



**The finest property care company**



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# PROFILE

**ProTech Property Solutions is a leading provider of contract cleaning and support services, with an unrivalled reputation for quality and customer care.**

In most market sectors, businesses and organisations rely on us to provide the essential day to day property support services such as cleaning, grounds and property maintenance leaving them free to concentrate on core activities.

But the provision of individual services only scratches the surface of what we do; our management teams are experienced in working within your organisation to become a seamless extension of your business, working with you to provide a total facilities management service.

ProTech Property Solutions takes time to understand the issues that matter to

our clients and develop support service solutions to fit their exact requirements.

Our commitment to providing a quality service and a cleaner environment makes ProTech Property Solutions the first choice in contract cleaning and facility solutions.

Why we're different; we have a strong culture and philosophy that puts people at the centre of everything we do – we know that our clients and staff have a choice. We want you to not only receive excellent service but to feel valued and important, we realise you always have a choice.

Our goal is to not only deliver continuing support to you and your property but to do so at a financial level which offers excellent value for money.

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To summarise, ProTech Property Solutions main features and benefits are:-

- **Investors in People Accredited**
- **ISO 9001 Accredited**
- **ISO 14001 Accredited**
- **Health & Safety compliant**
- **Quality Audited**
- **Excellent customer care**
- **Key personnel who have industry knowledge and experience**
- **Strong geographical coverage**
- **Direct Management structure allowing time to provide site support**
- **Effective training and development for all staff**
- **Site staff security checked**
- **Detailed bespoke service specifications**
- **We genuinely care**



INVESTOR IN PEOPLE



## Mission

"ProTech aims to be recognised as the preferred supplier within its chosen markets.

We are committed to Health & Safety, Sustainability, and to making ProTech a great place to work"



ProTech Property Solutions have delivered contract cleaning and support services across Greater London and the South of England for 30 years.

We find that our approach sets us apart from other companies. We tailor our service according to each of our customer's needs. Whether your organisation is large or small, we ensure we always find the right cleaners for your premises; flexible to fit in with your business and at hours to suit you.

We are professional, friendly and responsive offering a full range of cleaning services to all types of businesses including commercial and non-profit organisations, local authorities, public sector buildings, historic buildings, prestigious public areas and busy retail outlets.

We offer all our customers daily, weekly, one-off or ad-hoc cleaning depending on their requirements.

Our range of cleaning services include:

- **Carpet Cleaning**
- **Communal Cleaning**
- **Consumables**
- **Dust and Barrier Mats**
- **Educational Cleaning**
- **General Cleaning Services**
- **Healthcare Cleaning**
- **Hygiene Services**
- **Industrial Cleaning**
- **Kitchen Cleaning**
- **Office Cleaning**
- **One Off and Deep Cleans**
- **Retail Cleaning**
- **Specialised Cleaning**
- **Warehouse and Shop Floor Cleaning**
- **Washroom Products and Services**
- **Window Cleaning**



ProTech Property Solutions is an 'Investor in People' approved company, an organisation which recognise the importance of their people and can help them to develop their potential, improve their skills and gain greater job satisfaction. This is reflected in the high percentage of staff who have been with the company for many years.

ProTech is also a member of 'British Institute of Cleaning Science' the raising of status and standards of the cleaning industry through education.

## GARDEN MAINTENANCE

As further support to our extensive cleaning services we have developed our own Grounds Maintenance division. Our in-house specialist teams work full time in these areas, enabling our clients to streamline their contract services through one provider. Working closely with our clients we are now able to manage and maintain varied landscaping and grounds maintenance projects into cost efficient packages which improve the appearance of external areas within commercial developments throughout Greater London and the South East of England.

ProTech Garden Solutions can offer an extensive range of ground maintenance services, including complete site and amenity maintenance contracts.

We can work with existing grounds specifications or alternatively our bid team can write proposals which include bespoke specifications that will meet with specific budget requirements. Included within these packages are car parks and surrounding shrubbery areas.

During the winter months we can help maintain paths and driveways through the correct allocation of salt sand grits without leaving them untidy and treacherous. In addition walkways, paved and flagged areas will be maintained including the removal and clearance of all leaves and debris

Our grounds maintenance contracts range from small blocks of flats to large local authority projects.



