



The UK's largest office cleaning franchise

## Global Cleaning Contracts Plc

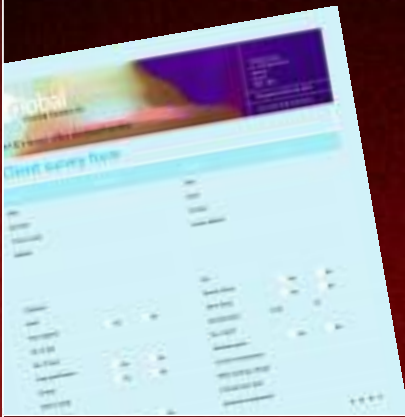
Global Cleaning Contracts Plc is a national management services company in the facilities management and office cleaning marketplace.

We offer a unique and highly competitive service designed specifically for small and medium sized offices. Our reputation is built on providing this service for more than 30 years to a wide range of clients throughout the UK.

In a service industry, which is totally dependent upon human resources and is judged and measured for performance every day, we believe that our unique system achieves a level of service that comes as close to perfection as can be reached. This view is supported by our many testimonials and our enviable client retention rate.

As members of the Institute of Customer Service, we continually strive to improve the quality of service we offer and our aim is to remain the UK's recognised leader in our industry.

Independent market research, published recently by Plimsoll, named Global as 2nd in their league table of 'Leaders in Efficiency'.



## Service

**Survey and quotation:** Global has conducted a comprehensive survey of your premises and enclosed is your cleaning specification and quotation.

**Competitive edge:** We believe that companies like yours demand keen prices and value-for-money and we have therefore advised on realistic methods of addressing your cleaning and maintenance costs.

**Matching your needs:** Global can provide an excellent service at a reasonable price; a reasonable service at an excellent price; or a budget service to achieve maximum savings. We can, therefore, reassess your specification if you wish the pricing to be adjusted.

**Next steps:** When you award your contract to Global, your day-to-day cleaning operation will be overseen by your local Business Development Manager (BDM), who will be supported by both a Regional Manager (RM) and a Customer Care Advisor (CCA).

**Contractor training:** All Global contractors successfully complete a comprehensive training programme. As well as providing detailed instruction on all practical matters of daily office cleaning, the course also covers health and safety, risk assessment, COSHH and best practice, and includes a compulsory written test. All contractors must successfully complete the course before undertaking work on any of Global's contracts.



## Performance

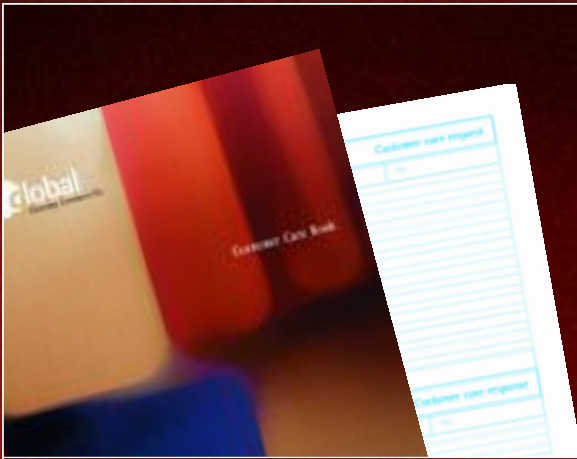
**Performance bond:** Through our recruitment and training programme, we engage reliable and trustworthy cleaning contractors. In addition, your cleaning contractor is required to invest in a 'performance bond' of up to 6 times your monthly billing, which is forfeited if the contract is subsequently cancelled due to poor cleaning or any other contractor default.

**Reward:** In return, Global pays your contractor up to 80% of your monthly billing - this represents almost double the average wage-rate of more conventional cleaning companies.

**Results:** We are confident, therefore, that you get as good a cleaning service as is possible. Indeed, for the past 5 years, our annual survey of over 2,000 clients has resulted in less than 3% complaints - a fair indication of the success of our system.

**Green issues:** Global enforces a strict environmental policy ensuring that all detergents and polishes are bio-degradable; spray polish is ozone-friendly and free of CFC gas; and paper products are manufactured from recycled paper and fibre.

**24-hour Helpline:** Our team of Customer Care Advisors is available during normal working hours to take your calls. In addition, you can contact us out-of-hours via our 24-hour Helpline.



## Management

**Management:** Global manages office cleaning contracts for over 2000 companies throughout the UK. Working together with you and your contractor, our aim is to ensure that your cleaning specification is achieved and the relationship between you and your contractor is a successful one.

**Service:** Your specification is tailor-made to your site and requirements and together we will monitor service provision to ensure that cleaning is to your satisfaction. Over time, you may wish to make changes and our task will be to put these in place.

**Reliability:** Our endeavour is to provide you with a trouble-free service that relieves you of the day-to-day hassle of managing your cleaning issues, letting you get on with running your business. With sound training, professional systems and a team of dedicated staff we have a comprehensive approach designed to achieve the highest levels of service management.

**Communication:** Inevitably, in an industry totally reliant on people, sometimes things can go wrong! Our job is to resolve issues on your behalf as quickly and as smoothly as possible. To achieve this, we promote open communication between you, your contractor and us. You will have the services of a dedicated Customer Care Advisor, trained to standards set by the Institute of Customer Services, to help resolve any issues.

## Stepping stones

**First step:** Before the contract starts, your BDM will introduce you to your cleaning contractor. All aspects of the contract, including specification, security issues, the Customer Care Book and the Helpdesk, will be discussed.

**First service visit:** Within one month of the start your BDM will assess cleaning standards and make sure that the specification is being adhered to. You also have the opportunity to fine-tune the specification.

**Weekly contact:** Your CCA will contact you every week for the first 4 weeks to ensure that you are satisfied with the service and to answer any questions you may have. On the fourth call we will agree with you appropriate levels of future contact.

**Quarterly contact:** Your BDM or CCA will visit or contact you every 13 weeks.

**Surveys:** Global requests that you participate in regular surveys that enable us to assess our performance. The information you give will be treated in confidence and used to improve our service to you.

**Ad-hoc site visits:** On occasion you may want to update your cleaning specification or make other changes to the way we manage your cleaning. Your BDM will respond to any requests you may have with a call or a site visit.



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