Dependable & Consistent,
Your Trusted Partner
Abelian’s accreditations

- **ISO 9001:2015**
  Awarded for our commitment to quality service delivery.

- **ISO 14001:2015**
  Awarded for our ongoing demonstration of environmental management, and willingness to identify and control environmental performance.

- **OHSAS 18001**
  An international standard for Occupational Health and Safety management systems. The award shows Abelian’s diligence to employer safety.

- **SAFECONTRACTOR**
  Businesses awarded the SafeContractor accreditation has passed vigorous vetting processes on health & safety procedures.

- **BICS**
  Our corporate membership to BICS demonstrates our support for the Institute’s aim to raise environmental standards through training and education.

- **CHAS**
  A nationally recognised accreditation which assesses the Health & Safety of suppliers from a variety of industries. CHAS are also a founding member of the Safety Schemes in Procurement (SSIP) competence forum.
Abelian is one of the leading providers of soft service management to a wide range of businesses and schools in London and the Home Counties. We provide commercial cleaning services to a range of academic institutions, blue chip companies, the public sector and SME's.

With over 21 years of experience, we have seen our growth achieved organically through client recommendations and new business ventures. Our experience has given us the knowledge and expertise to provide a committed, trusted and reliable approach.

1. Provide long term sustainable solutions with a proactive and committed approach

2. Develop long lasting, and valuable relationships with our clients and stakeholders

3. To understand the true needs of our clients and deliver a bespoke solution based upon industry expertise

4. Treat all members of staff with respect, and promote physical and mental wellbeing

5. Maintain integrity, initiative, pride and professionalism to our position in the market place

6. To build a well-trained and motivated workforce to ensure our clients receive only the best in service
Abelian’s approach

When creating a cleaning solution a one-size-fits-all approach isn’t suitable for all clients or facilities. The flexibility in our methods means we are able to focus on the direct needs of your facility, consult with suitable solutions and deliver a tailored cleaning provision.

When opting to create a personalised cleaning solution our clients have benefited from:

- A single point of contact
- Economies of scale
- Rebate schemes
- Consolidated invoicing
- Flexible terms contract

“We have noticed a significant improvement in the quality of the cleaning since Abelian have taken over in the summer. The school is looking fantastic, thanks!”

PRIMARY SCHOOL, LONDON

“I’m very happy with the cleaning - everytime I’ve mentioned things, the area manager replies straight away and passes the message to the cleaner. There have been next to zero issues so far - thank you!”

COMMERCIAL OFFICE, LONDON
Service portfolio

**DAILY CONTRACT CLEANING**
- PC & phone cleaning
- Floor maintenance
- Carpet & upholstery
- Blind cleaning
- Dust control (MATS) service

**JANITORIAL & CARETAKER**
- Daily cleaning tasks
- Maintenance
- Meeting room prep & clean down
- Washroom replenishment
- Kitchen cleaning

**WASHROOM SERVICES**
- Toilet & restroom sanitation
- Replenishment of consumables
- Removal of waste products
- Feminine hygiene

**WINDOW CLEANING**
- Weekly, monthly or quarterly
- Traditional cleaning
- Ionised reach & wash systems
- High reach; eyebolt or cradle

**WASTE MANAGEMENT**
- Removal & disposal
- Recycling
- Collection
- Document shredding

**PEST CONTROL**
- Rodent control & prevention
- Insect control & prevention
- Bird control
- Proofing of premises
Abelian’s operational management process gives our clients multiple points of contact during the lifetime of their contract. We allocate a dedicated area manager to each client who focuses their attention on dealing with, and answering any queries. As well as ensuring all operatives deliver only the highest standard of cleaning.

Our management chain means area managers have additional support when required. This structure ensures we are both proactive and reactive at effectively resolving any issues raised. Therefore, safeguarding our clients and ensuring their facility is never impacted negatively.
As part of our commitment to Quality Control, Abelian uses the following systems to monitor the effectiveness of our cleaners and area managers. Our service delivery has enabled us to be awarded the ISO 9001:2015 accreditation for exceptional service standards.

**Why do we monitor & track our services?**

1. Regular site visits occur allowing area manager’s to see a true reflection of our cleaners’ service delivery. Allowing us to determine if any additional training, or support is required, and provide where necessary to operatives.

2. Using the traffic light system, ratings are given to all areas within the cleaning specification. Areas identified as red can be immediately raised and a reactive plan implemented. Areas that need no improvement are labeled green and continue to be monitored so standards do not slip.

