

NEWSLETTER

Introduction

As we welcome in the fresh energy of spring, I'm delighted to introduce our Indepth newsletter Spring edition. The changing season brings new opportunities for growth, renewal, and innovation, which is something we continuously strive for at Indepth.

We've seen some important changes recently, including adjustments to National Insurance contributions and pay regulations introduced by the Government. We know these changes present a challenge for many businesses and individuals, but please rest assured that we are here to support our teams and our clients through this. Additionally, new legislation around simpler recycling in the workplace has come into effect, and I'm pleased to share that all our teams have been fully briefed to help our clients meet compliance standards while maintaining high levels of service.

As always, we are here to provide guidance and ensure a smooth transition through these changes. Your trust and partnership mean a great deal to us, and we remain committed to delivering the best possible service.

Over the past few months, we've been making great strides in sustainability, service excellence and team development. In this edition, we'll be sharing some of our latest achievements, exciting projects and ways we're continuing to enhance our partnerships with you.



Thank you for your ongoing support. I hope you enjoy this update, and as always we look forward to working together to make this season a successful one.

Suzanne Richardson
Managing Director

Driving Innovation & Sustainability

At Indepth, we are committed to staying at the forefront of the cleaning industry by continuously researching the latest technologies and products to enhance the services we deliver. From smart cleaning solutions to energy-efficient equipment, our team works hard to source the best products on the market, ensuring that our customers benefit from cutting-edge advancements.

We're actively exploring innovative solutions such as autonomous robots, smart water technology that converts O_2 into O_3 for a deeper clean, and cloths made from recycled water bottles. We're also reducing single-use plastics in our cleaning range and investing in new machinery designed to deliver smarter, greener and more effective cleaning solutions for the future.



Sustainability is not just a goal, it's at the core of everything we do. We carefully select eco-friendly products and partner with suppliers who share our commitment to protecting the environment. Where possible, we source Cradle to Cradle-certified products that have no end-of-life cycle, ensuring they are 100% renewable and sustainable.

In April 2024, we partnered with janitorial supplier Bunzl to introduce their innovative soluble sachet range. This change not only lowers our own carbon footprint but also positively impacts the Scope 3 emissions of our clients.

By continually improving our practices and introducing greener alternatives, we help our customers meet their own environmental goals.

Spring Cleaning The Green Way

As the days get longer and the fresh air of spring rolls in, it's the perfect time to refresh your homes and workspace with a sustainable deep clean.

At Indepth we're all about keeping your space spotless while being kind to the planet, and here's how you can too.

We're sharing our top eco-friendly cleaning tips. Ditch harsh chemicals and try these simple, sustainable tricks to make your home shine.

Our Eco-Friendly Cleaning Tips

Traditional cleaning chemicals can release harmful toxins into the air and water supply. Instead, opt for biodegradable, non-toxic solutions that are just as effective but much kinder to the environment.



Vinegar for Sparkle

Start with the basics: white vinegar is your new best friend. Mix it with water (1:1 ratio) and watch it cut through grime on glass, leaving windows and mirrors gleaming.

Baking Soda Magic

Got stubborn stains on countertops or sinks? Sprinkle some baking soda, scrub lightly and rinse. It's a natural abrasive that lifts dirt without scratching surfaces.

Microfibre Power

For dusting, skip disposable wipes and grab a reusable microfibre cloth. These little wonders trap dust and pollen like magic and a quick wash keeps them ready for round two.

Carpet Refresh

Freshen up carpets or rugs with a light sprinkle of baking soda and let it sit for 15 minutes, then vacuum. This will neutralise odours without synthetic fragrances.

Lemon Lift

For those greasy kitchen spots, a drop of lemon extract (or even fresh lemon juice) mixed with water easily cuts through oil while leaving a crisp, springtime scent.

Visit our Marketplace

At Indepth, we make it easy to clean sustainably. Visit our marketplace today to explore a range of eco-friendly cleaning solutions that help you reduce waste, improve indoor air quality and protect the planet.

Visit: www.indepth-cleaning.co.uk/marketplace to find out more.

Supporting Our Community

Donation to Room at the Inn

We're proud to share that our ESG Director recently had the privilege of presenting a £500 donation to Room at the Inn, one of our chosen charities. This incredible organisation provides essential support to homeless and vulnerable people in and around Warrington.

This donation was made possible thanks to the generosity and support shown during our recent Charity Curry Night at Bombay 8 back in December. At Indepth, we remain committed to giving back and supporting causes that truly matter to our communities. Thank you to everyone who helped make this possible!



