

Crystalcare

Cleaning Services



020 8503 3380

crystalcarecleaning.co.uk

CLEANING • WASHROOMS • PEST CONTROL

EXCELLENCE IS OUR GOAL

FROM OUR MANAGING DIRECTOR

We have been providing cleaning services within the M25 for over 30 years.

During that time we have witnessed many changes in the way business operates and the requirements of our clients.

Our management structure through Managing Director, General Manager, Regional Managers and Area Managers is supported by the latest technology, innovative thinking and a sound financial backing.

We employ over 1000 staff, with the Head Office in Essex and operations offices in South London and Heathrow to provide local support to all our service areas.

We are accredited by BSI, who we believe are the foremost accreditation body for ISO accreditation. We are tested by the best.

We are a medium sized, privately owned and independent company that is passionate about the services we provide, our staff and our clients.



REALISING YOU HAVE A CHOICE

At Crystalcare, our starting point is 'how can we help'. This is driven from your onsite team to the dedicated management team that oversee them.

We work hard with all our customers to develop the right service package for you. Our bespoke cleaning solutions are driven by the fact that we fully appreciate and value our staff, realising that they are our business and without them we wouldn't be where we are today.

Our prime aim is to build a strong and rewarding relationship with each and every customer, delivering an exceptional and well thought out service. You will have an dedicated team of professionals at your disposal, with full access to senior Directors and the most experienced people in our business.

We strive to ensure our customers feel valued and important – because we realise you always have a choice.

Delivering excellent cleaning services in a concentrated geographical area to London and the South East, our goal is to provide each of our clients' with a safe, sustainable and environmentally efficient cleaning solution, leaving you free to focus on your core business.



CORPORATE SOCIAL RESPONSIBILITY

Realising that we all have a part to play, our Green Champion is fundamental in guiding us all at Crystalcare in reducing the environmental impact of our service. This may include the greater use of public transport and car sharing where possible, to more efficient equipment and the best deployment and mix of daytime and out of hours cleaning coverage.

Committed to our CSR policy and always looking at ways of giving something back, our Managing Director has pledged support over many years to several charities including Wipe Away the Tears.



SUSTAINABLE SERVICE

Our ISO 14001 EMS accreditation ensures controlled targeting and measurement of service environmental improvement and efficiency.

We actively promote zero to landfill and recycling to our clients. Innovations introduced include Biodegradable Biosacs, low energy vacs, compostable corn starch waste bags, compostable cleaning cloths, pulse mopping system for water use reduction and automated chemical dilution systems.



INNOVATION AND IPAD TECHNOLOGY

From the days of pioneering microfibre technology and being one of the first adopters of back pack vacuums, we are constantly examining ways to provide new innovation within our daily business.

One such recent innovation we have embraced and strongly believe puts us ahead of our competitors is CleanLink.

Our Management Team carry fully enabled iPads loaded with our bespoke CleanLink software, including:

- Realtime quality auditing system
- Realtime instant product and consumable ordering
- New starter information
- Staff appraisals
- PAT testing
- RAM's

Our investment into this technology has benefited and supported our clients, staff and management team and is also fundamental in our business model and crucial to service delivery.



OUR COMMITMENT

- We will deal promptly with all service issues that may arise
- Our cleaning staff will be trained, uniformed & screened
- The quality of the service will meet the specification you have agreed
- We will meet all Health & Safety and Environmental obligations
- We will offer a rapid response and problem solving service



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