



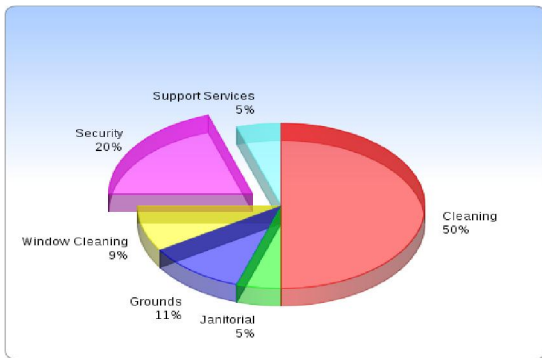
**Integrated Service Solutions**

Opus Group is a market leader for the provision of bundled and facilities management services in South Wales and South West England. With many years of experience in supplying two or more soft services to the retail, commercial and industrial market sectors, Opus FM delivers professional solutions that satisfy client requirements across a variety of market sectors.

The discipline of facilities management and the role of Opus managers in particular are evolving to the extent that many managers have to operate at strategic, tactical and operational levels. Our supervisors & managers have a breadth of knowledge and experience in a wide range of business support services. Our management will take care of all your business support needs efficiently and professionally every time. We offer an unsurpassed service using their extensive knowledge to provide our customers with a competitive edge in promoting our best value, best practice philosophy.



We have established a reputation as an active and forward thinking provider in the soft services industry. Our management team are dedicated to building local enduring relationships and we are firmly committed to understanding your specific business needs.



Our vision is to become the next generation of service provider that can transform your current facilities services through our personal approach that revolves around technology and robust management reporting systems. The importance of hands on attention to detail can never be underestimated when managing both people and processes that require a degree of flexibility and the

promotion of a 'can do attitude'. The passion to deliver these managed services in an unrivalled way is central to our future reputation.

For us, facilities management means a package that does not just fit your needs, but also your geographical location, company profile and working culture. It starts with a clear understanding of your requirements and the needs of your staff who actually use the buildings. We identify key elements of performance and continually seek to improve them.

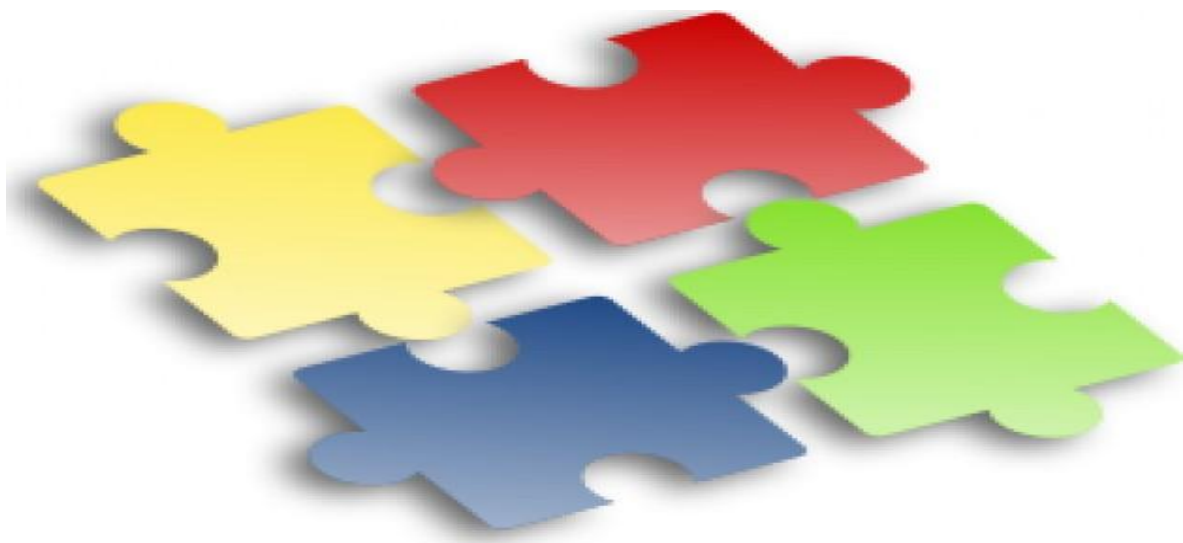
It also means providing services through our own teams, rather than through complex supply chains, which only duplicate management levels and margins. We help our clients to seize the opportunity to make changes to the way they do business, by reducing costs and increasing value.

