

# WELCOME TO OUR NEWEST CLIENTS



In recent months, we are delighted to have commenced work with Arconic at their Kitt's Green site in Birmingham. We have agreed a three year contract to provide industrial and manufacturing services alongside daily housekeeping, cleaning, equipment and machinery



At the beginning of June, our Grounds Maintenance team commenced work at East End Foods head office in West Bromwich. The team visit the site once a month ensuring the outside area, car park and pathways are safe and well maintained.



Based in Mere Green, the Cock'n'Bull. Co are renowned for their filthy burger. Our team of operatives help them maintain a clean and welcoming environment providing daily housekeeping and cleaning 7 days per week.



Metalor Technologies are one of the major world suppliers of precious metals related products and procedures. We commenced work at their site in the Jewellery Quarter, providing daily housekeeping as well as window cleaning services.



Since the start of June, we have been providing daily housekeeping and cleaning services for Link Central, who specialise in long term rental and vehicle management.



We are delighted to be working with Ansons Solicitors to maintain and clean their recently opened office in Sutton Coldfield. As part of our contract, we are also providing daily housekeeping for the Yorkshire Building Society branch next door.



In July, we further extended our close working relationship with Jardine Motor Group by providing daily housekeeping and cleaning services at Lancaster JLR. We maintain the showroom and workshop as well as window cleaning and supplying consumables.



After a rigorous tender process, we have been awarded the cleaning contract at St Francis of Assisi Catholic College in Walsall. We have welcomed 17 members of staff to the team through the contract which will see us provide daily cleaning and housekeeping, consumables and kitchen deep cleans.

## HOLIDAYS, SICKNESS & OTHER TIME OFF ARRANGEMENTS

### STEP 1 REQUEST HOLIDAYS / TIME OFF / REPORT SICKNESS

Call the Admin Team at Fidelis Head Office on **0121 289 3258** to advise of your absence as soon as possible on each working day that you are unable to work.

### STEP 2 - HOLIDAY

Head Office will process any holiday requests and update Timegate. Contracts Manager/Line Manager will be asked to Approve / Decline any holiday requests.

### PLEASE DO NOT PRE-BOOK ANY HOLIDAYS PRIOR TO APPROVED LEAVE

### STEP 2 - SICKNESS / TIME OFF

Admin to update Timegate system and advise Line Manager / Contracts Manager who will arrange cover if required.

Employees to provide evidence for absences of up to 7 days incl. BH/ weekends and after 7 days incl. BH & weekends you must provide a doctor's note.

### STEP 3 - HOLIDAY

Operatives will be notified by Head Office Admin if their holiday request was approved / declined via telephone or text message. Head Office employees' holidays will be put on Shared calendar and Operatives holidays will be put on the Operative Shared Calendar.

### PLEASE DO NOT PRE-BOOK ANY HOLIDAYS PRIOR TO APPROVED LEAVE

### STEP 3 - SICKNESS / TIME OFF

Employees to complete a sickness self-certification form upon return, if applicable.

## OPERATIVES OF THE QUARTER



We would like to thank the team at Arconic for their hard work since commencing work at the Kitts Green site in July. Ian Ansermoz would like to personally thank everyone for the exceptional work that has been completed during the August shutdown.

"Ivy Phillip has been with Fidelis for four years and I personally have had the pleasure of being her manager for three of them. Her dedication and commitment to us and our customers is the reason why we can proudly say the difference is us"

Ryan Halford, Contracts Manager



The Arconic Team deserve a big thank you for the exceptional work they completed during the shutdown and since being awarded the contract.

**THANK YOU TO ...**  
Lisa Waters for referring us to Nationwide Platforms which we started in August for contract cleaning for 2 years.

As a reward and recognition for giving referrals and being our Operatives of the Quarter, our operatives get Love to Shop vouchers and these have been sent out accordingly.



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# Spotlight Newsletter

Autumn 2019



Villa Park  
Team Day



London  
Team Day

### Half Year Review

The team met at Villa Park for an end of season review and to take stock of current progress.

### Appointments

Fidelis welcomes two new starters to the management team.

### Client Testimonials

Don't just take our word for it. We are doing a great job as told by some of our clients.

