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THE
WESTGROVE
MAGAZINE

ISSUE 10 / 2019

INSIDE THIS ISSUE:

**NEW CONTRACT
WINS 2019**

**MEET OUR NEW PARTNERS
AND COLLEAGUES**

**MENTAL HEALTH
AWARENESS**



DRIVING ADDED VALUE FOR YOU

Synergy is a 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 client 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'

Welcome

from the MD

Welcome to the new issue of The Westgrove Magazine.

It has been another fantastic 12 months for the company. We celebrated our 20th year in business and recorded another year of really strong growth welcoming new schemes and colleagues to our portfolio across the UK.

New contract wins included sites in Bristol, Dagenham, Liverpool, Solihull, Swansea and Leamington Spa to name some of the locations. We were also appointed as the security Partner for Birchwood Park in Warrington, our home town and the region's leading out of town business location.

On the back of this continued growth we launched our new Specialist Cleaning Division in January 2019. The new division is now working across our current portfolio of Partners as well as attracting brand new Partners to the business.

As well as new growth we have continued to advance many areas including technology and systems. Our patrol management system has continued to evolve and we are now using this system at Doncaster and Sheffield Airport to record timings at key points of a PRM (Person with Reduced Mobility) passenger's journey through the airport. A huge benefit to the airport reporting data to the CAA (Civil Aviation Authority).

This improves the service even further and, since starting the contract in June 2018, we have introduced new equipment to the airport, a new DDA compliant welcome desk and improved CAA audit scores.

Our Partners and Colleagues value the fact that we are committed to training and development through our platform Westgrove Aspire. This year will see us expanding our eLearning training courses, continuing to roll out health and safety campaigns as well as launching our new health and safety management system SaRMS which hosts H&S training for all Colleagues.

A new area of training has been mental health awareness and we were delighted to have appointed Paul Ogden as the company's first Mental Health First-Aider. Paul, who also spoke at our annual Reward & Recognition Award Ceremony in February, is using his experience to offer support and advice to vulnerable customers visiting Market Place Shopping Centre in Bolton.

The Reward and Recognition Awards were a great success with our highest attendance to date. See Page 32 for photos.

We know that our people are what makes us special and I'm pleased to report that we had a record number of entries in 2018 for our Reward & Recognition scheme. Keep up the good work!

Finally, Westgrove were shortlisted in the Finance Awards North West, supported the disability awareness event, Purple Tuesday, raised £1,500 for Alder Hey Children's Charity and were accredited as a Living Wage Recognised Service Provider. It's been a very busy year!

There's lots more information over the next few pages so please read on and I hope you enjoy the new issue of the Westgrove Magazine.



“As well as new growth we have continued to advance many areas including technology and systems.”

Claire

CLAIRE MCKINLEY-SMITH,
Managing Director, Westgrove Group.

WESTGROVE CONTRACT WINS

We are delighted to announce a number of new contract awards in the first half of 2019 which continues to strengthen our position as a leading facilities management Partner.

As well as shopping centres, we have been awarded contracts in new sectors, offering new service provisions and bringing in some brilliant new Colleagues to help support us.

This year we have grown the business by 25% with a number of new contracts across the UK.

These include providing dual security and cleaning services but we're also seeing a growth in demand for other services as shopping centres increasingly move away from traditional retail schemes and towards mixed use food & beverage, residential or leisure use.



We have won a number of new contracts with one of our key Partners, managing agent Savills UK, including an exciting shopping centre redevelopment in Telford.

The Telford Shopping Centre in Shropshire is being transformed in a £55 million revamp to help deliver a new modern environment for shoppers and the right space for anchor stores. The investment reflects the changes in the retail environment as major fashion brands including Primark, Zara, Next, New Look and River Island, take stronger positions on the high street.



Our other new Savills schemes include Quadrant Shopping Centre in Swansea, Heathway Shopping Centre in Dagenham and Royal Priors Shopping Centre in Leamington Spa. We welcome all our new Partners and teams to the Westgrove Community.

“We are delighted to enter into a new soft services partnership with Westgrove. Telford is undergoing a fantastic redevelopment with the emphasis on guest experience and customer services and we are excited to be undertaking this journey with Westgrove and their wealth of shopping centre experience.”

GLYNN MORROW
CENTRE MANAGER • TELFORD SHOPPING CENTRE



CONTRACT WIN ROUND UP

Since the start of the year, we have been busy mobilising new contracts all over the UK. A significant number of these mobilisations have been in the south UK, to support this continued expansion we have appointed our first Business Development Director in the South, Adrian Canale.

Adrian has over 15 years of experience working in the FM industry and will help us to grow our business within retail as well as new sectors including Healthcare, Education, Manufacturing and Distribution.

You can read more about him later in the magazine.

He joins Westgrove at a time when we have successfully won a number of contracts around the country and made some brand new partnerships.

UNION SQUARE SHOPPING CENTRE • TORQUAY

Partner, Richard Randle-Jones, MKAML. This bustling scheme is in the heart of Torquay and provides shoppers with many national and independent shops.



CASTLE QUAY SHOPPING CENTRE • BANBURY

Partner Nick James, Montagu Evans. A great new partnership with managing agent Montagu Evans and the local authority, Cherwell District Council. The centre is undergoing a significant redevelopment project which will deliver Castle Quay 2 in 2020 bringing a new cinema and restaurants to the town centre.

RIVERSIDE SHOPPING CENTRE • EVESHAM

Managed by Lee Baron.

QUEENS SQUARE SHOPPING CENTRE • WEST BROMWICH

Partner Aaron Powell. Managed by managing agent Lee Baron.



CLAYTON SQUARE SHOPPING CENTRE • LIVERPOOL

Partner Ian Strettle, Montagu Evans. Clayton Square was the start of our new partnership with Montagu Evans. A very busy centre in the heart of the city with major stores such as Clas Ohlson and Boots.

Claire McKinley-Smith, Managing Director, said: "Like our other new contract wins, the management team at Castle Quay and Montagu Evans were impressed with our bid which included our bespoke real time patrolling system, extensive shopping centre experience and the colleague centric nature of our business.

"Our people are what makes us special and we are looking forward to developing the on-site team through our training and development programs."

“ We were delighted to award Westgrove the security contract for Queens Square. We pride ourselves on delivering an exceptional level of customer service alongside on-going support for our retailers and are excited to partner with a national leading service provider who shares these same values as us. ”

AARON POWELL,

CENTRE MANAGER FOR QUEENS SQUARE

CONTRACT WIN ROUND UP

THE OAKS SEE NEW GROWTH



Like many shopping centres across the UK, The Oaks in Acton is reinventing itself for the future.

The Oaks Shopping Centre in Acton, West London is also moving away from a traditional retail scheme and introducing mixed-use development.

The regeneration of The Oaks is a £135 million investment in the heart of the town and includes a major upgrade of the existing high street façade and redevelopment of the shopping centre and adjoining council car park.

There will be 50,000 sq ft of retail and leisure units, a new multi-storey car park and 180 residential apartments.

Westgrove were recently awarded the dual service contract for it by managing agent CBRE.

Adrian Canale, Business Development Director, said:

“We love partnering with forward thinking shopping centres looking to regenerate and breathe new life into their sites with the help of mixed-use development.”



CHANGE IS COMING TO GREENWICH

London's Greenwich is also giving itself a refresh.

Greenwich Peninsula is undergoing the largest single regeneration seen for a generation, transforming it into a place for London's first-time buyers.

Twice the size of the King's Cross regeneration, the mixed use scheme includes the creation of over 15,000 new homes, 1.6 miles of public riverfront, 35 acres of green space and 12,000 jobs.

The development, within walking distance of The O2 arena, is located south of the Thames close to Canary Wharf and is set to become a major destination for residents, office workers and tourists.

Westgrove are delighted to be awarded the cleaning contract at Greenwich Peninsula, building on our partnership with managing agent Lee Baron.

CORPORATE SERVICES

Westgrove provides Tata Technologies in Leamington Spa with security, cleaning and a full front of house reception service.



The company is a global leader in engineering services outsourcing and product development IT services to the global manufacturing industry. Its base in Warwick helps develop the group's capabilities across the automotive, aerospace and industrial machinery sectors.

Since we started working for Tata Technologies, we have delivered a number of Westgrove innovations.



THE FULL SERVICE

In July 2017, Tata Technologies invested in their European Innovation and Development Centre (EIDC) in Leamington Spa. This was a new experience for the Tata Technologies facilities team as they had never previously managed a building, having always been tenants in their previous locations.

Westgrove was initially instructed to provide the provision of cleaning services to the site, we were then awarded the security contract and not long after, we were also awarded the contract to supply Tata Technologies with a reception team and a full front of house service.

THE RESULTS

Since July 2018 the site has grown from strength to strength. Team challenges have been successfully overcome, performances and processes have improved, and the results are very encouraging.

As a new site, it has required a unique – and very hands-on – approach to managing all three disciplines. As a result of our efficient combined service offering, we have also produced savings of over £7,000 to date.

Being integrated as part of the Tata Technologies Operations team enables the client to get the best from us as suppliers and continues to build a strong and open relationship which is key in maintaining the site and the contract.

CLEANING EXCELLENCE

When we were appointed, the cleaning standards were reaching an average weekly audit score of 75%. With the change in management and implementation of Westgrove cleaning standards, the site is now averaging 95% plus.

Cleaning is managed during twilight hours so we do not impact on the operation of the company. Due to lack of site storage we have organized weekly deliveries from a local contractor for materials and consumables. As the building is rather complex, we are also using different technologies to improve efficiencies such as back-pack vacuum cleaners.

