



GODFREY
GROUP

— Cleaning Services

Portfolio

Godfrey Group Facilities

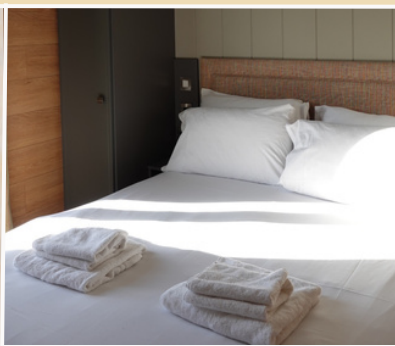
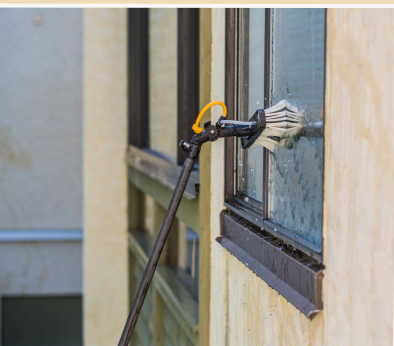
— Cleaning, Window Cleaning & Housekeeping



Portfolio - 2024



High Quality Cleaning Services



**FINALIST
BUSINESS OF
THE YEAR**
(OVER 26 EMPLOYEES)

Godfrey Group
Facilities Limited

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Pool Park Estate,
Ruthin,
LL15 2LW
01745 816688

www.godfreygroup.co.uk
info@godfreygroup.co.uk

INTRODUCTION

Company Summary

Godfrey Group Facilities is a national company, based in North Wales. We provide exceptional cleaning and window cleaning services tailored for holiday parks, schools, offices, and housing associations. Our impressive client portfolio includes contracts with renowned names in the holiday industry, including Darwin Escapes and Center Parcs, as well as being a Strategic Partner of Hoseasons. Additionally, we proudly serve housing associations such as Adra and Grwp Cynefin, along with maintaining contracts with various schools within Denbighshire.

Our commitment is rooted in efficiency, reliability, and professionalism across all our services. To ensure nothing is overlooked and progress is seamlessly tracked, we incorporate innovative technology such as RFID, enabling electronic reporting.

Godfrey Group Facilities achieved recognition in the 2019 Fast Growth 50, and we were honored as Finalists for Business of the Year at the 2021 Daily Post Business Awards. As a nationwide enterprise, we hold contracts in both Wales and England, evidencing our continuous and stable growth. Our financial stability is underscored by the fact that our company operates without any outstanding debts.

Clients



Godfrey Group Facilities Limited is a limited company registered in England and Wales. Company Registration No. 09385162
Registered Office: Pool Park Estate, Ruthin, LL15 2LW

EXPERIENCE

Contract Cleaning

Godfrey Group Facilities specializes in communal cleaning and window cleaning services for office buildings, educational facilities, and sheltered housing. Notably, two key clients benefiting from our services are Adra and Grwp Cynefin.

Our commitment to delivering exceptional cleaning involves employing staff directly hired by us. These individuals undergo thorough background checks and receive training up to BICSc standards, ensuring a consistently high level of cleanliness. In addition, we provide all cleaning products and consumables and provide all staff with appropriate uniform, displaying our logo. Furthermore, we prioritize safety by providing all required protective clothing for our team members.



Within our contract cleaning services, we offer a mobile cleaning solution. This entails deploying cleaners equipped with a van stocked with cleaning supplies. These cleaners follow a designated weekly route to conduct communal cleans in various locations, including sheltered housing and shared spaces like kitchens and toilets. To elevate hygiene standards and minimize cross-contamination risks, we employ a color-coded cleaning system.

EXPERIENCE

Window Cleaning

This window cleaning service operates primarily as a mobile cleaning service, employing a team of two cleaners. They work collaboratively, sharing a dedicated van to minimize carbon dioxide emissions. The operational strategy involves executing four predetermined routes on a rotating monthly basis, ensuring comprehensive coverage of all buildings within the contractual purview.



