

Welcome to the "20 Year Edition" of our company newsletter The Pied Piper where we bring you up to date with goings on at Graham Environmental Services Ltd, news within our industry and also a light-hearted section. We encourage customer feedback on this issue and would also like to hear from you if you have any interesting stories or would like to see a particular pest or more information on our services included in future editions. *Ross*

## 20 YEAR ANNIVERSARY – 20 Years of hard work: 20 years of making new customers and friends: 20 years of daily learning and 20 years of fun and laughs!

Here is a timeline of Graham Environmental Services Ltd over the last 20 years.

**1992** INCORPORATION OF GRAHAM ENVIRONMENTAL SERVICES LTD

**1993** STARTED TRADING (EMPLOYEES 1)

**1995** BECAME MEMBERS OF THE BRITISH PEST CONTROL ASSOCIATION (EMPLOYEES 3)

**1996** AWARDED FIRST LOCAL AUTHORITY CONTRACT (ANGUS COUNCIL) (EMPLOYEES 4)

**2000** CUSTOMISED PREMISES DESIGNED AND BUILT BY ALGO, BLAIRGOWRIE (EMPLOYEES 6)

**2005** CREATED A WASHROOM DIVISION WITHIN GRAHAM ENVIRONMENTAL SERVICES (EMPLOYEES 12)

**2007** FOUNDER JIM GRAHAM RETIRES FROM THE BUSINESS (EMPLOYEES 13)

**2008** REBRANDED FROM GRAHAM ENVIRONMENTAL SERVICES TO GRAHAM PEST CONTROL (EMPLOYEES 15)

**2009** GRAHAM HYGIENE SERVICES STARTED TRADING CARRYING OUT COMMERCIAL CLEANING (EMPLOYEES 20)

**2010** GRAHAM FIRE & WATER SERVICES STARTED TRADING SERVICING FIRE EXTINGUISHERS (EMPLOYEES 24)

**2012** AWARDED CHAMBER OF COMMERCE "EXCELLENCE IN CUSTOMER SERVICE AWARD" (EMPLOYEES 41)

**2013** PURCHASED 3 COMMERCIAL UNITS FROM PERTH & KINROSS COUNCIL TO ACCOMMODATE EXPANSION (EMPLOYEES 48)

May we take this opportunity to thank all our brilliant customers and staff for making the last 20 years possible. Graham Environmental Services has grown far beyond our wildest dreams, and although we try to keep the personal touch associated with a family-run business, please continue to give me feedback (good or bad) if you wish to comment on the way our company is run or ways that we can improve the services we offer.

Contact me on 01250 875555 or [ross@grahampestcontrol.com](mailto:ross@grahampestcontrol.com)

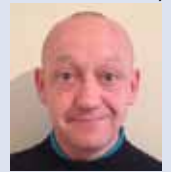


## COMPANY NEWS – NEW STAFF

Since our last newsletter Graham Environmental Services has employed a number of key new members of staff. In the office Shona McGregor who has recently graduated from Heriot Watt University with a 2/1 in Actuarial Science joins us as an Accounts Administrator, and other notable additions to the company are vastly experienced pest control staff Willie Shirkie (Glasgow area) and Rodney Laing (Edinburgh area). Boosting the other areas of our business we welcome Roddy Donaldson who carries out installation and servicing of all Washroom products, Greig McCulley (Fire Extinguisher Technician) and Neil MacKay who is the Service Manager for Graham Hygiene Services. We wish them all a long and enjoyable employment with our company. (Pictured below are some of our new staff).



Shona McGregor  
Accounts  
Administrator



Willie Shirkie  
Glasgow Area



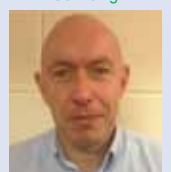
Rodney Laing  
Edinburgh Area



Roddy Donaldson  
Installation &  
Servicing



Greig McCulley  
Fire Extinguisher  
Technician



Neil MacKay  
Service Manager

## RSPH LEVEL 2 DIPLOMA

Congratulations to Pest Control Technicians Rab Christie, Graham Campbell, Jason Sutherland and Craig Lauder for passing the industry recognised RSPH Level 2 Diploma in Pest Control. This examination covers a wide range of questions on 3 modules – vertebrates, invertebrates and Health, Safety and Legislation which is part of the criteria of membership with our trade association the B.P.C.A. Passing this exam allows our technicians to service BRC audited sites and also allows them to progress to the next level in their chosen career.





