



NEWSLETTER

ISSUE 3 | SUMMER 2022

Message from the Head of Business & Compliance

A warm welcome to the latest edition of the IPM Newsletter, our summer 2022 edition

Welcome to our summer edition of our newsletter; I hope you're enjoying the weather. This issue, we have a whole host of updates, ranging from new accreditations we have achieved since our last edition, as well as all advice on how to best handle these extreme heat conditions, this summer has thrown at us.

This year, we have been actively improving many areas of our business as we finally put COVID in the rear-view mirror. This has resulted in IPM becoming Carbon Neutral, as well as becoming a Real Living Wage Employer, all of which you'll read about later in this newsletter.

The operation teams have been super busy as always,

servicing our clients up and down the country, meeting and delivering on every challenge they have faced. As such, we have had almost a dozen people join us in varying positions this year, and its great to see that they are all doing a fantastic job.

Finally, I would like to congratulate Geoff Layton on reaching 10 service years with IPM.

A handwritten signature in black ink, appearing to read 'Kemble Nagan', written in a cursive style.

Kemble Nagan | Head of Business & Compliance





Doing work for our Charity of the Year - Rosemary Trust Hospice

IPM Facilities had the pleasure in carrying out some works for the Rosemary Foundation hospice in June 2022

We identified some items that had historically caused issues for them and how we could assist in rectifying them.

The Roller shutter has failed to work for some time which has caused a lot of issues for security and access to the residents and nurses attending. IPM took this on and have surveyed and scheduled a complete major service to be complete with motors being attended to also on July 1st 2022.

Inside it was found a toilet had been leaking for some time, we arranged our team to fix the issue within a few days to ensure the leak was no more.

When looking at the car park it was reported that was a drain that was damaged in the vicinity. On further inspection the manhole cover had failed, and the supporting structure

underneath was also in a poor state leaving a huge risk of collapse. It was also creating a trip hazard with the uneven ground. We made the area safe with barriers and cones.

Our team then attended, removing the failed manhole cover. We replaced the support block work, added a new concrete surround, and a new manhole cover to deal with the traffic. All before finishing with a new tarmac surround to be more aesthetic and level with the current existing ground.

Here at IPM facilities we will continue to work with Niki and the team at The Rosemary Foundation to provide and assist with their issues offering advice and guidance along the way.

Dominic Shaw - Head of Fabric

Working in Hot Temperatures



As the summer can deliver temperatures in excess of 30 degrees here in the UK, its important to be aware the dangers it can bring.

This can be either indoor or outdoor and can certainly lead to an increase in accidents and injuries.

Skin Cancer - this is now one of the most common cancers in the UK with incidents still rising, with an estimated 80% of cases that could have been avoided. On average, outdoor workers receive three to four times more Ultraviolet (UV) Radiation exposure than those that work indoors. This cumulative exposure puts outdoor workers at much greater risk of contracting skin cancer.

Heat Stress - Too much heat increases fatigue and can cause extra strain on the heart and lungs. The physical symptoms to look for include Inability to concentrate, clammy skin, rapid pulse, muscle cramps, nausea and vomiting.

A late symptom of heat stress can often be severe thirst and can in turn lead to heat stroke.

Heat Rash/"Prickly Heat" - headaches and blurred vision, dizziness and fainting, fatigue and light headedness.

Prolonged exposure to the sun can also lead to skin ageing more rapidly. In the long term eye sight problems are also associated with radiation exposure and glare.

What should I do?

IPM has a duty of care to all of its employees, and we ensure that we are doing everything we can to ensure our staff are safe at all times. We encourage all our staff to do the following:

- Any clothing supplied, should be loose fitting and of a close woven fabric
- Encourage the taking of frequent breaks
- If possible, arrange the working day so that at the time of greatest heat, generally between 11am and 3pm, there is an opportunity to work in the shade.
 - stay hydrated - drink plenty of fluids regularly throughout the day
 - if in direct sunlight, to apply sunscreen and lotions to help protect the skin
 - remember to wear PPE designed to mitigate the sun, such as baseball caps etc.

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Since our last Newsletter our Health and Safety Manager, Shanique Joseph has now achieved IOSH Technical member. IOSH stands for the Institution of Occupational Safety and Health (IOSH), is a UK -based chartered body and the largest membership body for health and safety with over 47000 members worldwide. The organisation with its main goal is to promote health and Safety globally. IOSH offer professional development programmes, events, helplines, and up-to-date technical advice. IOSH provide training and skills products

and other IOSH approved courses that provide valuable knowledge, skills and qualifications for their members and colleagues. This membership is helping to advance her career and ensuring the employees of IPM facilitates are working to the highest safety standard. Shanique maintains her IOSH qualification by keeping her knowledge, skills and experience up to date and this is done with Continuous Professional Development.

