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# The Happiness Centred Business

**In Depth Managed Services recently held a team building event for staff at the company's Warrington based head office.**

The aim of the day was to introduce a new system to help change staff culture and create a happiness-focused business.

During the day a number of team challenges and idea generating sessions allowed people to work together in making decisions to reach an end goal. Following on from the event, In Depth are introducing a number of Performance Standards that all people in the business are expected to recognise.

Performance standards include the message that respect equals a happy business; everyone works as one team and not to lay blame on colleagues.

According to a number of businesses experts, there is a

direct link between profits and happiness in all business environments.

Cathy L. Greenberg, Ph.D. and Barrett S. Avigdor, J.D. state: "Happiness is underrated. People think that it is a luxury busy working people cannot afford. Worse yet, they think that happiness is trivial and not worth discussing. The reality is that happiness is a key driver for high performance and better health".

In Depth Sales Director

Lloyd Ansermoz, said:

"It seems to me that we are doing a good job both with our people and our business, but we could be doing so much more to further improve on our successes and service offering.

"Delivering an excellent service will help increase happiness within In Depth".



## What Do You Think?



Calling all cleaning operatives - we want to hear from you. Please take a couple of minutes to complete our online survey and tell us if you would like to work more hours or provide feedback on the site where you work?

Answer a few questions to help us improve our services and you will be entered into a prize draw with the opportunity to a £25 M&S Gift Voucher.

The closing date for entries is **30 May 2011** so send us your views at: [www.surveymonkey.com/s/9573J36](http://www.surveymonkey.com/s/9573J36)

# Charity Dragon Boat Race

**In Depth will be taking part in a charity boat race on 31 July at Warrington Rowing Club in support of St Rocco's Hospice.**

Dragon boat racing is an ancient sport; the boats are traditional Chinese craft, propelled by a crew using paddles. The event will take place at Warrington Rowing Club and will raise money for the hospice which provides specialist care for patients with cancer and other threatening illnesses.

We will be entering a combined team comprising of



staff from our parent company IDG Holdings and sister company Uniloads. In addition, we are looking for volunteers to make up our team, which will include rowers and a drummer.

The team will be supported by an experienced helmsman who will steer the boat. You need no previous experience or knowledge of dragon boating, so you can quickly become an expert and join in the fun.

Should you be interested in taking part, email In Depth at [info@indepth-cleaning.co.uk](mailto:info@indepth-cleaning.co.uk).

You can also make a donation direct to St Rocco's Hospice by contacting the Appeals Team on:

**01925 575780**

or visit:

**[www.stroccos.org.uk/  
News+and+Events/  
DragonBoat+Race](http://www.stroccos.org.uk/News+and+Events/DragonBoat+Race)**

# New Training Initiative from BICSc

Cleaning Operators  
Proficiency Certificate  
(COPC).



**As members of the National Council for BICSc, In Depth was recently on hand to support the launch of a new and exciting initiative at The Cleaning Show in March 2011.**

The Cleaning Professionals Skills Suite (CPSS) will improve the cleaning industry and has been created as an alternative route to the

This new training programme will include 3 compulsory modules; chemical competence, equipment safe use and care, and the storage of chemicals and equipment. There will be 25 core tasks as well as additional specialist tasks to suit all environments and their requirements.

The Cleaning Professionals Skills Suite can be used to support, or completed in addition to, the COPC and will allow candidates to learn what is directly relevant to them, and the environment that they clean within, to meet the specific needs of each business and industry.

# Management Training Scheme

**In Depth** are encouraging and investing in young people with a pioneering management trainee programme which offers more than just a learning experience.

The company provides one to one training and coaching from a senior member of the management team as well as the opportunity to try their hands at the many different services the business offers.

The aim of the programme is to support and prepare motivated individuals for managerial roles in key functions within our growing organisation and become the future of In Depth.

In Depth Managing Director, Sandra Ogden stated that:

"Investing in our future is paramount to the success of the business. Recognition of the cleaning industry needs to be improved and supported by good core business principles and practices. Our vision is for the cleaning industry to be recognised for its contribution to the environment and community."



One such candidate is Chris Kiernan (above) who started the management trainee scheme in July 2010.

