

AUTUMN 2014

We're Flying High with the Win for Langford Lodge Engineering



service link

Inside this issue...

- We Take The Law into Our Own Hands
- Fairhill, The Big Shopping Centre in Ballymena, Hey!
- We Set Sail with The Flagship Centre, Bangor
- 10 Years at Antrim Head Office- really?
- We bring home the goodness for Irwin's Bakery
- Biggest ever Hygiene Contract Win

ROBINSON services

IT'S OUR BUSINESS TO SUPPORT YOURS



Welcome

Welcome to the Autumn 2014 issue of Service Link, our client newsletter, whose aim is to keep you up to date with developments within Robinson Services.

Inside this issue you can read about how it's ten years since we moved into Sarah Jane Robinson House in Antrim – hard to believe but true. In those ten years there have been many changes to our business but the contract wins keep on coming as we secure cleaning contracts with Langford Lodge Engineering, Kingspan and the Fairhill and Flagship shopping centres.

Since moving into our Antrim head office we added a security division which is going from strength to strength as our recent wins for Herbert Smith Freehill solicitors, Brett Martin, Irwins and Bow Street Mall testify.

Also read about our biggest ever win for the Hygiene Division with our win for the Belfast Education and Library Board. So without further ado here's to the next ten years and let's hope the success story continues and thanks to everyone who has played their part. I hope that you enjoy our update and if we can help you in any way please do not hesitate to contact us.

David J Robinson, Managing Director



Accreditations...



Robinson Services celebrates 10 Years at Sarah Jane Robinson House Head Office

Robinson Services is proud to mark the 10th anniversary of the opening of the company's headquarters, Sarah Jane Robinson House, in Antrim. In those 10 years the company has gone from strength to strength, has launched its Security and Laundry Divisions, and opened new offices in Glasgow, to name but a few highlights from the past decade. As ever, each section of the company continues to expand and develop, with further prominent contract wins adding to the ever growing impressive list of clients, such as Belfast Education and Library Board, Kingspan, Bow Street Mall and Irwin's Bakery.

Gillian Robinson, Human Resources Director of Robinson Services, commented; "Our headquarters at Sarah Jane Robinson House have served us well over the past 10 years and Robinson Services has come to be recognised as one of the country's most progressive and forward thinking support services companies. There have been some major changes over the years, but one thing that has not changed is our commitment to providing clients all across the country with exceptional standards of services. Everyone here at Robinson Services is extremely proud of how far the company has come, and as always, we will continue to make sure that it is our business to support yours."



We secure our biggest ever Hygiene Contract by winning the Belfast Education and Library Board tender



Robinson Services is delighted to announce that after a successful tender, the company has won the contract to provide hygiene services to The Belfast Education and Library Board, one of Northern Ireland's largest public sector organisations. As part of the Hygiene Service Robinson Services will be providing for The Belfast Education and Library Board, the team at Robinson Services will provide a vast range of hygiene units, and diligently carry out thorough inspections to all these units across its various locations throughout the Belfast area.

Stephen Wood, Regional Manager, Northern Ireland at Robinson Services, commented; "We have a strong commitment and duty of care to The Belfast Education and Library board, due to the vast numbers of clients to whom it also has a duty of care. It is our responsibility to uphold their reputation across their hygiene facilities, providing clean, safe and functional services to their staff, clients, students, and the general public alike. It is particularly pleasing for us that a large organisation of such importance within Northern Ireland has paid recognition to our high standards of services, and that Robinson Services is the company of choice for companies and organisations across the private and public sector alike. Robinson Services caters for a huge range of businesses across Northern Ireland, and no matter what your hygiene, cleaning, laundry or security needs are, Robinson Services has got them covered and will ensure to live up to the promise that "It's Our Business To Support Yours".

Going from strength to strength with new Cleaning Wins...

We're Flying High with the Win for the Cleaning Contract for Langford Lodge Engineering in Crumlin

The flight deck at Robinson Services is fully operational as Robinson Services continue to fly high with the contract win for the Cleaning Contract for Langford Lodge Engineering in Crumlin, on the eastern shores of Lough Neagh and close to RAF Aldergrove / Belfast International Airport and the former RAF Nutts Corner.