## NEW DIRECTOR APPOINTMENT



Graham Pest Control Service Manager Mark Sherriffs has recently been appointed to the Board of Directors at Graham Pest Control, becoming the first non-family member to hold an Executive position within the company. Graham Pest Control has grown into Scotland's largest independent pest control company and Managing Director Ross Graham commented "Mark has been with our company for 15 years and has always shown a real passion for our industry. He takes a tremendous amount of pride in his work and is always willing to go that extra mile to help his customers. When my dad retired a few years ago, Mark took on a lot more responsibility within the company and we felt the time was right to reward him with this appointment."

Pictured during a break at a recent staff meeting at McDiarmid Park, Perth is Managing Director Ross Graham welcoming Mark on to the Board watched by fellow Directors Stuart Graham, Anna Graham, Jim Graham and the rest of the Graham Environmental Services team.



**DID YOU KNOW?**  
Did you know ants can lift 20 times their own body weight!



## TAKE YOUR CHILD TO WORK DAY

Graham Environmental Services recently "employed" two new recruits for the "Take your child to work day". Kerri Graham (age 13) daughter of M.D. Ross Graham and Abby Mackenzie (age 14) daughter of Customer Service Advisor Elaine MacKenzie were given an insight into the broad range of tasks that have to be carried out in a busy office environment. Both girls worked extremely hard but turned down the offer of full time employment!!

## NEW CONTRACTS

Graham Pest Control are delighted to confirm we have been chosen as the preferred contractor through Public Contracts Scotland for the Scottish Water, Historic Scotland and University of St. Andrews pest control contracts.

The Scottish Water contract sees our company carrying out pest control work throughout mainland Scotland and also visiting the very scenic islands of Shetland, Orkney, Isle of Skye, Isle of Lewis and Benbecula!



**DID YOU KNOW?**  
Fleas are vectors of Bubonic Plague, carried from rodents to humans when they suck our blood. In 14th century Europe, more than 1/3 of the continent died from the disease.

## PERTSHIRE CHAMBER OF COMMERCE AWARDS

Graham Environmental Services Ltd had a successful evening at the Annual Chamber of Commerce Business Star Awards at the Crieff Hydro Hotel winning the "Excellence in Customer Service Award" and also gaining a Highly Commendable runners up Award in the "Perthshire Business of the Year". Managing Director Ross Graham commented "Winning these awards from over 400 companies that entered was beyond our wildest expectations on the evening and we are delighted that we were able to make such an impression on the judges through our Application Form and also during their visit to our premises". Graham Environmental Services has more than doubled turnover in the last 3 years and has increased staff levels from 24 employees to 48 full time staff in the same period, meaning we are now Scotland's largest independent pest control company and also one of Perthshire's largest employers in the service industry.



(pictured are the Directors and Senior Managers of GES receiving their award from John Swinney MSP)

"The recognition for this award is a tremendous boost for our company, who have just celebrated our 20 year anniversary, and it will give us the exposure to continue to grow our business over the forthcoming years. The business awards are the first our company has entered and the Directors of the family run company would like to dedicate the awards to the hard work of our professional staff who are all willing to go that extra mile, and also to our loyal customers who have been using our range of services for many years."

# FOCUS ON.....

An Area Supervisor (Mike Thompson)



**Name** – Mike Thompson  
**Service with GES** – 9 years  
**Job Description** – Area Supervisor  
**Best thing about your job** – Variety of jobs, never get the same job twice  
**Worst thing about your job** – Cleaning up pigeon poo!  
**How do you switch off after work** – Watching football, playing golf (badly!), catching up with my mates for a pint or 2 and taking my dog for good long walks.

**Favourite food** – I love a good hot curry – the hotter the better!

**Favourite drink** – Green tea & honey, and the occasional lager and vodka.

**Favourite holiday** – Went to Rio de Janeiro 3 times when I was in the Royal Navy, it is a beautiful city.

**Interesting Trivia about me** – While in the Royal Navy myself and the rest of the ship's football team got fined 5 days pay for mooning (yes mooning!) at the Brazilian Army football team after a game – sense of humour failure I think!!

