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THE
WESTGROVE
MAGAZINE

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Happy Birthday 20 1998 - 2018

We are proud to be celebrating our 20th birthday in 2018! To celebrate here are 20 facts you might not know about Westgrove...

1. Westgrove was founded by Steve Fives and Simon Whittle on 18th August 1998. Our first contract was with Wolverhampton Wanderers
2. No 20 was the suite at the stadium that was the first Westgrove Office
3. The company was launched with £18,000 of working capital
4. We started with 6 employees but have grown to over 1,000 today
5. In 1998, our turnover was £125,000 which came from just one contract
6. We have grown from taking a 100 sq. ft. space in our first office to 10,000 sq. ft. in our Warrington HQ today
7. In 2002 we started working with shopping centres
8. In 2008 the security side of our business began
9. During 2009 we launched our Dual Service and our first contract was with Winsford Cross
10. In 2011 Claire joined as Operations Director. She was appointed MD in 2015 after taking over from Steve and Simon
11. In 2018 we look after over 80 shopping centres and retail parks across the UK
12. We clean and secure over 25 million sq. ft. of shopping malls and retail demise throughout the UK.
13. We serviced over 590 million shoppers in 2017, equivalent to 9 times the population of the UK
14. Our industry leading Dual Service (cleaning and security) work accounts for over 75% of the Group's annual turnover
15. Westgrove has a combined total of over 80 years direct Shopping Centre Management experience within our Senior Management team.
16. Three of our former Partners are now employed in the SMT - Claire McKinley-Smith, Laurie Barton Wright and Tony Page
17. Over 75% of our growth is as a result of direct referrals and recommendations from our Partners
18. We are proud that 80% of our management appointments are facilitated 'in-house' through our 'Colleagues of Tomorrow' recruitment initiative and Management Development Plan
19. Our company now has a turnover of approximately £25M
20. Our goal is to be the leading independent dual service provider in the UK

Welcome from the MD



2017 was another hugely successful year for the Westgrove Group and in so many different ways.

In business terms, we have seen year-on-year growth of over 20% - a success story we attribute entirely to our partners who choose to work with us and our colleagues who are responsible for delivering our services and products.

Innovation and a constant desire to respond to the needs of our partners and colleagues is integral to everything we do at Westgrove.

We believe this commitment to continually raise the bar sets us apart from any other soft service provider.

During 2017, we began the roll-out of Synergy by Westgrove, which saw us package up all of our industry knowledge into a specialised service for our retail property clients.

Synergy benefits include bespoke software, security intelligence feedback, security risk audits, e-learning platforms and invoicing set to service charge schedules. The latter is an example of something that is unique within our sector but for us is simply the way we do business.

Recent months have also seen two of our retail centres achieve 7* Aspire Service Excellence - you can read more about this double success in this edition.

Our need to continually strive to exceed the expectations of our partners led us to introduce fleet management technology that helps to ensure the highest levels of productivity and cost effectiveness from your cleaning assets.

“Innovation and a constant desire to respond to the needs of our partners and colleagues is integral to everything we do at Westgrove.”

We also continue to invest in recruiting great new people at all levels. As we have moved forward into 2018, Luanne Hall joined us as Operations Director and Phil Nicholson as Mobilisation Manager.

Despite a year of unprecedented growth, we continue to keep an eye on developments with Brexit. This will undoubtedly pose challenges with future recruitment, something we will look to overcome through our colleague-centric approach, investment in skills and training and by looking for talent outside of our traditional industries of cleaning and security.

Finally, I could not end this column without referencing the incredible Alex Staniforth. Our Westgrove Young Ambassador successfully climbed the highest point in all 100 UK counties. To date, Alex has raised over £25,000 for the Young Minds Trust. He truly is a remarkable inspiration.

I hope you enjoy the new look Westgrove magazine!

Claire

CLAIRE MCKINLEY-SMITH,
Managing Director, Westgrove Group.

WESTGROVE FLYING HIGH

We are delighted to announce a new contract award at Doncaster and Sheffield Airport (DSA), the first airport in the Westgrove portfolio and the start of a new chapter in the history of the business.

Westgrove were appointed as the Cleaning and PRM (Persons with Reduced Mobility) provider in April with a start date of 1st June 2018. The contract win is a huge step forward for the company moving not only into a new sector, aviation, but into a new service provision, PRM.



Westgrove Managing Director Claire McKinley Smith said: "We are all really excited with this new contract award and look forward to working with the team at DSA.

"We worked very hard to show the airport that our knowledge and experience in retail, delivered through Synergy by Westgrove, were well suited to the airport environment and that our colleague centric approach would benefit and motivate the whole team.

"We are pleased that this shone through and has resulted in this fantastic contract award."

The PRM contract signals a new level of experience for the business with specific requirements and targets set by the Civil Aviation Authority (CAA).

PRM passengers are made up of many different classifications of disabled passengers with a variety of needs. Their journey and customer experience through the airport is of critical importance to DSA. From the moment they arrive to the moment they board the plane, it's the job of DSA and Westgrove to ensure that this transition is seamless and hassle free.

The CAA require targets to be met by every airport to ensure that the PRM journey is not held up or delayed and passengers are moved through the airport efficiently. It is key for Partners such as Westgrove to provide the right equipment and well trained and motivated colleagues to be able to deliver this successfully.

With the new contract underway it's the responsibility of our Operations Director Luanne Hall and her team to make sure that all elements are delivered successfully and the service delivery exceeds expectations.

Luanne said: "We are working hard to support the team as DSA and both our service lines are important - cleaning to make sure that the airport environment is of a high standard 24/7 and the PRM to deliver this vital service to disabled passengers.



"Westgrove are very focused on customer service delivery with all our colleagues being trained as ambassadors for this. The team at DSA will support each other across both service lines to deliver a great customer experience."

In addition to the in-house experience within the business, Westgrove are also calling on the experience of consultant Andy Wright to provide PRM advice and training for both the team on site and head office colleagues.



Andy, who is the Managing Director of travel company Accessible Travel, is a wheelchair user who has experienced the challenge of travelling with a disability. He combined his travel experience with his personal knowledge of disability and founded a tour operator to provide trustworthy accessible holidays for others with reduced mobility.

"We are delighted to award the cleaning and PRM contract to The Westgrove Group and look forward to working with them as the airport continues to grow its passenger numbers in 2018 and beyond. We pride ourselves on delivering an excellent level of assistance and all round passenger experience."

ROB COOKE, OPERATIONS DIRECTOR AT DSA

Accessible Travel and Leisure has provided holidays for disabled holidaymakers, wheelchair users and less-mobile travellers, and their family and friends, since the 1990s.

The contract award is another significant win for Westgrove and is part of an exciting time for the business. With new shopping centre and mixed-use scheme awards in 2017 and 2018, the airport is a great addition to the portfolio and underlines the importance of Synergy by Westgrove.

Synergy was developed by the Senior Management Team to enhance service provision across the business bringing added value and a bespoke service approach to all Partners.

MEET THE PARTNER

NEIL ASHCROFT

CENTRE MANAGER AT ST JOHN'S SHOPPING CENTRE, LIVERPOOL

St John's Shopping Centre is Liverpool's largest covered shopping centre. It has been situated in the heart of the city since 1969 and boasts more than 100 retailers and an extensive food court. It is also attached to the Royal Court Theatre Liverpool and the Liverpool Playhouse.

Here we talk to Neil, who took over at St John's 7 months ago after managing several large shopping parks in the North West.

What's new at the Centre?

The centre is always evolving. Over the last couple of years there has been massive investment in the centre resulting in a full refurbishment and it really does look great.

We have been keen to bring in new brands and ideas. Recently, we opened our first Ping Pong Parlour. People can come in and play for free anytime the centre is open. It's been a positive addition to our mix and has helped to cement our health and wellbeing agenda.

What do you like about working with Westgrove

We are striving to be a centre that engages and enlivens our entire community. Westgrove won the tender because they understood this vision and the importance of it.

They value their people, they're local to us and I like knowing that Westgrove want to deliver their very best for myself and the centre.

What's the best advice you would give?

People who make a difference need to be bold and unafraid to take risks. My advice would be that an informed decision is the only way to make the right choices. The devil is in the detail!

What inspires you?

It is a really empowering feeling knowing that your actions directly lead to results. I take inspiration from the fact that small changes you make as an individual can have a profoundly positive impact on so many more.

Do you have a hero?

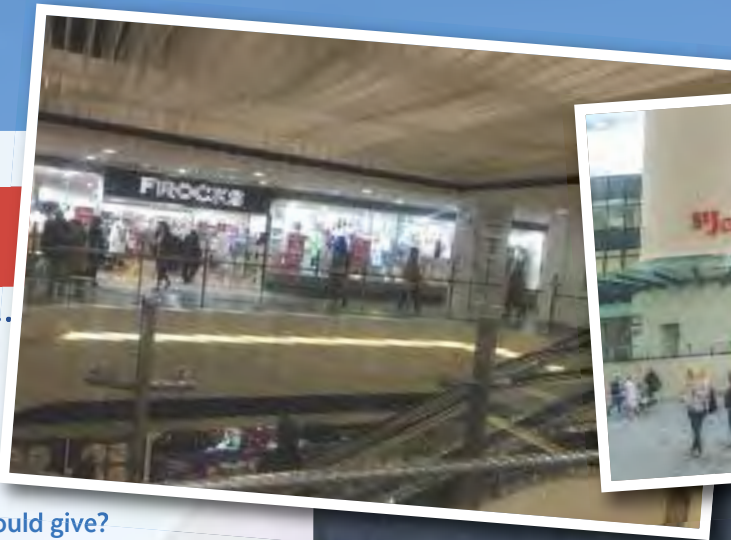
There are lots of people I admire and learn from on a day-to-day basis. I like people who deliver, over-achieve and never settle for second best.

What qualities do you look for in your team?

Our people are the face of our brand. I like a team to be a mix of characters and personalities and I expect everyone to be positive in their outlook, resilient when needed and to always strive for more.

What do you like doing outside of work?

I love to travel and have been to some great places. I've been on safari in South Africa, chased the Northern Lights in Iceland and relaxed on Copacabana Beach in Rio.



NEW CONTRACT WINS

Westgrove and MKAML have extended their partnership with three contract wins and a contract retention in the past twelve months.

