

Westgrove Company Induction

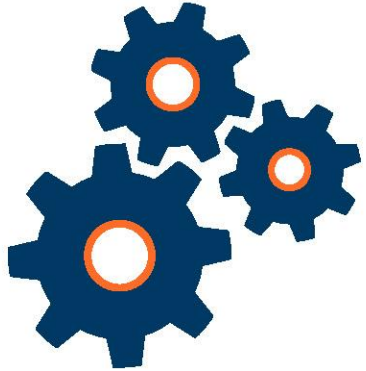


Introduction

- Who are Westgrove
- Our Business Principles
- Leadership Team
- Training & Development
- Innovation
- Reward & Recognition



Westgrove



We are a
privately owned
and operated
Company



Steve Fives &
Simon Whittle
Co-Founders
and Chairmen



Claire Mckinley-Smith
Group Managing
Director



Cleaning
Services
established
since 1998;
Security Services
began in 2009



Over
75 sites,
nationally

Westgrove



Average
contract
retention of
9 years



Services we
provide;
cleaning,
security and
PRM (persons
with reduced
mobility)

Business has
achieved
successful
growth due to
having a strong customer
focus and valuing our
colleagues



Specialists
within the
retail, large
commercial
multi-use
environments and
aviation



1000+
colleagues

Vision Statement

“We aim to share the **passion** and **commitment** to excellent **service** demonstrated by the founding directors throughout all levels our business.

Our goal is to **understand** what’s important to both our Colleagues and Partners, creating a **true partnership** and a wider Westgrove Community”

Our Business Principles

- We have **passion, commitment** and a '**can do**' attitude
- We look for **innovation, added value** and **continual improvement**
- Our teams are our Colleagues, our clients become our Partners - **it's a true Partnership**
- The **quality of our service delivery** is at the heart of our business
- We **invest in our colleagues** to provide a career platform and maximise their potential

Accreditations



Our Partners



Our Leadership Team



**CLAIRE
MCKINLEY-
SMITH**

**Group
Managing
Director**



**ANGELA
CRAWFOD**
**Head of
Health, Safety
& Compliance**



**PAUL
BOOTH**

**Technical
Services
Director**



**LAURIE
BARTON
WRIGHT**

**Commercial
Director**



**PHIL
TOMLINSON**

**Finance
Director**



**Ray
Robertson**

**Head of
Operations**

- Service Excellent Charter
 - Customer Service Training / World Host
 - 5*, 6* & 7* status
- E-learning Programmes
- NVQ, ILM, Diplomas
- Tool Box Talks
- Management Training Programmes
- Dementia Friends
- Autism Awareness
- Colleague Engagement Surveys



Health & Safety

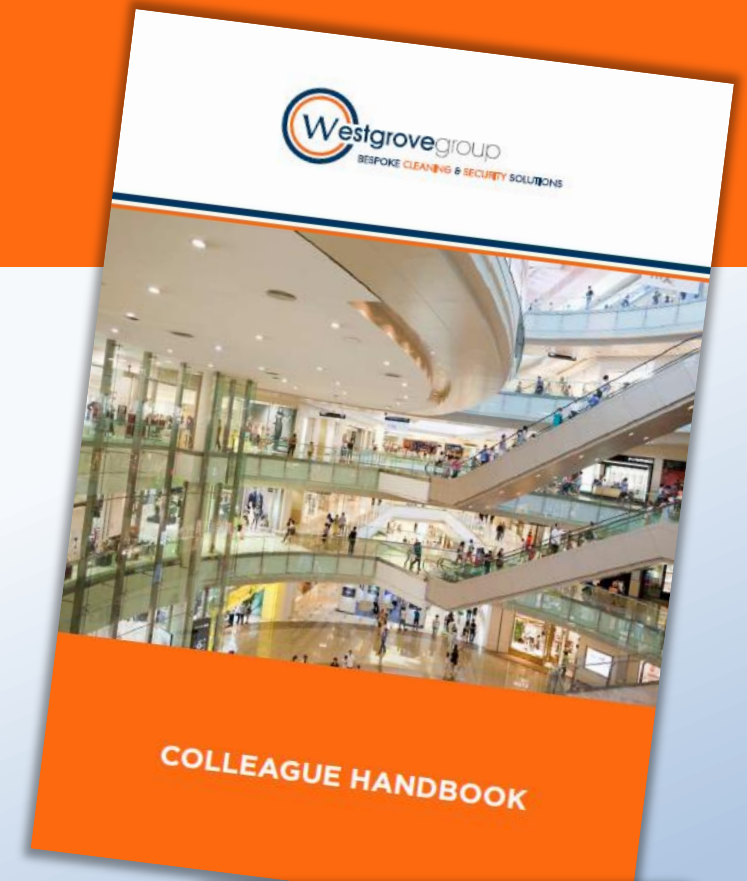
- Health and safety at work
- Reporting incidents and accidents
- Health and safety concerns
- Risk assessments
- Training
- Tool Box Talks (TBT's)



