



LCC *Connect*

A message from the Executive Chairman



Welcome to the 3rd Edition of Connect this year.

As we reach the end of LCC's financial year I have found it an opportunity to reflect on the success of 2010/11 and also look to the future and our plans for continued development both as a business and as individuals. The year has also come to close with LCC achieving its first contract with Johnson Controls Inc, I believe this will be the first of many as we prove ourselves in our service delivery.

Our involvement in the cleaning industry is strong and LCC are proud to have been the Headline Sponsor for the British Institute of Cleaning Science 50th Anniversary Annual Awards. The event saw companies from across the UK join together to recognise excellence in Training & Assessment. Our involvement continues with LCC's membership and my involvement in the Cleaning & Support Services Association and also the Worshipful Company of Environmental Cleaners.

Looking to the future I have decided to strengthen LCC's operational structure with the appointment of Paul Lunn who will join LCC in November as Director of Operations. This new position will support our existing team and drive our commitment to excellence in service delivery. I know you will all join me in welcoming Paul into the business.

Finally, I would like to thank all of our staff for their hard work for which I regularly receive compliments and praise. Well done to this quarter's award winners and I look forward to receiving next quarter's nominations.

LCC Steps Up

Following the violence and criminality witnessed on the streets around England in August LCC Support Service staff stepped up to the challenge to help assist at both their sites and also in local communities.

The riots caused disruption to LCC operations as buildings closed to protect both property and staff. LCC helpdesk and Regional Management worked closely with the businesses affected to make arrangements for alternative cleaning and the safeguarding of our cleaning staff.

Worst affected was our contract for cleaning at Piccadilly Estates in Manchester working with Carillion. The development connected to the Piccadilly Rail Station suffered damage and also disruption of operations as traffic and public transport was diverted from the city centre.

Text messaging and excellent communication ensured 100% attendance of all cleaning staff and site resources were realigned to ensure minimum operational disruption. In addition LCC worked with Manchester City Council's "Reclaim the Streets" to help with the cleanup operation of the City.

Many thanks to Mike Royle and his team and in particular Lucy Clegg for their part in coping and assisting with the clearing up from the riots in Manchester.



Staff Awards

The quarterly team awards set off to a great start with nominations coming in from both the LCC team and also our clients, thanks goes to all those taking the time to put in entries and we look forward to receiving more in the future. After careful deliberation the winners for the 3rd quarter of 2011 are: -

STAR SUPERVISOR

Ellen Gair

Ellen has proven herself to be an excellent supervisor. Nothing is too much trouble for her. She has built up strong relationships with all of the AFM's and has completed all audits on time and in many instances arranged off her own back joint walk rounds despite these not being a RM requirement anymore. Ellen uses the netbook for auditing and has recently managed to update her own system remotely. Ellen always carries out her duty cheerfully and keeps the help desk updated at all times.

BEST PRACTISE AWARD

Carillion Piccadilly Estates

Cleaning Team

Best Practice – Completion of training and commitment to LCC, Carillion and the contract.

Members of the team who completed:

- Mike Royal
- Omar Ceesay
- Robert Acquah
- Victoria Frimpong
- Mercy Kwakye
- Serwah Prempah
- Vida Peprah
- Nicholas Nsarko
- George Uba
- Regina Ofori
- Gunta Kirstie
- Betty Neil
- Alan Rimmer
- Joyce Asare

STAR TEAM MEMBER

Joseph Hickie

Cleaning Operative at Centrica Stockport – Joe has been proven to be helpful and proactive. He is constantly calling additional requests through to the Centrica help desk to ensure any cleans/jobs out of scope are noted. We have also received emails from the client singing his praises.

STAR TEAM MEMBER

Renan Rosado

Renan has shown total commitment to LCC over the last 2 years working his way from a cleaner to now a cleaning supervisor. Renan is a very hard working individual and has a great eye for detail, when under pressure he will always have a smile on his face and try to achieve the impossible for us and keep our client at Axa Cobham happy. He is polite towards his staff and would never expect them to clean anything he would not do himself, he has a great attitude towards cleaning.



Please provide all nominations to the head office by 2nd November 2011 for selection and presentation of the next awards by Bob Vincent, Executive Chairman.

Keep up the good work and let's get those nominations coming in....

Environmental

World Environment Day (WED) is an annual event that is aimed at being the biggest and most widely celebrated global day for positive environmental action. This year LCC took the opportunity to get involved in a day organised by Carillion and Centrica at their Leicester Spinneyside Offices.

The main theme for the day was Forests: Nature at your service. Forests feed our rivers and are essential to supplying the water for nearly 50% of our largest cities. They create and maintain soil fertility; they help to regulate the often devastating impact of storms, floods and fires. Forests are home to more than half of the terrestrial species of animals, plants and insects and also provide shelter, jobs, security. With Global deforestation continuing at an alarming rate it is time we all consider our impact on the environment.

For the day LCC prepared an environmental quiz, prize draw, recycled paper pencils, microfibre freebies. Some of the questions feature the connect quiz so you can get involved too. We also gave demonstrations on the correct use of our latest innovative equipment including the Activeion.



The day was a great success enjoyed by all.

Quality

Commendations from our clients continue to come into head office. With pleasure we share a selection....

Centrica – Leicester, Spinneyside – the following note was received from the Managing Director of British Gas Business:

“Now the dust has settled after last weeks’ Investor Day, I wanted to personally take the time to write and say thank you for your incredible efforts in helping to make the day run so smoothly. I do not underestimate how much preparation it takes and what goes on ‘behind the scenes’ to make events like these appear effortless.

