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# CI-IT THIS MONTH...



# **BCC INTERVIEW**

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If you have any news related to the cleaning industry, please contact our assistant editor Sarah O'Beirne...

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# TRAINING

A Becoming a contract cleaning doesn't involve any qualifications or skills. CHT looks at why this is a double edged sword and how a lack of training after staff are hired can massively impact quality of service.

# SPECIALIST CLEANING

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# **CLEANING SHOW REVIEW**

22 CHT takes a look back at the inaugural Manchester Cleaning show speaking to attendees and exhibitors to gauge their reaction to the event.



# ➡ Next Month

In the next edition of CHT we will investigate whether it really is possible to conduct an entirely chemical free clean. Then we will hear from SCA Torc about maintining standards in the world of hotels and leisure before Truvox go into detail about floorcare. Finally we examine the role of cleaning and hygiene in preventing infections and keeping people healthy.

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# OPINION

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# **OPINION**

26 CHT hears from the Barbour Index about exactly what manager's need to know about the risks in the cleaning and hygiene industry, and how they go about managing these risks.



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# 🛞 NEWS

# NJC LAUNCHES NEW BRAND IDENTITY

NJC (Not Just Cleaning), the cleaning and support services organisation, has unveiled its new visual identity.

NJC said "The fresh, modern brand is designed to reflect the vibrancy of change that NJC creates in the range of services provided. The new logo represents NJC's DNA, which is its insatiable appetite to go the extra mile for customers."

Paul Crilly, managing director NJC commented: "After more than 30 years of evolution and growth, NJC is embarking on the next phase of its journey. Our focus on high quality services, delivered by well trained, engaged, empowered colleagues, using technology to drive efficiency and effectiveness, remains unchanged. We are Not Just Cleaning and our heritage remains at our heart, but the scope of our services has expanded over the years, and we wanted our logo to reflect this. I am very excited that we have reinvigorated the NJC brand to reflect who we now are as a

business, both visually and culturally, for our people and our customers."

# CONTRACT CLEANING TO GROW BY £100M IN 2016

The contract cleaning market is set for £100 million growth in 2016, despite the new National Living Wage dampening market profitability, according to a new report from MTW Research.

According to MTW's analysis of 70 top cleaning contractors, contract cleaning sales are set for above inflation growth this year, boosted by a number of key end use sectors including health, care homes, education and private commercial markets.

The report forecasts demand growth across several sectors, with more specialised cleaning services leading the way in terms of value growth.

Discussing the findings, MTW's James Taylor commented: "By 2020, our forecast models indicate total contract cleaning market sales will rise by £500 million, underpinned by volume and value growth."

The report identifies a number of key growth trends to support this optimism, with many of MTW's findings making for positive reading for the cleaning industry and associated cleaning equipment suppliers.

The introduction of the National Living Wage is set to reduce profitability in the contract cleaning market in the short term, though is likely to instil some benefits for the market in the medium to long term.

Taylor added: "Cleaning companies will need to increase productivity and differentiate through better staff management, more efficient equipment,



enhanced levels of monitoring and communication, Internet of Things (IoT) automation and integration of new technologies if they are to succeed."

The report suggests that new technologies continue to offer considerable growth opportunities for manufacturers and contract cleaning companies in 2016.

Amongst this optimism the report sounds a note of caution, highlighting a 'two-tier' market with non-differentiated cleaning contractors experiencing pricing pressure and low client loyalty. At the lower value end of the market, acquisitions have increased with facilities management companies augmenting their economies of scale. Nevertheless, the general tone of the report is one of underlying optimism with six per cent more contract cleaning companies forecast to enter the market by 2020.

The research involved analysis of companies with more than £3 billion of sales and found that just under 50 per cent of contract cleaning companies experienced growth in the last 12 months. MTW point to a core strength in the market, with more than 80 per cent of contract cleaners having either a 'good' or 'excellent' credit rating in 2016, reflecting a generally strong trading environment despite ongoing challenges in some sectors of the market.

# STUDY REVEALS BEST PRACTICE HAND WASHING TECHNIQUE FOR BACTERIA REMOVAL

New research demonstrates that the six-step hand-hygiene technique recommended by the World Health Organisation is superior to a three-step method suggested by the U.S. Centers for Disease Control and Prevention (CDC) in reducing bacteria on healthcare workers' hands.

The study was published online in Infection Control & Hospital Epidemiology, the journal of the Society for Healthcare Epidemiology of America.

Jacqui Reilly, PhD, lead author of determined to be microbiologically more effective for reducing the me prevention and control at Glasgow Caledonian University in Scotland, commented: "Hand hygiene is regarded 2.88). However, using the six-step

as the most important intervention to reduce healthcare-associated infections, but there is limited evidence on which technique is most effective. This study provides a foundation for effective best practices to implement on the frontlines of healthcare."

During the randomised controlled trial in an urban, acute-care teaching hospital, researchers observed 42 physicians and 78 nurses completing hand-washing using an alcohol-based hand rub after delivering patient care. The six-step technique was determined to be microbiologically more effective for reducing the median bacterial count (3.28 to 2.58) compared to the three-step method (3.08 to 2.88). However, using the six-step



method required 25 per cent more time to complete (42.50 seconds vs. 35 seconds).

Reilly added: "One of the interesting incidental findings was that compliance with the six-step technique was lacking. Only 65 per cent of providers completed the entire hand hygiene process despite participants having instructions on the technique in front of them and having their technique observed. This warrants further investigation for this particular technique and how compliance rates can be improved."

The researchers recommend authors of international guidance should consider this evidence when making official recommendations on best practices in hand hygiene.

# NHS PROPERTY SERVICES ANNOUNCES SOFT FM CONTRACT WINNERS

N HS Property Services which looks after 4,000 NHS buildings has completed the second phase of its national procurement exercise to streamline its facilities management contracts and has announced the successful bidders chosen to deliver a number of its soft FM contracts throughout England.

According to NHS Property Services the rationalisation process of its FM services which has taken nine months to complete, will save in the region of 20 per cent across the national estate on the £200 million contracts which are currently outsourced, as well as ensure levels of consistency in the quality of FM services being delivered across the country.

The winning bidders of the soft FM contracts are as follows:

- Cleaning Services Ideal Cleaning Services and OCS
- Feminine Hygiene PHS Group PLC
- Grounds and gardens Burleys and Mitie
- Pest control Mitie Pest Management
   Services and Vermtech Pest Control



- Security Mitie Security Services
- Window cleaning Walkers CS and Cinderella Support Services

A third and final phase of awards for 'Specialist Services' contracts are due to be awarded in April and will include catering, car parking, waste, asbestos surveys, hot and cold water surveys and medical gasses.

