



axis cleaning and
support services

Newsletter

Summer 2018

Welcome Word

From our Chief Operating Officer, Simon Giles



We set a number of goals and objectives for the business to achieve each year. These are often based on broader, longer term plans but can often also address any

challenges that have arisen.

Someone once told me years ago that helping to direct and manage a business is like driving a car, in that you are continually having to adjust and check everything. For example, speed, direction, steering, having an eye on any dashboard lights and the comfort of passengers travelling with you to name but a few.

The analogy works well for me, being a car enthusiast, so this time I thought I would give you both an insight and an update on some of the key projects / goals the Cleaning team have been working on. Apologies in advance if the analogy starts to become too cheesy!

Our 'speed and direction' for 2018 has very much been to grow the business. Whilst we have been winning new business slowly but surely over the past couple of years, we decided to push ahead on this and increase the speed, by bringing on board a new Commercial team member and Bid Manager.

We can only do this though, if the vehicle mechanics are absolutely sound - in other words we can only grow through demonstrating that we already have great teams giving customer support. Otherwise the quicker we tried to go, the more things would rattle and ultimately fail.

The success therefore of the commercial team in winning new business, which as of the date of this newsletter is on track to be a record year and hit the target we set, is only possible through the hard work put in by every one of the team across every site. This is no matter whether you are on the frontline working at one of our client sites or in one of our support teams in the back-office. Everyone plays a part in delivering great service. Even the best vehicles in the world can fall apart if one small bolt is missing in a wheel for example. Thankfully all our bolts are well and truly intact!

I mentioned earlier that checking on those travelling with you is also key, and this is where our People Strategy and the work being done by Naomi Austen and her team is vital. I was delighted to be at the first extra mile award lunch, where we were able to recognise some of the great people we have in our team.

So in summary, how has 2018 been going so far? From my perspective it's a very positive year, where we are welcoming on board some new clients and members to the team, whilst we also help move forward on lots of exciting other areas including our time and attendance system, improving our communications across the business, a new green newsletter in conjunction with BUNZL - all of which I look forward to updating you on later in the year.

And finally if you are one of our new team members, welcome on board!



New Opportunities

The new business won over the summer has been an exciting mix. This includes a number of offices in the South of the country - including First Central and Stockley Park, through to commencing work with Q Parks at a number of their car parks throughout the country.

Transport remains a theme as we have also won the cleaning on the new Trans Pennine Express trains running between Liverpool and Manchester, through to Leeds, York and Scarborough. The new Nova trains arrive in the autumn of this year, and will certainly be striking to look at. There will be 13 new trains, each of 5 coaches - certainly a great opportunity for our Manufacturing Food and Transport ('MFT') division.



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A word from

Naomi Austen, HR Director

It seems impossible to think that last time I wrote, it was spring, and after a beautiful (but rather hot) summer, we are heading into Autumn.

On behalf of everyone here in Axis, I would like to thank you for all your

efforts during the particularly hot weather that we had, blistering temperatures and very out of character for the UK, but I am told that there is a good chance we may encounter those types of summers moving forward, we will see!

I was thrilled to attend our first ever **Extra Mile Award** lunch in May, accompanied by Simon Giles, Jonathan Levine (CEO) and David Mundell (MD, Security), we took the regional winners to lunch at the Botanist in Birmingham. We had some wonderful winners. Our Regional Cleaning Winners were **Emma Coomber at JCB** and **Jeanette Roberts at Wockhardts**. Congratulations to them both and the other winners. Our next lunch is for the London Winners, which shall be hosted in November. This will now be an yearly event, so if you know anybody whom you think has gone 'the extra mile', let me know. If we receive a high level of submissions, we may increase the number of winners and lunches we have.

The Axis Hub

Want to know about what's happening across the Axis Group at the touch of an app? Please download the Axis Hub, join the rest of your colleagues who 'are in the know' and are accessing communications, webinars, fairer finance and hundreds of discounts.

GETTING STARTED COULDN'T BE EASIER



IF YOU'VE RECEIVED AN EMAIL INVITATION...

1. Follow the link to activate your account
2. Complete the requested details
3. Create a password to log in and access the site in the future

NO EMAIL INVITATION? NO PROBLEM, SIMPLY...

1. Make a note of your employee/payroll number
2. Visit <https://axisgroup.hapibenefits.com> on your computer, laptop, tablet or smartphone
3. Click the 'I'm New - Get Started' link and follow the on screen instructions to create your own password to log in and access the site in the future

DOWNLOAD THE APP

Once activated you can download the free app on your mobile phone*. Click on the app tile for full instructions.