3. Our auditing system enables key tasks to be performed when personnel are not on site i.e. ordering consumables. This way we ensure that our operatives always have the equipment, consumables & cleaning solutions required.

**AUDITING PROCESS**

Your area manager will perform regular site visits. Using the traffic light coding system we are able to flag areas of concern, or highlight areas of successful service delivery.

Via our Auditing Systems, all audits on performance and service delivery are recorded and made available at multiple touch points - this way our operations & regional manager will monitor the on-going progress of any flagged issues.

Monthly meetings will be scheduled with you to discuss any areas you may feel are a concern, our strategy for progress or for you to highlight areas of achievement. Streamlining and simplifying the management of your facility.
The Time & Attendance System (TAS) allows us to monitor and track the work patterns of our cleaning operatives. TAS records the shift patterns of every cleaning operative based on their time and location. This way Abelian remains 100% accountable for ensuring we deliver the agreed number of cleaning hours. This data can be made available upon request, creating transparency in our working relationship.

What are the benefits of using our Time & Attendance Systems?

1. **Service Delivery** - Helping to improve productivity and staff performance. Supervisors are alerted of staff 'no shows', allowing us to respond immediately with our staff contingency plans.
2. **Controlling Costs** - We manage your resources in the most cost effective way.
3. **Accountability** - providing real-time verification of the time and attendance of the cleaning operatives we assign to your site. This way there is no risk of you paying for hours that haven't been completed.
4. **Lone worker Safety** - in cases where operatives work alone, an alert will be raised should a member of staff fail to log out. This safeguards and protects our workers in all circumstances.

1. **WORKER LOGS INTO TAS** - At the start of each shift, operatives log in using the free-phone number and their unique pin.

2. **REAL TIME LOG IN DETAILS** - Employee ID, time & location is automatically captured by TAS and made available to authorised management in real time.

3. **WORKER LOGS OUT** - At the end of each shift, operatives must log out using the same log in method. Times are recorded in real time giving accurate overviews of operative shift patterns.

4. **MATCHING OF VISITS** - Attendance can be matched against planned shifts, allowing management to quickly and effectively check that workers are completing their contracted hours.

5. **AUTOMATIC ALERTS** - Customer alerts are automatically raised & sent to an authorised manager if an operative is late to arrive or leave their planned shift.
Abelian’s Help Desk

Abelian’s emergency contact and support desk gives our clients yet another platform in which they are able to contact and forward any concerns or positive reviews. All comments via this platform are managed by the operational team, via dedicated help desk personnel.

If clients prefer, we are also able to place a written comments book within their facility. Comments can be recorded and a comprehensive review will occur when the area manager visits a clients site. Any negative comments are handled via the operational management team and resolved accordingly.

The Client Support Desk can be used for:

1. General enquiries and cleaning issues, to raise any concerns, or provide feedback to our operational management team
2. Real time support for all clients, with a 24-hour turn around
3. To speak to an area manager or the Abelian support team
4. To order materials or consumables
Abelian utilises specialist management software that allows us to effectively manage both staff and resources across all client sites. The software enables us to easily access real time information wherever, and whenever required.

**EMPLOYEE REGISTRATION**

When our cleaning operatives have completed their employment registration, their details are stored within our CleanLink management system, and can be accessed at any time by authorised personal. We employ a data protection process to ensure all information is stored safely and appropriately.

**STAFF IDENTIFICATION**

We issue ID badges and uniforms to all operatives including tabards with the Abelian logo. This ensures our cleaning operatives are professionally presented at all times and easily recognised when on site. We employ our cleaners directly, so you’ll be assigned the same cleaner over the course of your contract. We know our clients benefit from having a well presented cleaning operative - your cleaner represents an extension of your company!
Abelian is committed to safeguarding and promoting the welfare of everyone associated with our clients’ organisation. This commitment is shared by all personnel at every level of our company structure.

We use the Enhanced Disclosure and Barring Service (DBS) checking to enable us to make safer recruitment decisions - helping us to prevent unsuitable people working with vulnerable groups. As part of our commitment, all cleaning operatives must receive an enhanced DBS check prior to completing registration.

The DBS paperwork, as sampled, enables us to determine the suitability of a cleaning operative. We provide our clients with Disclosure Numbers and the names of any operative within a safeguarding template. Allowing clients to keep records, if they wish, of all Enhanced DBS checks. We also carry out a List 99 search whilst we wait for DBS paperwork to be processed. This additional clearing can also be requested by the client.

