

# Vertas Group

Company Brochure  
2023





# Vertas Group, Delivering Sustainable and Agile Solutions

Our people are committed to turning dreams in to reality, without the need to source multiple companies to deliver a desired vision. We embrace challenges alongside clients by working, developing, and learning together - delivering benefits not just to a place of business but to the communities that surround it too.

We are incredibly proud of our story and how we can support our client's needs through the provision of multiple services under one roof:





# Welcome

## Foreword

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On the next page, you will find a welcome message from our Group Chief Executive Officer, Ian Surtees. The foreword contains an overview of the Vertas Group from his perspective.

## Why we make a difference

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Learn more about our approach to forming successful affiliations with businesses and communities, information about our social value commitments, and how we are reducing our carbon output.

## Service reach across the country

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Our Group consists of several successful companies, all striving to make the difference. In this section you will find more information on the brands and a map which shows our reach across Great Britain.

## Our brands

# 10

Here we introduce you to each of the services that are available when you choose the Vertas Group as your partner. We cover a range of specialisms from total facilities management to property design and recruitment requirements.





# Foreword



Since 2015 Vertas, Concertus Design and Property Consultants, and Opus People Solutions have worked incredibly closely with one another. In that time our Group has become one of the largest integrated facilities management companies, which includes property design and specialist recruitment capabilities, in Great Britain. The changes will offer future development opportunities for our colleagues and support our ambitions to collaborate with our portfolio of current and future clients as a one-stop shop for all services.

The Vertas Group is proud to offer an innovative and synergetic approach and is committed to delivering a positive experience in everything we do. Across our hugely successful Group of companies, we have a proven track record of demonstrating an aptitude for delivering results. We have a strong desire to provide flexibility and financial benefits for our partners and an unrivalled commitment to ensuring they are receiving outstanding service in every aspect of their business that we can assist with.

Having a diverse client base across several sectors allows us to better understand how different businesses operate and what they need from us to make our partnership successful. Our deep understanding of public service delivery and commercial awareness creates a robust asset for any business. Through the experience we have gained over the years, it is easier for us to tailor our solutions towards each client, rather than applying the same general approach across the board. We have proven time and time again that we are trusted, respected, and honest – delivering on our promises and that we can adapt to change to meet the needs of our people, our customers, our planet, and our stakeholders.

Our Group has always been and will continue to be, people-focused - this has been a cornerstone of our continued success. The changes made in early 2022

allow us to bring more skills and extremely talented people under one roof. All our colleagues will now work in collaboration and further develop our service offering. We want to deliver excellence and enable our teams and our clients to do and be their very best. This approach has supported our aspirations of delivering first-class services and has meant we have been able to retain over 95% of our customers in recent years. With the entire Vertas Group aligned and able to offer a transparent and Group-wide consistent service, we will look to further increase this number, whilst also creating new partnerships along the way.

We aim to have a positive impact on the environment we work in and are committed to delivering a sustainable service. We are dedicated to ensuring our services go far beyond the environments that we work in and want people and wider communities to feel the benefits of our work too. We embrace our environmental, social, and governance responsibility and actively look for opportunities to give back to society, whether that be through work experience, apprenticeships, recycling, charity support, planting trees, or by setting up food banks.

Within this brochure, you will be able to find information on our Group and what makes it special. I hope you enjoy reading it and I look forward to working with you.

**Ian Surtees MBA**

Group Chief Executive Officer





# Our Mission



## Purpose

Making the difference for our People, our Customers, our Planet, and our Stakeholders.

## Mission

We support our clients' environments by delivering sustainable and agile solutions which are delivered expertly by our People.

We are committed to:

- Investing in our people's development and wellbeing
- Delivering benefits to places and communities we operate within
- Transparently managing risks
- Ensuring long term and sustainable commercial growth

#VertasFamily



# Why we make a difference

**We live and breathe our values - sustainable, consistent, integrity, partner, and agility. These values define who we are as a Group. They also allow us to go above and beyond expectations and really make the difference. Our success has been built upon these, offering you the flexibility to make changes when you require them. We have a proven track record of being fluid and quick to adapt to the needs of our clients and this approach has meant we have been able to make countless successful affiliations across the entirety of Great Britain, as well as strengthen the communities where we work.**

We strive to deliver exceptional service across multiple specialisms. 'People' are our focus and we have worked hard to embed our vision, values, and ethos across our businesses, putting employees and clients at the top of our priorities. We aim to make a difference not only to our customers and partners but to the wider community too. The Vertas Group provide solutions which are sustainable, collaborative, and empower businesses and societies in the surrounding areas of our work.

