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Historical Cleaning: The challenge for heritage property owners after floods



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Keep clean, keep healthy



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WASTE MANAGEMENT
Protecting the environment



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WORKING OUT CLEANLINESS
Keeping gyms clean

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THIS MONTH...

FEATURES



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WASHROOMS

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WASTE MANAGEMENT

14 Waste management is a concern for many businesses, particularly those that store/use fuels, chemicals and other hazardous materials. Removing and disposing of this waste safely is essential for legislative reasons and to protect the environment, in fact waste management and its importance was recently highlighted in the COP21 climate meeting in Paris. Alan Scrafton, from leading environmental services provider, Adler & Allan, explains best-practice waste removal, to clean-up and protect the environment.

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

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HISTORICAL CLEANING

18 The challenge for heritage property owners after floods, fires or other disasters is in deciding on the method of restoring their building, whether it is made from granite, brick, cob, timber or wattle & daub. The complications arise from there being such a vast range of materials and construction methods. This means that there will always be unique problems associated with each building when affected by extreme conditions. For example; granite walls allow little moisture to permeate whereas cob and timber soaks up water in a flooding incident.

LEISURE

22 When your entire business is based around promoting a healthy lifestyle the last thing you want is for dirt and germs to infiltrate your premises. This is the constant battle fought by gyms and fitness centres, which, with their high footfall, unusual hours and unique equipment can present an incredible challenge to cleaners. CHT spoke to Emprise to find out how they set about the task.



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Next Month

In March CHT will look at the latest trends and requirements across product testing, pest control and retail cleaning.

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OPINION

26 As a member of two of the Equality and Human Rights Commission (EHRC) Cleaning Task Force's working groups, Phil Smith, corporate relationship director at Facilicom UK is well placed to explain its campaign to improve the working conditions of those employed in the cleaning industry.



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 NEWS

JIGSAW BOOSTS TRAINING TEAM

Jigsaw Cleaning Systems has strengthened its senior team to lead a major initiative in training for the benefit of customers. Matt Baines has joined the Preston-based business as learning and development manager, bringing a wealth of experience in training and education.

With more than 16 years' in the industry, Baines' expertise in training, technical advice and best practice, adds a new package of support for customers. He joins the company from Premiere Products.

His role at Jigsaw Cleaning Systems will involve designing, implementing and overseeing training programmes with customers across the country to support Jigsaw's partnership with cleaning system specialist Wetrok and other cleaning systems it brings to the market.

Commenting on his new role, Baines said: "It's an exciting time to be joining the team and working with Jigsaw's expanding distributor and customer base.

"The training aspect of this venture is a vital part of the service we offer to distributor partners and end users. By helping and supporting our customers to reap the benefits of our cleaning systems, we will not only ensure they have the best cleaning methods in place, but ultimately help to shape and improve standards within the industry."



BUSINESSES CAN'T OVERLOOK WELLBEING - FACILICOM

In response to a new report from the Chartered Institute of Personnel and Development (CIPD), which reveals that only a quarter (26 per cent) of employers see wellbeing as a priority, soft services and contract cleaning specialist, Facilicom wants to see a wider appreciation of the economic and social case for giving more consideration to workers.

The CIPD report, Growing the health and well-being agenda: From first steps to full potential, shows that although '...there are impressive performance, engagement and health gains to be made from well-rounded wellbeing strategies' the lack of focus on wellbeing means that the 'average cost per UK employee of sickness absence alone has now hit £554 a year'.

Jan-Hein Hemke, managing director of Facilicom UK & Ireland, explained:



"Treating employees well can sometimes be seen as a luxury and something that businesses can't afford to do. I disagree, on a moral and financial level, and say it's something they can't afford not to do. We know that by treating our colleagues well they are more committed and dedicated to their work and our customers see the benefit of our approach. Our people are a key part of what makes our business successful and sustainable."



Chairman of the Cleaning and Support Services Association (CSSA) Doug Cooke took the opportunity at its relaunch event to call for closer relations between the CSSA and the facilities management industry, particularly the BIFM.

After insisting that the CSSA had emerged from the break up of the Building Futures Group "with its dignity intact," Cooke announced his intention to see his organisation rise

CSSA BACK IN BUSINESS

from the ashes and "build from the bottom up to create a vibrant and strong association that helps develop the industry as a whole."

The relaunch comes on the 50th anniversary of the original founding of the CSSA and in the past nine weeks they have attracted over 20 members, with another dozen apparently waiting in the wings. On top of developing relations with FMs Cooke indicated his desire to:

- ▶ Develop an official position on the upcoming EU referendum

- ▶ Enlarge the CSSA board
- ▶ Update the codes of practise
- ▶ Look at developing a new apprenticeship scheme
- ▶ Attend Home Office meetings on illegal workers
- ▶ Seek clarification about the Government's plans for the living wage

The CSSA will be holding an AGM on Friday, 22nd April where members will be electing new directors.

