

WELCOMING OUR NEWEST CUSTOMERS



E-PPI, based in Nuneaton, provide support to automotive manufacturers and suppliers when they encounter issues with regard to engineering, trim or electrical components in vehicles. They work with their clients to resolve issues and put in place preventative measures to limit problems with vehicles during the launch or whilst they are being assembled. Our team started work with E-PPL in early October providing daily housekeeping as well as a deep clean of their new building.



Trakm8 Group PLC is a UK based Big Data company utilising telematics as its primary enabler. With the headquarters and manufacturing facility in the West Midlands, the Group supplies a number of well-known customers such as the AA, Saint Gobain, EON, Iceland, Shell, Scottish Power, Direct Line Group, Euro Car Parts and Young Marmalade. Fidelis were approached after Trakm8 had become unhappy with the incumbent due to poor standards and a lack of processes and procedures. Trakm8 are due to open a new site and we have been invited to implement our systems and processes from the beginning before the opening of the facility to ensure there is a continued level of high service from the start.



EVAC + CHAIR are market leaders in supplying evacuation chairs to ensure a safe and secure exit from multi-storey buildings during an emergency situation. Upon recommendation, EVAC+CHAIR invited Fidelis to provide daily housekeeping and cleaning services at their Birmingham site.



We are delighted to have started our partner with Gloucestershire NHS Trust in early December after a rigorous tender process. Our team is working across 7 sites including Gloucestershire Royal and Cheltenham General Hospitals, as well as maternity services at Stroud Maternity Hospital. Our Safe Contractor accreditation played a crucial role in winning this contract which demonstrated the high level of Health and Safety standards that we adhere to.



Extra Care Stoke Gifford in Bristol has opened in recent months and extends our working relationship with Extra Care to 8 sites providing daily housekeeping services in their retirement villages. Our operatives have been on site in Bristol since the start of the build ensuring that the marketing suite and show homes were attended to and our work there has been rolled out as the site progressed through to opening.



We have recently extended our relationship with precision automotive engineering specialists Sertec at their sites in Witton and Redditch where they manufacture Precision Components and Springs and Wireforms. Our work with Sertec began over 3 years ago at Wincaster House in Coleshill and has now extended to their recently acquired sites. Our contract with Sertec covers a range of services including daily housekeeping and washroom cleaning as well as annual deep cleans, pest control and grounds maintenance.



Jardine Audi in Halesowen has extended our relationship with Jardine Group to 12 sites nationwide. The motor group's main vehicle brands include Jaguar Land Rover, Honda and Audi. Our team are now the recommended service provider for the Jardine Motor Group and we look forward to continuing our working relationship.

CHRISTMAS COMPETITION



Join in the festivities on Friday 14th December and wear your Christmas Jumpers!

All we need is a photo of you in your Christmas Jumpers sent to admin@fidelisgroup by Friday 21st December for your chance to win £20 voucher. Ps... Don't forget to support our chosen charity on the day!

Funny Cleaning Facts

1. That's right, cleaning burns calories! (Around 200!) Just think about all the vigorous scrubbing, mopping and vacuuming you do-it's exhausting for a reason. Though cleaning won't replace a good workout, it will contribute to your overall fitness in the long-run.
2. According to researchers at Columbia and Yale Universities, Iceland ranks as the cleanest country in the world.
3. Surprisingly, over 6 million people in Britain are said to hire professional cleaning services.
4. Apparently the average work desk is 400 times dirtier than your toilet seat!
5. At Disney World they wash an average of 285,000 pounds of laundry every single day. It would take you 44 years to do that if you washed and dried one load of laundry every morning. No thanks!
6. An average woman cleans for 12,896 hours in her lifetime, while an average man cleans for only 6,448. That's a difference of 6,448 hours! No wonder men have so much time on their hands.

Getting to Know Karen Reid Customer Services



Karen Reid joined our team just over two years ago as an Administration and Customer Service Assistant at our head office in Birmingham. Karen deals with a wide variety of areas of the business, including liaising with clients and employees as well as supporting new starts and setting up new client sites. "I really enjoy coming to work with the team at Fidelis Group, with the family friendly approach and flexibility. I feel there is a great

deal of support and structure throughout the organisation which ensures we all deliver the very best service to our clients".



Fidelis Contract Services Ltd
Holly House, Shady Lane
Birmingham
West Midlands
B44 9ER

Tel: 0845 43 10 382
Tel: 0121 289 3258
info@fidelisgroup.co.uk



Spotlight Newsletter



Winter 2018



Hello again and welcome to our Winter 2018 Newsletter!

