

2020 - 945 colleagues transferred to Vertas Derbyshire Limited, more than 430 customer locations

Restructure of management team – increased the number of area managers, new admin. and supervisor roles.

Introduction of new systems to support our colleagues – On-line training system, absence management, time & attendance, robust HSQE policies and procedures, recruitment processes.

Investment - £300k in new equipment, plant and vehicles.

Trade Union – strong working relationships; monthly operational meetings, formal Quarterly union meetings. We have supported the recruitment of VDL Union representatives

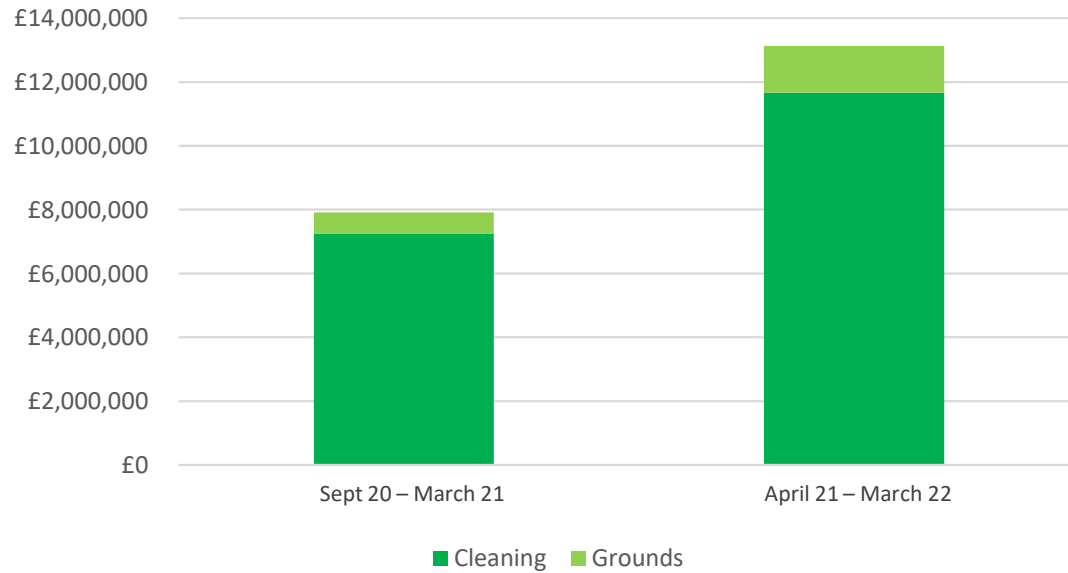
Financials – in excess of £500k profit in 19 months.

Retention – Extremely positive with 96% of cleaning contracts and 98% of grounds maintenance contracts renewing for 1 or 2 year contracts.

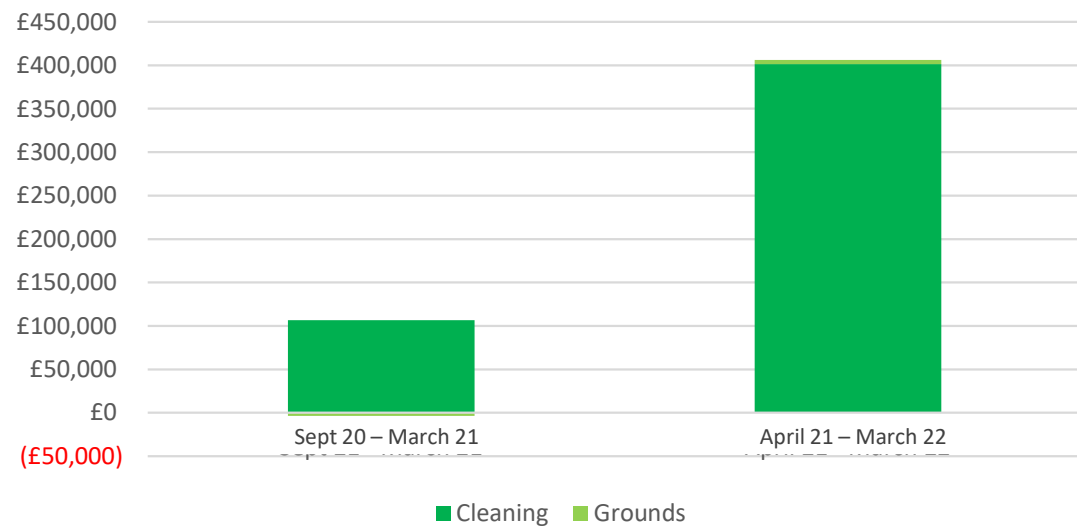
New business – Multi Academy Trusts in excess of £1.25million.

