

Black
WATCH

TACTICAL



Cleaning for the future

blackwatchtactical.co.uk
Tel +44 (0)800 001 6297





Black Watch Tactical sponsors **GUIDE DOGS** for the Blind, based at 'Hillfields', Burghfield Common, Reading, Berkshire RG7 3YG; a company limited by guarantee, registered in England, Wales (291646), (209617) and in Scotland (SC038979)

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Mobile Patrols
Mobile Response
Key holding
Dog Patrols
Front of House, Gate House
Welfare Units, CCTV

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Being a **trusted** advisor you have to visualize what potential clients require in the way of service and, by understanding what customers require, you have the **key** to moving that business forward.

By having that one to one commitment with your **clients** you know how they think and when the time is right to **act**.

Welcome to **Black Watch Tactical Ltd**

We recognise that partnerships are stronger than working alone. Innovation and 'BLACK WATCH TACTICAL' go hand in hand throughout the life of the contract, with the free-flow of ideas making the innovation quicker and more relevant to the unique situation of protecting your **assets**.

Training devised from site instructions and **Service Level Agreements** (SLA's), ensures that all relevant information is correct and to hand whilst still being secure. This gives a confident and smooth running of the day to day operations. Staff and visitor searches can be a contentious issue; 'BLACK WATCH' TACTICAL carries out this important task in a sensitive yet confident manner.

Adopting a flexible approach to every assignment, we find out how your organisation works, get to know your customers, management team, the corporate ethos and your business environment. Together, we make sure that we understand what makes your company tick and then develop a bespoke first point of **contact**.



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Company overview

Black Watch Tactical is a market leader for the provision of cleaning services in the North of England. With over 20 years experience in supplying cleaning services to Utility, Construction, Commercial and Industrial companies, Black Watch Tactical delivers appropriate site solutions that satisfy clients' requirements in their particular environment.

Taking into consideration the agreed specification and delivering the solution on time at the agreed costs, first time, we provide a tailored solution from initial assessment to final delivery. Technology helps enhance the performance of our personnel so making the working environment safer and more monitored for our clients' sites. Man and machine work well together with the right training but never replacing the human element due to customer needs that a machine cannot bring.

Through innovative solutions we are able to give our customers a competitive edge in promoting a **best value best practice philosophy** as we continue to monitor competitors' products, prices and services to underpin the higher levels of trust our clients put in us in meeting their service expectations.

We are demonstrably committed to training and customer services and this means every one of our customers can rest assured that all of our operatives working on their premises are fully trained and working in their best interests. All of our Operational Teams have completed on-site training, health & safety, specific site requirements and specialist training where needed, thereby providing the service to the required standards.



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Black Watch Tactical continues to grow organically and values long term relationships with its staff and clients alike, enabling it to boost the retention of quality personnel and clients. From the Managing Director to the operative on your premises, everyone at Black Watch Tactical Cleaning is committed to providing you with the very best service possible. Whether you have a requirement for cleaning on a single site or a multi site basis call **0800 001 6297** to discuss your requirements.

Applying the solution

Our experience has enabled us to put together a quality service suitable for your premises. When it comes to servicing your premises we know, from our own experiences, that often the image of the company is portrayed by the offices from which it is being run. Thus it is important to us that your offices are maintained to the standard that you, your staff and your customer would expect.

On our initial visit you will be asked what your needs entail and together with you we will create a suitable specification for our staff to follow and work from. We monitor your cleaning with regular quality audits and, should it be discovered that your needs have changed, your specification can be adjusted accordingly, ensuring that we always meet your requirements.

Based on the specification given we set out a generic overview of the objectives of the programme along with the method of how it will be applied, measured and monitored. This tailored solution will always be agreed with you prior to commencement.



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The policy of Black Watch Tactical is to provide its customers with goods and services of the highest quality and reliability, consistent with sound commercial practices and economic considerations. The service management is designed to meet the expectations of every customer and adopts a policy of continual improvement. It is also the company's declared policy that employees shall have a full commitment to quality and the attitude of *'right first time'* will prevail at all times.