Company Policies & Procedures

- Equal Opportunities Policy
- Privacy Notice
- Working Time Directive
- Code of Conduct
- Disciplinary Procedures
- Grievance Procedure
- Anti-Harassment & Bullying
- Anti-Corruption & Bribery
- Anti-Slavery & Human Trafficking Policy
- Social Media Policy
- Media Relations Policy
- Stress Policy
- Maternity & Paternity Policy
- Smoking Policy

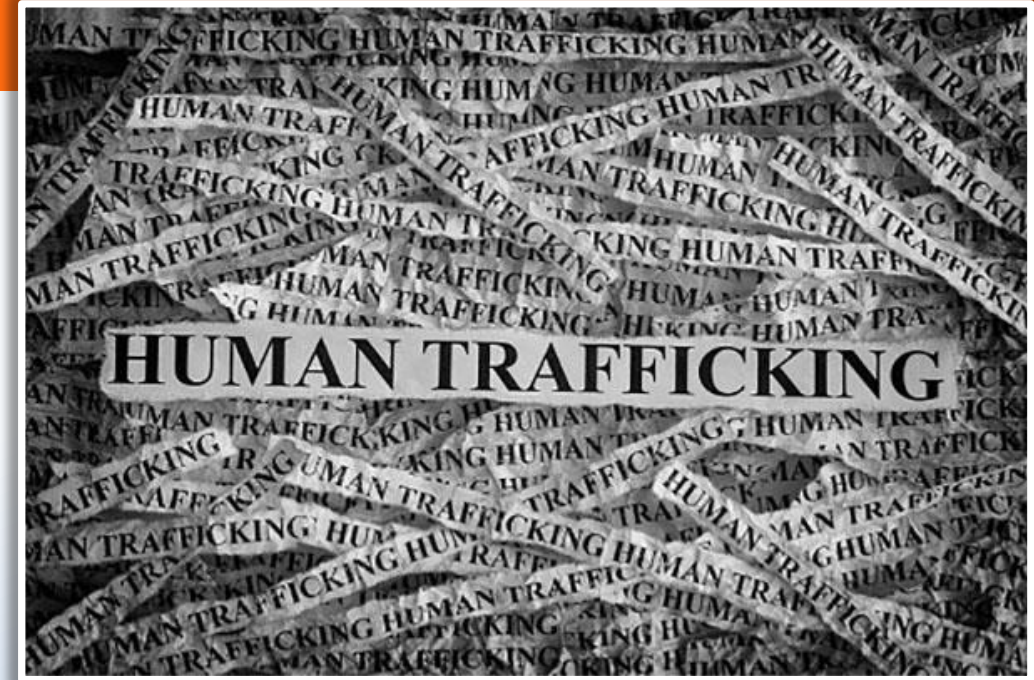
IF IN DOUBT, please contact the HR Department



