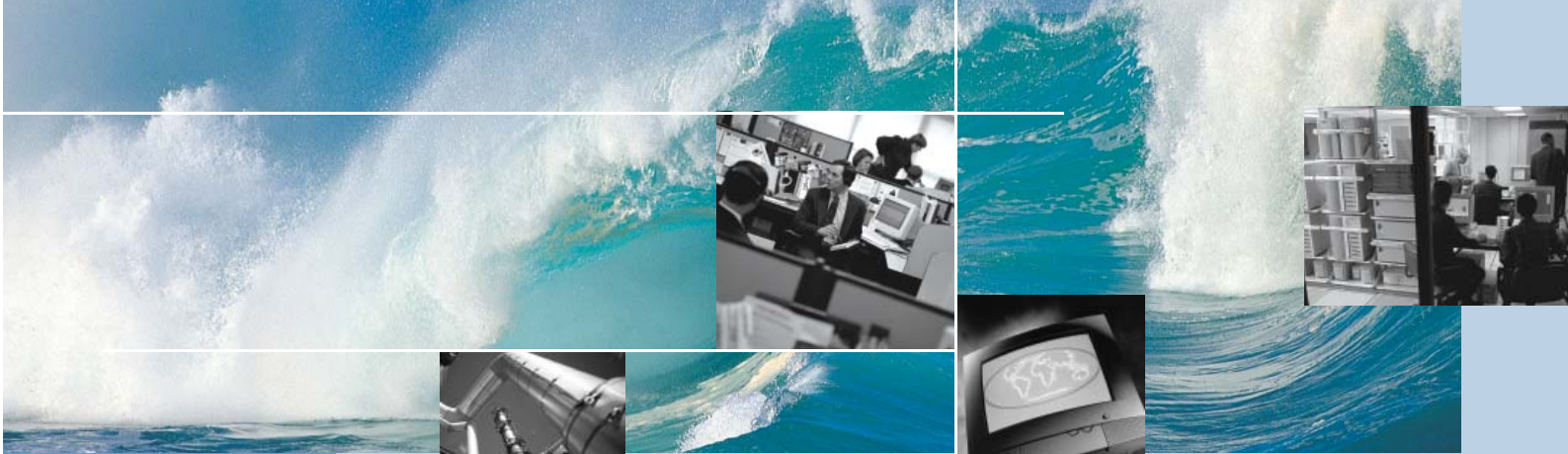


- Air & water risk assessments
- Air conditioning
- Building Management Systems
- Boiler systems
- Carpentry
- Catering equipment maintenance
- Cleaning services
- Communications
- Data cabling
- Decoration
- Defined LV electrical maintenance



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- Drainage
- Electrical testing
- Emergency power
- Energy management
- Fabric alterations
- Fire alarm systems
- Floor coverings
- Glazing
- HV electrical maintenance
- Heating
- Installations
- Lighting systems
- Mechanical services operation
- Mechanical services maintenance
- Office moves
- Partitioning
- Plastering, dry lining & studwork
- Plumbing services
- Public health services maintenance
- Refrigeration
- Refurbishment
- Security
- Security systems maintenance
- Shop/unit fit out
- Specialist electrical testing
- Statutory inspections
- Thermal imaging
- Ventilation
- Voice systems
- Waste management
- Water hygiene/treatment



Cleaning Division



“With employed operatives and a network of preferred suppliers, we provide the twin benefits of close management and value for money”



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*“Delivering a personalised service of
quality and innovation”*

www.integral.co.uk

Why should you focus your expertise and energy on managing teams of cleaning operatives when you could be concentrating on developing and growing your business? By contracting out the cleaning services you can free precious resources from the constraints of routine task management.

We are positioned to provide cleaning services to both private and public sector businesses across the country. From general cleaning to specialist deep and periodic cleansing and window cleaning, our range of services includes the provision of dust control matting, laundry and washroom services, janitorial supplies, pest control and waste management. Operations across the central region of the country are supported by regional offices in Birmingham and Hinckley.

We work closely with our varied client base to develop service delivery operations which meet our clients' needs. We recognise how important it is to be flexible because criteria and objectives do change and it is the way in which the operations teams respond to these changes that demonstrates the key difference we provide.

Below are three examples in which we have adapted our service to deliver best practice & best value to our client:

Trend analysis highlighted that the hours on a particular contract fluctuated dramatically each day and although the use of agency staff had been the most cost effective



“By contracting out the cleaning services you can free precious resources from the constraints of routine task management”

option historically, the client was experiencing problems. A meeting was scheduled with the client and the Service Manager to address the problems regarding the calibre of staff. The outcome of which was to employ 7 operatives directly. This strategy allows for more direct management and allows us to deliver a quality service effectively and efficiently, with more control over standards.

