



WILLIAMS
CLEANING & SECURITY GROUP

Welcome to WCS Group of Services



**We care about all our
customers as we realise
that our future
success depends on how
you feel about us today.**



Our Services

Cleaning Services

Office Cleaning

Retail Cleaning

Window Cleaning

School and College Cleaning

Washroom Cleaning Services

Special Cleaning

Caretaking and Day Cleaning

Consumable Supplies

Security Services

Manned Guarding

Key Holding & Emergency Response

Concierge and Reception

 01789 29 79 49

 info@wcsgroup.co.uk

About Us

WCS Group was formed in 2004 and currently services clients within a 50 mile radius of Warwick. With Directors, Andrew and Rebecca managing the business and an experienced team of dedicated staff we will always ensure that service delivery is the top priority.

The company culture is one where "service matters" and we are first to admit that at times things do not always go as planned, however, are confident that our response time is first class and today in line with that culture.

We have been Setting Standards in the cleaning industry for many years now and are planning that this will continue with existing and new successful client contractor partnerships.



Our Values



Staff

At WCS Group we invest in recruitment and training as we believe our employees represent our greatest asset.

By adopting this philosophy we are confident we can maintain a reliable and motivated work force at all times.

Our ratio of management personnel to clients is also of vital importance and we always ensure that we have sufficient resource to really make a difference at your premises.

As a company we are particularly active in promoting staff retention and have various incentive and reward schemes in place, in particular the Staff Employee of the Season Award scheme.



The Environment

We can not be certain what the future holds for our children so we have a strong belief and culture within the company that we must look at Green Cleaning.

We are constantly looking at ways to further develop our green credentials and always ensure that our staff are trained in green cleaning methods using non toxic, biodegradable products.

This approach means that we are not only being good to the environment but also to our staff that handle these products every day. We are always keen to discuss methods and offer environmental solutions to our clients and hope that we can work together to help preserve the planet for future generations.

Our current focus is working towards becoming a carbon neutral company.

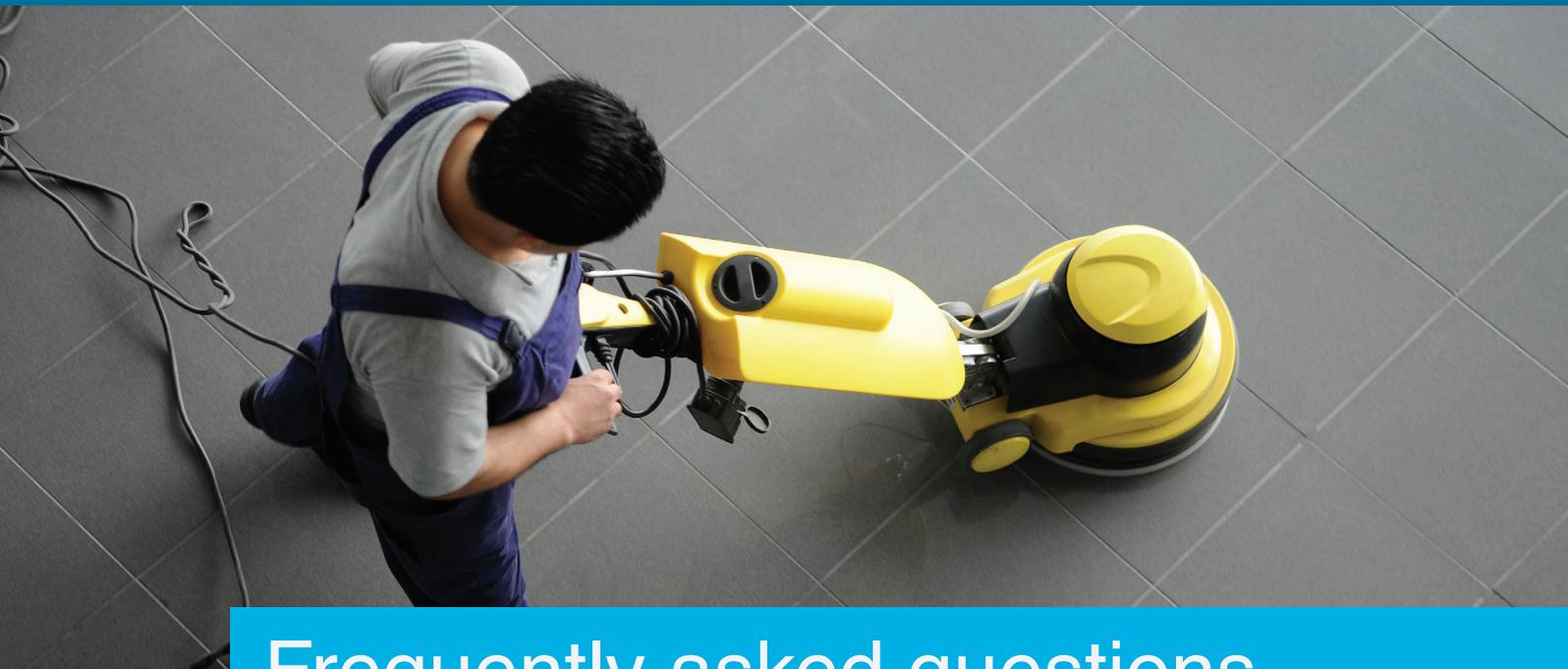


Approach to Business

We pride ourselves on the quality of our service delivery and strive to give the best all round value for money.