To use the app to its full potential, we recommend all users agree to receive push notifications when prompted at the installation stage.

*Apple and Android devices supported

Don't forget!

Employee Administration – I mentioned last time that the government has extended the **Child Care Voucher** scheme until October 2018. If you want to make some savings and want to save 5% a year on childcare costs, log onto the Axis Hub for more information.

Reward Management - Recruit a Friend payments are set at £400.00 for each new person you put forward who is successfully recruited. If you have introduced a friend to Axis, ask your line manager for the 'Recruit A Friend' form in order to claim your £400.00 (terms and conditions apply).

Employee Engagement – Please let us know what you are doing? Shaving your hair off for charity?, climbing Kilimanjaro, holding a bake sale, passed your driving test, passed some exams – let us know, we want to help shout about it. Email your news to me at: peoplestrategy@axis-groupservices.co.uk.



I am delighted to advise that we are introducing **HSF Health Plan** to the Cleaning business!

The HSF health plan provides affordable cash plans for all Axis Cleaning & Support Services employees.

It is a cash plan designed to save our employees and their families hundreds of pounds per year on their health and everyday expenses. Pairing that up with cover for when things don't go to plan, HSF health plan is the full package! Even your partner and children are also covered for free! There are over 35 benefits including dental, optical, physiotherapy and many more. We have introduced this at the reduced rate and to make it even better, this can be deducted directly from your pay*.

HSF health plan has many different options to suit every household. At Axis, cover starts from as little as only £1 a week! We shall be setting up visits from HSF health plan on many of our bigger sites. However, for those of you who want to sign up sooner or would like any more information, please contact HSF Health plan on **0800 917 2208** or at ryan.crown@hsf.eu.com. Advise them that you are an employee of Axis Cleaning & Support Services Limited.

**We can only deduct the amount from your pay each month if you earn more than the national minimum wage, otherwise deductions can be made from your nominated bank account. The above is subject to terms and conditions.*



Day in the Life of...

Malith Disala

Senior Area Manager

I joined the business in January 2011 as an Area Manager, looking after a small commercial portfolio within the North & East London region and the outskirts of the M25. I came from another competitor after 5 years contribution. My idea and objective when joining Axis, was for me to develop within the business and improve my skills and knowledge. It has been 7 and a half years of improving my skills and expertise within the business, and within this time I have worked a number of roles.

I am very excited to work as a Senior Area Manager at present, reporting to Sector Director - Pam Byrne. The journey has been very interesting and I have received all aspects of training which enabled me to reach my current role within Axis.

The relationship with my line manager, Pam Byrne and the rest of the South team is second to none, which enables us to be a better team. With our strong management skills and work ethics, we managed to enhance our client relationships and business stability across the Southern sector.

My core service sector is mainly shopping centres. There are five shopping centre Site Managers reporting into me. My main responsibilities are to ensure the portfolio operates smoothly, within budgets and engage daily with staff and clients. At times, recruitment tends to be a challenge in some areas. My teams are mainly located at various locations in the South.

- 1. Southside Shopping Centre,** Wandsworth, London – Managers are Steve Bowman and Nelson Llano

- 2. The Ashley Centre,** Epsom, Surrey – The Manager is Americo Pinheiro

- 3. The Mercury, Romford Essex** – The Managers are Jon Guerriero, Bradley Halfacre and Kris Tiwari

- 4. Hempstead Valley Shopping Centre,** Hemel Hempstead, Herts – The Manager is Helen Fuller

- 5. Clacton Shopping Centre,** Essex – The Manager is Sara Turvey.

There is no ordinary day in work due to the nature of the business, however coaching and guiding my staff, liaising with clients, finding resolutions to staff related matters, fulfill operational and contractual requirements can be among various duties I carry out daily. Additionally, prioritising important projects introduced by the business such as Timegate is a key at the moment. I am very proud to be a part of the mobilisation of recent new wins in the South, and I am happy to say it was very successful.

Outside of my work, I am a passionate motorbike rider. I need to add a lot more miles under my belt to improve my riding skills and it's getting better. On some evenings, I do love to play football and go swimming.



Health and Safety

by Tracey Hammond

An update on the 5 x 5 project – we are on course to have completed all of the site specific conversions onto the new 5 x 5 matrix by early August. This has been a massive project and my thanks go out to all the managers and supervisors for their efforts with this.

