



# NEWSLETTER

MAY 2010

by Kayleigh Gibson

## CONTRACT FOCUS ON: Highgate School



This month, we take a look at one of our biggest co-educational contracts where we provide cleaning and staffing services...

The very grand and beautiful Highgate School – looking over *20 acres* of luscious green fields – plays host to 1400 students. The school is based on the edge of Hampstead Heath which is close to Central London, making it easy to find and access. The school has 3 divisions; pre-prep, junior and senior, with its locations split over two sites within walking distance from one another. The school is any student's dream for its facilities, which include its own sports centre – complete with a swimming pool, sports halls, weights suite and squash courts – huge playing fields and its own chapel *and* Library! That's enough to make *me* want to go back to school! With its stunning architecture and décor, the school also hosts and caters for a number of events from private functions to wedding receptions throughout the year.

I went to visit Susy Prosser-Harries; Business & Safety Manager of the school, to find out what it is that makes PCS stand out from other cleaning and facility management companies. Susy explained that she has great communication with the PCS Contracts Manager Robert Starykiewicz (*inset, below*), with whom she has weekly meetings with to ensure the smooth running of the school through the services PCS provide.



*(Inset, left) Marta Pawlak - PCS supervisor in Highgate Junior School with Kosmos; Chief of security from the Mills Centre, Highgate School.*

**"PCS have always been able to supply the services we need where other cleaning companies have not. We are very happy to have PCS working with us."**

*Susy Prosser-Harries (inset, right) Business & Safety Manager*



The PCS team consists of 37 cleaners working in the school's buildings, both new and old, to a prestigious standard at all times. The cleaning and equipment used has been carefully selected to reflect the different floorings and fabrics of the buildings. PCS use different working patterns integrated with the life of the school. This ranges from daytime cleaning to a pre-planned schedule of periodic works which are carried out during non-term times. PCS invests in staff through inductions, appraisals, well-run training and enlightened leadership from the on site management team.

With such a huge range of facilities to provide cleaning services for, which include daily cleaning, day-time cleaning, housekeeping, consumables supply, periodic cleaning, window cleaning, carpet cleaning, deep kitchen cleaning, porters and kitchen staff, the contract has been a challenging but rewarding proposal for PCS and its staff.

# LATEST NEWS

PCS *finally* achieve the International Standard:



## ISO 14001:2004 Environmental Management Systems

### Introduction to ISO 14001

ISO 14001 is an international standard which defines the requirements for an Environmental Management System (EMS) and therefore it does not give any specific performance measures, improvement targets or other defined parameters, but rather allows the standard to be applied to all industrial sectors and companies of all sizes worldwide. The management system should help ensure compliance with legal requirements and manage the main environmental impacts. This process improves performance and control within the company and should help exposure to risk. The standard also requires a commitment to continual improvement in environmental performance. And the PCS have done just that!

### Key Elements of the PCS EMS

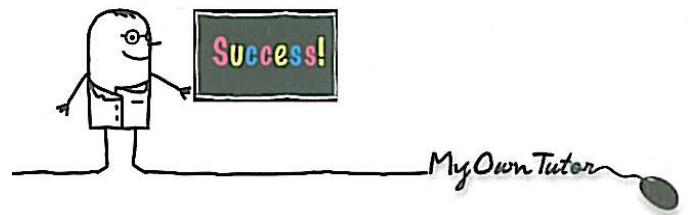
PCS has developed its own EMS which is compliant with the requirements of ISO14001, and have achieved the accreditation through the British Standards Institute. The key elements are:

- An assessment of the environmental aspects of the PCS' activities and services;
- An environmental management programme with clearly defined objectives and targets;
- Identified roles for employees;
- Written procedures to control activities that have a significant impact;
- A controlled system of records;
- Regular auditing of the system to ensure that it is being operated correctly;
- Periodic management reviews to assess the performance and effectiveness of the system.



## The Launch of My Own Tutor!

One of PCS' most recent initiatives towards Sustainable Working (other than The Training Consortium) is the creation of My Own Tutor. My Own Tutor provides a complete online tutoring service through a personalised learning support system, bringing together the best products and teachers available to instruct, guide and help children Nationwide.



My Own Tutor is a new local business based in Kings Cross and our aim is to provide a comprehensive learning support service for families throughout the UK. My Own Tutor has been designed by an expert group of teachers and parents who know what families need to help their children navigate through the educational journey that they are taking. We know that children perform at a higher level if they feel motivated and confident and our aim at My Own Tutor is to ensure children are provided with the best opportunity. The people behind MOT are parents with children of all ages; they are teachers who have a wealth of experience and knowledge about what children need to help them improve their chances of doing well in all-important exams; they have over thirty years experience in delivering complex services.

