



# NEWSLETTER

ISSUE 1 | SUMMER 2021

## Message from the Managing Director

**A warm welcome to our very first Newsletter, which is well overdue as we are celebrating our 25th anniversary!!**

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IPM has come a long way since 1996 and thus we commemorate and thank all our employees, clients, service partners and stakeholders that have been part of our journey and have contributed tremendously towards the vision and mission of IPM Facilities Ltd. It is through all their commitment, hard work and loyalty that we are able to celebrate our achievements and milestones.

We will be collating, editing and publishing three Newsletters per year and whether you are an employee, a client, a service partner or just a visitor, our aim is to keep you informed about the latest news, developments and amusing stories and anecdotes here at IPM.



We will be focusing on our Company achievements, individual awards and recognition, new and old faces and team spotlights.

We'll have tips from the experts and updates across the Company and our Industry.

Once again welcome to the first of many IPM Newsletters.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mark Noakes'.

**Mark Noakes**  
Managing Director



## #PlasticFreeJuly for IPM Facilities



**IPM partnered up with Ashdown Phillips with one of their initiatives for 2021, No Plastic July.**

1

5,000,000,000,000

Pieces of plastic are already floating in our oceans

2

73%

Of beach litter is plastic: filters from cigarette butts, bottles, bottle caps, food wrappers, grocery bags, and polystyrene containers

3

450 years

The minimum amount of time needed for plastic to degrade to a non-harmful state

In an effort to raise awareness of the amount of plastic we use both personally and as a business, we participated in a variety of challenges. Throughout the month we asked our foremen to think of ways of recycling plastic. A number of ideas were posted on our website ranging from planters to pencil cases! Additionally, as part of the main challenge, we asked 31 people to abstain from using plastic for one day each, and to document their day. The outcome of this highlighted a number of ways to reduced/reuse and recycle plastic in everyday life, from reusing coffee cups to finding alternatives to frequently used products. Take a look at the website

for a more in depth look into our findings.

It is important to keep in mind that nobody is expecting you to completely cut out plastic from day one! Reducing our reliance and use of plastic is a journey, and Plastic Free July simply helps take those first steps.

Thank you to everyone involved to make this initiative a success, we look forward to putting our new-found knowledge into good use going forward!



To find out more, please visit [www.plasticfreejuly.org](http://www.plasticfreejuly.org)



## Occupational Health & Safety ISO Certification 45001

**IPM Facilities is proud to announce the successful completion and subsequent accreditation of ISO BS EN 45001:2018**

Throughout the first half of 2021, we have been working diligently in the background, working towards 45001 certification with UKAS. In July, our Phase 1 and Phase 2 audits took place and we are pleased to say that we passed with flying colours.

As such, IPM Facilities now hold three ISO certifications, which wouldn't be possible if it wasn't for the continued effort everyone in the business gives to ensure we do what we do, in the best possible way!



### Quality

9001:2015

Quality Management  
ISO Accreditation



### Environment

14001:2015

Environmental  
Management ISO  
Accreditation



### Health & Safety

45001:2018

Occupational Health &  
Safety Management ISO  
Accreditation

## Long Service



Geoff Layton

**This summer, two of our employees, Geoff and Jess, celebrated seven and nine years respectively at IPM.**

*"I began working at IPM back in 2012 as an Operations Manager in the Fabric Division. I have enjoyed being part of a company which has grown by around 800% in the last nine years and look forward to helping the continued growth in the future. Here's to year 10!"*



Jess Bower

*"I joined IPM in 2014 after a year at my first ever real job at a bank, I was welcomed into the family with open and helpful arms. In the last 7 years I have learned a lot about all aspects of the business, and have developed a lot as a person."*

# IPM's Surrey Three Peaks Challenge Charity Event



## Transform Housing Trust

Transform Housing & Support supports people to reach their goals and live independent and fulfilling lives. We provide housing and support for more than 2,000 people each year, in Surrey, West Sussex, Berkshire and south west London.

1

**49 YEARS**

Transform has been in operation almost half a century helping society's most vulnerable

2

**1,700**

The amount of people Transform help each year

**As part of our charity drive, some of the IPM team, including the managing director will be putting on their walking boots!**

After the success of the Yorkshire three peaks challenge in 2019, this year, we have decided to take on the Surrey Three Peaks Challenge. Starting in Dorking and taking in three classic Surrey hills - Box Hill, Holmbury Hill, and county-top Leith Hill. This is a 23-mile (37km) round trip taking around nine hours for most participants.

The walk is in aid of our charity of the year, Transform Housing & Support. Transform are a charity based across Surrey, West Sussex and parts of Berkshire who help socially excluded, vulnerable and homeless people to live independent and fulfilling lives. For such a good cause, we will be aiming to fund

raise £100 from each participant. If you would like to help, in anyway, please visit our just giving page.

Following the walk, we will be holding a dinner at a local pub or similar to rest our feet and celebrate our achievement.

Good luck to all those participating!



If you would like to donate, please visit our JustGiving page:

**[www.justgiving.com/fundraising/ipm-facilities-2020](http://www.justgiving.com/fundraising/ipm-facilities-2020)**



## 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 given to anyone within the business who has gone beyond their job remit to ensure IPM's success.

Below are the conditions to be met for an employee to nominate or win the award, which comes with a £100 M&S voucher.

- 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



Carl Donaghue



Sophie Holmes



Shaun Atkinson



### And the winners are...

After reviewing the recent nominations, I'm please to announce that the first three winners are, Carl Donaghue, Sophie Holmes, and Shaun Atkinson.