IMPROVED SECURITY

The initial security roster was a not practical with split shifts and unfair working days. We agreed a new rota with the team, who now work 12 hour shifts and have every other weekend off. A robust intelligence led security system has been put in place with regular patrols, checks and in-depth health and safety checks of fire doors, switches and emergency releases.

MANNED RECEPTION AND PAPERLESS SYSTEMS

The reception desk is a bespoke built desk for the Tata Technologies building and a centre piece of the whole area. It now houses and operates a strict desk policy which keeps it both presentable and work efficient.

We have implemented our Sphere app, a key piece of software that provides bespoke real-time reporting and can be adapted to individual sites for proactive building management. It has become an integral part of daily operations.

The app is used to create a reception visitor management system for the company to manage the access and egress of visitors, contractors and staff. This has removed the need for 95% of the reception team's paperwork and allowed for better collection of information.

“ Westgrove provide one of the key components of our Operations department. We treat them as part of the team so that our combined client, Tata Technologies, receives a first-class facility and all associated services.”

TIM BROWN, GENERAL MANAGER -
UK OPERATIONS AT TATA TECHNOLOGIES



BUSINESS PARK WIN FOR WESTGROVE

We are delighted to have been chosen to supply security services to one of the North West's most prestigious business parks.

Westgrove has been appointed by managing agents CBRE to provide the security for Birchwood Park in Warrington, the region's leading out of town business location.

The destination, which today provides 1.1 million sq. ft. of office and warehouse space, is home to more than 165 companies and over 6,000 people from large blue chip organisations to SMEs and new start-ups.

The park is also one of the key sites in the Cheshire Science Corridor Enterprise Zone and is nationally recognised as the UK's hub for the Nuclear Services industry.

High profile firms include Rolls-Royce Nuclear, Sellafield, Wood Plc and Atkins as well as international businesses including Ricoh, Müller, TATA and Dr Schär.

As well as celebrating the start of a new partnership, both Westgrove Group and Birchwood Park recently celebrated their 20th anniversaries.

Westgrove started trading in August 1998 and Birchwood Park started life in March 1998 when MEPC acquired the 74-acre site from the UK Atomic Energy Authority. Since then the Park – now owned by Warrington Borough Council – has almost tripled in size.

Westgrove Managing Director Claire McKinley-Smith said: "We are delighted to win our third contract with CBRE, this time a prestigious local partnership.

"We worked hard to show Birchwood Park that our security knowledge and expertise aligned with our colleague centric approach is second to none.

"All our security colleagues are highly trained by one of the country's leading senior police officers. We also provide bespoke real-time reporting and an intelligent patrolling system with our exclusive software, Sphere."



From left Ian Bate, Ian Plumbley, Stewart Todd, Sean Helbert and Paul Clarke

“ The support I have had from Westgrove outranks any support I have ever been given in the past. The Westgrove Business Manager Joanne O'Neill contacts both myself and the team on a regular basis. Having a friendly, informal chat with other members of the team helps to build relationships. ”

Security Manager, Birchwood Park, Warrington

MEET THE PARTNER

KATIE SKINSLEY

ESTATE MANAGER AT
BIRCHWOOD PARK, WARRINGTON

Here we talk to Katie Skinsley, who joined Birchwood Park in October 2012.

What's new at Birchwood Park?

We have many exciting projects coming up over the next couple of years, including new warehouse and office space, landscaping projects, charity events and much more.

In addition to this we have just launched our new Meet, Eat and Work location, which is called Engine Rooms and is proving to be a huge success. We have also just introduced some bee hives on the site.

What do you like about working with Westgrove?

I have found Westgrove to be very hands on with managing the contract. They invest time to get to know all the teams on site not just their own.

They have only been part of Birchwood Park since November 2018 and have already taken part in charity events with us, which shows their commitment to CSR.

Overall Westgrove have proven to be professional, dedicated and most importantly a really friendly team who fit in well with us on the park.



What inspires you?

To be a good role model for my children and to show them that if you work hard you can build a good career and be able to afford to see nice places in the world and experience different cultures.

Do you have a hero?

My dad is my hero as he instilled the above qualities in me as a child.

What qualities do you look for in your team?

For me, the most important qualities are that the team gets along, that they can support each other and also work seamlessly together. We have good training programmes for everything else.

What do you like doing outside of work?

Out of work my time is dedicated to my husband and two daughters. We love going on weekend adventures, holidays abroad, and spending time with our close friends and family.



SOARING HIGH

Last June, Westgrove was appointed as the Cleaning and PRM provider for Doncaster and Sheffield Airport (DSA).

The contract win moved the company into a new sector, aviation, and into a new service provision, Persons with Reduced Mobility.

Over the past 12 months, we have brought our extensive service excellence to the airport via a number of innovations. Our work is helping to meet DSA's commitment to getting 100% of pre-booked PRM's arriving at the gate in time for boarding.

ACCURATE REPORTING

We are required to regularly report to the Civil Aviation Authority and the Airport Operations Centre on our PRM performance against set targets.

We have put robust new procedures in place, introducing DSAL scorecards which report monthly on all key contractual points of delivery in the the following areas: Compliance, Colleague Management, Contract Management, Service Delivery and Site Specific.

This ensures that the Airport can accurately track our performance throughout the contract term, which builds up a strong historical data base on the PRM delivery at this site.

We have also introduced a monthly SLA which reflects on the previous month's performance and actions to include: year-on-year trends, passenger numbers per airline per

group of disability, number of PRM passengers per airline, performance against the CAA SLA's for the month and year to date, colleague performance, training and attrition.

This ensures that the Airport is fully aware of all aspects of our contractual delivery of this contract.

THE RESULTS

When Westgrove took over the PRM contract the Airports score of **"Good"** was the score from the CAA assigned to the PRM operation at Doncaster Sheffield Airport. Within the first 6 months this score had increased to **"Very Good"** with our target now being to improve this score over the next period to **"Excellent"**.

From the CAA monthly statistics, the actual percentage score has increased from **93.13%** to **99.92%** which is an increase in performance of **6.74%** since taking over the contract.

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NEW EQUIPMENT INTRODUCED

We have worked with the airport to make it as easy as possible for everyone to get around. In the last year we have introduced:

- Two new high spec Ambilifts. The Ambilifts incorporate the latest in safety technology and have a seating area for walk on passengers, while leaving sufficient space to secure wheelchair passengers.
- An S-Max electronic stair climbing system. This lifts passengers up aircraft steps without the need for any manual handling requirements.
- The Pro-sling. This is ideal for passengers who need total assistance including safely lifting into and out of their seats or wheelchairs. The sling can be lifted by multiple people for larger passengers, which reduces the risk of injury compared to manual lifting and maintains a passenger's dignity.
- Aisle Chairs. These are specifically designed to fit the aircraft gangways while being robust and stable for passengers being transferred from their wheelchairs to their seat.
- DDA Compliant PRM desk. This has multi-level and hearing loops to cater for all PRM passenger users. The new look desk and signage really improves the look of the PRM service at the airport.

TRAINING EXCELLENCE

We have introduced new training systems to cover both the mandatory training requirements for PRM service and to enhance the overall delivery of the colleagues on site.

A rollout of 'Train the Trainer' events to four key colleagues has given the operation the ability to be able to deliver key training to all the teams quickly and efficiently.

We operate an e-learning training module for all colleagues to complete on a monthly basis with themed training courses. We also conduct two tool box talks per month to ensure all aspects of the contract are communicated.



SPECIALIST CLEANING DIVISION LAUNCHED

On the back of our continued growth in soft services we launched a new Specialist Cleaning division this year.

It moves Westgrove into self-delivery of window cleaning, pressure washing, steam cleaning, roof and gutter cleaning, cladding cleaning and other high-level cleaning.

We now undertake these services for our portfolio of Partners in the retail property, corporate buildings, warehouses, leisure, mixed-use environments and external public realm sectors.



If you are interested in our Specialist Cleaning services please call us on **01925 414190**

From left Craig Robinson, Specialist Cleaning operative and Lee Wilkinson, Specialist Cleaning Supervisor



We can manage all sorts of projects from industrial warehouse refurbishments to pavia cleaning and facia cleaning in retail parks and city centre buildings.

Claire McKinley-Smith, Managing Director, said:

“We are very excited to launch this new division which demonstrates our continued growth and supports our plans for the future.

“We have experience in finding the best, and safest, access solutions, whether this be mobile elevating work platforms (MEWPs), abseiling or traditional methods. It’s great to see what a difference we can make to the appearance of a building.”



“ Westgrove have an exemplary health and safety record and with years of experience and knowledge in the industry, we are delighted to be able to offer an even wider range of cleaning methods suited to our customers’ needs.”

PETER WHALEN,
SPECIALIST CLEANING MANAGER

CASE STUDY:



BY LAURIE BARTON WRIGHT
BRAND AND DEVELOPMENT DIRECTOR



We are continuing to improve cleaning efficiencies across our sites using the latest fleet management technology available on our FIMAP cleaning machines. Fimap SpA is a national and international leader in the design and production of professional floor-cleaning machines.

Now used across our UK portfolio, FIMAP machines bring a number of benefits to our Partners from reduced CO2 emissions to transparency on hours in use. Each machine has an internal SIM card recording data and feeding back to a cloud-based App accessed by Site Managers and Business Managers.

By using FIMAP technology, we are able to bring a number of demonstrable benefits to our sites;

- Energy saving via Eco Mode to reduce energy consumptions plus Start & Stop function
- Water and detergent saving - when the machine is idle, solution flow stops and brushes are automatically held up
- Time saving via the iD - Intelligent Drive - intuitive driving system favours the use of the machine by any operator: controls are easy to use, indicated by clear images describing their actions with no language problems or misunderstandings due to unskilled operators

Fimap offers several models of scrubbing and sweeping machines, vacuum cleaners and single disc machines to meet any kind of cleaning need. All are equipped with innovative technological solutions that can achieve high hygiene levels which respect the environment and reduce costs.