The service features pure water window cleaning facilitated by a high-reach pole system, specifically the FaceLift Osmo-compact 525 System. This specialized cleaning method utilizes extendable telescopic poles, enabling the cleaners to reach varying heights, often spanning several stories.

This window cleaning technique prioritizes the safety of our dedicated window cleaning professionals. By employing this method, our skilled cleaners can securely clean windows directly from ground level, eliminating the need for hazardous ladder climbing. This not only enhances the overall safety protocols of our cleaning operations but also ensures a more efficient and streamlined approach to achieving streak-free windows.

EXPERIENCE

Housekeeping

We offer comprehensive housekeeping services to holiday parks throughout the UK, specializing in Changeover cleans during handover days. Our dedicated team comprises Housekeeping Managers, Housekeeping Checkers, and Cleaners, ensuring seamless and efficient cleaning operations. Whether the holiday park has 50 units or more than 150, we provide all the necessary cleaning equipment and uniforms for a thorough and professional cleaning experience.

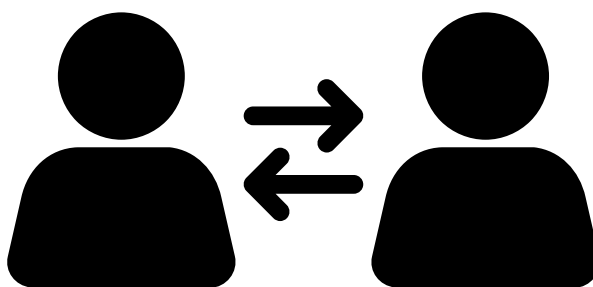


Our use of progressive Data Capture in our cleaning systems for Holiday Parks sets us apart from competitors. This technology ensures various benefits not offered by any other UK-based smart housekeeping company. By sending cleaning confirmations directly to reception, it prevents late check-ins and offers a fully audited cleaning account for quality control. This eliminates the need for housekeeping staff to report in and out of reception, providing a professional introduction to guests. Data Capture confirmations also allow guests to check in early and report maintenance issues promptly.

EXPERIENCE

TUPE

We have the ability to sustain the service of existing staff, transferring their employment (TUPE) and we have years of experience in this.

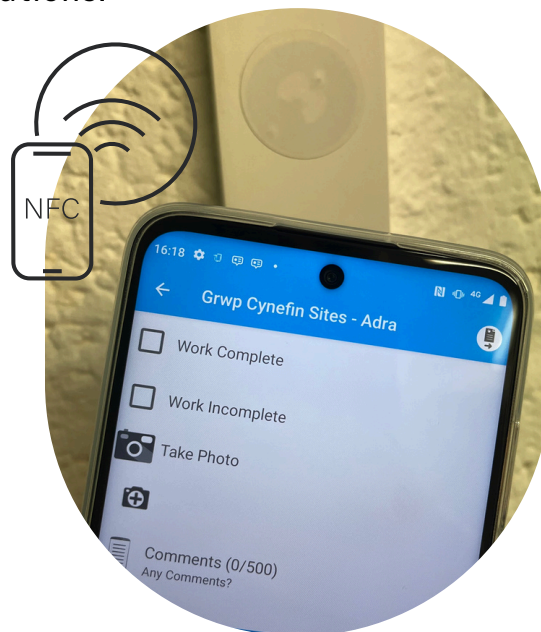


Our extensive background underscores our proficiency in managing the intricacies involved in TUPE transitions, ensuring a seamless and fair transfer of staff. Over the years, we have successfully navigated numerous TUPE scenarios, solidifying our reputation for expertise, reliability, and a commitment to upholding the rights and well-being of the staff involved in such transitions. Our comprehensive understanding of TUPE regulations positions us as a trusted partner for businesses seeking a smooth and compliant transfer of staff in the dynamic landscape of the cleaning and housekeeping sector.