## Our garden maintenance services at a glance:

### LAWN MAINTENANCE

- Cutting Formal Grass Areas
- Cutting General Amenity Grass
- Lawn Edging
- Lawn Care Treatments
- Scarifying /Aeration
- Lawn Patch Repair
- Lawn Weed and Moss Treatments
- Turfing / Seeding

### ENVIRONMENTAL HYGIENE

- Long Term Weed Control
- Leaf Clearance
- Litter Picking
- Sweeping
- High Pressure Cleaning
- Algae and Moss Control
- Weed Treatments

### BEDS & SHRUBBERY'S

- Edging
- Hoeing and Digging
- Planting
- Pruning Shrubs and Roses
- Weed Control
- Mulching

### HEDGES

- Hedge Cutting
- Laying
- Reduction

### BEDDING

- Seasonal Planting
- Hanging Baskets
- Planters





## WINDOW CLEANING

At ProTech Property Solutions we are proud of our window cleaning heritage which stretches back to the company's formation in 1985. Our years of experience are constantly put to good use as we tackle difficult jobs on a daily basis helping us to evaluate the safest and most cost effective methods of window cleaning in London and the South East.

At ProTech Property Solutions we are constantly reviewing our methods and procedures to ensure we are using the most up to date technology and equipment available. Window cleaning can be potentially hazardous but you can be assured that we are fully compliant with all current health and safety legislation. We can design a practical and cost effective window cleaning program to meet your individual site requirements. We will then deliver a consistent, quality service, efficiently and above all safely.

The system that we believe is the most reliable and efficient is 'Reach & Wash'. It is manufactured to the highest engineering standards, completely changing the window cleaning industry.

The Water Fed pole is the 'business end' of the Reach and Wash system and exactly what we use here at ProTech.

Water Fed Pole has many benefits including:

- **Ideal for awkward access**
- **Environmentally friendly**
- **Reaches up to 65 feet**
- **No need for ladders**
- **No detergents**

Environmentally friendly de-ionised water is used within the Reach and Wash system, which efficiently absorbs the dirt, cleaning the windows, frames, signs and cladding without the need for detergent. When no detergent is used the windows stay cleaner for longer and don't re-soil so easily, leaving you with cleaner windows for a longer period of time.

We are also committed to Health & Safety and as qualified window cleaners have the very best policies and procedures in place. We are proud to be one of the first contract cleaning and maintenance companies to have been awarded with the prestigious 'Safe Contractor' accreditation award since 2005.

We aim to provide a professional and reliable window cleaning service, keeping all our customers pleased with the standard of work carried out at the relevant sites.



## CARPET CLEANING

Professional carpet cleaning can restore carpets to premium condition and help to extend their lifespan.

Maintaining a clean and hygienic environment is paramount to portraying a professional business image. Carpets and flooring represent a significant investment, however all too often their ongoing care is overlooked, ProTech provide carpet cleaning services to both residential and retail sectors.

Carpet cleaning adds new life and freshness to carpets and is a very cost effective alternative to new carpet replacement.

Our carpet care method combines a unique system with the most advanced equipment, operated exclusively by highly qualified technicians. Key benefits of the system include:-

- **A unique programme, designed around your specific requirements**
- **Detailed analysis and planning for proven best outcomes**
- **Full restoration and maintenance programmes, breathing new life into your carpets**
- **A fast response service with quick-dry deep cleaning, leaving you free to get on with business**
- **Advanced equipment and carpet cleaning specialists, ensuring outstanding quality**



## HARD FLOOR MAINTENANCE

The presentation of your facility stands as an unspoken advertisement of your corporation. Nothing impacts more on the first impression to visitors of a corporation's premises than a clean floor with a deep shine.

You can depend on us to keep your hard-surface floors looking their best. We have over 25 years experience of cleaning and maintaining a variety of floor surfaces including marble, ceramic, quarry tiles, hard wood floors, and vinyl floors.

We are all aware that flooring can be expensive and that, of course, includes real wood flooring. You want to ensure that your floor always looks its best and is well looked after. The good news is that caring for your real wood floors doesn't have to be expensive. At ProTech Property Solutions we believe that your floors should always look like new and we work hard to ensure this by using our specially formulated wood care products.