The 'near miss' reporting tool box talk was rolled out in March and I'm pleased to say that it has been well received across the whole business. By the end of June Axis Cleaning had identified and recorded 58 more near misses to Reportline than the end of June 2017! That's a huge improvement. The timing of the tool box talk coincided with near miss submissions being added to fast-field forms, and this has obviously helped on some of the sites.

The reporting of these 'unsafe conditions' and 'unsafe acts' prompts an investigation by supervisors to think through the incident and to introduce further control measures where needed or provide further training to groups or individuals. Minor injury reporting has also increased, which is positive – as a result of the extra 'minor' reporting so far this year there has only been one RIDDOR reportable accident; which is three down on this time last year.

Last week I received this message from our Reportline Manager, Paul Rowlands –

"I've noticed a real positive change to reporting within Axis over the past twelve months, indicative of a culture change within your organisation. You have clearly embedded health and safety within the organisation to a point where they appreciate the need to proactively report near misses, rather than just react to accidents. Of all the clients Reportline works with, Axis is by far the healthiest approach to near miss reporting and is perhaps the only client who comes close to achieving the aspiration of the proportionality of the Bird Triangle."

Please stay focussed on the reporting of near misses as we go into autumn and winter - by working together in this important area, we are making a big difference to the health and safety of all in the long term! Thank you.

Summer is upon us, and what lovely weather we are having too! I thought that I would mention in my article how important it is to keep yourself in check during the hot weather. The following are reminders on what to do for yourself and also a prompt for you to keep an eye on your colleagues too. I have also produced a tool box talk on keeping safe in the hot weather, if you haven't yet seen it – ask your line manager.

Please keep the following in mind during this season:

- Make sure that you are properly hydrated before you leave for work in case of delays on your journey in hot trains, buses or your car.
- Avoid ice cold drinks, the temperature makes your blood vessels shrink, your digestion becomes restricted, and hydration is hindered.
- Watch out for signs of dehydration in yourself and others
- Dress sensibly when out in direct sunlight
- Cover up exposed skin where possible
- Slap on the sun screen
- Keep out of the midday sun if you can
- Plan your day
- With all the above - Prevention is easier than cure!



Compliance

by Steve Rex

In June 2018 Axis CSS was audited over a three day period as part of the transition to the new ISO Standards. The auditor from CCAS (Chamber Certification Assessment Services) visited both our Sidcup office and also went to DWF, the Wulfrun Shopping Centre and Chelmsley Wood Shopping Centre which are all located in Birmingham. I am pleased to report that Axis CSS has successfully met the criteria and gained certification to ISO 9001:2015 & ISO 14001:2015.

I would like to thank Amanda Hall, Jane Barclay (Sector Managers), Paul Chambers, Mary Quinton (Cleaning Supervisors), Alan Clee (Cleaning Operative) for their time spent answering questions and showing the auditor around during the site visits. I would also like to thank Adam Voller and Stephanie Lovell for taking the time to be interviewed at Sidcup.

Please note that Steven has now left Axis - please direct your inquiries to: Gayle.Windrim@axis-groupservices.co.uk.



Contract Win

Savills and Mercury Shopping Centre

The Mercury Shopping Centre (Workman) in Romford has selected two Axis Group companies, Axis Cleaning and Support Services and Axis Security to deliver an integrated cleaning and security service.

The Mercury is spread over three floors, and includes a Bingo hall, cinema and approximately 45 retail outlets and eateries.

The contract includes a total of 11 security officers, 12 cleaning staff and three supervisors, with security providing a total of 540 hours per week and cleaning 390 hours to cover the entire estate. All employees were transferred across to Axis employment under TUPE.

Spencer Hawken, Centre Manager, The Mercury, says as a progressive, environmentally-conscious and customer-centric shopping centre, it was crucial the company delivering the cleaning and security contract understood that a dynamic, multi-skilled service was essential:

"We recently installed an electric generating floor, the first of its kind globally in a shopping centre, with the aim to power a customer service, such as a mobile phone charging station or as a marketing tool, e.g. creating a lighting schematic designed by a local artist. Our launch also contained a

Savills have chosen Axis Group companies, Axis Security and Axis Cleaning and Support Services, to deliver services at the Xscape Yorkshire and Cardigan Fields leisure centres which are both in Yorkshire.

Xscape Yorkshire is a large leisure complex that features an indoor snow and ski slope, a multiplex cinema, bars, restaurants, retail outlets and attracts a significant footfall especially on weekends. Axis Security is providing manned guarding services 576

charity initiative where we used a stepping machine to generate one million steps over the course of one week. Security officers manned the machine 24/7 and both cleaning and security officers drummed up enthusiasm across the centre," he explains.

