

**RYEMEAD**

COMMERCIAL GROUP

*Your Building is Our Passion*



**Commercial window cleaning  
and facilities management**

# AWARD-WINNING CONTRACTOR

*Ryemead Commercial Group is a multi-award winning provider of window cleaning and facilities management services.*

## Our Mission

At Ryemead we recognise that great customer service drives growth and customer retention. We are committed to always exceeding our clients' expectations and providing the highest quality commercial window cleaning and facilities management services through continuous improvements in quality control, safety and innovation.

## Our Vision

To be the fastest growing and most respected commercial window cleaning and facilities management provider in England through organic growth and acquisition.

## Our Core Values

- ▶ **Passion**
- ▶ **Honesty**
- ▶ **Collaboration**
- ▶ **Teamwork**
- ▶ **Ownership**
- ▶ **Integrity**

## Core services:

- ▶ Commercial window cleaning
- ▶ Commercial gutter cleaning and maintenance
- ▶ Exterior building and roof cleaning
- ▶ Carpet and floor cleaning
- ▶ Pressure washing and super-heated steam cleaning
- ▶ Graffiti removal

*See pages 8 – 9 for further information.*

## Facilities management services:

- ▶ Grounds maintenance
- ▶ Winter gritting
- ▶ Building maintenance
- ▶ Internal high-level cleaning and dust removal
- ▶ Hygiene and washroom solutions
- ▶ Trauma and biohazard cleaning
- ▶ Anti-viral and sanitisation cleaning
- ▶ Safety equipment testing and compliance

*See pages 10 – 11 for further information.*

---

## OUR HEALTH AND SAFETY / QUALITY COMMITMENT

We are committed to remaining accredited, offering our staff regular training and updates, employing a dedicated health and safety team, and having a clear and robust accident procedure.



## WHY WORK WITH RYEMEAD?

### Balancing reliability with agility

Ryemead Commercial Group offers clients the best of both worlds: our extensive commercial experience plus year-on-year growth underpins our award-winning delivery.

As an agile and growing business, we are exciting to work with and bring flexibility and ambition to everything we do.

We are fully committed to always exceeding our clients' expectations through the delivery of high quality, safe and innovative window cleaning and facilities management services.