The benefits of our treatments and approach include:

- **Superior clean and a lasting shine**
- **Reduced wear on floor surfaces**
- **Faster and more efficient regular cleaning**
- **Enhanced slip resistance**

Whatever your hard floor requirements make ProTech Property Solutions your hard floor cleaners of choice.





# GRAFFITI REMOVAL SERVICE

Our graffiti removal service at a glance:

- **Removes virtually all types of graffiti from most surfaces**
- **Rapid response graffiti removal for Anti social graffiti**
- **Graffiti can be removed from vehicles**
- **Graffiti removed from Heritage Buildings and Monuments**

ProTech Property Solutions acknowledge how damaging graffiti can be to a business or to your home, the best way to deal with unwanted graffiti is quickly, effectively and as urgently as possible.

Our fully trained graffiti technicians will complete a detailed site survey and will recommend the most suitable removal system. They are very familiar with the different types of methods required to remove graffiti and are able to decide specifically which one would solve your problem the best and most efficient way.

We have a wide range of specially formulated gels and solvent based products which are used within various combinations and processes to remove virtually all types of graffiti without leaving any damage to surfaces and the environment.

The system we use here at ProTech Property Solutions is a unique system that not only removes graffiti to a very high standard but is also:-

- **100% Environmentally friendly**
- **Leaves no damage to surfaces.**
- **Does not have to rely on high pressure jet washers.**
- **Is safe to use on buildings and statues of importance and historic interest.**
- **100% Effective guaranteed.**

## *Rapid Response Graffiti Removal*

### *Anti sociable graffiti removed fast*

Racist or abusive graffiti can damage business and have a devastating affect on people personally. The best way to deal with racist graffiti or abusive, vulgar graffiti is quickly and effectively. We will prioritise any racist or abusive graffiti and will respond as a matter of urgency. Do not settle for this type of graffiti. Have us remove it immediately and be rid of it now! We also provide a rapid response service to high priority moving targets and have your fleet on the road advertising your products NOT graffiti. We respond to this type of graffiti within 24 hours where possible.

## *Heritage Vehicle Graffiti Removal*

### *Graffiti cleaned from cars/trucks without damage to paintwork*

Paint on vehicles provides a different kind of challenge. Paintwork on cars isn't suitable to the usual ways of cleaning graffiti and therefore in the past has required expensive resprays. We remove all graffiti from motor vehicles without the need of expensive resprays. Our Sensitive Surface graffiti remover is designed to remove graffiti from all sensitive surfaces without damage.

## *Heritage Building and Monument Graffiti Removal*

### *Delicate surfaces require specialist graffiti cleaning*

We are able remove all types of graffiti from Heritage buildings and Monuments without damage and leaving no ghosting or shadows. The fact that we don't use high pressures or abrasives means that we can clean old stonework without causing damage.





## FLOOD DAMAGE CONTROL

Our flood damage control service at a glance:

- **Complete building restoration**
- **Complete flood damage restoration**
- **Controlled waste disposal**
- **Drying and sanitising of carpets and furnishings**
- **Drying of buildings on-site and off-site**
- **Emergency 24 hour call out**
- **Water extraction and removal of flood water**

A flood can be a very traumatic experience. Having the assurance of a highly trained flood restoration expert in attendance can do a lot to relieve the stress of the situation.

Our rapid response units can minimise the potential damage to your property and help reduces costs.

ProTech Property Solutions rapid response team are specially trained to assess the flood damage situation and make sure the appropriate action is taken to minimise the water damage to the property. We know that water is relentless and the longer it is left, the more damage it will do to your property, this is why we urge you not to wait too long!

No matter what size the damage is, whether big or small we treat all with the same professional approach. We undertake the initial clear up and treatment of the area to ensure the avoidance of mould and mildew because it's very important to acknowledge that they can cause serious health problems. We install and monitor dehumidifiers to extract excess moisture in the air, reducing the risk for mould and mildew to grow inside your property.

Providing for both commercial and domestic properties, we know the main focus is to get our client back up and running as quickly as possible.

