



The **Westgrove** *Magazine*

Issue 5 2013



BESPOKE CLEANING AND SECURITY SOLUTIONS

*Westgrove - A compelling place to work,
a compelling company to partner*



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A word from the Managing Directors

Hi Everyone,

Welcome to the latest edition of The Westgrove Magazine.

*We have a huge array of positively impacting projects and news to convey to all of our **'Partners and Colleagues'**, which are substantiating our vision of providing a business that is both compelling to work within and to partner with.*

Our first Colleague Engagement Survey was undertaken quite recently. This provided a valuable insight into the quality and perception from our team about the things we are getting right and perhaps most significantly, the areas that our colleagues felt required enhancement or in some cases further capital investment to take our service delivery to the next level.

We genuinely appreciated everybody's feedback. Each and every suggestion was discussed within our Senior Management meetings and collectively as a team we have improved what Westgrove delivers and acknowledged how pivotal this key interaction is within our company. We have included a cross section and summary of the survey within the magazine and due to the quantitative and qualitative nature of the information we received we will be conducting further engagement surveys later this year.

I am delighted to announce that two of our colleagues, Joe Harrigan and Mark Cooper have been recognised by the BSIA (British Security Industry Association) as regional winners of their coveted annual awards for their performance endeavours. Trevor Elliott from the BSIA attended our offices to present the awards and commented how impressed he was at the "passion and enthusiasm everyone had for the business" that was clearly evident upon his time with us. Superb achievements, fingers crossed that they receive national recognition within the annual awards ceremony later this year, we will keep you posted!

In addition to our continued growth within the shopping centre sector, the company continues to develop new sector business with new partners working with us across education, corporate office and complimentary retail sectors. We have forged strong collaborative partnerships with both Capital Properties, covering their prestigious national property portfolio and Norland Managed Services covering their Northern soft services arm. We are also pleased to announce our business association with London & Cambridge Properties encompassing a selection of their retail portfolio. We have also secured exciting business awards across most regions of the country with both of our Cleaning and Security service offerings. We have a strong platform to take the company into new markets and we are building some real momentum towards achieving our goal of establishing the brand within our targeted complimentary sectors.

Our Management training initiatives have benefited a substantial number of our site based teams. Our recently implemented Rewards and Recognition programme will provide tangible incentives to all of our

colleagues who day in day out make the difference for us with their unrelenting commitment. The results of our Engagement Survey were incredibly positive, we will continue to strike the right balance between aligning the organic growth of the company around the principles of business that Simon and I believe sets us apart from our competitors.

The accreditations the company has gained continue to improve year on year. We have received glowing reports from external auditors relating to our staff welfare and client relationship focus, which is evidenced within the business through their audit process and upon their time with us. Tony Page our Health Safety & Compliance Manager together with our HR and Operations teams have been instrumental in the company gaining it's highest ever ACS (SIA Approved Contractor Scheme) scoring. This places our security offering within the top scoring echelons of independent security operators in the UK, a great achievement.

Sincere thanks as always to all of our Colleagues and Partners involved with the company and for your continued support. I hope that you enjoy reading the magazine and that it gives all recipients a sample of what we are collectively striving to achieve here at Westgrove and a real 'feel' for our business.

Best wishes

Steve

Steve Fives
Group Managing Director



Colleagues

Colleague Engagement Survey

Our first colleague engagement survey took place very recently and we were absolutely delighted with the response and your very important feedback.

86% felt that their work life balance was right

In terms of participation, we are pleased to confirm that 70% of our colleagues took part in the survey, including site based teams, site managers, our head office and field based managers.

This was a great response considering the operating dynamic of shift patterns on a 24/7 site operation. The more colleagues who share their opinions, the better placed we are to improve their working environment and our business model for the future benefit of all.

1. Communication

It was acknowledged that communication has improved considerably during 2012 by 92% of those surveyed. We recognise that communication is instrumental in the continuing success of Westgrove and we will continue to strive to make further improvements. To ensure our colleagues are kept abreast of all relevant company information, we will be introducing the following:

84% felt that their ideas and opinions were valued

89% felt that they are able to solve problems and recommend solutions together

- Six-monthly staff engagement forums, the first of which commenced in February 2013 and will provide the opportunity to discuss the key focus areas of the survey.
- Regular Business Updates via our Business Managers.

2. Uniform

The practicality of some of our uniform was raised by a few of our colleagues, which will be discussed with our uniform supply partner.

