



**Supporting Your Business**  
**Creating Long-Term Solutions**



Berry maintains a  
**100% Quality Retention**  
on all Commercial Cleaning Contracts  
since February 2014

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# Who are we?

## ACCOUNT MANAGEMENT

An experienced operations team supervisor or manager will be on-site regularly to complete site audits and to meet with your facilities manager or dedicated site contact. Always on hand to ensure service delivery remains exceptional.

## PERFORMANCE MANAGEMENT

We measure the standard of the cleaning on site by completing regular on-site audits to ensure standards are always maintained to the standards we set.

## CUSTOMER SERVICE

Communication is key throughout the service delivery; this is achieved with the help of our revolutionary online, real-time tracking system, which compliments your direct operations manager's ongoing support. Berry's quality retention currently stands at 100% for the 8th year running.

## SERVICE AREAS INCLUDE

- Contract Cleaning
- Office & Commercial Cleaning
- Facilities Management
- Builders Cleaning
- Industrial Cleaning
- Hospitality Services
- Specialist Cleaning Services
- Waste Disposal
- Janitorial & Linen Supply



## OUR MAIN PRIORITY

**DELIVER YOU THE BEST POSSIBLE  
CLEANING AND SERVICE STANDARDS**

# Why choose Berry?

- Right Size – Right Fit
- Local Company
- Our Employees love Berry
- Extraordinary Service Delivery
- DBS Vetted Staff
- We Deliver on our Promises
- Industry Experience
- 8 Year, 100% Quality Retention
- We always say YES!



“Thank you very much for everything. It’s been a pleasure working for your company. Working for Berry was a good experience. They are professionals and are always interested in you and want to help. Their levels of cleaning are high. In my previous job I felt under pressure and had no freedom. However, with Berry I could be myself and work without pressure and in a good environment knowing that I had your help at all times. For this motive I cleaned happier. I would definitely work for Berry again”.

Laura Ortego

“Since I started with Berry they have had so much confidence in me. Such a close relationship, asking how I am or if I need anything. Feedback is clear and it isn’t annoying to hear because it’s always helpful. My work is supervised but I still feel free. I always feel motivated to carry on and do my best”.

Jose Postigo

“I am so grateful that I met Berry. The company is wonderful and super responsible with its employees, always giving more job opportunities. I am very happy to be part of this company and work with the professional and helpful staff”.

Paola Mezaros

“I have been working for Berry for 3 years. They’re a great company to work for and I have never had a problem with them. Pay is always on time, management are always helpful, no issues when asking for holidays or needing emergency leave. Great company, great team, great clients, great boss. I hope to continue to work for this company in the future”.

Agnieska Skiba

“I love working for Berry. They are a great company who care about their employees. Very good rates of pay, always on time and always more work available if you need it. In my job I feel loved by everyone and can say they appreciate my work. I have to work hard to achieve the company’s level of standard, but I am rewarded for this. I feel comfortable working for Berry”.

Christina Sanchez

# South Wales

## Commercial Cleaning & Facilities Management

### Fully managed 5-days a week, bespoke commercial cleaning and facilities management services.

Fully managed 5-days a week, bespoke commercial cleaning and facilities management services at the impressive Monzo bank, contact centre in Cardiff. Working between the hours of 6:00am and 11:00pm, 10 Members of staff work shifts throughout the day.

Berry Support Solutions delivers a bespoke tailored service to accommodate a vibrant, unique and growing business in the capital of Wales. An impressive 50,000 Sqft facility spread over 3 floors in the centre of Cardiff.

#### DAILY JOB SPEC:

- Berry communicates with the client using the inhouse communication channel (Slack) which means we communicate with everyone across the building and can respond to any of their requests efficiently and effectively;
- Supply cleaning services throughout the day, ensuring the hygiene of all areas is maintained to a high level and the facility is always tidy;
- Catering services, preparing food for all Monzo staff throughout the day;
- Supply and replenish stock daily;
- Provide daily maintenance assistance throughout the facility, assisting in building furniture and general building and maintenance works;
- Waste Management, Berry manages all the waste within the facility including sanitary bins, general waste and recycling;
- Supply of all consumables including, chemicals, toiletries – toilet paper, hand soap, hand towels, deodorant, toothpaste, toothbrushes and sanitary equipment;
- 24-hour call out – On hand 24 hours a day.
- Daily spot checks from senior management, ensuring cleaning standards are maintained to the highest standards that Berry set.