CASE STUDY: BY JEAN OZAKMAN

CLEANING MANAGER
SPINDLES TOWN SQUARE

“ We received a new FIMAP machine last year and it has been a great addition to our cleaning regime. It is easy to operate with a user-friendly touch screen display which also shows a short video on how to use the machine and has a reversing camera.

The great benefit for myself as a manager is that the FIMAP machines are fitted with a memory card. This SIM card records data which I can pull off into a report with detailed usage of hours running time, how long the machine spent on scrubbing floors or if there are any faults to report. ”



MY JOURNEY

BY **PAUL OGDEN**

WESTGROVE'S FIRST MENTAL HEALTH FIRST-AIDER

As a company, we take mental health extremely seriously so we are very proud to be one of the first facilities management companies in the UK to appoint a Mental Health First-Aider.

Paul Ogden has taken on the role at Market Place Shopping Centre in Bolton. He is available to offer support and advice to vulnerable customers visiting the centre as well as to the centre's tenants.

Here he tells his story.

"It's now over 12 months since I came back to work after having a mental health illness.

You can't see the symptoms of depression so it makes it very hard for people to understand it.

As a young man, I lacked confidence and didn't know anything about depression. It was not something that was talked about.

After a series of jobs in logistics and security, I became mentally unwell. What were the symptoms? I couldn't sleep. I felt anxious about everything. I felt hopeless. Thoughts of negativity engulfed me. My family didn't know what was going on.

In March 2017 I met Joanne O'Neill, Westgrove's Business Manager, and she offered me a position at Market Place Shopping Centre in Bolton.

I accepted the role because I was desperate to lead a normal life but I knew I couldn't. I reluctantly went off sick in the May.

I tried everything to get better. I saw my GP and took medication but nothing seemed to work.

Then on September 28th 2017, a year after my symptoms appeared, I met up with Joanne again and

Market Place Centre Manager Nikki Wilson-Cook.

It was a turning point for me. They both reassured me that Westgrove supported me and trusted me. They gave me the confidence to gently come back to work in my own time without any pressures.

I've had great strength given to me from people and I am so proud to be the company's first Mental Health First-Aider.

I'm using my experience to now help other people to get better, which is extremely rewarding. At Westgrove we deal with mental health issues every day, be it a colleague or a member of the public suffering mental distress. Knowing what

people are going through means I can help them.

Today mental health is not the taboo subject it once was. We have come a long way, but there is much work still to be done. Thankfully, the support I received was the key to my recovery."

Over 70 Westgrove colleagues are now qualified as MHFA England mental health first aiders with an additional 50 planned by the end of 2020.



CORPORATE SOCIAL RESPONSIBILITY IN 2019

Our people are what makes us special as a company. Which is why we support the work our Partners and Colleagues do throughout the year to help charities across the country.

Mental Health Awareness

We are working hard to increase general awareness of mental health issues both generally and within the workplace.

Working with the Samaritans and Revo, the representative body for retail and shopping centres, we are also looking at good practice and specialist training around mental health and suicide awareness for all our Colleagues working in shopping centres.

We recently interviewed our Brand Ambassador Alex Staniforth about his insights into mental health. You can watch the video online at www.westgrove.co.uk and follow the link to Mental Health Awareness Week.

During Mental Health Awareness Week in May we sent out daily advice and information to our Colleagues to

offer advice on the podcasts, videos and tools that are available to test your stress and levels of positive mental health.

We also encouraged all our Colleagues to take the Mental Health Awareness online eLearning course, which takes just 20-30 minutes to complete.

We are delighted that over 50% of Colleagues trained via eLearning during Mental Health Awareness Week.

We also received some great feedback from Colleagues who felt well informed and empowered after taking the course.



“ The course was one of the best I’ve undertaken. It gave me techniques to help both team mates and members of the public. It also showed the importance of not judging people who are suffering from a mental illness. ”

Westgrove were proud to support
World Suicide Prevention Day in September

SUPPORTING OUR COLLEAGUES' WELLBEING

Westgrove have engaged with a new partner, Retail Trust, to effectively support our Colleagues' wellbeing at work and at home. If we have significant challenges in our home or work life, the chances are that it has an impact on our mental health. Mental health problems can have many different symptoms and signs such as:

Mental health problems can have a lot of different symptoms and signs. As a rule, you should seek help from your GP if you have difficult feelings that are:

- Stopping you from getting on with life,
- Having a big impact on the people you live or work with,
- Affecting your mood over several weeks,
- Causing you to have thoughts of suicide.

At work, we might notice that we are more tired than usual. We might make uncharacteristic mistakes, find it hard to motivate ourselves, our timekeeping might slip, or we may be short tempered. You might look or feel very tired or drained. You might find you isolate yourself, avoid Colleagues

or appear distracted. You might procrastinate more or grind to a halt altogether. Or you might speed up or become chaotic.

Retail Trust is a charity which supports the well being of those colleagues employed in the retail and service industry. Through this partnership we can now offer all Westgrove Colleagues support 24/7 through an on-line portal and helpline. There are self help tools online, downloadable resources, counselling and CBT. The Trust also offers our Colleagues critical incident support if they or another Colleague have been affected by an accident, suicide or other traumatic event such as a death.



Retail Trust helpline is available on
0808 8010808
and via the confidential website at
www.myrtwellbeing.org.uk

retailTRUST[®]
improving the wellbeing of all involved
...yesterday, today, tomorrow

Our Walk for Alder Hey Day

Well done to everyone who took part in our 'Walk for Alder Hey Day', which helped to raise £1,500 for the charity.

Across the country, our Partners and Colleagues walked 1,500 miles in a day to raise the money for Alder Hey Children's Charity.

The money raised went towards a new App designed to help children when they first arrive at the hospital. The Alder Play app uses gaming and augmented reality to distract patient from procedures and helps to calm them during their stay.

Our next initiative for Alder Hey is Smile for a Child, which is happening in October.

Alder Hey
CHILDREN'S CHARITY





Promoted as the UK's first accessible shopping day, the aim of Purple Tuesday is to make customer-facing businesses more aware of the disabled customer experience.

Nearly one in every five people in the UK has a disability or impairment. Their collective spending power – the Purple Pound – is worth £249 billion to the UK economy.

Westgrove Brand & Development Director Laurie Barton Wright said: "We are proud to have supported the Purple Tuesday initiative – and are looking forward to doing so again in November.

"We worked with a number of our schemes to support the initiative by providing disability awareness information so they could deliver exceptional customer service."

One of the schemes leading the way was St Johns Shopping Centre in Liverpool. The centre was the first shopping centre to be awarded Disability Confident Level 3, meaning that it is a champion for disability awareness within the local and business community.

Centre Manager Neil Ashcroft said: "There are still real – and perceived – barriers that make it harder for disabled people to spend money in-store and enjoy a

drink or a meal out. It's why we are going to be celebrating Purple Tuesday throughout the centre."

Other centres taking part included The Arcades, Galleries and Cornbow.

Purple Tuesday was established to recognise the importance and needs of disabled customers and to promote inclusive shopping.

Taking place to coincide with the run up to the peak Christmas period, the event was created by disability organisation Purple.

It has been endorsed by the Minister of State for Disabled People, Health and Work, and some of the UK's biggest retail brands and retail property groups

including Marks & Spencer, Argos, Asda, Sainsbury's, Landsec and Hammerson.

The annual day sees retailers in stores and online introducing new measures to make shopping a more inclusive experience, sending a powerful message that they care about all their customers and that their business matters to them.



**LOOK OUT
FOR
THIS YEAR'S
EVENT ON
NOV 12TH**

THE FIRST STEP

BY ALEX STANIFORTH

Everyone has their own Everest to climb. Our Brand Ambassador Alex Staniforth happens to have attempted it for real and nearly died. He has also suffered from – and tackled – a number of mental health issues including depression, anxiety and low self-esteem.

“As a brand ambassador for Westgrove I’ve had the great opportunity to meet Colleagues and Partners across the UK, sharing my own challenges with them and inspiring them to step up and overcome their own challenges, too.

Everyone has something they’re dealing with and their own ‘Everest’ in life. Mental illness is a very common problem, with 1 in 4 believed to suffer from a mental illness each year – myself included.

We wouldn’t go to work with a broken leg and leave our crutches in the car, so why would we do the same when we’re struggling with our mental health?

From personal experience, physical activity has been the most powerful medicine for changing my perspective of the problem and feeling better about myself.

It doesn’t have to be marathons or big mountains. The slightest changes like walking to work or a thirty-minute run can make such a difference.

Taking the first step can be the hardest part, but my tip would be to focus on small steps.

Depression, for example, can take hope away and leave us feeling like we can’t be helped.

We can’t be afraid of bad experiences when the vast majority of people are understanding and sympathetic; you never know what they might be facing too.

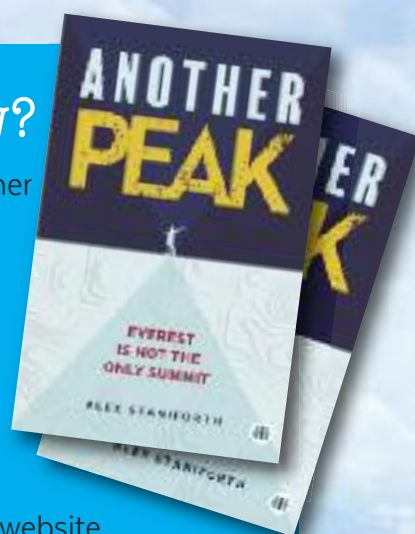
Sometimes we just need to be heard and a good chat has never failed to take some weight off the shoulders that I need to get back on my feet again.