During quarter two of 2013, all our colleagues will be able to order uniforms using our partners on-line ordering system which

will also improve the speed of delivery.

77% are happy with the uniform provided

3. Machinery Repairs

There was a small amount of negative feedback from some of our teams in relation to the service delivery from the service partner entrusted with our business in our last financial year. As a direct result of this feedback, we have undertaken a comprehensive procurement exercise and are now working with a new service partner. With true business synergies and a much improved operational infrastructure in line with our growth objectives, we are absolutely certain that our colleagues will experience first-hand this enhanced aspect of our operational support.



4. Pay Queries

We get the basics right, our accuracy on pay is 98.9% right first time; very few issues were raised. Several colleagues commented that compared to other cleaning and security companies that they have worked for, we were head and shoulders above our competitors with our payroll operation.

70% of responders felt that they were adequately paid for their roles within the company

5. Training

From your feedback, it is clear you have benefited and enjoyed our Management Development Training Programme, which is scheduled to be completed by our first group in the summer. Apprenticeships (formerly known as NVQs) will also continue. An impressive 89.9% of our colleagues attended modular training which is a fantastic achievement, showing our commitment to continuous improvement. The survey highlighted that many members of our teams wish to develop within Westgrove and the HR team will be working on a 'Mentor' program during the course of 2013.

89% state that they have received the right training to do their job properly

86% said that their company induction provided them with enough confidence to do their job effectively

Constructive comments were noted regarding more of our colleagues visiting our Head Office, due to the benefits experienced by those that have undertaken training at our HQ with us and meeting Steve and Simon. Although this is obviously logistically very challenging to undertake, we will try to ensure that a representative cross section of our portfolio has this experience.

6. Health, Safety and Compliance

We received a positive response to the commitment Westgrove has to the Health & Safety of our colleagues and partners sites alike. Tony Page, our Health, Safety and Compliance Manager, is planning a series of 'tool box' training sessions to further enhance the knowledge of our colleagues.

92% feel that we provide a safe and secure environment for you to work within

7. Team Identity

97% feel that they are part of a close-knit team

97% of our colleagues told us they had a fantastic team ethos and their relationship with their manager and Company was the best they had experienced. Consequently 95.6% of our colleagues would recommend Westgrove as a company to work for, which is a truly exceptional statistic.

We have now held our first elections for Employee Representatives and have also scheduled in our Employee Forums. The topics to be discussed are:

- Communication
- Uniforms
- Training

Summary

We are genuinely enthused with the results and feedback we received. We wish to continue to work with our colleagues to achieve valuable, constructive interaction moving forward. As any business grows this is bound to meet with its own distinct challenges. The additional Market Research undertaken by our Senior Management team complimenting our Employee Engagement Survey, has found that the Westgrove brand is held in extremely high regard within the market place.

91% are happy with the support from our Management interface

The perception of the business is one that we have developed a strong corporate business identity and this has not compromised our ability to maintain our 'Community feel' principles.

And to quote one of our colleagues:

"Let's look forward to the future; we've got a great team!"



Colleague Focus

Lee Childs

Lee joined Westgrove via a TUPE transfer at Handforth Dean as a security officer in July 2012. From the first meeting we had with him, Lee stated he wished to progress and as soon as the opportunity arose for the position of Mobile Support Supervisor, he duly applied. He then came through our phased interview process and was subsequently invited to join our Supervisory team.

1. What are your hobbies and interests?

Football, rugby, fishing, always interested in latest gadgets and building desk top computers.

2. What is your favourite holiday destination and why?

Barbados, I got married on St James beach.

3. What are your likes?

Most things sports based such as football, rugby, boxing, fishing etc. I also enjoy building desktop computers.

4. What are your dislikes?

Reality TV shows!

5. What two items would you take on a desert island?

A tent and a fishing rod, I would enjoy the peace and quiet!

6. What is your favourite film?

Die hard collection, Lethal weapon collection, Rocky collection, Rambo collection, Hangover 1 and 2. My list could go on...

Sharon Price

Sharon has worked for Westgrove since 1999 and outside of our own MD's, is our longest serving colleague within our whole National Portfolio! Sharon is based at Bolton Wanderers Football Club. She started with the company in a part time capacity, thereafter, worked full time and through continuous development was promoted to Site Manager in 2008. Sharon now manages a cleaning team of over a dozen colleagues and is a valuable member of BWFC's operational interface.