## Our approach

Over the years we have learnt that forming long-lasting relationships comes from listening to our customers' needs and taking the time to understand short-term and long-term goals. We share our expertise to assist you in getting to where you need to be. The Vertas Group are constantly thinking outside the box, challenging ourselves to think of new ideas that can benefit you and your customers, whether it be service specific, environmental, or more strategic to business needs. Our people truly believe in being an extension of your own team and being genuinely interested in your business so that we can all work together to achieve common goals. Our award-winning Group promises to take a holistic approach, taking pride in what we do, allowing us to add real value, delivering a service that you, your customer, and we are proud of.



Over the years we have learnt that forming long-lasting relationships comes from listening to our customers

## Social value

The Vertas Group endeavour to make a real difference in people's lives and are committed to being the best that we can be. Wherever possible we look to offer contracts and work with local suppliers, hire apprentices to boost workforces, donate our time and money to charity events, and run events in local areas. We want to create meaningful and collaborative customer relationships and want communities to be a part of what we do and to feel the benefits of our work.



## 10 Steps to

# Net Zero



### Our Net Zero targets

Across the Vertas Group, we recognise that we have a responsibility to protect and enhance the environment we work in, creating a lasting legacy for future generations. We are passionate about minimising the impact of our operations on the environment (particularly our emissions to air, land, and water), and continually improving our environmental performance.

The Vertas Group continuously look to positively influence the sustainability performance of not just ourselves, but all our suppliers and the sustainability credentials of the goods and services that we procure. We are devoted to achieving Net Zero by 2030. This is just one of the reasons why many local authorities across Great Britain have entrusted us with ensuring their decarbonisation aspirations are achieved. Across our Group we specify sustainable, environmentally friendly products wherever possible. We also introduce more locally sourced products into the food supply chain where available and financially viable, as well as ensuring sustainable environmental criteria are used in the award of new requirements, where appropriate, and all of our construction projects are built with sustainability in mind.

To further enhance our commitment to the environment Vertas, Concertus Design and Property Consultants, and Opus People Solutions are all proud to have achieved ISO 14001 accreditation. We aim to instil confidence in our clients and stakeholders, wanting to prove we are working efficiently and to as high a standard as possible. Reaching this standard makes sure that our environmental impact is being measured and improved upon.

