

Bespoke cleaning services for your business environment



Property Support Services

At PSS we aim high and understand that near enough is just not good enough.

We believe we are one of the very best in our industry through innovation, passion, commitment, honesty and respect for our clients and staff.





**From our
Managing Director,
Michael Rust**

The foundations of Property Support Services (PSS) were laid 40 years ago. Born out of family values, we have since evolved to become more than a family business.

The morals remain but the structure has advanced in line with today's more demanding environment.

With a diverse and enviable client list that represents some of the biggest names in the public and private sector, retail and leisure, educational establishments and entertainment venues, I am extremely honoured to be associated with the companies who choose to work with us.

I have no doubt that the reason PSS continues to grow is because of our passion and commitment to service delivery and our unwavering approach to "be there for your client". I am a strong believer that visibility and service go hand in hand and maintaining clear and open channels of communication between us and our clients is a hallmark of PSS.

We believe lasting relationships are built on clarity, complete honesty and trust. In these times of intense competition, narrow margins and cost cutting, the temptation to cut corners is stronger than ever but at PSS honesty is a fundamental principle; we have a deep duty of care to our clients and believe in absolute transparency in our work.

It's our responsibility to make you look good.





Our Approach & Our Values

PSS has a highly experienced senior management team with a wealth of industry knowledge supported by a passionate operations team and a strong head office function.

We are confident that the level of management offered to our clients is unrivalled; our year on year success can be attributed to the results that we are consistently achieving. We truly believe that the secret behind our success is that PSS has always been, and will continue to be, a people business.

Integrity and Respect

At PSS we work to the highest moral and ethical principles, ensuring that we communicate at all levels with transparency and honesty. We recognise that all PSS staff bring differing levels of personal qualities, abilities and experience and we embrace and respect those differences, working as a supportive team to provide high levels of service delivery.

Passion and Commitment

Our passion for what we do drives our ambition to succeed: it is in everything that we do. Through this passion we are committed to deliver consistent high standards, it is our responsibility to 'make you look good'.

Our Services

At PSS we have a passion for excellence. We know the importance of delivering results, offering our clients an integrated and seamless service. PSS are confident that we can facilitate each of our client's individual needs and requirements to an exceptionally high standard.

Our key services include;

- ▶ *Office cleaning, from smaller spaces to large corporate 'trophy' buildings*
- ▶ *Retail cleaning, from high street to high end*
- ▶ *Specialised cleaning and additional services, such as washroom services, pest control and waste management and many more*

We know the importance of not just delivering a service that simply puts a tick in a box, but that each client will require a bespoke service. At PSS we therefore tailor each and every contract so that our services support your needs.

Our reputation is built not only on outstanding service delivery but our passion for excellence and part of this comes as a result of our team continuously working to research and implement new innovations that we can then pass on to our clients, ensuring we are working in the most sustainable and effective way.



Compliance & Policies

As an organisation, we continually strive to comply with the ever increasing demands of business and corporate management.

We manage our business, our staff, and the treatment of our clients whilst adhering and abiding by laws, regulations, British Standards and guidelines. Ultimately ensuring that we act responsibly and respectfully.

We also ensure that all of our staff understand and adhere to the policies PSS has in place. These policies reflect our values of integrity, respect, passion and commitment; these principles are essential as they form the foundations of our business approach. This in turn provides our staff the necessary information to work safely, whilst developing their skill set all the while delivering service excellence.

**You can view and download our policies from our website
www.pssgroup.net**



The Team

At PSS we are one; this is absolutely essential. Trusting each other's judgement is the key to our professional survival and success; we can always be sure that we can rely on each other to deliver best practice.

We want to stay as one and we go to great lengths to keep the spirit of our togetherness alive and our team retention speaks volumes; our head office administrative team has remained unchanged for four years and offer a wealth of experience in support to our operations team, who we are proud to say includes some team members who have been with us since the inception of PSS.

We are diverse. Every PSS team member is different and we celebrate this diversity, with multiple languages spoken within our team. Most importantly our clients can be sure of the breadth of experience PSS will bring.

Above all, clear communication and a hands-on senior management team are key contributors to providing the ideal partnership for your organisation. Ultimately, PSS will work to become a part of your team; all working together to achieve the end objective – a clean environment that you can be proud of.





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Property Support Services

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