1. What are your hobbies and interests?

My hobbies include completing puzzles either on paper or on my Nintendo D.S. I also love watching movies, especially paranormal films. I am fortunate to live in some lovely countryside and so I love going walking, as long as it is not raining!



2. What is your favourite holiday destination and why?

I would love to go on a European cruise, because it is a combination of relaxation, exploration and adventure.

3. What are your likes?

I really like people with a good sense of humour as I like a good laugh. I like to cook for family and friends. I also like going out to eat, especially hot and spicy food!

4. What are your dislikes?

I really dislike people with bad manners.

5. What two items would you take on a desert island?

From a practical point of view, I would probably take a Swiss Army Knife as it is very versatile and a wind up radio so I could at least have some music; however, I would rather take Bruce Willis and an everlasting box of chocolates!

6. What is your favourite film?

The film I like the most, which I never tire of watching, is the Color Purple - it has every emotion in the story and it makes me experience those feelings alongside the characters in the film.

Giselle Hyams

Giselle has been HR Manager since October 2011 and is responsible for HR across the Group.

1. What are your hobbies and interests?

It has to be travelling. I've been very lucky so far and been to many places but Australia is my next big one. I enjoy mountain climbing as long as it doesn't involve scrambling that's too scary!

2. What is your favourite holiday destination and why?

It has to be the Maldives, the luxury of the resort, pristine white sand and the warm Indian Ocean teaming with life.

3. What are your likes?

Music, I have a wide range though from classical to dance, Coldplay are my favourite live band. I love things that sparkle especially diamonds and wine! I like spending time with my family and friends – our Come Dine With Me theme nights are always great fun!

4. What are your dislikes?

Sushi, shopping (except for diamonds and holidays) and being stuck in traffic.

5. What two items would you take on a desert island?

This is really difficult but if pushed my iPod and lipstick

6. What is your favourite film?

My all-time favourite which makes me cry every time, is The Sound of Music. I went to Salzburg to fulfill the dream of being Maria, now I have given away too much...!



Special Recognition

Westgrove have received recognition from the British Security Industry Association (BSIA). Two members of Westgrove's team have won Regional Awards relating to performance above and beyond their call of duty.

Joe Harrigan our Security Manager, heading up our security operation at Frenchgate, Doncaster has been recognised for demonstrating superb customer practice. This has involved liaising with the various Crime Prevention agencies and undertaking 'Bomb Threat' mitigation awareness and scenario training with his team. Joe has developed incredibly strong community links and his 'can do' ethos has been admired by many local figures, including the Centre Management team. His ability to provide clear concise reporting lines with the local constabulary and to be trusted as a key component part of the Centre's operational interface has been a superb achievement.

Pictured; L-R, Joe Harrigan, Elaine Retallic from Frenchgate and Tony Deacon, Business Manager

The second award winner, **Mark Cooper** from Westgrove's Southern Security operation at The Podium Shopping Centre in Bath, has been recognised for saving a woman's life.

Mark had observed a person on Riverside Walk at the Podium shopping centre in Bath pacing up and down in an agitated manner and looking at the river. The young lady tried to throw herself into the river but Mark was able to grab hold of her and pull her to safety. Mike Kelsey the Centre Manager at the Podium said *'In all my years in the security industry I had never come across anyone who generated the strength shown by this young woman which made Marks actions all the more commendable. It was Mark Cooper's power of observation, sixth sense and courage that saved this young woman's life.'*

Pictured; L-R; Sunny Verma, Business Manager, Mark Cooper and Mike Kelsey from The Podium, Bath.

Both of these awards are a superb achievement for both the individuals and for the company. We are all hoping that the award winners will receive National Award recognition at the Industry Annual Awards in July in London.

Traditionally the larger industry 'players' dominate the award ceremonies, this is a real coup for the company and a testimony to the hard work from our two award recipients. We would also like to recognise the quality managerial input from Sunny Verma and Tony Deacon, our Business Managers and Elaine Retallic and Mike Kelsey our Partners, who also sponsored their inclusion within the regional awards. This is the first time the company has received any regional recognition, we're certain this will not be the last!

Julie Lees - 10 years' service

Julie Lees, the Groups Payroll Manager, completed 10 years' service last December with a clean sickness record which is an amazing achievement! She was presented with flowers and a gift voucher for her favourite shop Pandora by Steve and Simon our Group Managing Directors. It is to her credit, commitment and hard work that our colleagues and customers are delivering consistently excellent feedback on our payroll team.

