



Cleaning solutions for business professionals

Opus Group is a market leader for the provision of cleaning services in South Wales and South West England. With many years of experience in supplying cleaning services to Utility, Construction, Commercial and Industrial companies, Opus delivers appropriate site solutions that satisfy client requirements in their particular environment.



Taking into account the agreed specification we deliver the solution on time at the agreed costs, first time. We provide a tailored solution from initial assessment to final delivery. Technology helps enhance the performance of our personnel so making the working environment safer and more monitored for our client sites.

Through innovative solutions, we are able to give our customers a competitive edge in promoting **best value, best practice philosophy** as we continue to monitor competitor's products, prices and services to underpin the higher levels of trust our clients put in us in meeting their service expectations.

We are demonstrably committed to training and customer services and this means every one of our customers can rest assured that all of our operatives working on their premises are fully trained and working in your best interests. All of our operational teams have completed on-site training, health & safety, specific site requirements and specialist training where needed thereby providing the service to the required standards.



Our Supervisory staff constantly monitor the quality and effectiveness of the service provided for each client, but we remain sensitive at all times to changes in our clients' needs, and responsive to any suggestions that will contribute to overall improvement of service.

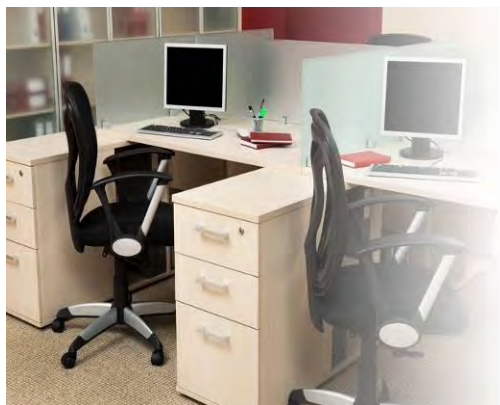
We will continuously monitor our service level agreements (SLA) to maintain our commitment to your business and review that service where necessary.

Opus continues to grow organically and values long-term relationships with its staff and clients alike, and is able to boost the retention of quality personnel and clients. From the Managing Director to the operative on your premises everyone at Opus Cleaning is committed to providing you with the very best service possible.

Whether you have a requirement for cleaning on a single site or a multi-site basis, call **0845 601 1355** to discuss your requirements.

Office cleaning

A clean office and building makes for a safer and healthier working environment and is proven to help minimise staff absence. Our office cleaning service is tailored to each individual customer and can include specialist cleaning such as computer and IT equipment to prevent the risk of overheating.



We also have cleaning operatives who provide a washroom-cleaning programme with the regular stocking of hygiene and paper products and janitorial supplies. Our daytime office cleaning and housekeeping approach can enable our cleaning staff to work flexible working hours, which have been proven to improve their motivation and retention with enhanced standards.

And, to ensure that your building remains in pristine condition throughout the working day, our office cleaning staff will work around your other staff without causing any disruption.

Industrial cleaning

We offer the full range of industrial cleaning services, including graffiti removal, commercial kitchen deep cleans, and high levels cleans. Working at height is a speciality and we are fully trained to operate in dangerous environments, such as locations where asbestos is present.



Opus is highly conscious of the environment – our business is committed to working in a sustainable manner, and we take every care to dispose of industrial waste and other by-products in a way that will not harm people or the surrounding environment.

Business downtime is of critical importance to you, and we do everything in our power to minimise disruption to your working day or night shift. Our industrial cleaning team provides a range of additional services that we call 'specialist cleaning'. They include gutter-cleaning, drain clearing and unblocking. Gutters deserve a special mention; for as long as buildings have had gutters they have been prey to debris, leaf litter and earth being blown into them. Our industrial cleaning teams are trained to deal with this problem and can work at height safely.

Window cleaning



The Opus Window Cleaning team is fully trained and equipped to safely clean your commercial property, regardless of its size. We send the team that is right for your building. Your cleaning may require poles and ladders or our pure water window cleaning system, which leaves windows smear free and sparkling. We utilise specialized Pole Pure Water cleaning equipment to reach inaccessible windows.

