

Why us?

- An **independently owned** provider of sustainable washrooms and workplaces that takes the headache out of managing your service partner.
- A **reliable service-driven** business that you can rely on.
- **Professional** and **courteous** field service team that are all **DBS checked** and own employees
- **Continuity of service personnel** means our team get to know your site, and you get to know your service team.
- A **discreet service** that can be completed outside of working hours and without any disruption.
- **Tailored service plans** around your schedule with advanced warning and proof of service provided.
- We're **flexible** and **reactive** should you ever need additional services during busy periods.



100% service delivery



Continuity of staff



Email service notifications

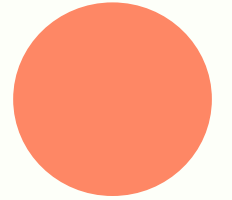


Flexible and reactive



Account management

- We pride ourselves on our service delivery, from initial installation to service visits and ongoing client support.
- Our clients are supported by our bespoke customer service platform and help desk from **Freshdesk**.
- Freshdesk provides complete **visibility** and **accountability** of customer enquiries as they come in.
- We tailor our **Service Level Agreements** within Freshdesk based on **quality, availability** and **timeliness**.
- **Oneserve** is the tailored operating system that enables us to improve **efficiency** and **visibility** through real-time tracking and **electronic proof of service**.



Our planet

- We provide our products and services ethically and sustainably and deliver on our zero-to-landfill commitment.
- All the hygiene waste we collect is sent to local energy from waste (EfW) plants, where it's converted into a **renewable fuel source**.
- We've partnered with Sea Changers, a UK marine conservation charity, to fund grassroots marine conservation and research projects.
- Working with COCO+ and ClimateCare, we offset all of our road fuel purchasing and fund climate action programmes.
- We're decarbonising our vehicle fleet and replacing diesel vehicles with fully electric models.
- We lead the industry in driving recycled plastics in product manufacturing and were the first UK provider to offer our fully recycled feminine hygiene unit.
- We've invested in a closed-loop recycling programme so that when plastic products can no longer be reused, they are fully recycled and turned into materials to manufacture new products.



“Providing our clients a carbon neutral service”

Our people and communities

- We support our people and communities through workplace initiatives and charitable giving.
- Our **Workplace Giving Programme** allocates a percentage of our profits to charitable causes every year.
- We support three local hospices in the regions we operate. We donate our services and products and raise vital funds by undertaking fundraising initiatives.
- In Manicaland, Zimbabwe, we built a well that **provides clean, sustainable drinking water** to the community.