The rationalisation process of FM services across the entire NHS estate was conducted in three parallel running programmes, resulting in the consolidation of more than 2,300 individual hard, soft and specialist FM contracts.

# KINGDOM BUYS FML GROUP HOLDINGS

Support services provider Kingdom has acquired Worcester-based cleaning firm FML Group Holdings which includes subsidiary companies Freeflow Management, West End Commercial Contracts, City Contract Services and FML.

The new deal which is valued in excess of £3.5 million, has been more than doubled in its scope, to include an additional six locations, bringing the total to nine across North West and West London.

The terms of the contract will see Cordant Cleaning responsible for the cleaning, shunting and parking of over 750 buses every day, in addition to cleaning the nine bus garages, administration buildings and engineering premises. Additional responsibilities include re-fuelling, checking oil and fluid levels, and allocating each bus to its route number.

A team of over 150 full time staff work on the contract, all of which are directly employed by Cordant Cleaning providing a 24/7 service, with the majority working a 7pm-3am shift. In many cases the buses operate 20 hours a day so each receives a daily standard clean alongside a schedule of periodic deep cleans.



Chris Healey, vehicle presentation manager at Metroline, said: "Every day we strive to meet our passengers' expectations and a key part of this is through the provision of a clean and presentable vehicle. This means that our choice of cleaning partner is extremely important and we have enjoyed a long and successful working relationship with Cordant Cleaning."

Guy Pakenham, MD at Cordant Cleaning, added: "We now look after more than half of London's buses and have the knowledge and expertise to meet the challenges of these complex operations. Our ability to self deliver our solutions combined with our proven processes mean that we offer a truly compelling service for the transport industry."

Cordant Cleaning began working with Metroline in 2007.

# APRIL CLEANING IN BRIEF 💼

Churchill has secured a three-year contract to provide cleaning and support services on behalf of Croydon Council.

The deal which is effective from 4 July 2016, will see Churchill responsible for the delivery of cleaning, washroom, window cleaning and confidential and medical waste services to a portfolio of approximately 70 properties, including council offices, housing sites and community centres.

GOJO Industries-Europe has been awarded the ACM Greener Path Land Diversion Award and is leading the way in environmental performance by achieving 'Zero Waste to Landfill' during 2015.

Last year, GOJO launched their GOJO 2020 Sustainable Value Strategies and Goals and this award recognises their exceptional performance in waste and recycling operations and sets the bar high within industry.

The passenger transport executive Merseytravel has renewed its contract with B&M Waste Services for a further three years. Having worked together since 2011 to introduce recycling initiatives B&M Waste have once again been chosen as the preferred supplier of a waste management solution.

Merseytravel provides professional, strategic and operational transport advice to the Liverpool City Region Combined Authority and is the delivery arm making transport happen.

Staff at a family firm, which provides specialist cleaning services, are celebrating after winning a top business award.

Stirling-based Perfect Service Solutions has been named Best Small Business 2016 in the third annual Forth Valley Chamber of the Commerce Awards.

Co-founders Simone Hart Sibbald and Eddie Tierney received the honour during a ceremony at the Hilton Hotel in Dunblane, Perthshire.

The UK's oldest private bank, C. Hoare & Co., has appointed Battersea-based Julius Rutherfoord to provide contract cleaning services across its sites in London.

C. Hoare & Co. were looking for a specialist high quality contract cleaner to provide the highest cleaning standards, high levels of consistency, whilst maintaining the utmost discretion and implementing the strictest security measures. The client also requested that the contract adopted the London Living Wage, delivered through a thorough staff training, innovation and development programme.

Following a competitive tender process Julius Rutherfoord was chosen as a match for these ambitions and demonstrated it had the dedicated local London resources and experience to deliver a long term partnership.

The Worshipful Company of Environmental Cleaners (WCEC) has announced the death of Past Master Emeritus Inez Dorothy Butler on 28 March 2016, aged 86. Inez passed away peacefully in hospital following a chest infection.

# COMMENT

# DELIVERING A SUPERIOR WASHROOM EXPERIENCE

Customer satisfaction is always a priority for Facilities Managers. Ed Borrini, Target Market Leader for Office Buildings at Kimberly-Clark Professional, advises on best practice

## Employees want to be reassured that They are more than just a number. They want to feel part of a quality enterprise, and see tangible evidence that they are valued.

A dirty or badly-maintained washoom is more than a nuisance and a potential health hazard, the condition of the washroom indicates to employees just how much or little their company values them.

And the quality of the washroom also reflects on the business as a whole. Research suggests that some 73% of the business community believes that a bad toilet environment indicates poor overall management. (1)

Research among office workers reveals that 71% think an office washroom reflects on the Facility Manager. (2)

The Facilities Manager is the lynchpin in delivering a satisfactory washroom experience to staff. We're not talking here about installing designer sinks or built-in music systems. It's the simple things which matter, it's all about making sure that the office washroom is clean, looks inviting, and smells fresh – thus improving the customer experience and reducing complaints. But how can you do that? What methods are there to continuously improve the bathroom?

# **GET THE BASICS RIGHT**

Cleanliness and hygiene are the two fundamentals of excellent washroom standards.

Simple steps such as making sure that there is enough toilet paper available in the toilets are the key to running a successful washroom.

The relevant products including towels, soap and toilet roll must be available and equipment must be in good working order. The toilets need to flush and the sinks need to drain.

Smells and stains need to be eliminated, wet floors need to be dried and bins need to be emptied.

Focus on odours – think about the

'inhale moment'. If it doesn't smell clean, then the brain thinks it isn't clean. You can have all the marble tiles you like in a washroom, if it's not clean and smells bad then no-one is going to be impressed.

# MAKE IT HOMELIKE

Giving staff a nicer washroom experience comes with a payback, they tend to treat the space with more respect. They will be more likely to put a paper towel in the bin rather than throw it near the bin. They will email the Facilities Manager to report a blocked toilet, rather than just leave it unflushed. Respect differences between the genders. For women, the bathroom can represent a place for a short time out, to re-group and check themselves, so make it a comfortable environment with clean mirrors. If you create a homelike washroom environment, you will improve user engagement.

With today's many different work environments there is continuous innovation in new products, formats and dispensers for more diverse needs and it is more important than ever to make the time to review regularly your washroom amenities. Suppliers can help identify ways to enhance the environment cost effectively and sustainably.

## **ENCOURAGE HYGIENE**

More proactive Facilities Managers will be seeking ways to educate washroom users in best practice on hygiene. They may site hand sanitisers right by the washroom doors, so that user can sanitise their hands after touching the toilet door, or facial tissues they can grab to protect their hands while exiting.

