



# **Rainbow International**

*Business Profile*

*Prepared by*

**Rainbow International  
East Sussex & Kent  
Tel: 01273 554400**



- a part of the



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## INTRODUCTION

Rainbow International East Sussex & Kent is part of a national network of franchises specialising in fire, flood and accidental damage restoration and carpet and upholstery cleaning services for both domestic and commercial clients. A leading service provider to the top insurance companies and loss adjusters in the UK, Rainbow International has over 130 franchises nationwide. Head Office is based in Mansfield, Nottinghamshire.

Rainbow International has been in business in the UK since 1987. It was established in the USA in 1981 and has over 500 service locations around the world. Rainbow International is a company in the Dwyer Group, a Texas-based, worldwide franchise organisation supporting over 1200 franchisees in 24 countries.

In the UK, Rainbow International is owned and operated under licence to The Dwyer Group by ISS Damage Control Ltd, part of the ISS Group. The ISS (Integrated Service Solutions) Group is the world's leading provider of facility services.

Rainbow International East Sussex & Kent is owned and operated by Wilfred Charles. He started his business in 2003.

*Wilfred Charles - "Before purchasing The Rainbow International franchise I was an ACCA qualified Accountant and worked primarily within strategic business planning and the evaluation end of finance."*

Rainbow International East Sussex & Kent are full members of the British Damage Management Association (BDMA) and Institute Of Inspection, Cleaning and Restoration (IICR).

All technicians have been fully trained to NVQ Level 2 in Cleaning – On site care of Carpets & Soft Furnishings.

## MISSION STATEMENT

TO PROVIDE AN OUTSTANDING PRODUCT AND UNSURPASSED SERVICE,  
THAT TOGETHER, DELIVERS A PREMIUM VALUE TO OUR CUSTOMERS

## VALUES AND PRINCIPLES

Our business doesn't exist in isolation. Our employees, customers, suppliers and the local community are all affected by what we do and how we do it. Our services and how we deliver them may also have a longer-term impact on the environment. We recognise our responsibilities to the communities in which we work and aim to have a positive impact by keeping our people safe and fulfilled, being good and caring neighbours and leaving our environment in better shape than we found it.

## BUSINESS DETAILS

Trading name:	Rainbow International
Trading & invoicing address:	Unit 5 Willow Industrial Estate Avis Way Newhaven East Sussex BN9 0DD
Telephone number:	01273 554400
Fax number:	01273 612727
E-mail:	<a href="mailto:salesmarketingsouth@rainbow-int.co.uk">salesmarketingsouth@rainbow-int.co.uk</a>
Web site:	<a href="http://www.rainbow-int.co.uk/franchises/w.charles">www.rainbow-int.co.uk/franchises/w.charles</a>
VAT registration number:	822529926
Bank details:	HSBC 153 North Street Brighton BN1 1RE
Business Accountant:	Paddenburg & Co
Geographical Area Covered	East Sussex & Kent
Registration status:	Limited Company (Reg no. 4939908)

## MANAGEMENT STRUCTURE

Director:	Mr Wilfred Charles
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## OFFICE HOURS

Our Offices are staffed from 8.30am to 5.30pm, Monday to Friday, backed up by our emergency 'on call' helpline, out of hours. This facility includes weekends & public holidays, offering our customers a 24hr service, all year round.

## OUR RANGE OF SERVICES

Rainbow International East Sussex & Kent offers a comprehensive range of cleaning services, which can be tailored to suit the requirements of individual businesses, organisations and homeowners. We offer a 24 hour, 365 day-a-year fire, flood & emergency service. Our company undertake:

- ❑ Commercial Fire & Flood reinstatement (including building services)
- ❑ Domestic Fire & Flood reinstatement (including building services)
- ❑ Cleaning & temporary storage of contents
- ❑ Drying Equipment hire
- ❑ Insurance Claims Management
- ❑ Carpet & Upholstery cleaning
- ❑ Crime scene and Bio-hazard cleaning
- ❑ Contaminated Substrate removal & disposal
- ❑ Chemical bio-waste extraction and tanker removal
- ❑ Odour control including sanitising & ozone treatment
- ❑ Healthcare sector cleaning
- ❑ Media blasting (includes soda, sand & ice)
- ❑ Graffiti removal
- ❑ Asbestos testing & removal
- ❑ Factory deep cleaning
- ❑ High level cleaning
- ❑ Kitchen deep cleaning
- ❑ Ventilation & Extraction Duct cleaning