The Arcades Shopping Centre in Ashton-under-Lyne was successfully re-tendered in 2017 and, since the start of 2018, Westgrove have been awarded Broadwalk Shopping Centre and The Galleries Shopping Centre in Bristol plus St Johns Centre in Liverpool.



All contracts are on a dual or tri service basis with cleaning, security and car park teams.

Laurie Barton Wright, Brand and Development Director, said: "We are delighted to extend our portfolio with MKAML. Successfully re-tendering for The Arcades was a real boost as contract retention is very important to us.

"Winning new business is great but, for real growth, we want to maximise our contract retention. It's an important sign that we are delivering on the ground by the fact that our Partners wants to stay with us.

"Adding to the portfolio is very rewarding and bringing us into contact with new Centre Managers to create new relationships. We love working with MKAML and the high calibre of their centre management teams."

The Galleries, headed up by Centre Manager Colin Lang, is located in the heart of Bristol City Centre with over 100 stores and 1,000 car park spaces. Broadwalk is located south of the city and managed by Centre Manager Tim Maloney and his team. The centre has 190,000 sq ft of retail and leisure space

with 600 free car parking spaces. St Johns Centre, Liverpool, managed by Neil Ashcroft, is located in the city centre with over 100 retailers and a covered market.



THE MAGNIFICENT SEVEN

How does a shopping centre deliver brilliant customer service every day?

With the help of Aspire, our Service Excellence training programme.

An increasing number of our centres have achieved 5* and 6* service delivery status over the past 12 months and we are delighted to announce our first two 7* winners: Market Place Shopping Centre in Bolton and Ropewalk Shopping Centre in Nuneaton, Warwickshire.

Here we hear what it means to them.

Joanne O'Neill, Guest Services Manager for Market Place Shopping Centre, said:

"Our journey to achieve 7* status started in early 2016 when we implemented the Aspire customer service model and briefed the team on its numerous benefits.

"The buy in from the team was fantastic and, with their hard work and enthusiasm, we achieved 5* that summer, the first site to do so.

"We built on the momentum and focused on improving the feedback from customers and tenants on their experience within the centre. A highlight was when two service excellence champions were nominated for their attitude and passion for customer service.

"The feedback was collated, the results were outstanding and we achieved 6* by the end of that year.

"Being able to strive for 7* was a big goal and over the next 12 months we worked hard to achieve it. With the

help of an external company, we initiated quarterly mystery shops on the team in order to provide evidence of service excellence throughout the year.

"We relaunched customer service with the team, analysed feedback from the mystery shops and improved training for new team members. We also relaunched the tenants' survey and focused on the "value added service" we provide in the centre.

"We were absolutely delighted to achieve 7* in December 2017. I am truly proud of my team - they are customer service ambassadors now and see this role as their key responsibility - and what we have achieved. It has made a massive difference to everyone."

Nikki Wilson-Cook (pictured), Centre Manager at Market Place, said: "I'm really proud of our achievement. We are one of only two centres to win the coveted 7* award.

"My teams have gone above and beyond to deliver incredible customer service. They've listened, applied that knowledge and made changes that have directly impacted our tenants and customers in the most positive of ways.



"We've now won every award that Westgrove has implemented, which is just brilliant. But we aren't going to stop there - delivering impeccable customer service is a key priority for us and I intend to build on these successes throughout 2018 too."

Tony Wilkes, Centre Manager of Ropewalk Shopping Centre, said: "When I started at Ropewalk in 2015, one of my many objectives was to take customer service to the next level.

"We devised a new Customer Service Charter and, with the introduction of Westgrove's Aspire, delivering customer service levels of distinction became a large part of the core objectives which were already been identified within the Ropewalk Nuneaton business plan.

"In late 2016, and with an ethos of 'every encounter matters', we launched our new customer service approach. We even printed out the charter and put it up in the shopping malls for people to see.

"Over the coming months we undertook achievement tiers, from post training assessments, which provided an action plan guide and templates. We hit our targets and soon achieved a 5* in August last year.

"With the entire Ropewalk team bought into the core values we set our sights on achieving a 6* rating. It has been a delight to see security and cleaning teams and individuals both rewarded for their acts of service and



ABOUT ASPIRE

- Westgrove Aspire Service Excellence has been specially designed for shopping centres.
- Teams work towards attaining different status levels based on their knowledge, engagement and commitment to delivering outstanding service levels.
- The first level is called 5* and the top level is 7*.
- Great Mystery Shop Results, Service Excellence, Outstanding Acts and Teamwork across cleaning and security are all important in the judging criteria.

supporting and helping other people.

"We recently achieved 7* status by working even harder to improve core elements of the shopping centre such as environmental sustainability goals, new waste management

systems for the retailers and shoppers - delivering new benchmarks within our industry - and using mystery shoppers to independently track and audit our services.

"We are incredibly proud of what we have achieved."

We are focused on delivering the best customer experience for our Partners and our Service Excellence Awards were developed with our retail Partners in mind and specifically to meet their needs.

LAURIE BARTON WRIGHT
BRAND & DEVELOPMENT DIRECTOR

DAY IN THE LIFE OF A CLEANING TEAM AT MEDIACITYUK

It's not every day that the results of your work are broadcast to the nation. But for the cleaning team at MediaCityUK their handiwork is literally on air on programmes ranging from Blue Peter and The Voice UK to The Jeremy Kyle Show.

Here Ian Stevenson, Account Manager of the Westgrove cleaning team at MediaCityUK, explains a typical day in the life of one of the morning cleaning teams.

7am-8am: We're a 24 hour operation and at 7am the morning team take over from the night team. The team sign in, change into their smart uniform and collect their cleaning kit then check if the night team have left any important messages.

8am-9am: First jobs include checking, cleaning and replenishing all the toilets. There are a lot on site and we check them regularly throughout the day. The team makes sure all entrances and communal areas are clean, that floors are buffed and that lobby areas and the lifts are spotless. Lots of the shows require audiences and it is crucial that their first impressions are great.

The Voice was filmed here recently and it makes you feel proud knowing that you're part of the team responsible for making sure the set and those four famous red chairs look great on TV.

9am-10am: With shows including The Jeremy Kyle Show and Judge Rinder, it's not unusual to have 1,000 people in the audience. They start to stream through the doors early on and our cleaning teams will be on standby to react quickly to spillages, dropped litter or, particularly at this time of year, muddy footprints on the clean floors. Calls can come in from the control room, site supervisor or from members of the public reporting issues to reception and with our radio sets we can keep in touch and respond fast.

10am-11am: With busy news studios on site, the bins need emptying regularly. And outside cleaning is just as important as the inside. When the BBC were filming for Children in Need on the waterfront, we made sure our external cleaning team swiftly emptied external bins, removed gum, jet washed and picked up cigarette butts and litter.

11am-12pm: This can be a good time to discuss any extra special cleaning requirements that are coming up. For instance, Prince William and Catherine recently visited MediaCityUK for a tour of the Blue Peter studios where they were awarded a Gold Blue Peter badge for their campaign work around mental health and mental health issues affecting children. It was all systems go for the week before and we carried out extra deep cleans of the studios. Everyone was excited to witness a Royal visit and it was that extra bit special knowing that we were involved in helping it go well.

You can feel a little star struck when you see a famous face but most are very friendly and have a very good rapport with the cleaning team because they see them every day.

12pm-3pm: Regular cleaning checks continue to be done by the team across the site. No job is too small for them and

I'm always impressed with their rapid response, can do attitude and friendly faces. Most colleagues have worked here for a number of years and it has the workplace has the feel of a friendly little village.

3pm: It's the end of another busy shift and, after final check have been made, the team will pass over to the evening shift.

FACTFILE:

Number of cleaning colleagues on MediaCityUK site: 33

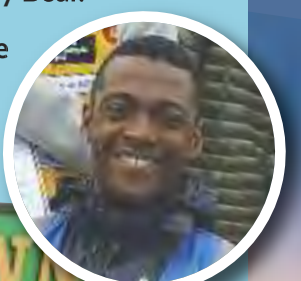
Number of toilets cleaned daily: 400

MediaCityUK consume over 3,000 clear refuse sacks and 78,570 handtowels every week.

TV programmes clean for: The Jeremy Kyle Show, The Voice UK, Blue Peter, CBBC, Judge Rinder, Dragon's Den and Match of the Day.

Favourite celebrities include: Will.i.am, Jeremy Kyle and his security guard, Freddie Flintoff and Pudsey Bear.

Cleaning colleague with the biggest smile and best motivational skills: Sunny





MEET THE SENIOR TEAM

From left Sunny Verma, Heather Murphy, Claire McKinley-Smith, Tony Page, Laurie Barton Wright and Philip Tomlinson

As a company, we have come a long way in the past 20 years growing from just six employees to over 1,000 today. Here we profile the Westgrove Senior Management Team.

Laurie Barton Wright

Title: Brand and Development Director

Background: Shopping Centre Manager and, before that, shopping centre marketing and PR.

Daily role: To passionately promote Westgrove and our Partner focused service provision Synergy by Westgrove.

Fun fact: I'm a shopaholic. I've worked in shopping centres for 20 years, not just for the career satisfaction or award winning glory, but purely for the access to Topshop!

Tony Page

Title: Head of Health Safety and Compliance

Background: Army, shopping centre security, shopping centre management before joining Westgrove in 2008.

Daily role: Ensuring our colleagues stay safe and risk free at work, and ensuring the company remains compliant with legislation and codes of practice.

Fun fact: I once dislocated my shoulder whilst having a drunken race on a beach in only my boxer shorts....not a pretty sight.

Richard Kemp

Title: Colleague Training and Development Manager

Background: HR Training and Development, but I have a passion for Talent Management.

Daily role: I look at training interventions for the business that will give our colleagues the skills to do their job more effectively.

Fun fact: I enjoy training and producing young horses to become advance level dressage competition horses.

Helen Jones

Title: HR Manager

Background: I joined Westgrove 8 years ago and have worked my way up.

Daily role: My job is so varied. I could be in Head Office or on site dealing with everything from complex HR queries to conducting TUPE consultations, handling change management or meeting with our partners to discuss plans for their site.

Fun fact: I once swam with a shark while scuba diving in Australia.



