



Newsletter

Spring 2017

New Customers Starting

Fidelis are starting the new financial year with a bang! The team have worked hard to secure another two quality customers who joined us as of the 1st April 2017. We look forward to working with the new teams and welcome them to the Fidelis family. These two new sites are:

Stanmore House Surgery

With Stanmore we have another medical centre to add to our portfolio, making it a total of 4 medical sites in Kidderminster alone. The staff at Stanmore are committed to offering the highest standard of patient-centred healthcare. They aim to treat their patients promptly, courteously and in complete confidence and we at Fidelis support their promise by providing world class cleaning, using high quality operatives. They were referred to us by our long-standing customer Hume St and were chosen as a professional partner who would help to conform to CQC requirements.



Two Rivers

We are pleased to be working with Two Rivers School in Tamworth. As a new customer we welcome a skilled team of 11 people transferring to us on the 1st April. As a result of simply asking the question "Who does the cleaning here?" and following it up by demonstrating great service, we were selected from 4 suppliers. We look forward to building close relationships with the school and the team whilst also helping them to comply with CQC requirements.



What is a CQC?

The Care Quality Commission monitor, inspect and regulate health and social care services to provide people with safe, effective, compassionate, high-quality care. Audits are carried out on facilities that offer these services and they must meet a certain criteria to comply.

Customers Recently Started With Us

“ I chose Fidelis because I wanted two things; a company that was local to the site and one that had a professional, diligent approach to the job. I am not resident at the site and although we have building management staff in place, we need a contractor who is proactive in managing the team working in the building. I felt re-assured that Fidelis would do that. You had the courtesy to send your MD to price the contract which showed commitment to wanting to work with us. All of these things were factors in the choice I made.

Tim Mullen

Property Manager for Norfolk House.

Cleaning Up in Staffordshire and Shropshire

In March we started our new window cleaning contract with South Staffordshire and Shropshire Health Foundation Trust. We were chosen by a tender process whereby we had to prove why the South Staffordshire and Shropshire Health Foundation Trust should choose Fidelis. Well we did it!

This new contract prompted for the overdue promotion of Nathaniel Levy, who is now the Industrial and Windows Division Manager, ensuring that both internal and external windows are cleaned to perfection, correcting previous contractor's errors, whilst improving standards. With the investment of new technology, the team are also able to provide a building health check and report back any findings to the customer.

Norfolk House

In March we also started working with London and Scottish Investments at their customer's site at Norfolk House in Birmingham. The site is located close to New Street Station and as part of our new contract we are carrying out their daily cleaning of the serviced offices.

Curtiss Wright

In January we started working with Curtiss Wright in Bournemouth. The customer contacted us having worked with Lloyd previously. Curtiss Wright produce components and technologies for the industrial, aviation and power markets. Their new 160,000 sq ft facility in Bournemouth is in place of two facilities that were nearby in Christ Church. The new building is still in progress but the Fidelis team started their work by preparing completed rooms and keeping on top of any construction cleaning that was required. A full team will be in place as soon as the building work is complete.



Training Currently Taking Place

At Fidelis, we know that our great people make our business as great as it is.

We are constantly looking at ways to make improvements to processes and procedures as well as ways to help operatives improve themselves for their own self development and for the progress of the company. We currently have a number of operatives who have signed up for various training that is available. Courses available include:

- ✔ Business Administrations
- ✔ Cleaning Supervision Skills
- ✔ Team Leading
- ✔ Cleaning and Support Services
- ✔ Customer Service

Get In Touch

If you would like to find out more about the training available to you or to discuss your career path with Fidelis, call Louise on **0121 289 3258**.

Our People



Introducing Zuzana Kunertova

Zuzana has vast experience in the commercial, legal and manufacturing sectors with particular areas of expertise including operations management, project management and HR. She is responsible for the smooth running of our head office and ensuring a high level of customer satisfaction and business efficiency.

Fidelis Hero Diane Prew

Cat Horobin, Contracts Manager for Extra Care Earlsdon Village, wanted to recognise Diane Prew for all the hard work that she does. "Diane Prew is an amazing employee who goes above and beyond her duties. Lloyd was so impressed with the feedback about her he wanted to personally meet her. This meant so much to Diane, she was positively glowing with pride, she told Lloyd how much she loves working at Earlsdon Park Extracare in Coventry. She is often engaging with the residents who adore her, on each weekly bingo afternoon she stays over (unpaid) to help a resident Mark offer her bingo cards.

Mary Higginson the village manager totally loves Diane, recognising her commitment to her job, she sees Diane as one of her own staff. "We had a brilliant review meeting and feedback was passed to Diane who just stood grinning from ear to ear, it goes without saying that I too love my Earlsdon Park Angel, she completely endorses our ethos..." the **difference** is us. ...Well done Diane!



Louise Moves Into Business Development For Fidelis

Louise has been with Fidelis since November 2013 and moved to Fidelis from a sales role at a global logistics company. Louise has been Office Manager for us since then, but with the start of Zuzana at Fidelis, Louise was offered the opportunity to go back to her career roots and become Business Development Manager, by supporting more on the sales and marketing side.

"It will be great to focus on the development of Fidelis, working alongside the team to improve awareness of who we are, what we do and how we do it. Helping to gain new business and take care of our current customers. Hop onto our any of our social media pages like Facebook or Twitter and say hello."





Congratulations To Ryan Halford!

After joining Fidelis in February 2016 from a facilities background, Ryan was promoted from Operative to Site Supervisor at IAC Coleshill...and he had some big shoes to fill, following on from Andrew Watson. Ryan took on the challenge and has done a great job; keeping the standards high, maintaining a good relationship with a very valued customer and taking part in various activities to represent the company including: being our Christmas operative for use in our marketing, taking part in the IAC pink day and winning one of the awards for going above and beyond at our anniversary event.

As a result of Ryan's dedication, and after an interview process, Ryan has been promoted to Contracts Manager after successfully being chosen from both internal and external applicants.

We are looking forward to having Ryan on board as Contracts Manager to help support the team and move the company forward.

Stephen's Climbing The Ladder With Fidelis

A HUGE congratulations to Stephen McConnell. Stephen has only been with the company for a short term but has made a huge impact. He has thrown himself into every opportunity available; supporting the company, being mobile and reactive to support management. As a result after interviewing for the role he has been promoted to Site Supervisor at IAC Coleshill he again has huge boots to fill, taking over from Ryan.



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The difference is us