In my own experience, having goals and a purpose in life has been vital for a reason to get out of bed in the morning. I’ve noticed how life is a natural journey of peaks and troughs. Even today I have my low points, especially after major challenges where life feels unbalanced again. It’s all about managing them and knowing the next peak will come if we keep moving forwards and asking for help along the way.”

Did you know?

Alex’s new book *Another Peak* explores the link between adventure, outdoors, physical activity and mental health through the story of his Climb The UK challenge in 2017.

It is available from his website
www.alexstaniforth.com/books



Follow Alex for more updates here:

www.alexstaniforth.com



@alex_staniforth



www.facebook.com/AlexAdversity



@alexstaniforth_



COLLEAGUE FOCUS

ADRIAN CANALE

BUSINESS DEVELOPMENT DIRECTOR
SOUTH

Q: WHAT IS YOUR BACKGROUND?

I have spent 15 years working within the facilities management industry. Previous roles include a senior role with VSG, now part of MITIE, account managing shopping centres.

Q: WHAT WILL YOUR NEW ROLE BRING TO WESTGROVE?

One of my key responsibilities is to support the strategic growth and development of the Westgrove brand and service offering across the south region. We are working with a growing number of Partners in the south and we are keen to capitalise on this demand. I will be a key part of the business development team headed up by Brand and Development Director Laurie Barton Wright.

Q: WHAT ATTRACTED YOU TO JOIN WESTGROVE?

Westgrove feels like being part of a family and I love the way that everyone is so supportive of each other. As well as their considerable experience in the retail sector, I also relish the challenge of helping the company to establish new sectors including Education, Healthcare and Manufacturing.

Q: WHO WOULD BE YOUR IDEAL DINNER PARTY GUESTS?

I'd invite Richard Branson and Lord Sugar and I'd ask them how they feel about growing empires from nothing. They are both inspirational people.

Q: WHERE DID YOU LAST HOLIDAY?

I visited Morocco, but I much preferred Jamaica where I went the year before.

Q: A FUN FACT ABOUT YOU!

In my teens, I travelled the world as a DJ for three years. Ibiza and underground music were my scene.



COLLEAGUE ENGAGEMENT SURVEY

Hearing from our colleagues is extremely important to us. This year, instead of an annual survey, we want to hear what you think on a quarterly basis. Here are the results of our first two surveys.

THE RESULTS

QUARTER ONE: HEALTH AND WELLBEING

Key Statistics

84% would recommend Westgrove to a friend as an employer of choice

76% said team work is the most important factor at work. This was followed by respect (52%) and communication (51%)

79% had no mental health issues or stresses away from work although 11% reported anxiety, 10% said they were stressed and 10% experience depression outside the workplace

Of those experiencing mental health issues outside of work, 60% had no access to external support and 22% said they would like help



QUARTER TWO: CAREER DEVELOPMENT & TRAINING

Key Statistics

83% are happy in their job role

70% are aware of our Aspire Service Excellence Charter

81% feel they can reach their full potential with Westgrove

Over **80%** see themselves working for the company in two years time

Thank you to everyone who took part.

We really value your honesty and your feedback.

Our next Colleague Engagement Survey will be Health & Safety



OUR PEOPLE ARE WHAT MAKE US SPECIAL. FROM SAVING LIVES AND PREVENTING CRIME TO STARRING IN MUSIC VIDEOS, HERE ARE JUST SOME OF THE AMAZING THINGS THEY DO.

REWARD & RECOGNITION



SITE MANAGER OF THE QUARTER

Jean Ozakman, Spindles

Jean supported a new team through mobilisation and has continued to support new managers in the business.

CSR WINNER

Ruffian Hydra - The Lexicon

Well done to Ruffian for his enthusiasm and passion in a land train event at the Centre which helped to raise £1,700 for charity.

COLLEAGUE OF THE QUARTER

Steven Brooks - Templars Square

As well as monitoring premises, Night Shift Officer Steven has worked tirelessly to support the police. His work has included: spotting 16 drug deals, two bike thefts, children vandalising a property, an elderly gentleman being coerced into handing over his money, a woman in distress after being attacked and two people wanted by the police.

Aaron Large - The Lowry Outlet

Aaron alerted the emergency services after he discovered a young woman in a lift covered in blood who said she had stabbed a man in a nearby apartment.

Linda Edgar - Haymarket

When a woman went into labour whilst shopping in the centre, Linda calmly and professionally dealt with the situation.



Barry Burnham - Templars Square

When he spotted smoke coming from a heater in the men's toilets on a busy Saturday in December, Barry swiftly shut down the power and extinguished the flames - preventing it becoming a serious incident.

Majid Khan - Templars Square

Majid called the police after catching on CCTV two suspicious men attempting to break into a phone repair shop. The police arrested them and retrieved hundreds of pounds of stock.

Ashley Stirrup - Spindles

While on night duty in the control room, Ashley saw two men forcing the pay machine in the car park with crowbars and called the police, leading to their arrest.



TEAMS OF THE QUARTER

Market Place Bolton

This is another team which has worked well and used their expertise to secure the arrest of seven offenders including a team of professional shoplifters wanted for targeting stores across the North West.



**Gavin Jones, Matthew Lamb, Josh Fleming,
John Wallbank - Ropewalk**

The team have worked together to prevent bike thefts, stop a man with a drink driving conviction from driving too far and thwarted a group of thieves who were snatching handbags and stealing mobile phones



David Leyland - Hardshaw

David used his First Aid training to help a small boy who had been attacked outside one of the units.

Steve Mason - Riverside

On two separate occasions Steve spotted two youths with weapons on the CCTV system. He informed the police and they were both arrested.



James Ellery - Lion Yard

Whilst watching the CCTV cameras, James noticed a female being chased and attacked by a man. He contacted the town centre CCTV control to alert them and the police arrived quickly to intervene and arrest the man.

Jane Gerrard - Spindles

Jane helped a lady who had collapsed with a heart attack just outside the shopping centre. She kept her calm and warm until an ambulance arrived. The lady later thanked her.

Ropewalk Cleaning Team

The team sprang into action after heavy snow drifted into the centre. They worked hard to maintain a safe environment for visitors and Colleagues.

SERVICE EXCELLENCE

Martin Wain - Templars Square

Martin helped a confused elderly man who was having difficulty shopping in the centre. He calmed him, helped him with his purchases and carried his shopping bags to a taxi. Excellent customer service.



Rebecca Higgins - Maylord

After a child's bike worth £150 was stolen from outside a shop, Rebecca trawled CCTV footage to discover the man who had taken it, then informed the police who identified him.

Paul Briton & Andy Gregory - The Galleries

Paul and Andy rushed to Boots after a distress call reporting a man threatening staff. They apprehended the suspect, waited for the police to attend and continued to check and reassure the pharmacy staff for the rest of the day.

Paul Nevins - Haymarket

Praise for both Paul's team management skills, which have benefitted the whole centre, and his Incident Analysis Database which is giving valuable reporting information.

Security Team - Barbican

We love their work ethic, flexibility and excellent customer service. They always go the extra mile.

SITE MANAGER OF QUARTER

Steven Allen, Haymarket

Dual Service Manager Steven was instrumental in achieving the Westgrove Aspire Six-Star award for the centre and gained ROSPA's silver award for the second year running. He was part of the Green Initiative for his work to help reduce the centre's environmental impact, slashing power consumption by 35% and introducing the chemical free cleaning system which has cut the team's chemical use by 95%.

COLLEAGUE OF THE QUARTER

Steve Brooks, Templars Square

Steve won this award for his quick thinking and outstanding performance. He has quickly extinguished deliberate fires potentially saving thousands of pounds in damages, saved a woman from attempted kidnap and stopped burglars and drug dealers with his excellent CCTV monitoring.

TEAM OF THE QUARTER

Security Team, Spindles Shopping Centre

The team have swiftly handled a number of situations including preventing violent shoplifters and vandals and calming a pregnant lady down who suddenly felt unwell.

They even rescued a diabetic woman drifting in and out of consciousness in a locked car, still in drive, after she experienced a hypoglycaemic attack while driving. They called the police, kept traffic moving and the public away while she was rescued and taken to hospital.

CORPORATE SOCIAL RESPONSIBILITY



Paul Ogden, Market Place

Well done to Paul on achieving the Learning Curve CACHE Level 2 certification in awareness of mental health problems and for helping other Westgrove Group Colleagues through the programme, often in his own time.

Market Place Team

A big thanks to the Market Place team for all their hard work helping to organise an 8 mile Midnight Walk with 1,300 women in aid of the local hospice. The event is predicted to raise over £78k.

Samantha Lee, St John's

Thank you to Samantha for not only coming in on her day off to get the centre ready for the centre's annual charity event One Great Day but also for volunteering to become the Zoe's Place Baby Hospice's big bear mascot and raising £1,000 for the charity.



OUTSTANDING ACT

Market Place Team, SCR winners



Stephen Campbell, The Lexicon

Stephen quickly stepped in to stop a known shoplifter who was behaving aggressively in a Boots store. Once restrained, a five-inch knife was found in the man's pocket.

James Ellery, Lion Yard

James was monitoring the CCTV when he saw a break-in of an empty unit. He guided the Police to the scene and the culprits were arrested.

Damon Pearson, Riverside

Well done to Damon for his initiative in setting up a site based induction booklet for all cleaning and security partners at Riverside. The booklets are now being used as a fantastic aid for inducting new Colleagues to the team.