The first impression for your company needs to be the correct one. A smart, well trained Cleaning Operative with relevant knowledge of your business is a must. Training from site instructions and Service Level Agreements, ensures that all relevant information is correct and to hand. This gives a confident and smooth running of day to day operations.

Our staff

Our staff are our most important asset and at Black Watch Tactical we never forget that our success is down to our people. We are proud to have a committed team of operatives who are managed by Managers and Supervisors who are dedicated to quality and strive to push our business forward.

We recruit, screen, train and encourage our staff to meet the high standards we know you seek. Then we send our Contract Managers to ensure everyone is happy, because if you're not happy, then we certainly aren't.



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Maintaining Standards

Staff Check – Computerised time recording of operatives' hours ensuring you receive what you are paying for. Text reports inform us of no-shows, which means we can cover any absence before you even know a problem has occurred

Key Skills; Staff will be able to:

Read and understand Health and Safety instructions and procedures

Understand written and verbal instructions on the use of equipment and the handling of materials

Respond to requests for information from colleagues and customers

Engage in conversation with customers and colleagues in a polite and friendly manner, responding to their issues and concerns

Follow instructions given by team leaders

Agree work activities with other members of the team and share out work to keep to time schedules

Solve immediate problems and seek help from others when required including correct use of equipment and consumables

Take care to meet the Health & Safety requirements

Have the ability to travel to the normal place of work

CRB checks will be required for certain work environments, e.g. schools

Proof of eligibility to work in the UK will be required



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Managing the service

Black Watch Tactical is a transparent provider and will show you our costs incurred in providing you with the very best service that we can offer. You want a provider that can deliver a solution to your problems and adapt as the contract matures.

We can demonstrate to you that we take our responsibilities seriously and will provide you with an overall value for money package. Each member of staff deployed to your contract is fully trained and each relief operative is also vetted, checked and trained.

We will provide regular supervision and liaise with clients' site agents regarding the ongoing site specification. Black Watch Tactical will ensure that liaison is made with other service users that may be involved within the site operation.

Innovation and Black Watch Tactical Cleaning go hand in hand. Throughout the life of the contract we work closely together with the client to add more value. A free-flow of ideas make the innovation quicker and more relevant to the unique situations of the assets.



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Environmental

We are committed to using the most environmentally friendly means to provide our cleaning services for no extra cost to owners.

Our clients reap the benefits from our green cleaning products by getting a great cleaning service and enjoying the health and environmental benefits of using eco friendly cleaning chemicals and practices.

We recycle our packaging/paper & look to reduce waste & recycle wherever possible.

Our environmental practices do not stop at our cleaning and our products; we also train our staff regarding their responsibility in adhering to good environmental practices. All our staff are made aware of the environmental targets that we strive to achieve. They are kept up to date with energy saving ideas and different ways to use their products to minimise the impact on the environment.

We source all our products from respectable companies who share our views on minimising the impact on the community and the way we live.



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Whilst we will always use the most suitable chemicals and equipment, we never stop evaluating new products and if we can make a difference and help protect the planet by using products that do not harm the earth's delicate natural systems, then we will.

All of our products are safe and effective, putting your mind at ease. Using eco friendly cleaning products is a great way to help the planet and to help reduce certain allergies.



“WORKING TOGETHER FOR A GREENER FUTURE”



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ONE OF OUR CLIENTS

Cousins Furniture Store had eight alarm activations, two of which were on Christmas Day. We sat down with the client and tailored a new contract of one mobile patrol with unlimited alarm response to their premises as well as free security cover.

We have a duty to our clients and when we received a call from the monitoring station that a customer had left their vehicle on the car park and the gates were now locked, we responded within fifteen minutes of receiving the call and once we had established the owner of the vehicle, he was on his way.

'Cousins' says: "I would recommend BLACK WATCH TACTICAL for their professional service in handling our two contracts in the North West. We have had several alarm activations at both sites and with unlimited response to our premises it is an unbelievable saving."



13 Years service to
Cousins Furniture Store



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