Visibility and comms much better – Regular communication with customers via site visits, email communication and visibility on DCC website/S4S system.

Turnover



Profit



- 2020/21 Profit £103k (1.30%)
 - Set-up and mobilisation costs
- 2021/22 Profit £406k (3.08%)
 - Ahead of forecast by £7k

- Robust Management structure
 - Supported by Admin, HSQE and Finance
- People Management systems
 - Time and Attendance
 - Honeydew Health Absence management
 - My View
 - E-volve
- Continuous conversations
- Colleague Survey
- TUPE Transfers (160 colleagues transferred in to the business)
- Absence
 - Short & Medium term at levels comparable with Vertas group and the wider FM industry
 - Covid related absence higher than remainder of the country
 - Long Term absence in excess of 4%
 - Age of colleagues
 - Delays to treatment (Covid related)



MyView

Welcome

Welcome to the Vertas Group MyView employee and manager self-service facility.

MyView will allow each employee to view their own details and where appropriate you will be able to update your information.

If you are a line manager you will also have the facility to make relevant employee changes and view certain elements of your employee's records.

In order to use MyView you must log in using your employee number and password, which you will have received by email. If you do not have a password select "forgotten password?" which is directly below your logon details.

When you first log in you will be asked a series of security questions and prompted to change your password. Once this has been completed you will be prompted to log in again with your password and a random security question before you enter MyView.

Sign In

your employee number

E3000001

your password

Sign In ✓

Forgotten your password?

Accessibility

Enable Accessibility Enhancements



vertas

My View 2.0 Home

- Dashboard
- E-volve
- Reset Password
- Sign Out

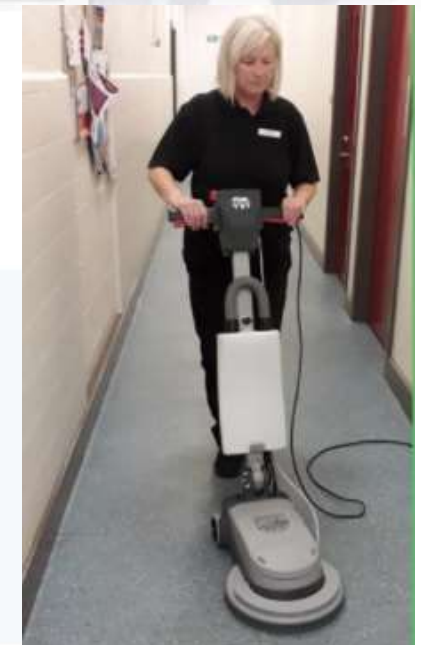
E-volve

Active Courses

Allergen Awareness	4026	Take Course
Asbestos Awareness	4027	Take Course

Passed Courses

There are no courses to display in this list.



Customer Relations

- Customer first helpdesk
- Robust escalation procedures
- Regular communication
- Compliments and complaint logging
- Transparency and engagement with customers
- Customer Survey
 - Excellent quality of staff
 - High quality of service



Wins, Losses and Retention

- £1.25m of new business won
- 96% cleaning and 98% grounds retention
- Re-costing and re-specification of contracts
- 81 contract losses (48 cleaning, 33 grounds)
- HPSM entered a JV with Norse
- Growth focused on multi academy trusts



St Ralph
Sherwin
Catholic Multi Academy Trust



People

- Over recruit to build holiday and absence cover
 - Job fairs, multi-site roles, colleges, apprenticeships, refer a friend
- Training and development to create our future leaders and enable growth.
- Continuous Conversations to assist people engagement.

Contracts

- Multi academy trusts; both services.
- Additional services with DCC Property such as security.
- Additional services to non-DCC customers; waste, washroom, specialist cleaning.

Finance

- Rolling 5 year business plan