For an innovative solution to facilities management call 0845 601 1355 or visit our website and see what Opus FM expertise can do for your company.

We are 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 that we take our responsibilities seriously and will provide you with an overall value for money package.

This means that we work as part of your team to deliver value across the range of services you require, engaging and managing best-fit service to deliver. Innovative solutions rely on information, people, systems and processes working in harmony.

- Flexible solutions built in so we can adjust services.
- Transparent so you can have confidence in knowing that you always have the full picture.
- Timely reporting ensures that you always know exactly what is going on, right across your services portfolio.
- Bespoke solution means more of the things you want and less of the things you do not.
- Shared objectives mean you get someone who helps you make the right choice; it is all about you and not us.
- Focus on your core business by ensuring that specialists carry out non-core activities.
- Clear service level agreements and governance ensure quantifiable quality.
- Technical advice when needed.
- Significant savings by reducing the level of management costs resulting in value.
- Will ensure that we have sufficient operatives of quality and experience available to provide a reliable service and take a flexible approach to staffing levels.
- All operatives are fully site trained.
- Our supervisors and management have the necessary experience to professionally supervise and manage the provided service.
- Opus will ensure that we have the structure, support, ability and determination to deliver the highest standards of performance required for your site.



## Cleaning Services



Opus Group offer unique solutions to the management of our clients' soft services with each contract individually tailored and executed to the highest achievable standard.

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 pride ourselves on our ability to provide a high quality cleaning service with a team of reliable and motivated cleaners and supervisors who are at the centre of our success. Our team of cleaners are dedicated individuals who work to a high standard both when working in a group and independently.

Our care programme and supervision ensure that the cleaning service we provide remains of the highest standard and the quality of service is as good after a year as it is in the first week.

## Security Services



Our proactive approach ensures that you receive a bespoke personal service, which is tailor-made to meet every aspect of your corporate security requirements. Today more than ever, it is vital that customers have responsive and trusted security arrangements in place. As a service provider, we are acutely aware that listening to you is the core basis for an effective service provision.

Every one of our contracts is unique and we ensure that we work extremely closely with each client management team in order to provide a professional bespoke service. Opus recognises the flexibility and attention to detail each contract demands. We understand the need for any changes to your security requirements to be appreciated and adopted. Our success depends on our professional and individual commitment to providing reliable and effective security solutions.

We offer a wide range of services including:

- Manned security
- Concierge
- Mobile patrols
- Vacant property inspection
- Keyholding
- Security Consultancy
- Door supervisor & event officers
- Retail & shopping centre officers



## Window Cleaning

The Opus Window Cleaning team is fully trained and equipped to safely clean your commercial property, regardless of its size. Your cleaning may require poles and ladders or our pure water window cleaning system, which leaves windows smear free and sparkling.

## Janitorial Services

Opus on-site janitors provide total cover throughout business hours to ensure that your premises are constantly in pristine condition. Their usual responsibilities are cleaning the office floors through sweeping, mopping, vacuuming and polishing. They are also in charge of cleaning the windowpanes. In short, they can do anything just to make sure that they are able to clean the office or the workplace assigned to them. The Opus janitor will fix minor broken things inside the office.



## Maintenance Services

These can include basic Building Maintenance and Repairs, Gutter and Drains maintenance, Interior Refurbishment, 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.



## Litter Picking

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.

## Quality Standard



Our Quality Management System complies with the requirements of BS ISO 9001 for the following scope: The provision of cleaning, support services and security 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.



## Our accreditations



Healthcare Security is one of the most complex security functions. We are pleased to confirm we are members of NAHS. The NAHS works to continually improve security in healthcare facilities through training and the exchange of information and experiences.

## Environmentally Aware



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.



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