Sunny Verma

Title: Head of Systems and Projects

Background: Vast experience in the soft services industry, predominantly security with work in distribution, retail and corporate as well as a decade of cleaning experience.

Daily role: I manage key contracts on a daily basis and I love motivating people to get the best from them and finding out how technology can make our lives better.

Fun fact: I'm a big PS4 fan.

Philip Tomlinson

Title: Finance Director

Background: Qualified Accountant with 20 years post qualification experience and over 15 years within the facilities management sector.

Daily role: Member of the senior team with responsibility for the Westgrove Groups financial control, reporting and management.

Fun fact: When I was young I appeared on TISWAS and was 'flanned' by the Phantom Flan Flinger.

Luanne Hall

Title: Operations Director

Background: After arriving in the UK from South Africa in 2005 I have worked in facilities services over a range of sectors.

Daily role: I'm looking forward to building on, and being part of, a forward thinking and successful company whose values and beliefs align with myself.

Fun fact: Being from a Lebanese family, I enjoy cooking traditional Lebanese foods.



Heather Murphy

Title: National Operations Manager

Background: Started as a Cleaning Manager and have worked my way up.

Daily role: I manage operations throughout the business and love the daily challenges.

Fun fact: A photographer took my photo during a day out in Blackpool and next year I was in the town's tourism brochure.

Claire McKinley-Smith

Title: Group Managing Director

Background: I have over 30 years of experience in senior positions within shopping centres, including opening Meadowhall, The Trafford Centre, Westfield Derby and as general manager with Multi Development.

Daily role: My role is very strategic. Having been on the other side of the fence, I'm passionate about providing a point of difference in our service delivery. It never ceases to amaze me what our teams do on a daily basis.

Fun fact: Despite being nervous of cats I bought a barn and inherited 2 cats and 5 chickens.

COLLEAGUE FOCUS

LIANNE DORAN
CUSTOMER EXPERIENCE AMBASSADOR
RUNCORN SHOPPING CENTRE

Q: DESCRIBE A TYPICAL DAY FOR YOU.

My role is a new one for Runcorn Shopping Centre and I've been in post for nearly a year now. The job involves engaging with customers to the Centre and helping them with everything from carrying their shopping and giving directions to dealing with enquiries or complaints. I regularly talk to the retailers to find out how they are trading, collect sales data and discuss their social media promotions. I'm also a trained First Aider and on hand when needed.

Q: WHAT DO YOU LOVE ABOUT YOUR JOB?

I like feeling valued for my work. The company treats each team member as an individual and really recognises people's achievements.

Q: WHERE DID YOU LAST GO ON HOLIDAY AND WHY DID YOU PICK IT?

I went to Dubai, which I loved as there's lots to do from looking at their amazing buildings to relaxing on stunning beaches. It was extra special because my partner and I had both wanted to go for ages and we had a chance to escape without the children!

Q: WHICH THREE FAMOUS PEOPLE WOULD YOU INVITE TO A DINNER PARTY?

I'd ask Philip Schofield, Anthony Joshua and Piers Morgan. Philip would be fun and could chat about all the interesting people he's interviewed over his career. I'd ask Anthony about how he changed his life around and what keeps him motivated. And it would be great to hear Piers' vocal opinions about life.

Q: AN INTERESTING FACT ABOUT YOU?

People are often surprised when they hear I have naturally ginger hair.

“The company treats each team member as an individual and really recognises people's achievements.”



MEET THE PARTNER

ROGER ALLEN

Centre Manager at Lion Yard Shopping Centre, Cambridge

Lion Yard is one of the main retail hubs in Cambridge city centre offering a variety of leading high street brands.

The Centre, which was opened by Princess Anne 42 years ago, covers 440,000 sq ft, has 47 outlets and welcomes 13.5 million visitors a year.

Here we talk to Roger, who joined Lion Yard six months ago after 20 years in shopping centre management.

What's new at the Centre?

It has been a really exciting and busy six months. We've recently had a flooring and lighting upgrade and we're currently rebranding Lion Yard. We have a new logo and slogan - 'Come to life' - new signage, a brand new Smart Rewards App, a new website and a fantastic new uniform for the Security and Cleaning teams.

Because Laurie from Westgrove was a Centre Manager herself she really understands our business. She has worked closely with us on our smart new security and cleaning uniforms helping us to fulfil our dreams. We're already getting lots of positive comments from visitors and our teams say it has put a real spring in their step because they look and feel immaculate.

What do you like about working with Westgrove?

Westgrove won the tender because their people really stood out and they were just as passionate about our centre as we are. They have done outstandingly well so far.

What's the best advice you would give?

To really understand your shopping centre and what makes it tick. It's so important to look at your customer and tenant base so people get the best possible experience from their visit.

What inspires you?

Success in the shopping centre. When I walk round and feel moral is high then that motivates me even more.

Do you have a hero?

I think anyone can be a hero in their own right. If I see a cleaner doing a great job then they are my hero for that moment in time.



Pictured are the team from Lion Yard Shopping Centre, Cambridge, far right Roger Allen, far left Operations Manager Ken Foulkes.

What qualities do you look for in your team?

We are dealing with people from the moment the doors open so a good sense of humour, a strong personality and a passion for the job are crucial qualities.

What do you like doing outside of work?

I've travelled the world which has exposed me to all sorts of different food. I love cooking and I'm pretty good at making African and Jamaican food. I climb mountains, love music and relax by riding my Harley Davidson.

NEW

INTRODUCING SYNERGY

Synergy is a new concept unique to Westgrove. Aimed at retail property Partners including shopping centres, retail parks and outlet destinations, it takes our industry knowledge and packages it into a specialised service.

BENEFITS

- Senior management team with centre-side centre management experience
- Bespoke cloud-based software tailored to high footfall locations
- Footfall/dwell time specific resource deployment
- Centre specific checks including void units and front/back of house checks
- Training relevant to shopping centre and retail locations
- eLearning hosting platform to engage with all colleagues
- Service Excellence training in line with industry benchmarks
- External service audits each quarter measuring standards and quality of customer interaction
- Security intelligence feedback, local, regional, national and global
- Security risk audits and consultancy services
- Support and investment into CSR initiatives
- Colleague centric DNA - Reward and Recognition, training and development plus further benefits
- Invoicing set to service charge schedules
- Strategic contract review meetings
- Consultation meeting as part of the mobilisation process
- Innovative solutions

Call our specialist team on
01925 414190 or email
enquiries@westgrove.co.uk
quoting 'Synergy'

CORPORATE SOCIAL RESPONSIBILITY IN 2018

At Westgrove, we are proud of the work our Partners and Colleagues do throughout the year to help charities and Brand Ambassadors like Alex Staniforth.

In 2018, we will be continuing this work and are delighted to announce two new charities who we are looking to work with, Cheshire Community Foundation and the national charity Young Minds.

Here's a bit more about them:

CHESHIRE COMMUNITY FOUNDATION

Cheshire Community Foundation connects those who want to give back with the most effective grass-roots charities and not-for-profit organisations across Cheshire and Warrington, directly helping those most in need whilst enabling donors to feel proud that they've made a real difference.

The foundation has its head office in Northwich, Cheshire, and was established in 2011 with the help of its Patron, the late Duke of Westminster. CCF's mission is to ensure the money they receive from their donors is directed towards making the biggest difference to people's lives.

Their priorities include helping to improve mental health and wellbeing, tackling poverty and disadvantage, developing education, skills and employment and building stronger communities throughout Cheshire. They are committed to raising an additional £10 million in new funds over the next four years.

Zoe Sheppard,
CEO of Cheshire
Community Foundation

Find out more at
www.cheshirecommunityfoundation.org.uk

YOUNG MINDS

The voice for young people's mental health and wellbeing

Through our Brand Ambassador Alex Staniforth, Westgrove have been supporting YoungMinds, a charity which is the voice for young people's mental health and wellbeing.

Nearly 850,000 children and young people have a clinically significant mental health problem in the UK. YoungMinds is the UK's leading charity championing the wellbeing and mental health of children and young people. Driven by their experience, YoungMinds creates change so that children and young people can cope with adversities, find help when needed and succeed in life.

Alex has taken part in numerous challenges to raise awareness of the charity and we have been proud to support him. His adventure in 2017 was ClimbTheUK, a huge challenge that took all his mental and physical strength to complete. Read all about it on the next pages.

Find out more at
www.youngminds.org.uk





ON TOP OF THE WORLD

Westgrove's Brand Ambassador **Alex Staniforth** has been busy smashing more records since he last appeared in our magazine. After tackling Mount Everest and writing a book about the near death experience, he recently set himself the challenge of climbing the highest point of all 100 UK counties. Here he talks to us about Climb The UK.

Q: What was Climb The UK?

Alex: This was my biggest challenge yet. Climb The UK was a 5,000 mile journey to the highest point of all one hundred UK counties by bicycle, foot and kayak. In just 72 days, I became the fastest and youngest person ever to climb all the UK county tops in England, Scotland, Northern Ireland and Wales.

Q: What was the hardest part of the challenge?

Alex: The physical challenges are always tough but the hardest part is staying mentally strong. I developed mantras to help me focus and it really helped when supporters of all ages, like the 29 local students who walked with me in Norfolk, joined me for different stages.

Q: Were there any surprises during your journey?

Alex: I was stunned by the beauty of the British countryside, despite being soaked by penetrating rain in a remote part of Scotland and having to strip off and change in a phone box. Kayaking across the Solent to give a motivational talk to 100 primary school children on the Isle of

Wight about what I was doing and why was also amazing. And the support of people who didn't even know me was incredible. One lady following my challenge online baked homemade flapjacks and made sure they were delivered to a hostel I was staying at - along with a £20 donation.

Q: What were the low points?

Alex: Some days I was doing 18 hour days and feeling like sobbing on a mountain. I had a knee injury early on which threatened the challenge and also came down with a chest infection. When you're feeling weak, you just have to battle on.

Q: What drives you?

Alex: I'm on a mission to prove to myself and to others that your own drive and determination can help you to overcome the barriers that life throws at you. I may have climbed Everest and survived an avalanche but mental illness has been the biggest challenge I've ever had to deal with. I've had to overcome epilepsy, stammering, bullying, low self-confidence, anxiety, depression and eating disorders. Climb The UK was my way to engage with people and spread the message to every

corner of the country that talking about mental illness is a sign of strength and, together, we can overcome any mountain.

