



 **Ryans**  
cleaning



*Bord Gáis Energy Theatre, Dublin*

## ***We believe that results speak louder than words***



*Ryans Cleaning is a leading provider of venue, event and corporate cleaning in the UK and Ireland.*

At Ryans Cleaning we are totally committed to ensuring the highest levels of satisfaction amongst our customers and employees. We believe that this core component of our business continues to enrich performance, service and management, while vitally maintaining and nurturing solid customer relations.

Our highly trained workforce has evolved over many years to reflect the growing diversity and higher operating standards the changing marketplace demands. In short, we believe our company-wide strategy to understand our customer's requirements assists in the continuous improvement of our products and services.

As a company and as individuals, we value integrity, honesty and the desire to succeed, delivering excellence in everything we provide. We are committed to our work and have a passion for delivering the results customers expect, whilst always welcoming new challenges - challenges we pride ourselves on seeing through.

We welcome you to explore how we honour professionalism and commitment at Ryans Cleaning.



## ***The Management Team***

*Ryans Cleaning Management Team and Board of Directors are committed to providing the best standards in venue, event and corporate cleaning.*

We strive to achieve and exceed our goals and serve the interests of our customers and employees. Our Management Team works as one, continuously measuring the quality of our service. We believe that performance measurement is an effective way to implement adjustments and improvements to our cleaning process. Our ability to project-forecast, situationally plan and quickly respond is what distinguishes the Ryans Cleaning service.

Our philosophy of management is no accident; experience has shown us that taking the long-term view of business is what builds a high performance workforce and Management Team. This with continuous innovation, integrated planning and good project co-ordination allow us to maintain and improve the positive client relations we enjoy.

We pride ourselves on working in partnership with our clients to deliver a premium customer experience.



## Valuing our People

At Ryans Cleaning we believe that if our people grow and reach their full potential our company will grow and reach it's full potential. In short, the day-to-day operational challenges of bringing the best out of our team of a 1000 personnel is only achieved through successful leadership, positive communication and our team's ability to work closely together on effective problem solving. Our company strategy is based on improving our cleaning standards and sustained growth. Our main source of innovation is our employees, we are an equal opportunity employer and value the creative power of diversity in the workplace.

### **Our core people values are:**

- Creating a convivial environment for our people to find exciting and challenging work.
- Providing opportunities for our people to function as team members.
- Motivating each team member to reach their full potential.
- Protecting the safety, health and welfare of our people while engaged in their work.
- Seeking to increase our effectiveness in meeting our goals.
- Providing opportunities for our people that positively influence the way they relate to their work.



**BT Live**

## Respecting & Achieving Standards

*At Ryans Cleaning the quality of our service is more than just something to be measured. Quality is imbedded throughout all of our activities. We continually strive to exceed client expectations, because providing the best quality service is one of our main objectives.*

To consistently achieve, the company embraces the highest international standards. We have been awarded ISO 9001:2008, ISO 14001:2004 and Health and Safety Standard OHSAS 18001:2007 certification.

We recognise the need for integration of the three major management standards and have created an Integrated Quality, Environmental, Health and Safety Management System (QEMs), to ensure service provided continues to meet the highest standards demanded by the organisation and expected by our customers. It also ensures the organisation's process and services are carried out in an environmentally responsible and protective manner.

Ryans Cleaning management and staff continue to strive towards, and by result demonstrate their commitment to continuous improvement. The objective of delivering a top-quality service is at the core of our business. Responsible company governance and personal integrity is also vital to how we operate as a company.







## Stadiums & Arenas

*Ryans Cleaning has the ability to mobilise teams to clean even the largest of events and venues.*

We pride ourselves on working closely with our clients and contribute significantly to ensuring that the fans' experience, whether on the concourse, in their seats or in an executive box is one of the very best.

We work tirelessly to ensure that the standard of hygiene and cleanliness is to a very high specification. Whether in the walk up to the Stadium/Arena, the washrooms or members of staff in the back of house areas, we will ensure that surroundings are pleasant and clean at all times.

Dedicated management and staff supported by rigorous systems, procedures and planning are all important elements to preparing the venue for the next event.

Conferences, weddings, product launches or exhibitions, we are able to support and ensure our teams are available to work alongside the events team.

For large concerts and pitch events we have unrivalled experience and are highly regarded by several of the UK & Ireland's leading and highly respected promoters.

