



The **Westgrove**
Magazine

Summer 2011 Edition

 **Westgrove**group
INTEGRATED FACILITIES MANAGEMENT



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A word from the Managing Directors

Hi Everyone,

Welcome to the Summer Edition of our new look 'Westgrove Magazine'.

As you will glean from the content of this edition, we have an unprecedented array of positive news and major announcements to convey to you all.

Over the last couple of months the company has evolved into the umbrella of The Westgrove Group, with an enhanced branding profile and exciting new web site. Details of this evolution are enclosed within.

We have some major appointments to announce, both within our recently formed 'Executive Team' and also proven industry leading operational managers, that have been attracted to what we are achieving here in the company.

Claire McKinley-Smith joins us as our Group Operations Director. Claire has a wealth of experience gained within the service sector, especially Shopping Centres and she has implemented a progressive and innovative approach to our operational delivery that is already starting to benefit our portfolio teams and clients.

Richard Jones joins us as our Group Financial Director and brings with him a sound understanding of the service sector and will contribute significantly towards The Westgrove Group's further evolution.

We would also like to take this opportunity to welcome Sunny Verma and Andy Farley to our operations team, together with our congratulations to Colin Fox who has been promoted through our ILM programme from Site Manager to Area Manager.

Very recently Jean Lee (HR & Compliance Director) has gained the company continued industry leading accreditation success across many aspects of our service delivery. We are delighted with the audit scores we are achieving; Jean highlights this in more detail within.

Westgrove were delighted to be involved with the SCEPTRE awards very recently at the Dorchester Hotel in London. Our team at Beechwood Shopping centre in Cheltenham was nominated in the Customer Services category. Sadly we were beaten to the winning post but we feel certain that this will be the first of many nominations for this centre and for the company as a whole moving forward. Congratulations to one of our clients, Tony Wilkes (Brunel Centre, Swindon) on his superb achievement on winning 'Shopping Centre Manager of the Year' in the large shopping centre category.

On a slightly different and more personal note, I would like to express our support and best wishes to Simon Whittle (my business partner & friend) and his wife Julia for the plight that they have been through recently relating to their beautiful daughter Megan. Megan, aged 12, has been recovering from a very rare form of cancer found in children (Myxoid Liposarcoma). I am delighted to inform everyone that her operation was a complete success and highlighted within is the wonderful fundraising event Julia organised for the charity 'Be Child Cancer Aware' very recently. The Westgrove Group will be supporting this charity moving forward and raising the awareness of this cancer in young people with events in the future.

As always I would like to convey our sincere thanks for all of the hard work and endeavours achieved by our Cleaning and Security teams day in day out on all of our sites, quite often in challenging circumstances. I would also like to extend our thanks to all of our client base for your continued support, it is genuinely appreciated.

Enjoy the read!

Steve

Steve Fives
Group Managing Director





The Westgrove Group

... Brand Evolution

The phenomenal growth of Westgrove is the direct result of continuous innovation and our passion for putting people first. Concentrating on quality rather than quantity, Westgrove has forged long-standing partnerships with blue-chip clients and is poised ready to become an integral part of your operational interface.

Since the last issue of our magazine, Westgrove has rebranded under The Westgrove Group umbrella, integrating our two core service offerings of Cleaning and Security with our complimentary Environmental and Planned Maintenance service. While each discipline is clearly defined, the new branding brings a consistent family appearance under The Westgrove Group banner, portraying a polished and professional presence within the market place.

The new branding is an evolution of our existing brand identity reflecting our integrated Facilities Management ethos and is underpinned by our ongoing commitment to deliver innovation, added value and continual improvements.

Simultaneously with the launch of our new brand identity, we are also delighted to announce the availability of our new dynamic website www.westgrove.co.uk. The new Westgrove Group website outlines the benefits the company can bring to your organisation, profiles our Executive Team, includes informative case studies and details of exciting career opportunities with The Westgrove Group. Visitors to the site can also download a copy of our innovative dynamic eFolder – which provides company information specific to your requirements.

Later this year we will be launching an informative Client Login area available 24/7 via our website. This restricted access area, accessed via a unique username and password, will provide essential information and key operating metrics on your day-to-day operations.