Other services we are able to supply:

- |                      |                                                                      |
|----------------------|----------------------------------------------------------------------|
| <b>Building;</b>     | Brickwork and structural damage repair, no matter how severe         |
| <b>Carpeting;</b>    | Freshly laid carpets once the repair work is completed               |
| <b>Flooring;</b>     | Replacement or repair of any type of flooring, including floorboards |
| <b>Redecorating;</b> | Plastering, painting, wallpapering and more                          |



## WASTE SERVICE

Our waste removal service at a glance:

- **Bulky items removed from your property**
- **Garage clear outs**
- **Garden waste removals**
- **House & void property clearances**
- **Office clearances**
- **One off & Contract junk removal services**
- **Recycling**
- **Rubbish removal**

Here at ProTech Waste Solutions we offer a professional junk clearance service available for you throughout London and South England. We are fully licensed to carry out clearance work and dispose of the junk at waste stations.

We have a ruthless focus on our clients' needs, and can offer you not just significant cost savings but a strong sustainability performance.

Unlike other waste contractors, we're not under any pressure to fill our own waste disposal facilities or energy-from-waste plants. That means we can shop around amongst different suppliers to find the best and most effective service for you.

We can provide you with full monthly reporting, generated through our ISO 14001 management information system, along with accurate invoicing and outstanding customer service.

All our employees are thoroughly checked and fully trained to do their jobs. We are also able to offer an out of hour's service with advance notice.

Thinking green? So are we! As an ISO 14001 accredited company, ProTech Waste Solutions are dedicated to efficient and smart junk removal that leaves as little an impact on the environment as possible.

We focus on recycling as much of the material we take away as we can - and properly disposing of anything that we can't.

Our operatives all wear protective clothing in the removal of waste and are trained to look out for potential hazards such as needles and sharps that could pose a threat to public health and safety.



## MAINTENANCE

ProTech Building Solutions is a leading provider of planned and reactive property maintenance services, operating across residential, commercial, industrial, retail and public sectors.

Specialising in all areas of maintenance, from the drains to the roof, ProTech Property Solutions maintenance division sets new, modern and highly professional standards.

We are able to provide both reactive and emergency breakdown maintenance, as well as planned works.

With a 24-hour call out service (365 days a year), ProTech Building Solutions ensures that there is always an engineer available, either for an emergency or by way of after-service support.

### REACTIVE MAINTENANCE

ProTech Property Solutions Maintenance Division is designed to be the easiest, fastest and most cost effective way of solving your property maintenance needs.

From a leak or blockage, to heating or air conditioning breakdowns, gas or electrical faults, roofing or building fabric issues, there are many ways in which problems can arise with your property and ProTech Building Solutions is set up to look after all of them.

The basis of our Reactive Maintenance service includes:

- **Absolute transparency, from timings to costs, with no hidden charges.**
- **State of the art information and communication technologies which enable us to offer you a two-hour arrival window and email confirmation of charges, booking times and call details.**
- **Comprehensive guarantees for everything we undertake for you.**

### PLANNED MAINTENANCE

When it comes to improving your property, whether it be a few cosmetic changes or structural works with a complete top to bottom property refurbishment, it makes sense to choose ProTech Property Solutions - the property maintenance experts.

Get it right and you add considerable value to your property and bring many benefits. Get it wrong and you can be left with an expensive, stressful and time-consuming mess!

ProTech Property Solutions maintenance division has been designed and built from the ground up, to provide a complete and totally professional property service to our commercial, industrial, retail and public sector clients. From your roof down to your drains our time-served, multi-skilled, fully-trained and qualified technicians are able to successfully complete every task around your property.

Services include:

- **Boiler Installations**
- **Electrical Installations**
- **Plumbing Installations**
- **Preventative drain maintenance**
- **Reactive drain maintenance**
- **Property Refurbishments**
- **Roofing Services**





## ANTI SLIP FLOOR TREATMENT SPECIALISTS

Our anti slip service's at a glance:

- **Anti slip cleaning and maintenance**
- **Anti slip solutions for all hard floors**
- **Pendulum floor test (coefficient of friction measure)**
- **Programmed maintenance**

The Health & Safety Executive states "Floors need to have enough grip for pedestrians to walk safely, but what does this mean? Grip is measured as 'Coefficient of Friction'. For safe pedestrian walking on the level this should be 0.36 or higher." It also says "it's no good testing a clean and dry floor then expecting it to be slip resistant in the wet."