Our Green Team & Social Circle - Positive Change Starts within

At Indepth, we believe that positive change starts from within. That's why we have two dedicated teams working to make a real impact = our Green Team and our Social Circle.

Our Green Team

Our Green Team is passionate about sustainability and continuously exploring ways to reduce our environmental footprint.

From championing eco-friendly initiatives across our sites to promoting responsible waste management, they ensure that we stay true to our commitment to a greener future.

Our Social Circle

Meanwhile, our Social Circle is all about bringing people together. They organise regular meet-ups and activities, fostering a sense of community and collaboration across the business. Whether it's team-building events, charity drives, or simply catching up over coffee, the Social Circle helps keep our workplace connected and engaged.

Both groups meet regularly to share ideas, drive initiatives, and ensure that Indepth remains a business that cares about our planet and our people.

Welcome to the team

We are delighted to welcome some new faces to our ever-growing team at Indepth.

Janis Vigovskis has joined our team at head office as our new Management Trainee (ESG Advisor, IT Support and Projects)

Samith Gamage is a new Area Manager for the Midlands region, Charles Jones joins as a new Area Manager for the Southern region and Claire Hampshire is a new Area Supervisor for the Southern Region.





Inspiration Winners

Our employee reward scheme recognises and celebrates individuals and teams who are seen to go above and beyond.

Northern Region Inspiration Award Winner: Grace Twum Osei,

Martin Levand, Regional manager explains why Grace has been nominated for an award - "Grace has been fantastic and received a lot of outstanding feedback from our clients"

Midlands Region Inspiration Award Winners: Team Award: Wendy Hill & Linda Hurst, Derby

Midlands Regional Manager Dinesh explains "We had some great feedback from our clients regarding Linda and Wendy. Both operatives take initiative and ensure their duties are completed to a high standard and they consistently provide holiday cover when needed."

Southern Region Inspiration Award Winner: Kian Chow, Harlow

Southern Regional Manager Scott Walker explains "Kian has become an invaluable member of the team since joining, not only has he completed his own tasks but has been happy to help out in other places wherever he can, Kian has gone above and beyond to help with any issues on site, even when these issues are not technically in his job role."

London City Region Inspiration Award Winner: Segundo Maldonado, London

London City Manager Alex Vidales explains to us why Segundo has been nominated for an award "Segundo is reliable, always available to help management team, and has a good relationship with his colleagues."

Healthcare Sector Inspiration Award Winner: Leann Smith, Birkenhead

Our Healthcare lead Kay Timms explains why Leanne has received an award; "The management team and the rest of the staff have been commenting regularly how much of a difference Leanne's work is making. Her standard of cleaning is extremely high, her dedication to the job impeccable, and her personal engagement with the staff is excellent."



IWC/Services Award Winner: Brandon Smith, Warrington

Gary Johns, Commercial Director explains why Brandon has been nominated: "Brandon is the consistent face of the Services Department, being first responder to all Client calls and e-mails and IWC Operation calls. He's helped oversee a very busy period for the department and offered unwavering support."

Last Quarter's Winners

A huge well done to our inspiration award winners from the previous period, pictured below receiving their awards.



John Lears
IWC/Services Award
Winner



Constance Aboagye
London City Region
Winner



Alex Fung
Northern Region
Winner



Rodrigue Diomande
Southern Region
Winner



Vijith Kadavalage
Midlands Region
Winner



Paul Harris
Healthcare Sector
Winner

ESG Officers & Directors Lets Connect

At IndePTH, sustainability is at the heart of everything we do. From reducing single-use plastics to embracing innovative, eco-friendly cleaning solutions, we are committed to making a real difference.

If you're an ESG Director or Officer looking to align with like-minded businesses and drive meaningful change, we'd love to connect!

Our ESG Director is always open to discussing our policies, sharing best practices and exploring ways we can work together to achieve our shared sustainability goals.

Lets collaborate to create a cleaner, greener future.

Get in touch today!

Email: darranyates@indepth-cleaning.co.uk

Happy Easter



As Easter approaches, we want to take a moment to thank all our clients, colleagues and partners for your continued support. Your trust, hard work and collaboration mean everything to us, and we truly value the relationships we've built together.

At IndePTH, we're always looking for ways to improve and support those we work with. That's why our UK Hub is always here for you. Whether you need to share feedback, request a service change or seek support as a client or team member just contact the UK Hub.

Wishing you a wonderful Easter, filled with joy, relaxation and of course, a few well-earned chocolate eggs!

Happy Easter from all of us at IndePTH!



