

→ licenced to kill

It makes a dismal reading in 2004 to find that according to the Food Standards Agency, an estimated 5.5 million people a year are affected by food poisoning. Over half of those affected said that they were concerned about the standard of hygiene in eating places outside of the home. Unsurprisingly, they didn't go back and try it again!

hygiene and health

We all know about the importance of good hygiene promoting good health.

We just need to make sure we're making it as easy as possible for our colleagues and employees to take advantage of properly maintained facilities.

Which is where we come in.

i zone is designed to keep you up to date on all the latest information and news from albany washroom services.

i zone



ALBANY OFFER A UNIQUE MONEY BACK GUARANTEE. THERE ARE NO HIDDEN CHARGES SO YOU KNOW EXACTLY WHAT YOU'RE PAYING FOR.



safe and secure

We want you to feel confident that the person looking after your washroom services is someone you can rely on, not just to turn up, but to feel safe with. We decided that all of our Customer Service Representatives should be CRB cleared, as part of our stringent recruitment policy. It gives them, us and vitally, you that little extra feeling of security. What is CRB? Good question. It's the Criminal Records Bureau, a Home Office executive agency which helps employers make safer recruitment decisions by providing criminal record information.

like to know more?

Uniquely, we offer an agreed service day with you, at least thirteen visits per annum as a minimum – and we don't charge for installation or for waste transfer notes.

For a thorough assessment of your company washroom needs, contact us on **0870 366 5777** or visit www.albanyfacilities.com

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DID YOU KNOW?
THE NUMBER OF GERMS ON FINGER-TIPS DOUBLES AFTER USING THE TOILET.

DID YOU KNOW?
HALF OF ALL MEN AND A QUARTER OF ALL WOMEN DON'T WASH THEIR HANDS AFTER USING THE TOILET.

3
BE SAFE & SECURE
WHO'S LOOKING AFTER YOUR WASHROOM?

4
A FRESH APPROACH
QUALITY SERVICE ON A DAY TO SUIT YOU

6
HEALTH & HYGIENE
GOOD HEALTH STARTS WITH A CLEAN PAIR OF HANDS

business well-being

I'd just like to extend a warm welcome to our first AWS newsletter. I promise I won't always feature on the front page but just this once, would like to say a few words. It's been a challenging year for Albany and we're moving into another one ready to offer our services in a way which will keep you with us, or encourage you to join us. We're going to carry on doing what we do best, backed by my personal guarantee. Our company culture centres around providing market leading washroom and floorcare services and to employ partners who, by way of ownership in the company, are also passionate about delivering customer confidence.

It's also been great to have our confidence built by winning both categories in the Newsquest newspaper group's annual Business Awards – for Ingenuity and Customer Service. We're not resting on those particular laurels, but plan to build on them.

Mike Burton Managing Director
Albany Washroom Services



‘Everyone in the chain at Albany, from the lady on the switchboard to the man who delivers our mats and towels, are always very helpful and have a good knowledge of the products’ SMP Group PLC

a fresh approach



TEAM WORK

We work alongside each other so that we all know what's going on and can share information every day. Everyone is within easy reach so the left hand is never far from the right. We work with our customers as a team, too. We get to know them and build relationships to get the best job done for them and us. It works.

For around ten years, Albany Washroom Services has been operating successfully, offering a high quality service, building a reputation based on care and reliability. It's been part of the Albany Laundry family, a solid concern for nearly one hundred years.

Albany Washroom Services has now become an independent company and uniquely offers a known service day, backed by Mike Burton's personal, no quibble guarantee. It gives the customer confidence and consistency. You can't do this without the right people and our people are chosen for their skills and commitment, motivated by partnership and a career, not just a mundane job. It completes the circle for everyone and assures the best possible result.

washrooms matter

A Met approach

We are absolutely delighted to welcome the Metropolitan Police to our customer list. For many of us, the image we conjure up is the familiar revolving Scotland Yard sign in central London. But it's much more than one location or one role. The Met's organisation is responsible for the policing of thirty three borough command units in and around London. That means covering an area of some 620 square miles and a population of 7.2 million – a huge undertaking by anyone's standards. We are very proud to have won this contract and look forward to being of service.



first impressions count

- So that you'll know us, we've painted our vans dazzling white so our clear blue seagull logo stands out.
- We believe that looking good helps you to feel good so our Customer Service Representatives are pleased to wear the logo so you can spot them too.
- Your washrooms say a lot about your company. Make sure it's what you want to hear.
- Our first impression makes your first impression – exactly where it counts.



→ environmental policy

‘We are fervent about our safe, clean environment, both in the workplace and beyond. We recycle wherever we can and waste is disposed of through incineration rather than landfill. We believe in action, supported by accreditation.’