I never cease to be impressed with the security, catering and facilities teams at Spinneyside. It is always great seeing you in action; I know I am in safe hands. You represented our business in a proud and professional way.

You each played a big part in making what was a very important day for the business a success. Thank you, once again.”

Jane Ludgate, Site Supervisor at Great Yarmouth College sent the following:

“Could Carol Cooper, Carl Clitheroe and Joe Chilvers please have a mention for the hard work they have done setting up Lowestoft Sixth Form College for the past two weeks, being a brand new college it has been a lot of hard work. They have been great!”

Paul Camacho – TK Maxx – the following comment was made by the client:

“Please could you pass on my thanks to your team who completed the post-move cleaning at 41 this weekend. There was a huge amount for them to do and I was really impressed at how sparkling the space looked yesterday morning - this makes all the difference to the first impression the associates had when they arrived at their new office yesterday so a BIG BIG thank you!”

Health & Safety

You may have heard or seen on products in the supermarket that they are pH balanced. But what is pH? And how does pH affect cleaning?

pH is a measure of how acidic or basic a solution is. Here are a few facts about pH:

- A product designed to remove limescale would have a pH that is low enough to dissolve the limescale, but high enough to leave the toilet’s enamel unharmed
- A higher pH does not mean superior cleaning
- Cleaning products are formulated to have the most effective pH for the job

pH in our loves

Our human existence depends upon a balanced pH

Never ignore pH values

It is important for every day cleaning professionals to have a basic understanding of pH

Striking a balance

Most products are pH balanced; this means that the pH of a solution has been raised or lowered in order to get the job done.

Training & Development

Congratulations to all of our operatives working on the Manchester sites that have achieved certification by South Thames College to Level 2 Certificate in Cleaning and Support Services Skills.

Training was completed on site at Piccadilly Estates and the training consisted of both individual and group sessions which involved written, oral, and practical cleaning tasks being undertaken. A total of 24 LCC operatives took part in the course over an approximate 4 month period. The operatives completed the course in 1 or 2 hour sessions during their working day on a twice weekly basis to ensure minimum disruption to client services. Lucy Clegg and Mike Royle worked hard to plan this training and assessment and those involved plus our client Carillion & Argent were delighted in the manner in which it was conducted.

There was a 100% pass rate on the course and everybody received BICSc and QCF certificates.



HR Review

Following our award of a large multisite contract we are pleased to announce the transfer of Lynn Fennell to LCC. Previously a Site Manager Lynn has proven her ability within a short space of time and stepped up to be a Contract Manager for our new business with Johnson Controls delivering services to CISCO office sites across the UK.

Other importance HR notices this quarter:

National Minimum Wage - The minimum wage rates are reviewed annually by the Low Pay Commission. From 1st October 2011 the following rates apply:

- The rate for workers aged 21 and over increases to **£6.08** per hour.
- The 18-20 rate increases to **£4.98** per hour.
- The 16-17 rate for workers above school leaving age but under 18 increases to **£3.68** per hour.

Please note that pay dates are as follows:

4 Weekly Paid Staff

20th October, 17th November, 15th December

Monthly Paid Staff

31st October, 30th November, December TBC

Sales Update...



The business has continued to grow in the last three months as projected with new contracts including cleaning of CISCO offices on a national basis, additional business with TK Maxx and also the newly constructed building at Lowestoft 6th form College.

We are pleased to announce the first member of LCC staff to gain £100 reward for putting forward business details to the sales team which we then went on to win the contract for. Congratulations to Jane Ludgate our Site Supervisor at Great Yarmouth College.



If you have details of a company we can contact to quote for their cleaning services please contact Amanda Carless – amanda.carless@lccss.co.uk

final thoughts...

In difficult times and recession, LCC has achieved both organic growth of new business while retaining our existing business. Our plans for the coming financial year are ambitious yet achievable based on our success this year.

With the focus of our staff development being on Training and Health & Safety, we have put in place working systems that include ROSPA accredited Induction Modules, QCF, NVQ and BICSc training across the business. We look forward to recognising the achievements of more of our staff in the coming months and well done to those who have already gained qualifications.

Finally, the Directors would like to congratulate all LCC team members and look forward to working with you over the coming months.

Quiz... Congratulation to Mehul Kumar Macwan for winning last issue's competition and £25 of gift vouchers.

Please circle the correct answers and return to the Head office. Please ensure that you clearly mark your Name and Work Location on your entry! The winner will be drawn at random from all correct entries on 30TH November 2011.

The winner will receive £25 in "love to shop" gift vouchers. Good Luck!

LCC reduce energy consumption on our client's sites by?

- a) Switching off power supplies when not in use
- b) Using high energy consuming machinery
- c) Leaving lights on

LCC reduce landfill by?

- a) Favouring suppliers who maximise packaging
- b) Actively discouraging recycling and segregation
- c) Communicating electronically i.e. via client web portals

LCC have significantly reduced the amount of water used within its business by?

- a) Leaving taps running
- b) Overfilling buckets / containers
- c) Utilising microfibre technology

LCC have reduced its pollution impact by?

- a) Changing its fleet to alternative fuel vehicles
- b) Taking delivery of supplies from depots abroad
- c) Using un-biodegradable products

LCC use the Selden Green range of cleaning products because?

- a) They are pioneers of increasing packaging and transport emissions in the sector
- b) They always use the most environmentally superior materials in all of their mainstream products
- c) They do not support BICSc training, BICSc colour coding system and multilingual support packages

LCC uses the Karcher brand of machinery because?

- a) Environment aspects play a key role in the development of new products
- b) We like the colour yellow
- c) Of their commitment to conserving biodiversity by sponsoring the protection of the yellow bellied toad



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