Langford Lodge Engineering provide 'precision engineering and manufacture of components and sub-assemblies for the aerospace industry' in the Defence, Ships & Aerospace Manufacturing industry in one of the most technologically advanced precision engineering factories in Northern Ireland. A subsidiary of RLC Engineering Group (RLC) headquartered in the Isle of Man, the group has sales in excess of £75m, over 700 employees and the Group provides manufacturing, supply chain management and project management capabilities to many of the major aerospace companies.

Bernard Bogues, Head of Commercial Services at Robinson Services, commented: "We are delighted to have secured this contract to support Langford Lodge Engineering. This contract will be employing four Robinson Services' staff to ensure the cleanliness of Langford Lodge is first class every day of the week – much like the products they manufacture for the aircraft industry. This further win shows that Robinson Services is continuously trusted to delivery high standards of cleaning services for companies such as Langford Lodge, whom I would like to thank for making Robinson Service their support service provider of choice."

We've just won the Cleaning and Maintenance Contract for Fairhill - The Big Shopping Centre in Ballymena, Hey..

No one actually knows if they say "Hey" in Ballymena despite the famous TV ad from years ago but what we know for sure is that the contract wins continue for Robinson Services as they have won the cleaning and maintenance contract for Fairhill Shopping Centre in the heart of Ballymena Town centre.

Fairhill is home to over 50 stores under one roof catering for all everyone's needs, including a great selection of restaurants to take time out from shopping. Bernard Bogues, Head of Commercial Services at Robinson Services, commented: "This contract wins add to the already impressive portfolio of clients that we have at Robinson Services and will employ an additional 15 new staff to service this contract. Across all divisions we are proving that our high quality of service, dedication and hard work will continue to grow our business throughout Northern Ireland and further expand the business outside our Northern Ireland base."



We're proud to announce the Cleaning Contract Win with Kingspan Environmental Headquarters in Portadown



Robinson Services are delighted to have recently secured the cleaning contract for the Environmental Headquarters for the high profile manufacturing business Kingspan, in Portadown. As the world's leading provider of sustainable products and services for the construction industry, Kingspan is recognised throughout the world for its commitment to innovation, design, quality and technical expertise.

Bernard Bogues, Head of Commercial Services at Robinson Services, commented; "We are very excited to announce our strategic partnership with Kingspan and look forward to delivering world-class services throughout the business. We take pride in working with key organisations in Northern Ireland, such as Kingspan, as we understand how important such strong

companies are to the continued economic growth of Northern Ireland. The award of this contract demonstrates the value, innovation and high quality services we bring to our clients and will bolster our growth and success within the manufacturing sector."

All Hands on Deck as we Set Sail with The Cleaning Contract Win for The Flagship Centre, Bangor

It's all above board and A1 as Robinson Services secure the cleaning contract win for The Flagship Centre situated in the very heart of Bangor Town Centre, right at the bottom of Main Street. Retailers include Poundworld, Superdrug, Gems, Dunnes Stores, Iceland Frozen Foods, Argos, Post Office, Stewart Millers, Supercuts, Cardland, Oasis, McCully Furniture, and a Heel Bar located on the upper mall.

The Flagship Centre has everything you need in a bright, friendly atmosphere and after working up an appetite why not take a break from it all and enjoy some great food from a choice of Subway, KFC, Burger King all situated on the upper floor.

David Robinson, Managing Director at Robinson Services, commented: "This contract win for The Flagship Centre means it's time to cast off and set a course as we support The Flagship Centre, one of Northern Ireland's premier shopping destinations in Bangor. We are looking forward to anchors away as we commence this contract which will employ an additional ten new staff to fulfil this cleaning contract. Thanks to all at The Flagship Centre for your support in awarding us this contract and rest assured we will adjust our sails to meet the expectations of everyone."



We Take The Law into Our Own Hands with the Full FM Contract Win for Herbert Smith Freehill Solicitors in Belfast



Whisper it quietly but rumours abound that Robinson Services are taking the law into their own hands. However, rest assured there is no skulduggery afoot simply another win as Robinson Services are appointed to support Herbert Smith Freehills Solicitors in their Ormeau Gasworks offices in Belfast.

