

## WELCOME TO OUR NEWEST CLIENTS & TEAM MEMBERS

**RICOH**  
imagine. change.

Since the beginning of the year we have been providing Daily Cleaning as well as window & carpet cleaning services to Ricoh, an international, imaging and electronics company, supporting businesses all over the world.

**THE DERMATOLOGY PARTNERSHIP**

We are delighted to have commenced daily cleaning at The Dermatology Partnership clinic in Cheltenham. The purpose-built centre provides patients with treatments for skin problems and advice on skin health.

**DiamondBox**

Towards the end of last year, we were appointed by Diamond Box based in West Bromwich to provide them with daily cleaning and washroom services. Diamond Box are specialists in cardboard and corrugated packaging for the automotive, food, fresh produce and electronic markets.

**NHS**

Based in Coventry, Quinton Park Medical Centre have engaged us to provide them with daily cleaning of their surgery including treatment rooms and communal spaces. Through our experience within the medical sector, we are helping them to maintain high cleaning standards across the building to create clean and hygienic spaces for their patients and staff.

## Refer a Lead or Friend...

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, or taking them on as a new employee, you will receive Love to Shop Vouchers up to the value of £50.

Email your referral to [info@fidelisgroup.com](mailto:info@fidelisgroup.com) or telephone 0121 289 3258

## OPERATIVES OF THE QUARTER

### Carl Cassidy – Arconic Site Manager

For always going above and beyond and keeping us informed of progress and challenges on site. Carl is a great asset of Fidelis as he always follows correct processes and procedures in a timely manner. Keep up the good work Carl! Nominated by **Alison John** (Office Manager).



### Ludlow CE School

For coping under pressure whilst dealing with long term sick and also coping and supporting with additional building and expansion works whilst keep fantastic standards – **Ian Ansermoz & Michaela** wanted to give a personal thank you.



**Fidelis**

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## 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.

## STAFF TESTIMONIALS

**Maureen Grove –**  
Cleaning Operative, ExtraCare Bourneville

“ I have been working at Fidelis since July 2019 and the company has been so welcoming and helpful. I love being a part of such an amazing team, where everyone has been supportive and attentive. ”

**Cleaning Operative –**  
Jardine Audi

“ I have worked for Fidelis for several years and throughout this time my duties have always been clearly defined.

I have received excellent training on-the-job, as well as specialist training to enable me to maintain the highest standards possible in my assigned area of work.

I could not wish to work for a better company or for a better manager.

Fidelis are a great company to work for and I would recommend them to anyone, especially in terms of the training and support they provide to employees. ”

# Spotlight

Newsletter

**Fidelis**

Spring 2020

## A BIG WELL DONE



To everyone as  
our financial year draws to an end

### Year End

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

### Infection Control

New challenges around the way we work.

### Operative Testimonials

We are doing a great job for our clients, as told by some of our operatives.

# Thank you to all!

As we begin to settle into the year and a new decade, I wanted to thank each and every member of our Fidelis teams in helping us to hit and exceed our sales and our budgets for 2019/20.

This achievement would not have been possible without the hard work, enthusiasm and dedication from each and everyone of you on a daily basis.

With our financial year drawing to a close, now is the time to look

ahead to the coming year as we look to continue the growth of our organisation whilst delivering a world class service and impeccably high standards to all of our clients, current and new.



# Importance of Cleaning Audits

We hold our Cleaning Audits in high regard when it comes to ensuring we are delivering and, where possible, exceeding the requirements of our clients.

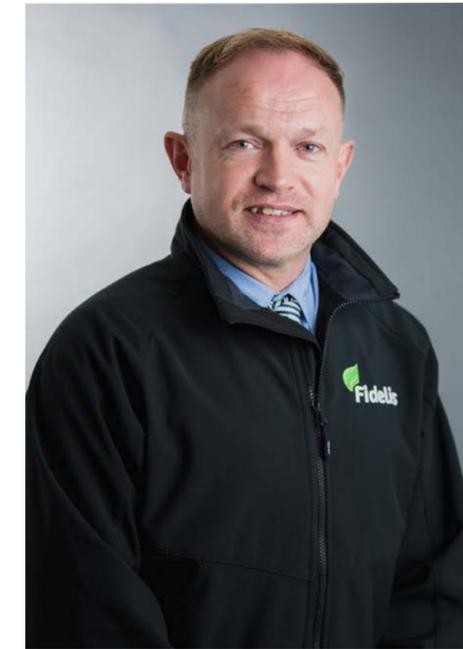
The simple, yet thorough process, allows to us continually review and evolve how we provide our services. They provide transparency and improve communication for all parties from our clients, contracts managers and, most importantly, with operatives.



# A day in the life of ... Mike Freeman, Contracts Manager

My role as a Contracts Manager consists of the day to day running of customers sites which involves all areas of the services we offer. The role I currently have is challenging and extremely reactive – no two days are ever the same.

One day I can be driving from site to site conducting quality audits and meeting with customers. The next day I can be completing deep cleans and carpet cleans on different sites to support our industrial team. On another day, I could be conducting interviews on a recruitment day.... Every day is different.



# Villa Park - Celebrating £1 million sales target

In January, our Head Office team gathered at Aston Villa Football Club to celebrate hitting our sales target of over £1 million of new business this financial year.

This marks a significant milestone in the growth of our company as we continue to deliver quality services to all of our clients and exceed

expectations. This was followed by some fantastic team building with visit to Escape Live in Birmingham.



# Are you prepared... for current health infection control challenges?

In light of the current health infection control challenges, it is paramount that all of our team continue to follow good practice guidelines and our national colour coding practices to help us with infection prevention and control across client sites.

You will all know that ULTRA Violet is standard across all our sites and have been fully trained in its correct use and process. If you are unsure or would clarification on these processes, we encourage you to speak to your supervisor or contract manager.

ULTRA Violet is a neutral cleaner and disinfectant with a popular violet fragrance.

It kills 99.999% of bacteria and is proven to kill MRSA, NCTC 12493 and is tested to BS EN 1276 standards

Ultraviolet is a clear yellow liquid that is low foaming in order to rinse easily from surfaces.

Ultraviolet is safe for use on all surfaces including stainless steel.