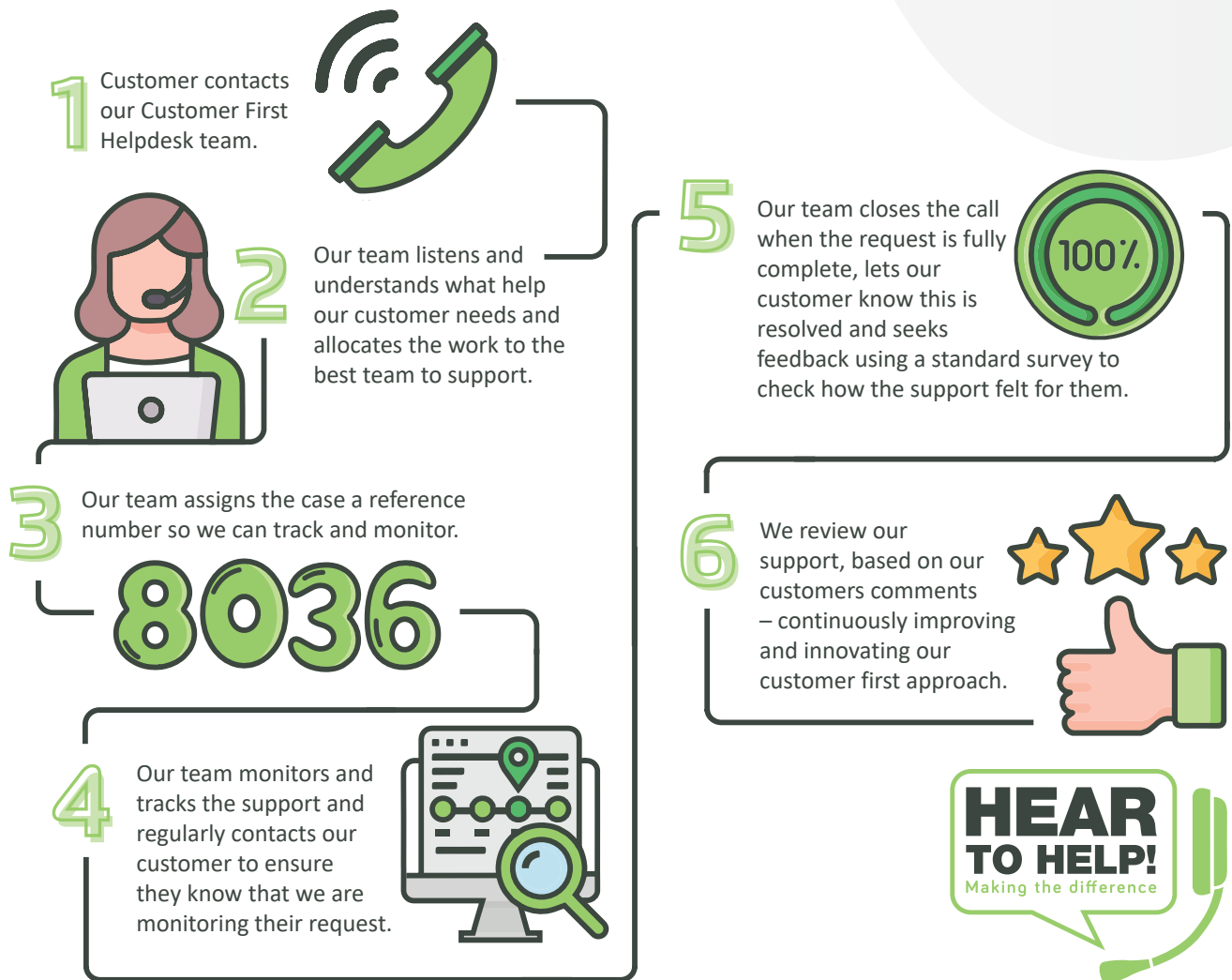


As of 2022, we are proud to have partnered with Planet Mark. Our team are gaining a better understanding of the impact we have on the planet so we can successfully identify where we can improve. Not only are our outputs being measured, but each colleague that works in our Group is being challenged to improve behaviours outside of work. Planet Mark is now helping with our sustainability strategy, and we have been provided with toolkits that focus on the most important issues and advised on how to plan for our long-term ambitions.



# Customer First Helpdesk

Imperative to our service offering is our award-winning 24/7 Customer First Helpdesk. This centralised hub allows us to give all our customers a dedicated point of contact, to cover the unexpected. We will ensure you have case references, continuous contact, and a chance to feedback on the service to ensure it is the very best it can be. Below, you can see just how easy the process is.



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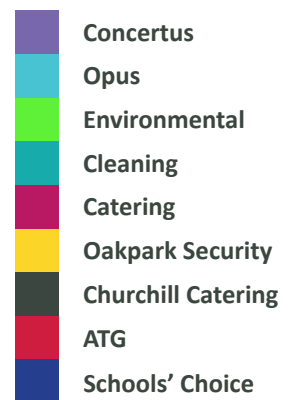