## CASE STUDY

**Harriet Taylor**  
Space Manager



“Kelly and her team at Berry Cleaning are part of our Monzo Family. They’re with us all week from 6am to 11pm and make the space amazing for everyone in the team. It goes way beyond cleaning. From motivational notes, to preparing our breakfasts and checking our stock they really do the best for us here and even better, they do it with a smile on their faces and are always happy to help. Thank you! I couldn’t do it without you.”



# South Wales

## Commercial Cleaning & Hospitality

**Working closely with The Neighbourhood, Cardiff, supplying cleaning, linen and housekeeping services for the 240 beds on site.**

Fully managed 5-days a week housekeeping and cleaning services. Berry provide daily and weekly cleaning & linen services to all 240 student suites and penthouses in The Neighbourhood's luxury student accommodation facility in Cardiff.

Berry Support Solutions supply all cleaning and hospitality equipment on site, including the linen delivery, supply and cleaning of all linen and towels.

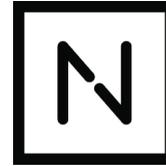
The contract runs for 52 weeks of the year, maintained by 6 Berry hospitality staff between the hours of 10:00am and 2:00pm.

Each September during the university semester change, there will be a vast amount of work to do across the site. With 240 rooms, kitchens and bathrooms needing changing over. All rooms have various tasks to perform once the students have checked out.

### DAILY JOB SPEC:

- Daily and weekly cleaning services of all 240 rooms, kitchens, bathrooms, toilets, communal areas, reception, lifts, stair ways and gym;
- Linen supply and fit of all rooms;
- Ad-hoc deep cleaning as required, including hard floor and upholstery cleaning and mattress steam cleaning;
- Supply and replenish stock daily;
- 24-hour call out – On hand 24 hours a day;
- Weekly spot checks from senior management, ensuring cleaning standards are maintained to the highest standards that Berry set.
- Fire and safety regs are very important on site and monthly training is carried out to ensure everyone knows what to do in an emergency.

  
COLLEGIATE



## CASE STUDY

**James Kennedy**

Business Development Director



“Berry have had the cleaning contract for our 5\* student housing scheme in Roath for 3 years now. It's a major undertaking dealing with upwards of 200 student bedrooms plus all the common areas and Kelly has led her team brilliantly. To such an extent that in 3 years we have not received a single complaint. The Berry staff are friendly, reliable and hardworking and we would recommend them to anyone without hesitation”.



# South Wales

## Student Campus

### Deep Cleaning

# CASE STUDY



#### A large deep clean project over 5 university campuses in the months of June, July & August.

Working closely with Cardiff University, Berry exceeded expectations, delivering outstanding cleaning standards and service delivery throughout this project.

A large deep clean project over 5 university campuses in the months of June, July & August.

After a competitive tender process, Berry Support Solutions was awarded the contract by Cardiff University to provide a hygiene clean across all sites.

The biggest challenge during this project was managing 46 staff, whilst meeting the tight deadlines set by the client.

In excess of 3 thousand hours were demanded during the process of this contract. Each campus had a tight deadline and it was Berry's responsibility to deliver on time and on budget.

#### DAILY JOB SPEC:

- Deep cleaning all student rooms, toilets, bathrooms, kitchens, communal areas, reception, lifts, and stair ways - across 5 University campuses in south Wales;
- Ad-hoc deep cleaning as required, including hard floor and upholstery cleaning;
- Supply consumables and cleaning equipment across all sites;
- Completing all tasks and meeting tight deadlines;
- All staff were site specific trained prior to contract commencement;
- All staff were inducted on risk assessment, fire procedures and health and safety prior to contract commencement.



