

RE:CAP

ISSUE 01



01: Capital Launch Adapt™ to help clients understand and provide COVID-safe workplaces for their staff, visitors and clients.

02: Decanter choose Capital for the 2nd time to ensure the 2021 Annual Wine Awards event runs smoothly and safely.

03: Capital's Sustainability drive opens up a wide range of practical and green cleaning solutions to benefit our clients.





Capital has launched Adapt™: the comprehensive system for providing COVID-safe workplaces.

We have all seen a tremendous amount of change over the last year due to the COVID pandemic. Our personal and working lives have been hugely affected, and we've all had to learn to adapt and change the way we do things.

Capital Support Services has adapted its working processes over the last 20 years to keep our clients and team members safe during various pandemics: SARS, Avian Flu, Swine Flu, and now, Coronavirus.

With each new pandemic, we've had to adopt new processes and ways of working to maintain a safe workplace and provide a protective barrier against each virus.

The one clear thing is that the future will continue to be uncertain and that there will always be a need to change the way we work and how we provide safe and secure workplaces.

To provide confidence to facilities managers and property owners, Capital has developed a comprehensive 5-stage process for ensuring that your workplace is safe for your employees to return to work. Our approach to continuous improvement will adapt to future environmental changes to maintain the safety of your office.

Capital officially launched ADAPT™ on the 1st July 2021. Our COVID-safe process was developed and strength tested during the pandemic.

Since launching ADAPT™ to the market, we have been busy integrating our approach with a range of new and existing clients.

It is great to be helping clients re-open their offices again and enable events to be safely conducted.





Capital toast continued success with Decanter.

For the 2nd year running, Decanter chose Capital to provide cleaning and waste management services at their annual wine awards, which took place at Marsh Wall, Canary Wharf.

A vital part of the service was to clean and sanitise the equipment

used by the judges. With thousands of wines from across the world being tasted and judged at the awards event, it was critical that our sanitising and cleaning methods did not affect the judge's palate. CSS used products that provided an environment with zero aromas.

CSS engaged Glass Busters to remove the empty bottles from the site in a sustainable manner.

The bottles are crushed on-site and then transported for recycling. By crushing the bottles on-site, it lessens the volume and, therefore, reduces the event's carbon footprint.

During the 15-day event, 18,000 wines are judged, and over 2,000 visitors, including judges and staff, safely attended and 9,000 disposable spittoons recycled – containing 17,000 litres of wine.

Victoria Strange of Futurenet said,

"The Capital Support Services team were a pleasure to work with. While running the world's largest wine competition in COVID conditions, the reliability and swift action of the services team was crucial.

This amazing team maintained the highest level of professionalism throughout our 15-day wine judging event."



Sustainability is at the core of everything we do.

Capital has invested in a wide range of sustainable cleaning equipment and methods. Most of these green innovations are integral to our ADAPT COVID-safe cleaning process.

One particular solution that has received great feedback from the clients we've rolled it out to is the iClean from Tersano. The iClean mini

takes a different approach using ozone-producing technology to turn regular tap water into a highly effective oxidiser that cleans, disinfects, and sanitises 99.9% of bacteria and viruses.

It is just one of a suite of tools Capital are using to reduce our carbon footprint dramatically.

Capital strengthens its relationship with Jack Tizard School.

Through our relationship with our clients at White City Place, we were introduced to the Jack Tizard School. Over the last couple of years, our vertical team have provided assistance whenever it has been possible.

This has included installing decorations for religious festivals such as Christmas and Eid. We've also devised and installed a lighting plan across the school and, of course, provided a regular window cleaning service.

The vertical team feels proud of our connection to the school and are regularly suggesting ways that we can be more integrated.



Back to business: a brighter future.

With the easing of restrictions, now fully complete, organisations can finally look forward to returning to business as usual – or at least, to a new normal.

Capital has been developing new relationships both in response to our ADAPT™ process and from business development activity.

This activity has seen several new clients join Capital and enjoy the benefit of our dedicated and trained team members.

We're delighted to be working with Ross Video, My Personnel Therapeutics, Anthropic, Parker Lane, ADVNCR and Arts Alliance Media.

In addition to our new clients, we have also seen developments with Groupon across their European office as we develop a greater relationship with the global retailer.

The next couple of months will see us aim to continue our long and mutually beneficial relationship with Penningtons Manches Cooper LLP as they conduct a sustainability tender process.

Another key client, White City Place, is tendering the horizontal cleaning contract, and as current providers of

the window cleaning contract, we have been added to the tender roster.

Success in continuing and growing client relationships is vital to the ability of Capital to sustain and build our business.

All the success we have is down to the hard work and dedication exhibited by our team members daily and particularly over the last 18-months during a very challenging time for the FM sector and the country as a whole.



Q&A with...

Helena Palomino

Q. What song would you sing at a Karaoke night?

A. "Radio Ga Ga" by Queen

What celebrity would you like to meet at Starbucks for a coffee?

Simone de Beauvoir (French writer) and Banksy (street artist)

What is the best gift you've been given?

A bicycle from the 70s that was used by postmen in Japan

What is the one thing about you that would surprise your work mates?

That I have worked with different groups of people in Colombia: Victims of war, Indigenous people, armed conflict, prisons, vulnerable children and in conflict zones.

What was the last book you read?

The Plan of Your Soul by Robert Schwartz

What is your favourite holiday tradition?

On December 7th in Colombia, the "Day of the candles" is celebrated, for each candle you light you make a wish, the whole city is illuminated and it is shared with the family.

What's the one thing that can instantly make your day better?

A glass of wine or a good Colombian coffee.

What's the phone app you most use?

Instagram

What motivates you to work hard?

I have lived in three countries and different cities, so working hard has taught me to improve myself, to be optimistic, courageous and independent. When you enjoy what you do, hard work becomes your best ally to achieve all your goals and Capital support Services gives me the opportunity to enhance all my skills.