Recent research targeting office workers in the UK and conducted by Cogent Research suggests that the top locations which office workers associate with germs in the workplace are the office toilets (78% citing) and toilet door handle (69% citing). (3)

#### STAY AHEAD OF COMPLAINTS

Research also suggests that Facilities Managers spend over 50% of any given working day on operational issues, such as dealing with customer complaints and less than one day a week is devoted to strategy and planning. (4)

The top washroom complaints are a bad smell (82%), clogged toilets or not flushed (79%) and a dirty, unkempt overall appearance (73%). (5)

The best way to deal with complaints is to stop them being made in the first place. Make sure that the quality is of your washroom consumables is satisfactory, that any maintenance issues are tackled before they even become an irritation.

# **SEEK FEEDBACK**

A good FM will be looking for ways to create dialogue with washroom usersseeking their views on improving the service and facilities. This might be done via a whiteboard for messages, or a sign giving contact details for the Facilities Manager. Washroom users should be encouraged to interact and give "soft feedback". Interaction also makes users feel that they are being looked after and that they are valued.

Taking care of the environment is in everyone's interest. Waste and misuse of resources has cost, efficiency and environmental implications.

#### YOUR WASHROOM IN 5D?

Kimberly-Clark Professional has taken its depth of understanding and experience of thousands of washroom environments to create Washroom 5D. The programme is

developed to help FMs perfect the washroom environment in three stages: Discover, Compare, Improve.

# HOW DO YOU MEASURE UP?

Washroom 5D asks and answers the question to FMs 'How do you measure up?' focussing on comparing washrooms against best practice benchmarks, discovering gaps and problem areas. It does this through



a free on-site assessment with a report of recommendations across the 5-Dimensions where potential issues often exist: Cleanliness, Hygiene, Efficiency, Sustainability and Satisfaction. The data collected during the site assessment is analysed and feedback provided on how your washroom compares to industry benchmark standards.

Products and tools can help measure and improve the washroom experience, and help FMs answer the question 'How do you measure up?' on an ongoing basis. Devices such as door counters to measure traffic, 'Happy or Not' terminals and tenant surveys enable customers to collect data on user experience of their washroom.

#### **FIND A METHOD**

The typical office worker visits the washroom three to four times a day, within an averaged sized facility that equals more than 1.1 million annual satisfaction or complaint opportunities. Finding a method, such as Washroom 5D will help FMs to identify often simple changes that lead to measurable improvements in those important client satisfaction levels.

80% of global facility managers know that their office restrooms influences tenant satisfaction, but they are under constant pressure of budgets and time. (6) Washroom 5D as a structured programme can also help uncover operational efficiencies that all FMs to cut costs, reduce waste and be more sustainable, and allow them to invest their cleaning budget where it matters.



\*Average based on typical cost-in-use savings made when comparing 5ltr product with alternative 1ltr Ecodose. \*\*Free on Ioan dispensers fitted free of charge subject to supply agreement

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# NEW PAPER WASHROOM PACKAGE

Midland Paper Products have always offered distributors consistent and reliable products and now they have added a new range of Esfina dispensers which offers excellent 'cost in use' benefits.

Established in 2004, Midland Paper Products offer a wide range of paper products suitable for the 'Away from Home' market, which they manufacture at their premises in Bromsgrove, Worcestershire. Now these new additions are sure to give them and their distributors a competitive edge.

Sales Director Craig Williams explains 'For several years we have been looking for a small range of system dispensers that offer good value for money to our distributors, and in turn, something different for them to offer to their end user customers. Our main objective was to offer systems which maximised the amount of paper in each dispenser and reduced waste'.

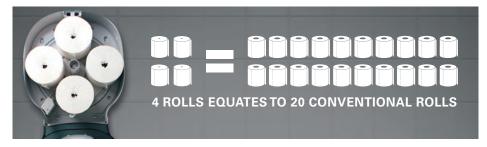
Dispensing Systems have become more popular in recent years and Craig believes that they will continue to replace more traditional dispensers. 'Dispensers which only hold 1 toilet roll for example, require janitors to re-fill them regularly during the day and can also result in waste if the janitor replenishes a part roll with a new one. Multiple roll dispensers often hold more paper and avoid such waste, which in turn saves the end user money and time'.

The new Esfina range consists of an Autocut Paper Towel Dispenser, 2 Twin Toilet Roll Dispensers and a 4 Roll Coreless Toilet Roll Dispenser. They are all manufactured out of strong transparent plastic which makes it easy to check when the paper needs replenishing and the re-fill paper products are manufactured by Midland Paper to CHSA standards.

Creating the most interest is the Esfina Quad Coreless Toilet Roll Dispenser. This four roll dispenser is ideal in 'high usage, busy locations' due to the fact that it holds up to 380 metres of paper per dispenser, but unlike traditional jumbo dispensers, the dispenser has one roll in use, and 3 reserve rolls in place. This helps eliminate 'stub roll waste' and allows the janitor to replenish reserve rolls when needed to ensure there's always paper available to the end user. When one roll is used, the next roll simply falls into place! In addition, the paper refills are coreless which eliminates having to dispose of unnecessary cores.

For washrooms which aren't so busy, then the twin dispensers are ideal. There are 2 choices, a coreless version which has the capacity to hold up to 190 metres of paper or the cored version which holds an impressive 250 metres of paper when full. Craig explains 'these dispensers still have the benefit of holding multiple rolls and therefore prevent wasted stub rolls however, these are ideal in locations which are quieter or are installed in smaller cubicles'.

Finally, there's the Esfina Autocut Dispenser which dispenses one sheet at a time without the need of electricity or batteries and has a stub roll facility to avoid unnecessary waste. Each towel is presented open to ensure maximum usage and there is a choice of either a 200 metre 1 Ply Blue Roll which offers excellent value for money or if you require a better quality towel then there's the 150 metre 2 Ply Glue Laminated White Roll.





# **ESR100** Autocut Hand Towel Dispenser

Made from strong durable plastic, this 'no-touch' dispenser presents one towel at a time to minimise waste. A high capacity dispenser which can house a roll of up to 200 metres long, allows users to only touch the paper presented, which reduces the chances of cross contamination from other users. The paper towel is presented open to ensure maximum use.



# **ESR400C** Quad Coreless Toilet Roll Dispenser

Four roll dispenser with one roll in use and three reserve rolls. This dispenser has a central dial which simply rotates to access the next roll. It's ideal for high traffic washrooms - the dispenser holds up to 380 metres of paper! This dispenser is coreless which means there are no cores to dispose of! It also eliminates stub roll problems which avoids waste and reduces cost.