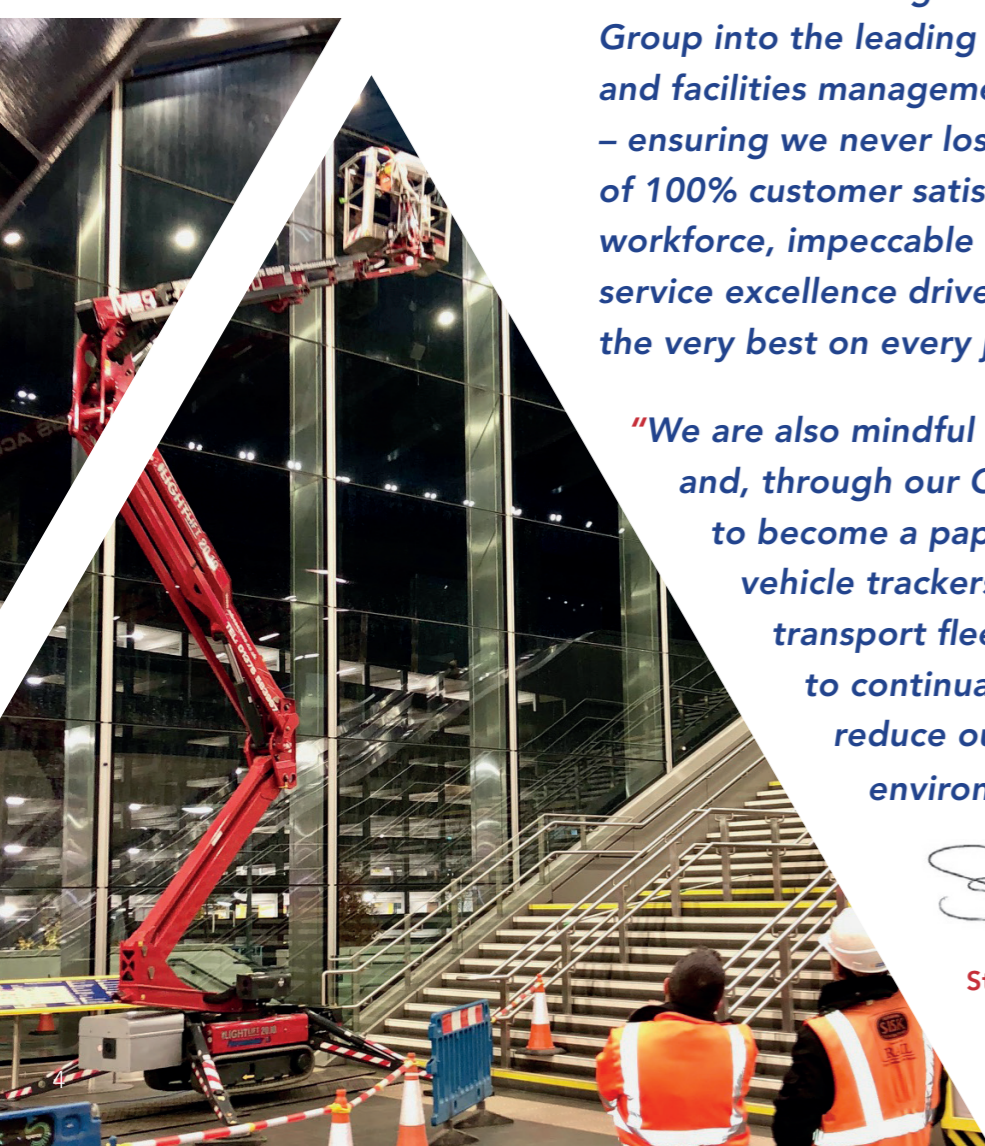
### Year-on-year growth

Our founder and Managing Director, Steve Hughes, an industry expert, has driven the business from sole trader through unprecedented growth within its first decade of trading.

***"Our ambition is to grow Ryemead Commercial Group into the leading commercial window cleaning and facilities management group in the country – ensuring we never lose sight of the importance of 100% customer satisfaction... Our inspirational workforce, impeccable health and safety record and service excellence drive us to continually strive for the very best on every job we undertake."***

***"We are also mindful of our environmental impact and, through our Klik software we are striving to become a paperless business. We use vehicle trackers to assess the impact of our transport fleet and we are committed to continually evaluating how we can reduce our carbon footprint on the environment."***

Steve Hughes,  
Founder and Managing Director



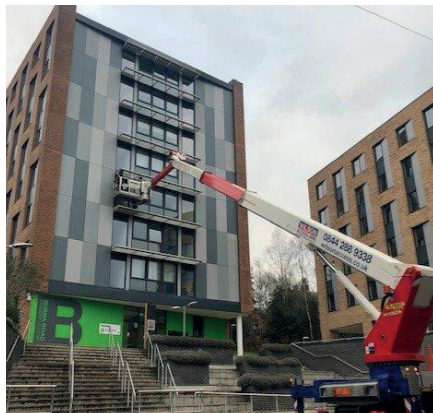
## OUR HEALTH AND SAFETY COMMITMENT TO YOU

***The health and safety of our employees, our clients and the public-at-large is the single most important consideration for Ryemead Commercial Group. We are proud of our professional approach, our industry accreditations and our unblemished safety record.***

- ▶ We are supported by citation for all health and safety documents, and we are safe contractor, CHAS and ISO 9001 accredited.
- ▶ We adhere to the working at height regulations 2005 by ensuring everyone who manages, plans and supervises working at height is suitably experienced and qualified to do so.
- ▶ All Ryemead managers are IOSH qualified to risk assess and compile method statements for working at height and all members of staff are regularly sent on official IOSH training courses.
- ▶ Our staff have a range of qualifications including managing working at height, IPAF, PASMA, IOSH, CSCS, MEWPS for managers.
- ▶ We ensure that all of our directly employed work force have undertaken the required training.
- ▶ Each customer site has its own site pack of RAMS covering the work in hand.
- ▶ We have a professional management team who take health and safety very seriously.
- ▶ We are experts in our field, and we are at the leading edge of innovation and legislation.
- ▶ We have a robust and well-documented accident procedure.
- ▶ We are always happy to provide documentation to prove our accreditations, policies and procedures related to health and safety.
- ▶ All our employees are DBS checked as standard.