Q: Tell us about the money you have raised and how it will be used?

Alex: Every donation, however big or small, helps to make a difference to the work of the Young Minds Trust, the mental health charity which supports and focuses on the wellbeing of young people in the UK. I smashed my original target half way through the challenge so we doubled it. So far, I've raised over £25,000 for the charity.

Q: How has the support of Westgrove helped you?

Alex: The people at Westgrove have been amazing with both their support and fund-raising. Not only did 15 colleagues join me on the final leg of the challenge up Moel Famau in North Wales but they presented me with a cheque for £3,000 at the top. It was very emotional but I felt on top of the world.

Q: What's next?

Alex: There's definitely more to come but at the moment I'm working on my second book telling the story of my 72 days.

Fast Facts:

5,000 miles covered in 72 days by foot, bike and kayak

Climbed: 100 highest points of all 100 UK counties

No blisters

1 flat tyre

Lost 7 kilos in weight

Climbed the equivalent of 13 Everest's

Longest day: 18 hours

Greatest distance cycled: 122 miles

Longest walk/run: 20 miles

Average sleep: 6 hours

150 people joined Alex at various stages and he spoke to 600 children

Best meal: Chicken casserole at a friend's house in Melrose

Alex's mantra: Relentless, Forward, Momentum

Most motivating music: Foo Fighter's Everlong

Best song to sing out loud in Scotland: The Proclaimers 500 Miles

Contact:

www.alexstaniforth.com

www.facebook.com/AlexAdversity

[@alex_staniforth](https://www.instagram.com/alex_staniforth)

About Young Minds Trust

Young Minds is the UK's leading campaigning charity committed to improving the emotional wellbeing and mental health of children and young people. They provide a range of services to improve mental health including a Parents Helpline: 0808 802 5544

www.youngminds.org.uk

GOING GREEN

The need to be sustainable is more important than ever before for shopping centres, retail parks and outlet destinations.

Here we tell the story of Ropewalk Shopping Centre in Nuneaton and discover how they are tackling the green issue head on in their bid to go completely paperless and chemical free.

Working in partnership with Ropewalk, Westgrove have introduced an innovative cleaning system called Lotus PRO which transforms ordinary tap water into the world's most effective all-natural commercial cleaner by infusing it with ozone.

In addition to the eco-friendly cleaning system, Ropewalk are also using Westgrove Sphere, our bespoke patrol management system, which reduces the need for paper.

Ropewalk's Centre Manager Tony Wilkes said: "With the introduction of the Lotus Pro system, the standards of the Centre's cleaning have improved dramatically. The Centre had a new floor installed and normal chemical cleaning was not achieving the results that were expected.

"Once the Lotus PRO system was installed the whole team were trained on how to use it and its benefits.

"Standards around the Centre quickly improved and within a week the floor was sparkling clean. We now use Aqueous water twice a week in our scrubber dryers and normal water the other

five days. All the other cleaning tasks are carried out daily using Aqueous water in spray bottles.

"We like this because it not only cleans but sanitises at the same time leaving surfaces clean and sterile.

"Using the Lotus PRO system to clean all of the glass in the Centre including twenty entrance doors has raised standards considerably. We used to have an issue with smearing from the use of chemicals but now the glass is crystal clear.

"The main advantage of this system is the fantastic results achieved without the requirement of any chemicals, but we are also making savings each month on our cleaning orders."

In addition to the eco-friendly cleaning system, Ropewalk introduced Westgrove Sphere, a unique patrol management system, which reduces the need for paper.



Colleagues are provided with hand-held devices which allow them to record a variety of tasks and activities electronically. Each device is linked back to a real-time portal which is accessible to all stakeholders.

As well as providing a tag point system around the centre to record patrols, Sphere is used to record the Centre's fire testing, cleaning machine checks, void unit checks, customer engagement feedback, sprinkler checks and weekly cleaning audits.

Further reports are continually being added to reduce paperwork and record all information securely on a cloud based system.

Sphere is also used to record incidents including accidents, slips and trips and near misses. For example, when attending an incident all the relevant information can be recorded and photographed where it can be shared with centre management or turned into a PDF document to be sent to insurers.

The Control Room daily occurrence book was replaced with a Samsung Tablet running Sphere to create a permanent, fully auditable and timestamped record of events throughout shifts.

Tony said: "The introduction of Sphere has made the day-to-day auditing of tasks within the centre far more streamlined and reliable.

"Sphere produces in-depth reports sent directly to my team which are timestamped and include, where needed, good quality photographs.

"I feel reassured that the team are collecting the right information throughout the day to measure efficiency and also demonstrate effective health and safety management on site.

"I feel that this will certainly have a positive impact on our insurance premiums in the future."



HOW ROPEWALK WENT GREEN

- Introduced the Lotus Pro Aqueous Ozone system to replace the use of chemicals.
- Replaced the lighting in the Management Suite, Lobby and Public Toilets with LED Lighting which supports carbon reduction, helps the environment and saves energy costs.
- Removed compactors from the site and replaced with a full recycling operation. Today, they have 100% diverted from landfill.
- Introduced Airsteril units in the public toilets to improve the air quality. The Airsteril Thermal U/V Washroom Range eliminates unpleasant washroom odours and controls harmful bacteria and viruses both in the air and on all exposed surfaces 24/7.

- Introduced TeleTaps in the public toilets which saves up to 70% of water compared to manual taps and reduces the carbon footprint as a sensor stops the water flow as soon as hands are removed from under the tap.
- Successfully introduced Westgrove's innovative Sphere system.



WESTGROVE COLLEAGUES GIVEN ANTI-TERRORISM AND EMERGENCY RESPONSE TRAINING



A bomb detonates in a crowded shopping centre.
A man starts stabbing shoppers, causing a stampede.
A van drives off the road, mounts the pavement and
runs over pedestrians.



All these scenarios are still thankfully rare in Britain, but the threat from international terrorism is serious.

With the right training, we can help prevent potential incidents and emergencies by reporting suspicious behaviour therefore reducing the harm caused to our colleagues and the public.

That's why security and cleaning colleagues at Westgrove are being trained in how to deal with terrorist and other emergency situations, such as assaults and power outages, at work. The half-day and one-day office-based training includes computer simulations of emergency incidents and advice on spotting suspicious behaviour.

It also advises on responding to an incident quickly and calmly "in the critical few minutes before the emergency services arrive", says Paul Keeling, chief executive officer of Senate Group, which advises businesses on security and is training Westgrove colleagues.

The training includes computer-based simulations of emergency incidents that are as realistic as possible, says Keeling, a former senior police officer. The computer training includes the sound of police sirens. Computer screens even include a "breaking news" TV tickertape on the screen, giving updates about the incident.

“Many Westgrove security colleagues doing the training have previously dealt with emergency incidents but value the extra knowledge and confidence training gives them.”

PAUL KEELING SENATE GROUP

Through Project Griffin, the UK government is encouraging UK businesses to educate colleagues about terrorist threats and how to respond to terrorist incidents. Security colleagues in shopping centres may need to evacuate part of a centre or all a centre without causing panic.

Training modules include an introduction to counter terrorism, the "current threat", bomb threats, responding to a firearms attack and drones. Westgrove are currently training our site managers to become Project Griffin trainers to roll out this across the wider business.



OUR PEOPLE ARE WHAT MAKE US SPECIAL. FROM SAVING LIVES AND REUNITING LOST CHILDREN TO PREVENTING SHOPLIFTERS AND CLEARING UP AFTER STORM DAMAGE HERE ARE JUST SOME OF THE INCREDIBLE THINGS THEY DO.

REWARD & RECOGNITION

CSR AWARD

The Security Team at Templars Square, Cowley, Oxford

We were really impressed with the team at the centre's Shop Mobility Scheme. As well as managing the loaning and repair of wheelchairs and mobility scooters to members of the public, this well trained team actively encourage people to join the scheme, help people to cross roads, carry their shopping, call taxis and even help new members with paperwork. The team really go above and beyond for their community.

COLLEAGUE OF THE QUARTER

Paul Bratby of Peel Dome, Trafford, Greater Manchester

Paul has been a valuable member of the team at Peel Dome for 10 years. We love his energy, enthusiasm and commitment to his team.

TEAM OF THE QUARTER

Templars Square, Cowley, Oxford

This is a strong team with a number of outstanding individuals, including Mark Driscoll, Stephen Wilkes, Wagar Nasseem and Martin Wain. As well as their positive approach, the team has been instrumental in recovering a number of stolen goods.

OUTSTANDING ACT

Richard Farley & Paulo Ribeiro of Kennet Centre, Newbury, Berkshire

Richard and Paulo were praised for their swift thinking while carrying out a security shift after spotting a man putting a cover for a knife in a bin. In the public toilets nearby they found a man with a serious knife wound. They called for help, gave emergency first aid and stayed with the victim until the ambulance arrived. Due to their vigilance, they saved the man's life.

1
QUARTER

OUTSTANDING ACT

Crown Point, Tameside, Manchester

Derek and Matt were brilliant after a woman collapsed in pain in the Crown Point car park. While Derek called an ambulance and kept the woman warm with blankets, Matt called Mothercare and asked if they could help by bringing a bottle of milk to feed the woman's hungry baby. The pair stayed with her until the ambulance arrived, monitored her car and made sure she didn't get a parking ticket.

SERVICE TO THE CUSTOMER

Barry Burnham of Templars Square, Cowley, Oxford

Barry has worked tirelessly to understand the intricate workings of the machinery in all three car parks. The result is that our client no longer needs to pay either the annual servicing contract or engineering charges – saving them £13,000 a year. Barry also efficiently manages the tenants' parking scheme and is now training the rest of his team to ensure all visitors get the best possible service.

SERVICE TO THE CUSTOMER

Stephen Hall & Nick Rose of The Hardshaw Centre, St Helens, Merseyside

Nick and Stephen sprang into action after Storm Doris knocked an elderly lady over outside the centre. After bringing her into the warmth and making a temporary sling for her broken arm from a scarf, they called an ambulance. When the ambulance was delayed, they found a wheelchair and took her to the walk-in centre themselves.