Axis will be delivering customer service training as part of the contract, which was another key driver in the decision to select Axis: *"Our aim is to provide exceptional customer service to everyone who visits the centre,"* says Spencer. *"For example we turn off music every Tuesday to create an environment that is more comfortable for those living with Dementia and Autism. It is therefore important that all employees are trained in supporting people with different needs, in addition to more general customer service."*

In a competitive tender where there was very little differentiation in price, Spencer says they had to look at the package as a whole: *"Working with Axis over the last couple of months, we have experienced a knowledgeable and friendly management team who understand our requirements without our having to explain details. It sounds like a cliché, but on our first mobilisation meeting it was obvious to us that they knew how to deliver the customer-centric service that we require."*

hours per week, employing a team of 12 security officers all of whom were transferred to Axis employment via TUPE. Axis Cleaning and Support Services is providing nine cleaning staff on the same site.

Cardigan Fields is a leisure park located just over a mile from the centre of Leeds. It is fully equipped with a cinema, gym and numerous restaurants. Axis Security is providing manned guarding services 252 hours per week, employing a security team of six.

GDPR Compliance

In case you haven't heard – the Data Protection Law changed on the 25th May 2018. We won't have a Data Protection Act but we will have a set of General Data Protection Regulations or GDPR as it is often referred to. This is probably the reason you have been receiving numerous emails asking you to confirm that you still want to "keep in touch". The email will have probably advised you that unless you "confirm" that you want these organisations to communicate with you, that they won't be able to and they will stop sending you emails.

Personal Data

GDPR applies to 'personal data', which means any information relating to an identifiable, living individual who can be directly or indirectly be identified, particularly by reference to an identifier (piece of information).

Personal data includes a multiple number of personal identifiers, including name, identification number (e.g. employee number), location data or online identifier (e.g. email).

GDPR applies to both automated personal data and manual filing systems where personal data are accessible according to specific criteria, including manual records containing personal data.

It is still legal to hold data but the rules have changed. There are a number of criteria that enable you to state your justifiable business case for holding the data.

Lawful Basis for Processing

A lawful basis to process personal data needs to be established and the processing is required to be undertaken in a lawfully, fairly and transparent manner.

Most lawful bases require that processing is 'necessary'. If you can reasonably achieve the same purpose without the processing, you won't have a lawful basis. Privacy notices should include the lawful basis for processing as well as the purposes of the processing.

Processing of data classified as "special category of personal data", requires identification of both a lawful basis for general processing and a condition for processing this type of data.

There are six available lawful bases for processing.

1. **Consent:** individual has given clear consent for their personal data to be processed for specific purposes.
2. **Contract:** processing is necessary for a contract with the individual, or because specific steps are required to be taken before entering into a contract.
3. **Legal obligation:** processing is necessary to comply with the law (not including contractual obligations).
4. **Vital interests:** processing is necessary to protect someone's life.
5. **Public task:** processing is necessary for a task to be performed in the public interest and the task or function has a clear basis in law.
6. **Legitimate interests:** processing is necessary due to legitimate interests unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

We have been working away in the background and doing our own housekeeping with electronic filing etc. plus changing numerous policies and documents within our Management System.

In addition, we have realised that we need to work with our customers and agree what happens on sites and agree what data is held and how it will be used and stored.

This agreement will then be added to the individual Assignment Instructions on site as well as a Tool Box Talk on GDPR.



Emma Threlfall, shortlisted for Women in Security Awards



Emma Threlfall, Service Coordinator at Houndshill Shopping Centre, has been shortlisted for the 'Frontline' Category at this year's Women in Security Awards, who recognise and honour the accomplishments, value and contributions of women within the wider world of security.

Emma, who is closely working together with Mel McGee at the award winning site, is recognised for her continuous hard work and excelling in her role, as well as doing extra work with the Counter-terrorism Command for better planning of the centre operational procedures and processes for all different types of incidents.

The awards ceremony will take place on the 13th of September. Good luck to Emma.

CSR

Toilet twinning

Axis Cleaning and Support Services has 'twinning' toilets in three UK shopping centres with school loo blocks in Uganda, as part of a campaign to help provide water and sanitation overseas.

For each toilet in the UK 'twinning' through the Toilet Twinning initiative, a new toilet is built in an impoverished community overseas. Axis Cleaning has committed to twin toilets in each venue where it wins new contracts this year – and has also twinned loos in venues where it has worked for some time.

