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# SOLO SERVICE GROUP 2024

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Trusted independent cleaning, soft services and facilities management providers.

# Welcome

**The Solo Service Group journey began in 1990 and from the outset, our mission has been to redefine the standards of cleaning and associated services to deliver services that not only meet but exceed the expectations of our clients.**

During this time we have cultivated invaluable experience, with our service offering expanding into an array of sectors.

Today, with over three decades in the facilities management industry, we stand tall as one of the preeminent independent cleaning providers in the UK, recognised for our bespoke approach to specialised cleaning and associated services.

Our Swansea based Head Office stands as the epicentre of our operations. Around the nation, we are supported by an arrangement of regional offices each with its own dedicated management team steeped in local wisdom.

We are proud of the workplaces we create and maintain. We do this by implementing inventive strategies, fostering collaboration, integrating cutting-edge technology, and leveraging the specialised skills of our teams. Collectively, this equips our clients with the environment and competitive advantage they require to achieve company objectives.



**Caroline Cooper**  
Managing Director

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# Services

For over three decades, Solo Service Group has been dedicated to assisting customers in fulfilling their facilities management needs. With an in-depth understanding of the significance of upholding a pristine working environment, we specialise in delivering comprehensive solutions in all aspects of cleaning including but not limited to:



DAILY CLEANING



DEEP CLEANING



WINDOW CLEANING



WASTE MANAGEMENT



SANITARY



SECURITY



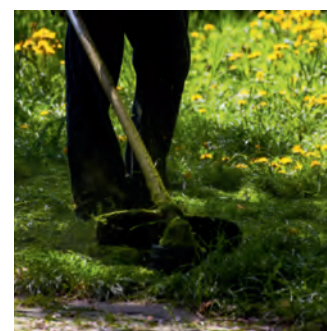
WASHROOM



LAUNDRY



FRONT OF HOUSE



GROUNDS MAINTENANCE



PEST CONTROL



INFECTION CONTROL

# Sectors

At the core of our ethos lies our dedication to offering a personalised and expert service. What sets us apart in the industry is our commitment to upholding the utmost standards and our extensive experience spanning various sectors. We recognise the intricacies in diverse environments, which is why our services are designed to be adaptable and customised to cater to the specific needs of each customer.

Regardless of your business's sector, we are equipped to tailor our solutions to align perfectly with your requirements.



EDUCATION



CENTRAL & LOCAL  
GOVERNMENT



RETAIL



EMERGENCY SERVICES



SPORT, LEISURE AND  
ENTERTAINMENT



MANUFACTURING



UTILITIES



CORPORATE &  
COMMERCIAL



TRANSPORT

# Our People

## We employ over 4000 people across Solo Service Group

Solo people are recognisable for their enthusiastic, collaborative and forward thinking approach to getting things done.

Our people are fully trained and foster a proactive interest and a sense of ownership in the services we deliver. Our individuals are assigned specific specialisms, ensuring a depth of expertise in every aspect of our operations.

Consequently they proactively engage with clients, occupiers and their environments to contribute to the ongoing successful operation of the workplace, and they take a pride in this.

## Recognition and reward

In return, not only do we offer a stimulating environment for our team to deploy their skills, but we also actively invest in their professional and personal development. Recognising and celebrating success is integral to our culture, and we do so through a variety of award schemes.

## Wider social value and the next generation

We take the process of encouraging the next generation of talent very seriously. Our commitment is reflected in a comprehensive approach aimed at ensuring a future-ready workforce, as well as giving back to the communities that we work in by providing local training, development and employment opportunities.

## People initiatives

- Wellbeing Support
- Fully trained Mental Health First Aiders
- Individual training and development plans
- Award schemes and benefits
- Satisfaction surveys
- Dedicated online employee portal.

Our senior team here at Solo have an extensive background working not only in the cleaning industry but total a 188 years of experience working directly for Solo Service Group. They have a lot of knowledge between them making them true experts in their field.





## Client Partnerships

**At Solo Service Group, we collaborate with a range of clients, across various sectors across the UK, working nationwide.**

With our extensive reach nationwide, Solo operates from our headquarters based in Swansea, Wales. Our local presence is reinforced by a network of strategically positioned offices. This allows us to blend local expertise seamlessly.

Our client relationships vary, catering to those with single-site requirements to those overseeing multiple locations. Whether clients seek specific services or comprehensive project delivery, Solo adapts its operating models accordingly. This flexibility encompasses sole service provision, specialised client partnerships, and collaborative ventures.

We have extensive experience in diverse specialist environments. Our portfolio includes local government landscapes, heritage buildings, prestigious headquarters, industrial spaces, as well as educational and clinical settings.

Consequently we recognise the unique needs of each client and environment, we customise our service offering and deploy specialised teams to ensure tailored solutions and exceptional service delivery.

# Health & Safety

Solo Service Group believes that maintaining a safe and healthy working environment for its entire staff and others who may be affected by the operations we perform is of paramount importance.