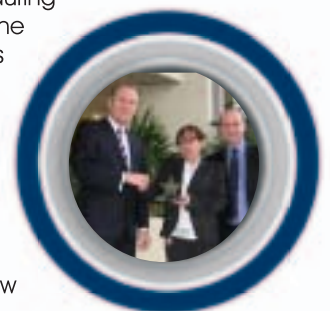
Pictured; Julie receiving her gift from Simon Whittle



Janet Halewood - Achiever of the Year

Janet Halewood, Manager at the Concourse Shopping Centre in Skelmersdale received our "Achiever of the Year 2012". Her dedication and hard work to not only her ILM course and our internal Management Development Programme but for the huge improvement and wonderful demonstration of potential and willingness to improve her own career development. She has assisted our new managers during two TUPE transfers too, well done Janet. This recognition was formally supported by our partner Gary Mitchell and has proved instrumental in Westgrove being awarded the Dual service cleaning and security operations at both of Gary's schemes, the Concourse and Hardshaw shopping centres.

Pictured; Janet receiving her award from Steve Fives and Gary Mitchell



Double success at Beechwood

Due to the dedication, commitment and hard work of the team supported by Andy Farley- our Southern Region Business Manager the team won team of the year 2011 and also retained the coveted award in 2012. The team has been successful in achieving excellent service level agreement statistics and the consistently exceptional performance levels over the course of the last 18 months have set the standards bar even higher within our shopping centre portfolio. This has been a fantastic achievement and our sincere thanks and congratulations are extended to all of our colleagues employed at this scheme. Our Partner, **Owen Acland** kindly comments;

'Everyone on site is thrilled at not only winning the Quarterly award but retaining the Team of the Year award for a second year. We pride ourselves on our team spirit and how this translates into

the high standards we achieve on site and these awards support this belief and reward the hard work and commitment made by the whole team

without exception. I would particularly like to praise Mark and Matty who supervise the respective teams and Richard who oversees the contract and continues to get the best out of the team. Thanks also to everyone at Westgrove for their continued support and proactive co-operation in helping the team deliver the exceptional service they do, day in and day out, ensuring that we keep pushing standards forward. It wouldn't be possible without a genuine collective effort from everyone involved with Beechwood and I can honestly say I am proud and grateful to have this team working on site'.



Cheshire Oaks, Ellesmere Port

Our cleaning team at McArthur Glen Cheshire Oaks Designer Outlet Village, received a special team recognition award for their hard work and dedication to Westgrove and Cheshire Oaks. The centre is subject to some very high profile visits and the team has received some excellent client feedback regarding the standards of cleanliness during each and every visit. The team has also received positive feedback from customers.



Colin Duggan

Colin Duggan - Security Manager at Church Square Shopping Centre in St Helens, was commended for his actions, professionalism and customer service skills. During a recent incident at Church Square, Colin assisted an elderly lady who had taken a fall and broken her hip. Colin's caring and professional attitude in holding and calming the lady until the paramedics arrived; over 30 minutes later, diffused a potentially traumatising time for the lady concerned. This feat was made all the more remarkable given that the unfortunate incident occurred during a peak footfall period within the Shopping Centre.

The customer's family called the centre to thank Colin for his assistance in dealing with the incident.



Learning and Development

As part of our on-going commitment to our site based managers and supervisors, we have launched our People Management Development Programme.

This programme will develop skills, knowledge and competence in our first line managers when dealing with our employees and throughout the whole "employee life cycle" i.e. the start of their employment to retirement.

The following subjects are included:

- Recruitment & Selection
- Induction & Probation
- Counselling & Investigation
- Absence Management & Capability
- Disciplinary & Grievance
- Performance Management
- Time Management
- Leadership & Motivation



All delegates will receive a certificate of achievement for each course attended and we will be recognising one individual as "Achiever of the Year", this person will have shown improvement, commitment and dedication to their own personal development.

This training programme will ensure our managers are trained, supported and empowered to be the best calibre of site based management. This exciting project will provide a unique opportunity for all outstanding attendees to attain representative managerial positions within the company.