SERVICE TO THE CUSTOMER

Gavin Fitzsimmons & Simon Dewse of Market Place, Bolton

Storm Doris caused the top floor of the car park to be shut. Gavin and Simon were praised for their work to keep cars flowing and customers safe.

2
QUARTER

CSR AWARD

Elaine Retallic of Frenchgate Shopping Centre, Doncaster

Elaine has been pivotal in supporting our young ambassador Alex Staniforth on his Climb The UK challenge. Elaine joined Alex on one of his climbs in May and raised £170 for Young Minds.



COLLEAGUE OF THE QUARTER

Sami Alfarhan, Peel L&P & MediaCityUK, Manchester

We love Sami's positive approach, hard work and commitment both to Westgrove and Peel Holdings. He has built strong relationships with our partners, the team and also tenants which has been reflected in the huge improvements in service, standards and CS liaison. Sami has also won a number of contract awards with new tenants and additional works with existing partners.

TEAM OF THE QUARTER

Walkden Town Centre, Worsley, Greater Manchester

Walkden's were our Team of the Quarter for their brilliant work. As well as preventing £1,000 of fuel being stolen from Tesco Petrol Station, the Security Team also prevented an armed robbery, stopped a fight and helped prevent a suicide attempt. Susan Holden from the Cleaning Team freed a small boy who had trapped his arm in a lift door. Dual Service Manager Barry Pagent was also praised for his leadership.

SERVICE EXCELLENCE AWARD

Cleaning & Security Team, Handforth Dean Retail Park, Handforth, Cheshire

The team have been on a Customer Service Journey working in true partnership with our partner and other contractors on site to work as 'One Team' ensuring all visitors receive the best customer experience when visiting the Retail Park. In 2016, they achieved ACE score of 47%, following the launch of Westgrove's Aspire Service Excellence. They work and train hard – completing Customer Service training through World Host, Dementia Friends and Autism Awareness. They have an ACE score of 75% and were runner-up in the REVO Awards in the category of Retail Parks.



SERVICE EXCELLENCE AWARD

Cleaning Team, Market Place, Bolton

Well done to the Cleaning Team at Market Place who swung quickly into action after torrential summer rain caused flash flooding to the upper and lower levels of the centre. They worked swiftly to contain the water and to clear up.

SERVICE EXCELLENCE AWARD

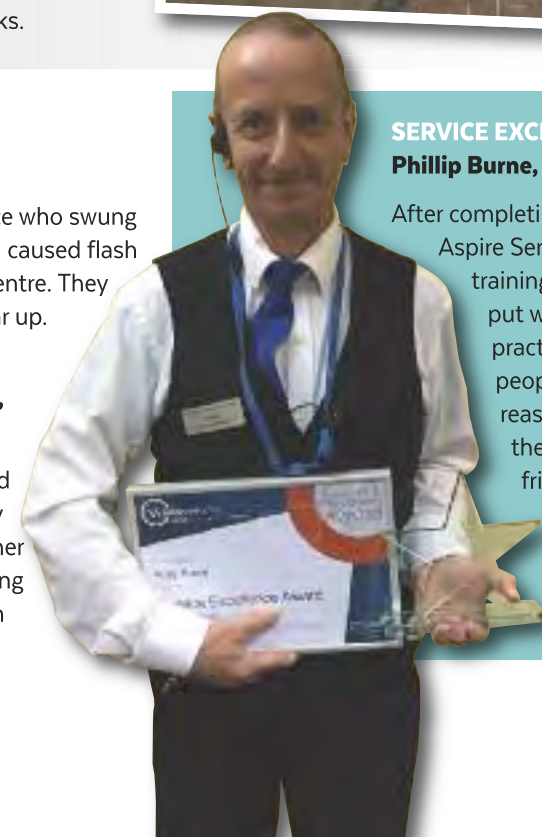
Security Team, The Arcades Shopping Centre, Ashton-under-Lyne, Greater Manchester

An elderly gentleman was found in a distressed state by the security team. While he eventually remembered his name, he didn't know any other details. Special thanks to the team for reassuring him, making him comfortable and waiting with him until the emergency services arrived.

SERVICE EXCELLENCE AWARD

Phillip Burne, Haymarket, Leicester

After completing the Westgrove Aspire Service Excellence training program, Phil quickly put what he had learnt into practice. Spotting some people looking lost, he reassured them and gave them directions with a friendly smile. The people he helped were delighted.



OUTSTANDING ACT

Joshua Carvell, RopeWalk, Nuneaton, Warwickshire

The control room reported that there was a distressed man making martial arts moves. Josh responded quickly, approached the man, sat with him and worked out that he had mental health issues. He asked a fellow officer nearby to back away as he realised that too many people might escalate the situation. Josh stayed with the man until he was calm and able to leave the centre without any further disruption.

OUTSTANDING ACT

Cleaning & Security Team, Princes Quay, Kingston upon Hull

We would like to thank the Princes Quay team for their bravery and professionalism after a very difficult period when there were two suicides. On one occasion, a man jumped from the top floor of the building and landed in front of two security officers who rushed to help him while also calming distressed witnesses. Another security officer attempted CPR until the emergency services arrived. Unfortunately, the man died at the scene and the centre had to be evacuated. Two managers returned to support the team and colleagues who should have been finishing their shift but chose to stay on for many hours into the night to assist with the police investigation and to support each other.

A number of colleagues were deeply upset by the incident and we were touched with the support they gave each other. Police also praised the team for their professionalism.

OUTSTANDING ACT

Simon Dewse & Philip Bailey, Market Place, Bolton

When an upset eight-year-old boy came into Market Place alone one night, on his bike and looking for his granny, Simon quickly realised he needed help. He radioed control and Phil took the boy



to the colleagues canteen for a reassuring chat over a drink and a biscuit while they tried to gain enough information to find his granny. When they discovered the lad hadn't eaten properly for hours, the team bought him a meal. The Police eventually got in contact with the granny who came and safely collected him.

OUTSTANDING ACT

Philip Bailey, Market Place, Bolton

Phil was incredible on the night that he found a young distressed lady on the car park roof during his patrols. Realising that she was seriously considering throwing herself from the roof, he calmly and gently engaged her in conversation. He eventually persuaded her to come down from the roof and into the centre where the Police were called and she was taken to hospital. GMP said that without Phil's intervention it is highly likely she would have ended her life. Thanks to him, she is now receiving the help and support she needs.

OUTSTANDING ACT

Alan Parkes & Lianne Doran, Runcorn Shopping City, Cheshire

After reports from a cleaner that a lady in her twenties with a baby had collapsed in the mall and urgently needed a defibrillator, Alan and Mike rushed to help. When they got there, the lady had stopped breathing and had no pulse but

with the help of the defibrillator and CPR they brought her back to life until the paramedics arrived. While Alan and Mike were treating her, Lianne

put privacy screens around the scene, looked after the baby and reassured members of the public.

The paramedics confirmed the lady had suffered a cardiac arrest and the team's fast action saved her life. She made a full recovery following surgery.

TEAM OF THE QUARTER

Josh Carvell, Josh Fleming, Matthew Lamb, Ropewalk Security, Nuneaton, Warwickshire

Quick thinking and fast action from the Ropewalk Security team helped to prevent a situation from escalating. Matthew was in Control when he was told that a known male was on his way to the centre followed by a gang of 15 people who were about to attack him. Matthew alerted both Josh's who were on the scene within a minute and stopped the attack. Josh Carvell stayed with the injured man to keep him safe while Josh Fleming identified the main offenders and held them until the Police arrived to arrest them. Due to the team's swift intervention, the victim suffered only minor injuries.

QUARTER
3

COLLEAGUE OF THE QUARTER

Michael Ellis, Princes Quay, Kingston upon Hull

Michael is an exemplary member of colleagues who has been involved in a number of distressing and fatal incidents on site. He was asked to assist in a boat rescue after a man went overboard into the dock and couldn't be found. Michael did not want to give up and only stopped looking when the police told him to. Next day, he was back at work assisting the police when the man's body was removed from the water. Since then, Mike has been involved in two further tragic incidents where he also provided CPR and defibrillation. He also helped to save the life of an intoxicated woman after she jumped into the dock and started to sink.

SERVICE TO THE CUSTOMER

Karen Hall, The Hardshaw Shopping Centre, St.Helens, Merseyside

Good work by Karen spotting that one of our café operators was leaving food waste in the service area at the end of trade. She presented the tenant with important information relating to rats and leptospirosis, a potentially serious infection, gave them a smaller bin with a lid and arranged for the service area colleague to remove their food waste daily. Since then, there has been no more food waste blowing around the service yard each morning.

OUTSTANDING ACT

Angela Sullivan, Ropewalk, Nuneaton, Warwickshire

Westgrove colleagues don't have to be at work to make a difference to people's lives. Angela was woken by a loud crash in the middle of the night to find a motorcyclist lying in the road and a car speeding off. She went to check he was alright. He was severely injured, having lost his leg in the accident, so she knelt next to him to try and reassure him that help was on its way. She also ensured that he was safe from other cars. Unfortunately, the man did not survive but what Angela did to help him was truly outstanding.



OUTSTANDING ACT

Simon Kilkenny, Runcorn Shopping City, Cheshire

When a lady visiting the centre became unwell, Simon was quick to respond, to spot she had symptoms of a stroke, to get her to a chair and to stay with her until paramedics arrived. During this time he kept her calm and gently gathered as much information as possible about her medical history. He discovered she had previously had a stroke so he escalated her case to a priority with the emergency response. She got the treatment she needed and went on to make a speedy recovery – then returned to the centre with chocolates and a thank-you card for Simon.

SERVICE TO THE CUSTOMER

Raymond Bent, Spindles Town Square, Oldham

Raymond went above and beyond when a woman reported losing her tablet in McDonalds after accidentally leaving it on her tray. He rummaged through all of McDonalds' waste bins until he found the device in the very last bag – and returned it to the delighted customer in full working order.



OUTSTANDING ACT

Ian Henderson, Haymarket Shopping Centre, Leicester

When the call came in for first aid assistance for a small convulsing child, Ian immediately took control of the situation. He made sure the child was safe from injury, calmed the child's extremely distraught carer and had the presence of mind to contact the child's mother. The child was taken to hospital and kept in for observation. The child's mother later came into the centre to personally thank Ian, telling us that his quick thinking and positive actions had been a big factor in her child's recovery.