ISSA UK TAKES ICMMA UNDER ITS WING

An agreement has been reached between global cleaning association, ISSA and The Building Futures Group to immediately transfer Industrial Cleaning Machinery Manufacturers Association's (ICMMA) operational management to ISSA's UK membership portfolio with continued oversight by the group's Secretariat, Hazel Langley.

ICMMA is a long-established UK trade association for manufacturers of commercial and industrial cleaning equipment. Its members represent some of the most prominent manufacturers, producers and distributors of cleaning machinery and equipment to the British commercial cleaning and facilities management sector. Management of its operations and its secretariat function was

previously provided by The Building Futures Group.

Dianna Steinbach, ISSA director of EMEA Services, said:

"We are honoured to welcome ICMMA's members into ISSA's UK family. We see this agreement as another way that ISSA can fulfil our promise to help the commercial cleaning industry increase appreciation of the value it brings – boosting



members' business success as a result."

Kevin Webb, chairman of the ICMMA Technical Committee said:

"News of this announcement is a positive, strategic move that recognises the value of ICMMA's agenda and positions our members at the heart of the industry."

FEBRUARY CLEANING IN BRIEF 

WCEC CELEBRATES 30 YEARS

The Worshipful Company of Environmental Cleaners (WCEC) will this year celebrate 30

years of being granted full livery status by the City of London's Court of Aldermen.

While it proudly supports and preserves the ancient customs and traditions of The City, the WCEC is much more than a relic of another age. As befits a soon to be 30-year-old, it is very much a modern Livery

Company, focused on helping to meet the changing needs and challenges of today's cleaning industry.

The Company, which has over 200 members from many of the major cleaning and support service management companies and the manufacturers and suppliers to the sector, encourages and maintains high standards of practice and integrity through social and professional networking. It also promotes and supports the next generation of cleaning professionals through a number of education and training programmes.

MANCHESTER CLEANING SHOW GEARS UP FOR SUCCESS



With only weeks to go until the launch event of the Manchester Cleaning Show (6-7 April at Event City), the northern spin-off of the Cleaning Show held in London has received a welcoming reception with over 1,000 people registered to attend to date.

Following the same exhibition and free conference format of the London event which takes place every two years, exhibitors will include major brands such as Karcher, anti-slip specialists Bonasystems, major northern contract cleaner Floorbrite, Vax, Nilfisk-Advance, Sebo, Prochem, Greyland and Unger. There will be a huge range of products on display and many discounts for those looking to purchase products and equipment for their cleaning and hygiene needs.

Free-to-attend seminars include:

- ▶ Opening Keynote: The cleaning industry – a European perspective
- ▶ Skills and circular economy – committing to and reusing up-cycled resources
- ▶ Pest management – what every cleaning contractor should know:
- ▶ Cleaning in the healthcare sector
- ▶ Attendance Monitoring – using technology to manage a cleaning workforce
- ▶ Illegal workers in the cleaning industry – solutions for employers
- ▶ Lack of regulation for domestic cleaners – problems and solutions

- ▶ Health and safety in the cleaning industry

Steve Diprose, managing director of organiser Quartz Business Media said: "We moved the Cleaning Show from Birmingham to London last year and had one of the best events in recent history, with fantastic support from the industry and thousands of high-level decision makers attending. We did however notice that some of our regular visitors from the North West and Scotland found the travelling distance more difficult. So we have listened to feedback from the industry and created a new event in Manchester."

Nik Wyers, joint managing director, Floorbrite commented:

"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're really excited for the Cleaning Show to come to our home city. "The cleaning and facilities industry can work together to provide clients and customers with an even better service, and meeting likeminded businesses at the Cleaning Show will be a real highlight for us."

Held at Event City, Manchester from 6-7 April 2016, anyone responsible for cleaning & hygiene or distributors to the cleaning industry are invited to register for their free pass now at www.cleaningshow.co.uk/manchester

ISS UK has announced that it is responsible for the delivery of a number of FM services at the Royal College of General Practitioners (RCGP) head quarters located at 30 Euston Square in London.

The RCGP is the UK's largest medical Royal College and membership body representing over 50,000 family doctors. It works to raise standards of patient care across the UK and internationally.

Since 21 September 2015, ISS has provided an integrated FM management model including building maintenance services, security & manned guarding, cleaning & housekeeping services, energy & environmental management and health & safety management. ISS will also work alongside the RCGP to support its conferencing and events business as well as member accommodation which includes 41 study bedrooms.

European Customer Synergy (ECS), has entered a strategic partnership with smart and sustainable cleaning and hygiene solutions provider, Diversey Care.

The partnership will enable ECS to continue to deliver high quality products and services to its clients, whilst also being able to offer more effective and environmentally friendly solutions. In addition to environmental benefits and enhanced service delivery, ECS's clients will be given the opportunity to be at the forefront of trialling new Diversey Care technologies before they are released to the market.