QUALITY ASSURANCE SYSTEMS

Radio Frequency Identification (RFID) System.

Godfrey Group Facilities distinguishes itself from the competition and exceeds client expectations through the implementation of our RFID System. This system serves as a testament to our commitment to accuracy, task completion, and on-site presence. Employed daily for nearly a decade on existing contracts, this fully auditable system guarantees precision and reliability in our operations.



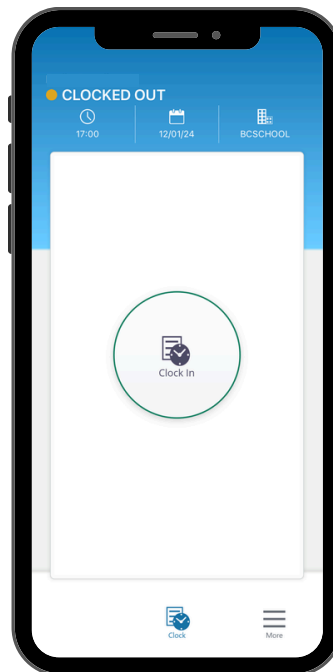
How it works: Every building or unit covered by a contract is equipped with two RFID tags—one for window cleaning and another for general cleaning. Our cleaning staff utilizes NFC-enabled smartphones to scan these tags upon arrival and completion of their tasks, capturing photographic evidence for verification. The collected data is accessible to both the client and our Head Office. This allows clients to confirm task completion and visitation dates, while our Head Office ensures adherence to contract specifications.

QUALITY ASSURANCE SYSTEMS

Time Management System



We have integrated uAttend, a cloud-based workforce management system.



uAttend provides precise and automated time tracking for employees. This accuracy ensures that staff members are clocking in and out at the correct times, helping to maintain consistency in work hours and schedules. This accurate time tracking is essential for ensuring that employees are fulfilling their contractual obligations, which is a fundamental aspect of quality control.

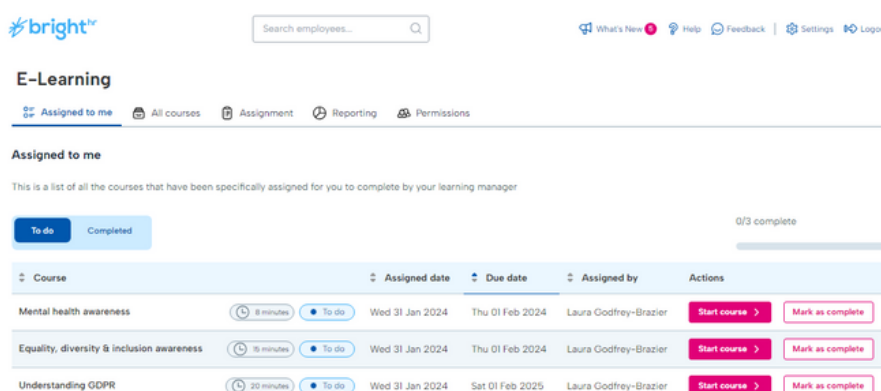
This also system offers a valuable feature where each site is geofenced within a defined radius, allowing staff to record their attendance exclusively within their designated workplace. Additionally, uAttend enables us to generate comprehensive reports that encompass various forms of absence.

QUALITY ASSURANCE SYSTEMS

Staff Training

We do not currently hold the Investors in People Accreditation, however we understand the importance of staff training and professional development. We have Operations Managers, Regional Managers, Head Office Staff and Site Managers who provide training for staff, both within our office and out on our sites. Training will depend on the role of the employee and the responsibilities that they are undertaking. We always ensure that the correct training is provided for each member of staff.

We value our staff and are always keen to invest in people for their own professional development and the future development of the business. We are always growing as a company and this cannot happen without investing in our workforce.