***Our thorough approach and industry accreditations give our clients the reassurance that we are a company that has been recognised for its high standards and robust procedures in health and safety.***





## CASE STUDIES

*Ryemead is proud to deliver services to a wide range of sectors. Some examples of our work can be seen below.*

### EDUCATION // The University of Winchester

**SCOPE:** Commercial window cleaning across a growing 30-building campus.

**SPECIALIST EQUIPMENT/SKILLS NEEDED:** Truck mount platforms, MEWP's, scaffold towers, state-of-the-art hot water reach and wash system, traditional lambswool/squeegee cleaning for all internal and ground floor windows.

**OUR PROJECT FOCUS:** Meticulous pre-planning is required to avoid disruption to students and staff alike. Access planning for different buildings, including road closures where required. Close liaison with university facilities team to ensure full quarterly briefing on any issues or challenges to ensure our service provision helps create a clean, welcoming and safe environment to facilitate high performance study and learning.

**HEALTH AND SAFETY MATTERS:** Highly skilled IPAF, PASMA and IOSH trained team required to carry out the work. Full site-specific RAMS covering work in hand. Full disclosure DBS checks on all staff assigned to contract.

*"I have found all members of Ryemead to be professional, courteous, cooperative and pro-active in their approach to providing the service that we require."*

**Maurice James,**  
University of Winchester

*"I just wanted to say a huge thanks, we receive a consistent service every time and it makes my task so much easier, the team are a pleasure to have around the building and they do a thorough job completed quickly yet the standards remain high."* Danesfield House Hotel & Spa



*"Ryemead have provided a gutter cleaning service at our council buildings in and around High Wycombe for the last 4 years. They have provided work to a high standard throughout the term of the contract that has been extended beyond the original 18 month term."*

**Graham Weston,**  
Buckinghamshire Council

### PUBLIC SECTOR // Buckinghamshire Council

**SCOPE:** Gutter cleaning and Maintenance across a growing portfolio of 26 buildings.

**SPECIALIST EQUIPMENT/SKILLS NEEDED:** Experienced gutter cleaning team that can safely operate and utilise MEWPS, spider lifts, scaffold towers, SkyVac gutter vacuums, camera inspection pole, truck mount platforms.

**OUR PROJECT FOCUS:** Minimising future structural and appearance issues that could be caused by full or blocked gutters. Introducing a regular gutter cleaning schedule helps avoid serious issues occurring and helps reduce the risk of future problems. Improvement in first impression of buildings and overall appearance of portfolio.

**HEALTH AND SAFETY MATTERS:** Highly skilled IPAF, PASMA and IOSH trained team required to carry out the work. Full site-specific RAMS supplied to client covering work in hand. Full disclosure DBS checks on all staff assigned to contract.

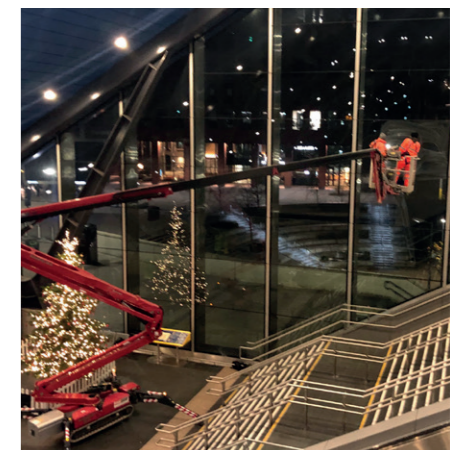
### TRANSPORT // Reading Railway Station

**SCOPE:** Specialist window cleaning and metalwork cleaning contract.

**SPECIALIST EQUIPMENT/SKILLS NEEDED:** Experienced window cleaning team that can safely operate and utilise MEWPS, spider lifts, scaffold towers, truck mount platforms, lithium powered spider machine.

