



Professional Cleaning with the **Personal Touch**

A family owned local business that cares
about its people and clients

- ✓ Contract Cleaning
- ✓ Deep Cleans
- ✓ Washroom Services
- ✓ Hygiene Service & Collection
- ✓ Window Cleaning
- ✓ Safeguarding
- ✓ All sectors

Call us 01926 497010
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About Us

Goldcrest Cleaning Limited is a family owned business based in the heart of Warwickshire and operating across The Midlands. Established in 1993 and employing over 200 fully trained and dedicated staff, we deliver commercial cleaning services and products to all types of business from a small one-person office to very large leisure attractions, schools, colleges and medical facilities.

We offer a professional audited service supported by a highly experienced and committed team of locally based IOSH certificated Area Managers, all of whom provide the training and support required to develop our cleaners so that they can deliver the highest standards of cleanliness for our customers.

At Goldcrest we care about our people, providing our staff with the tools to do the job whether that's in the form of the correct PPE or through training on matters such as Health & Safety or COSHH requirements. We also believe in providing a bespoke solution to our clients, a solution based on understanding their requirements, to determine the elements that are important to them ensuring that Goldcrest always meets their needs in an effective and timely manner.

Who are our Clients

Our Clients come from all sectors including education, healthcare, local authorities and commercial agents as well as some of the largest leisure attractions in Warwickshire such as Warwick Castle (Merlin Entertainments Group) and Compton Verney Art Gallery and Park.



Contract Management

All of our Client contracts are over seen by one of our five IOSH certified Area Managers all of whom have responsibility for the day to day delivery of services across our business and whose duties include;

- ✓ Monthly Audits and Client meetings
- ✓ Training and development of Staff
- ✓ Health & Safety
- ✓ Risk Assessments and COSHH compliance
- ✓ Staff performance and well being
- ✓ Holiday and absence management
- ✓ Client satisfaction
- ✓ Stock control and replenishment



Mobile Teams and Contract Support

Holiday and absence cover are included within the services provided and is overseen by the Client's dedicated Area Manager. In addition to our pool of locally based staff our contracts are also supported by our Mobile Support Teams all of whom are experienced local operatives that also undertake emergency and specialist cleaning requirements as well as our one-off and deep cleaning services.

Safeguarding

Goldcrest offers services across all sectors which means that we have experience of operating on what we call “sensitive sites”. These are sites where our staff may come into contact with young or vulnerable people.

Our Safeguarding policy ensures that we only provide suitably trained and vetted operatives to work on sensitive sites. This means that all our contract staff including Managers and Cleaners as well as our mobile support teams will have a current enhanced Disclosure Barring Service (DBS) check prior to commencing work on the site.



Contract Performance

To ensure contract performance, Goldcrest operates an audit system based on agreed Key Performance Indicators known as KPIs. This method underpins our whole business and is integral to our Quality Management System which conforms to both ISO 9001 & 14001.

Your local Area Manager undertakes audits as a minimum on a monthly basis, utilising a score card method. This method measures performance on a score of 1 to 5 with 1 being “poor” and 5, “excellent”. These audits are undertaken alongside both the cleaning staff and the Client to ensure transparency and inclusion. It is the agreed cleaning specification that underpins the contract between Goldcrest and our Clients and therefore this is the foundation for our audits however, we will also audit other items such as timesheets, Health & Safety and COSHH compliance.

Audits are not only used to measure contract performance, they are also used as a development tool for our staff. Copies of the audits are maintained with the site pack along with the training schedules and copies are also provided to the Client for their own audit purposes.



Site Packs

Located in the cleaner’s cupboard we would provide a detailed site pack that contains all the important information relating to the contract and that which is relevant to the premises. The site pack will include a copy of the cleaning specification, insurance certificates, audit sheets, staff training programmes, Health & Safety information, risk assessments, emergency/evacuation procedures and COSHH data sheets.

Health & Safety

Goldcrest Cleaning Limited acknowledges that the key to successful Health & Safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To sustain that commitment, we will continually measure, monitor, and revise where necessary an annual plan, to ensure that Health & Safety standards are adequate. Goldcrest is also an accredited member of the SafeContractor scheme. The SafeContractor scheme provides a health and safety audit service for contractors who want to reassure their Clients that health and safety is being handled correctly and sufficiently on their sites.



ISO 9001 & 14001

ISO - International Organisation for Standardisation, is the internationally recognised benchmark for Quality Management Systems within business. With respect to ISO 9001 this standardisation covers everything from the way in which we invoice for our services, what standards we expect from our suppliers and most importantly how we deliver our services to our Clients and support our staff. ISO 14001 is the standardisation relating to environmental management and covers how we conduct our business with the environment being one of our key considerations. Goldcrest is currently working towards this accreditation.



Additional Services



Hygiene Services – Sanitary Bins and collection. Air Fresheners etc



Consumables – Including hand towels, soap and air fresheners



Window Cleaning – Interior and exterior



Exterior Building Cleans – Cladding, brickwork and pavements



Carpet Cleaning – Large scale including the latest dry fusion techniques

“Goldcrest work very closely with us at Warwick Castle and genuinely care about the cleaning contract, delivering excellent standards of cleaning to our business. They work hard to correct any issues and we have a positive working relationship with them”

Matt Halford, Head of Facilities, Warwick Castle