Management Achievers Programme

As our initial programme, including Rob Wood, Janet Halewood, Craig Hughes and Jeff Cunningham nears its conclusion, we are pleased to announce that the successful applicants for this year are:

Richard Farley

Kieran Lake

Dean Baverstock

Bash Iqbal

Colin Duggan

David Warburton

John Owens

Adele Jarvis

Robert Baker

Westgrove were delighted to receive a record number of applications for the 2013 management achievers programme. We would like to thank all the applicants and if you did not get a place this year, we would like to encourage you to submit an application again next year.

Restorative Practice training at Princes Quay, Hull

Westgrove Support services are working with Hull BID and RP solutions to conduct restorative practice training with all the security officers within Princes Quay. In short, restorative practice conferencing sessions bring the wrongdoer or perpetrator of an incident or crime, face to face with the victim in an organised and structured environment where there is a police presence. Within this scenario the victim feels they have a voice. They have a say on how they have been affected. National data from the Home Office and the Restorative Justice Council shows that the satisfaction rate for victims who have been involved in a restorative process is far higher than the 'traditional' approach to responding to harm.

The feedback we have received from the security personnel was very positive and they embraced this new way of thinking/dealing with predominantly younger perpetrators of crime. RP is not a replacement for the criminal justice route, it is an alternative choice and we are proud to support this community initiative.

Health & Safety/Quality & Compliance

Tool Box Talks

Westgroves' Health Safety and Compliance Manager, Tony Page, is very passionate when it comes to the safety of its colleagues. He believes that with the correct training and guidance he can further enhance the safety on all sites. Tony is currently putting together a series of Tool Box Talks (TBT's) to cover a vast array of subjects. These subjects will cover the likes of H&S law, accident investigation and reporting, working at height, slips trips and falls, violence in the workplace to name but a few. The TBT's will be delivered to all colleagues, depending on which area they work, but it will further enhance every colleagues skill set.

The TBT's are ideal as they are brief training sessions that can be delivered on a one to one basis or as a group in team briefings for example. They generally take no-more than 5 to 10 minutes to deliver and therefore don't require a great deal of down time from their normal duties.

As well as the Tool Box Talks, Tony has also arranged Risk Assessment training and Accident Investigation training in partnership with Westgrove's insurance broker. These training sessions will take place in Manchester and Birmingham.

Accident recording and reporting

Westgrove prides itself on its very low level of accidents. The majority of reported accidents were for minor injuries and only two were recorded as over seven day injuries. Just under half of these accidents required some element of first aid treatment.



SOFTWARE INVESTMENT

Westgrove Launch Servicetrac

Westgrove have launched Servicetrac which is a real time patrol system for cleaning and security. The PDA has a built in NFC scanner. This will allow users to scan a location tag, where a set of simple questions (with yes/no or pass/fail answers) will be presented based upon the location scanned. The team can then add notes, raise an event, or take a picture as evidence against each point. This Quality investment within our software infrastructure will subsequently result in radical improvements regarding liability, due diligence and real time reporting.



SIA Update

Westgrove feel that it is important to keep abreast of any changes in legislation and regulatory bodies that could affect the way it operates its business and ultimately could impact on the day to day operations on our partners sites and our business community.

The Government have set out proposals to reform the way in which the Private Security Industry (PSI) is regulated.

Currently the SIA, a public body, is responsible for regulating the PSI.

Proposed changes are as follows:

- Introduce a business regulation regime. This will give businesses more responsibility for regulating individuals that they employ.
- Under the new business regulation regime all businesses will be required to be licenced and will need to apply for this through the new regulator. Individuals would be subject to a new licencing process. Industry standards would need

to be met by businesses when applying for a licence. Those businesses that are currently part of the SIA Approved Contractor Scheme like ourselves obviously already demonstrate that they already meet the required standards and therefore the licencing process will be much easier for them.

- Businesses will be required to pay a licence fee and an annual subscription. The costs of such have yet to be determined but are likely to reflect the size of the business. It is thought that the cost of individual licences will be lowered.
- Changes to the Private Security Industry Act are required so that any new business regulation regime can be put in place. Some primary legislation is required to implement some of the proposed changes. It is therefore proposed that there would be a phased transition to any changes.
- Responsibility for developing and administering a quality business hallmark, currently SIA ACS, and four individual competency standards would be transferred to an industry-led organisation.

Further announcements will be made later on in the year and we will provide detailed updates to all of our community once we are informed about any material changes.

Partners

In this and all future editions of our Magazine, we will be featuring our revised 'Partners' section. This part of our publication will feature our Partners (our clients), the companies and the people behind the organisations. It will include case studies and an update on any relative announcements or events that we would like to bring to the attention of our wider 'Westgrove Community'.

