaning chemicals. This product uses electrochemical activation (ECA) technology to convert ordinary tap water and a small amount of salt into an effective cleaner/disinfectant.

Benefits of the Toucan Eco include:

- The activated fluid is inexpensive to produce compared with purchasing chemicals
- Uses ordinary tap water, a small amount of salt, and a minute amount of electricity to produce an effective cleaner/disinfectant
- The fluid is effective and stable and can be used in a normal trigger spray, as well as the spray bottle provided, saving on the cost of multiple devices.



Solo Service Group

Training Policy

Solo Service Group understands the importance of training, development and opportunities of progression for all our staff.

Whether employed on client contracts or from the Companies Head or Divisional Offices all staff within the company have the opportunity to train and develop.

Training and Development opportunities - (Employees engaged on client sites)

- Cleaning operatives have the opportunity to undertake accredited cleaning qualifications such as BIC's, IOSH & NVQ's at all levels
- If the cleaning operative expresses an interest in developing to become a Supervisor, additional in-house training can be provided
- If a Cleaning Supervisor expresses an interest in developing to become a Contract Manager, additional in-house training can be provided
- Contract Manager who expresses an interest in developing to Divisional or Key Accounts Manager additional in-house training will be provided
- Additionally site supervisors and contract managers also have the opportunity to gain management qualification with BIC's

Training and Development opportunities - (Head office / Divisional Office)

Employees engaged at Solo Service Group Head / Divisional offices have opportunities to train and develop within their current function or in other functions within the organisation.

Current and future training and development activities;

- HR advisors have undertaken external Chartered Institute of Personnel and Development qualifications
- Accounts employees have undertaken external qualification with AAT and CIMA
- Health & Safety employees have undertaken external qualifications in IOSH and NEBOSH
- Customer service staff can undertake external qualifications in customer care

The training and development opportunities stated are just a summary of some of the activities on offer.

Solo Service Group has prided itself over many years on the on-going development of its staff which has resulted in many employees progressing through the company





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Solo Service Group Training Programme