“Always a quick response, happy with the service that is being delivered! Also, I’m very happy that the confidentiality training is being completed - we’re grateful for how proactive you are.”

MEDICAL CENTRE, LONDON

ENHANCED DBS & BARRING

Our clients receive the name of the operative/s assigned to their site, as well as their disclosure number identified in the Enhanced Disclosure document. This allows our clients to identify the suitability of each operative, and instill a trusted confidence in our safeguarding procedures.
Our Health and Safety policy sets out the way in which Abelian will comply with the requirements of the Health and Safety work act 1972, and the relevant statutory provisions.

It is our policy to maintain a safe working environment, equipment, facilities & systems of work, and activities for all employees and volunteer workers. Whilst providing information, training and supervision to meet the needs and aims of Abelian, our clients and staff members.

Within our Health & Safety package we have written method statements and risk assessments for every task involved in our cleaning services. Whilst our ongoing training safeguards our operatives and clients against any risk.

Our Health and Safety policy is available to all staff members in numerous formats; within training & induction packs, via our open network at regional offices and from our dedicated HR department.

Awarded Health & Safety accreditations:

- OHSAS 18001
- Safecontractor
- CHAS

Health and Safety advice is given to Abelian by our project manager who is employed as our health and safety officer IOSH.

Reviews of our Health and Safety policy are carried out by our Director responsible for all Health & Safety - reviews occur:

- On an annual basis
- In light of any failure of the safety system and procedures
- In light of any changes in legislation
We follow strict general hygiene colour coding rules for all cleaning purposes. All cleaning operatives work in line with the colour coding protocol for the use and storage of all equipment and cleaning solutions.

**GENERAL AREAS**
Low Risk General Areas: desk tops, window ledges, dusting & polishing

**KITCHEN & CATERING**
Catering Departments: food processing, food service & bar areas

**GENERAL WASHROOM AREAS**
High Risk Sanitary Areas: washroom sinks, doors wall & fixtures

**SANITARY APPLIANCES**
Toilets, urinals & toilet floors
INFECTION CONTROL

Abelian utilises the latest in electrostatic technology for complete surface & room disinfection - we understand the importance of infection control for employee & student health. Our methods kill bacteria & germs 400% faster and 65% more cost effectively, with zero room down time.

As well as technology we also implement infection control door handles suitable for washroom areas to prevent cross contamination. A simple, yet effective measure to prevent outbreaks in schools and offices. These examples are only an overview of what methods we have available.

ECO-FRIENDLY CLEANING

Measures are in place to reduce the need of single use plastic and other damaging packages. We utilise technology, like scrubber dryers, to minimise the need for excess water and chemicals, creating safer working environments.

We also provide a complete range of chemical free cleaning solutions & employ effective recycling methods. This way we are continually reducing our environmental impact.

PRODUCTIVITY

We manage productivity by a number of methods; the machinery and technology used to reduce the number of operative working hours needed - this method guarantees only the highest standard of cleaning. Our continuous improvement plans focuses our attention on developing strategic plans across the contract life time for cost effective measures. Plus, we implement specific work flow methods in areas that are suitable based on size, layout and space.

Focused innovation
At Abelian we place great emphasis on ensuring we do all that we can to care for the environment, as well as helping our clients reach their environmental responsibilities. In hand, creating a safe and healthy environment for our operatives and all other stakeholders in which to work.

Understanding that the nature of our work can negatively impact the environment, where cleaning materials are used and the disposal of waste. Abelian are committed to best practices to ensure any negative effects are avoided or reduced as highlighted by our ISO 14001:2015 accreditation.

Our sustainability plan focuses on:

- Combating climate change
- Environmentally friendly cleaning products
- Ensuring air quality is improved by our cleaning techniques
- Sustainable solutions for our clients
- Creating solutions to handle waste effectively
- Free flow communication to highlight environmental issues
- Appropriate training for all employees, at every level, in line with all legislation
- Reducing waste created and minimise single plastic use

This sustainability plan ensures that Abelian continually focuses on reducing any environmental impact. This is represented not only through working practices at our clients facilities, but also within our Head Office. We invest in fleet vehicles; focusing on reduction of carbon emissions; reducing paper waste; investing in more efficient cleaning machinery & solutions and where possible using methods that minimise the use of cleaning chemicals and excess water.