

A person wearing a dark blue polo shirt and white gloves is cleaning a glass surface with a squeegee. The person is seen from the side, focused on the task. The background is dark and out of focus.

DISTINCT

REDEFINING LUXURY FACILITIES MANAGEMENT

Crafting unparalleled spaces with an unwavering commitment to the environment



MEET DISTINCT

A Message From Our Founders

Welcome to Distinct, where our vision of facilities management goes beyond mere service - it's an experience tailored to the highest standards of luxury and sustainability.

We, Darren Dickinson and Craig Godwin, founded Distinct with a shared dream: to revolutionise the realm of facilities management. Our journey began with a simple yet powerful idea - to create spaces that aren't just maintained but are thoughtfully cared for, spaces that reflect the prestige and values of those who inhabit them.

At Distinct, we don't just provide services; we craft experiences. Our commitment to excellence is more than a promise; it's a daily practice. From our meticulous cleaning protocols to our avant-garde sustainability initiatives, every aspect of what we do is infused with our passion for perfection.

We are proud to say that Distinct has rapidly evolved into more than just a facilities management company - we are a symbol of innovation and excellence in an industry that is the backbone of any successful enterprise.

We invite you on this journey with us, to redefine facilities management, to make it an integral and seamless part of your brand experience. Together, we'll set new benchmarks, not just in cleanliness and sustainability, but in creating environments that inspire, motivate, and resonate with every individual who walks through your doors.

Thank you for considering Distinct as your partner in this journey. We look forward to creating exceptional experiences together.

Darren Dickinson & Craig Godwin
Founders of Distinct





BURBERRY
CARTIER
LOUIS VUITTON
CHRISTIAN DIOR
GIORGIO ARMANI
LVMH
CANADA GOOSE
GUCCI
LORO PIANA
PRADA
GEORG JENSON
SELFRIDGES
MULBERRY
HARRODS
BOTTEGA VENETA
EMPORIO ARMANI
BOUCHERON
BREMONT
KATE SPADE
COACH
HERMES
POMELLATO
BELSTAFF
EDELMAN
CUSHMAN & WAKEFIELD
ORSTED
INFORMA

A DISTINCT HISTORY

From Vision to Global Vanguard

A Journey of Excellence and Innovation

Our story is one of passion, innovation, and unwavering commitment to redefining facilities management. Founded with a vision to elevate service standards in the industry, we have carved a niche as pioneers in luxury facilities management.

<div>2013</div> <div><i>A BOLD BEGINING</i></div> <div>In 2013, Distinct burst onto the scene, fueled by a bold ambition to marry luxury with sustainability in facilities management. A venture born from passion, setting the stage for a revolution.</div>	<div>2014</div> <div><i>GIORGIO ARMANI MILESTONE</i></div> <div>By 2014, we clinched a game-changing contract with Giorgio Armani. This wasn't just a win; it was our grand entrance into the world of high-end retail, proving that luxury and eco-consciousness can go hand-in-hand.</div>	<div>2015</div> <div><i>ACTIVE SOCIAL RESPONSIBILITY</i></div> <div>2015 was a year of transformation, as we turned our core values into action. Shifting to a fully electric fleet and championing fair wages, we showed that caring for our planet and people is not just a statement—it's our way of life.</div>	<div>2017</div> <div><i>CONQUERING NEW FRONTIERS</i></div> <div>Our journey took us across the UK's luxury landscape by 2017. Every step forward was a testament to our relentless pursuit of excellence, as we redefined spaces with our bespoke, sustainable services.</div>
<div>2018</div> <div><i>BEYOND RETAIL A NEW CHAPTER</i></div> <div>In 2018, we dared to diversify, stepping confidently into the <u>commercial and office sectors</u>. This leap was more than growth—it was a pledge to innovate and adapt, ushering in a new era of facilities management.</div>	<div>2021</div> <div><i>VISIONARY AMIDST ADVERSITY</i></div> <div>As the world faced unprecedented challenges in 2021, we focused on laying the groundwork for global ambitions. Dubai was on the horizon, and we were ready, bolstering our team and processes for the leap international.</div>	<div>2022</div> <div><i>OUR DIGITAL TRANSFORMATION</i></div> <div>In 2022, Distinct unveiled cutting-edge contract management software with geo-location tracking, simplifying finance processes for clients and suppliers, and improving staff communication, ensuring seamless operations and team connectivity.</div>	<div>2024</div> <div><i>DISTINCT LIGHTS UP DUBAI</i></div> <div>The dream became a reality in 2024, as we made our mark in Dubai, bringing a decade of British excellence to the UAE. This was not just an expansion; it was a statement of our global vision, celebrating a future where luxury, sustainability, and innovation converge.</div>



OUR SERVICES

Impeccable Spaces: Our Solutions

Our Services are a dynamic suite of tailored solutions designed to transform and elevate your environment. Experience unparalleled excellence in facilities management, where every detail is catered to with precision and sustainability at its heart.