Herbert Smith Freehills are one of the world's leading law firms and advise many of the biggest and most ambitious organisations across all major regions of the globe, trusting them with their most important

transactions, disputes and projects because of their ability to cut through complexity and mitigate risk.

The Belfast office comprises a mix of both qualified lawyers and legal assistants, who are integrated with Herbert Smith Freehills' services to clients across their global organisation. The office in Belfast has grown rapidly in response to client demand, from 26 in the team when the office first opened in 2011 to over 125 today

David Robinson, Managing Director at Robinson Services, commented: "This contract win for Herbert Smith Freehills is a significant one as it encompasses a full Facilities Management service including office cleaning, security and mechanical and electrical support services. We were delighted to be awarded this contract and would like to thank all our team for their support in mobilising this contract and rest assured we will "beyond reasonable doubt" meet all of The Herbert Smith expectations

The contract wins continue at Robinson Services with the Security Contract acquisition for Brett Martin

Robinson Services are proud to announce the acquisition of the Security Contract for Brett Martin, a local Country Antrim company that globally supplies specialists plastic products for the construction, fabrication, print and display industries worldwide. Robinson Services' Security Team will be providing security services for this global player of industry 24 hours a day, 365 days a year.

Bernard Bogues, Head of Commercial Services at Robinson Services, commented; "Brett Martin is a prestigious well-known and specialist company for whom we are delighted to be providing security services. This contract will be employing

four Robinson Services' staff to ensure the safe and secure running of Brett Martin every day of the week. You can rest assured Robinson Services will always deliver quality of service, excellent staff, exemplary levels of customer service and continued value for money."



We bring home the goodness with the Security Contract Win for Irwin's Bakery

With a history of 100 years baking in the community of Portadown, Irwin's Bakery is home of some of Northern Ireland's favourite bread. The company, established in 1912, is looking forward to many years of serving their local communities in Northern Ireland while Robinson Services takes care of the bakery's security needs after a successful tender.

Providing security services such as vehicle checks and receptionist duties, 7 days a week, Robinson Services will ensure a professional tangible Security Service for Irwin's Bakery, providing the high standards of knowledge and expertise that clients have come to expect from Robinson Services.

David Robinson, Managing Director of Robinson Services, commented; "The acquisition of the Security contract for Irwin's Bakery, is further proof that our quality standards are continually recognised by prestigious local clients such as this and only a company with proven experience and expertise such as ours can be trusted to deliver. We look forward to working with Irwin's Bakery, and are delighted that we can be of assistance to them. I would like to thank Irwin's Bakery for entrusting Robinson Services with their security needs and assure them they will receive an extremely high standard of professional care."



Robinson Services adds to its portfolio of Shopping Centres with the Security contract win for Bow Street Mall



Robinson Services have again added to their already impressive client list with the addition of Bow Street Mall in Lisburn, after successfully winning the tender to provide the shopping centre's security services. The contract win marks another shopping centre win for Robinson Services and is recognition of the hard work and

quality combined facilities services that have been delivered by Robinson Services to shopping centres both locally and nationally, such as The Foyleside Shopping Centre, Forestside Shopping Centre, The Kyle Shopping Centre in Scotland and The Pentagon Shopping Centre in Kent.

David Robinson, Managing Director at Robinson Services, commented; "We are delighted to be able to add to our portfolio of Shopping Centres with the addition of Bow Street Mall. As with all our shopping centre clients we will continue to provide the high standards that have now come to be recognised with the name 'Robinson Services.'"

Cleaning Division

Daily Office Cleaning
Retail Cleaning
Industrial Cleaning

Laundry Division

Linen Hire
Laundry
Dust Mat Rental
Workwear Rental
Cabinet Towel Rental

Hygiene Division

Dust Mat Rental
Feminine Hygiene Services
Medical + Nappy Disposal Service
Clinical Waste Disposal Service
Air Freshener Systems
Consumables

Outdoor Services

Grass Cutting & Landscape
Maintenance
Winter Gritting
Street Sweeping

Security Division

Security & Manned Guarding
Key Holding Alarm Monitoring &
Response
Car Park Management
Front of House Services
Vacant Property Inspection Services

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