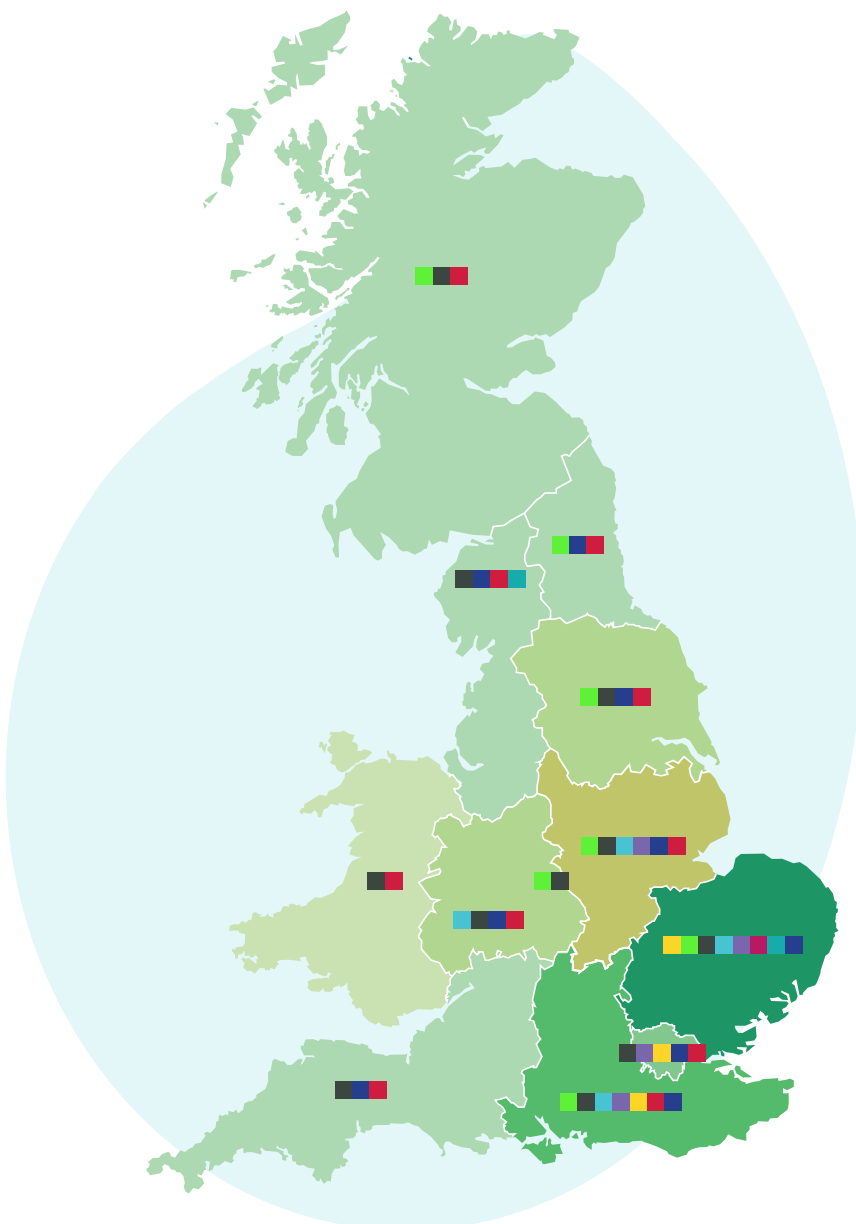
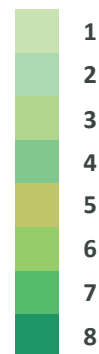
# Service reach across the country

Across England, Scotland, and Wales you will find us putting the customer at the heart of everything we do. The Vertas Group covers a vast range of services from total facilities management (including cleaning and catering) to property design, recruitment, and security services. Despite our national reach, we take great pride in the fact we are a local supplier who uses local colleagues – we do this because we know they are the people that know the community best. From local kitchen teams to managers, all of whom are trained to ensure our customers are always at the core of our offering.

## Services by area



## Activity by area





# Our brands

The companies that make up the Vertas Group provide an extensive range of services, all of which have played their part in our collective exponential growth. As an industry leader, we have a proven track record of being able to save you money through economies of scale and improving the overall efficiency of premises. On the following pages we wanted to highlight the breadth of our expertise, so you can see how we can benefit you.



Offering a wide range of services including cleaning, grounds maintenance, passenger transport, and property management.



Award-winning, multi-disciplinary design and property consultancy, offering innovative solutions across numerous specialisms.



Experts in providing recruitment provisions across multiple disciplines within the public and private sectors.



Leading provider of HR, data protection, governance, internal audit, payroll, finance, and safeguarding solutions for schools.



Award-winning providers of bespoke business facilities management solutions across West Suffolk.



A brokerage and consultancy service, providing cost-effective disposal and recycling solutions sourced from the whole marketplace.



Highly trained operatives providing specialist internal, external and extreme deep cleaning services across the country.



Leading supplier of business resilience and security solutions across East Anglia and Southeast of England.



Outreach programme offering barista training to former military personnel who are in need of extra support.



Caterers providing quality, affordable, and healthy food to a wide range of businesses and sectors.



Making the difference

With over fifteen years of experience, Vertas work with a wide range of public sector businesses and can offer anything from cleaning, grounds maintenance, and passenger transport to safeguarding training and full property management. Following what we have seen over the last few years, now more than ever people expect an exceptionally high standard of cleanliness and to feel safe getting to and whilst in schools and buildings, as well as all commercial establishments – luckily this is something we demand of ourselves as a minimum.