# South Wales Showroom & Workshop Cleaning

## Fully managed 7 days a week comprehensive cleaning services to both VW Cardiff, Car & Van Centres.

Berry Support Solutions delivered high level cleaning services 7-days a week with 5 staff members between the hours of 6:00pm and 9:30pm and weekend hours between 11:00am and 2:00pm.

### DAILY JOB SPEC:

- Supply of all site machinery, including high tech floor scrubbing machines;
- Supply of all consumables including, chemicals, toiletries – toilet paper, hand soap and hand towels;
- Maintaining the high gloss floors in the showroom and workshop floors in pristine condition;
- Cleaning and sanitising all customer facing areas, interior showrooms across both sites, valeting bays, staff breakout areas, staff offices, car & van bay workshop spaces;
- It was Berry's responsibility to lock up the facility each night whilst following the site security protocol;
- 24-hour call out – On hand 24 hours a day whilst delivering out of hours cleaning services on numerous occasions;
- Weekly spot checks from senior management, ensuring cleaning standards are maintained to the highest standards that Berry set;
- Monthly interior and exterior window & sign cleaning.



**SINCLAIR**  
Group

## CASE STUDY

**Richard Seaward**

Head of Franchise



“Nothing is too much trouble for Berry. Whether it’s an extra special clean in preparation for a customer event or just day in day out quality, they have always delivered for us. Leaping into action at the shortest of notice, but always providing service with a smile. We have to meet very exacting standards in order to maintain our Volkswagen Franchise and Berry ensured that was never a concern. Both front of House and our Workshops had never been cleaner. We never had to worry about staff no-shows, Berry always ensured that the appropriate cover was in place, even the Management were happy to roll up their sleeves if need be to make sure the job was done”.



# South Wales Pharmaceutical Sparkle Clean

## **Berry Support Solutions undertook a project sparkle clean at the new Purolite production facility in South Wales.**

After a competitive tender process, Berry was chosen to provide a high quality, pharmaceutical clean.

15 CSCS Berry Employees and 2 Managers delivered a 6-day, 1350-hour project to complete the works on time and on budget, at this impressive Industrial facility.

All staff were inducted on site whilst also undertaking a half day course (site specific) prior to the contract commencement.

Qualifications required for this contract included; Level 3 First Aid; Working at Height; CSCS; Level 3 Confined Spaces; Part 2 Qualified Scaffolding; IPAF Operator.

This project was undertaken with all Berry Employees, no agency staff were used during this project.



## CASE STUDY

**Alun Thomas**

UK Purchasing Officer



"We employed Berry Cleaning Services for a project sparkle clean within a new production facility based in South Wales. After over a year of civils construction, process installation, fit out & commissioning the building was in need of a high quality, pharmaceutical level clean. Berry excelled on the project, completing the works to a high standard and on time. They offer a friendly, competitive, flexible and fully customer focused service. Recommended".



# South Wales Builders & Sparkle Clean

## Completing a builders and hygiene clean of the new Andrew SCOTT factory extension in Cardiff.

Project works included interior walls up to 15M, whilst using cherry pickers and scissor lifts at height for hard to reach areas. Working in a challenging environment, around multiple trades, delivering this project on time was the toughest challenge. Managing the project brought numerous challenges for Berry to tackle. Berry delivered this project on time and on budget, whilst producing the high end result the client required.

This project was carried out over several weeks whilst Berry used 17 CSCS Builders cleaners throughout the project (10 Berry Employees and 7 agency qualified CSCS qualified staff), managed by Kevin Harries, Contract Manager. Berry delivered this project in 866-hours.

All staff were inducted on site prior to commencing works.

Qualifications required for this contract included; CSCS; IPAF and working at height.

# CASE STUDY



**Richard Harper**

Senior Quantity Surveyor



“We employed Berry to complete a cleaning package of a new build industrial building for one of our clients in the food & beverage sector, in Cardiff. Berry provided an excellent service in challenging conditions, working around the live installation of client equipment. They were always reactive to changes imposed by the client which ultimately assisted in delivering a successful project”.