OUTSTANDING ACT

Natalee Watmough, Joshua Hudsmith & Steven Travis, The Arcades, Ashton under-Lyne, Greater Manchester

When a man was spotted behaving aggressively and shouting at his partner for leaving him with the shopping and their small child, Josh stepped in to help. As the man's mood worsened and he started heading to the lady's toilets to carry on the argument with his partner, Josh radioed Steve and Natalee for assistance. Together, they restrained the man, despite his threats to bite them all, and called the police. This was excellent team work which also prevented any further attacks on the woman or our officers.

CSR

Margaret 'Mags' Gill, Peel MediaCityUK, Manchester

Pure Innovation support internships for young adults with learning needs into the work place. It's a great opportunity for the learner to develop skills they can use to help get long term employment. When Stefania Ilenikhenia began her placement at MediaCity, she was very shy and lacked confidence. Sami decided that Mags would be the perfect buddy for Stefania. They hit it off straight away and, over the internship, her support was invaluable. Stefania was made to feel part of a real team and picked up the duties quickly, impressing everyone. Mags' impact on Stefania's progress can't be underestimated and Stefania is now part of the Westgrove team working as part of the cleaning team at MediaCity.

CSR

The Lowry Car Park Team, Manchester

The team gathered a record number of gifts for Manchester's 'Must Learn to Smile Collection', which works with less fortunate children at Christmas.

Peel Dome Cleaning Team, Trafford, Greater Manchester

Thanks to the team's hard work, the food waste recycling programme is fully operational which has helped Peel Dome hit its recycling on site target.



Ropewalk Cleaning Team, Nuneaton, Warwickshire

When our partner closed down the compactors to concentrate on recycling centre waste, the Cleaning Team embraced the strategy. Waste Champion David Ludford visited all the tenants and requested their help. The team sort waste for recycling and send general waste to be incinerated where it produces energy.



TEAM OF THE QUARTER

Templars Square, Cowley, Oxford

The team have been very busy dealing with everything from flooding issues to preventing a break-in at the back of the shopping centre leading to the police retrieving thousands of pounds worth of stock and arresting three

men. During the floods in the motor room, the Cleaning and Security Teams helped visitors who couldn't use the lift. The team also gave first aid to a gentleman who had collapsed with a heart attack and were praised for their care and professionalism.

SERVICE EXCELLENCE

Joanne O'Neill & Joseph Parker, Market Place, Bolton

The control room received an urgent call from colleagues at TUI asking for help with an agitated customer who had absconded from hospital. Joanne went to help and calmed the lady, who has a history of mental health problems, down, before calling the hospital and the lady's family. Joseph stepped in with a drink and a fresh pair of boots and socks for the lady, who had left hospital in rain soaked slippers.

Joseph Parker & Steve Kent, Market Place, Bolton

Steve and Joe were patrolling the ground floor when they noticed a suspicious female in River Island attempting to pickpocket customers. She was working with two other suspects, all known to the police, who were arrested.



Dave Lightfoot, Grosvenor Shopping Centre, Chester

Dave was first on the scene after a lady visiting Chester for the day lost her balance and fell down an escalator on top of her friend. He quickly stopped the escalator, offered medical help which they declined, then took them to Costa for a hot drink. Before they caught their coach home, he checked they were OK and made the driver aware of the incident. On arriving home, they sent a letter to the centre thanking Dave for his kindness and help.

Ajaz Shah (aka Ajay), Mobile Support Officer, The Westgrove Group

Since he joined, we have been impressed time and again by Ajay's dedication, reliability and efficiency. He has given up his holidays to cover important shifts and worked long hours to ensure sites are covered effectively, sometimes travelling long distances.

COLLEAGUE OF THE QUARTER

Tom Lewis, Business Manager, Haymarket Shopping Centre, Leicester

Tom has turned around the whole MSO structure in the South, ensuring each of his sites are completely self-sufficient and negating the need for excessive agency use. We love his initiatives and he has been pivotal in helping other Business and Site Managers to work smarter.



OUTSTANDING ACT - FOUR WINNERS

Peter Brookes, Skydome, Coventry

During a patrol, Peter noticed a disorder in the car park involving a large group of males who were attacking a man. Putting his own safety at risk, he stepped in and dragged the man to safety.

Nathan Roseweir, The Arcades, Ashton-under-Lyne, Greater Manchester

Nathan was swift to act after 3Store called for immediate help to deal with a violent man in the store. He quickly defused the situation, calmed the man down and escorted him from the store into the hands of the police.

Jaywin Nathwani, Haymarket Shopping Centre, Leicester

Jaywin became concerned after a number of calls from colleagues on the shop floor to the Control Room had gone unanswered and went to investigate. He found the Duty

Control Room Operator, who has diabetes, had collapsed on the floor. He called the emergency services and his colleague was taken to hospital, where he made a full recovery. Without Jaywin's swift actions, things could very well have turned out differently.

Gavin Jones & Josh Fleming, Ropewalk Shopping Centre, Nuneaton, Warwickshire

Gavin and Josh were on the mall starting the lock down of the Centre when a member of colleagues from TK Maxx told them a woman was in the store wielding a large kitchen knife. The offices sprang into action, moved colleagues to safety and found the woman with the knife. Gavin called the police while Josh monitored the woman from a distance. When she threatened to make her way towards members of the public, Josh distracted her giving Gavin the chance to disarm her. Police said later they had been looking for her after she left hospital following an overdose.

ANNUAL REWARD & RECOGNITION *Award* CEREMONY 2018

SERVICE TO OUR PARTNER



WINNER: Barry Burnham, Templars Square, Cowley, Oxford. Barry has worked tirelessly to understand the intricate workings of the machinery in all three car parks, saving our Partner money.

SERVICE EXCELLENCE OF THE YEAR



WINNER: David Lightfoot, Grosvenor Shopping Centre, Chester. Dave came to the rescue after a lady lost her balance and fell down an escalator.



WINNER: Phillip Burne, Haymarket, Leicester embraced the Westgrove Aspire Customer Service training, developing his own personal skills.

ACHIEVER OF THE YEAR

OUTSTANDING ACT OF THE YEAR

WINNERS: Richard Farley and Paulo Ribeiro from Kennet Centre, Newbury, Berkshire. Richard and Paulo's swift thinking saved a stabbed man's life after they spotted a suspicious man putting a cover for a knife in a bin.

TEAM OF THE YEAR



WINNERS: Ropewalk, Nuneaton, Warwickshire. Quick thinking and fast action from the Ropewalk Security team helped to prevent a situation from escalating.



WINNER: Market Place, Bolton has delivered outstanding service which is reflected in their SLA scores and their Aspire 7* Service Excellence.

SITE OF THE YEAR



WINNER: Tom Lewis, Business Manager, Haymarket Shopping Centre, Leicester. We love Tom's initiatives and he has been pivotal in helping other Business and Site Managers to work smarter.

COLLEAGUE OF THE YEAR



WINNER: Margaret 'Mags' Gill, Peel MediaCityUK, Manchester. Mag's impact on Pure Innovation supported intern Stefania Ilenikhena was fantastic. We are delighted that Stefania is now part of the Westgrove cleaning team at MediaCity.

CSR INITIATIVE OF THE YEAR



This was our fifth consecutive year of BSIA award and as always we are very proud of our security officers for their dedication, loyalty, team work, customer service, use of technology and bravery.

BSIA REGIONAL WINNERS 2017

MIDLANDS – SERVICE TO THE CUSTOMER



TOM LEWIS, HAYMARKET SHOPPING CENTRE, LEICESTER

Tom delivers beyond expectations stretching both himself and the team with his leadership skills. He has created new initiatives including plain clothes security guards to help reduce shop theft. We are delighted that Tom led the team to be one of our first centres to achieve 5* Service Excellence.

SOUTH WEST – BEST USE OF TECHNOLOGY



JASON THOMAS, ST CATHERINE'S WALK

Jason's excellent use of the centre's CCTV system combined with his first class observation skills, quick reactions and accurate information helped secure the arrest of a local drug dealer. Well done.

He said: "I'm overwhelmed with this award. I'd like to thank my Dual Service Manager Justin Jones for coaching me to a high standard."

BSIA NATIONAL WINNERS 2017

Further to his Regional Award, Tom Lewis went on to receive a BSIA National Award, which is a fantastic achievement.

Jason Thomas was also Highly Commended for his work.

WESTGROVE INDUSTRY AWARDS

2018 REGIONAL WINNERS

We are happy to announce our Regional Winners for 2018 – another great achievement!

BEST NEWCOMER – Ian King, Dual Service Manager, Lion Yard Shopping Centre

BEST TEAM – Ropewalk Shopping Centre Security Team

OUTSTANDING ACT – Natalee Watmough, Joshua Hudsmith and Steven Travis from Arcades Shopping Centre

SERVICE TO THE CUSTOMER – Stephen Hall and Nicholas Rosen from Hardshaw Centre

ACS PACESETTERS SUCCESS

We are proud to announce that Westgrove colleagues received coveted ACS Pacesetters Security Officer of Distinction awards in both 2017 and 2018.

2017 WINNERS

Mark Evans, Security Officer at Sky Dome in Leicester. During a busy night Mark noticed an argument in process and made his way over to intervene. One of the men pulled away then brandished a knife. Mark remained calm, instructed him to put it down, then talked to him until the Police arrived. Mark was praised for his calm professional manner which saved someone from being seriously hurt in a violent attack.

Joanne O'Neill collected the award on behalf of Security Officer Megin Dorrian from Bolton's Market Place Shopping Centre. During her first week of duty, Megin's invaluable first aid skills saved the life of a 19-month-old boy who had suddenly stopped breathing.

2018 WINNERS

Alan Parkes and Lianne Doran, Runcorn Shopping City, Cheshire. After reports from a cleaner that a lady in her twenties with a baby had collapsed in the mall and urgently needed a defibrillator, Alan and Lianne rushed to help and later the paramedics confirmed the lady had suffered a cardiac arrest and the team's fast action saved her life.

Richard Farley & Paulo Ribeiro of Kennet Centre, Newbury. Richard and Paulo were praised for their swift thinking while carrying out a security shift after spotting a man putting a cover for a knife in a bin. In the public toilets nearby they found a man with a serious knife wound. They called for help, gave emergency first aid and stayed with the victim until the ambulance arrived.