There are many ways to verify the slip resistance of flooring, however the only method recognised by the HSE and the Law Courts is the TRL Pendulum Test. Should someone fall on your floor and decide to make a claim against you or your organisation, the only evidence that will be allowed in court in relation to the safety of your floors (or otherwise) will be Pendulum Test Results taken by an independent tester in the area in which the slip or accident occurred.

We offer a full floor testing and evaluation service including ongoing monitoring. The service extends from pendulum testing to UK Slip Resistance Group Guidelines Issue 3 2005.

Not only can we measure the slip resistance of your flooring, we can offer practical solutions to ensure they comply with HSE Guidelines and exceed +36 for internal surfaces and +40 pendulum test value for external floors.

The workplace regulations 1992 requires floor surfaces to not expose any person to a safety risk.

Anti Slip / Non Slip treatments reduces the risk and dangers of slips and falls and the potential of a personal injury.

Health and Safety Executive figures show that 95% of major slips result in broken bones and they can also be the initial cause for a range of other types of accidents such as a fall from height.

The cost of slips and falls to employers is estimated to be £512 million per year (lost production and other costs).

Fast food outlets, nursing homes, restaurants, shopping centres, supermarkets, office buildings, banks, hospitals, hotels, sports centres, pools and spas, country clubs, schools and colleges are just a selection of facilities that would benefit from Anti Slip treatments.

ProTech Property Solutions use No Skidding anti slip treatments and coatings which can be used on most types of hard surfaces such as ceramic tiles, slate, terrazzo, quarry tiles, marble, stone, concrete and enamel baths and showers trays.

Using no skidding products on surfaces makes them resistant when wet without affecting the standard and presentation of the flooring! It is instantly effective, can be walked on immediately and allows wet to dry areas to become slip/fall safe. The anti-slip floor treatments increase safety for your employees, customers and the public, reducing the chances of falls/slips resulting in injuries.

We will consider any size job and advise you the best solution for your property, no matter what the issue we can help to solve your problem!



## NEEDLE & SHARPS DISPOSAL SERVICE

Our needle & sharps clearance service at a glance:

- **Clean & disinfection of contaminated areas**
- **Needle collection**
- **Needle disposal**
- **Needle sweeps**
- **Sharps collection**

In addition to our bulky waste clearance services we also provide a needle sweep / sharps collection service. Normally these are intravenous needles, but they can be glass or anything else that could cause injury through cutting or piercing the skin.

We tend to find that many of our clients who manage multiple properties have occasional problems with needles being discarded both in empty buildings, and even worse, in occupied buildings. Whether part of a void clearance, fly tipped rubbish clearance or a flat / house clearance, old needles lying around present a clear risk to anyone who may come into contact with them.

Our needle disposal service reduces this risk by removing any needles / sharps from any premises. With our fully trained sharps teams, our needle collection service follows all HSE guidelines and all necessary risk assessments are carried out, to ensure our customers receive the service they require.



## PEST CONTROL

ProTech Pest Solutions at a glance:

- **Commercial pest control solutions**
- **Residential pest control solutions**
- **Preventative & Reactive pest control solutions**

ProTech Pest Solutions is a leading provider of pest control services to commercial and domestic customers as well as public sector. Dealing effectively with all non wood boring types of pest and bird problems as they occur, we develop innovative, environmentally sensitive solutions for the detection, prevention and elimination of troublesome pests.

ProTech Pest Solutions is an established Pest Control Company, which has been operating since 1985. All our Technicians undergo intensive training and sit the RSPH/BPCA (Level 2) Certificate in Pest Control and the British Pest Control Association Diploma, a recognised qualification for the industry, together with Food Hygiene Training. ProTech is one of the few pest control companies to have achieved Quality Assurance ISO 9001, Environmental Standard ISO14001, Health and Safety Standard ISO18001, 'Investors In People' and also a National Training Award.

All our Technicians carry mobile telephones to facilitate a rapid response.