# Bristol Builders & Sparkle Clean

## Berry Support Solutions were called in to tackle a project builders and sparkle clean at the Warburtons Bagel Factory in Bristol.

Having previously completed a builders clean on 24-hours' notice at the Brains Brewery in Cardiff with Harris CM, Berry Support Solutions were called in to tackle a project builders and sparkle clean at the Warburtons Bagel Factory in Bristol.

The job spec included cleaning of all factory equipment. Fixtures & fittings, proxy flooring and disposal of rubbish and builders equipment. During the project, Berry worked directly with Harris CM and the Warburtons project manager to ensure handover was completed on time.

This project was carried out over a weekend. Berry used 14 CSCS Berry employees throughout the project, managed by Kevin Harries, Contract Manager and Kelly Evans, Head of Operations. Berry delivered this project in 312-hours, completing the project on time and on budget.

All staff were inducted on site prior to commencing works.

Qualifications required for this contract included; CSCS; First Aid.



## CASE STUDY

**Arron Camplin**

Senior Quantity Surveyor



"Having been let down by another company at the last minute when due to hand over the Brains Brewery building in Cardiff, I contacted Kevin at Berry. Kevin attended site promptly and was able to pull together a team of cleaners at short notice to get the job over the line. I was impressed with the professionalism of the service provided from the first phone call to the end product. It is so important to have a reliable cleaning company to call on at such a crucial stage of the project. When we had a hygienic clean to carry out at Warburtons Bakery in Bristol some months later I did not consider looking elsewhere. I would recommend Berry for all of your builders cleaning requirements".



# South Wales Builders & Sparkle Clean

**After a competitive tender process, Berry Support Solutions was chosen by Medlock to deliver a high-quality builders & sparkle clean at the new Mercure Hotel in Cardiff.**

A phased builders and sparkle cleaning project, including a builders and sparkle clean of 136 bedrooms, a multiphase grout clean of bathrooms, a large Kitchen and carpet cleaning throughout the hotel.

This project was carried out over 4 phases. Berry used 9 CSCS qualified staff throughout the project, managed by Kevin Harries (Contract Manager) and Kelly Evans (Head of Operations). Berry delivered this project in 800-hours, completing the project on time and on budget.

All staff were inducted on site prior to commencing works.

Qualifications required for this contract included; CSCS and First aid.

## CASE STUDY

**MEDLOCK**  
fit out · refurb · build

**Shaun Brannan**  
Site Manager

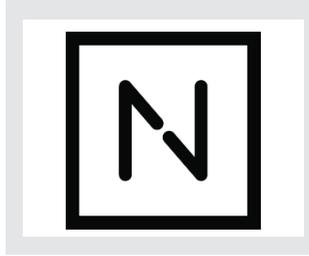
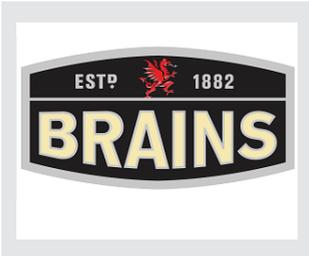


“Berry are currently working alongside Medlock FRB LTD on the Cardiff North Hotel on the conversion to a Mercure Hotel. Berry has successfully cleaned to a high standard the grouting to the shower rooms and cleaned the bedrooms in phases to our contracted program. I wouldn't hesitate in using Berry on future project as they have delivered a first-class service over the phase's and they always go that extra mile to make sure the handovers have been achieved”.





Our Clients



# FREE Carpet Clean Worth up to £500 on all new Commercial, Builders & Industrial Cleaning Contracts.



Professionally Trained Carpet Cleaning Technicians



Top of the range (800 psi) Airflex Storm Carpet Cleaning Machines



Dries in half the time of a standard Vac



Portable or Van Mounted



Eco Friendly Cleaning Chemicals

**To take advantage of this or for more information, get in touch with Berry today.**

# Our Offices

## Cardiff HQ

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## Training & Consumable Centre

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