Say it with a smile

We love doing what we can to help charity. At Christmas, Supervisor Mike and the Lowry Car Park team got behind the Key103 Cash For Kids Christmas Toy Appeal and helped to collect toys. Cash For Kids responds to the needs of children in our communities so they can live life to the full and realise their individual potential.

Our people

Making the world better with a sweater

There's nothing like a Christmas jumper day to make you smile. The annual fundraising day organised by charity Save the Children runs on a specific Friday every December and raises lots of money. We love these Christmas jumpers worn by colleagues at Market Place, Bolton.



Long service

Congratulations to Eric Royle and Raymond Bent for their long service at Spindles Town Square in Oldham. Eric has worked at Spindles for 37 years while Raymond has worked alongside Eric for 23 years. We love their hard work and commitment.



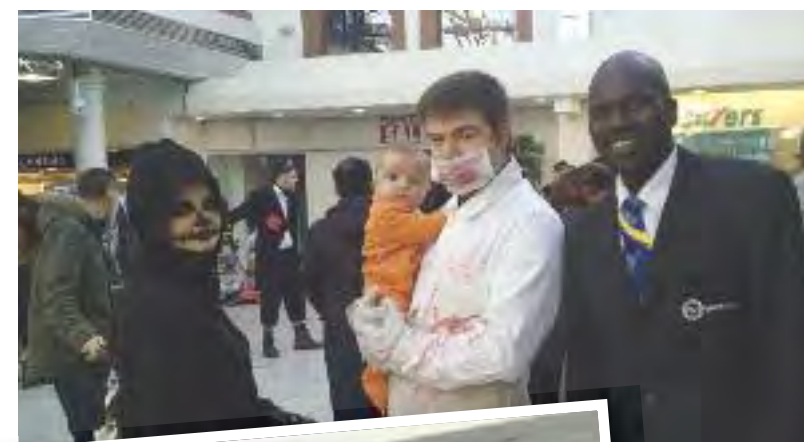
Cleaner Sarah sweeps up award

MediaCity cleaner Sarah O'Neil has been given an award for being an inspiring woman in the workplace. Tenants at MediaCity were asked to nominate the most inspirational women they knew and worked alongside and Sarah picked up an overwhelming amount of votes.



Trick or treat

Shoppers visiting Old Square Shopping Centre in Walsall over Halloween got a spooky shock thanks to entertainment from Mr Trick and Mr Treat and fantastic face painters.



Supporting students

We love supporting students and giving them valuable work experience and new skills that will help them take the first steps on their career ladder. Student Heather Bristow was one of three students placed on our cleaning team, along with Catherine Cox and Jack Sharratt, to go on one of Market Place's 12 week programmes. They all did a great job.



Mystery shopping

Congratulations to Debbie Price of Maylord Shopping Centre in Hereford who was one of a number of people to receive 100% in her Mystery Shop Award. Debbie was presented with a certificate and a £25 gift voucher for Marks & Spencer.

Well done also to Matthew Barrett and Gregorz Birowka at Stamford Quarter in Altrincham for their 100% Mystery Visit Awards.

All shook up

Huge thanks to everyone at the Haymarket Shopping Centre in Leicester who raised an incredible £1,855 for charity for One Great Day. Special thanks go to Security Officer Rob Thornton who did a fantastic Elvis impersonation.



A portrait of Laurie Barton Wright, a woman with dark hair, wearing a grey blazer over a black top, standing in front of green foliage.

BRAND BUILDER

Laurie Barton Wright, our Brand and Development Director, looks back on a busy two years since she joined the Westgrove Group.

I can't believe it is two years since I joined the Westgrove Group.

Looking back, it was a big step to take as I had previously worked almost exclusively within the shopping centre environment as a centre manager at a number of locations around the UK. Almost two years on, I could not be more pleased to have made the move across to Westgrove and to be able to play an important role in helping the company to win new business and develop new service and product lines to further help accentuate the many differences between ourselves and our competitors.

This year we celebrate the company's 20th anniversary – 20 years as a successful, growing independent business and one which today employs around 1,000 colleagues at head office and in multiple locations around the UK.

But, as any Westgrove colleague knows, we are not a company to rest on our laurels.

We continue growing, we need to keep building awareness of the Westgrove brand and innovating to ensure we are always able to make a difference to our partners. There is still so much for us to achieve as a business.

The roll-out of Synergy within the retail property environment will continue over the coming months as more partners learn about the exhaustive service provision we can now provide them with.

We are already hearing some fantastic reports of how the Synergy proposition is having a transformational impact in terms of service improvement and value for money at several centres.

I wish I had been able to take advantage of Synergy when I was still working as a Centre Manager!

While Synergy has so far been developed as an offering for the retail environment, one of my challenges for the coming year will be to look at opportunities to transfer it across to other high footfall environments.

As a business, we now have a good geographical spread of locations, but there remain many untapped opportunities to build our footprint in the south of England.

This is about building further brand profile through effective marketing and networking which, in turn, will give us the best possible chance of winning bids when they come along.

As anyone who is involved in it knows only too well, procurement is a time consuming process. Every tender application needs to be tailored specifically to the requirements of the customer. This means strategic thinking and hours of research and drafting.

Managing the reputation of the Westgrove brand also falls under my remit. Having been on the client side, I, hopefully, have a good understanding of what our partners want from us. Our product and service provision needs to be robust and then the delivery first-class.

My role at Westgrove allows me to work with many talented people both within our own business and with our partners. I get to work across various locations, helping to ensure the best possible experience for our partners and our colleagues in a dynamic and fast-moving environment.

The Westgrove brand is in a great place as we mark our 20th anniversary and we should all be excited by the many opportunities that remain in front of us. We are keen to get the message out to as many Partners, Colleagues and potential new Partners as possible. We have been working hard on a new responsive and user-friendly company website, we have a new colleague newsletter starting in Spring 2018 and we have a new creative and PR agency, MASON, working with us to increase our presence in the market.

OUR PRINCIPLES

- ✓ We believe in our brand. Share our passion, dynamism and 'can do' ethos
- ✓ We innovate, add value and pride ourselves on our continual improvement
- ✓ We deliver unimpeachable levels of integrity
- ✓ Our teams are our colleagues. Our clients become our partners and the bedrock of our success
- ✓ Our service delivery is construed as both an extension, and an enhancement, of our partner's operational interface
- ✓ We like to demonstrate collaborative 'flex' within our business model and to understand our partner's key objectives
- ✓ Succession planning and investment in our colleagues is important to us. We provide a progressive career platform model and maximise potential
- ✓ We understand our essential principle, that volume will never take precedence over quality.

FEELING STRESSED?

By Tony Page,
Health and Safety Executive Manager



How often do we hear someone saying they are 'stressed out'? Stress is an emotion we all feel to varying degrees, but one person's stress may be another person's motivation.

So how can businesses detect and prevent work-induced stress reaching a level that not only causes harm to the worker but has long-term consequences for the reputation and success of the business?

It's a question that many companies are looking to answer right now, as awareness of mental health and the responsibilities of employers in this regard, is rising in prominence.

Managing stress and mental health in the workplace is not just a challenge, it's a legal obligation. Businesses have a duty to identify significant and foreseeable risks to employee health, prevent harm caused by work and to consider any physical or mental impairment that has a substantial or long-term effect on an employee's ability to work.

While stress is a psychiatric diagnosis, it's closely linked to mental health and can lead to more serious disorders, such as anxiety and depression.

Mental health charity MIND has found that one in four people with mental health issues label work as the cause. Concerns over workload demands, job security, relationships with colleagues and the struggle to achieve that ever important work-life balance can often be the catalyst for work-related stress and mental health issues.

For businesses, the impact of stress can be severe – ranging from poor employee concentration and decision making, increased sickness absence and lost working days to added pressure on others causing a potential 'domino effect'.



Sadly social stigma and a general lack of understanding surrounding these issues lead many people to assume stress is something they need to live with and this stops them from accessing the appropriate care and support they need.

How to deal with stress

- **Spot the signs of stress.** Look for mood swings, being withdrawn, loss of motivation, commitment and confidence and increased emotional reactions, such as being tearful, sensitive or aggressive.
- **Consider equipping team members with the skills and knowledge to both identify and support employees struggling with stress by training managers as mental health first aiders.**
- **Develop a culture that encourages open dialogue with proactive communication with employees about the importance of good mental health and well-being.** Giving an employee time to talk through their concerns can be very therapeutic. Asking for help should be encouraged as a positive move, not a sign of weakness.
- **Ensure there are effective stress management programmes in place and that appropriate professional support is available to colleagues who need it. Speed of access to support is the key here.**

With stress accounting for 45 per cent of all working days lost due to ill health in 2015/16, the role employers can play in identifying and mitigating stress in the workplace cannot be overstated.

(Source – British Safety Council – Safety Management magazine Dec17)



COLLEAGUE ENGAGEMENT SURVEY

Over 800 colleagues took part in our annual survey. Over 40% have joined Westgrove in the past 12 months while 21% have been with us for over 5 years.

Two thirds of responses came from Cleaning and Security colleagues and overall you gave

us 7 out of 10 as a rating for how happy you were at work.

You asked us to keep you informed of what's happening in the business so we're delighted to be launching a new Colleague Newsletter – out soon!

The results

75% would recommend us as an employer

75% would re-apply for their own job

What is important to you at work? **88%** said teamwork, while **70%** said job satisfaction and respect. Pay came fourth.

65% feel valued at work

75% were happy with their induction training

50% receive recognition from their manager at least weekly, if not daily

70% can see themselves still working for Westgrove in two years' time

82% feel Westgrove are committed to health, safety and welfare at work

84% had sufficient training to carry out their work safely

97% are environmentally aware of their impact at work

70% feel involved by their manager in problem solving

69% are happy with their uniform

59% are aware of the company's Reward & Recognition scheme

56% know about our Refer a Friend scheme

61% are interested in new job opportunities, **52%** in training initiatives

63% know they can reach their full potential at Westgrove

Meeting the team at Head Office was great. All seemed goal focused and heading in the right direction to help Westgrove progress and succeed together

Keep all colleagues up to date with any issues going on within the business, new contract wins, colleague news and ongoing training opportunities

I like my job, I like the team I work with, but I would like to feel part of the wider Westgrove team, we don't see or hear about what's happening in the business

Thank you to everyone who took part. We value your honesty and your feedback.