Shanique Joseph - H&S Manager

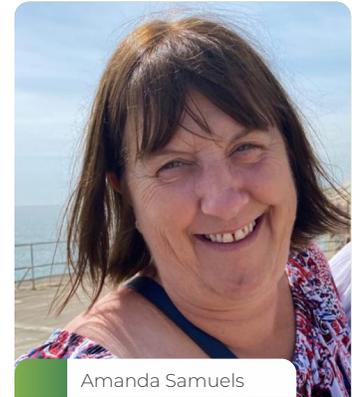




Long Serving Employees at IPM Facilities

We are proud at IPM to have such fantastic and loyal people working for us. We have six employees who have reached a significant milestone with IPM. Below is the list of those people in recognition for their loyal service.

Julie Gardiner	Operations Director	18 Years
Geoff Layton	Fabric Management	10 Years
Graham Knock	Grounds Maintenance	9 Years
Curtis Peck	Grounds Maintenance	8 Years
Paul Smyth	Cleaner	6 Years
Ian Stevens	Grounds Maintenance	5 Years



Amanda Samuels

This year, we saw Amanda, one of our External Cleaners celebrate five years at IPM

"Amanda has been with IPM for over 5 years , she works amazing hard for us keeping Dartford Heath Retail Park site clean and tidy and is a credit to IPM.

She is friendly and polite individual who interacts with all visitors to the Retail Park , she takes great pride in her work and is a joy to work with."

John House - Head of Landscaping



" I would like to extend my thanks and congratulations to Geoff, Amanda, Ian along with everyone else on reaching or nearing their milestone work anniversaries. It's always great to know that we have such loyal and dedicated colleagues.

All work anniversaries are a celebration and an endorsement of the great working environment that we at IPM try so hard to achieve.

I would like to mention Geoff Layton in particular. Geoff has reached his 10 year anniversary working here at IPM. However, Geoff's association with IPM has been much longer than that. He originally worked for IPM as a contractor and not long after taking control of IPM, I was looking to bolster the management of our property maintenance division and approached Geoff.

It was just one of those moments when circumstances align and it was the right time for Geoff to jump aboard! The rest is history as they say! Geoff has been a loyal, enthusiastic and dedicated member of our team and his knowledge of the building trade is second to none. He has helped us through the highs and lows of business and is a valued member of our team. I'll raise my glass to many more years working alongside him. Thanks Geoff".

Mark Noakes - Managing Director

IPM's Diamond Jubilee Celebrations



IPM celebrated along with the entire nation in June as the Queen celebrated 70yrs on the throne. Bunting was in full bloom across the IPM office!

Back in June IPM's office team came together to celebrate the Queens platinum jubilee in true British style with an afternoon tea. Like many others, IPM's office team swapped their usual office lunches for strawberries and scones.

The office was transformed into a sea of red, white, and blue we got into the spirit and celebrated the achievements of her majesty the Queen. The hunt for clotted cream against the rest of the world was worth it as a great afternoon was had by all.

A special mention goes to Sam for his cutting skills with the bunting!



Jubilee Facts

- 1 King George V was the first British monarch in history to celebrate a Silver Jubilee
- 2 The Queen will be the first British Monarch to celebrate a Platinum Jubilee
- 3 The Queen has received over 178,000 letters and messages of goodwill for her Jubilee
- 1 The Queen is the 40th Monarch since William the Conqueror obtained the crown in 1066



Our Staff Are Growing Our Business

As we look at additional ways which we can encourage and reward those within the business who go beyond and help push the company forward, we have now introduced a new scheme, open to all employees.

It is called, 'Going the Extra Mile' and it is an award open to anyone within the business who has gone beyond their job remit to ensure IPM's success. The winners will receive a £100 M&S voucher for their endeavours and hard work. There is no limit on how many or when these may happen, so if you know of someone who has gone above and beyond, nominate them, today!

Below are the conditions to be met for an employee to nominate or win the award.

