

Professionalism and total dedication: a winning combination for CIBS



CIBS Facilities is an experienced company focused on relationships that give it a high rate of client retention. It's that focus that helped the company to a win in the 2009 Kimberly-Clark Professional and CSSA Golden Service Awards, beating the rest of the industry in the Best Cleaned Premises - Offices above 15,000 sq.ft category. This award is sponsored by C&M.

CIBS won the prize for its work at the London offices of Takeda Global Research & Development Centre (Europe) Ltd. "Takeda is Japan's biggest pharmaceutical company," said head of marketing Ted Todorov. "They are experts on hygiene and they insist on the highest possible standards of

Above, the winning team from CIBS Facilities with C&M's editor, Neil Nixon. Right, the reception area at Takeda.



cleanliness throughout their premises."

He believes that the vital edge that makes 92% of CIBS clients renew their contracts every year is the company's dedication to its staff and the dedication of CIBS staff to doing the best possible job. "We believe in making cleaning a career, rather than just a job," continued Todorov. "We have a 90% staff retention rate, one of the highest in the

industry. People appreciate working with a company with high standards."

It's an approach which has helped CIBS to become a thriving industry leader. CIBS has two divisions, cleaning services including pest control and washroom services. They operate in sectors including corporate offices, managing agents, education and leisure. "As well as this year's Golden Service Awards, we were also one of the winners in 2007,"

said Todorov. "We are recognised as an Investor in People and we've got ISO 9001 as well as Safe Contractor Accreditation."

CIBS was founded by director Julien Bach under the name Clean Interiors. At first the focus was on providing cleaning for flats, but as it gained momentum, the decision was made to concentrate on commercial clients and it became CI Business Services.

"We soon became the cleaner of choice for a long list of prestige clients," said Todorov. "They love the service they get. They love the efficiency. But above all they love dealing with staff who are dedicated to doing the very best job possible."

CIBS is a company that believes in using the most up to date technology. It has been using SAP software to manage relations with all clients, including scheduling work, dealing with problems and billing clients efficiently and on time. "When we first brought in enterprise resource planning (ERP) software it enabled us to make a massive leap forward," continued Todorov. "All of a sudden we could deal with a lot more clients. Our own cashflow improved, because the efficiency of our invoicing was transformed, while our customer relationships were much better because dealing with any enquiry was made so much more straightforward."

Over the last two years the company has also gone through a major drive to make its operations greener. "We were determined to become a genuinely environmentally friendly business," said Todorov. "We're doing everything we

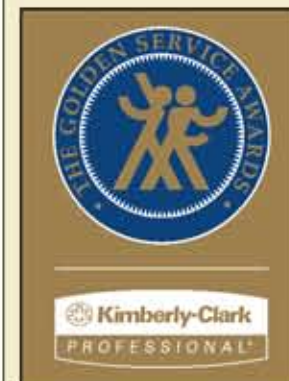
can to reduce our carbon footprint and reduce costs." This includes cutting chemicals and water use with microfibre cleaning technology. CIBS has cut emissions by using company vans that run on liquefied petroleum gas (LPG). It's put priority on recycling and helped its clients to do the same.

"We're committed to cutting waste," concluded Todorov. "It's another area where SAP software has helped. By introducing e-billing and e-credit control we've been able to cut our carbon footprint and help our clients to reduce theirs."

Kimberly-Clark Professional's Graham Landi said: "CIBS is a company that's won multiple awards and they're a great advertisement for the best of the cleaning industry. I heartily congratulate them on their victory in the Best Cleaned Premises - Offices above 15,000 sq.ft category of the 2009 Golden Service Awards, one of two awards won by CIBS this time - the other was the Kimberly-Clark Professional Cleaner of the Year award. The Kimberly-Clark Professional Golden Service Awards are all about recognising excellence and CIBS make great winners."

The 2009 Kimberly-Clark Professional and CSSA Golden Service Awards

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The Golden Service Awards

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