Through Axis's donations, visitors to the loos in Mercury Mall in Romford will now see certificates showing their Ugandan twins.

The same is true of Blackpool's Houndshell Shopping Centre, where Axis employs a total of 20 security and cleaning operatives supporting the centre's customer service accreditation as a WorldHost-recognised destination.



Our day at the North Clwyd Animal Rescue

"North Clwyd Animal Rescue (NCAR) is a registered charity founded in 1978 by Anne Owen. From one thin little Lurcher, we now care for over 1800 domestic pets a year. We have grown to meet these new demands and with the current economic situation these services are vital for the wider community. North Clwyd Animal Rescue is affiliated to the Jean Sainsbury Animal Welfare Trust and we are also members of the Association of Dogs and Cats Homes (ADCH) and attend their annual conference."



NCAR look to rehome abandoned and unwanted pets, in particular dogs and cats. In addition to this they help care for poorly animals

when owners may not know the right treatment and can offer education and advice going forward. Another part of the centre is to deal with pets that have behavioural issues, so that they can also have a bright future!

NCAR always welcome volunteers to help out with the daily centre tasks, in the café, and with 80 dogs in at any one time alone, it is a mammoth task.

With a van full of donations consisting of - dog/cat food & cleaning materials for the centre, a group of Axis CSS management volunteered their services for a day to assist with a full day of dog walking and cleaning of some of the facilities for the centre, which was greatly received. There is now also an on-going donation box located in the Office for continued support.



A great day had by all!

Extra Mile Award Winners



The Board has celebrated with our 'Going the Extra Mile' award winners at a lunch in Birmingham. A great way of recognising and saying thank you to some of the great people we have in our organisation.

Axis colleagues and customers put forward nominations of employees who consistently achieved amazing things in their jobs.

Below are the nominations for the Regional Lunch Winners:

Jeanette Roberts

Nominated by: Ray Robertson, Mel McGee and clients Jenna Bellis and Lynn Roberts

Client feedback: "Jeanette is the Cleaning Manager at Wockharts at Wrexham. She is a valued member of the team (both Axis and Wockharts) and is the definition of the person who goes the 'extra mile'. Jeanette is always looking for ways to improve, and make processes more effective. Jeanette has a great relationship on site and treats her staff well."

Manager feedback: "Jeanette consistently goes above and beyond her required job role and has a fantastic working relationship with our client, who has 100% confidence the contract with Axis is running well."

Emma Coomber

Nominated by: Nick Barnwell and client Lee Woolley

"Emma and her team (JCB Heavy Products) are outstanding in their performance, attitudes and possess a unique style of enthusiasm, which makes an enjoyable and highly productive working environment. The team that Emma manages attack tasks with unity, strength and vigor, as well as a cheerful nature. Their professional and practical approach lets them apply complex theories, develop an understanding of what they've learnt. They are managed by a true leader. All of which are echoed by the client."

Mike Johnson

Nominated by: Cliff Wynne Jones

"Mike shows continued professionalism on a day to day basis. His work ethic and reliability, combined with his attitude towards work is second to none. Mike was recently involved in an incident with a member of the public. As he waited to board and clean the train approaching the platform, he noticed that a gentleman was struggling to breathe. Mike used his first aid knowledge and guided him away from the platform. The gentleman kept going in and out of consciousness and states of seizures. Mike kept the gentleman's airways open and breathing whilst waiting for an ambulance. A well deserved extra mile!"

Brian Stephenson

Nominated by: David Asquith, Richard Jemson, Family of Gill (onsite cleaner)

"Brian was the duty security officer on shift the day one of the onsite cleaners fell ill. Brian was concerned that Gill, the cleaner, may collapse at anytime. Brian, along with the cleaning staff, sought help via our control centre and an ambulance was called. Brian was on hand throughout the entire incident Gill was taken to hospital where her life was saved. Gill's family, our client and Brian's line manager and operations director wanted to thank Brian for acting in such a timely and compassionate manner. A real hero!"



100%

Overview

Over recent audits, the following members of staff have achieved perfect scores and by now, they should have received their certificates.

Gary Topliss	HSBC South Yorkshire Group Data Centre
Mark Willie	HSBC South Yorkshire Group Data Centre
Malcolm Kerry	HSBC South Yorkshire Group Data Centre
George Wild	HSBC South Yorkshire Group Data Centre
Craig Brearley	HSBC South Yorkshire Group Data Centre

Some of the employees were presented with the certificates by Jonathan Levine, our Group CEO, on a recent visit to the North East region.

Sage Gateshead