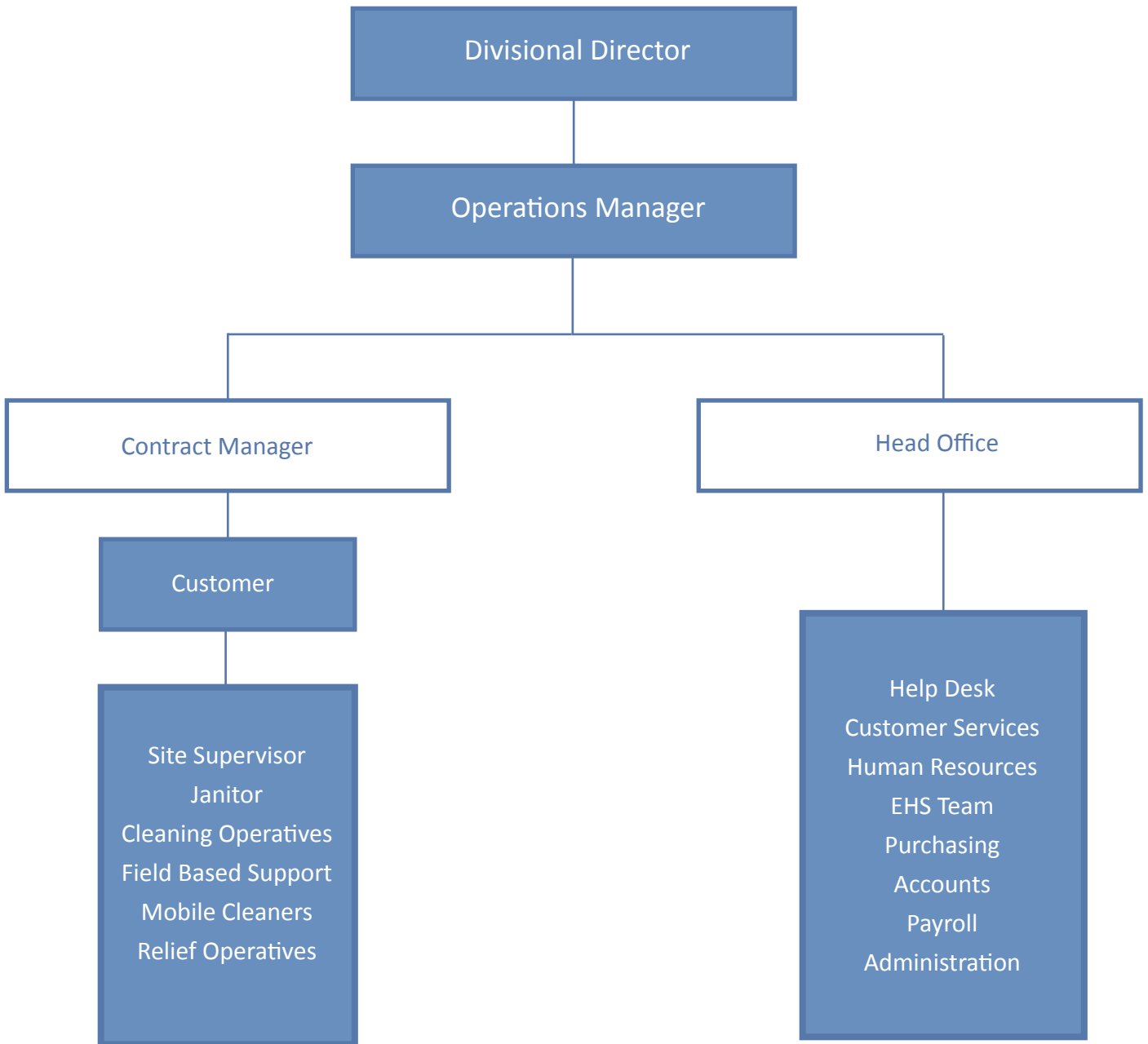
Training Type:	Delivered to:	Brief Overview:	Contents:
Induction	All Staff	Company Meeting Induction	<ul style="list-style-type: none"> ● Organisation Structure ● Terms & Conditions of Employment ● Policies & Procedures ● Company Newsletters ● Points of Contact ● HR Information
	All Staff	Essential Health & Safety Training	<ul style="list-style-type: none"> ● Policies & Procedures ● Reporting Procedures ● Accident Prevention and Reporting ● Safety Signage & Rules ● Manual Handling ● Electrical Safety ● Hygiene/Cross Contamination Prevention ● Personal Protective Equipment (PPE) ● Environment Awareness
Internal Training	Cleaning Operatives Supervisors & Contract Managers	On-Site Training	<ul style="list-style-type: none"> ● Hours of work and Access Control Procedures ● Points of Contact and relevant telephone numbers ● Cleaning specification, frequency of cleaning and areas of work ● Equipment training to include electrical and non-electrical equipment ● Chemical usage training and hazardous substances ● Specific Safe System of Work (Site Specific Handbook) in accordance to Specific Risk Assessments ● Emergency and Reporting Procedures ● Environmental Procedures



Solo Service Group Training Programme

	Management & Support Staff	On- Site Training	<ul style="list-style-type: none"> • Job Specific Training • Systems and user capability • Hours of work and Access Control Procedures • Points of Contact and Relevant telephone numbers • Emergency and Reporting Procedures • Environmental Procedures • Induction/Management Training • Accident & Investigation Training • Recruitment Procedures • Managing H&S • Disciplinary & Grievance Train
Training by and Accredited Supplier	All Staff		<p>NVQ's - all levels: (examples include) Cleaning & Support Services - Building Interiors Business Management Supply and Purchasing Management Customer Service Management</p> <p>BICSc: (examples include) Cleaning Supervisory Skills Certificate Cleaning Operators Proficiency Certificate</p>
	Management		IOSH - Managing Safely
Chemical Safety Training	Cleaning Operatives / Supervisors & Contract Managers		<p>Practical demonstrations and talks:</p> <ul style="list-style-type: none"> • Safe Storage • Dilution (manufacturer specific) • How to use and dispose of the product • COSHH Data Sheets • Hazards and risks associated with the product • Chemical Safety Signage

