

HM Young Offender Institution and Remand Centre
Glen Parva
Tigers Road
Wigston
Leicestershire LE18 4TN
Telephone 0116 2284100
Fax No. 0116 2284000



Ref: T2449

Date: 9 December 2004

RE: SERVICEMASTER CLEANING SERVICES

The above company have been providing a regular cleaning service at HMYOI & RC Glen Parva for 12 months now. The cleaning standards are good and the individual cleaners all reliable and trustworthy.

The supervisor maintains regular contact and minor problems dealt with quickly and efficiently. In recent months they have also provided ad-hoc deep clean and floor scrubbing services.

In a difficult and unpredictable environment, I have been very impressed with Servicemasters' flexible approach and ability to provide the cleaning service required. I would therefore recommend them to any company looking to set up a reliable and efficient cleaning contract.

A handwritten signature in black ink, appearing to be 'L Griffiths'.

L Griffiths
EO Procurement



INVESTOR IN PEOPLE