→ *Bespoke Contract Cleaning*

Tailored Solutions

Analysing each retail space to provide custom cleaning methods and materials.

Advanced Tools

Analysing each retail space to provide custom cleaning methods and materials.

Green Innovation

Employing 100% electric vehicles and bicycles for eco-friendly operations.

→ *Carpet & Upholstery Care*

Expert Fabric Handling

Combining security with hospitality for a welcoming yet secure environment.

Advanced Cleaning Technology

State-of-the-art machinery for various cleaning methods.

Continual Staff Training

Ongoing learning to stay updated with the latest care techniques.

→ *Hard Floor Cleaning & Maintenance*

Customised Maintenance Plans

Tailored services for the upkeep of premium hard floor surfaces.

Selective Chemical Use

Manufacturer-approved cleaning agents to ensure floor longevity.

Efficient and Discreet Service

Ensuring minimal disruption while maintaining high standards.



DISTINCT

OUR SERVICES

Impeccable Spaces: Our Solutions

→ External Building Cleaning

Facade Enhancement

Specialised services for stonework conservation and high-pressure jet washing.

Detailed Focus

Cleaning of fascias, soffits, and bronze features to uplift the building’s aesthetic appeal.

Window Clarity

Ensuring spotless windows for an impeccable first impression.

→ Window Cleaning Services

Versatile Cleaning Solutions

Adaptable schedules for regular or comprehensive cleaning.

Specialised Access Techniques

Expertise in handling high-rise and complex structures.

Innovative Cleaning Methods

Analysing each retail space to provide custom cleaning methods and materials.

→ Washroom Hygiene Services

Enhanced Hygiene Standards

Offering a range of solutions for optimal washroom cleanliness and comfort.

Eco-Friendly Products

Utilising environmentally responsible washroom products.

Innovative Systems

Implementing automated and sensor-operated fixtures for hygiene.

→ Consumable Supply Services

Quality Procurement

Preventative measures for a pest-free environment.

Diverse Inventory

Immediate action against unforeseen infestations.

Efficient Management

Advanced online system for seamless consumable inventory management.



DISTINCT

OUR SERVICES

Impeccable Spaces: Our Solutions

→ *Waste Management Services*

Eco-Conscious Disposal
Implementing sustainable waste management practices.

Consultative Approach
Custom strategies for efficient waste handling and segregation.

Regulatory Compliance
Ensuring adherence to environmental laws and standards.

→ *Security & Front of House*

Professional Manned Guarding
Combining security with hospitality for a welcoming yet secure environment.

Corporate Receptionists
Expert front-of-house staff to enhance corporate image and manage security.

Butlers & Hosts Services
Tailored hospitality services for a luxurious retail experience.

→ *Event Support Services*

Comprehensive Event Management
Offering a range of services from security to green event practices.

Sophisticated Digital Solutions
Advanced check-in and communication systems for efficient event operation.

Seamless Logistics Coordination
Streamlined support for transport, setup, and breakdown, ensuring smooth event execution.

→ *Pest Management*

Proactive Strategies
Preventative measures for a pest-free environment.

Rapid Response
Immediate action against unforeseen infestations.

Sustainable Methods
Environmentally friendly pest control practices.





OUR PEOPLE

The Heart of Distinct

Tailored Training & High-Quality Equipment

We empower our staff with personalised training and state-of-the-art tools, enabling efficient and effective work

Health & Safety

Our use of chemical-free cleaning solutions safeguards both staff and clients, promoting a healthy workplace.

Financial Security & Work-Life Balance

Partnerships with Wagestream and Timegate offer financial flexibility and easy shift tracking, enhancing our team's financial well-being and work-life harmony.

Inclusive Culture

We foster a supportive environment that celebrates diversity, encouraging collaboration and innovation among our diverse team members.



At Distinct, we recognise that the true foundation of our success lies in the dedication, well-being, and satisfaction of our team. With a track record of low staff turnover and high employee satisfaction, our commitment to fostering an environment of support and growth stands paramount. Our acclaimed employee welfare system is unwavering, ensuring that every team member in Distinct feels an integral part of our family.