# ESR200 & ESR200C Twin Toilet Roll Dispenser

Twin roll dispenser so when one roll has finished then the other roll becomes active. There is easy access to the second roll once the first roll is finished. Eliminates stub roll problems which avoids waste and reduces cost. This dispenser can hold up to 250 metres of paper. The ESR200C Twin Coreless Toilet Roll Dispenser has no core to dispose of.

If you are interested to learn more about these Esfina dispensers, or you are interested in becoming an Esfina Paper distributor, then you can contact Midland Paper Products on 01527 878455 or sales@midlandpaper.co.uk



FEATURE INTERVIEW



# THE ROLE OF THE CHAIRNAN

Simon Hollingbery became chairman of the British Cleaning Council in the summer of 2015, becoming the first BCC chairman from the public sector. He is also the building cleaning services manager at Reading Borough Council, and chairman of ABCD, (The Association of Building Cleaning DSPs) who are members of the BCC.

CHT caught up with Simon at the recent Manchester Cleaning Show at Event City, and started by asking him about the new regional cleaning event

# We are delighted with the Manchester Cleaning Show. Attendance over the two days has been

confirmed at just under 2,500, which is many more than we thought when we were planning it with our partners Quartz. It comes off the back of a really successful cleaning show at the Excel in London last year, and with things going so well in Manchester we're set to hold it again in two years' time. It shows that the cleaning industry is on the up, and very buoyant at the moment.

## BCC

# Why did you put yourself forward for chairman of the BCC?

I'd been deputy chairman to Doug Cooke for two years, but Doug found he needed more time to spend on his own company Principle Cleaning, so he decided to step down from the chairman's duties. I'm actually planning to retire in two years, so I put myself forward to fill the chairman's chair for just two years, and I'll be passing the baton on again next year.

# Do you have any changes planned for the BCC?

I think we've become a lot more proactive towards our members over the last 12 months. We've set up a number of working groups to look at issues that concern the membership, and these groups will be reporting back to the board in due course. We're currently developing a new business plan to take us through the next three years, and again, this is being driven by BCC members.

# What are your priorities for your two year tenure?

Once we have the business plan in place then the priority will be to deliver as much of it as we can. The last BCC manifesto was written just before the 2010 election - when Gordon Brown was still prime minister! The world has moved on quite a lot since then. So getting the business plan in place is a big priority. Also, our focus is now moving on to the next cleaning show at the Excel in London in March 2017, which promises to be the biggest yet.

## Being the first BCC chairman from the public sector, have you noticed any differences between the public and private sectors, and does that mean you have to run things differently compared to predecessors?

The differences between public and private aren't as pronounced as you may think in the cleaning industry. At the end of the

The biggest challenge the whole of the industry has faced in recent times was the big recession of 09/10, after the banking crash."

day we've all got the same objectives. The biggest challenge the whole of the industry has faced in recent times was the big recession of 09/10, after the banking crash. The shockwaves were felt across the sector and we've all have to change the way we operate. But, thankfully, that is behind us and now and the emphasis is very much on bringing this very diverse industry together, through events like the Cleaning Show.

#### Is there any expansion plans for the BCC?

No expansions plans as such, although we have welcomed two new members in the last 12 months; The British Pest Control Association, and The Domestic Cleaning Alliance. That brings us up to 21 members, but we remain open for

new members, if an organisation fits our criteria.

## Industry

#### What are your thoughts on the state of the cleaning industry, both at present and in the future?

The industry is going through a bit of a revolution at the moment. This in part is being driven by the Living Wage, but also with things like daytime cleaning, new

# FEATURE INTERVIEW

technologies and better training. The BCC has also got close ties with the immigration authorities and we're trying, with them to cut out a lot of the illegal practices that goes on with within the cleaning industry. So there's big changes taking place and but I think the industry is getting stronger, and we're now takling head on some of the challenges, like low pay, that have dogged us for so long.

#### What will be the effect of the recent Living Wage introduction on the cleaning industry?

We welcome the Living Wage as it will force less scrupulous operators to pay the going rate, and that is the right thing to do. One of the BCC's core values is to fight for the dignity of the cleaning operative, and so we believe paying staff a decent living wage is not only a moral issue, it can actually be beneficial to the business, as staff are more likely to stay with the company.

#### What is the cleaning industry's place within the larger FM sphere? Should cleaning be subsumed this way?

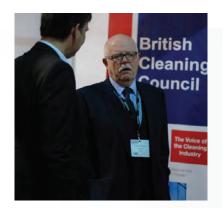
Building cleaning will always stand on its own because it's so specialised. Some areas like street cleaning for instance FM wouldn't get involved in, so there'll always be a need for specialised cleaning contractors. An example of that can be found with the CSSA who recently relaunched. They had been set to join Building Futures Group (before its demise) but members wanted it to remain independent, partly because it filled a highly skilled niche market.

At both FMJ and CHT we often hear complaints from cleaners about being overlooked and under trained. Of course it is a relatively low paid, high turnover industry but do cleaning firms (big boys in particular) need to treat staff better? Respect for cleaning operatives is very important, and is something all BCC members buy into. We believe in good quality training, and encourage it wherever possible. But there are also good financial reasons why companies should treat employees well. Decent pay and conditions and good quality training can go a long way to reducing staff churn, and can actually improve productivity.

# Will recent initiatives like the EHRC campaign improve the lot of cleaners?

The BCC was part of the EHRC's taskforce and is fully behind the 'Know Your Rights at Work campaign'. We'd like to encourage all cleaning contractors to use their influence to promote fairness, dignity and respect for cleaning operatives in all corners of our industry. Hopefully campaigns like this can help and be part of a wider process to make our industry better and fairer.

The British Cleaning Council is the voice of the UK cleaning industry. It was established in 1982 to coordinate the affairs of the industry and to be responsible at home and abroad on industry matters.



The BCC provides a forum for members to meet and work together to raise the profile of the industry and help it gain the credibility it deserves. It also promotes and encourages improvements in health, hygiene and general cleanliness standards.

The BCC has 21 members, which cover every facet of the multi-million pound UK cleaning industry.

Along with Quartz Publishing & Exhibitions, the British Cleaning Council co-owns the world-renowned Cleaning Show. This is a regular and well-regarded exhibition held at the ExCel Centre London every two years, and is a highlight of the international cleaning industry calendar.

The aim is to provide a showcase that both reflects and caters for the UK industry's needs, with BCC ploughing profits back into the industry, helping us pursue our policy of furthering the educational, training and promotional needs of its member bodies.