Simon Kilkenny, Runcorn

Simon saved the life of a depressed man who was considering jumping from the top level of one of the car parks. He monitored his behaviour from the Control Room and called the Police and Ambulance when the man became increasingly distressed. The man later thanked him for his kindness.



Ben Lyons & David Harper, Barbican

In the early hours of one morning, Ben and David were alerted to an incident outside the site entrance where a man was assaulting a woman. They went to help the woman and kept her safe while the Police were called. They arrested the man.

Templars Square Team

The whole team swung into action after a fire broke out at the back of one of the stores. They tackled the fire and minimised the damage to stock while waiting for the Fire Brigade to arrive. Great work.

Brian Downing & Paul Pritchard, Concourse

Brian and Paul have dealt with a number of visitors to the centre with mental health issues and have prevented them injuring themselves. They have notified the relevant authorities and enabled the people to get the help and support that they need.

Stephen Campbell, Lee Markey and Kieran Morris, The Lexicon

We would like to thank Stephen, Lee and Kieran for their professionalism when dealing with a fatal road traffic accident earlier this year. They quickly took charge at the distressing scene, ensured the area was safe and gave First Aid to a casualty in a car that could have gone up in flames – all before the emergency services arrived. A highly professional team.

Darrin Stearn & Jonathon Watson, Lion Yard

Darrin rushed to help after he saw an elderly gentleman lose his balance and tumble backwards down the escalator in the Centre's atrium. He worked with Jonathon and an off-duty paramedic to help the man and move members of the public away from the scene. The gentleman made a good recovery and later thanked both officers for their help.

SERVICE EXCELLENCE

Lilian Henderson, Connect Administrator, Head Office

Many thanks to Lilian for her dedication, long hours and hard work. She has been extremely helpful on the phone and resolved pay queries in a timely manner.



Vijayjo Odedra, Haymarket

Vijayjo is a valued and well-respected member of our team, constantly delivering a high level of service. We loved Vikayjo's Health and Safety Register which is now an essential part of our monthly Health & Safety meetings.

Hollie Hendry - ShoppingCity, Runcorn

Hollie went above and beyond when she noticed an elderly gentleman on the mall looking confused. She helped him with his purchases, took him to a taxi and ensured he got home safely. He returned the next day to thank her for her kindness and patience.



Barry Burnham, Templars Square

Barry provided outstanding customer service to an elderly deaf man who had a plumbing issue in his flat close to the centre. Barry searched the Internet and sorted a plumber for him and, later, checked that the work had been done. A masterclass in caring for the local community.

PRM Team, Doncaster Sheffield Airport

The Lourdes pilgrim flights are always a challenge for the airport due to the high numbers of passengers that require special assistance to board the flights. A lot of planning went into the latest operation where the PRM team loaded 36 wheelchair passengers on to the LDE flight. A further 7 Para-Olympians going out on another flight at the same time also required assistance. The passengers complimented the team on social media.

Templars Square Team

Big thanks to the team for stepping in to hand operate the car park after a fault in the entry/exit barrier threatened to put the car park out of action. They did this for 12 hours every day for three weeks and several members of the team even worked extra shifts to ensure there was no drop in coverage. A great effort.

Majid Khan, Templars Square

Majid's language skills were of great benefit after an elderly Indian lady who couldn't speak English fell and injured herself on the escalator. Majid calmed her down, contacted her family and stayed with her until her family arrived. Majid was able to also converse with an elderly man who collapsed with chest pains while waiting for paramedics to arrive.



SITE MANAGER OF QUARTER

Gavin Jones, Ropewalk

Gavin has worked hard to engage and build relations with not only a new Centre Manager but also a new employer when we took over the contract two years ago. He has taken on new initiatives including Lotus Pro, Sphere and Aspire and helped Ropewalk to achieve 7* status. From team rotas, Connect payroll to training and engagement, Gavin is always extremely helpful.

TEAM OF THE QUARTER

Stamford Quarter

Stanford Quarter have had a fantastic quarter submitting a record number of nominations and completing many distant learning courses including Customer Service, Team Leading, Principles and Cleaning. The team also helped a mum find two lost children and rescued a lady stranded in the car park.



COLLEAGUE OF THE QUARTER

Paul Taylor, St Johns

Congratulations to Paul Taylor for using his Disability Confidence training to identify a vulnerable customer with multiple health conditions who was unable to speak any English and had no money to eat or live. He accompanied her to the in-centre Job Centre, raised her concerns and today she is now getting the benefits she is entitled to.

SERVICE EXCELLENCE AWARDS

Phil Nicholson - TATA Technologies

Well done to Phil for building team morale. Phil turned things around with a great one-team approach, operating with the team as an equal yet leading from the front.

Madhav Sehgal - Haymarket

Madhav is a valued member of our team who constantly delivers a high level of service. Special thanks go to him for his work producing an in-depth stock recovery report in his spare time which has now become an integral part of our monthly SLA meetings.

Paul Britton, Istvan Szobollodi, Sam Cardwell - The Galleries

Paul, Istvan and Sam worked together to round up a 'lift surfer' who was gaining access to the goods and passenger lifts to ride on top of them, each time racking up £200 of engineer costs. Sam used his body worn camera to film the culprit as he emerged from his latest lift surf and then they called the Police.



Gavin Jones, Matthew Lamb and John Wallbank - Ropewalk

Well done to Gavin, Matthew and John for working together on the centre floor and using CCTV to catch a gang of shoplifters spotted walking out of a store with a number of stolen coats. They were tracked back to their vehicle and stills of all three offenders along with their vehicle details were given to the Police Crime Desk.

OUTSTANDING ACT AWARDS

Nathan Parkes - Cornbow

Nathan calmly dealt with a man who was threatening to commit suicide by jumping off a car park. He quickly grabbed the man, pulled him back from the edge and sat with him until help arrived.



Luke Hart - The Arcades

Luke saved the life of a woman found covered in blood in the centre. The woman, who had been self-harming, tried to run away when she realised Luke had called for an ambulance. He bravely held on to her and tried to calm her down. She later returned to the centre to thank him.

Jason Fairhurst - Market Place

Jason prevented a woman first threatening to jump from the car park and then walking in the middle of oncoming traffic. Control contacted the town centre CCTV who called the Police, who took the woman to hospital.

Security Team - The Arcades

The Security Team swung into action after a man was spotted acting suspiciously and threatening to jump from first the car park and then the building. The man was restrained and the Police called. Well done to everyone involved.

Yahya Saho - The Lexicon

Yahya was nominated for his quick thinking after tackling a knife wielding man running through the centre. He bravely restrained the man until the Police arrived.

Janet Crinion and Andria Devonport - The Arcades

Janet and Andria found a bleeding woman lying in the road by a loading bay area who had been knocked over by a man on a mobility scooter. They moved the woman to safety, checked her injuries, reassured her and phoned her husband.

Steve Brooks - Templars Square

Steve talked down a woman threatening to jump off the roof and stayed with her until help arrived. He then put out a cigarette fire threatening to burn two homeless men who had made a bed out of paper and sheets they had found in a loading bay.

Erdal Sicakdemir and Philip Over - Grosvenor

Erdal and Philip saved the life of a young man about to jump from the top level of the car park by pulling him back from the edge. They stayed with him until help arrived.

SITE MANAGER OF QUARTER

Gillian Davidson, Market Place

It's not easy for a new manager to come in to an established site and continue to make a difference, but Gill has. Not only were her team the first centre to roll out the mental health NVQ training, the centre has held a mental health awareness week. She has also improved the cleaning element of the service with weekly cleaning audits increasing from 65% to 85% and is supporting our Partner to achieve ISO14001.

QUARTER 4

OUTSTANDING ACTS OF THE QUARTER

James Buckley - Concourse

Three days after completing his counter terrorism training, James spotted a suspicious package outside the swimming baths during his routine checks. He instantly reported it to the control room, positioned his cleaning trolley to keep people away and closely monitored the situation. His swift and professional action in a very busy shopping centre was potentially life-saving.



TEAM OF THE QUARTER

Haymarket

The Dual Service Team at The Haymarket Shopping Centre had a fantastic 2018 with numerous achievements. These include: Health & Safety (won the ROSPA Gold Award), Security (a fall of 62% in anti-social behaviour incidents), Corporate Social Responsibility (a new recycling scheme means the centre is now zero to landfill) and Customer Service. Centre Manager Tony Spencer received the 2018 Savills Mystery Shop Award after the centre averaged a score of 96%, the highest in the whole shopping centre portfolio.

COLLEAGUE OF THE QUARTER

John Price, Templars Square

Congratulations to John for his outstanding service to our customers and Partners. His initiatives have included proactively checking over-door heaters in the shops to help prevent false alarms and unnecessary evacuations; making sure tenant owned loading bays and fire escapes are clean; and inspiring what has become a highly performing team of cleaners. Fantastic work.

CSR OF THE QUARTER

Birchwood Park

Well done to the team for taking part in the site's charity 5k fancy dress run. Special mention goes to Stewart and Paul who raised £140 for Alder Hey Children's Hospital and Zoe's Place.



Patrick Kelly, Anthony O'Connor and Ashley Stirrup - Spindles

Patrick, Anthony and Ashley were outstanding when a gang of 15 targeted the shopping centre during a night shift in late October. The gang smashed their way into the centre and two mobile phone shops with sledgehammers. Anthony and Ashley quickly contacted the CCTV control room for the town centre and called the Police while Patrick shouted to the culprits over the tannoy system that they were being monitored. Centre Manager Mike Flanagan thanked them for their quick thinking and excellent work.



