

# BUSINESS PLAN

## 2022







## Introduction

**Welcome to an overview of our company business plan as we share with you the highlights from 2021 and the objectives for 2022.**

Despite a challenging 2021 due to the pandemic, the business continued to grow in both soft services and in the Technical Services division. New people joined the team at Head Office including Ray Robertson, Head of Operations, and Angela Crawford, Head of H&S and Compliance and we welcomed new sites and colleagues to the business across the UK.

Our office in Warrington is being fully refurbished for 2022 (opens March) with new ways of working post pandemic, meeting rooms with wireless technology and an eco-friendly fit out which helps to reduce our environmental impacts where we can.





Throughout 2021, recruitment was one of the biggest concerns for the business. In response we took positive action to attract the best candidates including upskilling and hiring more apprentices. Our new recruitment platform has enabled the business to advertise vacancies in a more structured way and make more use of social media platforms.

Colleague welfare remains a key USP and we have continued to reward and recognise the great work of our colleagues accomplish. We received 550 nominations for our internal Reward and Recognition programme and we have presented over 100 awards. We also achieved 5 regional British Security Industry Awards, ACS Pacesetters - Security Officer of Distinction Award, Women in Security Award and a Highly Commended, 'Best Security Team' at the Sceptre Awards.

We continue to review systems and best practice. Our new workforce management system Connect360 has been on trial on a number of sites and will be rolled out on all contracts during 2022. We also set up our new Sustainability Committee with a proactive agenda to work alongside our Partners ESG objectives.

The strategic direction of the business continues to be based around retail and mixed-use locations, however we have also mobilised new sites in corporate, manufacturing and distribution.

The new Technical Services division also brings a new range of services and Partners in complementary sectors. We are extremely positive that our Total Facilities Management solution (soft services and technical support) will be a valuable contribution during 2022 as our Partners look for cost saving initiatives.





## 2022 Objectives

- New Connect360 system fully rolled out across the UK
- Achieve new contracts into the TFM model
- Continue to grow our new Technical Services Division
- Further invest in colleague retention and launch our new colleague benefits platform
- Refresh of training offer and launch Westgrove Ascend our succession planning and training progression plan
- Undertake security project work looking at best practice to support the new Protect Duty
- Deliver quarterly H&S campaigns across the business promoting best practice
- Implement a proactive environmental and sustainability strategy across the business