Since joining In Depth, Chris's training programme involves him working through a six month secondment of each section of the business. His current posting is as Management Trainee of the Industrial Division, this includes the organisation of work, planning schedules and making sure every project is completed to superior In Depth standards.

## Fascinating Facts

During an average lifetime a man will spend 3,350 hours removing 8.4 meters of stubble

Astronauts can be up to 2 inches taller when they return from space

A housefly can transport germs as far as 15 miles away from the original source of contamination

Banging your head against a brick wall uses up 150 calories an hour

Originally tomatoes were grown only for decoration as it was thought that they were poisonous

If you yelled for 8 years, 7 months and 6 days you would have produced enough sound energy to heat one cup of coffee



Only one person in two billion will live to be 116 or older

A bolt of lightning can strike the Earth with a force as great as 100 million volts

Dartboards are made out of horsehair



A 'jiffy' is an actual unit of time for 1/100th of a second

Starfish don't have brains



## Cleaning Tip



There's no need to spend a fortune on cleaning products when traditional remedies and a bit of elbow grease can leave your home sparkling.

To unclog your showerhead (unless it's gold-plated), place it face down in an inch of white vinegar in a bowl and leave for at least an hour. Remove and rinse thoroughly.

Soda crystals make a multi-surface miracle cleaner for greasy hobs, sinks, worktops and drains.

Finally, wipe the fridge or microwave with bicarbonate of soda on a damp cloth - it's a natural deodoriser.

## Beware of the Smiling Assassin

**We all love the cheerful faces on vacuum cleaners, but these friendly appliances could be hiding a lethal secret and are fraught with danger if simple steps aren't taken to ensure safety.**

Of all the office cleaning activities that In Depth provide, tasks using electrical devices present the biggest hazard. All our staff are fully trained to monitor and maintain equipment to guarantee it is safe and fit for purpose.

This image demonstrates the dangers of neglect. Visible bare wires indicate the appliance could be live and potentially fatal.



- Visually check your equipment before each use.
- Ensure that the PAT (Portable Appliance Test) date is current and has not expired.
- Once safely unplugged, check the plug pins are not loose or damaged.
- Wearing gloves, check the flex is in good condition by wiping a dry cloth along its entire length feeling for nicks or cuts.
- Make sure there are no kinks in the cable.
- Check the lead connection into the back of the machine.
- Check that the external casing is in good condition and has no cracks.

If you have any concerns about equipment, discover damage or find a fault, isolate the machine with a 'DEFECTIVE - DO NOT USE' label and contact the call centre on 0845 7660431.

## Names to Faces



Victoria Taylor joined In Depth as a management trainee at the end of 2010. She divides her week between working in the head office communications centre, customer service and as an area supervisor.

**Favourite movie**  
Ice Age 1, 2 and 3

**Favourite song**  
Best Friend by P Diddy

**Place I'd most like to visit**  
Jamaica

**Most envied profession**  
Interior Designer

**Happiest memory**  
Passing my driving test

**Favourite saying**  
Smile and the world smiles with you

# Equality and Diversity



**In Depth recently held an equality and diversity workshop, which outlined corporate governance for equal opportunities.**

We all live in diverse environments which require us to show respect, accept that everyone is unique, value and recognise individual differences. Everyone is able to contribute and realise their full potential

by promoting an inclusive culture regardless of race, sexual orientation, ethnicity, gender, socio-economic status, religion, politics, age, physical ability or other ideologies. The subject of stereotyping was also covered in the workshop.

If we demonstrate equality, discrimination in all of the aforementioned areas should be eliminated together with bullying, harassment and victimisation.

During one exercise, a person entered the room for a couple of minutes before leaving again. A while later the audience were asked three questions about the person who had briefly visited:

1. What hobby do they have?
2. Name the make, model and colour of car they own?
3. What was your first impression of the person?

Many had formed opinions based on the person's appearance and the few words the person had spoken.

When we meet someone for the first time it takes us 3-7 seconds to decide whether we like them or not. This opinion is largely formed on appearance and body language. Spoken communication is barely considered.



The reason we form instant opinions is because we all have an in-built defence mechanism wired into our DNA, which helps us identify danger, threat and even predators. It is nothing we should be ashamed of, but something we should all acknowledge as we accept each other as an individual.

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