

AUTUMN 2015

After the Hard Yards Robinson Services Offload Senior Management Team for Team Building Day



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ROBINSON services

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service link



Welcome

Welcome to the Autumn 2015 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 Jimmy Fullerton managed to rack up fifty years - yes fifty - of service before finally calling it a day and how we managed to offload the entire senior management team for a days team building with ex Ireland and British Lion rugby star Stephen Ferris.

A year has passed in the blink of an eye and there have been many changes to our business but the contract wins keep on coming as we secure security contracts with Howgate and The Savoy Shopping Centre in Scotland, the cleaning contract for The Avenue shopping centre also in Scotland and welcome back The Meadows shopping centre in Portadown.

Training is paramount to our business success so read inside about our staff training at Foyle side, Pentagon and Fareham and closer to home BICSc training and IOSH success in Northern Ireland.

So without further ado let's hope the success stories and wins continue 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...



After the Hard Yards Robinson Services Offload Senior Management Team for Team Building Day



After the hard yards of the normal business day it was time for the senior management team at Robinson Services to offload the normal day to day worries and concerns and set off for a Team Building day.

On this occasion it was off to Belfast Harlequins Rugby club in Deramore Park, Belfast for a team building day in association with Offload Rugby. Offload Rugby has been set up by Alasdair McKee and works with organisations to improve productivity, communication, team work and responsibility, through a combination of fun classroom and pitch sessions alongside motivational talks. They are given the opportunity to construct their own fun, rugby based games and apply the skills uncovered in these to their workplace.

Alasdair has worked in development roles with Ulster Rugby as well as having been Head Coach of Ulster Juniors and coaching within the Ulster Clubs under 16s and under 17s squads. He is IRFU Level 2 accredited and also an IRFU Tutor and Observer. Alasdair is the Head Coach of Grosvenor RFC and has previously been Head Coach of both Enniskillen RFC and Academy RFC. He set up Offload Rugby in May 2015.

A key member of the team at Offload Rugby is Stephen Ferris, A British and Irish Lion in 2009 with 35 Ireland caps and 106 Ulster caps, who worked with the Robinson Services Team on the day with both classroom and pitch based exercises.

David Robinson Managing Director, Robinson Services commented: "We were delighted to tie up with Alasdair and Stephen as they build up their new business and we wish them every success. The certainly provided us with a day out with a difference and the day was a great success for everyone who participated. We now look forward to putting the lessons learnt on the day into practice on our own pitch as we seek to grow our business throughout Northern Ireland and beyond. Thanks once again to Alasdair and Stephen for their input on the day - Offload Rugby certainly have a winning lineout in my opinion."

Going from Strength to Strength with New Wins...

Growth In Scotland Continues to Gather Momentum with Security Win for Howgate Shopping Centre



Robinson Services is delighted to announce that it has successfully been awarded the Security contract at Howgate Shopping Centre in the tranquil town of Falkirk in Scotland almost midway between Edinburgh and Glasgow in the Forth Valley.

With over 20,000 square feet of prime retail space Howgate is firmly established as the prime retailing centre in the town providing a focus for the best retailing within Falkirk. Tenants include Marks & Spencer, Boots, Debenhams, Superdrug, River Island and Wallis.

Jenna Pollock General Manager, Robinson Services Scotland, commented: "This is another significant contract for us as we continue to grow our business in Scotland. The contract commenced on 1st July and includes seven security officers and one team leader on site. The main focus as we grow in Scotland is to drive innovations to achieve high standards and focus on our staff training with emphasis on communication and a commitment to ongoing training and development.

This win has increased our portfolio of shopping centres in Scotland to five with further opportunities in the pipeline - so watch this space as we move forward and grow the business."

Robinson Services Clean Up with Fresh Approach for Avenue Shopping Centre in Glasgow.



Further proof if any was needed that Robinson Services Fresh approach in Scotland to Support Services provision is working comes with the awarding of the cleaning contract for The Avenue Shopping Centre in Newton Mearns, Glasgow. Following a detailed and extensive tender process we are thrilled to receive confirmation of yet another contract win in Scotland.

The Summer months have been particularly busy months for The Business Development Team in Scotland and it is fantastic to be able to announce that we have been awarded another prestigious contract win after our success with Howgate Shopping Centre in Falkirk and the Savoy Shopping Centre in Glasgow.

