



# ***Rainbow International***

*Business Profile*

***Fire & Flood Restoration***

***Commercial & Domestic  
Cleaning Services***

Rainbow International – Oxon,  
Buckinghamshire, East Gloucestershire,  
South Northants, South Warwickshire &  
West Hertfordshire



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## Executive summary

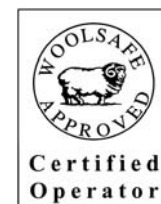
Rainbow International - Oxon, Buckinghamshire, East Gloucestershire, South Northants, South Warwickshire & West Hertfordshire and surrounding areas is part of a national network of franchises specialising in fire, flood and accidental damage restoration and carpet and upholstery cleaning services for both domestic and commercial clients. We are one of the leading service providers in the UK, many of the top insurance companies and loss adjusters, as well as many leading commercial organisations along with tens of thousands of homeowners benefit from the service we offer. In the UK, Rainbow International has over 100 franchises strategically located throughout the country, and Head Office is based in Mansfield, North Nottinghamshire, where the policies and systems for the group are administered and support for the network is based.

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 UK Limited. The ISS Group is the world's leading provider of facility services, with a worldwide turnover of over £3 billion, a UK turnover of £500 million and 45,000 employees in the UK.

Rainbow International - Oxon, Buckinghamshire, East Gloucestershire, South Northants, South Warwickshire & West Hertfordshire is owned and operated by Trevor McCallum and Pierre Jeannes. They started their Rainbow business in March 2004. Trevor McCallum has over 20 years experience in the insurance industry and an operations background and is responsible for Operational matters within the company. Pierre Jeannes has been involved with marketing and advertising for over twenty and applies his knowledge and experience to these services within Rainbow International.

*All technicians have been fully trained to NVQ Level 2 in Fire & Flood Restoration & Cleaning – On Site Care of Carpets and Soft Furnishings.*

The Rainbow International Group are a full member of the British Franchise Association and the Institute of Customer Service –Rainbow International - Oxon, Buckinghamshire, East Gloucestershire, South Northants, South Warwickshire & West Hertfordshire is a full member of the National Carpet Cleaners Association is a Woolsafe approved operator and is an Investor in People. Technicians are members of the BDMA (British Disaster Management Association).



## Mission Statement

Rainbow International's clear mission is to provide a professional yet friendly and approachable service using state of the art technology and best business practise in order to surpass the client expectation. We aim to be the leading provider of restoration and cleaning services in our operational areas and cater for the aspirations of our team members to ensure we all reach our targets and goals.

## Values and Principles

Our company will adhere to a moral and ethical code of operation and conduct itself with integrity, discipline and honesty at all times. We are a business that believe in solid and grounded principles and will act with respect, dignity and understanding in everything we do. We are an equal opportunity employer and will not tolerate discrimination in any way shape or form within the organisation. Every work provider, customer, sub contractor and supplier will be treated as we would like to be treated ourselves. We seek first to understand before we are understood.

## Business Details

### **MacJeannes LTD - Trading as RAINBOW INTERNATIONAL**

Trading and invoicing address:	The Loft Charlton House Estate Hinton in the Hedges Nr. Brackley NN13 5LH
Telephone numbers:	01295 811999 01295 810607 01865 893331
Fax number:	01295 812163
E-mail:	<a href="mailto:t.mccallum@rainbow-int.co.uk">t.mccallum@rainbow-int.co.uk</a>
Web site:	<a href="http://www.rainbow-int.co.uk/franchises/t.mccallum">www.rainbow-int.co.uk/franchises/t.mccallum</a>
VAT registration number:	832 8551 20
Bank details:	HSBC Bank
Business accountant:	Titcheners Chartered Accountants 1-3 London Road Bicester Oxon
Registration status:	Limited
Registered No:	5001409 Registered in England
Directors:	Trevor McCallum Pierre Jeannes

### **MANAGEMENT STRUCTURE**

Director of Finance & Operations	Trevor McCallum
Director of Marketing & Advertising	Pierre Jeannes
Operations Manager	Brent Lennard – BDMA.Tech
Administration Manager	Tina Loggin
Commercial Manager	Julie Haskett
Warehouse Manager	Calvin Smith
Technical & Training Manager	Wayne Pullen – BDMA.Tech ( <i>U.K. Technician of the year 2008</i> )
Electrician	Mark Alcroft
Plumber	Lee White
Transport Solutions	Kevin Bolleurs
Air Conditioning & Maintenance	Brandt De Beer

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## Portfolio of Markets

**Rainbow International - Oxon, Buckinghamshire, East Gloucestershire, South Northants, South Warwickshire & West Hertfordshire**  
**The UK's leading provider of Fire, Flood, Escape of Water, Accidental Damage Restoration and Commercial Cleaning Services to -**

- **Insurance industry**

Insurance companies, loss adjusters and insurance brokers for domestic and commercial policyholder claims through the fulfillment of buildings and contents insurance claims.

