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# Fast Track Improvements for Gambling Giants

**In Depth Managed Services are proud to be associated with one of the most well known names in the UK betting industry William Hill.**

Founded in 1934, the business is one of the leading providers of fixed odds bookmaking services, taking bets on a wide range of sporting and other events from around the world. It now employs in excess of 16,000 people in the UK

and Ireland and has more than 2000 outlets nationwide as well as Call Centres and Head Offices in London, Leeds and Sheffield.

We have worked in partnership with William Hill since 2006 supplying cleaning and associated services, helping them during the refurbishment of their offices and during relocation to new premises in Leeds city centre. Earlier this year

William Hill won a Loo of the Year 5 Star Award in the Commercial and Public Offices category alongside In Depth after just a few months of working together.

Gwyneth Manning, In Depth Key Account Manager, said: "William Hill are a pleasure to work with, they are a people-based business like ourselves and understand the requirements needed to provide individual needs"

## In Wedded Bliss



Nick Maddock, who has worked for In Depth as a window cleaner since he was 18, got married to Elaine during the summer.

After a wedding reception, which was held at a hotel in Stretton, the happy couple enjoyed a three week honeymoon taking in the sites of three American states. Their exciting trip started in San Francisco, then moved on to sun-drenched Hawaii and finally on to Las Vegas for the last few days.

We all wish Nick and Elaine the best of luck for the future.



**William HILL**

## Wired for Sound

While the use of MP3 players may make you boogie and whistle while you work it could also lead to serious health issues.

The noise levels in some MP3 players can be extremely loud and have a deteriorating effect on your hearing and could lead to tinnitus (ringing in the ears).

In Depth staff are not permitted to use MP3 players while working on site not just for that reason, but because it could affect your balance, reduce your reaction time and reflexes, and could lead to an accident on site as you will not hear or be aware of what potential hazards are around you.

We want you to be happy in your work, but we also want you to be safe.



## Credit Crunch

Dare we even mention the words? In recent months a few of our clients have found the effects of manufacturing in the present financial climate both distressing and devastating.



In Depth are working hard with all our customers during the economic downturn to assist with reductions of services while continuing to maintain a level of service which will meet health and safety requirements. It is currently predicted that cost cutting

exercises on the cleaning industry in the UK may result in 5000 jobs being lost as companies come under increasing pressure to save on outgoings.

In anticipation of ongoing difficulties, the In Depth management team are working with clients

and cleaners to secure jobs and look at alternative methods of operation during this downturn in the economy. We are very positive that we can work together and succeed in our fight to bring the economy back on track.

## What's in your Cupboard?



**Answer - Only In Depth recognised and supplied cleaning products!**

Please be aware that only recommended and company supplied products are to be used on clients sites.

Our cleaners and clients are only insured for products supplied by the company. There is a risk to health and safety of any non company supplied product which include the harm on skin contact or building fabric. If you have any concerns please highlight to your Contract Manager.

# Christmas Pay Dates and Opening Hours

All In Depth staff should be aware of the following information:

- 2 weeks' salary will be paid on Wednesday 24 December 2008 and not Friday 26 December 2008
- The next 2 weeks' salary will be paid on Friday 9 January 2009

In Depth staff will be available until 12 noon on Christmas Eve. Our offices will be closed on Christmas Day and Boxing Day.

On New Years Eve offices will be closed from 12 noon until 9.00am Friday 2 January 2009.

Offices will be open on all other weekdays from 9.00am to 5.00pm.

## Payslips Online

**From January 2009 In Depth are launching its latest innovation, our Payslips Online Service.**

All staff and cleaning operatives who work for In Depth Managed Services and its sister companies will have access to their payslips online rather than hard copies being sent through the post.

Everyone will be available to view, save or print at the press of a button in a secure area.

This method will:

- improve security as your payslips cannot be lost in the post
- allow you to view pay details the minute they are available
- give you immediate access to all previous payslips

Each employee will have their own unique login and password so their details remain confidential and secure.

This is the latest innovation In Depth have adopted to reduce waste, help the environment and reduce our carbon footprint!