Bernard Bogues, Operations Director for Robinson Services, commented: "Things are certainly picking up pace in Scotland for Robinson Services. The contract commenced on 1st August and includes one cleaning and maintenance supervisor and nine cleaning operatives on site to keep the Avenue in best possible conditions for customers and retailers alike. We look forward to working with the team at the Avenue Shopping Centre and a mutually beneficial business partnership."

Robinson Services Simply A More Secure Choice with Security Win for Savoy Shopping Centre in Glasgow



Hot on the heels of the Security contract award for the Howgate Shopping Centre in Falkirk Robinson Services have also picked up the Security contract for The Savoy Shopping Centre on Sauchiehall Street in Glasgow.

With two floors selling everything from Glasgow artwork, hand made jewellery, clothes and furniture there is everything you could possibly want all under one roof. The Savoy Centre is a must see for any visitor to Glasgow and offers a unique atmosphere with great fashion stores and one off boutiques.

Robinson Services were appointed as of 1st July 2015 and welcome the team consisting of one Security Supervisor and three Security Officers to our business.

David Robinson, Managing Director, commented, "We are delighted to welcome another high profile clients in the shape of the Savoy Shopping Centre in Glasgow onto The Robinson Services portfolio. This has been a significant period of growth for our business in Scotland and one on which we hope to build on over the coming quarter under the strong leadership of our General Manager for Scotland , Jenna Pollock. We are confident our current model and our ability to flex this model in line with customer requirements in Scotland and beyond has been a unique selling point to our new clients. Understanding our customers' needs and their requirements is fundamental in enhancing a successful partnership in this business and we look forward to more wins in the not too distant future."

Welcome back – The Meadows Shopping Centre Portadown

Robinson Services are delighted to welcome back The Meadows Shopping Centre as a key client for the provision of security, maintenance, housekeeping and receptionist services. Having previously provided a number of these services to the centre between 1995 & 2009 we were delighted to be given the opportunity to tender for the centre.

David Robinson commented, "We are always delighted to win new business, however the re award of the Meadows Shopping Centre was particularly pleasing as I believe this clearly demonstrates our commitment to deliver something that our competitors cannot deliver within the retail environment. I would personally like to welcome all the staff to Robinson Services and a special thanks to Adrian for his support and guidance during the mobilisation"



Staff pictured above on day one of the new contract at The Meadows Shopping Centre, Paula Cahoon Key Account Manager, Security Officers, Maintenance Operative and Adrian Farrell, Centre Manager.

On Top of The World at Foyleside Shopping Centre



Some of the staff that completed the World Host Customer Care Training show off their certificates following the recent training delivered to all Robinson Services Support Staff at Foyleside Shopping Centre.

The basic principle of The World Host Training is to train our front-line staff to deliver a great customer experience that will leave our customers raring to return. It also provides our staff with the skills and knowledge to deliver excellent customer service that will give our business a great reputation. Through this interactive training, we encourage our staff to think about their own experiences of good and bad service,

understand why their role has such an impact on our customers' experience, and learn vital communication and listening skills that will set them up for success.

David Robinson Managing Director commented "We know that, in an increasingly competitive business environment, we need to work even harder to retain customers and win new ones – and that's where The World Host Training can assist. We are proud of the investment taken by Foyleside Shopping Centre and Fergal Rafferty, Centre Manager in support of this training and equally proud of all our employees that successfully completed the training.

BICSc TRAINING FOR THE ROBINSON SERVICES TEAM

Congratulations to the team of Area Supervisors and Managers on the completion of The BICSc Tier 1 Licence to Practice. This training included 3 mandatory units that involved Chemical Competence, Safe Care and Use of Equipment and Storage of Equipment.

David Robinson commented "It is great to provide such skills and competence to our management teams. Our ambition is to 'raise the status and standards of cleaning, through education and accredited training. We now require our trained employees to cascade their knowledge and expertise to our front line cleaning staff"



World Class Training at The Pentagon Shopping Centre

Congratulations to the Team at The Pentagon Shopping Centre, Chatham having recently completed their World Host Customer Care Training – pictured above some of the staff with their certificates, also included back row second left, Mr Martyn Stone, Centre Director.

The basic principle of The World Host Customer Care Training is to ensure our front-line operatives provide a world class experience to all customers that enter the premises we deliver services to. It also provides our staff with the skills and knowledge to deliver excellent customer service that will give business's a great reputation. Through this interactive training, we encourage our staff to think about their own experiences of good and bad service, understand why their role has such an impact on our customers' experience, and learn vital communication and listening skills that will set them up for success.