Just for Fun

Spot the Difference

The Easter Bunny has been pictured helping out at one of our healthcare sites.



**There are 5 differences
between the 2 pictures.
Can you spot them all?**

For the answer please email
marketing@indepth-cleaning.co.uk

Only clean jokes at IndePTH

Why was the Easter bunny hired for the job??

Because he had the most egg-sperience



How does an Easter Bunny keep his fur looking so good?

Hare Spray

**What is an Easter egg's
least favourite day?**

Fry-day



Health & Safety Bulletin

Reporting near Misses

At Indepth, safety is our top priority. Preventing accidents before they happen is key to maintaining a safe working environment, and one of the most effective ways to do this is by reporting near misses.

What is a Near Miss?

A near miss is an incident that could have resulted in injury, damage or loss, but luckily didn't. These are warning signs - opportunities to fix a potential hazard before it leads to a serious accident.

Why Reporting Near Misses Matters

- **Prevention Saves Lives** – By identifying risks early, we can take action to prevent serious injuries.
- **Continuous Improvement** – Reporting helps us improve safety measures and avoid future incidents.
- **Legal & Compliance** – A strong safety culture ensures we meet industry regulations and best practices.



What to Do If You Spot a Near Miss

- ✓ Report it immediately to your supervisor or use the reporting system in place.
- ✓ Provide details – What happened? Where? What could have gone wrong?
- ✓ Suggest solutions – If you see a way to reduce the risk, share your ideas.

By speaking up, you are protecting yourself, your colleagues and the wider community. Let's work together to make every day a safe day at Indepth! See something unsafe? Report it!

New Government Legislation

Simpler Recycling - Are you ready for the changes?

From April, new recycling laws will be introduced to make it easier for businesses to manage their waste responsibly.

The new regulations will require all workplaces to separate recyclable materials such as paper, cardboard, plastic, glass and metal from general waste. This is part of a wider effort to reduce landfill and improve recycling rates across the UK.

At Indepth, we're fully prepared to support our clients with this transition. Our cleaning teams are trained to follow best practices for waste separation, ensuring your business stays compliant with the new rules.

By working together, we can make a positive impact on the environment and help create a more sustainable future.

If you have any questions regarding this change of legislation or any other query please contact the UK Hub.



Interview with Danny Shearer

Healthcare Service Delivery Manager



At Indepth, we take pride in recognising and celebrating the achievements of our team.

This edition's Colleague Spotlight features Danny Shearer, who has recently been promoted to Healthcare Service Delivery Manager for the Southern Region after a successful period as an Area Manager.

We caught up with Danny to learn more about their journey, what excites them about their new role, and their insights into working in the healthcare sector. Here's what they had to say...

Congratulations on your promotion! Can you tell us a bit about your journey at Indepth so far?

I started with Indepth back in mid October last year since starting I have been looking after various clients from Health care to car showrooms helping out in other areas in the southern region too.

What are the key responsibilities of your new position, and how do they differ from your previous role?

I will now primarily be looking after healthcare sites rather than a wider range dealing not only with the sites but the trusts and providers.

What excites you the most about your new role as Healthcare Service Delivery Manager for the Southern Region?

Health care cleaning is completely different to any other cleaning with the standards always being monitored not only by us and the sites but also the Trusts and infection control. So being able to use my knowledge from previous companies working to the national cleaning standards should be key. Working with a dedicated person like Kay Timms (Health Care Lead) gives me the chance to learn more and helps to provide the best standards possible.

What inspired you to pursue a career in the healthcare cleaning sector?

I started in Healthcare cleaning with NHS Property Services as a Team Leader after working for a company looking after government buildings. There is something different about Healthcare, with different Clients all wanting different specifications. Some clients you have to think about the Functional Risks or FR ratings. In the past I have managed teams cleaning in Hospitals, Doctors surgeries and Health Centres, including my own GP surgery.

How do you ensure high standards of service delivery in such a critical environment?

There are many things to consider when it comes to high standards in such a critical environment, staff training is perhaps the most important, however you can not disregard the others, such as communication and relationships with both cleaners and clients. Trust in your cleaners that they are doing as they should be when you are not on site. Also being flexible to jump in and help when needed. I have found that when you help, people are more open to tell you any challenges they are facing.

What's one piece of advice you'd give to someone looking to progress within Indepth?

Speak to your line manager and people above let them know that you wish to progress and give everything you do 100% all of the time. Network with people too, don't be afraid to talk to new people and find out about their roles. If you want to progress there is always someone willing to help you, it may not happen straight away, but the opportunities will arise.