### Why is Pest Control necessary?

Neglecting pest control can prove an expensive option; pests can cause:

- **Diseases that can affect your staff and customers**
- **Damage to buildings**
- **Fear and offence**
- **Damage to food and contamination by droppings and urine.**
- **Loss of reputation and fines of up to £20,000 under the Food Safety Act, 1990**

Unless pest control treatments are carried out on a regular basis, pest infestations can quickly develop and spread throughout the premises. Having a documented pest control system in place is also a legal requirement under the Food Hygiene (England) Regulations 2005 and is an integral part of the Safer Food, Better Business initiative.

For speedy, effective and discreet pest control or pest management call us and say goodbye to pest problems.





## SECURITY SOLUTIONS

ProTech Intruder Solutions at a glance:

- **Burglar alarms**
- **CCTV installations**
- **Door entry systems**

In today's environment protecting your home or business against crime is more important than ever. An Intruder alarm system from ProTech Intruder Solutions has the flexibility to cope with demands of modern living. Alarm systems can be tailored to the individual requirement of the customer and many security products can be integrated in harmony with other accessories.

Our intruder alarms systems are designed to meet your specific requirements and installed neatly with the minimum of fuss and disturbance to you. We also offer our efficient 24/7 service and maintenance department ensuring your intruder alarm system remains as reliable and effective as possible. All our Intruder Alarms comply with latest industry standards.

### Burglar Alarm Installation

Our experience surveyors will arrange a convenient time to visit you and carry out a complimentary security audit on your property before recommending the alarm system to suit your needs and budget. Our intruder alarm solutions range from basic detection and sounders to multiple site, wireless and private home systems all installed by our highly skilled installation engineer.

At ProTech Intruder Solutions we can provide the intruder alarm package to suit every home or business requirement. By providing the most up to date equipment and unparalleled level of service to ensure we deliver a better value for money solutions for all our discerning Customers.

### CCTV Installers & Installation

Modern day crime prevention relies on CCTV systems and capturing incidents digitally for future use. They also provide a visual deterrent. You can now monitor your CCTV remotely from anywhere in the world, via an internet connection. The Police often use CCTV evidence to convict criminals based on the footage captured.

ProTech Intruder Solutions can provide you with the latest in CCTV systems and a wide range of CCTV cameras for various applications. We supply cameras, lenses and digital recorders to fit your every requirement. All our systems comply to security industry standards and we offer an excellent after sales maintenance package.

### Door Entry Systems

Protecting your property is easy with the latest door entry systems which act as your electronic gatekeeper, denying unwanted visitors and recording entry & exit times for authorised visitors.

There are many benefits of access control systems, among which are:

- **Controlling who and when visitors enter the property**
- **Protecting employees / residents**
- **Monitoring time & attendance of employees or contractors**

At ProTech Intruder Solutions we have selected the most reliable and robust systems designed to give you complete peace of mind. Our systems range from basic access control systems protecting a single main entrance door with a keypad, swipe card or key fob entry to complex integrated fingerprint recognition systems with full reporting software.

Our access control systems can also be integrated with CCTV Systems, Intruder Alarms and Security Lighting to provide the most secure solution for your property.



## MANAGING YOUR CONTRACT

Should it be your decision to award ProTech Property Solutions your contract, you will receive all the benefits of using a focussed, customer orientated contractor with an outstanding reputation in service delivery. The key to our success is effective management, centred on communicating with our clients, assessing their needs and adopting a proactive approach to our systems.

### Do We Care?

Yes, we really do and that is why we diligently monitor our performance at every stage and from every conceivable angle. To ensure all daily tasks are completed in compliance with specification, charge hands, site supervisors and contract managers carry out regular quality audits of all areas. A formal review of the contract will be made by the area manger on a regular basis.

- **All staff are aware that an audit of their work will be carried out unannounced at anytime, to ensure standards and service consistently are maintained at all times.**
- **Adequate time is allowed for the induction of all new staff, enabling them to quickly achieve the desired standards from contract commencement.**
- **Time is also allocated as part of the auditing process, for the monitoring of any remedial actions that have been undertaken following previous inspections.**

### Are We Safe?

We are members of the CHAS national Health & Safety scheme, raising safety standards across the UK. A copy of our health and safety manual is available upon request. The company's policy is designed to cover its own employees and those of the public. ProTech Property Solutions always aims to achieve standards higher than those demanded by legislation. Where a significant risk arises, the services of outside experts and consultants are called upon to provide detailed technical advice to ensure that safe working practices are adopted in all operations.