*"I have worked in venues since 1985 and hired many contract cleaning companies in that time but I can honestly say that Ryans Cleaning are by far and away the best I have ever dealt with. Pat is a man of utmost integrity and inspires great results from his staff. 750,000 people come through our doors every year and Pat and his team ensure our building is always pristine no matter what has been on the night before."*

**Cormac Rennick**  
General Manager, The O2 Dublin

## **Sporting Venues**

*Ryans Cleaning provides a wide range of cleaning services to major sporting venues and events across the UK & Ireland which include racecourses, motorsport, golf, tennis, sailing plus many more.*

We are fully conversant with the high volume and demand at these events and our experienced team is accustomed to dealing with crowds between 5,000 and 200,000 persons attending in any one day. Whether it be the main arena, back of house areas and public areas or corporate and VIP hospitality facilities, we have the ability and experience to deal with even the most challenging situations.

We are able to adapt to the increase and decrease in numbers throughout the year and support the on-site team with additional management and staff at the larger meetings and events.

We pride ourselves on working in partnership with our clients to deliver a premium sporting experience.



**Bavaria Formula 1 Dublin** – photo by PHOTOCALL IRELAND

*"I want to thank your team for their efforts during our racing festival. Once again, they excelled in horrendous conditions, given the weather we were hit with in the middle of the week and the issues that arose. We haven't had a Festival like that before and no amount of planning can help prepare for it. Your team did you very proud once again".*

**Richard Galway**

*General Manager, Punchestown Racecourse*



*Galway Racecourse*

## Visitor Attractions

*Having provided cleaning services to the visitor attraction sector for over 10 years, Ryans Cleaning has gained valuable and essential experience to enable the company to be regarded as one of the the most experienced suppliers in this sector.*

Many of our clients have retained our services year on year and we are very proud to have been associated with the likes of Dublin Zoo and several major entertainment venues since the company was founded.

The diverse and varied customer mix from children on school trips to international VIP's illustrate the need to be versatile and be able to adapt to many different customer profiles. Our team is dedicated to working in partnership with our clients to ensure a premium customer experience is delivered at all times.



## Concerts & Festivals

*Choosing the right professional cleaning company is a decision that can significantly contribute to the success of a concert or festival.*

Years of experience at a variety of different sized events and venues allow Ryans Cleaning to quickly assess the specific requirements of a site. This vital industry knowledge also allows us to quickly deploy the appropriate number of staff and ensure the most effective methods are used. Whether a small indoor event or a weekend festival for 100,000 plus persons, it is important that all customer, artist, sponsor and partner areas are clean and hygienic.

As an organiser or promoter we aim to provide the peace of mind that in appointing Ryans Cleaning you will have a cleaning partner that will work closely with you and your team to help deliver a great event. It will also ensure that you have satisfied fans whether camping in one of the campsites or just attending for a single session.

We have been retained by several of the UK & Ireland's leading respected promoters to provide cleaning services for the last eight years in succession.



### **Hard Rock Calling**

*"Ryans Cleaning started working with Live Nation in 2009 at The Download Festival and Hyde Park Concerts. The team work hard on all sites to ensure the local council and all neighbours' needs are attended to in a timely manner. Ryans Cleaning are courteous and knowledgeable about their work and dedicated in everything they provide. Their attention to detail before, during and after events is the best I have ever seen and I have no hesitation in recommending them for any future cleaning contract."*

### **John Probyn**

CEO, Live Nation Entertainment (UK) Music

## **International & Outdoor Events**

*Over the last few years Ryans Cleaning has been awarded many high profile events. In 2012 we were awarded contracts at the Queens Jubilee and London 2012 Olympic Games in the UK, complimented by the Tall Ships in Dublin and the Bavaria F1 Grand Prix, just to mention a few.*

Many of these events were being run simultaneously to major concerts, sporting venues, concerts and festivals, however, Ryans Cleaning was able to supply the resource, systems and procedures to ensure all of the events were fulfilled to our normal high standards. The BT Live events alone in Hyde Park, London saw in excess of 1.5 million people coming through the gates.

In context, whilst this was happening, even small office contracts received the same focus and attention to detail. Every customer and every contract is important to the company something that Pat Ryan founder and CEO has instilled in all of his Management Team and staff.

Our extensive experience of working at large outdoor events also means that we are well equipped to deal with extreme weather conditions and return the site to its pre-event state. Our teams of specialist staff have the knowledge and training to maintain large scale public events with hundreds of thousands attending, so no matter how small or large your event is we have the experience and ability to work in partnership with you to ensure that it has all-round success.