Our range of award-winning services have been perfected over the years, meaning our collaborative and transparent approach can give you total peace of mind when it comes to the management of all aspects of your primary school, high school, or office.







**Concertus**<sup>®</sup>  
DESIGN & PROPERTY CONSULTANTS

Our award-winning, passionate multi-disciplinary design and property consultancy cares deeply about the quality of the built environment and wants to make a difference in people's lives through our work. We know that as individuals and collectively our work comes with significant responsibility. Concertus takes great pride in the fact we can positively influence the way society connects and that we are in a position to produce sustainable and inspirational designs that will protect the world from climate change. Being considerate and client-focused we explore the benefits, above and beyond your original requirements, delivering your projects to an exceptional standard.






# OPUS

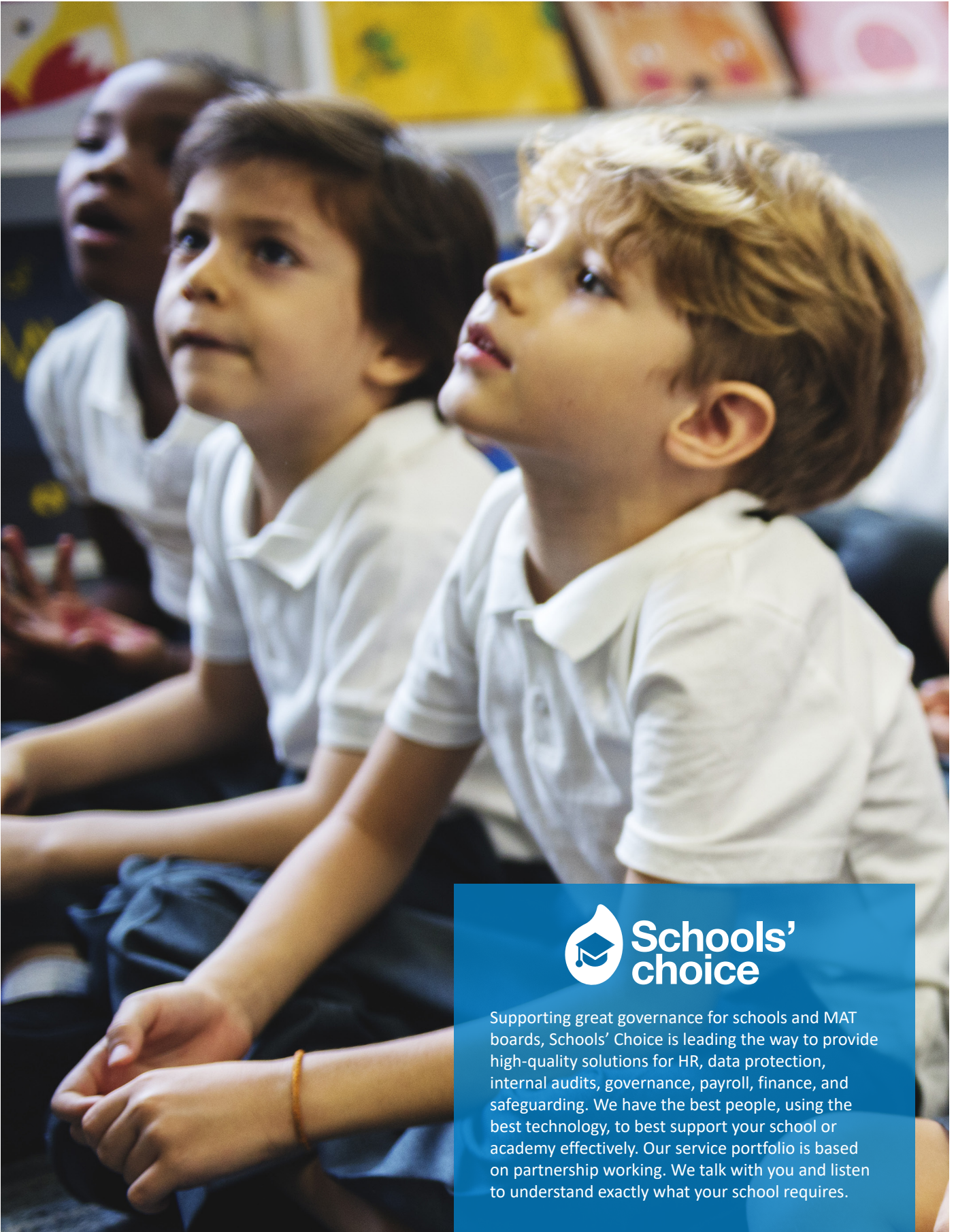
PEOPLE SOLUTIONS

Opus are an expert recruitment provider, working across multiple disciplines in the public and private sectors including social work, business support and administration, residential care, professional and technical, and much more. We can offer creative and tailored solutions via a model that allows us the freedom to work with the best interests of both our clients and candidates in mind.

Opus Teach was also launched in 2018 and is a professional supply teaching agency that helps overcome the issues faced by both schools and teachers when it comes to supply teaching.







## Schools' choice

Supporting great governance for schools and MAT boards, Schools' Choice is leading the way to provide high-quality solutions for HR, data protection, internal audits, governance, payroll, finance, and safeguarding. We have the best people, using the best technology, to best support your school or academy effectively. Our service portfolio is based on partnership working. We talk with you and listen to understand exactly what your school requires.





Verse are an award-winning team who brings local knowledge to all our services and works with you to provide bespoke solutions for your facilities management needs. From catering to high-level cleaning, to locking and unlocking your building, we take care of your premises so you can focus on your business.



At Vertas Environmental we take a collaborative approach to waste management, tackling the whole spectrum of waste streams using the waste hierarchy concept. We offer a brokerage and consultancy service between our clients and the whole marketplace in Great Britain. This allows us to offer impartial advice on the most suitable and cost-effective disposal and recycling methods for your location.



**A huge thank you to the team, every area we asked for (often at the last minute) was cleaned to a high standard, and we had some really grotty jobs for you at times too. We couldn't have got the building back into the condition it is, so thank you again.**

**Tamsin – Manager,  
Lyceum Theatre**