- You cannot nominate yourself
- All nominations you make, must be made to your line manager
- If you are nominating your line manager, please submit to their line manager
- Line manager will fill in the relevant form and submit it to the COO
- There is no limit on the number of applications
- There is no limit on the number of winners in any given time frame
- You can nominate a person more than once but not for the same achievement
- Final decision will be made by the Chief Operations Officer

Going The Extra Mile

Ian Millward

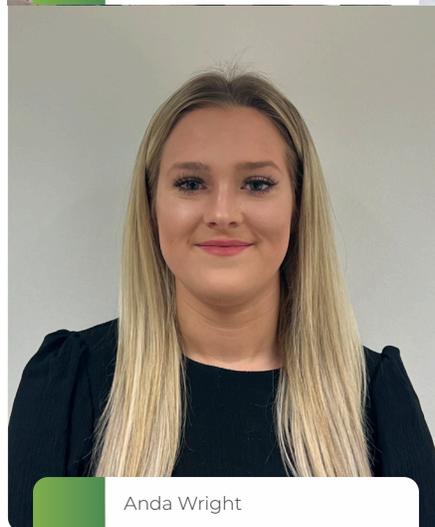
Ian consistently keeps Theale Business Park to an outstanding standard, his drive and passion for the grounds are exemplary. His motivation of his team is a contributing factor in their "buy in" of presenting the Park in a beautiful condition, all year.

As Ian says "it's not just cutting grass and weeding its attention to detail and fineness that keeps the standards so high"

Ian has an excellent working relationship with our client and park tenants, and he and his team are constantly receiving great feedback about the landscaping of the park. Ian has recently had some very challenging times away from work but has not let his finger of the pulse and has continually kept the Park looking tip top.



Ian Millward



Anda Wright

And the winners are...



Anda Wright

Anda has been an amazing part of the HelpDesk team going above and beyond. She always assists our clients with a positive enthusiastic approach, going the extra mile and ensuring the very best service for them and for IPM Facilities. Anda has kept our clients at the centre of everything we do, ensuring good working relationships and continued business.

Within the team Anda has strengthened relationships, offered support to new staff members, and consistently managed to maintain her own workload to a high standard. Anda has not only managed her workload well but has exceeded all expectations and that of her the operations managers.

Congratulations to Ian and Anda

IPM is Carbon Neutral!!

IPM are delighted to announce that we have achieved carbon neutral status in accordance with the global PAS 2060 standard.



Working with ECA Business Energy, we spent the last 12 months evaluating IPM's business processes and operations. This was a lengthy task with us having several regional depots nationwide, a fleet of vehicles and a workforce of over 100 employees, so it was a great achievement to accomplish this four years ahead of our original target date of 2025.

This has now provided us the scope to focus on becoming a net-zero business by 2030, reducing our total emissions year on year to reach this goal.

Although we have always been mindful of the impacts our actions have on the environment, we

knew there was plenty more that we could be doing as an organisation. The UK government's 2019 target of reaching net-zero emissions by 2050 was one of the catalysts which spurred us on. We undertook a full carbon assessment to determine what actions would be required if we were to become net-zero ourselves.

We understand that while its one thing to say what we aim to achieve its another to show our commitment in action. Therefore detailed below, as part of our carbon neutral journey, we have invested in three off setting projects from around the world.

Carbon Credits

As our company does produce emissions, we have invested into multiple carbon offset projects around the globe for us to be carbon neutral. The two main ones are in Brazil and Cambodia. Both offer VCS Standard carbon credits which are then retired, thus offsetting all emissions which IPM produce. We look forward to next year when we will be looking to purchase less credits per pound of revenue as we enact a suite of carbon reducing initiatives across the business.



Cikel Brazilian Amazon REDD Project



Keo Seima Wildlife Sanctuary

Draining Away



IPM have recently conducted a drainage planned preventative maintenance (PPM) at a property for a new client. We were more than happy to comply as this is not unusual territory for us. A drainage PPM consists of all gullies, manholes, petrol interceptors and anything that may affect the drainage as a whole. All drainage is flushed through and cleaned using high pressured jetting machinery, which clears through Aco channels and manholes alike, taking away any silt or debris that gets trapped, along with clearing any small blockages that have occurred. All areas are left free flowing without any issues.

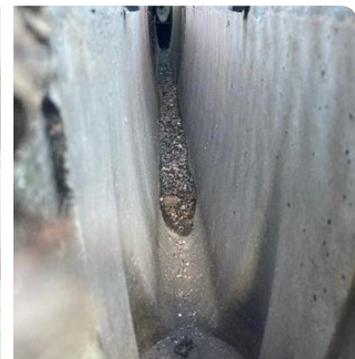
Pump pits and pump panels are maintained and checked to ensure they remain in full working order, pumps are lifted, checked, and cleaned to remove any obstructions which may prevent them from working.