... Our vision
for the future

The Executive Team – New Appointments

Over the course of the last 6 months, we have formed The Westgrove Groups first Executive Team with all members sitting on the company's Board of Directors. In addition to Steve Fives, Simon Whittle and Jean Lee we are delighted to announce the following key corporate appointments.

Claire McKinley-Smith – Group Operations Director

Claire brings to the company a wealth of experience gained within the Shopping Centre / Retail sector and has held senior management roles within Meadowhall, The Trafford Centre and Westfield Shopping Towns. Claire also headed up Multi Developments UK operations and more recently she was a key strategic Operations Director for one of the leading former independent security operators within the UK.

Claire's invaluable experience working on both sides of the corporate fence within the service sector is proving instrumental in Westgrove's desire to push the boundaries of operational delivery to the next level. Very recently Claire has spearheaded our Managers Achievers programme and is in the process of implementing a rewards and recognition programme. The 'Excellence Awards' will give an array of benefits to both individual and team performance on our sites.



Richard Jones – Group Financial Director

Richard is committed to 'lifelong learning' and is currently under-taking a doctorate in succession planning to add to his unrivalled skills in financial management and planning. Richard will be heading up all of the Groups financial reporting and in the process will be providing a consolidated and sound platform for the company to achieve its exciting growth objectives moving forward.

Richard's experience ranges from Stadia development and corporate maximisation to FD status within a global manufacturing company heading up their UK and European financial strategies.

Richard has operated within several sectors and brings a fresh approach to the company that will prove pivotal in taking the brand and our financial infrastructure to a higher standing corporately.



Management and Head Office Appointments

Andy Farley

- Area Manager

Andy recently joined the company as Area Manager for the Southern region. Andy joins Westgrove with a wealth of commercial, sales and contract management experience, operating at a senior level with some of the largest security companies in the UK. Andy has managed numerous retail and distribution contracts and he has vast experience in analysing and preventing retail crime, thus protecting retail profit.



Sunny Verma

- Area Manager

Sunny joins Westgrove as Area Manager for the Midlands and North regions. He has a wealth of experience in strategic national portfolio management and coordinating the soft services of large blue chip companies within the UK and Ireland. Sunny's unyielding enthusiasm lights up our head office, welcome on board!



Hannah Gordon

- Business Development Executive

Hannah joined Westgrove in March as Business Development Executive. She brings to the company both an enthusiastic approach and an impressive telemarketing and sales admin resume, recently gained from working within the distribution sector. Hannah will be supporting the day-to-day operation of the business development department and will be undertaking a field sales/promotions remit within the company in the near future. We're delighted to have her on board.



Promotions

Colin Fox

- Area Manager

Colin Fox has recently been promoted to Area Manager for the North West after spending the last 12 months as Security Manager at The Strand shopping centre, Bootle, Merseyside. Prior to joining Westgrove, Colin spent 12 years working in the prison service. Colin's promotion is the first of many we're absolutely certain, from our ILM Managers Training Programme.



David English

- Communications Centre Manager

As part of the commitment of investment in innovation and technology, we are delighted to announce that David English has been promoted from security site supervisor to assist in the introduction of the Timegate™ roster management system. David will be heading up the communications centre at the Westgrove HQ.

David has quickly demonstrated his capabilities and professionalism for the role and responsibility of bringing the data, people and systems together, to ensure their successful implementation.



Rewards, Recognition and Innovation

Award Winners

Quarter One

- The Frenchgate Cleaning Team

Adele Patchett (Westgrove Cleaning Manager, Frenchgate, Doncaster) and the team work around the clock to ensure the 18.6 million visitors per year shop in a clean and safe environment.

The team scored 100% in their service to the customer for the month of March which is a great achievement. Amanda Phillips Centre Manager comments "Adele and her team always give 100% commitment to the Frenchgate Centre and I am very proud that they have been recognised in this way"

We are delighted to announce that this award together with the consistent high levels of service achieved by Adele and her team, has proved to be instrumental in the company successfully obtaining the security contract. We are mobilising imminently.

Pictured above; Claire McKinley-Smith (Group Operations Director) presenting the award to the team.

Quarter Two

- Liverpool Football Club

Liverpool Football Club cleaning team has been awarded the site of the second quarter for their outstanding customer service skills.

Earlier this year, the fans and members of the public were invited to fill out a customer service query from the club and asked who they thought provided the best customer service throughout the season.