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FEATURE

# CHTMAG.COM

Becoming a contract cleaner doesn't involve any qualifications or skills. CHT looks at why this is a double edged sword and how a lack of training after staff are hired can massively impact quality Different companies are always going to have different levels of professionalism and attitudes toward training will vary. This can even be true amongst different departments of the same firm. Opinions will vary about what is and isn't an acceptable standard of work and nowhere is this more true than in the cleaning sector.

In Britain and elsewhere there are few, if any, obstacles to getting a job as a contract cleaner. There are no qualifications or requirements beyond a willingness to work. There is no shortage of buildings that need cleaning or of cleaning companies which come in all shapes and sizes. The low cost of setting up a cleaning firm means that there is a plethora of small start ups as well as the massive multinationals.

Not all of these firms are going to train their staff to the same level. The high rate of staff turnover in the industry and the relative ease of replacing cleaners means that some don't train their staff beyond the most basic manner. Similarly the low wages and poor job satisfaction so prevalent amongst staff mean that their own standards can drop.

Of course this isn't a problem unique to the cleaning sector, but it is one of the more obvious culprits.

#### TRAINING

Everyone has heard examples of poorly trained staff (on occasion no training at all) not being given the tools they need to do their jobs properly. These teams too often have low wages and disinterested managers which can lead to a dirty and unhygienic workspace. Not to mention a very unhappy client.

Most companies will insist vociferously that they train their staff impeccably. But

â Plenty of organisations who certify cleaning companies do insist on a certain standard of training and industry wide commitments and pledges are sometimes mooted".

this isn't always the case and with ever tightening budgets and high staff turnover it is hard to see this changing without some sort of incentive. Plenty of organisations who certify cleaning companies do insist on a certain standard of training and industry wide

commitments and pledges are sometimes mooted. But the most likely incentive would surely be to persuade cleaning firms that improving their training regimes will end up making them money.

#### **AS IT STANDS**

Of course it varies from company to company but as a general rule what is it that training actually consists of? The British Institute of Cleaning Science (BICSc) has over 10,000 individual and corporate members in the UK and Internationally publishes "The Cleaning Professional's Skills Suite" which breaks down the skills a cleaner needs to possess.

This ranges from the "Mandatory" categories of chemical competence, care of equipment, storage of equipment and materials and licence to practice renewal all the way through to "Specialist" focusing on things like biohazard decontamination, bodily fluids and pressure washing. Listed under "Base Skills" are:

- Dust control mop sweeping
- Damp mopping
- Suction cleaning
- Manual brush sweeping
- Emptying and cleaning of general waste bins
- Dusting/damp wiping of surfaces
- Cleaning kitchen work surfaces
- Cleaning sinks
- Auto scrubber drying
- Glass cleaning
- Cleaning hand hygiene basins
- Cleaning toilets
- Cleaning washroom facilities

As such you would hope that all cleaners would receive training in all of these areas at the very least.

ISSA also operates the Cleaning Industry Training Standard in which cleaners take an exam called "Cleaning 101" before moving onto advanced categories which include:

- General cleaning
- Hard floor care
- Carpet care
- Restroom care
- General Safety
- HazCom
- Health Care
- Value of Clean
- Customer service
- Green Cleaning
- Personal development
- Efficiency cleaning

# THE BOTTOM LINE

CHT has spoken to cleaners working for several different firms who stress that their "training" actually consists of being shown how to turn the hoover on and little else. Many others who have a limited command of English say that they didn't understand FEATURE TRAINING

what they were told whilst being trained. These sorts of situations will naturally lead to poor quality service and lead to contract losses.

But there are more subtle ways of saving money by training cleaners. It is becoming more and more common to train cleaners in sustainability and green initiatives both to help the environment and save money. Cleaners can be taught how to reduce energy and water usage as well as waste.

If properly trained then cleaners can make a massive impact by taking some very simple steps. Turning off lights in empty rooms, reporting flickering lights, turning off taps, reporting when computers and other electronic equipment is left on overnight and cleaning with cold water might not sound like much, but taken together over the course of the year they can have a big impact.

#### **OUTSIDE THE BOX**

All of that raises the issue of whether training cleaners in areas outside of cleaning itself is worth the time and expense. Some companies go to great lengths to try and get their staff comfortable communicating in English. Others in things like social media in order to protect the businesses reputation.

But when budgets are still tight across cleaning and facilities management funding this sort of training might just be a pipedream. Especially when it would be so difficult to quantify how the business would benefit from it.

#### **STAFF MORALE**

It is difficult to question that it would improve staff morale in what can all to often feel like a thankless industry. Of course working conditions for cleaners have improved exponentially over recent decades, with things like the introduction of the Living Wage and campaign's like the Cleaning Taskforce set up by the Equality and Human Right's commission.

Even so cleaners will often complain that they are fighting an uphill struggle. Coming and going in the dark, with little recognition and low pay. All too often you will hear stories of cleaners making an office spotless only to return the next day to find it filthy once again. Perhaps this is because of the perception of cleaning as an unskilled job.

In truth the cleaning sector is creating jobs and booming whilst others continue to shrink.

Compared to 50 years ago Britain has almost 200,000 more cleaners. In total it is estimated that six million Britons employ some sort of domestic help. In short a few improvements to training could improve the lives of a huge number of people.

Compared to 50 years ago Britain has almost 200,000 more cleaners." A massive step could be explaining to cleaners exactly why certain processes and technologies are being introduced. Too often cleaners complain about being kept in the dark or ignored.

Even being trained in why their jobs are so important, something staff are often unaware of.

#### ONLINE

There is also the question of how and when training should take place. More and more people are tending to see long training seminars and workshops as old fashioned and anachronistic. Being asked to read pages of technical information has always been tedious.

Modern society and things like social media have altered the way people process information.

Businesses that realise this and adapt fastest will surely benefit the most. Many cleaners have expressed a desire for shorter,

bite sized training, particularly the kind that they can engage with at their own time and speed. They want more control over how they go about things rather than being ordered into work on a Saturday for a six hour lecture. Technology is the preferred option.

This kind of short, sharp training can please staff as well as being more efficient and cost effective.



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VANDALISM

# **FEATURE**

SPECIALIST

CHT investigates the costs and affects of graffiti and gum and explains why you need to act quickly to deal with the problem

Gone are the days when graffiti was invariably seen as a scourge to be eradicated. Works by artists such as Banksy can sell for hundreds of thousands of pounds and councils like Bristol's allow members of the public to vote on whether some works are even removed at all. Communities up and down the country can become well known for their "artwork".