Opus Window Cleaners will prepare a risk assessment in accordance with current statutory requirements, produce window-cleaning schedules, and ensure that you need never worry about the state of your windows again.

Janitorial Services

Opus on-site janitors provide total cover throughout business hours to ensure that your premises are constantly in pristine condition. Washrooms are serviced routinely during the day and consumables replenished. Onsite canteens are cleared and cleaned after each service. High traffic areas are cleaned at regular intervals keeping your business looking good all day, every day.



Their usual responsibilities are cleaning the office floors through sweeping, mopping, vacuuming and polishing. They are also in charge of cleaning the windowpanes. They also collect and throw the trash away properly, as well as remove the dirt from office ceilings. In short, they can do anything just to make sure that they are able to clean the office or the workplace assigned to them.

Aside from rendering janitorial services, the Opus janitor will also fix broken things inside the office premises. They can also become part of the maintenance team of the office, as long as the office administration requires them.

Maintenance Services

Opus is able to supply services, which manage facilities on commercial sites. These can include basic Building Maintenance and Repairs, Gutter and Drains maintenance, Interior Refurbishment and/or Painting & Decorating, Car Park/Walkway weather management (gritting / sweeps) and Line painting for Car Parking.



Our teams will do all those odd jobs, maintenance and repairs that you do not have the time or tools to complete around the office. Comprehensive maintenance programmes ensure that buildings perform to their optimum level and reduce unexpected and expensive repairs.

Our objective is to deliver quality craftsmanship at reasonable prices at a time that suits you.

Litter Picking



Litter is one of the main factors of making an establishment look neglected, especially due to its relation with increased numbers of vermin and general poor hygiene. Having Opus remove the litter for you ensures a safe, thorough and environmentally sound way of vastly improving your company image.

Whatever litter picking challenges you are facing, or specific and unique services you require, Opus has the perfect team to ensure your litter picking is of the highest standards.

Opus recognises that the cleanliness of your premises is very important to your staff. To help keep your premises looking clean and tidy, a litter pick service has been introduced by Opus to compliment your existing cleaning arrangements.

Our experience has enabled us to put together a quality service suitable for your premises. When it comes to servicing your premises we know, from our own experiences, that often the image of the company is portrayed by the offices from which it is being run. Thus, it is important to us that your offices are maintained to the standard that you, your staff and your customer would expect.

On our initial visit you will be asked what your needs entail and together with you we will create a suitable specification for our staff to follow and work from. We monitor your cleaning with regular quality audits and should it be discovered your needs have changed your specification can be adjusted accordingly thereby ensuring we always meet your requirements.



Based on the specification given we set out a generic overview of the objectives of the program along with the method of how it will be applied, measured and monitored. This tailored solution will always be agreed with you prior to commencement.



The policy of Opus Group is to provide its customers with goods and services of the highest quality and reliability, consistent with sound commercial practices and economic consideration.

The management is designed to meet the expectations of every customer and has adopted a policy of continual improvement. It is also the company's declared policy that employees shall have a full commitment to quality and the attitude of '**right first time**' will prevail at all times.

The first impression for your company needs to be the correct one. A smart well-trained Cleaning Operative with relevant knowledge of your business is necessary. Training from site instructions and service level agreements, ensure that all relevant information is correct and to hand. This gives a confident and smooth running of day-to-day operations.

Because cleaning services is one of our core competencies, we constantly develop new methods, tools and materials, which further improve the cleaning. Wherever we work, we are always open to new methods and ideas that will enhance our services.

We have developed a cleaning excellence model based on our knowledge and experience of cleaning processes, whilst also sharing these best practise benefits with all our customers.



Our staff are our most important asset and at Opus, we never forget our success is down to our people. We are proud to have a committed team of operatives who are managed by Managers and Supervisors who are dedicated to quality and strive to push our business forward.

We recruit, screen, train and encourage our staff to meet the high standards we know you seek. Then we send our Contract Managers to ensure everyone is happy, because if you are not happy, then we certainly are not.