For more information, please visit:  
[www.moteducation.com](http://www.moteducation.com)



## Update on The Training Consortium

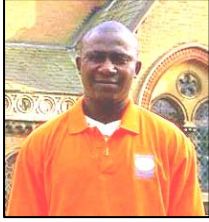
So far over 125 long-term unemployed trainees have completed the 13 week construction training programme run by TTC 3 days a week at the PCS Head Office location, which includes a fabulous, up-to-date IT training room complete with 30 computers. Over 20 trainees are now in full-time jobs with many others receiving help in following the same route.

The latest projects include private work with Balfour Beatty Construction, which is funding to help over 100 trainees in basic Health & Safety courses run by TTC. Another project includes a new contract with City & Islington College; 6 and 10 day intensive courses funded for trainees to complete their CSCS Health & Safety Tests, helping them to get into construction. Classroom and physical Health & Safety training includes First Aid, Fire Awareness and Working at Heights.



# MORE NEWS

## ...and the Employee of the Month award goes to:



**Matthew Quincy Yusuf - PCS Supervisor at Highgate School** Matthew, aged 26, may only have been working at Highgate School for just over a year but has impressed staff at both the School and PCS with his brilliant organisation and attention to detail as Supervisor. Well done Matthew! He has gained a nice bonus of £50 from PCS as a reward for all of his hard work. "We are very pleased to have him working with us; he is a great asset to the Cleaning Services we provide at Highgate School" – Gary Lawley, Operations Director.

### Doing *our* bit for the Nation

PCS recently donated a case of champagne for a raffle to one of their long-term clients, *SSAFA Forces Help*, a charity who raise money and help to support those who are serving in our Forces. SSAFA have recently launched a 'Big SSAFA Quiz initiative' which they hope will raise more money for our Forces. For more information please visit [www.ssafa125.org.uk](http://www.ssafa125.org.uk).

### DISCOUNT Spring Cleaning!



Get your premises feeling fresh this Spring/Summer with **10% off Spring Cleans...** call up and quote the reference '**SPRINGBLING**'

**123SiteSolutions!** 123SiteSolutions Ltd is the IT partner of PCS and provides website development for the organisation's core business as well as its other business activities such as MOT Education and The Training Consortium. 123SiteSolutions has a team of 15 website designers, developers and programmers and, as well as general website and software development, is also focused on estate agency website and software provision as 'Estate Solutions'.

[www.estatesolutions.co.uk](http://www.estatesolutions.co.uk)

# THE GREEN SCENE



### Environmentally friendly Cleaning Products available upon request...

If your company is a regular user of PCS consumables – did you know that we also supply a whole range of the environmentally preferable cleaning product: **ECOVER** which include eco-friendly washing up, household and laundry detergents? Contact PCS today!

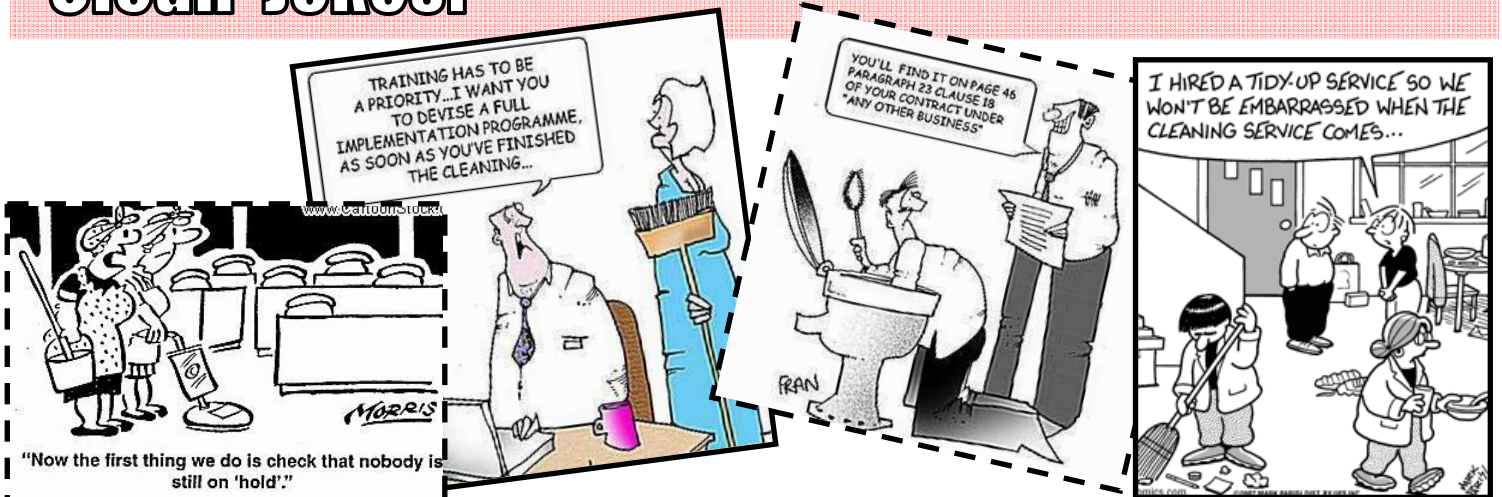
**Did you know?** Since 2004 PCS have been supplying their on-the-go employees with the wonderful eco-friendly Toyota Prius Hybrid vehicle. The Hybrid is one of the most popular fuel efficient gasoline vehicles on the planet, being able to drive up to 31mpg for up to 1.2 miles using electric power only! PCS also use LPG for their company vans. LPG produces 33% less CO2 emissions than petrol, 45% less CO2 than diesel, 82% less Nitrogen Oxide pollutants than petrol and 99% better than Diesel!