IPM provide a fully detailed report with pictures, to let our clients know the works that have taken place, and recommendations on further works that may be required. These may be smaller not essential works, or larger tasks that are deemed urgent and

require immediate action to ensure the drainage on-site can be up and running to normal again.

IPM can also offer the service of professional drainage plans, as these are not always available if a client has taken over a property, or plans have been mislaid in the archives.

The client on this occasion had no recommendations needed but was very impressed the site was left clear and free flowing and the information provided was very detailed regarding the works that were carried out.





IPM Welcomes our New Starters

As IPM continue to grow, it is essential that the people who make up our team are first class. Since our last Newsletter, fifteen new faces have joined our team in various roles across the business

Alexsander Habtemariam

External Cleaner – Avenue Retail Park

Steven Feeney

External Cleaner – Drakehouse Retail Park

Ashley Iggulden

External Cleaner – B&Q Gillingham

Ricardo Hinds

External Cleaner – B&Q Belvedere

Andrew Absolom

External Cleaner – The Old Gas Works, Sutton

Kevin Sanders

External Cleaner – B&Q Sutton in Ashfield

Sandra Fianko

Cleaner – Uxbridge Business Park

Arron Brown

Grounds Maintenance – Arlington Business Park

Dominic Nugent

Grounds Maintenance – Coxbridge Farm

George Lyons

Grounds Maintenance - Arlington Business Park

Mark Fewtrell

Grounds Foreman – Old Hook Farm, Kent

Katy Wood

Service Desk - Office

Mark McDowell

Ops Manager - Office

Edmund Gulvin

Ops Manager - Office

Dominique Butler

Accounts Assistant - Office

'Since our Winter newsletter, we are thrilled to welcome 15 new starters to our IPM team. It's an exciting time, as IPM continues to grow, we strive to remain adaptive, motivated, and responsive to our clients and none of that can be achieved with the help of our team.

It's great to see so many new faces across all departments within the business, I would like to wish all of them success with their futures at IPM. Congratulations to all!

Sophie Holmes - HR Manager

Green Roofing



Earlier this year we was asked by our client who are based at offices near Richmond, to solve the problem with the wildflower areas surrounding their building

The main issue was the green roof strips with studios and offices below. Our client was not impressed with the original installation undertaken by another contractor, so turned to us for help. Initially we installed 1000 wild flower plugs into the existing wildflower lawn during the winter months. It was apparent that in April the flowers had not flourished as well as expected, largely due to lack of water being provided to the roof area. It was decided that we should investigate the installation of an irrigation system to help with the wildflower.

After several meetings and discussions on the best way to move forward and taking costs and on-going maintenance into consideration, it was decided by our client that an artificial green roof



would be the best solution.

Within a few weeks of agreeing to install the artificial lawn, we started work on the project. Firstly we removed all the wildflower lawn and excavated down to the gravel base. Our team then topped the areas up with sand before laying the artificial lawn. The lawn we installed was a high density 37mm artificial grass, which provides a realistic "artificial lawn".

Once completed our client was thrilled with the installation and as well as looking neat and tidy, has resulted in a reduction for the need for maintenance on an area of high H&S risk.

We were sent an approving email from our client - "Have seen it first hand, and can confirm it looks fantastic! Thank you & the team very much for the hard work and a great result!"

Fraser Mullen – Landscape Operations Manager

IPM is a Real Living Wage Employer



We are delighted to announce that IPM Facilities is now an accredited Living Wage Employer! This means that every member of staff working for IPM will earn a real Living Wage. We are really proud of this commitment as we believe in showing our appreciation for the hard work our employees do.



The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. It is calculated each year and is announced by the Living Wage Foundation as part of Living Wage Week. It is currently £9.90 in the UK, with a higher rate of £11.05 for London, reflecting the higher costs of living in the capital.

Over 9000 organisations, including IPM voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

The Living Wage movement has benefited hundreds of thousands of families by enabling them to earn a wage they can live on.

"Each one of our employees work hard all year round to provide the best service for our clients, so it is only right that we as an organisation give them the recognition they deserve.

IPM wanted to ensure our employees earn a wage that meets the costs of living, not just the government minimum as believe our staff deserve a wage which meets every day needs. Becoming a Real Living Wage accredited employer is a fantastic achievement and something IPM take great pride in"

Sophie Holmes - HR Manager

DID YOU KNOW?