Solo is committed to safeguarding the health, safety and wellbeing of all our people. To support this commitment, we operate in accordance with a robust Health and Safety Policy, which complies with all current H&S legislation and our BS ISO 45001 : 2018 accredited H&S management systems. Solo is also accredited by CHAS (Contractors H&S Assessment Scheme), who set industry benchmarks for H&S and the Safe Contractor Scheme. Our standards are benchmarked Safety Schemes in Procurement and we are accredited by external bodies Safe-contractor.

To achieve a safe and healthy working environment we continuously strive to improve our health and safety through training, auditing, communication (employees, suppliers and customers) and continuous development through compliance with statutory duty and adoption of best practice.



# Environment

Solo operates an Environmental Policy and Sustainability Policy with a commitment for a culture of enhancing environmental and sustainability performance with annual set targets and objectives that allow us to reduce our environmental impact through our activities.

We operate to the requirements of BS EN ISO 14001:2015 Environmental Management System standards and guidelines, externally audited annually. We therefore incorporate sustainability within our day-to-day operations and protect the environment by reducing our impact through putting in place our net zero commitment by 2030, introducing a paperless culture and using QR codes to access service related documents, sourcing innovative equipment, investing in hybrid and electric vehicles and only using 100% zero waste products that are FSC/PEFC approved, vegan friendly and cruelty free are just a few of our promises to achieve a greener future.



# Social Value

At Solo Service Group, we are dedicated to creating a positive impact on society. Our commitment to social value is deeply ingrained in our business ethos, as outlined in our 'Corporate Social Responsibility Policy.

Collaborating with the Social Value Portal (SVP), we strengthen our commitment to social value, reflecting it in our business structure with realistic measurable outcomes that consistently align with our business and contractual operations.

## Employment and Opportunities

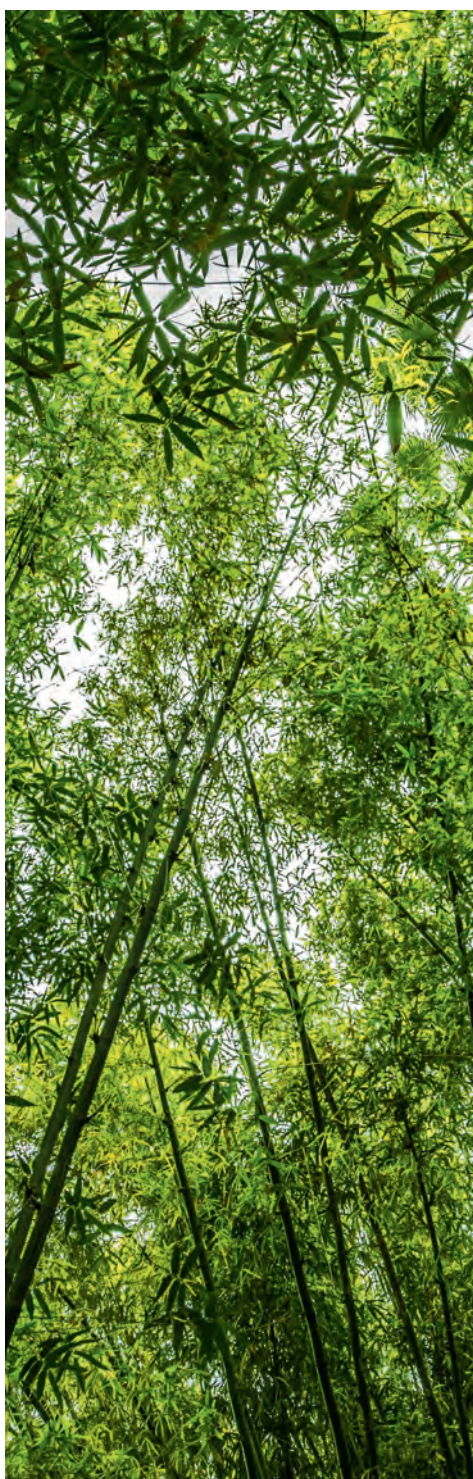
- More local people in employment.
- Opportunities for disadvantaged backgrounds.
- Opportunities for local SMEs and VCSEs.
- Improved skills for employees.

## Employee Well-being

- Mental Health, Equality, Diversity, and Inclusion training and awareness.

## Environmental Impact

- Reduction of carbon emissions.
- Reduction of air pollution.
- Active Carbon Reduction Plan.
- Fleet electrification.
- Green supply chain sourcing.
- FSC/PEFC accreditation.



## Ethical Practices and Procurement

- Promotion of ethical procurement.
- Green supply chain sourcing.
- Collaboration with sustainable suppliers.
- Compliance with Government Buying Standard for cleaning products & services.

## Community Engagement

- Direct involvement in community projects
- Donations to local charities

## Waste Reduction

- Reduction of single-use plastics.
- Implementation of eco-sachets products.
- Zero waste substances.







## Solo Service **Group**

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