David Robinson Managing Director stated "We can never underestimate the need to provide ongoing customer service training to our front-line staff. This is where The World Host Customer Training can provide that extra focus on enhancing the service delivery to both our clients and their customers. I would like to thank Martyn Stone, Centre Director for his support and funding to ensure the staff at The Pentagon Centre are providing best in service customer experience."



NEBOSH Exam Success for Scott



Congratulations to Scott Sibley, Operations Support Manager at Fareham Shopping Centre. Scott pictured far right has recently successfully completed his NEBOSH certification. Also included are Bernard Bogues, Operations Director Robinson Services and Mike Taylor, Centre Manager Fareham Shopping Centre.

David Robinson Managing Director commented "We are delighted to have Scott complete and pass his NEBOSH certification. This now brings to five the total number of

managers accredited to NOBOSH standard within Robinson Services. I am also very conscious of the time and effort taken to complete such an intense course whilst working in a demanding full time role, so would personally like to commend Scott on his efforts.

One of the many functions our managers provide, is to support the safety of staff and customers within the buildings we provide services to. Ensuring our managers are equipped to provide this knowledge is part of our strategy to train managers to NEBOSH standard."



Top Marks for the Robinson Services team at The Regent Shopping Centre

Regent Shopping Centre based in Hamilton, Scotland recently commissioned an independent 'Consumer Insight Study' for the site. The results

highlighted the efforts from the security, cleaning and maintenance teams with results of 81% for Customer Service within the Mall and an excellent 84% for Mall Cleanliness.

Jenna Pollock, General Manager, Robinson Services Scotland was delighted that the efforts of the team at Regent Shopping Centre had been recognised: "Robinson Services currently employ 14 people across all disciplines on the site and have been the service provider for over four years. In an increasingly competitive market customer satisfaction is a key component in both attracting and retaining consumers and these excellent results recognise the commitment and hard work by the team. We are extremely proud of the team and would like to thank them for their ongoing efforts and commitment."

Centre Manager Bill Reid was equally enthused with the results: "I would like to congratulate everyone on the Robinson Services team and they deserve recognition for going above and beyond the call of duty on occasions which is clearly reflected in these results. At the Regent Shopping Centre everyone has a part to play in ensuring that customers to the centre have the best possible experience and want to come back for more of the same. Well done to everyone and keep up the good work."

Half a century later, Jimmy Fullerton waves goodbye to Robinson Services

1965 was a milestone year for many reasons. The Beatles film 'Help!' made its debut, the popular series 'Thunderbirds' premiered on television, and Jimmy Fullerton began his career at Robinson Services. After an impeccable record and 49 years and ten months of committed and loyal service to the Robinson Services laundry division, Jimmy Fullerton, one of the company's longest-serving lorry drivers, has made the difficult decision to hang up the keys to his lorry.

At a company presentation on Friday 27th March 2015 Jimmy received gifts from Robinson Services staff and sampled the cake the team lovingly made him, while Robinson Services Managing Director David Robinson touched on stories from Jimmy's time in his role.

David Robinson, Managing Director of Robinson Services, commented; "Jimmy originally started the Waveney Laundry in the garage in Harryville in 1965, so back then he was paid in shillings! After demonstrating such fantastic managerial skills, he progressed through to running the garage and then decided to try his hand at distribution, and joined the distribution team where he found his niche. Jimmy was and still is loved by clients and colleagues, as he always built great respect and rapport with everyone he met. On behalf of everyone here at Robinson Services, I would like to wish Jimmy happiness in his retirement and we will all truly miss a great individual around the site. Thank you for your years of service Jimmy."



Laundry Division awash with over three centuries of experience.

Long-serving staff from Robinson Services Laundry Division, who have been with the company for fifteen years or more, recently enjoyed an evening dinner hosted by David Robinson in celebration of their dedicated service to Robinson Services.

At the dinner, held on the 22nd April at the Mermaid Kitchen and Bar Portrush, there was lots of reminiscing, and funny stories were told; journeying back even to a time when the staff worked in Waveney Laundry in Ballymena, before it was bought over by Robinson Services and the name subsequently changed when relocating to the new £2m investment in Antrim. The delicious dinner was complimented by stunning views of the Portrush Harbour and West Bay Strand, and of course, the fantastic company.