Operative Key Skills

- Read and understand health and safety instructions and procedures.
- Understand written and verbal instructions on the use of equipment.
- Understand written and verbal instructions on the handling of materials.
- Respond to requests for information from colleagues and customers.
- Engage in conversation with customers and colleagues in a polite and friendly manner, responding to their issues and concerns.
- Follow instructions given by team leaders & agree work activities with other members of the team and sharing out work to keep to time schedules.
- Solve immediate problems and seek help from others when required including correct use of equipment and consumables.
- Take care to meet the Health & Safety requirements.
- Ability to travel to normal place of work.
- CRB checks will be required for certain work environments.
- Proof of eligibility to work in the UK checked and verified.
- Well disciplined & confident.
- Must be trustworthy for us to retain your trust.

Whilst in employment, Opus operatives may work towards a number of different qualifications including NVQ's/SVQ's in Cleaning and Support Services Levels 1 and 2 or Cleaning Building Interiors Level 2.

As a caring employer Opus, actively encourage its employees to take up appropriate specialised training or The British Institute of Cleaning Science (BICS) qualifications, including the Cleaning Operators Proficiency Certificate (COPC).



Opus is a transparent provider and we will show you our costing incurred in providing you with the very best service that we can offer. You want a provider that can deliver a solution to your problems and adapt as the contract matures. We can demonstrate to you that we take our responsibilities seriously and will provide you with an overall value for money package.

Each member of staff deployed to your contract is fully trained and each relief operative is also vetted, checked and trained. We will provide regular supervision and liaise with client's site agents on the ongoing site specification. Opus will:

- Provide Written Reports on cleaning matters and regular site inspections.
- Visit the site at agreed intervals to agree the prevailing cleaning risks and to recommend economical cleaning solutions, having regards for the site circumstances.
- Provide a mobile response facility for requests for assistance and emergencies.
- Ensure we have sufficient operatives of quality and experience available to provide a reliable service and take a flexible approach to staffing levels.
- Our supervisors and management have the necessary experience to professionally supervise and manage the service being provided.
- Opus will ensure that we have the structure, support, ability and determination to deliver the highest standards required for your site.
- Innovation and Opus Cleaning go hand in hand. Throughout the life of the contract, we work closely together with the client to add more value. A free-flow of ideas makes the innovation quicker and more relevant to the unique situations of the assets.
- All of our operatives and services are fully insured to industry standards.

Quality Standard



Our Quality Management System complies with the requirements of BS ISO 9001 for the following scope: The provision of cleaning services and support services in accordance with British Standards Institution - Codes of practice.

Health & Safety

We take the safety of our staff and customers extremely seriously and have in place relevant H&S policies. In addition, we are pleased to announce we are accredited by two of the leading independent H&S auditors: Safecontractor and CHAS.



Environment

We are committed to using the most environmentally friendly means to provide our cleaning services for no extra cost to owners.



Our clients reap the benefits from our green cleaning services by getting a great cleaning service and enjoying the health and environmental benefits of using eco friendly cleaning chemicals and practices.



We recycle our packaging/paper & look to reduce waste & recycle wherever possible.

Our environmental practises do not stop at our cleaning and our products. We train our staff about their responsibility in adhering to good environmental practices. All our staff are made aware of the environmental targets we strive to achieve. They are kept up to date with energy saving ideas and different ways to use their products to minimise the impact on the environment.

All of our products are safe and effective, putting your mind at ease. Using eco friendly cleaning products is a great way to help the planet and to help reduce certain allergies.



Opus is Green Dragon Environment accredited. Green Dragon is a stepped standard recognising effective environmental management. The standard offers an environmental management system relevant to the specific needs of companies and organisations and recognises environmental improvements.



Opus Ltd., No. 1, Waterton Park, Bridgend, CF31 3PH,
5 Varlin Court, Western Industrial Estate, Caerphilly, CF83 1BQ

Tel: 0845 601 1355

Fax: 01656 644434

www.opussecurity.com

info@opussecurity.com