The objectives of the health and safety policies

- **To ensure that equipment is maintained in a safe condition**
- **To ensure that the use, handling, storage and transport of articles and agents is without risk to health and safety.**
- **To ensure that all staff receive the necessary information and training in safe use of equipment**
- **All equipment and machinery is cleaned and checked at the completion of each day to ensure it is maintained in good working order.**





## QUALITY ASSURED

ProTech Property Solutions is accredited to BS EN ISO 9001; and complies with all of the requirements. Their processes and procedures guarantee consistency of service delivery.

The internal management contract control procedures adopted by the group are based firmly around the following principles:

- **Best practice**
- **Best value**
- **Communication**
- **Compliance with client specification and requirements**
- **Efficient service delivery**

We aim to provide the finest possible cleaning and support services to all of our customers utilising our service background, ethos and experience to ensure that we are at the leading edge of quality.

By consulting and maintaining regular communication with all our customers, we fully understand all on site requirements and commit to meet individual needs and expectations in all the services we provide.

We will continually seek to improve the quality of our services to achieve the highest possible standard in everything that we do.

We ensure that during our induction and training process all members of staff are aware of our commitment to quality. Ongoing Investors in People training courses are also given to ensure all staff are aware of our goal to deliver the finest property care.

Our continued success at this time is not only attributable to our ability to monitor and manage our workforce through our tried and tested systems, but also the input of people at the highest level within our organisation.

At Director level within our business, we have people who have vast experience and knowledge in the provision of facilities management.

We have in place, all of the processes necessary to deliver the required services but the key to our success is our investment in systems and processes that ensure that we maintain consistency in the delivery of a quality service. These range across all areas of the business but include the key elements as follows:

- **Personnel and training**
- **Information technology**
- **Health and safety**
- **Quality assurance**

In the workplace, it is essential that no risks are taken with the employee or the customer's safety. With this in mind we have comprehensive methodology strategies in place including procedures for identifying and managing risks in the workplace. This includes detailed, formal risk assessments of all activities, together with method statements and COSHH data sheets.

We design bespoke service level agreements and methods of service delivery operational performance in conjunction with specific and individual site requirements.

Senior operational teams visit all sites with a view to gaining complete understanding of all specific site requirements.



# A PROFESSIONAL APPROACH

## **Risk assessments**

Regulations require employers to conduct assessments of the risks associated with the various tasks undertaken by their staff.

Prior to the commencement of the contract all jobs are assessed and reports produced, along with a simple chart for each one.

Where a significant risk is identified the method of working is reviewed in consultation with the client.

## **Method statement**

Having assessed the risk of undertaking any tasks, ProTech Property Solutions produce a detailed explanation for its staff on exactly how the job should be carried out, what chemicals should be used, what safety equipment will be necessary and clear guidelines for all aspects of operations.

## **Competent Persons**

An adequate number of 'competent' persons have to be appointed, with sufficient time and resources at their disposal, ensure ProTech comply with its legal duties and to implement emergency arrangements. Competent health and safety advisers can be either employees with appropriate qualifications and experience or professionally qualified consultants.

## **Information, Instruction, Training and Supervision**

Employees are given comprehensible information, instruction, training and supervision necessary to ensure their health and safety and that of others. [HSWA, MHSW and other regulations eg. COSHH].

## **Health Surveillance**

Arrangements are made for any necessary health surveillance of employees and appropriate records are kept.

## **Work Equipment**

All work equipment must meet essential safety requirements and safe systems of work must be established.

## **Personal Protective Equipment**

Where risks cannot be controlled at source, appropriate personal protective clothing and/or equipment will be provided free of charge.

## **Reporting and Recording**

Accidental injuries, dangerous occurrences and notifiable occupational diseases will be reported to the appropriate enforcing authority and records kept. Records also have to be kept of the results of workplace environmental monitoring, health surveillance and maintenance etc. [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, (RIDDOR), COSHH].

## **Insurance**

ProTech is fully compliant with Public and Employee insurance and are able provide compensation to employees in the event of work related injury or damage to health.