The Capital Properties Partnership

Westgrove are delighted to announce our collaborative partnership with Capital Properties Ltd across their prestigious UK property portfolio. Capital, established through Manchester's iconic Spinningfields development, is a unique property management company breathing life into assets through events, marketing and commercialisation and their rapidly expanding UK portfolio includes key assets in Manchester, Leeds and London.

Capital manages over twenty buildings across the UK and they work with a number of high profile developers including Allied London, Ask, Aureum and Warner Estates. Westgrove provide a bespoke cleaning and security dual service dynamic across the portfolio and **Mark Burgess**, Managing Director of Capital Properties comments;

"Westgrove have been one of the cornerstones of our service offering and through joint initiatives and innovative ways of working it was only a matter of time before we formed a more strategic relationship. Finding the right Partners is difficult. However our businesses share similar values and have a huge appetite for continual improvement. Due to the successes to date, Westgrove is the natural choice to work with us throughout our portfolio".

**Capital
Properties**



Pictured above; Hardman Square Big Screen Event, Spinningfields Development

Partner achievements

Capital Properties – Everest Base Camp Expedition

Anthony Watson from Capital (pictured left) embarked on a 24-day challenge, trekking through the Himalayas to Everest Base Camp (5,600m / 18,000ft) and throwing in for good measure a slightly death defying ascent of Island Peak (6189m / 20,305ft) including a shoulder burning 150ft ice climb!

Anthony explains "It's the biggest challenge I've taken on to date and it was all in aid of The LifeCentre - a local community centre/church facility in South Manchester where the community has raised over £3million but need a final £100,000."



Case Study - Princes Quay Shopping Centre, Hull

Princes Quay is a 450,000 square foot Regional Shopping Centre in the centre of Hull. The scheme is unique, being built on stilts over the Prince's Dock.

Until late 2011 the scheme experienced a Total Facilities Management service solution; but despite the scheme having a high service charge, soft service standards were considered to be poor.

Westgrove provided consultancy services to the scheme, recommending a complete re-engineering of the service delivery, splitting the services back into 'hard' and 'soft' component parts.

We were awarded the 'soft' services, and after a 3 month change management programme, the new operating structure was established.

Our evaluation resulted in:

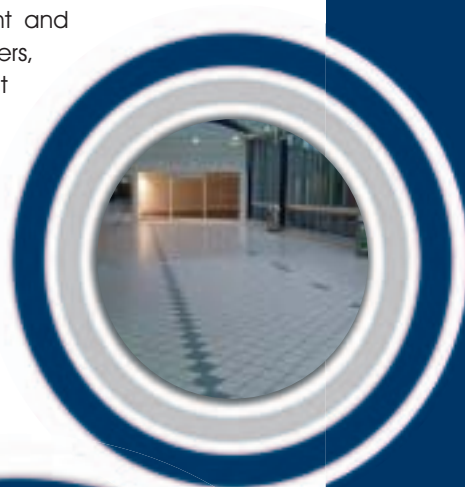
- Reducing the cost of service by over 30% per annum
- Completely re-engineered the service delivery platform and
- Reduced the operating cost of the car park

During the recent independent Retail Satisfaction Study (2011/12), commissioned by the managing agent DTZ, cleaning and security were ranked as the 'highest rated areas', with the cleaning and security team receiving 'good' and 'excellent' ratings from all of the scheme's retailers.



The outcome is a very different and positive experience for shoppers, retailers and the managing agent at Princes Quay. **Tony Wilkes**, Centre Manager, stated; *'since the time Westgrove took over the service delivery, the centre has never looked so well presented: they are a phenomenal company to partner'.*

Using Twister pads, pictured is a 'before and after' photo of the mall floor.



Partner achievements

Westgrove sponsored both Tony Wilkes and Howard Grace for their incredible Mount Kilimanjaro climb. Tony Wilkes details their experience, "We all made it after 6 days of climbing, we raised around £5,000 for cancer research. It was an exhilarating experience and after a final climb that we all set off at around midnight on Wednesday night with freezing temperatures around -18 degrees, we finally made it to the summit at around 6 am Thursday morning, the sun rise was an amazing feeling and that we also did this for a fantastic charity. I believe I am the first shopping centre manager to reach the summit of Kilimanjaro and set a new world record."