TALKING SECURITY

The Lexicon Bracknell in Berkshire is a next generation vibrant shopping and leisure destination. Helping to keep it safe and secure is Security Manager Stephen Harris. Here he takes us behind the scenes.

TELL US ABOUT YOUR TEAM

We have a 30 strong team of men and women working around the clock 24/7 dealing with both the public and a wide variety of customers.

In all my years of doing this job, I can safely say that there is no such thing as a typical day and there is no way of knowing what challenges the day will bring!

The key thing is for the whole team to be prepared for the unexpected. It's why we look for people who are great at being proactive, reactive, adaptable and flexible because this is the nature of our role.

Security has traditionally been quite a male dominated industry but I'm delighted that this is changing and more women are interested in it as a career. We have an 83% male to 17% female ratio, which is fairly typical, but I would like to see the percentages close as women play a vital role within the team.

Our people come from all over the world and I'm proud that we have such a great culture of equality and diversity.

Then we have the Patrol Team, headed up by Supervisors Barry and Rob, who face the public daily and always with a smile and professional attitude - regardless of the situation.

Finally, we have great back up from the team at Westgrove whose support is vital.

HOW IMPORTANT IS TRAINING?

Investing in training has never been more important. We value our colleagues which is why we have a strong focus on developing policies and procedures to help both with colleagues training and helping to foster a positive culture within the team.

Each member of the team has gone through World Host training and delivery of exceptional customer service is always at the heart of what we strive to deliver.

WHO IS IN THE TEAM?

There are a number of key people in our team including a security manager, two control room supervisors, ten controllers, two patrol supervisors, eight patrol officers, a dock master, four traffic marshals and two concierge.

WHAT DO THEY STRIVE TO PROVIDE?

- Excellent customer service
- A great customer experience for every visitor to the Lexicon
- A safe and secure environment
- Excellent working relationships with all parties
- Great working relationships with agencies such as the Police, Fire and Rescue and Local Authorities
- An adaptable, proactive service to protect the public and promote the Lexicon

WHAT HAPPENS DURING A WORK DAY?

The security team is split into separate roles. The ladies at Ocean House do a fantastic job looking after the colleagues within the building as part of their concierge duties. The position is a job share with both working a six-hour day covering from 07:30 to 19:30 Monday through to Friday.

The Dock Team are a new addition and look after the deliveries to the Lexicon 7 days a week. They face the challenge of not only working in a high-risk area but also working in all-weather conditions.

The Control Team cover two control rooms across two sites. Run by Supervisors Emma and Jordan, they look after the controllers and are always busy. The control rooms cover what is essentially a town centre which brings in additional challenges and the requirement for close working relationships with other agencies.



ON A LEARNING CURVE

BY RICHARD KEMP |
WESTGROVE COLLEAGUE
DEVELOPMENT MANAGER

The introduction of the Apprenticeship Levy has led to an exciting partnership between Learning Curve Group (LCG) and Westgrove, with LCG supporting and improving key areas of the business through the delivery of effective training and development plans.

LCG are a national training provider and one of the fastest growing of their kind in England. LCG has a wealth of experience of creating and sustaining strong employer partnerships.

These employers are diverse in their needs and LCG undertakes a robust individualised approach, to ensure that the employee skill gaps are promptly identified and a plan to address them through a flexible and impactful learning solution is created.

LCG works alongside Westgrove to devise and implement a service that delivers accredited training relevant to the individual's position, in order to increase their capability in their current or future role. They provide support that assists Westgrove in creating a standardised training and development ladder across all parts of the business, providing clear sight of progression for all colleagues.

Following the completion of a detailed organisational needs analysis, LCG were able to fully understand Westgrove and how the business would best benefit from the training and development funded by the Levy, as well as training that is available from other funding streams.

LCG strive to go 'Beyond the Levy' for Westgrove, by offering a variety of training options beyond apprenticeships, with the aim of helping the business



to gain as much as possible from this partnership.

Brenda McLeish, CEO of LCG, said: "We are delighted to have been chosen as Westgrove's preferred training provider of choice. Westgrove are constantly looking at new ways to ensure their employees are the very best and the Apprenticeship Levy brings new opportunities for their colleagues to develop their skills and qualifications further.

We are also excited to be working with them on new qualification development to increase the different amount of training opportunities for their colleagues.



Brenda McLeish
CEO, LCG

GDPR AND YOU

By Tony Page,
Health and Safety Executive Manager

The General Data Protection Regulation (GDPR) will come into effect on May 25, giving businesses and organizations the task of complying with this new European privacy regulation.

"There are tough penalties for those companies and organizations who don't comply with GDPR fines of up to 4% of annual global revenue or 20 million Euros, whichever is greater" says Tony.

Under the GDPR, individuals have the right to:

- Request access to their personal data and to ask how their data is used by the company after it has been gathered. The company must provide a copy of the personal data, free of charge and in electronic format.
- Have their data deleted if they are no longer customers, or to withdraw their consent to use their personal data.

- Transfer their data from one service provider to another.
- Be informed before their data is gathered. Consumers have to opt in and consent must be freely given.
- Have information corrected.
- Restrict processing. Their record can remain in place, but not be used.
- Stop processing of data for direct marketing.
- Be notified within 72 hours of any data breach which compromises their personal data.

All organisations and companies that work with personal data, such as recording CCTV images and collecting customer data, should appoint a data protection officer or data controller who is in charge of GDPR compliance.

THE FUTURE OF CLEANING



Fleet management technology is set to change the face of professional cleaning for shopping centres.

One such system, now in use by Westgrove across several sites, is the FIMAP Fleet Management (FFM) system which gives a complete overview of all the machines available on a single web portal accessible 24/7 on PCs and tablets. It records everything from the days and times of use to seeing what tasks are being performed and recording any issues.

Kevin Day of FIMAP, an international leading company in the design and production of professional floor-cleaning machines, says, "We are working with Westgrove and a number of their shopping centres to help improve the productivity on sites and the performances of their machines.

The technology allows centres to optimise their scrubber driers and to eliminate wasted time."

Cutting edge cleaning technology can:

- Locate exactly where a machine is positioned
- Record what task is being performed
- Record who is carrying out the cleaning operation
- Record downtimes & keep a service history
- Log and phone in issues or faults
- Reduce on-site inspections
- Save time and money
- Keep a fleet of cleaning machines permanently efficient



If you would like to find out more about how Fimap could help your centre please get in touch at enquiries@westgrove.co.uk or speak with your Westgrove Business Manager

How internships change lives

Anxious and unsure of herself, Stefania Ilenikhena reticence almost kept her from taking up a work placement at Salford University.

Starting out on Pure Innovations' Supported Internship programme, Stefania was shy and lacked confidence.

But armed with the support of her tutors at The Manchester College and Kate Duffy from Pure Innovations, she set about a placement in catering.

Pure Innovations promotes independent lifestyles, and since 2005 has supported those with a disability and disadvantaged groups to lead a fulfilled life with a sense of purpose and belonging.

Stefania felt like catering was the 'safe' option for her, given that she'd worked in a similar environment before. Despite being wracked with nerves, she began to flourish.

"We were thrilled that Stefania stuck it out - she went from strength to strength," said Kate.

"Her confidence increased immensely and she began to form a strong working relationship with her team in the café."

When her time at Salford University came to an end, Stefania had picked up workplace skills but also an invaluable boost to her confidence.

Her second work placement brought her to Westgrove and our cleaning contract for MediaCity in Manchester.

Pure's dedicated Employment Officers worked hard alongside Westgrove Group Account Manager Sami Alfarhan to identify a suitable buddy for her and Stefania began her placement alongside Mags Gill.

The pair hit it off straight away and the support Mags gave Stefania proved to be invaluable, not just with how to best perform daily tasks, but in introducing Stefania to her colleagues and making her feel part of a team. She quickly impressed everyone.

The potential of paid employment saw Stefania relocated to another of MediaCity's buildings, and with the support of Pure and the Westgrove team she gave it her all and was offered a paid contract.

“It feels great to have a paid job and to be part of the team. I'm really proud of myself.”

Stefania Ilenikhena

Sami Alfarhan said: "We are proud to partner with Pure Innovations and, without them, stories like Stefania's wouldn't be possible."

"It is inspiring to see how far Stefania has progressed, both in her confidence and the skills she's gained. We're delighted that she's part of the Westgrove team now."



www.pureinnovations.co.uk

THE WESTGROVE SERVICE DIRECTORY

We have a wide range of daily services which we undertake in addition to our inclusive service lines. The following directory highlights the main streams and facets of the business.

ADDITIONAL CLEANING SERVICES

- Washroom services
- Janitorial supplies (including cellar management)
- Specialised high level window cleaning (including abseil)
- High access fascia and cladding cleaning
- Lone Worker protection software devices
- Floor maintenance (including diamond polishing and vitrification)
- Chewing gum removal, pressure washing and steam cleaning
- Specialised escalator cleaning
- Periodic cleaning and planned maintenance scheduling
- Ground maintenance and landscaping
- Multi-faceted training programmes
- Bespoke uniform provider (including on-site design and fit)
- Reception and administration services
- Mystery Shop programme

WESTGROVE ENVIRONMENTAL

- Strategic waste management solutions
- Detailed reporting and recycling analysis
- Legislative advice
- Revenue stream generation

WESTGROVE SPHERE

- Management Reporting Software

ADDITIONAL SECURITY SERVICES

- Crime and intelligence reporting and police liaison
- Counter terrorism training and bomb blast mitigation
- Specialised tracking software
- Covert surveillance
- Emergency response centre
- Alarm response centre
- CCTV monitoring
- Remote monitoring
- Car park management
- Intelligence lead patrols
- Lone Officer protection software
- Tenant liaison programme

CONSULTANCY AND PLANNING SERVICES

- Shopping Centre Speciality - all facets
- Cleaning and security strategy specialisation
- Site health checks
- Health and Safety plus detailed site risk assessments and legislative compliance consultancy
- Covert scheme evaluations
- Budgetary forecasting and financial feasibility studies