Through an active management focus we are able to solve problems which other companies have struggled with.

Our aim is to build a good working relationship with all our customers with the emphasis on continuous improvement throughout the contract period and to give you peace of mind by alleviating all your worries associated with this part of the business. We would also like to think that we are a nice company to do business with.



Frequently asked questions

When can you start?

Ideally a structured approach of a few weeks would be required, however, it has been known for us to start the next day so are always happy to work with the requirements of your business.

What Other Services Can You Provide?

We are able to offer a variety of other cleaning related services and supplies. We are also an Approved Security Contractor and can offer you a large range of security solutions for your company.

Can I Take Some References From Some Of Your Existing Customers?

If you wish to proceed with matters to the next stage we would be happy to provide you with references and arrange site visits.

What Machinery Will There Be And Will It Be Tested?

All machinery will be provided new at the commencement of the contract and in the event of a breakdown a replacement will be provided. All machinery is regularly checked and tested in accordance with Health and Safety legislation.

What About Contract Terms and Conditions?

We are happy to discuss these with you to ensure that we have something that suits us both.

What Is Tupe And How Will That Effect Me?

TUPE is a piece of European Legislation that relates to the staff working at your premises. We have considerable experience in handling all aspects of TUPE and always ensure that we manage the process effectively to ensure that the right staff are working to deliver to you the right service from day one.

Case Studies



The University of Warwick

Location School of Life Science Park, Wellesbourne
Services Daily Office Cleaning, Monitoring Consumable levels
Award Date 2012

The School of Life Sciences is home to a wide range of exciting interdisciplinary bioscience that is supported by state-of-the-art research facilities and home to over 28 independent businesses. We were awarded this contract over 3 years ago for the School of Life Science Wellesbourne Campus site, we have consistently maintained a high level of service which helped us win the tender for this prestigious site. With over 20 businesses based at the science park it is important that high standards are always maintained with regard to cleaning to its high profile areas.



GAP Europe

Location Castle Mound Way, Rugby, Warwickshire
Services Daily Cleaning, Consumable Supplies, Carpet Cleaning, Window Cleaning, Periodic Cleaning and Washroom Services
Award Date 2015

The Distribution Centre was purpose built in 2001 & houses 637,000 square feet of warehouse & office space that acts as the vital link between the factories where merchandise is made and GAP's store network throughout the UK & Europe. This is a 24 hour, 365 days a year operation where strict management controls are important due to carrying out services in restricted areas.

Working closely with the Facilities Manager we have successfully delivered improved standards in all areas of this contract.



Orbit Group

Location County of Warwickshire

Services Security Alarm Response & Security Manned Guarding

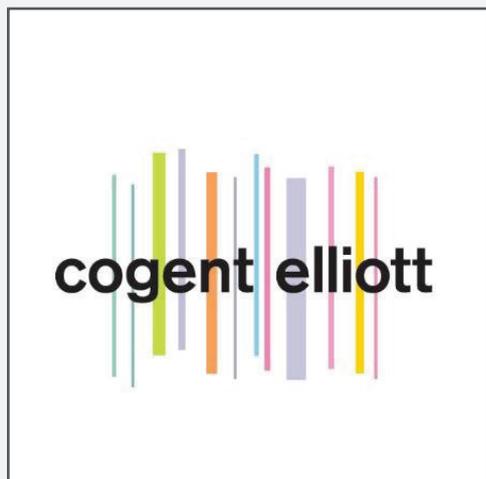
Award Date 2011

WCS Group are responsible for the alarm response & Security Personnel for 45 Orbit Care Homes in the Warwickshire Area. We were approached by Orbit to provide an alternative proposal to the existing security solutions. They had not previously contracted the work to a specialist security provider, rather the buildings were secured by a staff of building managers employed directly by Orbit.

We needed to reduce spending by introducing new, cost effective and practical solutions, specifically tailored to the 45 sites, whilst exceeding the level of safety and security that the sites had previously been provided with.

In order to satisfy Orbits requirements, we took the following steps:

We reviewed and confirmed the requirements of each of the sites, we looked at the locations of all sites and utilised their proximity to form an alarm response unit that not only had a response time within 15 minutes but Orbit also benefited from a security team that was vetted to BS7858, Security Screening standard as required by the Security Industry Authority SIA



Cogent Elliott

Location Meridan, West Midlands and Banbury Oxfordshire

Services Security Concierge and Alarm Response

Award Date 2013

Cogent Elliott are the largest privately owned PR company in UK, with a range of well known clients. WCS Group are responsible for Front of House Security and Alarm Response for two of Cogent Elliott's prestigious sites, their Head Office in Meridan, West Midlands and Junction eleven Film Studio in Banbury.

The client has been extremely happy with the level of service that we have provided across the company, from our Operational managers through to the regular team of security personnel that we now have in place at their sites.

We have also been asked to provide additional services such as reception duties.