London & Cambridge Properties Partnership

Westgrove are delighted to announce two new 'dual service' business awards working with our Partner, London & Cambridge Properties (LCP) at two of their prestigious Shopping Centre portfolio in the North West. LCP are one of the UK's largest private owners of industrial, retail and office property to let, managing a portfolio which is held for long term investment in excess of 14 million square feet across the UK.

We have worked together with LCP since 2007 and have successfully provided Cleaning services to the Hardshaw Centre, St Helens and The Concourse Centre in Skelmersdale, Lancashire. We are pleased to expand our service offering adding both Security and Hygiene/ Washroom services to cover all of the centres 'soft services' arm.

This is a superb achievement for the company and we are genuinely looking forward to creating our proven 'one team ethos' across the schemes and progressing our sound business association.

Gary Mitchell, LCP's Centre Manager for both centres outlines the basis of his decision;

"London & Cambridge Properties along with Skelmersdale Limited Partnership are looking forward to building on the relationship they have developed with Westgrove over the years. I have extremely positive first-hand experience of working with Westgrove as a dual service provider and I have no doubt that this will be a great benefit to both shopping centres and to the level of service provided to both customers and tenants"



New Sector Partners

Enterprise South Liverpool Academy, Liverpool through Norland.

Norland Managed Services, as part of their acclaimed Performance based Partnering model, awarded Westgrove the highly sought after contract for the state of the art academy in Merseyside. Borne from our partnership with Norland's Northern Business Unit, Westgrove will service the brand new building and undertake all of the academy's Cleaning requirements. This is a significant new sector award for the company and we look forward to establishing the brand within the Education sector moving forward. **Mark Muncaster**, Norland's Business Unit Director- North comments;

"Norland Managed Services have partnered with Westgrove to supply FM services to the new iconic Enterprise of South Liverpool Academy. The Enterprise of South Liverpool Academy (ESLA) is a new, purpose build Academy for 11-18 year old students and is based in

Garston. A Joint Anglican and Roman Catholic Academy. In what is a new venture for the Academy, Norland Managed Services assumed responsibility for an Integrated Facilities Management Solution on 18th February 2013 and we are delivering Catering, Cleaning, Security, Grounds and Building Maintenance services through our well tested Performance Based Partnering Model utilising the specialist skills of Westgrove and a number of other partners.

Westgrove were hand-picked as a strategic partner as they are a similar like-minded organisation to Norland with strong customer service values. Westgrove have continued to excel during the mobilisation and demonstrated why we partner with them. We are keen to continue to develop our strategic relationship with the Westgrove Group to provide all our clients Exceptional Service delivered by Exceptional People".

NORLAND

AQA Education Limited

AQA is a leading provider of Educational Expertise and Qualifications (GCSE and A Level) in the UK for teachers and students. With offices across the UK including Manchester, Harrogate, Guildford and London they are an Education Charity with high profile market presence within this specialist sector.

We are delighted to welcome them on board as one of our new partners and **Dave Pickett** from AQA kindly comments; *"I'm really pleased to welcome Westgrove as our cleaning partner across the Northern portfolio of properties. It's very early in the contract, but we have already seen some very positive changes across the buildings, the 'before' and 'after' difference is clearly noticeable. I'm looking forward to forging a long lasting relationship between AQA Education Ltd and Westgrove."*



Our Growing Partner base

Since our last communication, Westgrove have also secured prestigious new contract awards with the likes of McArthur Glen at their flagship Cheshire Oaks Designer Outlet Village, several high profile Corporate Offices locations across Manchester and additional high profile shopping centres across many regions of the UK including; **Humberside, Yorkshire, Lancashire, Greater Manchester, Merseyside, Cumbria, Cheshire, the Midlands, Gloucestershire, Northamptonshire, Buckinghamshire, Surrey, London region and Essex.**

The geographical spread of our Partners is truly 'National' and the majority of our new business awards encompass our 'dual service' offering and our established infrastructure now has good critical mass within most regions of the country.



Corporate Social Responsibility

Westgrove go 'Quackers' at Spinningfields!

Following Westgrove's sponsorship of the Sports Relief Mile last year, we are sponsoring a duck again this year for the Manchester Duck Race. This is a collective venture with Capital Properties to raise money for the Brainwave charity www.brainwave.org.uk that helps children with disabilities and Developmental Delay to achieve their full potential.