It is our mission to ensure that the core values and practices that have defined our success are experienced by every new member joining our team. At Distinct, we are not just creating a workplace; we are nurturing a community where each individual is valued, supported, and inspired to reach their full potential. Our journey towards excellence is ongoing, and our people remain at the heart of every milestone we achieve.

OUR PLANET

Our Account Management Evolution

At Distinct Group, we’ve developed a sustainable business model that exemplifies how luxury and environmental stewardship can coexist harmoniously. Our success in integrating eco-friendly practices with high-end services has positioned us as leaders in sustainable facilities management. Here are the key highlights of our approach:

Innovative *Eco-Friendly* Solutions

Comprehensive recycling programs and partnerships with waste management companies to ensure operational waste is recycled, repurposed, or converted into energy, aligning with our waste reduction goals.

Sustainable Procurement Practices

Selection of suppliers and products that meet our environmental standards, from eco-friendly cleaning materials to sustainably sourced office supplies.

Transition to a *Fully Electric* Fleet

A significant reduction in carbon emissions through the adoption of electric vehicles, showcasing our commitment to cleaner air and reduced pollution.

Training and *Awareness* Programs

Empowering our team to adopt sustainable practices in their daily operations, fostering a culture of environmental responsibility.

Zero-to-Landfill Operation

Comprehensive recycling programs and partnerships with waste management companies to ensure operational waste is recycled, repurposed, or converted into energy, aligning with our waste reduction goals.

Commitment to B Corp Certification

This ambition signals our aim to reach the pinnacle of social and environmental performance, accountability, and transparency, with a target set to achieve it by the year 2024.

Our goal is to not only introduce our successfully sustainable business model but also to inspire and influence the market towards greater environmental responsibility. We believe that our approach, characterised by a seamless integration of luxury and sustainability, will set new standards in the region, reinforcing our vision of a greener future for all.



DISTINCT



DISTINCT

CLIENT TESTIMONIALS

Praise From Our Partners

At Distinct we believe our clients' words reflect our commitment to excellence and innovation. Here's what some of our valued partners have to say about their experience with us:



“Professional, thorough and efficient – exceptional service! Their attention to detail, professionalism, and commitment to customer satisfaction have truly set them apart from other cleaning companies I’ve worked with in the past. I can definitely recommend them!”

- Pawel Wolniczek



“We have now been working with Distinct over more than 2 years in our 5 London Boutiques and I have to say it’s been a real pleasure. I would definitely recommend them.”

- Shaila Garcia



“Exceptional responsiveness and innovative solutions – Distinct’s service is outstanding. I highly recommend them for their unparalleled professionalism and efficiency.”

- Saima Samad



“Over the past 8 years, Distinct has been more than a cleaning supplier; they have been a true partner. Their approachability and rapid response to any issue make them invaluable. I wholeheartedly recommend Distinct for their professionalism and exceptional service quality.”

- Matthew Parker



SHARE IN OUR PURSUIT

Enquire Today

Your journey towards exceptional facilities management and a commitment to sustainable, ethical practices begins here. Distinct invites you to be a part of our mission to redefine the standards of corporate services, driven by our unwavering dedication to environmental, social, and governance excellence.

1. *Schedule a Consultation*

Let's start with a conversation. Schedule a meeting with our experts to explore how our services can elevate your operations while aligning with your sustainability goals.

2. *Visit Our Facilities*

Witness our commitment to excellence in action. Arrange a visit to our facilities to see firsthand the innovative practices that set us apart.

3. *Collaborate on Projects*

Have an idea or a project that aligns with our ethos? We're open to collaborative efforts that push the boundaries of sustainability and social responsibility.

4. *Stay Informed*

Follow us for the latest updates, insights, and stories showcasing our impact on communities and the environment.

Contact Information

→ **Email:** getintouch@distinctgroup.com
→ **Phone:** 020 3959 9559
→ **Website:** www.distinctgroup.com

→ **LinkedIn:** /Distinct-Group
→ **Instagram:** @DstnctGroup
→ **Facebook:** /DistinctGroup

Join us as we pave the way for a more sustainable, inclusive, and versatile future in facilities management. Together, let's make a significant impact on the world we live in.

THANK YOU

For Considering Distinct

Thank you for your time and attention as we wrap up our presentation. At Distinct, we do more than just create spaces that work; we make places that inspire and bring joy.

Our goal is to transform the way facilities management works, building lasting partnerships that focus on quality, creativity, and a future where we all live sustainably.

Let's work together to turn spaces into experiences that touch everyone's life, every day. We appreciate you joining us on this journey to make a meaningful, lasting impact on our world, benefiting people and the planet.



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