Brian Downing - Concourse

Security Officer Brian trusted his gut instinct after seeing a man behaving suspiciously around the shopping centre. He contacted the Police who told him the man was wanted for previous incidents. When they arrested him, he was found in possession of a large kitchen knife. Outstanding work Brian.

Nathan Parkes - Cornbow

Nathan bravely talked down a suicidal male who was seconds away from jumping off the top level of the car park. He stayed with him until the Police arrived to take over.

Gavin Jones, Matthew Lamb and John Wallbank - Ropewalk

Gavin, Matthew and John joined forces during an incident one November afternoon when an intoxicated man turned violent. They restrained him until the Police arrived, checked on the man who had been assaulted and swiftly dispersed the crowd who had gathered. The entire incident and arrest was captured on CCTV.

Clive Strange - Crown Glass

Clive was praised for his response to a call from a mobile phone shop manager who had noticed illicit images on a customer's mobile phone. The Police were called and the man was arrested.



Patricia O'Mara - Old Square

Patricia's quick thinking while on a security patrol prevented a shoplifter from making off with stolen goods from a department store.



David Evans - Doncaster Sheffield Airport

When a passenger on a flight was taken ill, Dave ensured the team were briefed on what to do until the paramedics arrived. The DSAL Airport Duty Manager commended Dave and his team for their support during a very difficult situation.

David Shaw and Stephen Hall - Hardshaw Centre

Many thanks to David and Stephen for helping a lady who had collapsed in one of the centre's cafes and needed her inhaler. They used their First Aid training to make her more comfortable and called for medical help. The lady later sent a thank you card for their help.



David Floyd - Handforth Dean

David rushed to help after reports that a lady was attempting to commit suicide in a nearby car. He got her out of the car, put her in the recovery position and controlled the situation until the emergency services arrived.

Steven Travis and Raymond Squires - Arcades

Steve and Ray bravely dealt with a gang of teenagers running amok in the shopping centre throwing bottles and armed with a knife. They calmed the situation down and removed the youths from the premises.

Alex Memory - Eccles

Alex was praised for his help after a break-in where a number of computer monitors were stolen. Keen-eyed Alex found a smashed computer monitor which the Police are interested in for fingerprints.

Richard Holmes and Majid Khan - Templars Square

Richard quickly called for help after spotting a distressed woman at the top level of the car park. Both himself and Majid calmly talked to her until help arrived.

Mike Taylor - Market Place Bolton

Mike and the security team were praised for their First Aid help and support after a man was seriously assaulted and injured outside the shopping centre. Fantastic work.

SERVICE EXCELLENCE

Stan Sinclair and Rob Hawkins - Gloucester Quays

The Store Manager of White Stuff wrote to thank Stan and Rob for responding quickly to their requests for help with a distressing situation involving a customer with complex mental health needs. They were praised for their empathy, calmness and reassurance. Well done both.

Security Team - Market Place

The team won praise for their help with a bubbly young lady with special needs who visits the shopping centre daily. She feels safe whilst in the centre and is touched that the security team go out of their way to make sure she safely gets her transport home. Great team work.



Paul Greenslade - Templars Square

Paul was on a night shift when he spotted a man acting suspiciously around the centre and then breaking into one of the nearby flats. He immediately called the Police and kept monitoring the situation so he could lead them to where the man was hiding. A great example of an officer ensuring the safety of the centre and the local community.

James Blackburn - The Galleries

James was on duty when he heard water from inside a service lift. He reported it to the technical services manager who investigated and found a burst pipe in the plant room. If it had not been spotted so quickly, it would have caused thousands of pounds worth of damage. Great work James.

Iain Stevens and Dave Phillips - Market Place

Iain and Dave summoned all their mechanical skills to fix an elderly gentleman's mobility scooter which had broken down at the mall. The man, who had been quite distressed because the scooter gave him his independence, was delighted with the results. He has been back since to tell them that the scooter has never worked as well!

The Galleries Security Team

Special thanks to the entire security team who have taken it in turns each day to patrol the centre in plain clothes. It has resulted in the detention of nine shoplifters and numerous deterrents. An outstanding act by the whole team on the floors and in the control room.

Alex Power - St Johns

Praise goes to Alex who helped a family of four visiting Liverpool from Norway with their travel arrangements. By mistake, the family had booked the wrong train tickets to London and were set to lose the £250 cost. Alex stepped in to help, negotiated with the train company and changed the tickets at no extra cost. His support and compassion towards the family left a lasting impression on them and their visit to the centre, the people and the city of Liverpool.

Jeanette Richards - Maylords

Well done to Jeanette for her fabulous customer service skills and for her happy, caring nature. Several times a week - and for a number of years now - she assists a blind gentleman who visits the shopping centre to make sure he is OK. She always goes above and beyond.

Majid Khan - Templars Square

Majid was nominated after he helped a woman in a wheelchair who was having a serious panic attack. He stayed with her, calmed her down and helped to find the friend she had lost. Fantastic service excellence Majid.

Jane Hessel - Doncaster Sheffield Airport

Mrs Fiona Quirk contacted us after she received assistance from the team for her brain-damaged son. She said that she had not been on holiday for eight years due to concerns about getting her son through the airport processes. She praised our service and Jane for her fantastic manner with her son. They had such a positive experience that they are now confident in booking future family holidays - but only from Doncaster.

Daanyaal Maroof - Skydome

Daanyaal showed excellent customer service skills after stepping in to help support an Odeon manager who needed extra man-power to cope with a group of troublemakers in one of the screens.



Steve Mason - Riverside

Steve received excellent feedback from a confused customer who thought she had lost her car or that it had been stolen. Steve helped to search the car park and quickly found it for her.

Alistair Currie - Doncaster Sheffield Airport

Alistair helped a young lad flying home alone after a leg operation. When the boy was sick on himself, he was told he would not be able to fly. Alistair cleaned him up, helped him change his clothes and made sure he made the flight back home to his family in Ireland.

Martin Wain - Templars Square

Martin not only engages with his local community, he knows, supports and helps them too. Recently, he stepped in to make sure that an elderly local man got the medical help he needed after he became concerned about his failing health. The man later thanked Martin for his care and said he was getting the treatment he needed - all thanks to him.



ANNUAL REWARD & RECOGNITION *Award* CEREMONY 2019

Our Annual Reward & Recognition Award Ceremony is a big date in our calendar because it's a day when we highlight some of the great work that our people do daily.

It's also a chance to look back over the previous 12 months and to celebrate new contract wins and new colleagues joining the team.

At this year's event, our biggest ever, we heard from our Managing Director Claire McKinley-Smith and Brand and Development Director Laurie Barton Wright about how the business is growing into new sectors.

Hayley Thomas, the Fundraising Manager at Alder Hey Children's Hospital told us how the money we have raised is being used to help their children.

As part of our Mental Health Awareness Project, we listened to Paul Ogden of Market Place Shopping Centre talk about how he overcame his mental health issues. This was followed by an update from our Brand Ambassador and Adventurer Alex Staniforth.

There was a fascinating talk by Karl Clawley on how he and his team have transformed Runcorn Shopping City into a centre at the heart of its community. And we also heard from The Senate Group about the increasing importance of teamwork and procedures in understanding risk and threats.

We're already looking forward to next year's event!



ANNUAL REWARD & RECOGNITION *Award* CEREMONY 2019

Huge congratulations to all our winners at this year's Reward & Recognition Award Ceremony where we gave out a record number of awards and were delighted to see the room packed with so many people.



SITE MANAGER OF THE YEAR

WINNER: Steve Allen, Haymarket. Steve has shown a remarkable ability for inspiring his team and constantly striving to deliver service above and beyond. As part of the Carbon Committee, he has been instrumental in reducing power consumption in the Centre by 35% month on month compared to the previous year, has introduced chemical free cleaning and heads up the centre's 'Zero to Landfill' waste recycling scheme.



TEAM OF THE YEAR

WINNER: Market Place Security Team. Year on year, Market Place excel in delivering outstanding customer service. They had a R&R winner in every quarter in 2018 and the team engage in numerous CSR events including the Mental Health Awareness Week and Twilight Walk.



SERVICE TO CUSTOMER

WINNER: Paul Nevins, Haymarket. Aside from his exceptional day to day work, Paul also works on his own project – an Incident Analysis Database which logs every incident that occurs within the centre and helps to assist with crime prevention.



CSR INITIATIVE OF THE YEAR

WINNER: Samantha Lee, St Johns. We loved that Samantha came in on her day off to support the charity event, even volunteering to become the Zoë's Place Mascot by wearing their famous bear outfit.



COLLEAGUE OF THE YEAR

WINNER: Steve Brooks, Templars Square. Steve has bravely helped to prevent numerous crimes from drug deals and break-ins to bike thefts and assaults.

SITE OF THE YEAR



WINNER: Ropewalk. They had the highest number of R&R nominations, were BSIA Regional Winner Security Team of the Year 2018, have achieved 7 Star Aspire Award, are a Sphere Centre of Excellence and were a Sceptre award nominee for Security Team of the Year 2018.

CHAIRMEN'S SPECIAL COMMENDATION WINNERS



WINNER: The Arcades Security Team. The quick thinking of this team has led to them saving a number of people's lives in the past 12 months.



WINNER: Natalee Watmough. We are inspired by Natalee's ambition and how she strives to deliver outstanding customer service. She has really come into her own managing a large cleaning and security team.



WINNER: Paul Ogden. We are proud that Paul is our first ever Community Champion. He has successfully completed his Level 2 in Awareness of Mental Health qualification and is now the Mental Health Awareness champion for the Market Place. He also goes out of his way to support his colleagues.



WINNER: James Ellery, Lion Yard. His quick action helped to save a woman being attacked by a man.