David Robinson, Managing Director of Robinson Services, commented; "The eleven staff in attendance total a staggering combined 321 years' service, a truly monumental figure! The staff who attended the dinner range from all different roles within the laundry team and I would personally like to congratulate them all once more on their respective milestones within the company. Our longest-serving Laundry member, James Fullerton, who retired in March this year, had clocked up a staggering 50 years of service to Robinson Service, and to him in particular, I wanted to show my gratitude. Coming up close behind him is Brian Greer, who is in his 49th year at the Laundry! Rose Mitchell has been working in the Laundry for 43 years, Carson McPherson and Hazel Mark for 30 years, Pamela Fullerton for 28 years, Eugene McReynolds for 22 years, Martin Christie for 20 years, Jenny Jackson for 19 years, Trevor Pedlow for 16 years, and last, but certainly not least, Colin Christie, who joined the team 14 years ago. Each and every one of our Laundry family is a key member of our smooth-running operations, and I want them all to know that their work is very much appreciated. I had a fantastic night at the Mermaid, I hope you all did too!"



Congratulations to Anne McKee, John Anderson and Pamela Fullerton on the successful completion of the IOSH managing safely programme



This ongoing safety training represents the commitment of Robinson Services to provide all our team with appropriate training to maintain adequate safety within our work places.

Pictured left to right: Anne McKee, Project Manager, John Anderson, Site Manager and Pamela Fullerton, Production Manager

Congratulations to Foyleside Shopping Centre on the receipt of their new parking standard, Disabled Parking Award (DPA).

The DPA is primarily aimed at improving parking for disabled people and reducing abuse of disabled spaces. In order to qualify for the standard Foyleside Shopping Centre were required to meet the standard within the following criteria; Accessible bays – Clear signage – Ease of access – Good Lighting – Easy entry to the car park – Accessible payment machines – Alternative payment methods – Concessions.

David Robinson commented, "This is a tremendous achievement for Foyleside Shopping Centre, and enhances the important role that Robinson Services play as an organisation in supporting such initiatives, thus ensuring all customers visiting the centre can have an equal experience."



MEET THE NEW FACES...

Joe Hanna is appointed to the role of Compliance and Risk Director.

We are delighted to announce the Appointment of Joe Hanna MSSc CMIOASH RMaPS as Director of the Compliance and Risk Department. Joe is a Chartered Health and Safety Practitioner and has worked in both Public and Private sectors within the Construction, Civil Engineering and Facility Management Industries for over 25 years.

In this role, Joe is responsible for maintaining Robinson Services company compliance standards and ensuring Clients receive best in class quality management services.



Robinson Services appoint new Human Resources Director.

We are delighted to announce the appointment of Sinead Sharpe LL.B PgDip to the role of Human Resources Director. Having gained more than 12 years' experience across a breadth of Public and Private sectors, including Construction; Financial; Health and Social Services; Contracted Services and Food & Manufacturing, Sinead specialises in employment law, strategic HR planning and transformational leadership.

Sinead will be responsible for providing leadership and advice on all aspects of people relations, performance and organisational development – with a key focus on the end goal of customer service excellence.



Clean Sweep for Fermanagh in Housekeeping Awards, Supported by Robinson Services



Housekeepers from throughout Northern Ireland gathered at the Holiday Inn, Belfast on 25th March 2015 to discover who had cleaned up in this year's Hotel & Guesthouse Housekeeping Awards. The event, which was hosted by UTV's Pamela Ballantine, saw a tie for first place in the under 90 room category with Belmore Court & Motel, Enniskillen and Tara Lodge taking the honours for 2015. It was another success for Fermanagh as the winner in the over 90 Rooms category was the Lough Erne Resort.

The awards, organised by the Northern Ireland Hotels Federation, are held on an annual basis and have been designed to showcase the important role of housekeeping and reward excellent achievements of housekeeping staff. This is the sixth year they have taken place and Tourism Northern Ireland, Ecolab and Robinson Services supported them.

Mandy Patrick MBE, President of the NIHF commented;

"This competition focused on the housekeeping department and the important role they play in a hotel's success. They are often forgotten and overlooked when awards are given out and the NIHF is keen to redress this situation. The Housekeeping Awards were started six years ago and I am delighted to report that we had a record entry in 2015. Support from within the industry has been exceptional and this coupled with assistance from our sponsors has made the 2015 event an outstanding success."

The 2015 competition included a team assessment day with 64 housekeepers undertaking a range of tasks evaluating the skills they use everyday. This was followed by a surprise on-site inspection for the ten shortlisted finalists. The judging panel assessed the winners on cleanliness, attention to detail and a good overall guest impression. The main objective of the competition is to raise standards in the industry whilst rewarding and recognising the housekeeping departments in Northern Ireland's hotels.

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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