**OUR PROJECT FOCUS:** Our focus is to improve and upkeep the aesthetic appearance of the station glazing and structural metalwork, while working safely within a tight timescale as work needs to be completed while the station is closed to the public.

**HEALTH AND SAFETY MATTERS:** Night working conditions need to be factored into schedule. Highly skilled IPAF, PASMA and IOSH trained team required to carry out the work. Full site-specific RAMS supplied to client covering work in hand. Rail PPE required including hard hats.



*"I have to say, very impressed with the window cleaning. I had to look twice it was so clean."* Andy Phillips, Reading Station Manager

# DELIVERING A QUALITY SERVICE

A major element of our focus on excellent customer service is the use of our **Clik Job Management Software**. Our investment in this high quality, efficient and paperless process has been 'the difference which makes the difference' for our teams and our clients.

The main benefits of our market-leading 'Clik' Software are:

- ▶ We can monitor performance remotely and plan our driver's route in the most environmentally friendly and efficient way.
- ▶ We can schedule all recurring jobs meticulously and automatically via the software, so nothing is missed.
- ▶ Our office team can see updated job sheets immediately and in real time.
- ▶ Our customers can comment on each job and must provide a quality score for each job.
- ▶ Each job must be signed off on completion by our customer.
- ▶ Our management audit works from the software and links the audit to the job sheet.
- ▶ It ensures a full and transparent audit trail for our customers.

## OUR CORE SERVICES

We continue to grow our business and we now provide a suite of facilities management services. However, our core services remain the same as they were when we first started the business.

### Commercial window cleaning

Our highly skilled window cleaners strive for 100% customer satisfaction whether you have a high-rise office building, a single storey restaurant or anything in between. We clean windows in offices, hospitals, hotels, shops, care homes, residential buildings, leisure centres, schools and many more to ensure you give the right first impression to your staff and visitors.

Our teams carry all of the relevant industry qualifications to work with access equipment and our state-of-the-art cleaning systems including IPAF, PASMA and IOSH cards. We provide full site-specific RAMS covering work in hand and full disclosure DBS checks are carried out on all Ryemead staff prior to joining, to ensure suitability.



### Commercial gutter cleaning and maintenance

We provide expert gutter cleaning and maintenance and are experienced in cleaning and restoring all types of guttering. We always use the safest method to clean and survey your gutters, dependent on the type of access required. Our teams can service one-off gutter repairs or we can survey, clean and report back with details of any recommended repairs required to your guttering.

As with all working at height tasks that we carry out, we guarantee to provide risk assessments and method statements covering the work agreed.

### Exterior building and roof cleaning

A clean and tidy property shows you are a professional and reliable organisation. We can clean any external building substrate including roof tiles, brick, stone, render, cladding and all other exterior surfaces.

We have the experience, skills and latest equipment to safely remove all stains including general dirt, organic stains and carbon from your property.

### Carpet and floor cleaning

Over time your floors and carpets will become dirty. While this is inevitable, our commercial floor and carpet cleaning services can prolong the life of your investment and keep your internal areas clean and hygienic. We use all of the latest industrial standard cleaning equipment and methods to provide the best solutions for the floors and carpets of your property.

Our floor and carpet cleaning services are tailored to your requirements, so we can work around your schedule so as to ensure minimal disruption to your facility.

### Pressure washing and super-heated steam cleaning

At Ryemead, our excellent results are due to our commitment to using the best pressure washing equipment and methods available.

Our custom-built van mounted super-heated steam cleaning systems are built to order. Large scale pressure washing can be disruptive to any business operation and is not without risk. A combination of careful project management, communication, experience and the latest equipment allows us to deliver an efficient and high quality clean, every time.

### Graffiti removal

Vandalism in the form of graffiti happens unexpectedly and can become a daily occurrence. Graffiti can not only have a negative impact on the appearance of your premises, it can also cause permanent damage to surfaces.

Whether you are dealing with an ongoing graffiti issue or need to resolve an urgent graffiti problem, we can provide you with quick action and removal. We remove graffiti using a variety of proven methods and we can protect surfaces with our anti-graffiti coating to act as a deterrent and to allow for quicker, easier removal in the future.