Still it's hard to imagine a private business being pleased to become someone else's blank canvas and graffiti removal is a big part of the cleaning industry. It is of course illegal to graffiti on any building without the owner's permission but that doesn't stop anyone from doing so.

For every person who appreciated the pictures or political statements made with graffiti there is another who will insist that it damages the appearance and reputation of a neighbourhood. Some even say it can lead to alarm and harassment, leading to further anti social behaviour like flyposting and littering.

Certainly removing graffiti is a drain on the resources of local authorities and can cause damage to

the surfaces of buildings. In short graffiti is one of those areas where prevention is far better than cure, but how would a company go about this?

# PREVENTION

It is common practise now for many businesses to paint their buildings with specially produced anti graffiti paint. These minimise the amount of damage caused by graffiti and make removing it far easier.

Limiting access to roofs can be helpful and can be done with simple steps like covering drainpipes and moving wheelie bins to places where they can't be used as platforms to climb up.

Fencing is obviously essential and can be augmented with plants and bushes to stop vandals getting access to the property. Utilising uneven wall surfaces like pebble dashing can also be effective. Of course CCTV and other monitoring systems can act as deterrents or, if all other steps have failed, help identify the culprits.

# CURE

Of course even if a business takes all those steps and more there is no guarantee that they won't end up with something scrawled across their walls. That is when you have to clean up. Some graffiti can just be painted over immediately, so keeping spare paint to hand can help solve a lot of problems immediately. This is a low cost method and has historically been used widely by governments. However there are long term issues that arise as a result of this approach. Although effective for already painted walls, this removal option often leads to poor results on other surfaces, as it appears out of place and develops a "patchwork effect" on the surface. The paint is also likely to peel over time.

In short graffiti is one of those areas where prevention is far better than cure, but how would a company go about this? " Sometimes however the situation calls for sterner methods and then you have to be careful not to damage the exterior of the building. The first thing you need to do is work out what the appropriate technique is to tackle the problem which depends on the type of paint or spray used to create the graffiti in the first place as well as the structure of the area affected.

Depending on the answers to these questions there are several options available:

When trying to actually remove the graffiti rather than simply hiding it then the first port of call will probably be to try chemical removal. This can be extremely effective but requires great care and attention or the surface of the building will likely end up damaged. If the graffiti has been applied to an already painted wall then the chemicals will remove the paint as well as the graffiti. It is also harmful to the environment.

For businesses looking for a greener option there are organic cleaners on the market which cost a similar amount to chemical cleaners and pose less of a health and

safety risk. Other possibilities include laser removal, scraping, sanding, power washing, abrasive blasting and graffiti removal gels.

#### **MECHANICS**

Even when you know what approach to take to tackle the graffiti there are still several things to be aware of. First of all it is important to act as soon as possible, studies have found that the faster a piece of graffiti is removed the less likely there is to be a

re-occurrence in that area. On top of this the longer the graffiti stays in place the harder it is to remove. That being said it is usually better to attack graffiti on a warm day as heat speeds up the rate at which most removal products take effect. Then you have to consider the balancing act of scouring the area vigorously enough to remove the graffiti but not so hard that you damage the wall underneath.

Of course you also need to be aware of the type of building you are cleaning. Chemical products that might work perfectly well on modern sites can be ruinous to historic buildings, particularly those with stone facades.

Whilst local authorities are not responsible for cleaning graffiti from private properties including houses and businesses many do work alongside the local community with neighbourhood watch style schemes and even inspection teams. Furthermore, as it has with just about every other aspect of life, big data has started to seep into the world of graffiti. Most big cities use a database of information and analyse trends to predict patterns in graffiti offences. This allows the authorities to tailor their inspection routes, reducing the time taken to find and remove graffiti.

Other initiatives have seen local authorities partner up to combat graffiti across borough boundaries, and to share information on best practice, work in partnership with the probation service and the Youth Offending Team, who both use young offenders to remove graffiti and flyposting from locations identified by the Council.

Selling spray cans to people under the age of 16 is now an offence as well. Many local authorities share information on tags and run educational programmes aimed at school children.

The city of Florence has even gone so far as launching an app at historic monuments which allows visitors to scrawl "digital graffiti" on a touchscreen. The images are then stored in an archive for posterity. It is doesn't include the loss of revenue during cleaning or the delays to services.

Compare that to the roughly £150 million spent nationally cleaning up chewing gum every year and you see that being efficient and innovative when it comes to cleaning graffiti is more important than ever.



ΔΔ For businesses looking for a greener option there are organic cleaners on the market which cost a similar amount to chemical cleaners and pose less of a health and safety risk. "

hoped that this will prevent any more graffiti on landmarks such as Giotto's Campanile.

However in spite of such innovations the war is far from won. News outlets in Cambridge reported earlier this month that a small core of vandals "could be using harder to remove paint to stymie street cleaners, and are even resorting to applying multiple coats of paint to designs to prevent them from being removed easily."

In their most recent environmental report, they logged 98 incidences of 'detrimental graffiti' in Castle, Market and Newnham wards between October and December last year. That is massively up from the 72 incidents recorded in the same time frame last year.

According to Southwark Council the UK spends over £1 billion per year cleaning graffiti. London alone is responsible for over 10 per cent of this. The British Transport Police estimates that it spends a minimum of £5 million each year on the problem and that

# FACTBOX

- The word "graffiti" comes from the Italian word graffiato, which means "scratched." Art historians believe the term arose from the fact that the earliest forms of graffiti were carved on walls with sharp objects.
- Or maybe the word graffiti comes from the Greek word "graphein" which means "to write". It depends on who you ask.
- The modern form of graffiti we are all familiar with is usually dated back to 1960s Philadelphia.
- According to the Guiness Book of World Records the longest Graffiti Scroll was created in Pakistan on the 3rd March 2012 and it measured 1,924 metres in length, and took 274 people to complete.

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# Wanchester CLEANING SHOW 2016

The inaugural Manchester Cleaning Show took place over the 6th and 7th of April this year. Hosted at Event City and timed deliberately to sit in the middle of the Cleaning Show biennial cycle the show organisers expected something more regional and small scale than the London sister show. But with scores of exhibitors and almost 2500 attendees the event was certainly a hit. CHT spoke to attendees and exhibitors to gauge their reaction

The huge crowds that made their way to the Show were no doubt boosted by the coverage the event received on BBC Breakfast, with the show's business presenter, Steph McGovern, broadcasting live from the show floor each morning. On top of this the show was covered on Radio 5 Live and BBC's North West news programme. For an inaugural regional trade show this was a massive amount of publicity.