Apprenticeship

Faye Curran started with Westgrove on a business apprenticeship, after which, Faye was offered full time employment within the HR department. Faye is now a valued member of the HR team and a nominated first aider at Head Office. In her spare time Faye runs regularly for the Stroke Association to raise money. Faye ran in the last London to Brighton 100km challenge. *Well done Faye!*

Midnight charity walk in Oldham

A fundraising team consisting of Jane Gerrard, Adele Jarvis, Paul Tindall and Damian Harrison from Westgrove security team and Steph Lewis, Mandy Glossop and Jade Gledhill from Centre Management from Spindles Shopping Centre completed a ten mile midnight walk in aid of Dr Kershaws Hospice (cancer charity). This is the third charity event the Security team has organised, they raised over £700. This is going to become an annual event.

Westgrove's chosen charity - BCCA



Since setting up Be Child Cancer Aware (BCCA), the charity have been able to send out over 3,000,000 signs and symptoms awareness cards to over

10,000 schools and have also distributed cards at their awareness stands at different events. Nursery schools regularly approach the charity and request cards, as do fundraisers who distribute them at their events.

The second aim of the charity is to support children and teenagers going through cancer treatment. BCCA wanted to find something "new" to offer children to encourage and acknowledge their treatment and care. After 12 months consultation, they introduced the Beads of Courage programme to a number of UK hospitals. This proved to be very worthwhile and the feedback from patients, parents and hospital staff has been amazing. The programme is

designed to provide support for children and teenagers going through serious illness and treatments and supports over 30,000 children and teenagers worldwide. Major benefits are that it helps to decrease the stress associated with their illness. It provides something tangible that the children can use to help them tell their family and caregivers what is happening to them during treatment. BCCA now have 45 hospitals that they are supporting and regularly receive requests from new hospitals.

The founder of the charity, Diane Watt explained; "BCCA wouldn't be able to do this without the help and support from so many people who get involved and want to back what we are doing through their own fundraising events. We are very grateful to them all and to Simon and Julia Whittle who have got behind this campaign and have raised £3,144.46 through various fundraising events to help support the awareness mission." BCCA is Westgrove's nominated charity partner and throughout the course of 2013 the company will be undertaking fundraising events to support this worthwhile cause.

Chester Football Club

As part of Westgrove's work within the local community we are delighted to announce our commercial and community partnership working with Chester FC, a fan owned club reborn in 2010/11.

Chester are very close to cementing their place within the top tier of Non-League football after what we all hope will be a remarkable third consecutive promotion this season. Westgrove have pledged our local support in the clubs quest to make it back into the football league in the coming seasons. The club has a unique community dynamic and with many voluntary helpers and a passionate supporters trust that have enabled the club to emerge from the dark cloud of being wound up 3 years ago.

This is an amazing testimony to how working collectively as a team with the local community anything is possible. We're sure one or two of you will be following their progress knowing our community link after reading this article!

The company will be offering match day tickets during the course of the coming season for a selection of our Colleagues and Partners to experience the clubs family friendly ethos and community feel.

Westgrove were the match ball sponsor for the recent Chester FC game against Brackley, pictured below is Steve Fives (Group MD) and his family, wife Jenny and daughters Jasmine and Imogen being presented with a signed match ball by ex-Chester City player, Gary Talbot.



Environmental

Did you know?

Westgrove removed over **10,000 tonnes** of waste from our client's premises last year. We were able to **recycle 92%** of all of the collections we managed through our Waste and Environmental services arm.



The Principles behind our Success - What makes us 'tick'?

- ✓ Believe in our brand - Share our passion, dynamism and 'can do' ethos
- ✓ Innovation, added value and continual improvement
- ✓ Deliver unimpeachable levels of integrity
- ✓ Our teams are our colleagues. Our clients become our partners - The bedrock of our success
- ✓ Our service delivery is construed as both an extension, and an enhancement of our partner's operational interface
- ✓ To demonstrate collaborative 'flex' within our business model and understand our partner's key objectives
- ✓ Succession planning and investment in our colleagues - Provide a progressive career platform model and maximise potential
- ✓ Understand our essential principle - Volume will never take precedence over Quality





Vision Statement

" We will endeavour to continually cascade the passion and dynamism demonstrated by the founding directors throughout all levels of the Group's activities. We will strive to understand our colleagues' and partners' key objectives, creating a programme or strategy to fulfil them."

Westgrove - A compelling place to work, a compelling company to partner





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