# FACILITIES MANAGEMENT SERVICES

## Grounds maintenance

Our Grounds Maintenance services are suitable for all outdoor spaces and include general clearing and maintaining such as weed control, planting and ground preparation as well as more specific services such as winter gritting, cleaning and unblocking of drains and pest control services.

We pride ourselves on delivering a fast and effective service that is tailored to our clients' needs. We always use the most advanced equipment available and are committed to providing trained and experienced teams who are fully committed to our health and safety protocols.

## Winter gritting

Ryemead provides a complete range of winter gritting and snow clearance services ensuring sites remain safe, compliant and operational even through the harshest of winters. From gritting to snow clearance, our winter services come with a full audit trail and protection against claims.

We work closely with you to provide a tailored service designed to keep you safe and operational throughout the winter months.

## Building maintenance

Our building maintenance service is designed to secure the general upkeep of your facility to ensure that your site projects the right image. Our professional and vetted teams are on hand to deliver your projects, with clear communication and high-quality workmanship at all times.

Our building maintenance services include roofing and gutter repairs, general building maintenance, plumbing, electrics, decorating, drainage, air conditioning and fire protection.



## Internal high-level cleaning and dust removal

High level surfaces in commercial premises will naturally require regular cleaning – particularly in environments exposed to dust and fumes. High level surfaces left uncleaned can lead to a reduction in air quality and heightened fire risk, as well as contributing to general uncleanliness and poor presentation to visitors and employees.

With the above in mind, it is important to budget for annual cleaning of high-level surfaces. If you need professional cleaning, contact us and we will be pleased to help. We have the experience, equipment and methods needed to keep all surfaces clean and hygienic.

## Hygiene and washroom solutions

Washrooms are a critical part of creating the right impression for your business. By providing a clean and pleasant environment, you show your business and values in their best light. We offer hassle free washroom services tailored specifically to your needs.

We will install and maintain your hygiene solutions, manage your consumables, dispose of waste and ensure compliance with health and safety standards. Our core washroom hygiene solution provides soap dispensers, sanitising products, hand dryers, sanitary waste bins, air fresheners and floor mats.

## Trauma and biohazard cleaning

After a trauma incident, it is vital that all traces of blood and other bodily fluids are completely cleaned from the scene. Just as important is ensuring that the area is fully decontaminated and sanitised to ensure that it is safe for occupancy and free from any bloodborne pathogens, viruses and bacteria.

Our technicians will ensure that the area is made safe upon arrival on site, which includes taking steps to reduce the risk of cross contamination. Once the area is safe, they will begin the cleaning, decontamination and sanitisation processes.

## Anti-viral and sanitisation cleaning

We deliver a fast-response, professional and legally compliant sanitisation service. Equipped with the necessary personal protective equipment (PPE), respiratory protective equipment (RPE) and specialist disinfection equipment, our expert technicians provide a range of disinfection services to assist with containment and control.

Ryemead's tailored sanitisation programme will bring your premises down to a 0.001% level of contamination of viruses (including Coronavirus). Our nationwide fleet of technicians use a laboratory tested and approved solution to deal with all coronaviruses as well as a range of other microbial species. Services are available as an emergency same-day response if required.

## Safety equipment testing and compliance

The safety of personnel working at height is of the utmost importance. Our safety systems are regularly inspected and recertified. During testing, all components are visually inspected for signs of damage or corrosion as well as being subject to a proof-load test to ensure they can sustain a designated load. All work is completed in accordance with the appropriate standards and BS specifications.





# OUR TRADE ACCREDITATIONS

As a business that often works at height and in high-risk situations, we are dedicated to protecting our people and our clients. We are therefore proud to be the recipients of the following accreditations:



CRB/DBS Checks



Head Office: Unit 9, Treadaway Technical Centre,  
High Wycombe, Bucks HP10 9RS // 01628 290808  
[ryemeadgroup.co.uk](http://ryemeadgroup.co.uk)

**RYEMEAD**  
COMMERCIAL GROUP  
*Your Building is Our Passion*