The cleaning team came out on top and were voted "Best Customer Service Award"

In appreciation, Liverpool Football Club awarded them with a "Thank You" commendation.

Receiving this award highlights that good customer service is a huge part of the service Westgrove provide and is an excellent achievement for everyone involved. The dedication and commitment of the team are a credit to both Westgrove and the club, at which we have had a superb ten year association. Sincere thanks to Ged Poynton, Ian Barker and their colleagues at L.F.C. for recognising our teams hard work.

Pictured left; Ian Barker Liverpool FC presents the award to Jane Wardle, Site Manager, Anfield with Heather Murphy, Westgrove Area Manager.



Special Recognition

Lifesaving act at the Strand Shopping Centre

In May Westgrove security officers William Randles and Trevor Guard were involved in a first aid incident that saved the life of a two year old girl after she fell unconscious. William and Trevor administered vital first aid until the paramedics arrived to take the girl to hospital. The paramedics commended William & Trevor and stated that if they had not acted in the professional manner they did, this whole situation could have been a great deal worse.

The parents of the child made a special visit to the centre to personally thank both William and Trevor for their actions.



Pictured; Westgrove security officers William Randles and Trevor Guard.

Sean Perry

Congratulations go out to Sean Perry, a member of the cleaning team at the Pallasades in Birmingham, who has been put forward for a special recognition award by the Pallasades facilities manager, Mr Warren Greatrex. Since joining the company in August 2010, Sean has consistently worked to a high standard as well as delivering excellent customer service to both the client and the general public. This award is a reflection of these achievements.

Rob Woods

- Cleaning Manager at Church Square, St Helens, Lancashire

Rob received a commendation for his work as cleaning manager at Church Square by Steve Brogan, Centre Manager. Rob also assisted Westgrove in managing the security contract pending the appointment of a security manager.
Well done to Rob!



Pictured; Carl Trimble, Mobilisation/Key Accounts Manager congratulates Rob Woods.

Spindles double act!

Jean Ogden, Cleaning Manager and Tim O'Callaghan, Security Manager received a commendation for their hard work and determination in leading their teams at the Spindles and Town Square Shopping centre. Their work was recognised by Mike Flanagan, Centre Manager.



Jane Enfield, Frenchgate, Doncaster

Jane has been commended by Amanda Phillips, Centre Manager, Frenchgate for her efforts during a major incident, in which the centre experienced a seven hour power cut.

Amanda explains, "*Jane is a no nonsense, get the job done lady, but time after time goes that extra mile, and we are proud to have her on our team. During recent events of a major incident, she kept calm, did her job and organised others. Never says no to any task and often comes up with solutions whether it is her job or others, a true asset.*"

Pictured above; Jane Enfield with Adele Patches, Cleaning Manager.



Clean Concourse

Gary Mitchell, the new Concourse Shopping Centre Manager (in Skelmersdale), was delighted with the customer feedback (shown below).



Due Diligence prevents theft at Spindles

Sheldon Cartwright & Ian Jarvis (pictured above) are recognised for their due diligence and professionalism during a recent incident in the Spindles Shopping Centre in Oldham, Lancashire. They both discovered an intruder in the centre, due to their quick thinking and professionalism the police arrived on site which resulted in the detection and apprehension of the intruder.

Well done to Sheldon and Ian!

Fire prevention at the Haymarket shopping centre, Leicester

Security Officer Lee Rossell (pictured below) spotted a small fire in the toilets and raised the alarm preventing serious damage to the shopping centre.

Well done Lee!



Group Development Programme

Westgrove launches 'Westgrove Management Achievers Programme'

Our managers training programme is designed for the development of site-based managers under our succession planning initiative recently implemented at our Head Office. The following applicants were successful in achieving a place onto the programme for 2011

- Colin Fox (Area Manager, North West)
- Roy Gale (Site Manager, The Brewery, Romford)
- Scott Wells (Site Manager, The Cube, Birmingham)

All attendees will be presenting projects to the Westgrove Executive team during the course of the summer. After successfully completing the course they will receive a level 3 ILM qualification. Good Luck to Colin, Roy and Scott!