The attendees were also drawn to see a host of major companies from across the cleaning sector as well as top quality speakers including Andreas Lill, director of the European Federation of Cleaning Industries who gave a 'European perspective of the cleaning industry.' This was followed by Sarah Burton, leader of the Home Office Illegal Workers team who spoke on the subject of 'Illegal workers in the cleaning industry – solutions for employers' and Dr Amy Gyte from the HSE on the impact of chemicals on cleaning operatives.

Several exhibitors also ran competitions, with Karcher hosting a ride-on challenge and Floorbrite demonstrating a cyclone machine on its stand.

## ORGANISERS

Organisers Quartz and the BCC admitted they were 'blown away' by the crowds at the inaugural Manchester Cleaning Show. Senior buyers from most of the major contract cleaning companies had travelled to Manchester and a lot of business was done right from the stands.

Also with so many BCC members in

Manchester, the Council decided to hold its quarterly meeting at the show. Members heard a presentation about the Golden Service Awards from Suzanne Howe, and also from Tracey Hamilton from the HSE, after which BCC members agreed to get involved with their 'Helping Great Britain Work Well' campaign.

Simon Hollingbery, chairman of the British Cleaning Council, said: "I am absolutely delighted with the outcome of this event. I am extremely impressed by the show itself, and the buzz in the venue throughout the two days has been evident for all to see."

Event organisers have confirmed that the success of the Manchester Cleaning Show means it will now become a regular feature in the cleaning industry calendar and is returning to Event City in April 2018. This





is alongside the version of the The Cleaning Show which will return to the capital next year, hosted at the ExCeL between the 14th and 16th of March.

But it that was the view of the organisers, what did the exhibitors think?

#### **EXHIBITORS**

Nina Wyers, marketing director at Floorbrite,

was just as enthusiastic as the organisers, saying:

"Our 'cyclone' created a storm at the show, and drew crowds to our stand on both days. We are delighted with the success of the show – our first one. It has been more than we could have hoped for. The BBC's coverage was amazing, and the feedback we have received as a result has been incredible. We will It has been a really definitely be back." good quality show with

very high quality leads. We

thought it would be a

good event, but it has

far exceeded our

expectations."

Emma Tomkins, category marketing manager at Vax Commercial, concurred:

"It has been a really good quality show with very high quality leads. We thought it would be a good event, but it has far exceeded our expectations. Being in Manchester hasn't limited the visitors - we've seen people from all over the country."

Tara Humpherson, category lead at Vax

added: "The turnout out at the Cleaning Show was outstanding, with many quality leads - a busy two days as a result! We met with both new and old customers both regionally and nationally and was great to talk about all things Vax Commercial – especially our cordless backpack which generated

unprecedented levels of interest, while the new tub vac range also gathered great feedback. Our brilliant VCW-06 carpet washer also had plenty of enquiries and demos to show its unbeatable cleaning performance and easy to service benefits. We thoroughly enjoyed speaking to customers, talking through the range and opportunities and gaining useful feedback and insight. With the publicity on BBC Breakfast, quality leads, a wide range of seminars and good

networking opportunities, the show was a great success! Looking forward to the next Cleaning Show!"



to showcase its portfolio of products and was impressed but the regional nature of the audience saying that it "allowed the team at Jangro to meet some new faces while networking with other members of the cleaning industry." "Our distance-

learning

Joanne Gilliard, operations director at Jangro, said: "The Manchester Cleaning Show was a huge success for Jangro this year. We were able to network with many like-minded companies in the industry, which generated lots of leads across the UK.

"We had a great couple of days and were able to take with us some of our promotional items including our brand new mop head pens, which went down a treat and got everyone talking.

"It was particularly great to meet some new faces at the exhibition and we are very much looking forward to attending the London Cleaning Show next year."

Jangro, the UK's leading network of janitorial supply companies, took the opportunity

programme, Learning Management Solution (LMS), was popular, as delegates could pick up free voucher codes for exclusive access to the award-winning training modules. The hygiene catalogue was also well received over the two-day event.

We also received a strong interest in a variety of products including their environmentally friendly range of cleaning agents, Enviro Concentrates, which has been developed by experts to reduce users' carbon footprints."

Craig McKay, sales and marketing director at Karcher UK added: "It's been a fantastic show, attracting a number of high quality visitors to a great location. We're now looking forward to the London show in March next year."

# CHARITY

Organisers the BCC also announced the Alzheimer's Society as the organisation's official charity for the Cleaning Show. Chair Simon Hollingbery said:

"It's a terrific organisation that is leading the fight against dementia in the UK. Anyone who has experienced Alzheimer's in their family will know what a devastating disease it can be. Several close relatives of mine have succumbed to Alzheimer's and it can be very traumatic seeing loved ones going through the different stages of this debilitating disease. It's something that can affect any family."

#### LONDON

Next year's Cleaning Show will be the second one taking place in London following the move from Birmingham to London in 2015. That year the event was a third bigger than the midlands version and drew visitors from over 55 countries across the world.

The event was sold out and organisers already have a waiting list of companies who want to exhibit next year, despite expanding the floorplan to accommodate the demand.

Organisers said: "We have been working hard to create fresh features for the Cleaning Show based on feedback from the exhibitors and visitors. In 2015 these included a number of new features and we will be building on this in 2017"







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# **Cleaning and Hygiene**

Cleaning can involve accessing all parts of a site or building exposing operatives to the full range of risks on that site. Operatives may work at height, access confined spaces, work adjacent to machinery or operational processes or work on their own.

# Cleaning will include risks such as those associated with:

- window cleaning
- slips, trips and falls
- use of chemicals and substances hazardous to health
- falls from height
- muscular skeletal disorders
- pest control
- litter clearance outside the building
- exposure to sharps and biological hazards
- spillage clearance
- food storage and preparation areas
- personal hygiene standards.

# What can be done to control the risks?

- Determine cleaning regimes and frequencies for the site
- appoint suitably competent contractors
- consider the safety of cleaning contractors
- provide cleaning staff with details of fire emergency procedures
- provide cleaning staff with details of any asbestos containing materials on site
- provide cleanng staff with details of any restricted areas on site
- ensure suitable first aid arrangements are in place for cleaning operatives
- provide site information to cleaning staff and consider providing it in languages other than English
- consider the access requirements for cleaning contractors
- address work at height requirements for window cleaners
- review health and safety if the building was recently built or refurbished
- draw up an inventory of all chemicals and substances used in cleaning operations
- make sure that suitable COSHH assessments are carried out
- determine what personal protective equipment (PPE) is required for cleaning staff
- where healthcare is provided make sure that cleaning regimes take account of standards of personal hygiene and infection control
- for catering facilities: ensure that high standards of personal hygiene are adopted with ducts and flues regularly inspected and cleaned; establish a periodic deep clean schedule
- make sure that cleaning equipment is subject to suitable maintenance regimes
- where fall arrest, access equipment and safety devices are provided make sure that they are subject to adequate inspection and testing.