## Winter Poem

by Gwyneth Manning

Our summer has been and gone  
It wasn't here for very long  
This year it wasn't very hot  
The seasons have all gone to pot  
Dark nights are now here  
Soon Jack Frost will appear  
Leaves have fallen from the trees  
Are we ready for the big freeze?  
The de-icer's ready in the car  
For when we travel near or far  
We wrap up warm against the cold  
Venturing out if we're very bold  
The logs are blazing on the fire  
To try and get the temperature higher  
The shops are full of Christmas cheer  
And supermarkets sell cut price beer  
Pantomimes are on the go  
I love to go and see the show  
He's behind you they all shout  
Christmas day will soon be here  
With Santa Claus and his reindeer  
Bringing presents to girls and boys  
Who if they're good get lots of toys?  
We will all eat too much Christmas dinner  
Then grumble all year that we want  
to be slimmer  
So all that's left for me to say  
Is have yourselves  
a Merry Christmas Day



## Names to Faces



Nick Maddock has worked for In Depth for 16 years, but how well do you know him?

### **Favourite song**

I am the resurrection by The Stone Roses

### **Best read**

The Da Vinci Code by Dan Brown

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

Rome

### **Favourite meal**

Curry

### **Biggest self indulgence**

Sport

### **Favourite sound**

The dawn chorus

### **Most Envied Profession**

Game reserve keeper in Africa

## Unique system delivers a competitive advantage

At In Depth we are continually striving to offer more to our customers by way of service, quality and value. One of the key elements that make this possible is the practice of using XDA handsets.

An XDA is a small handheld voice and information activated communications device that sends and manages data remotely. It is used offsite by our mobile workforce that captures information electronically by means of a series of on screen spreadsheets. The XDA can generate and receive email, accesses the Internet, operate satellite navigation systems, capture photographic evidence and the signature of the client, and can even be used as a phone!

The handsets make it possible for our Regional Managers and field staff to organise workloads, order materials, and ensure that our client's requests are fulfilled. They are also used to access training records and generate quality inspections.



Once information has been captured on the device it is transmitted back to our Communications Hub where it can be viewed and evaluated immediately online by our clients. A PDF document is also generated and this can be emailed direct to the client for their assessment. It eliminates the need to retype or file hard copy documents and increases efficiency.

The software that drives the XDA is supplied by our sister company, Workwise, lead by

Mark Roach, and provides the solution for businesses dissatisfied with the slow speed, cost and inefficiency of paper based systems.

We are extremely proud to lead the way with this pioneering technology. None of our competitors are able to offer the unique service made possible with these devices and their associated revolutionary software.

This is one of the many ways we continue to deliver the best service possible to our customers.



## Cleaning Tip



**If there is one household item that is going to have to work overtime this season then it is your oven.**

Cleaning a dirty oven requires either natural materials and elbow grease or a pretty scary chemical attack.

The environmentally friendly method calls for bicarbonate of soda mixed to a thick paste and smeared all over the inside of the oven. Leave

overnight then brace yourself for some serious scrubbing with water and a scourer.

The caustic method requires less graft but more preparation and should not be attempted by pregnant women or asthmatics. You need a solution of ammonia bleach and water, a respiratory face mask, thick rubber gloves, protective clothes and the surrounding area cleared and well protected too.

Take the oven shelves outside, spray them with your solution and seal them into a bin bag. Spray the oven with the ammonia bleach.

After a couple of hours, hose down the racks well away from any plants, pets, or people and then wash them in warm soapy water.

Rinse out the oven with plenty of clean water and it will be as good as new - and ready for New Year.

## Recognising



## Performers

In each issue of our newsletter we announce a new STAR, which recognises:

- Standards
- Timekeeping
- Appearance
- Response
- Suggestions and personal input

We are proud to announce that the winner this season is **Darren Shingler**.

Darren has made an excellent contribution to the Windows and Industrial Division since becoming the team leader and recently he has taken on the role of Contract Manager. He has been working hard with Gary Johns, the Head of Division, planning for the future.

Darren has been presented with a silver STAR keyring in recognition of his achievement.



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