**Best thing you've ever done** – While down at the Falklands Islands a pod of porpoises spent time with us checking us out - an experience money can't buy!!

**If you could invite 6 people to a dinner table (dead or alive) who would it be –**

- Ally McCoist – childhood hero
- Alex Turner (Arctic Monkeys)– musical genius
- Jessica Ennis – athletic goddess
- Michelle Keegan – only reason to watch Coronation Street
- Michael Eavis – to get some of his Glastonbury stories
- Kevin Bridges – just for the craic!

## LOOKALIKES



Vladimir Putin  
(President of Russia)



Tom McLevy  
(Compliance Officer)



## COMPANY ACQUISITIONS

Graham Environmental Services Ltd are delighted to announce the recent acquisition of well-established local companies Perthshire P.A.T. Testing and 1st Safety Fire which further establishes our Portable Appliance Testing and Fire Extinguisher sides of our business, and enables us to provide a quicker, more competitive service to our customers.

To request a free, no-obligation quotation for any of these services please phone 01250 875555 or email [phil@grahamhygiene.com](mailto:phil@grahamhygiene.com)



## SUMMER DAYS OUT

Graham Environmental Services had a selection of “team-bonding” days out during the summer, these included paint-balling, tank driving, golf, bowling and bingo! The sun shone down on each day and much fun was had by all. Pictured below are some of the participants, including Dave Burnside winner of the golf and the Graham Pest Control team who comfortably defeated their counterparts Graham Hygiene Services at paintballing!





# FIRE RISK ASSESSMENTS

**Did you know?** If **YOU** are a business Owner, a Director or a Managing Agent you could face prosecution or even imprisonment for failing to comply with the Fire regulations.

The Fire (Scotland) Act 2005 requires that you must have a Fire Risk Assessment for your business premises. If you are not complying with the law how do you think your insurance company would view a claim for fire damage? A very small fire can cause huge smoke damage and 80% of businesses do not recover from this. Keep your business in business and get compliant with the law.

## THE IMPORTANCE OF FIRE RISK ASSESSMENTS?

You must articulate in writing your understanding of the fire risk in your place of work, the measures that you take to minimise the possibility of fire. You must also document the measures in place to protect and save life in the event of fire.

## WHAT WE WILL DO TO HELP

We will look at the major fire risks to your business and work with you to deliver smart solutions that take away the complexities of today's fire safety rules and regulations. For further advice please call 01250 875555 or email [phil@grahamhygiene.com](mailto:phil@grahamhygiene.com)



**DID YOU KNOW?**  
Did you know there are over 200,000 different moth species around the world!



**DID YOU KNOW?**  
Did you know that flies have thousands of lenses per eye which explains their fast reaction times!

## COMPETITION

**HOW MANY RATS??**  
**COUNT THE NUMBER OF RATS YOU SEE IN THIS EDITION OF THE PIED PIPER FOR YOUR CHANCE TO WIN A PRIZE!!**

Email your answers to [ross@grahampestcontrol.com](mailto:ross@grahampestcontrol.com)



# AND FINALLY.....

Are you a company that requires any of the 7 services listed below...

1. Pest Control....?
2. Fire Extinguisher Servicing....?
3. Washroom Services....?
4. P.A.T. Testing....?
5. Fire Risk Assessments....?
6. Kitchen Extraction Cleaning....?
7. Grease Trap Emptying....?

**Are you happy with the service and price that your existing contractor provides.....?**

If you have answered NO to any of the above, please call Graham Environmental Services on **01250 875555** or email [admin@grahampestcontrol.com](mailto:admin@grahampestcontrol.com) and we can provide a competitive quotation. Very attractive packages are provided for multiple contracts.

**DID YOU KNOW?**  
Did you know 43% of businesses experiencing a disaster never recover, therefore call GES who can offer multiple contract discounts on pest control, washroom, fire extinguisher, kitchen canopy cleaning and PAT testing to prevent potential **DISASTERS!!**