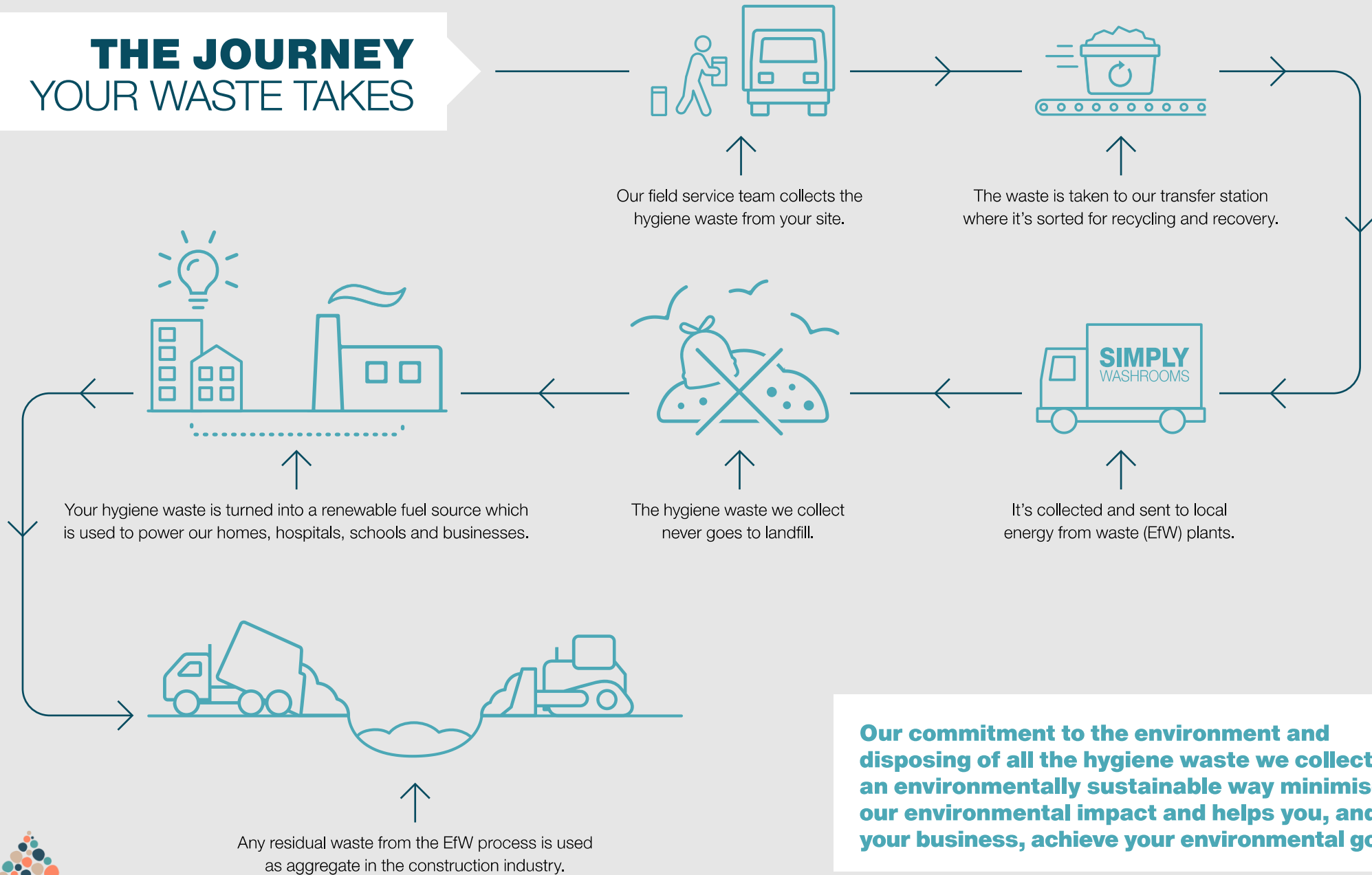
Our people and communities



- We share the success of our business with all of our team through our **Profit Share Scheme**.
- We are a **Living Wage Employer** to our employees and all our third-party contracted staff.
- We're committed to creating a **fair and equal workplace** for all.
- We support and actively encourage **inclusion** at all levels and are committed to building a **diverse workplace** where our team can confidently bring their whole selves to work without prejudice or discrimination.



THE JOURNEY YOUR WASTE TAKES



Our commitment to the environment and disposing of all the hygiene waste we collect in an environmentally sustainable way minimises our environmental impact and helps you, and your business, achieve your environmental goals.

Environmental journey



Innovation

- We challenge ourselves and our supply chain to bring our partners the **latest industry innovations**.
- Our bespoke operating system **Oneserve** improves **efficiency** and **visibility** through real-time tracking and **electronic proof of service**.
- We were the first business in our sector to develop and fit our **recycled feminine hygiene units**.
- Our recycled modern **black feminine hygiene units** are exclusive to our customers.
- Oxy-Gen Powered is a sustainable and safe air care system – that provides a consistent fragrance without added VOCs, solvents or propellants.
- Our **Simply Silver antimicrobial unit liners feature silver ion technology** reducing bacterial growth and combating odours.
- Reducing cross contamination and surface bacteria, our **antibacterial door guards**, are proven to kill Covid-19.



Questions?

Feel free to contact us at...

T: 0208 256 5080

W: [Quillsuk.co.uk](https://quillsuk.co.uk)

E: hello@quillsuk.co.uk

SAFER **SHARED** SPACES
.com