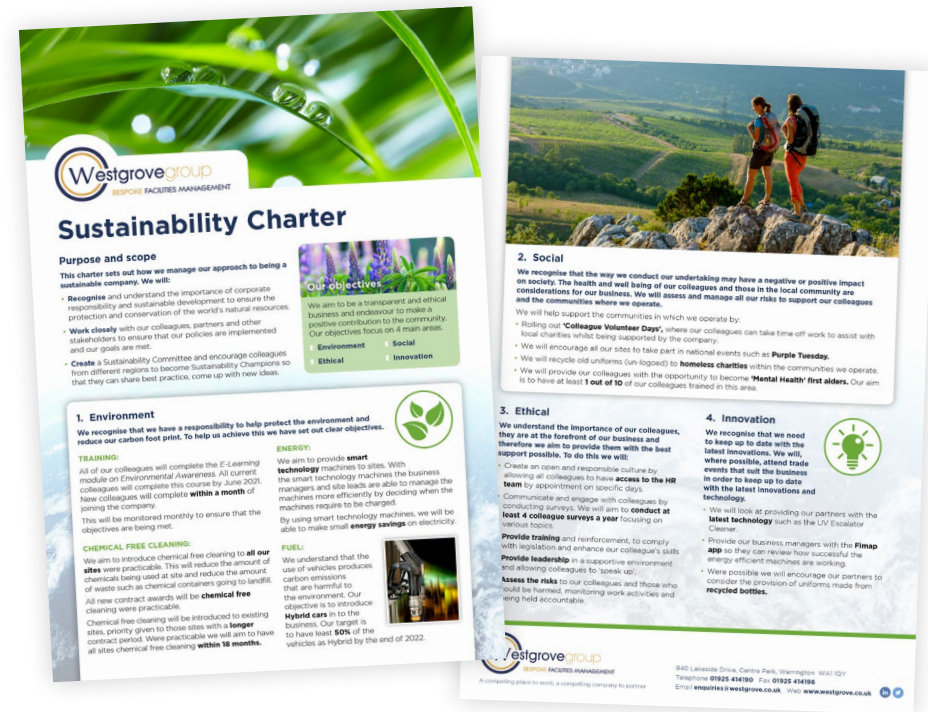




# Our Company Ethos

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

- We have a passion for what we do – a dynamic ‘can do’ ethos
- Our teams are our colleagues. Our clients become our partners
- We seek to deliver innovation, added value and continual improvement
- Our service delivery is an extension and an enhancement of our partner’s on site operations
- Succession planning and investment in our colleagues – we provide a career platform to maximise potential
- We have a collaborative and flexible approach to help deliver our partner’s key objectives
- Our essential principle is that volume will never take precedence over quality



## Our approach to ESG

- Hold a Sustainability Committee meeting every quarter to discuss key environmental ‘aspects and impacts’
- Support our Partners ESG objectives with CSR and community engagement events throughout the year
- Produce Westgrove ESG Newsletter to showcase our initiatives
- Deliver a programme of volunteering days within the business to be made available to colleagues
- Increase colleague awareness of our free health and well-being portal, Retail Trust
- Deliver quarterly environmental awareness campaigns to drive best practice
- Promotion of CSR category in the R&R Awards
- Work with all suppliers to minimise environmental impacts where possible

# Award Winning Success



We are extremely proud of all our colleagues' outstanding achievements and this year we were also able to celebrate more success in both national and industry awards.

- **Templars Square Security Team** from Cowley in Oxford were highly commended at the shopping centre **SCEPTRE** awards
- Westgrove had five regional winners in the **British Security Industry Association Awards**
- **Kianya Lightbourne from Touchwood Shopping Centre** in Solihull was a finalist at the 'Future Faces and Young Professionals' Awards **(picture 1)**.
- **Denise Phillips from Market Place** in Bolton was the overall UK winner of 'Frontline Security Officer' in the Women in Security Awards **(picture 2)**.
- **Majid Khan from Templars Square** received the ACS Pacesetters, 'Security Officer of Distinction Award' (pictured left). Majid is also a finalist in the OSPA's, *Outstanding Security Officer* category along with Denise Phillips from Market Place, with the winners announced in February. **(picture 3 and 4)**.

Huge well done and congratulations to the team at **Cornbow Shopping Centre**, winners in the *Dudley Kindness Award 2021* for showing kindness to local people and communities. This is a well-deserved award for an awesome team of people! **(picture 5)**.

During what has been another challenging year due to the Pandemic, these awards are a real boost to morale and shows that our commitment to our colleagues gives measurable results.





## Reward & Recognition

**The Westgrove 'Reward & Recognition Awards' continue to go from strength to strength. We received over 550 nominations this year resulting in 100 awards.**

We are now planning our Annual Awards ceremony which will take place on the 10th March. We very much look forward to seeing all our nominees and Partners in person at The Village Hotel in Warrington.

This year we launched a new category, the Health and Safety Champion with our first quarterly winners being:

- **Jackie at Telford Centre** for being a PPE advocate and ensuring the safety of her team and external stakeholders in the most hazardous areas of the site. Jackie has a keen eye for spotting any hazards and promptly reports any risks she sees.
- **Ricky at Stamford Quarter** created a new H&S strategy for his site which included a training programme for all colleagues.
- **Paul at Haymarket Shopping Centre** created a coherent planning document which now acts as a H&S guide for all stakeholders at site.

**Join us at our awards in March and learn more about our business!**



# Save the date!

**Thursday 10th March 2022**



**Annual Reward & Recognition Awards**

The Village Hotel,  
Warrington



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