

WELCOME TO OUR NEWEST CLIENTS & TEAM MEMEBERS



We are delighted to have commenced work with Blackfinch Investments at their offices in Gloucester providing daily cleaning. Blackfinch Investments are investment specialists covering tax-efficient solutions, early-stage investing, managed portfolio services and property financing.



At the beginning of November, we began our contract to provide daily cleaning at the Coleman Group offices, located just down the road from our head office. Coleman Group provide contract demolition, remediation and engineering services.



Nationwide Platforms are the UK's leader in powered access platform hire, equipment sales and IPAF training with over 30 depots. Our team commenced daily cleaning at their Wednesbury site which we started in August.



West Bromwich based Midlands Building Products manufacture and distribute internal fire doors, door frames and internal glazed screens to the construction industry across the UK. Our team have recently started providing grounds maintenance to ensure their car park and outdoor environment is clean, safe and welcoming for both staff, clients and visitors.

A special thanks goes out to all of our clients who have supported us throughout the Year and we wish them all "A MERRY CHRISTMAS AND PROSPEROUS NEW YEAR."

Fidelis support Two Rivers School Charity Ball

In October, Two Rivers School held the Ben Hooper Ball which we were delighted to support such a great event. Our head office

team enjoyed a fantastic evening raising for money for such a worthy cause. The evening raised **OVER £14,000.**

Interested in TRAINING?

We are constantly looking at ways to make improvements to processes and procedures

Also ways to help operatives improve themselves for their own self development and for the progress of the company.



OPERATIVES OF THE QUARTER



St Francis of Assisi Team

Since beginning our contract at St Francis of Assisi at the beginning of the academic year, the school have been impressed with the level of cleanliness of the site and wanted to pass on their thanks to the whole team.

"I want to thank the whole team at St Francis of Assisi for their commitment and professionalism over the past two months which has resulted with us receiving two fantastic emails from the school.

"They worked particularly well leading up to the open day and received a thank you card and vouchers for their hard work" commented **Ian Ansermoz, Head of Operations**



Paula Truesdale – Contract Support Supervisor for Midlands

Paula is a Contract Support Supervisor for the Midlands providing assistance to our teams on a number of contracts across the region. Alison John, Office Manager, wanted to highlight Paula's ongoing support and is commended on continually going above and beyond.

"Paula is a very reliable and knowledgeable operative – a great asset to our team" commented **Alison John, Office Manager**



Rose Breese

We would like to thank Rose Breese at Hume Street Medical Centre in Kidderminster who continually does a fantastic job keeping an eye on all the sites.

From all of the team at Fidelis, we would like to wish Kath Crump all of the best in her retirement who finishes with us on 29th November. Kath started with us in October 2014 and has always gone above and beyond, helping the team to continually deliver a high standard of work at Black Country Housing Group.



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Spotlight Newsletter



Hello again and welcome to our Winter 2019 Newsletter!

A successful 2019

A thanks to the hard work of every member of the Fidelis Team, to make this possible.

Recognitions

Thank you to Paula Truesdale, Rose Breese Trudy Morris, Helen Meehan and the St Francis of Assisi Team who all get special mentions.

Client Testimonials

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

A successful 2019

I am delighted to report that we have had a successful 2019 across the business, winning a number of exciting contracts which has enabled us to continue our growth. This is down to the hard work that each and every member of the Fidelis team put in every day, helping us to deliver quality results for all of our clients.

As we approach Christmas and New Year, we aim to maintain our growth going into 2020 and continuing to expand our team.

I would like to wish everyone and their families Merry Christmas and a prosperous New Year. Thank you for all of your hard work and commitment over the last year.



STAFF TESTIMONIALS

"Following a number of years working for other cleaning contractors, I started working for Fidelis in July and they are by far the best company that I have worked for. They are caring and helpful and everyone takes the time to explain things clearly.

I feel that my opinions and thoughts are valued by the team and my Contract Manager, Trevor is always on hand to answer questions and provide assistance when needed."

Trudy Morris, Cleaning Operative, ExtraCare Bournville

"I feel appreciated by the residents at ExtraCare and my hard work and commitment is rewarded when targets and objectives are achieved. It is a pleasure to work for a company like Fidelis, who always treat me as a valued member of the team."

Helen Meehan, Cleaning Operative, ExtraCare Longbridge



Pure Offices

In February 2019, we were invited to partner with Pure Offices in Oxford to deliver daily housekeeping, office and washroom cleaning across their five sites – Oxford House, Fountain House, Triumph House, Whichford House & Innovation House.

Pure Offices have over 20 locations across the UK catering for businesses of all sizes from start-ups to global brands providing personalised and flexible office solutions.

We have worked closely with the team in Oxford to implement a series of comprehensive processes and procedures that meet their exacting requirements.

In the first few months of the contract, the focus was on improving the overall standards of cleanliness across all five sites.

"We have seen a significant improved level of service since February 2019. One particular area that we have been impressed with, is the quality of communication between ourselves and the Fidelis team - any of our questions or requests are acted upon quickly and efficiently.

The regular audits provide us with an insight into the overall performance and inform us of areas that we weren't aware of. It also provides an opportunity for two-way communication, suggestions and updates from Fidelis as well as feedback from ourselves.

It is a seamless process, the team come in and get the job done without any hassle which is exactly what we want."

Centre Manager, Pure Offices

Amada, Kidderminster

We recently had the pleasure of visiting Amada UK Ltd, based in Kidderminster, where we carried out a thorough Deep Clean across the interior and exterior of the site.

During our time there, our operatives carried out a Deep Clean of the workshop floor, cleaning of the canteen and kitchen and much more, before moving onto the exterior of the site where they carried out the jet washing of the exterior fencing and cleaning the external cladding of the entire building.

The services we provided will help the business to ensure they are making the best possible impression on their visitors and clients, whilst providing their staff with a clean and safe environment to work in.

Refer a lead

As you all know, the group are always looking to grow the business and help people with their cleaning requirements.

With this in mind, if you refer a friend, a family member or someone that you know to us which results in us successfully winning the contract, you will receive Love to Shop Vouchers up to the value of £50.

Email your referral to info@fidelisgroup.com