## DIAMOND VIEW

Diamond View provides specialist cleaning services throughout the East of England, the East Midlands, and London. With over a decade of commercial and domestic experience, our talented team are armed with the latest equipment and specialist knowledge to ensure they provide you with exceptional internal and external cleaning services. Our reliable operatives go above and beyond expectations to ensure that your property looks its very best all year round.





## OAKPARK SECURITY

Working from five regional offices, Oakpark Security are a leading supplier of business resilience and security solutions. Operating one of the largest keyholding and mobile response networks in East Anglia and the southeast of England, we are currently responsible for over 1,200 locations across the country. Supported by the latest technology, our SIA-licensed security personnel, mobile security, and consultancy services leave us perfectly placed to successfully protect your team and properties.



Ridgeons first partnered with Oakpark Security in 2014 since which time they have provided a keyholding and response service to a growing portfolio of Ridgeons locations. We have found the service to be reliable, rapid, and efficient, with the benefit of a single point of contact.

Ian – Loss Prevention Officer, Ridgeons





Right from our initial meeting we were impressed with the enthusiasm and professionalism shown by Churchill Catering. This has continued through the cafe design, installation, opening, and operation.

Sarah – General Manager,  
Riverside Leisure Centre



Combat2Coffee has community at the heart of all we do, running an outreach programme for veterans and their families. Our business was formed as a support outlet for Armed Forces veterans who may be struggling with life outside of service, offering the opportunity to train as a barista. We are proud to offer training for former military personnel who may be in custody, under a rehabilitation order, or are looking for a little extra support.



For over 25 years, we have prided ourselves on quality, service, and innovation - Churchill Catering proudly operate at some of the largest leisure and sports complexes in Great Britain. Established over 20 years ago and with healthy eating at its core, we also cater for assisted living housing schemes, police forces, businesses, and a host of Forestry Commissions. We aim to offer you affordable and delicious food, prepared by passionate and well-trained teams.





I wanted to thank you for all of the work that has been done to get Grace Cook Primary School open. I know it's been a big team effort. It is an amazing design and we are thrilled with the building. You have kept me informed and up to date, and found a way through the many challenges. It has been a real pleasure working with you.

**Anna – Chief Executive Officer,  
Orwell Multi Academy Trust**



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VertasGroup



Vertas Group Limited



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**#VertasFamily**