93%
of Real Living Wage businesses have benefited since accrediting

£11.05
is the current London Real Living Wage. this covers all boroughs in Greater London

£9.90
is the Living Wage outside of London

18 years
The Real Living Wage applies to anyone over the age of 18



£9.90
UK LIVING WAGE

£11.05
LONDON LIVING WAGE



Gardeners Corner

Neil Fleming, Mr Green Fingers himself gives us some advice about summer gardening with tips and ideas to help your garden flourish this summer.

In The Flower Garden

Cut back faded perennial plants to keep borders tidy.

Cutting back growth in hanging baskets can encourage new flowers and foliage and will revive the display. Make sure you feed your baskets well after doing this.

Cut back hardy geraniums and delphiniums after the first flush of flowers to encourage new growth and further blooms.

Continue to tie in and train new growth on climbing plants.

Prune lupins to encourage more flowers.

Take cuttings from your favourite tender plants for overwintering indoors. Cuttings can also still be taken from shrubs and border perennials.

Deadhead your roses to keep them looking tidy. Leave the flowers in place if your rose produces attractive hips (seed pods).

Deadhead sweet peas regularly to keep them blooming. Water daily in dry weather.

Keep an eye out for pests on plants, early treatment is best.

July is a good time to spray ground elder, bindweed and other persistent weeds with a glyphosate-based weed killer as the plants now have lots of leaf surface area with which to absorb it.





In The Vegetable Garden

Train cucumber stems upwards to make the most of the space available. Simply tie in their long stems to vertical wires or use cane supports to create a wigwam of poles.

If you're growing aubergines, pinch out the growing tip once they have 5 or 6 fruits. Pick fruits while they are young. You can expect to start harvesting mid to late summer.

Pinch out tomato side shoots each week. Cut off any leaves growing below the lowest ripening fruit trusses to improve air circulation and prevent diseases.

Boost your tomato crop by regularly feeding plants with dilute tomato fertiliser once a week. If leaves look pale and yellow, feed more regularly.

Feed crops with a general purpose fertiliser.

Apply a high-potash fertiliser once fruits start to form on peppers, cucumber and tomatoes. You can use this on sunflowers too.

Harvest garlic when the tops start to bend over and yellow. To find out more, read our 'how to grow garlic' guide.

Pick your courgettes while they're young. Regular

picking encourages more fruit.

Pick, dry and freeze herbs for using later in the year.

Water your fruit and vegetable crops daily in warm weather. Try to ensure that they're consistently moist.

Use grass clippings as a mulch around potato plants to stop tubers near the surface from turning green. Alternatively earth up your potato plants as they grow. If you're growing potatoes in bags, gradually add more compost until the bag is full.

Control slugs to prevent them damaging your crops. Try using a natural pest control to reduce numbers.

Tackle blackfly on broad beans by pinching off any affected growing tips.

Clear away any diseased and spent foliage on and around your vegetable plants to keep them healthy.

Clear weeds regularly, as they compete with your crops for nutrients and water.

In The Fruit Garden



Thin out the fruits on your fruit trees to produce good sized crops. This also helps to prevent brown rot.

Protect any developing fruits from birds and squirrels by placing mesh around your plants.

If you have plants fruiting in containers, make sure you give them a high potash liquid feed to keep them healthy and productive.

Check the leaves of gooseberry bushes for sawfly larvae, which can completely strip the foliage in a matter of days. Jet them off with water or pick them off by hand.

Peg down runners on your strawberry plants to create more plants for next year. If you don't need more plants simply remove the strawberry runners completely.

Prune your stone fruit trees like plum, apricot, peach and cherry now. Pruning these species in the summer reduces the risk of silver leaf disease.

If you've trained your apples and pears as cordons, fans or espaliers, give them their summer prune now to maintain a good shape.

Prune the fruited stems of blackcurrant bushes after harvesting.

Raspberries are shallow rooted so they'll appreciate being watered generously in hot, dry weather.

In The Greenhouse



Check plants daily. Water first thing in the morning or in the evening to reduce water loss through evaporation.

Harden off and plant out any plug plants that you've been growing on.

Damp down your greenhouse on hot days to increase humidity and deter red spider mites.

Open vents and doors daily to provide adequate ventilation.

Use blinds or apply shade paint to prevent the greenhouse from overheating in sunny weather.

Try hanging sticky traps to catch flying pests to determine which pest control is needed.

Tidy up fallen leaves and flowers to discourage the spread of fungal disease.

In our next Winter issue, we will be looking at how to save money on your heating bill through some tips and tricks.