### PCS is a licensed Waste Carrier!

If you need to make haste with your office waste, why not get PCS to collect yours? Just call us up to book in your collection.

## 'Clean' Jokes!



# OFFICE INSIDER

## REAL Recipes...

### Home-made noodles

**anyone?** The lovely and wonderful Credit Control Fairy of PCS, Lilia Senires – is very well known by PCS office employees for her gorgeous, home-made noodles... Now she reveals her great recipe to all whilst giving us a taste of her Philippine origins... Yum!

### Lil's Noodles/Chow Mein (serves 4-6)

*Ingredients:* 2 packs of dry noodles – drained and softened from boiling water with salt and black pepper, 4x good sized chicken breasts, 2 medium sized carrots, mange touts, 1 red pepper all cut into strips, spring onion, 1 x white onion and fresh garlic all sliced, 1 tbsp oyster sauce, 1 tbsp soy sauce, half a tsp honey (or a dash of sugar) 1x chicken stock, vegetable oil. *Method:* Fry onions and garlic until soft or a bit brown, add chicken, oyster sauce, soy sauce, salt, black pepper, chicken stock and fry until chicken is golden brown. Add boiling water to wok (enough to cover the food evenly) and throw in carrots and mange touts. Add noodles, spring onion, red pepper and honey. Boil until water is gone and voila! Enjoy!



Lilia Senires, Credit Controller. PCS



Actual picture of the tasty noodles...

**"They are nood – a – licious!"** – Claire Turner, Operations Manager, *My Own Tutor*

## LOST AND FOUND

PCS Helpdesk warrior Zoe Stafford had a scare when her gorgeous Staffordshire bull terrier 'Paddy' went missing in Basildon. LUCKILY, she got him back a couple of days later after she learned he was taken in by someone after he wandered a mile from her home... he is now back home safe and sound! It's a very good idea to get your pet chipped so if they do go missing your details are at hand should someone hand them in.



## Showbiz!

### PCS Receptionist reaches the semi finals of 'Roc Da Mic' Talent Search 2010...

Kayleigh Gibson, PCS Receptionist, Sales Administrator and now the new Environmental Coordinator of the office, may have what it takes to go all the way in this exciting new talent competition that bares similar resemblance to the X Factor. Kayleigh wowed Sony BMG judges in February enabling her to reach the live Semi Finals which will take place this July. You can find out more about the competition and listen to Kayleigh singing here: [www.lady-kay-can-roc-da-mic-2010.webs.com](http://www.lady-kay-can-roc-da-mic-2010.webs.com). We all wish her the best of luck!



### Contact us

To enquire about this Newsletter please call the PCS Head Office on

**020 7609 0044**

Alternatively, you can email: [kgibson@thepcsgroup.co.uk](mailto:kgibson@thepcsgroup.co.uk)

**20 Years at PCS!** The wonderful and sophisticated Catherine Scully, Office and Fleet Manager of PCS – celebrated 20 years of history with PCS on 28<sup>th</sup> February 2010. The PCS office all raised a toast to a tearful Catherine, which was soon followed by three wonderful and entertaining speeches from her Directors and then herself. She really is well and truly happy with still being here! Congratulations Catherine!



## Ben's quote of the month:

**"Better the devil you know than the angel you don't" – gotta love him.**