- **Education**

Schools, LEA's, college and universities through specialist cleaning & restoration work and disaster recovery programmes.

- **Health**

Hospitals, medical and walk in centres, dental practices, nursing homes and veterinary centres through specialist cleaning & restoration work and disaster recovery programmes.

- **Local authorities & public utilities**

County, city and parish councils, utility companies supplied through specialist cleaning and restoration programmes.

- **Retail & leisure**

Pubs, clubs, restaurants, hotels, conference facilities, theatres, cinemas, retail chains and health clubs. This market can be serviced through one off cleans, regular cleaning contracts or disaster recovery programmes.

- **Construction**

Builders cleans – following domestic or commercial construction, a complete site clean up service is available.

- **Commercial institutions**

Banks, building societies, offices and contract cleaning are offered through regular maintenance cleaning programmes.

- **Property management**

Housing Associations, letting, managing agents and general facilities management. Disaster recovery, restoration programmes following incidents, or regular cleaning programmes are a service offered to this.

Rainbow International offers a comprehensive portfolio of restoration and specialist cleaning services, which can be tailored to suit the requirements of individual businesses, organisations and homeowners. This includes a 24 hour, 365 day-a-year fire, flood and emergency restoration service.

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## Portfolio of Services

- **Fire restoration**  
Complete fire and smoke damage restoration of buildings and contents, including the removal of soot and smoke, sealing of painted surfaces and odour removal.
- **Flood & escape of water restoration**  
Complete flood and water damage restoration of buildings and contents, including water extraction, on/off site drying, sanitising and deodorising.
- **Accidental damage restoration**  
Restoration of carpets, curtains, upholstery and furniture.
- **Business Continuity Programmes and Disaster Planning**  
A full programme which enables your business to operate following a disaster situation – complete incident management.
- **Commercial Cleaning**  
Complete commercial cleaning service, from single instructions to contract work.
- **House contents cleaning**  
Carpet repair, maintenance, re tufting and cleaning  
Upholstery repair, refurbishment and cleaning  
Controlled disposal of waste  
Pack-out and storage service for all house contents  
Laundry and dry-cleaning  
Portable appliance testing  
French polishing  
Hard floor cleaning and maintenance  
Application of fire retardant products
- **Pre and post-occupancy cleans**  
for tenants and landlords providing a clean and healthy living environment in the properties for let market.
- **Cleaning of private, council and social housing void/refurbishment properties**
- **Air conditioning installation, service and maintenance**
- **Ultrasonic cleaning bath**  
excellent for cleaning blinds and most household goods including TV's
- **Service, repair and gassing of white goods**  
re-gassing of goods such as fridges and de humidifiers
- **Trauma scene clean up**  
road traffic accidents, bio hazard and scenes of crime or violence cleaning
- **Electrical Services**  
from simple test and make safe of properties to Portable Appliance Testing (PAT)
- **Transport solutions**  
listing, packaging, removal and transport including safe storage of any items for domestic or commercial clients

Our offices are staffed on a full-time basis Monday to Friday, 8.30am to 5.30pm, backed up by our 'on call' service out of office hours, on weekends and during public holidays. This provides a 24 hour service 365 days of the year, and we can be on-site anywhere in the UK in emergency situations.

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## **Disaster & Emergency Restoration Service**

Rainbow International delivers a comprehensive range of services for fire, flood and accidental damage situations 24/7, all year and throughout the UK. All of our staff are fully trained, wear company uniform, carry identification have been CRB vetted. All of our vehicles are corporately liveried.

### **Claims Investigation and Management**

This service includes:

- Management of each claim
- On-going communication with the policyholder and 'instructing parties'
- Claim evaluation
- Provision of reports

All Rainbow International staff are fully trained in all aspects of claims management, which includes Fraud Awareness Training and Repudiation of Claims.