A copy of the
Colleague Handbook
is held at each site

Modern Slavery

- Modern Slavery is a serious crime that violates human rights.
- Here's how you can recognise modern slavery:
 - Someone who appear frightened, withdrawn or shows signs of abuse
 - Not carry identification on their person
 - Appears to be under the control of someone else
- What can you do about it?
 - Do not confront them as this can cause a scene and likely lead to hard for them
 - Inform the relevant authorities



**Bespoke Intelligent
Patrolling System**

**Instant Email
Actions**

**Real Time
Paperless
Reporting**

**Mitigates slips,
trips & falls**

- Bespoke time & attendance system
- Book on/off duty linked direct to pay
- Paperless wage slips
- Roster management
- Holiday planning
- Screening and vetting system



Reward & Recognition

- Westgrove R&R Awards
 - Annual Awards Ceremony
 - Quarterly Awards
 - Site Manager of the Quarter
 - Team of the Quarter
 - Colleague of the Quarter
 - Newcomer of the Quarter
 - Outstanding Act
 - Service Excellence
 - Corporate Social Responsibility (CSR)
 - Health & Safety Champion



- BSIA National Award Winners
- ACS Pacesetter Winners
- Women in Security Awards Winners
- SCEPTRE Awards
- OSPA's

- We have partnered with the Retail Trust to provide all colleagues with access to free and confidential health and wellbeing support.
- The Retail Trust cares passionately about the health and wellbeing of everyone in retail. No matter how bad things get, the charity can offer you reassurance and clarity.
- The Retail Trust wellbeing helpline is available 24 hours a day, seven days a week on 0808 801 0808 or you can contact them via their website, retailtrust.org.uk
- And remember, it's completely confidential.

Creating hope, health
and happiness for
everyone in retail.



Colleague Volunteering Policy

- The Westgrove Group is committed to making a meaningful contribution to the communities where we work and live.
- The Company has committed to 15 volunteer days annually. These days will be paid and will not affect your allowance of holiday. Colleagues can take up to 3 days each.
- For further information please refer to our Volunteering Policy.



Personal Appearance & Conduct

- Demonstrate exceptionally high customer service skills with all you come into contact with
- Professional, courteous attitude and willing to go the extra mile
- You must be well presented at all times:
 - Clean uniform or business attire
 - Clean and tidy hair
 - Clean shaven or if you have a beard this must be well groomed
 - Minimal jewellery
 - Where possible, tattoos need to be covered



The People's Pension Scheme

- Auto-enrolment after 3 months service if you qualify:
 - 4% Employer Contribution
 - 4% Employee Contribution
- To qualify you must earn over £10k per annum and be between 22 years old and the state pensions age
- Welcome pack will be sent to your personal email address after the first deduction from your wages

the
people's
pension

HSF Healthcare

- A new way to cover everyday healthcare costs
- Reimbursement of 100% of your costs (limits apply)
- No medical check required and no pre-existing health restrictions
- Flexibility within each benefit category
- Dependant children under the age of 18 are included for free

- Premiums do not increase with age
- Access to 100's of high street discounts through Perkbox
- Cover starts at the corporate discounted of £5.00 per month.



Contact the
HR Department
for further details

Westgrove Communications

- Company website – www.westgrove.co.uk
 - Latest news
 - Colleague Forum
 - Reward & Recognition nomination
- Monthly Company Newsletter
- Colleague Engagement Surveys
- Company Magazine
- Social Media



Brand Ambassador & Charity Partnerships



Meet Alex Staniforth, Westgrove Brand Ambassador.

Coping with debilitating adversity that included intense bullying, epilepsy, an eating disorder and a severe stammer from his teenage years, Alex used the outdoors as his respite. From walks with his parents in the Lake District (his second home!) through to conquering Europe's highest mountain, Mont Blanc at the age of 16, Alex's story is quite unique.

You can find out more about Alex and the work he does with Westgrove on the website.

**Westgrove will support
you to support your
chosen charity.**



Refer a friend!

For every friend you refer,
and we recruit, we pay you
£100

Payable on completion of their 6 month probation



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