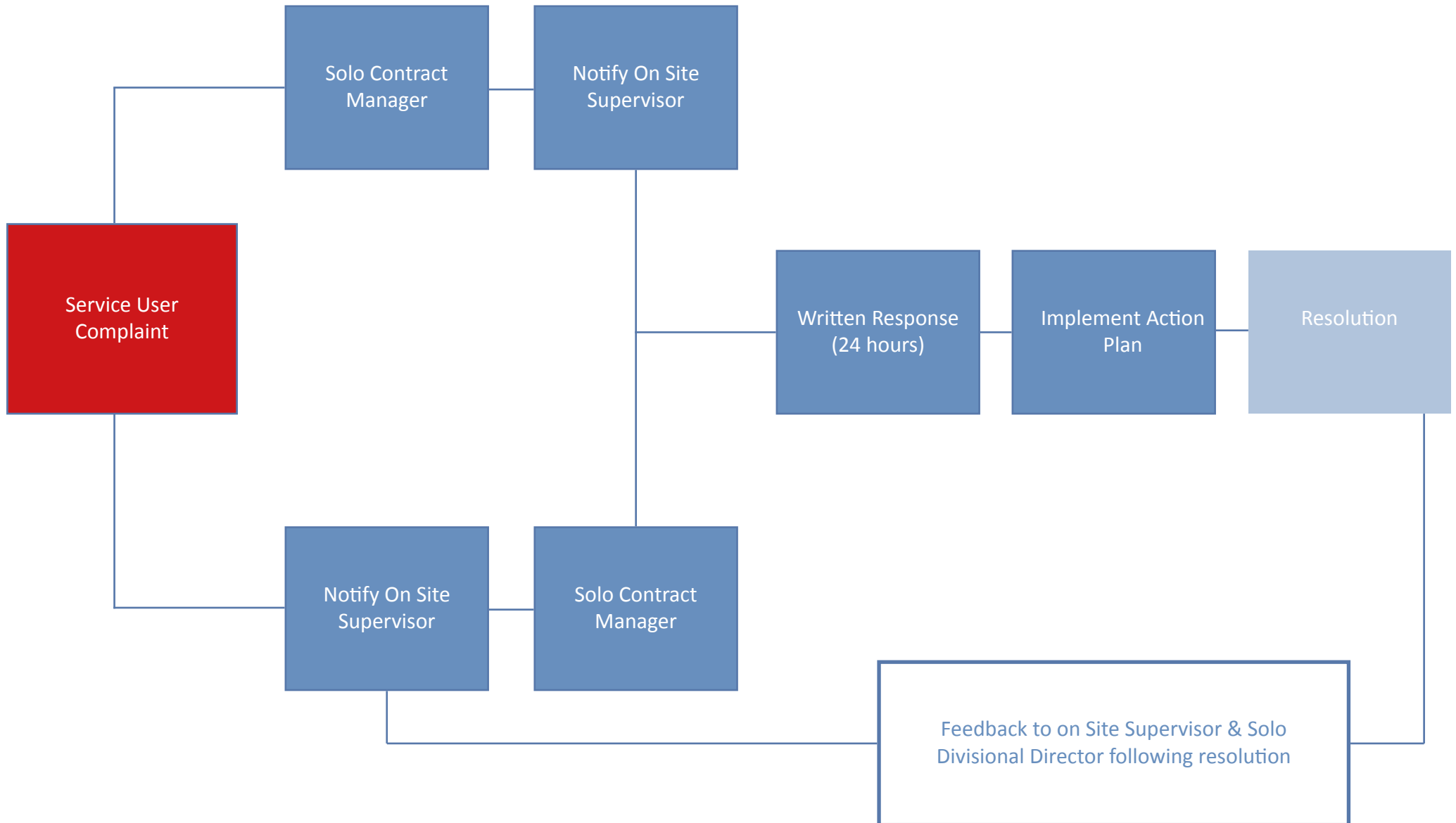
Contract Management Structure





Solo Service Group

Company Complaints Procedure





Solo Service Group

Key Policies & Procedures

All of the policies listed below can be made available upon request

Recruitment & Selection Policy
Training, Development & Progression Policy
Disciplinary & Grievance Policy
Equal Opportunities Policy
Data Protection Policy
Absence Policy
Bribery & Corruption Policy
Dignity at Work Policy

DBS Checks

As Solo Service Group is a registered body, we have 1 lead counter signatory and 2 counter signatories who are authorised to verify and process applications. Therefore we are able to fully manage and monitor the required vetting process from our head office.

We have access to the DBS checking/tracking facility where the progress of DBS applications can be monitored.

In the case of new employees at site - we work in partnership with the requisite education authority i.e. some of our contracts do not allow cleaners to commence until their DBS has been completed, others are happy for "new employees" to buddy with an individual at site (that is already DBS checked) until theirs has been completed.

Solo



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