# WELL TRAINED & MOTIVATED STAFF

## Recruitment

ProTech Property Solutions employ staff at all levels who have pride in their work, and are both willing to learn and capable of passing their knowledge on to others. Our commitment to staff and training is evident in the low turnover of staff and managers, and in the length of service of the majority of our employees.

Our primary aim is to build a reliable and dependable team, who are able to produce the high standards required by both the client and ProTech Property Solutions. Rewarding our workforce, recognising achievement and monitoring progress achieve this reliability and consistency. Six monthly reviews and career projections of staff are held by management and staff.



## Training

To help ensure that a high standard of service levels are consistently achieved and maintained throughout all our contracts, all new site managers, supervisors and operatives undergo our rigorous induction and awareness training program. These programmes include personnel issues, administration, site familiarisation, fire precautions, service delivery, customer service, health and safety and all other contact requirements.



## Personnel

The company's recruitment procedures can be summarised as follows;

- **Applicants complete an application form and are given details of their terms and conditions of employment, place of work and pay.**
- **References from previous employers are obtained in accordance with the clients' requirements**
- **Applicants must provide documentation in accordance with the current legislation to prove their right to work in the UK**
- **All wages are paid to our employees via the BACS system directly into their bank or building society account**
- **All applicants will be interviewed formally and assessed for their suitability and experience**
- **We are a registered body for CRB which enables us to administrate CRB applications when required.**



INVESTOR IN PEOPLE



## Equal opportunities and racial discrimination

ProTech Property Solutions is a committed equal opportunities employer. The company opposes all forms of discrimination against applicants for employment, whether it may be on the grounds of sex, marital status, race, colour or national origins. This policy also applies to people with a disability or members of a trade union. We seek to fulfil this commitment through the application of employment policies and procedures that are consistent and equitable for all employees, taking into account the expertise and ability of each individual. It is the responsibility of each member of staff to ensure that no individual is treated less favourably or discriminated against because of their sex, marital status, race, colour, nationality, disability or trade union membership.

# ENVIRONMENTAL OBJECTIVES & METHODS

The largest proportions of our contract business is the provision of labour; therefore objectives regarding environment issues, and targets in reducing our carbon footprint are focussed around the provision of chemicals, machinery and the actual operation of delivering our services.

Following an assessment by an independent body, our company has been awarded ISO14001 Certification.



Our company has its very own environment management system that meets with the requirements of ISO14001.



This certification has only been achieved by less than 1% of UK businesses and this prestigious award is supported by the government and recognised world-wide. It is the organisation's objective to carry out all measures reasonably to meet, exceed or develop all necessary or desirable requirements and to continually improve environmental performance through implementation of the following:

- **Assess and regularly re-access the environmental effects of the organisation's activities**
- **Training of employees in environmental issues**
- **Minimise the production of waste**
- **Minimise material wastage**
- **Minimise energy wastage**
- **Promote the use of recyclable and renewable materials**
- **Reduce and/or limit the production of pollutants to water, land and air**
- **Control noise emissions from operations**
- **Minimise the risk to the general public and employees from operations and activities undertaken by the organisation**

There are considerations and policies actively pursued within our business involving the purchase and the use of chemicals and machinery. Our standard operating procedures are in consideration of our environment and include but are not limited to the following:

- **We source people locally for our contract sites in consideration of all travel programmes, reducing our carbon footprint.**
- **We seek to reduce levels of consumption in all materials we use, and strongly encourage recycling of materials**
- **We work with all our suppliers and clients to ensure we are using items required for the successful delivery of our services, in consideration of our environment.**
- **Cleaning chemicals are researched, and those used have dilution and dosing procedures which meet with environmentally friendly criteria.**
- **Wherever possible we use equipment that reduces overall energy and water consumption**
- **We dispose of materials professionally according to type**
- **The vehicles we use to facilitate the delivery of our services form a major part in our dedicated approach to working in consideration of environmentally ethical operations.**
- **We are committed to working towards a paperless environment, encouraging staff to use and view documents electronically. We support a number of organisations through the recycling of printer cartridges.**
- **We are implementing a policy of removing waste from buildings and ultimately reducing the effects on land fill sites**
- **Confidential waste containers with letterbox depositing can be provided on site, to ensure the waste remains confidential.**
- **The continuous support and training we deliver to our people includes these visions and values.**







**The finest property care company**