### **National Call Centre**

The National Call Centre, based at our Nottinghamshire headquarters, utilises sophisticated communications and claims management facilities. The national helpline is staffed 24 hours a day, 7 days a week by dedicated, trained customer service staff.

### **General cleaning & care service**

- Regular cleaning programme to maintain the cleanliness and prolong the life of carpets, rugs, upholstery and curtains
- High power vacuuming
- Spot cleaning and stain removal
- De-odorising
- On-site curtain cleaning
- Specialist rug cleaning

### **Restoration & repair service**

- Repairs to carpet damage, such as cigarette or coal burns, accidental tears and missing tufts
- Complete re-upholstery
- Repairs to upholstery springs, webbing and burns
- Upholstery re-covering and refringing

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## Specialist Services

### **Protective Treatments**

- Stain protection – fabrics and carpets can be treated to ‘shrug off’ staining and allow time to deal with spillages before they set. Both new and used items can be treated and warranties provided.
- Flame retardants – with the ever-increasing demands for higher safety standards, we can flame retard your curtains.
- Static proofing

### **Hard Floor Maintenance**

- General maintenance
- Spray polishing
- Wax & polish
- Strip, clean, reseal and polish

### **Leather Care**

- Re-colouring
- Scratch repairs
- Renovation of cracking
- Cleaning & dressing

### **French Polishing**

- Repair to cigarette burns, spillage marks, glass rings, water damage, dents and scratches, as well as a complete restoration service.

### **Extended Cleaning & Maintenance Programmes**

- High power vacuuming of all carpets, upholstery and curtains
- Spot cleaning of carpets and upholstery
- Commercial carpet maintenance (bonnet/buff)
- Washing windows
- Graffiti removal
- Oil remediation
- Blast cleaning exterior of buildings
- Cleaning and sanitising bathroom fittings, kitchen appliances and units
- Cleaning floors, walls and paintwork
- Dusting and polishing furniture

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## 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, in company vehicles or whilst in clients' premises.

Our franchise works in conjunction with Peninsula Health & Safety and Employment law in implementing, monitoring and recording all aspects of Health and Safety.

## Environmental policy statement

### Commitment

Rainbow International, as a restoration company is committed to achieving the highest standards of environmental performance and recognises its corporate responsibility to the environment. Rainbow acknowledges that its operations have a direct and indirect environmental impact and aims to minimise that impact and operate in an environmentally responsible manner.

### Scope

This statement applies to all premises and activities within the control of Rainbow International, and Rainbow will develop, implement and continuously review our environmental management system consistent with local operating conditions and legislation.

### General Policy

This statement reflects Rainbow International's intention to provide and maintain an environmentally sustainable management system.

Although the standards established by national legislation will apply as a minimum, Rainbow will always strive to achieve best practice in the local context of each area in which we operate.

### Statement of principles

Rainbow will, so far as is reasonably practicable:

1. Ensure environmental risks are properly identified, prioritised and managed in an appropriate and timely way.
2. Establish sound environmental management policies and promote best practice.
3. Manage its operations in ways that are environmentally sustainable and economically feasible, by making efficient and environmentally responsible use of energy and water and exploiting opportunities to maximise efficiency.
4. Minimise environmental impact and reduce or, where practicable, prevent pollution.
5. Minimise waste production by reduced consumption and develop effective waste management and recycling procedures.
6. Collaborate with key suppliers to promote environmentally responsible procurement of goods and services.
7. Monitor actively results and audit policies and practices to ensure Rainbow meets its policy goals.
8. Develop an HR policy to raise and maintain awareness amongst staff and promote individual good practice and encourage team participation.
9. Recognise the legitimate interest that all its stakeholders, including customers, shareholders and employees have in its environmental performance and communicate openly with Rainbow International and to the outside community.

It is the duty of all employees to conform to the environmental policy. The management of Rainbow International give their full support to the implementation of these principles.