Training and Development

The following Westgrove employees have achieved excellence in their training courses:

- Rob Woods (Cleaning Manager, Church Square) and Jeff Cunningham (Cleaning Manager, Pallasades) have achieved a level 2 ILM management training qualification.
- Yvonne Dixey (Security Manager at the Haymarket, Leicester) has successfully completed the IOSH qualification.

Watch this space!

Westgrove are about to launch the new 'Excellence Awards', this is our very own new employee incentive scheme which will recognise the following:

- Attendance & Time Keeping
- Best Idea / Innovation
- Colleague Recognition
- Length of Service
- Outstanding Act
- Service to Customer

Distance learning modules

During the last quarter of 2011, Westgrove will be launching distance learning programmes for qualifying portfolio, starting with customer services and counter terrorism, also incorporating conflict management and resolution modules. The modules are aimed at site based teams and will include a short exam at the end of each element.



SCEPTRE Awards

Westgrove's dual service team at the Beechwood Shopping centre in Cheltenham, managed by Richard Wright were finalists at the shopping centre SCEPTRE awards. The awards evening at the Dorchester Hotel, London were attended by 450 industry specialists. Making it to the final is a huge achievement for Richard and his team.

Owen Acland Centre Manager at Beechwood, explained 'I think it shows that regardless of size, our team punch way above their weight in delivering excellent service and huge credit goes to them, to Westgrove and Beechwood for working together and producing results that gained us that nomination'.

On the evening, we were delighted that one of our clients Tony Wilkes, Centre Manager, Brunel Centre, Swindon, won the highly acclaimed



SCEPTRE award for Centre Manager of the Year – Large Shopping Centre category. This is a tremendous achievement for Tony and his management team.

Pictured above; Steve Fives and Simon Whittle, together with Tony Wilkes (Brunel Centre Manager and SCEPTRE award winner) and David Metcalfe (Brunel Operations Manager).

We'd also like to add a congratulatory note to Rubie Charalambous, Centre Manager, The Brewery, Romford for being nominated as one of the finalists on the evening.

Accreditations Update

Compliance - the ✓ of approval

International Standards

The first quarter of the year is a very busy period for our HR & Compliance Team. This period is assigned to the annual external audit procedures required in the verification and attainment of our three international accreditations of Quality; Environmental and Occupational Health & Safety. We are delighted that after a rigorous audit from external auditors over a number of days, we have emerged with the UKAS accreditations for ISO9001; ISO 14001 and OHSAS 18011. During the process the team of external auditors visited a number of sites and engaged with the teams of Security and Cleaning Operatives, Managers and Supervisors in order to verify that our procedures were bedded into our day to day operational activities. Our thanks go out to the teams involved and we are delighted that the systems are working so well at site level.

SIA Contractor

The second quarter of the year is also assigned for external auditing procedures. The Westgrove SIA approved contractor status for the provision of Security Guarding and CCTV services is conducted during May by the National Security Inspectorate. The ACS Standard encompasses all aspects of a security provider's operation. It takes a holistic view of how well an organisation is managed and an approved organisation must demonstrate to an independent assessor, on an annual basis, that it has met defined standards and manages a continual improvement programme. This year we increased our score by 9 points and were recognised for several 'Best Practice' working procedures, clearly demonstrating our work ethics. Once again, we would like to thank our site based Teams, Managers and Supervisors who contributed to the process by participating in the working groups and accommodating the external auditors on their sites. Congratulations to all our teams on their quality delivery of service to all stakeholders.



On a personal note ...

After the shocking news last year that their daughter Megan had a rare form of cancer, Julia and our own Simon Whittle have been in full support of the Be Child Cancer Aware charity. Thankfully Megan has been given the all clear following an operation to remove the lump she found in her leg.

At the end of June, Julia Whittle organised a fund-raising event in aid of Be Child Cancer Aware. The charity has been set-up to make more people aware of cancer in young people. The event, held at Blackrod Community Centre, raised £3,000 for the charity and the day included numerous stalls, competitions, funfair rides for the 500 attendees to enjoy.

For more information, visit www.bechildcanceraware.org



Maureen Scott, cleaner at The Ridings in Wakefield celebrated her retirement with colleagues and management from the centre. Maureen worked at the centre for over eleven years and we wish her and her family a happy and healthy retirement!

Pictured second left; Maureen celebrating with colleagues.



Visit our new website:
www.westgrove.co.uk



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