Safe Contractor

Fidelis are delighted to have been awarded Safe Contractor Accreditation.

Our People

We welcome Kieran McKenna and Charlotte Burkinshaw to the Fidelis team.

New Customers

In recent months we have started contracts with E-PPL, Trakm8, EVAC+CHAIR & Gloucestershire NHS Trust.

Safe Contractor Accreditation

We are delighted to have received the Safe Contractor Accreditation which is the culmination of 12 months hard work and is a significant investment for the group. This ensures that we are delivering our services in line with health and safety standards and regulations.

The accreditation is a highly respected SSIP Accredited Health and Safety Contractor Competence Assessment Scheme, both you and our clients can rest assured that our working practices meet the required standards.

The Health & safety Executive (HSE) will clearly be able to see that we have good health and safety practices which have been rigorously assessed. This represents a huge milestone for the group and without our people and our high standards of work this wouldn't have been possible - thank you to all.

Continued Investment

As we go into the New Year, the organisation is excited for the launch of our new Timegate system in early 2019 that will deliver a number of efficiencies throughout the business and for our clients. The investment in this innovative method of tracking when our staff are on site will help to improve our safety standards, lowering risk for our operatives and ensuring that we are delivering on all of our contracts.

We would like to thank all of you for your continued commitment and enthusiasm which allows us to provide our personal service to all clients. Without you Fidelis Group wouldn't be what it is today. From all of the team, We would like to wish everyone and their families a Merry Christmas and Happy New Year.



Vantage Toyota Birmingham



“Since the Fidelis team have been in place we have passed every Standards Audit and seen our facility steadily improve to the point our Directors now comment we have the cleanest workshop in our Group. As a result I can see my team have lifted their game to think about the way they leave the building of an evening!

Your Team are diligent, efficient and friendly and work so seamlessly you don't even know they are there. They blend with the Vantage team and nothing is too much trouble. I am delighted to be working with you and look forward to a long and happy relationship”
Gary Phipps, Vantage Toyota Birmingham

OUR PEOPLE & THE FIDELIS TEAM CONTINUES TO GROW...

Introducing Kieran McKenna Commercial Sales Director



Kieran has successfully gained over 13 years' experience working in the Facilities Management sector. He has extensive knowledge in building and maintaining customer relationships whilst delivering our world-class customer experience. Kieran's expertise gives our team the ability to propose and deliver efficiencies through our strategic and operational structures to our customers & prospects nationwide.

Introducing Charlotte Burkinshaw Sales Coordinator



Charlotte joined the Fidelis team at the end of October from Land Rover Birmingham. Charlotte has vast knowledge within administration working in recruitment managing a team of administrators for a number of years and also within the automotive sector looking after Jardine Jaguar Land Rover dealing with the smooth running of the showrooms and HR for the internal employees. During her career, Charlotte has gained experience within customer service dealing with a range of high end customers and clients and has delivered a great experience to all.

Zuzana Kunertova completes LMI Leadership Training

Congratulations to Zuzana on completing her LMI Leadership qualification which comes after 9 months hard work following the programme and receiving personal support from Chris Williams from LMI. This qualification will help Zuzana lead individuals in our team and demonstrate Fidelis' commitment to helping our staff enhance their professional development.



TOYOTA BIRMINGHAM



We would like to acknowledge our operatives at Toyota Birmingham for their excellent effort in turning the cleaning services around in the last 3 months.

The team have successfully passed a series of tough external audits and transformed the business into a "spotless space". We would like to thank Daniel Dunne (Supervisor) and his team who continue to deliver a quality service. "I am delighted to be working with you and look forward to a long and happy relationship" commented Gary Phipps, Vantage Toyota Birmingham. We were delighted to reward each member of the team with a Love to Shop Voucher as a sign of our recognition of their hard work.

Interested In Training?

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

Our main aim is to continually help you to improve through your own self development and training which helps to enhance your skills and the service we provide to our clients.

Get In Touch

If you would like to find out more about the training available to you or discuss your career path with Fidelis, please contact Zuzana on 0121 289 3258 or send an email to: Zuzana@fidelisgroup.co.uk



Join our team

At Fidelis we are always looking for hardworking individuals to join our team. We are also big on career progression too. We are currently recruiting for an additional Contracts Manager to join our ever growing team.

If you would like to apply or know of anyone who would be suitable please let us know or apply via our website - www.fidelisgroup.co.uk/join-our-team/careers.