## Health & Safety Statement of Intent – Equal Opportunities Policy

In accordance with the Health & Safety at Work Act 1974

Rainbow International as part of the ISS Group recognises and accepts its duty to comply with all Health & Safety legislation applicable to the organisations business activities. In addition to meeting our legal responsibilities we are committed, in a cost effective manner, to continuous improvement of our Health & Safety performance and to embrace it as an integral part of our overall business performance. Progress will be monitored through annual management review, paying particular attention to:

1. The establishment, maintenance & documenting of procedures for hazard identification, assessment of risks, and implementation & regular review of necessary control measures.
2. Provision and maintenance of plant, equipment, and materials, that are safe to our employees or others who may be affected by our business activities.
3. Arrangements for ensuring Health and Safety in connection with the use, handling, storage and transportation of all materials and substances.
4. Provision of such information, instruction, training and supervision as is necessary to ensure employees are competent to carry out their duties & responsibilities.
5. Maintenance of any place of work (including client's premises) in a condition that is safe so far as is reasonably practicable.
6. Regular consultation with employees on matters relating to their health or safety at work.
7. The integration of the Organisation's Occupational Health & Safety Management System within their individual companies overall management systems, giving it equal status.
8. Provision of appropriate health assessment and surveillance of employees as required.
9. Provision of adequate and appropriate resources to implement and maintain this policy.
10. Setting, implementing, reviewing and internal publishing of annual company Health & Safety plans and objectives.
11. The establishment of monitoring procedures & periodic audits of compliance to the Health & Safety policy within their business.

The Organisation places the management of Occupational Health & Safety as a prime responsibility of line management from first line supervisory level to Managing Director.

Disciplinary action which could lead to dismissal may be taken against any employee, who violates the Organisation's safety procedures.

All employees have a responsibility for their own safety and that of other persons who may be affected by their work activities.

This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed at least every year.

This statement of policy and responsibilities, having been adopted by the UK Group, will be issued to all employees, and be displayed on company notice boards.

Signature .....

Position .....

Date .....

Information concerning health, safety and welfare along with this Statement of Intent is contained within the employee safety handbook.

## Equal Opportunities Policy

Rainbow International is an equal opportunities employer and has a Human Rights Policy Statement which is available on request.

## Portfolio of Clients

The following list of clients indicates our experience and credibility in providing the services listed in this company profile.

Rainbow International supply Fire, Flood, Escape of Water and Accidental Damage Restoration Services for the following insurance industry customers.

- |                                           |                                      |
|-------------------------------------------|--------------------------------------|
| ▪ Norwich Union General Insurance (Aviva) | ▪ Endsleigh Insurance                |
| ▪ RSA Insurance                           | ▪ Heath Lambert Brokers              |
| ▪ Lloyds TSB Insurance                    | ▪ MMA Insurance                      |
| ▪ CIS                                     | ▪ Teachers Assurance                 |
| ▪ Legal & General                         | ▪ UIA                                |
| ▪ NFU Mutual                              | ▪ Merlin Professional Claims Service |
| ▪ AIG                                     | ▪ GAB Robins                         |
| ▪ Ecclesiastical Insurance                | ▪ Crawford & Company                 |
| ▪ Hiscocks                                | ▪ Cunningham & Lindsey               |
|                                           | ▪ Lloyds of London                   |

The following commercial customers benefit from a wide range of Rainbow International's commercial cleaning and disaster recovery services

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| ▪ Brantano                        | ▪ Skipton Building Society        |
| ▪ Next                            | ▪ Choice Discount Stores          |
| ▪ Little Chef                     | ▪ Barratt Homes                   |
| ▪ JJB Sports                      | ▪ Taylor Woodrow                  |
| ▪ Netto                           | ▪ Balfour Beatty                  |
| ▪ Poundland                       | ▪ Dudley Council                  |
| ▪ Paddy Power                     | ▪ Anglian Water                   |
| ▪ Maplin Electrical Specialist    | ▪ Northumbrian Water              |
| ▪ Scottish & Newcastle            | ▪ Severn Trent Water              |
| ▪ Derbyshire Building Society     | ▪ South Staffs Water              |
| ▪ Leeds Building Society          | ▪ Metro Rod                       |
| ▪ Wycombe District Council        | ▪ ISS Damage Control              |
| ▪ South Central Ambulance Service | ▪ Beard Construction              |
| ▪ Oxford County council           | ▪ Asprea                          |
| ▪ Blenheim Palace                 | ▪ Homeserve                       |
| ▪ Panda Group Facility Managers   | ▪ Green King Pubs and restaurants |
| ▪ Nat West Bank                   | ▪ O2 Mobile retail outlets        |
| ▪ Abbey National                  | ▪ Macdonald Hotels                |
| ▪ Thames Water                    | ▪ British Gas                     |

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The Loft  
Hinton in the Hedges  
Nr Brackley  
Northants  
NN13 5LH