

# Seasons' Greetings

## A message from Mark Garvey, CEO of Whitespace Work Software Ltd and All On Mobile Ltd

Most people would agree that 2019 has been a year of great uncertainty within the UK and I am extremely proud to share with you our success during this period of tough trading conditions. I firmly believe now more than ever it is important to celebrate a UK based, family owned business that is committed to growth, creating new jobs and providing value for our customers.

First off, I want to say thank you to our customers old and new for helping the business achieve record growth for the 5th consecutive year. This growth has resulted in more projects implemented than ever before and new customer acquisitions almost doubling when compared to 2018 (which in itself was a record year). Our customer base also continues to expand internationally with operations growing rapidly across the Netherlands, South Africa, Ireland and the UK.

This success has resulted in the need for internal change across the business. I have been busy creating new departments, bolstering our middle management layer and updating our hours of service. All of this being driven by the desire to provide a better service to you, our customers.

I am particularly proud of our strides forward in the business' commitment to social responsibility. As a technology company that provides tools to reduce waste and improve efficiency, we feel that we must drive positive change internally as well as externally. From encouraging car sharing to replacing tea bags to non-bleached alternatives all the staff have embraced the business' desire to be a socially responsible entity and I only see this movement growing.

Moving into 2020 the business is committed to continuing with our growth strategy and as such the shareholders have agreed to the largest investment in the history of the business. This investment package will result in new hires across a variety of departments but specifically we have embarked upon a major upskilling project within our development team. Ultimately this will result in a dramatically improved rate of product delivery to ensure that our customers always benefit from the most powerful technological advances available on the market.

Finally I wanted to say thank you for your continued support. When I took on the job as CEO in 2015 I never thought in my wildest dreams that I would be managing a business that consistently grows at 20%+ year on year. The challenge is as exciting as ever and I cannot wait to see what 2020 has in store.

Thanks again and happy holidays.

**Mark Garvey**



whitespace  
work software



all on mobile



# Happy Holidays

1

**20 major projects**  
live in 2019

2

**10 million**  
waste transactions  
handled in 2019

3

**+390**  
in-cab devices  
installed this year

4

**+10,000**  
different forms  
within All On Mobile

5

**ISO9001 and ISO27001**  
certified

6

**New resident app** and  
updated resident portal

7

**31%** local authority  
market share and growing

8

**+4m**  
completed forms in All On Mobile

9

On-boarding of **19 new customers**

10

**+9,900**  
All On Mobile users

11

**99%**  
customer retention rate

12

**21**  
new waste advice blogs published