We also provide online training for all staff, via our Bright HR app (above). This is where staff can access e-learning modules that are assigned to meet their training requirements and professional development/career progression.

QUALITY ASSURANCE SYSTEMS

Operations & Site Visits

Every client benefits from comprehensive support provided by our head office.

In addition, to ensure work is of consistent quality, our Operations Managers routinely conduct scheduled and ad-hoc site inspections to assess service delivery quality. Throughout these visits, they employ standardized site visit forms to record their evaluations of standards and operational procedures. In addition to this, our operations managers ensure staff have all equipment needed to carry out the contracted work.



Our Operations Managers engage in regular daily/weekly communication through calls and emails with site managers. They implement Performance Improvement Plans (PIPs) with SMART objectives for employees facing consistent underperformance and challenges in meeting the required criteria.

Additionally, we utilize Bright HR for streamlined, company-wide communication, facilitating the distribution of policies etc. This platform allows for both companywide announcements and tailored information specific to each site, depending on the nature of the communication.

POLICIES

Health & Safety Policy

At Godfrey Group we ensure that all our policies and practices meet the requirements of the UK Health and Safety Laws below:

- The Health and Safety at Work etc. Act 1974, which sets out the framework for managing workplace health and safety in the UK.
- The Management of Health and Safety at Work Regulations 1999, which set the standards for all health and safety in the UK workplace.
- The Workplace (Health, Safety and Welfare) Regulations 1992, which cover the minimum requirements for the physical environment of the workplace.
- The Display Screen Equipment (DSE) Regulations 1992 (amended 2002), which deal with the health and safety of workers who use computers and other display screens.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), which require employers to report certain work-related incidents to the authorities.

We consider the both the physical and emotional health and wellbeing of our employees to be our priority. All staff are provided with the Employee Handbook and the Health and Safety Policy. We have attached our Health and Safety Policy, Procedures and Plan.

Environmental Policy

At Godfrey Group we believe in protecting our environment for future generations. Our policies and procedure take into account the Environmental Act 2021, The Environment (Wales) Act 2016 and the new workplace recycling law which comes into force in Wales on 6th April 2024. We are currently working towards ISO 14001 Environmental Management. We have attached our Environmental Policy.



FAIR WORKING PRACTICES

Our commitment

We are always committed to providing fair working practices for all our employees. We have won contracts with schools and housing associations where the tender processes have scrutinised our equal opportunities.

We seek to provide fair and equal pay for all employees, with a company standard for each role and responsibly. We have an Equality and Diversity Policy which is adhered to by all staff and part of our organisational procedures and daily operations.



We value our workforce and want to be viewed as a company that is fair, open and honest in its approach. We offer opportunities for all employees to have access to professional development opportunities and role/career progression.

We have policies and procedures to support and manage staff so that everyone is treated in the same way.

Our Equality and Diversity Policy is available upon request and is uploaded on our Bright HR app for all employees.

REFERENCES

Referee 1:

Ben Lindquist

Pennaeth/Headteacher

The Federation of Ysgol Bryn Clwyd and Ysgol Gellifor

Llandyrnog / Gellifor

Denbighshire / Sir Ddinbych

01824 790324 / 01824 790387

ben.lindquist@denbighshire.gov.uk

Referee 2:

Rhian Thomas

Pennaeth/Headteacher

The Federation of Ysgol Betws Gwerfyl Goch and Ysgol

Bro Elwern

Betws Gwerfyl Goch / Gwyddelwern

Denbighshire / Sir Ddinbych

Betws GG 01490 460315/ Bro Elwern 01490 412332

rhian.thomas@denbighshire.gov.uk

Referee 3:

Mererid Richards

Swyddog Archwilio a Gwasanaethu/Servicing and Inspections Officer

Grwp Cynefin Housing Association

0300 111 2122

mererid.richards@grwpcynefin.org