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"BioSweep is an impressive piece of technology that adds considerable value to services provided by Ideal Response but more importantly, it provides additional peace of mind to our customers." David Ibrahim managing director, The Ideal Group

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Darwinsure is a new online insurance scheme designed to provide quick quotes, competitive prices and secure payment for small businesses seeking specialist cover.

Darwin Clayton, one of the UK's longest-established independent insurance brokers, has joined forces with specialist insurer Ageas to launch the new online solution.

Business owners can obtain their insurance cover via a range of electronic devices – from a smart phone or tablet to laptop or desktop computer – using Darwin Clayton's secure e-trading platform.

As well as the cleaning sector, Darwinsure caters for security equipment installers, electrical contractors, interior fit-out specialists, IT service providers as well as a wide range of other trades.

"The launch of Darwinsure gives our small business customers a consumer-style experience as they access tailored cover and real value," says Simon Henderson, Managing Director of Darwin Clayton (UK) Ltd. "The Darwinsure platform allows us to extend the combined experience

and expertise of Darwin Clayton and Ageas in specialised insurance cover to the small business sector. It supports our vision to be the market-leading provider of niche insurance products in the UK."



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# XEROS EXTENDS HOTEL LINEN LIFE WITH XEROS SBEADYCARE XTEND LAUNDRY SYSTEM

Xeros, the innovator of an ultra-low water laundry system, has announced Xeros Sbeadycare XTEND, a new commercial laundry linen management solution for hotels that has been proven to extend the life of linens and in turn, lowers linen replacement costs as compared with traditional aqueous based washing. Sbeadycare XTEND is a first of its kind product for the laundry industry combining physical and digital technologies into a comprehensive "phygital" solution that

utilises smart, connected washing machines, responsive cleaning programs, and new polymers designed to offer the most gentle and effective cleaning system available.

Xeros Sbeadycare XTEND will enhance the performance of the Xeros washing system that is currently saving customers millions of gallons of water.

Xeros customers can choose to seamlessly upgrade their current Xeros System reinforcing the continued and growing benefits of Xeros' innovative and unique comprehensive business model that focuses on customer-centric support and

polymer science to solve the changing challenges facing our world and the commercial laundry industry.

With XTEND, hotel laundries no longer have to choose between cleaning performance or a gentler, less effective wash. Xeros Sbeadycare XTEND works in three ways: gentler cleaning, stained linen recovery and cloud-based monitoring and measuring.

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# **REACH for the cleaning supply chain** Find out what you <u>need</u> to know at the BACS - CHSA conference

Date and Time 21 June 2016 9.30 am to 2.30 pm

Venue: Lea Marston Hotel, West Midlands B76 OBY REACH is a business-critical issue for companies in the cleaning and hygiene sector. In force now, the regulation places new responsibilities on the users of cleaning chemicals and increase the burden of data management on the supply chain.

Attend this conference - organised by the Cleaning & Hygiene Suppliers Association (CHSA) and the British Association for Chemical Specialities (BACS) and supported by Tomorrow's Cleaning - to get the information you need to adapt your business.

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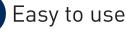




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# FLOORBRITE DAZZLES AT MANCHESTER CLEANING SHOWI

The Manchester Cleaning Show, which took place at Event City, was a first for Floorbrite however choosing to invest in their first ever trade show was an easy and obvious decision for the family-run firm says joint managing director Nik Wyers:

"Manchester is an exciting, growing, and thriving hub of business opportunities and we've always found the strong business links we've formed in the city have served us well so we were ecstatic when we found out the industry's biggest and most well-regarded trade show was coming to our home city."

Never ones to blend into the background marketing director Nina Wyers, who created Floorbrite's stand, decided to install a cyclone machine as a fun feature that proved to be one of the show's most popular attractions.

Nina said: "Our cyclone created a storm at the show, and drew crowds to our stand on both days. We had so much amazing feedback about the cyclone machine, it's something I saw a while ago and kept in mind for when we decided to do our first exhibition stand – the only problem now is we need to find something bigger and better to top it for the next one!"

"The Cleaning Show has been an absolutely amazing experience for us, we are delighted with the success of our first show which has been more than we could have hoped for.

"Meeting likeminded businesses was a real highlight for us and only goes to show how there's so much potential for the cleaning and facilities industry to work together to provide clients and customers with an even better service.

"The show was a lot of fun, and we're sure people who traveled from different parts of the country to visit were impressed by the friendly disposition of people in Manchester and that the stereotype of it being 'grim up north' was quashed!"

Nina also made prime time TV news when BBC business journalist, Steph McGovern, interviewed her live from the Cleaning Show on BBC Breakfast News where she discussed the strength of cleaning and facilities management and how it's one of the most progressive and fast-moving industries in the country.



One of Floorbrite's 18 area managers, Kim Riley, was also interviewed by the BBC, during which she discussed how the cleaning industry has moved away from early morning and evening cleaning to full day time roles and how you can make a career in the industry. Kim explained that she started as a cleaner to work around her young children and quickly progressed to site manager and then area manager at Floorbrite.

The Cleaning Show also proved

to be incredibly fruitful for networking and business leads, the sales team met people from local authorities and the public sector, education, transport and manufacturing sectors as well as suppliers, supply partners and fellow cleaning professionals during the two-day show.

For the past four decades, Floorbrite has built a reputation as the north's largest contract cleaning and facilities management company. The family-run-firm employs more than 1,100 people across the north of England and provides cleaning and



facilities management for nationally recognised names such as Aldi, JD Sports, and Manchester's very own The Lowry.

Floorbrite works with clients in the retail, office, healthcare, education, manufacturing, distribution, industrial, entertainment and leisure sectors offering a full suite of cleaning and facility services, including daily cleaning, window cleaning, industrial cleaning, waste management services, pest control and plants and grounds maintenance amongst many others.



# Enter the 2016 Loo of the Year Awards



If you want to compare your company's service with an Award winning company then enter the 2016 Loo of the Year Awards. In 2015 We Clean were the first cleaning company to win the Overall Award in our 28 year history.

You will receive an inexpensive and valuable independent assessment of the standard of the toilets that you clean or manage. Use this to confirm 'your standards' and gain recognition. Entrants will attend the annual Awards Event on 2nd December and enjoy excellent hospitality for their staff, customers and prospects as well as top class entertainment, a supplier's exhibition and unparalleled networking opportunities among 100% washroom providers.

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