In another scenario, it became clear that liberties were taken regarding time keeping, with operatives starting late and finishing early. Our solution to this problem was to integrate our staff into the clocking in and out system used by the clients' employees. The process gave the client greater on-site security, plus the knowledge that they were receiving the full value for their contract and a cleaner building as all staff were working a complete shift.

Recruitment and retention is an ongoing issue within the cleaning industry. When we realised that the standards were not being maintained on a clients' premises the Service Manager scheduled a series of weekly meetings with the client to address the issues.

The results of this improved communication with the client were the appointment of extra cleaning staff, the installation of a day janitor and a planned programme was mapped out for the window cleaning. These actions and the ongoing reporting of standards improved the quality of the contract and the level of cleanliness throughout the premises.

We achieve the above by approaching the provision of cleaning services by offering you transparent and open involvement in a genuine partnership ensuring that all parties generate the very most from the relationship. Through experience, we have established a network of product suppliers, which means that you can be confident in getting value for money coupled with a tailored solution every time.

Some examples of our approach to innovation have been the provision of Day Janitors or Day Cleaning rather than evening or overnight operation, this process can assist security on site. Also the bundling of relevant services - for example the provision of consumables, linked to window cleaning and washroom services.

Currently some 300 cleaning operatives are employed directly on our customer premises. The development of their skills is fostered through quality contract management support, initial inductions and on-going skill-based training.

We have the expertise, critical mass and dedication to ensure that you receive both the highest standards of office cleanliness coupled with the confidence of knowing that these tasks are in the hands of the experts, with resultant savings in management time and cost passed back to you.

Clients include:

- Calor Gas plc
- Caterpillar
- Christian Salvesen Logistics
- Geest UK
- Coventry Building Society
- Frenchgate Shopping Centre
- HBG Construction
- Hogg Robinson
- LaFarge Aggregates
- Nissan Motor GB
- Nippon Express
- NYK Logistics
- Office Depot
- Tesco
- TNT Logistics
- Triumph
- Toyota
- UPS Limited



Controls

We provide specialist engineering expertise to contracting companies and end users. As specialists in the Trend, Satchwell, Siemens and the TAC range of BMS technology we have over half a century of in-house experience. Due to our wide ranging exposure to BMS technology we can offer professional advice concerning most building management systems on the market.

Communications

Communication systems are vital to all organisations. Our in-house team has many years experience in commercial, financial and industrial installations, having expertise in both new build projects and retrofit/live office environments, including portable and fixed appliance testing plus thermal imaging.

Our extensive range of services encompasses:

Mechanical and Electrical Services

We maintain, refurbish and install all types of mechanical and electrical services and systems, including machinery and plant. We operate both reactive and planned maintenance contracts, providing essential services 365 days a year.

Resident & Mobile Maintenance

From supplying mechanical and electrical services to landscaping your grounds, through our partnering framework, we will tailor a package of support as complex, or as simple as you require. Our highly experienced mobile team of over 1,200 technicians provides fabric, mechanical and electrical planned and reactive maintenance, giving strength in depth where, and when it is required without involving you in a constant overhead.

Building Fabric: Installation & Maintenance

We have broad experience in bringing high quality, cost effective building fabric maintenance services to organisations throughout the UK. We can provide a specific package of support embracing internal and external, planned or reactive maintenance through to complete office re-fits.

Cleaning

We provide cleaning services to both private and public sector businesses across the country. From general cleaning to specialist deep and periodic cleansing and window cleaning, our range of services includes the provision of dust control matting, laundry and washroom services, janitorial supplies, pest control and waste management.

Domestic Gas

We provide skilled installation, servicing and maintenance of gas appliances and the installation of central heating systems. We also manage the installation, exchange and reading of gas meters for both domestic and non-domestic operations, plus void inspection and remedial works programming.

Special Projects

The mechanical, electrical and fabric project departments specialise in undertaking refurbishments, modifications and extensions to systems in all types of buildings. From replacing individual items of plant to a full turnkey project involving initial design, through specific detailing and client consultation, to final planning and installation.

PFI/PPP

Private Finance Initiative is about working in long term partnership to provide the public with vital services. Designers, contractors, financiers, service providers and specialist consultants work in an integrated team to partner with the public sector, delivering services to the health, education and other industries.



To fully appreciate how our range of services can add value to your business, please telephone our Sales and Marketing Department on **014 5427 8900** or our Cleaning Division on **012 1553 5511**