Ben Lyons & David Harper, Barbican. They were on a night duty when they found a woman who had been attacked. They called the police and made sure the woman was safe.

Simon Kilkenny, Runcorn. His action prevented a distressed man from trying to take his own life on the top level of a car park.

Jane Gerrard, Spindles. Jane helped a woman who was having a heart attack outside the shopping centre. She comforted her and kept her warm until the ambulance arrived.



WINNER: PRM Team, Doncaster Sheffield Airport. Lourdes pilgrim flights are always a challenge for the airports due to high numbers of passengers requiring special assistance. The PRM Team helped 36 wheelchair passengers to board in a timely manner. They also assisted at the same time on another flight with seven Paralympians. The team received feedback through formal forums complementing them for their compassion, patience and outstanding customer service in an extremely demanding and often stressful environment

WESTGROVE INDUSTRY AWARDS

BSIA REGIONAL WINNERS 2019

This was our sixth 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.

It is a remarkable achievement and a testament to how our people go the extra mile for the company and our Partners.



SERVICE TO THE CUSTOMER (Midlands)
Steve Allen, Haymarket Shopping Centre

SERVICE TO THE CUSTOMER (North West)
Paul Ogden, Market Place Shopping Centre

BEST USE OF TECHNOLOGY (Midlands)
Vijay Odedra, Haymarket

OUTSTANDING ACT (Midlands)
Gavin Jones, Matthew Lamb and John Wallbank, Ropewalk Shopping Centre

OUTSTANDING ACT (North West)
Steven Travis, Arcades Shopping Centre

BEST NEWCOMER (North West)
Matthew Bray, Concourse Shopping Centre



ACS PACESETTERS SUCCESS

We are proud to announce that Steve Brooks received a coveted ACS Pacesetters Security Officer of Distinction award.

Steve of Templars Square Shopping Centre in Oxford was praised after he bravely calmed a woman who was threatening to jump from the roof then went to put out a fire started by two homeless men.



REVO ACE AWARD FOR PAUL



Paul Ogden, Westgrove first site based Mental Health First-Aider, has won a prestigious industry award.

Paul, who is a mental health champion at Market Place Shopping Centre in Bolton, has won a Revo ACE Award.

The awards programme showcases people and places that achieve excellence customer service.

Paul was presented with his award at an event at the Hilton Birmingham Metropole.

Also shortlisted for an award was Handforth Dean Retail Park and Alan McCabe of St Johns Shopping Centre in Liverpool, both of which Westgrove provides services for.



COLLEAGUES FEATURE IN NEW JAMIE LAWSON MUSIC VIDEO

Two Westgrove Colleagues have a cameo role in singer Jamie Lawson's new video.

Pat Grogan and Bev Jones were filmed during the making of the video to go with Jamie's new single, The Answer.

The singer, who is signed to Ed Sheeran's record label, spent the day with Pat and Bev, as well as shoppers on Space Hoppers, at Market Place Shopping Centre in Bolton.

The team received an R&R award for their help on the day.

The production company, Sitcom Soldiers, who made the video suggested the Market Place as they knew it was a good light space that would look great on camera.

Jamie is best known for his 2015 hit single 'Wasn't Expecting That'.

The video features Jamie bouncing around the shopping centre on colourful space hoppers with a number of people. It followed an appeal on Jamie's social media for a wide range of 'physically fit' people to get in touch to be cast for the video.

Jamie said: "It was great to film at Market Place with its stunning architecture, ornate Victorian roof and basement vaults which provided a beautiful and interesting backdrop to our quirky space hopping video concept."



“ The team were amazing, all very kind and helpful, the cleaners were ace and did a great cameo in the video, helping to set the story up.”

JAMIE LAWSON



“We wanted to show how love gives you this happy, walking on air, bouncing feeling... so we came up with either trampolining or space hopping. My trampolining skills are not all that good, my space hopping skills on the other hand are second to none! So the idea was that I would bounce around a shopping mall spreading love and having couples join me as I go.

“The team were amazing, all very kind and helpful, the cleaners were ace and did a great cameo in the video, helping to set the story up.

“The strangest thing was how most customers seemed to walk straight by without batting an eyelid whilst I bounced past them on a space hopper, as though a man on a space hopper in the middle of town is an everyday occurrence...which maybe it is in Bolton!”

Jamie’s new single is called ‘The Answer’, from his new album ‘The Years in Between’. The video features on Jamie’s You Tube channel.



HEALTH & SAFETY UPDATE



BY **TONY PAGE**

WESTGROVE'S HEAD OF HEALTH, SAFETY & COMPLIANCE

As Health & Safety compliance is a huge factor in our business, Westgrove has invested in a new health and safety management system for all of our site managers and supervisors.

The SaRMS system is a web-based Safety Management System providing sites with the capability to have a single platform for all of their safety related data.

The system enables both pro-active and reactive data to be collected and retrieved quickly.

As well as the new management system, we have been running H&S awareness campaigns across all sites highlighting key issues such as trip hazards and manual handling. Campaigns have been very well received by our Partners, who like our proactive approach to H&S across all our sites.

Key features and benefits include:

TASK HUNTER. This section houses all of the business risk assessments. The system allows quick searches to be made and can be separated by the risk owner and type. Reports can be quickly generated for data analysis.

HAZARD HUNTER. This stores information including photographic images of H&S issues. It is a pro-active tool which quickly identifies issues and allows them to be reported from anywhere on site

CORPORATE RISK. This is a higher level assessment tool used to help identify the business' top risks. It is commonly known in the industry as a Risk Register. The data can be separated by department and also split into different sectors, such as cleaning and security.

ACCIDENTS. This is the reporting system for all our sites and it replaces the need for an accident book. It enables a rapid response to report accidents and incidents dependent on their severity or potential outcome. Once a Safety Event is reported on the system, an e-mail is automatically generated and is sent to the identified

people within the business. This can be escalated to an investigation. The system enables witness statements and copies of data to be uploaded such as safe systems of work and training records.

COMPLIANCE MONITORING. This helps us to conduct audits, inspections and compliance throughout our sites. It provides live data and a clear audit action plan with outstanding and overdue data. New inspections and audits can be added making the tool bespoke to our specific needs.

AUDIT WEB FORM. This questionnaire tool allows questions to be asked to a set audience and enables us to gauge understanding. It also allows for positive sign posting to be linked to the questions helping ensure learning takes place. A full report can be produced against each question bank showing gaps in the understanding or knowledge of the identified group.



COMING SOON

MANUAL HANDLING, ALCOHOL AWARENESS, WINTER SAFETY AND FIRE SAFETY AWARENESS

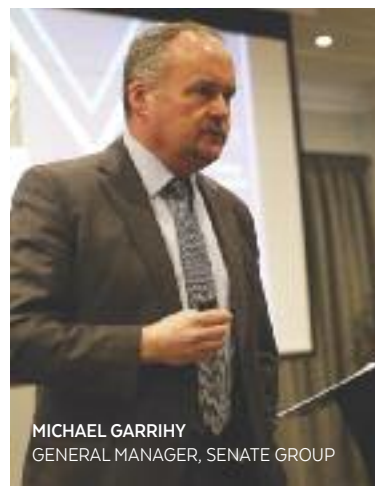
KNIFE CRIME ON THE FRONTLINE

Knife crime is a growing issue in many towns and cities having an impact on many visitors and our teams on site. We have seen increasing numbers of incidents involving weapons and potential assaults on members of the public. Working on the frontline, it is essential our teams are aware of the potential dangers and how to stay safe in their role, protecting themselves and others.

It is often the larger cities such as London and Birmingham that are mentioned in relation to knife crime attacks, however reports show other areas of the UK are also seeing an increase in knife crime. For every 100,000 people in the capital, there were 168 knife offences in 2017-18. Out of the 44 police forces, 42 recorded a rise in knife crime since 2011. A typical 'offensive weapon' is also changing with home-made knives, screwdrivers, sharpened combs or brushes, sharpened belts and knives that are the same size as a credit card.

Knife crime attacks and fights are not just confined to night time offences, it can happen in broad daylight. In 2018 a fight broke out between three teenagers during broad daylight at a busy shopping centre in Luton. The teenagers were armed with knives and a machetes whilst horrified shoppers looked on. On Boxing Day last year, dramatic footage captured shoppers sprinting in fear from a packed shopping centre in east London where a fight had broke out in the food court and a man was wielding a knife.

As violent crime increases and police numbers dwindle, front line security teams and CCTV operators are increasingly relied on to fill the security vacuum. As part of the SIA licence process guards are trained in conflict management including Avoiding Conflict and Reducing Personal Risk, Defusing Conflict and Resolving and Learning from Conflict and importantly, Communication Skills. However alongside this



MICHAEL GARRIHY
GENERAL MANAGER, SENATE GROUP

Westgrove are working with our strategic partner, The Senate Group, and delivering sessions on knife crime awareness. Delivered by Michael Garrihy, General Manager, the sessions include tactical awareness of options in a knife attack or assault, how to be prepared, awareness of procedures and intelligence sharing.

“ We have seen a trend of incidents involving weapons and we are keen to ensure the safety of both our colleagues and members of the public. As well as working with The Senate Group we are looking at other training courses designed to equip our teams with conflict avoidance and management techniques. ”

TONY PAGE
HEAD OF HEALTH & SAFETY AND COMPLIANCE

COMMITTED TO A LIVING WAGE



The Westgrove Group is proud to have been accredited as a Living Wage Service Provider.

We employ over 1,000 security, cleaning and customer service Colleagues across the UK and we are committed to recommending to our Partners that our colleagues are paid the Real Living Wage rate of £9.00 per hour (£10.55 in London).*

Living Wage Foundation Director Katherine Chapman, said: "We are delighted to recognise The Westgrove Group for their on-going commitment to the Living Wage as a Service Provider."