Carl worked tirelessly throughout Covid-19, when his colleague had to self-isolate in 2020. He stepped up and worked additional days. He is very passionate about making sure the retail park is kept clean and tidy at all times. His general reporting and communications with management is also excellent. There was an incident last year where a shop lifter stole an item from one of the shops and Carl tried to apprehend them.

Sophie dived head first within her second month at IPM into helping with IPM obtaining the 45001 ISO Accreditation. She willingly put herself forward to be involved, helped with putting together the required evidence and worked alongside Kemble and Alan the auditor to ensure we got over the line, especially considering she has no prior experience with H&S matters or ISO.

Shaun has adapted very well to being promoted to a foreman in 2020, although Shaun was very nervous in the first instance, he has exceeded all expectations. He takes great pride in his work and never leaves a site untidy. Not only that, but his paperwork and check sheets are always on time. He is very conscientious and a valuable asset to IPM.

Neil Fleming  
**COO**

# Landscaping Projects Keep Getting Won



**As we emerge from this pandemic, the work keeps coming in.**

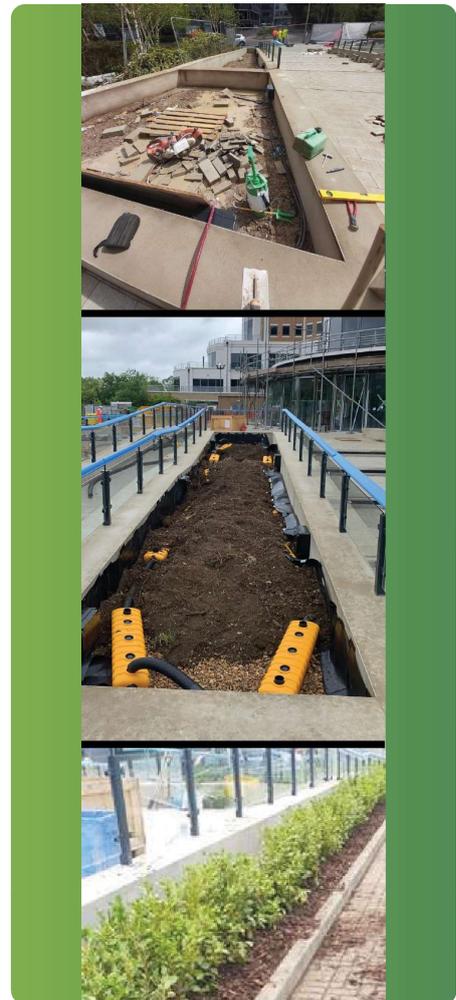
This year we won another contract to install the landscaping to the front of a recently refurbished building in Woking.

While the daily challenges that occur while working on a building site when the project is coming to an end was tough for the team, we persevered with all the obstacles put in front of us and worked to the clients deadline.

With this project, we cleared all the beds out of builders materials, filled the base with gravel for drainage, water tankers linked together in each bed so the plants could be watered without using an irrigation system.

The team then installed over 60m<sup>3</sup> of topsoil to the beds using wheel barrows before we installed the plants to the architects specification. Once all plants were installed and hedges had been clipped did the team install ornamental mulch to give the finished look.

The client was pleased with all the work we completed, and as a result we were asked to carry out an additional 6k worth of remedials around the car park on top of the contracted works. All of this was completed within the month by our dedicated team of landscapers.



 Before



 After



# Uplift Works Roadway Resurfacing



appearance of all the road surfaces on entering the site, coupled with the line marking once the new surface had been re-laid. Specification of the job was to plane off existing surface to a depth no greater than 40mm where necessary and dispose of all arisings from site.

A varied amount of work entailed in the build up to this huge task: surveys, Health & Safety checks, planned management, and establishing a traffic management system, thus allowing the Business Park to remain open as usual.

One of our clients recently requested if IPM would consider a substantial surfacing work to take place at their prestigious business park. IPM were more than happy to oblige. The objective was to uplift the

The team of operatives began by erecting barriers around all plant and materials dependant on which areas they tackled first. Heavy duty equipment used throughout this job, jack hammers, roller machines, hot materials, so as always Health and Safety was a must from metal toe capped boots right up to hard hats and everything in between. Our engineers worked tirelessly to get this over the line. The client was over the moon of how new and fresh the surface was.



A job well done by all involved and the road surface is in fine looking and in drivable shape.





# Empowering Disadvantaged Youth



ETCO-Empower the Community is a youth-led organization seeking to curb the rising numbers of crime, substance abuse and poverty through education, sports development, arts and business innovations for sustainable employment.

[www.etco-kenya.org](http://www.etco-kenya.org)

**As old technology gets retired within the business, it is usually destined for the scrap heap. Thankfully, we have found a way to give it a new lease of life whilst also helping some of the worlds most vulnerable children.**

The Kibera slums in Nairobi, Kenya is one of the most deprived places on the planet, with almost 2.5 million dwellers, across roughly 200 settlements. Crime is rife, and education is almost non-existent.

IPM have decided to donate their old computers to a youth led charity based in these slums, whose mission it is to help the children within the slum. These computers will allow the organisation to teach children computer literacy skills which in turn can help them escape

the poverty cycle they are in.

Working with our IT Service partner, GreenPoint, IPM's retired computers have been wiped clean and are ready for a new home where they will be an invaluable resource.

Each year, ETCO feeds, teaches, and looks after almost 17,000 children through a range of activities from reading and writing classes, to organised sports, drama productions and much more.

If you are interested in finding out more, or if you would like to help, you can find more information about them on their website, [www.etco-kenya.org](http://www.etco-kenya.org).