*“When organising large scale public festivals and events it is imperative to involve companies like Ryans Cleaning, who can be relied upon every time to provide a professional and effective service. Rain, hail or shine you can be guaranteed that the job will be done well and to the highest standard ensuring that your event site will be clean, tidy and above all, a safe space for your staff to work and your event attendees to enjoy the event. I can’t recommend them highly enough.”*

**Elaine O’ Connor**

*Production Manager, Tall Ships Races 2012 Dublin*



*Diamond Jubilee flotilla on the Thames*

## ***Theatres & Museums***



***Bord Gáis Energy Theatre, Dublin***

Ryans Cleaning provide dedicated teams to conduct daily, weekly and periodic cleaning and janitorial services for venues to include state-of-the-art entertainment complexes, theatres, auditoriums and music venues.

In addition to the general day to day cleaning of these venues, we also fulfill various other cleaning duties for our clients from window cleaning to other specialist requirements.

We have vast experience at a wide variety of venues that host a real eclectic mix of acts and shows. The diverse mix of events and artists includes the likes of Tom Jones and Bruce Springsteen who could be followed by performances of The Foo Fighters and David Guetta, matinee performances of Disney on Ice with 10,000 children in the audience, contrasted by an operatic performance for a Black Tie audience who all warrant a completely different approach and profile on how we deliver our cleaning services to ensure all the events are a success.





## ***Corporate & Office***

*Specialist knowledge of the industry provides Ryans Cleaning with the ability to deliver brand new cleaning standards to even the most demanding of premises.*

The portfolio of clients in this sector contains a varied mix of size and type of business. These range from large corporations requiring frequent and varied cleaning right through to the smaller office requiring a once-per-week service. A cleaning service program for all office requirements can be tailored to meet your budget.

We are available to clean a wide variety of premises from local doctor's surgeries and small offices to large corporate tower blocks, factories, MOD, Government and country estates. In addition to the core cleaning duties, we are able to support additional events that you or your company holds throughout the year.

Only the most modern, effective cleaning techniques are used and all staff are fully trained to comply with all relevant legislation and product safety.

## ***Waste Management***

The Management of Ryans Cleaning is committed to reducing the impact of the company's activities on the environment. We are committed to continuous improvement in environmental performance and the prevention of pollution, we will provide and employ sufficient resources to ensure that waste management processes minimise any adverse effect on the environment.

The company will comply with all statutory requirements, recognised Codes of Practice, maintain environmental standards and incorporate appropriate techniques utilising the results of recent research. Under one of our key areas of success we will continually research and explore new schemes for the recycling of materials and recovery of energy from waste or its products.

Waste disposal is a burden on the earth's natural resources. Disposing of waste requires energy and natural resources as well as generating emissions. Ryans Cleaning recognises increasing awareness of environmental issues and we offer an innovative and dedicated service for venues and events, tailored precisely to meet all recycling and waste management requirement solutions.

We will continue to promote, develop and implement waste prevention and reduction initiatives. Where possible we will endeavor to introduce recycling stations and look to decrease the actual waste disposal along with setting challenging recycling targets. Where there are multiple stakeholders involved we will champion and actively promote on behalf of our client.



# Recycling

*Ryans Cleaning has been providing cleaning services at large music festivals since 2005. We observed the large volumes of waste that was going to landfill and set about coming up with an alternative to encourage recycling.*

We launched our Recycling Rocks initiative, the aim of which was to encourage concert goers to recycle their dry mixed recyclables. Teams of dedicated operatives mingle with the crowds handing out plastic bags and pointing out how they can play their part in recycling and reducing their carbon footprint. These teams collect only aluminum cans, plastic or cardboard and return to our on site recycling centre.

In 2010 we teamed up with Every Can Counts, who deliver a nationwide recycling and communications programme in the UK and Ireland which aims to enable and encourage more people to recycle the drinks cans they use.



*"Every Can Counts' relationship with Ryans Cleaning has developed rapidly since we first partnered at V Festival in 2010. Since then, Ryans Cleaning have shown increased support for Every Can Counts inviting us to run activities at many more of their UK events including Download, Global Gathering, Lovebox and High Voltage. Over recent years Ryans Cleaning have demonstrated that they are really taking recycling seriously."*

**Diana Caldwell**

Marketing and Communications Manager,  
Every Can Counts

[www.ryanscleaning.com](http://www.ryanscleaning.com)

