

## **An update from Atlas about communal cleaning services**

We want to start by saying thank you—for your patience. We know that our service recently has not met the high standards you expect—or that we expect of ourselves. For that, we are truly sorry. Please be assured: we hear you, we take this seriously, and we are already working hard to put things right. As you may be aware, Atlas FM has recently taken over the cleaning services previously provided by HiSpec Facilities Services. We are committed to ensuring this transition brings real and lasting improvements. While some challenges are natural with handovers, we recognise that Irwell Valley customers rely on consistent, reliable service—and deserve nothing less.

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### **Who Are We?**

Founded in 1986 and 100% owned by our employees, Atlas is one of the fastest-growing business support companies in the UK, delivering cleaning, security, pest control and other essential services to over 4,000 client sites every day. What makes us different is how we live our values—honesty, ownership, teamwork, and going the extra mile—especially when it matters most.

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### **What We're Doing Now**

We are already taking concrete steps to improve your experience:

- **Reinforcing teams on the ground** to ensure coverage and consistency.
- **Listening carefully to your feedback** and acting on it quickly.
- **Re-aligning our operations** to ensure smoother communication, faster response times, and higher standards of service.
- **Supporting the former HiSpec team** as they integrate into Atlas, ensuring continuity and better training where needed.

We're committed to not just meeting expectations, but to exceeding them—and earning back your full trust.

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### **Our Promise to You**

We will:

- Be honest with you—even when things aren't perfect.
  - Act quickly and decisively to resolve any issues.
  - Treat your business with the same care and pride as our own.
  - Keep communication open and proactive, so you always know where we stand.
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If there's anything you'd like to discuss, or if we can help in any way, please don't hesitate to reach out directly to your regular point of contact or email us at [support@atlasfm.com](mailto:support@atlasfm.com). Once again, thank you for your patience and understanding. We're committed to doing better—starting now.