

# Press Release



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By: Fiona Ellingham

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## TC Security Services awarded 100% Achilles Audit

Following a rigorous 2-day assessment, TC Facilities Management (TCFM) has once again successfully completed their "Achilles" annual audit for the fourth consecutive year. The audit saw a score of 100% being awarded in all four key areas that the audit measures: Corporate Social Responsibility, health and safety, environment, and quality.

This 100% achievement validates TCFM's operational capability, competence and compliance and follows the recent news that TCFM achieved a clean sweep in passing three external management systems audits including the new ISO 45001:2018 standard.

The two-day visit included an audit of both head office and a client site.

The auditor was particularly impressed by

- The great team effort with the experience welcomed and enjoyed by everyone involved
- The breadth of documentation to evidence the quality management systems in place
- The ongoing commitment to our duty of care of our colleagues by investing in innovative technology.
- The design and navigation of the training matrix in use
- The use of the site visit report which captures the four key areas that the audit measures.
- Our down-to-earth approach, doing what we say we do in a straightforward and uncomplicated way.

At the site audit, the auditor commented about the appearance, attitude and knowledge of security officers to ensure the job they do is done to the very best of their ability.

On receiving the news of the audit score, Richard Grafham, Group Compliance Manager said,

"Attaining this recognised accreditation demonstrates our high standards and competency. All our accreditations will enable us to continue to leverage our national capability as we compete for other national contracts, expand our reputation as a quality supplier and gives us an excellent opportunity to see ongoing success as a business."

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Satia Rai, Operations Director said,

"I am delighted in this result. In achieving 100% for the second year in row, we have been able to demonstrate that our team is committed to consistently delivering first class service to our customers. Something which gives businesses, partnered with Achilles UVDB community, confidence that we can deliver what they need."

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For further information, please contact:

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[www.tcfm.co.uk](http://www.tcfm.co.uk) (web site)

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## Notes

1. **TC Security Services.** TC Security Services based at Sapphire House, 74/76 Walton Street, Walton on the Hill, Tadworth, Surrey, KT20 7RU. TCFM are one of the largest privately owned cleaning and support services companies in the UK.

TC Security Services operate full time from the above address which houses their 24-hour control room. The company has premises in Stanmore which operates key holding/mobile patrol and support teams for our clients geographically located in and around the area.

The company employs almost 200 front line staff and 7 non-frontline staff. They currently provide security services to established clients in the corporate, automotive, events and retail sectors located principally in the South East and Midlands of England. The company has 45 SG contracts, two of which also require occasional Door Supervision for events, 144

Key holding clients and one CCTV contract, with a large proportion of contracts being retained by the company for several years.

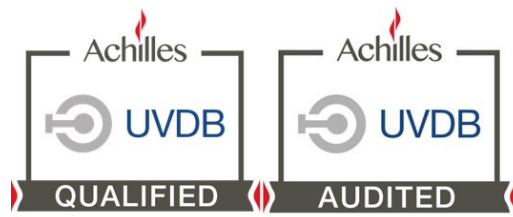
2. **TC Facilities Management.** In July 2013 TC Facilities Management Ltd acquired Equinox Security Management Ltd and are now the parent company. TC Facilities Management delivers facilities management services to businesses across the UK. These services include security, cleaning, catering, pest control, washroom services, window cleaning and waste management and are provided to a broad range of industries comprising retail, commercial, distribution, leisure, sport and entertainment sectors. The company has been trading since 1962 and from cleaning single site destinations, has grown to become one of the leading
3. privately owned facilities management companies in the UK, employing over 6000 staff serving over 5,500 locations.
4. TC Facilities Management has an annual turnover of over £80 million.
5. TC Facilities Management has a profile on a number social media channels including:

LinkedIn: <https://www.linkedin.com/company/tc-facilities-management>

Twitter: @TCfacilitiesmgt

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6. Attached Images:



*Richard Grafham*  
Group Compliance  
Manager



*Satia Rai*  
Operations Director, TCFM