Claire McKinley-Smith, Managing Director, said: "We are delighted to have been accredited as a Living Wage Recognised Service Provider."

“ We believe strongly in the importance of looking after all our people from apprentices through to Colleagues who have been with us for more than 20 years. ”

"Although we do not set the wage rates ourselves, we will be working with our Partners to recommend that they pay the Real Living Wage rather than the National Living Wage. They value the fact that we are committed to the training and development of our Colleagues along with our commitment to continuously improving Colleague welfare."

**Rates as at time of print.*

The Living Wage is an hourly rate set independently and updated annually. It is calculated according to the basic cost of living using the 'Minimum Income Standard' for the UK.

The Living Wage enjoys cross party support, with public backing from the Prime Minister and the Leader of the Opposition. The principle behind the Living Wage is that work should bring dignity and should enable families to enjoy the essentials of life.



WE'RE IN THE NEWS!

We are so proud of our achievements that we make sure we shout about them!



THE SHOPPING CENTRE TRANSFORMER



ShoppingCity Runcorn is a 550,000 sq ft retail shopping centre in the heart of Runcorn. Home to 60 retail outlets, the Centre Manager's role is to improve the guest experience for all visitors. Karl Clawley, who had held the role for five years, is on a mission to establish the centre at the heart of the local community by putting both retailers and visitors at the forefront of everything they do. We asked him to tell us more about the centre's success.

WHAT MAKES THE CENTRE SPECIAL?

ShoppingCity Runcorn was the first fully covered retail centre in the UK and has been serving the local community for almost 50 years. I want it to continue to be successful into the future.

WHY DID YOU WANT TO MAKE CHANGES?

With the retail landscape going through its most dramatic change in decades we wanted to provide something more than just a shopping centre.

TELL US ABOUT YOUR BACKGROUND

I have travelled to various retail venues around the United States to see how and what they deliver to their customers and staff including Macys Store and Bloomingdales in New York. I've also analysed the customer experience concept at various hotels and The Fashion Mall in Las Vegas.



“It's great to have a Partner so supportive as Westgrove who deliver much more than just housekeeping and security.”

HOW ARE YOU EVOLVING RUNCORN?

This is twofold. First, we have to ensure that Colleagues are customer focused, motivated and understand the importance of their role and the impact they have. Secondly, we have a number of new initiatives which are helping to increase sales, footfall and build a strong brand presence. Westgrove support us in this aim and are a key Partner.

THE CHANGES

Youth Zone

We worked with a host of various partners, including Police, local businesses and a youth agency, to open a 5,500 sq ft Youth Zone in an empty unit. It engages kids in something more beneficial than causing problems in the shopping centre. We have seen anti-social behaviour decrease by over 60% since it launched.

Community Initiatives

- We transformed our Community Square into a Garden of Remembrance with a giant art sculpture of a poppy that the community turned red by buying a poppy from the Royal British Legion. We included artwork provided by our local primary schools.
- In hot weather, we send our Customer Ambassadors out around the centre with free bottled water to ensure our older members of the community stay hydrated whilst shopping.
- We invited 20 older members of our community who suffer with isolation along to enjoy a three-course lunch, a game of bingo and a quiz.
- We hold a weekly ShoppingCity Church Mass making use of both unused space and give the local church the chance to come to the people. It regularly attracts over 100 people and the parishioners all meet for coffee before and after.
- We took a big empty unit, filled it with stands and invited budding entrepreneurs to come along and try out their business ideas. Called The Box, we have lots of mums selling stuff that they have made at home.
- Our next plan is to turn the top of one of our car parks into a rooftop garden where community groups can grow their own produce and then sell it in The Box.

Special Events

- We worked with Table Tennis England to open a Ping Pong Parlour to help to get local people active and children off their electronic devices. We were delighted when two elderly ladies visited as part of their daily routine. We've had over 2,000 visitors in six months.
- We were the first shopping centre in the UK to set up an augmented reality experience where children can act like secret agents and help hunt down an international jewellery thief. The project allowed us to engage with several retailers around the centre, to increase footfall and give parents time to browse the centre and purchase.
- We introduced an Autism Shopping Hour which has been supported by Savills, the Westgrove Group and Halton Autism Foundation. It is one of the most popular community inspired projects we have delivered, has delivered a footfall increase and the feedback has been incredible.



THE RESULTS?

When I started, there were a lot of empty units and the mall felt empty. Today, we have over 90,000 visitors a week and many visit us several times a week.

The centre's average transaction value has gone up by £5 to £35, the average dwell time has increased by 15 minutes to an hour and total sales are currently up 2.5% on the previous year.

I'm proud of what we as a team have achieved but we have to keep evolving. I'm always thinking of new ideas.



COLLEAGUE FOCUS

RICHARD KEMP

COLLEAGUE TRAINING AND
DEVELOPMENT MANAGER

Q: BACKGROUND

Before joining the company three years ago, I worked in HR training and development for 32 years across a wide spectrum of roles in both the private and public sectors.

Q: DAILY ROLE

It's an exciting role because it's about developing all of our colleagues to be the very best that they can through our training and development pathways. We're working closely with The Learning Curve Group to deliver high quality training programmes so our colleagues are armed with the skills to help the business to continue to grow.

Q: WHAT DO YOU LOVE ABOUT YOUR JOB?

The people at Westgrove. It is great to be part of such a dedicated team of people who strive to be the best that they can be. Every day is never the same and I love the challenges that each new day has to bring.

Q: WHO WOULD YOU INVITE FOR DINNER?

I'd invite the inspirational author and award-winning coach and trainer Teresa Bulford-Cooper.

Q: LAST HOLIDAY?

My last holiday was in Las Vegas. It was a great place although I think I partied a little too hard.

Q: FUN FACTS

I recently won a competition to name the title of a new book written by Teresa Bulford-Cooper, which was about women starting up a new business venture. My winning entry was "Ladies Let's Get Going".



OUR SUPER COLLEAGUES

TO CELEBRATE OUR 20TH BIRTHDAY WE ASKED YOU
TO NOMINATE SUPER COLLEAGUES.

They are the ones who represent the best in service excellence day in, day out.

they work – whether that is cleaning, security, customer service, administration or head office.

Every day they are consistently a team player and a credit to their site in whichever part of the business

We were overwhelmed with the nominations and had a hard time choosing, but here they are!

ANDREW COOPER

LION YARD

DAVE SHAW

HARDSHAW CENTRE

PAUL BIRD

RUNCORN

ERIC ROYE

SPINDLES

SCOTT HAZLEHURST

HANDFORTH DEAN

MICHAEL BEHARRY

HAYMARKET

JASPAL SINGH

OLD SQUARE

WAQAS MAROOF

MOBILE SUPPORT OFFICE

KAASIM KHAN

SKYDOME

ANDREW SMITH

CORNBOW

RUFAI HYDARA

THE LEXICON

GAVIN JONES

ROPEWALK

ROGER SMITH

MAYLORDS

GEMMA HEALEY

HEAD OFFICE

EMMA MUNRO

HEAD OFFICE



One of our Super Colleagues
Gemma Healey.





High standards

Well done to the team at The Lion Yard who had a VIP in the scheme who in the interests of a PR photo had to lie on the floor. He complimented the centre on standards as there wasn't a spec of dust on his Armani suit. Here's a throwback to their uniform launch.

Our people



Climbing Mountains

We celebrated our 20th birthday by climbing 4,000 feet to the summit of Ben Nevis – and raised £1,500 for Walk for Nepal. Special thanks to Westgrove Brand Ambassador Alex Staniforth and the Gurkhas who helped us get up and down in one piece.



Stepping out

It came as no surprise that our security Colleagues at Birchwood Park were the ultimate winners in a Step Challenge, with a huge step count of 2,855,664 – the equivalent of walking to Rome!

Happy Birthday

Our management team had a fantastic evening celebrating St Johns Shopping Centre's 50th birthday party at The Shankley Hotel in Liverpool. Westgrove sponsored the drinks.



Marathon challenge

Well done to Colleague Andy Vince who completed the Lexicon Half Marathon along with security Colleagues Raf and Barry. The guys raised money for Bracknell Gymnastics Club and we were more than happy to support them.





Cowabunga!

Westgrove's Business Manager Joanne O'Neill held her nerve and bravely abseiled 450ft down St Johns Beacon in Liverpool dressed as a Ninja Turtle.

She joined St Johns Shopping Centre Manager Neil Ashcroft and some of the centre management team in the daring feat.

A fantastic £3,000 was raised for Alder Hey by the Skyfall Abseil, now an annual event.



Cornbow success

Great achievement for Cornbow Shopping Centre in Halesowen where our Partner, the fantastic Eve O'Connor, has secured #WorldHost business status, after being recognised for their commitment to customer service. We provided World Host Training to the whole team as part of Synergy by Westgrove.

Who was the fastest Christmas Pudding?

Well done to the Birchwood Park team for taking part in the site's charity 5k fancy dress run. And special thanks for the Westgrove Head Office team who got into the Christmas fancy dress spirit. Special mention goes to Stewart and Paul who raised £140 for Alder Hey Children's Hospital and Zoe's Place.



One Great Day

Well done to the team at Haymarket Shopping Centre who raised £600 for the One Great Day charity day, which raises money for Great Ormond Street and a number of children's health charities. A great team effort cycling 55 miles on the rowing machine!



In remembrance

Sadly one of our Super Colleagues David Brooks passed away earlier this year and will be fondly remembered by all his Westgrove Colleagues.