We have a significant competitive advantage in these markets:

- ❑ Flexible service, fast turnaround & competitive rates
- ❑ Efficient & prompt quotation response
- ❑ Genuine 24 hour service, 365 days of the year
- ❑ Out of Office hours answering & call-out service
- ❑ Adherence to all Health & Safety requirement of your Industry
- ❑ Adequate Insurance cover (Public Liability £5,000,000 & Employment Liability £10,000, 000)
- ❑ The manpower & resources to cover all aspects of work – no job too small or too large!
- ❑ Our Technicians are fully trained & follow an ongoing Training & Development programme
- ❑ All work is individually assigned & managed by a trained Administrator
- ❑ Work undertaken with minimal disruption to your business
- ❑ We are a “One Stop” cleaning service provider

We offer a full, professional service based on the particular requirements of your business. Whether attending for an emergency or routine maintenance visit, our aim is to provide the best possible service with minimal disruption to your operation.

## HEALTH & SAFETY AND ENVIRONMENTAL POLICY

Rainbow International recognises the importance of society's needs for health, safety and protection of the environment. It is our intention to proactively work with employees, client, and the public towards continuous quality products and services to our clients.

Rainbow International operates a no smoking policy and actively discourages employees from smoking during working hours, whilst on company premises or whilst in clients' premises.

## HEALTH & SAFETY AND ENVIRONMENTAL PRINCIPLES

- ❑ To ensure that health & safety and environmental considerations are given priority during our planning.
- ❑ To operate our service units and to supply our products and services in a manner consistent with the health and safety of our employees, clients and the general public whilst protecting the environment.
- ❑ To inform, educate and counsel employees, customers, transporters etc., in the safe handling, use, transporting and disposal of our products and waste materials.
- ❑ To recognise and respond to community concerns about our products, services and operations.

A full Health and Safety document is available on request and includes details on Control of Substances Hazardous to Health and Risk Assessment.

## EQUAL OPPORTUNITIES POLICY

We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. . The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability.

## HARASSMENT POLICY

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees. We have published procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

## CONTRACTORS INSURANCE

Norwich Union  
Policy No: 45 CME 2044015

Public Liability Insurance  
Limit of indemnity: £ 5,000,000

Employer's Liability Insurance  
Limit of indemnity: £ 10,000,000

## REFERENCES

Mr Peter Vine (East Sussex County Council)  
Property Maintenance  
Corporate Resources  
Directorate  
County Hall  
Lewes  
BN7 1SF  
Tel: 01273 482186

Mrs.K.Ripley (Salehurst & Robertsbridge Parish Council)  
58 High Street  
Robertsbridge  
TN32 5AP  
Tel: 01580 882066

Mr Andrew Knight (Brighton Marina Company)  
Brighton Marina Co Ltd  
Brighton Marina Village  
Brighton  
BN2 5UF  
Tel: 01273 628627

Mr Paul Edmonds (Oracle Builders Insurance Repair Specialist)  
Maritime House  
Basin Road North  
Hove  
BN41 1WR  
Tel: 01273 384966

## PORTFOLIO OF CLIENTS

### Insurance Companies

RSA  
Lloyds TSB  
Aviva  
Co-Op  
HSBC  
M&S

### Loss Adjusters

Cunningham Lindsey  
Crawfords  
Merlin Claims  
Criterion  
GAB Robins  
Knowles Loss Adjusters

### Utility Companies & Councils

Southern Water  
British Gas  
East Sussex County Council  
Robertsbridge Parish Council  
Sussex Police

### Commercial Management Companies

X-Leisure  
Brighton Marina Company Ltd  
Grand Parade Management  
Strutt & Parker  
Housing 21  
Guinness Trust

### Surveying & Building Companies Companies

PSE Associates  
PH Jones Ltd  
Oracle Builders  
Dyno Rod  
Booker & Best Ltd

ACCREDITATIONS