Principle Cleaning has been awarded a contract at Discovery Networks Western Europe office based at Chiswick Park, London.

The head office for Discovery Networks UK also covers operations in the United Kingdom, Germany, Italy, Sweden, Denmark, Norway, Finland, France and Flanders. Since its launch in the UK in 1989, Discovery Channel has been the number one factual channel.

Under the terms of the deal, Principle Cleaning staff will be responsible for daily office cleaning duties which they will carry out using its Hybrid Cleaning Model – an innovative cleaning process using a full time workforce to operate flexibly with any business to develop ways of improving quality and service in a sustainable way. The team, will also manage and look after specialist periodical cleaning, window cleaning, waste management and pest control.

Churchill has extended its relationship with Surrey Heath Borough Council for the continued delivery of cleaning services to a number of sites within the district. The original contract between Churchill and the Council commenced in 2008 and was extended in 2012.

The new four-year deal will be managed by the same operational team who are familiar with all aspects of the contract. It covers the provision of cleaning services to the Council's Head Office at Surrey Heath House, Camberley Theatre and Ian Goodchild Centre, Windle Valley Day Centre and two car parks in Camberley.

Sheffield based contract cleaning firm, Crystal Clean Service, has confirmed the addition of two new clients to its growing customer base – MGB Plastics, a manufacturer of wheeled bins in the UK and Symphony Solutions, one of the UK's largest suppliers of fitted furniture. Crystal Clean will be supplying office, factory floor and general cleaning services to MGB plastics, whilst at Symphony Group, it will be responsible for keeping canteens, offices and washrooms clean and hygienic.

Poundland has extended HeliStrat's £4 million waste and recycling services contract to include an additional 250 stores, gained through its £55 million acquisition of the 99p Stores. HeliStrat has been responsible for the management of the back of store recycling services for 500 Poundland stores across the UK and Ireland since August 2014.

COMMENT

CLEANING FOR ALL TO SEE



In 17 years of working at Queen Alexandra College (QAC), cleaning supervisor Karen Wilkes has seen hundreds of students come and go, to realise their potential to live and work independently.

Facilities management provider OCS has successfully managed cleaning and catering services at QAC since 1999. A few of the team of 20 staff, such as Karen, have been on the contract from the start, which is unusual given the industry's notoriously high turnover rate. Their work involves much more than 'just' cleaning.

OCS staff work alongside college staff to ensure the service to students takes account of their individual support needs. A current student had behavioural issues when he came on board. Recognising that getting extra attention can be helpful, Karen gave him a cleaner's tabard to wear, at times, to help him concentrate, which has worked wonders.

Karen has also supported classroom teaching. As part of a recent work experience week, she was invited into a class to talk about work uniforms. Karen brought in cleaner and chef uniforms, talked about them in a way that the students could understand, and let them try them on. The client was delighted and praised Karen for pitching the information at the right level without treating the students like children, which is a highly developed skill.

This year, it's Karen's time to move on to pastures new. She's retiring and off to live in France with her husband. But she leaves behind a team of cleaners ready and willing to carry on her good work, which wouldn't necessarily happen automatically elsewhere in the industry.

A recent piece of research has revealed that being a cleaner is one of the most miserable jobs. Workwear Express surveyed 1,020 adults in work throughout the UK to find out how happy employees really are. The research found that call centre adviser, accountant, bin man and cleaner were the most miserable jobs to work in.

QAC is a residential college for people with visual impairment and other disabilities. The college has 55 residential students and clients, more than 160 day students and 200-plus teaching and other staff. Based in Harborne, Birmingham, it provides students with life and community skills through academic and vocational training. CHT investigated how cleaning requirements are met in such a unique environment

OCS cleaners at QAC demonstrate the 'other side'. Many enjoy and are proud of their work, and are valued by the client and the students at QAC. So what are their secrets to success?

Contract manager Mike Holmes reinforces the message that "the OCS team are not just cleaners". They know the students and staff by name and vice versa, interact with them every day, and go above and beyond to help. They are part of the QAC family.

Life at the college can be demanding. Some students have severe learning difficulties and behavioural problems. Tantrums are not uncommon. And toilet accidents occur frequently, which have to be cleaned up. "We don't quibble about it. We just get on with it," said Holmes.

Students' health and safety is a top priority and the team is also trained to recognise and report anything out of the ordinary, such as a sink with blood in it, or an empty container with contents that might have been ingested.

A big part of getting on with it is knowing what to expect and how to handle challenging situations, as well as the day-to-day work.

All new cleaners get an extensive induction, by Holmes if possible. "Understanding people with disabilities is paramount to working here. Our induction helps new staff to understand why a student might be behaving in a certain way and feel more comfortable in responding."

In fact, staff training in general is a priority. Most of the team has been trained to NVQ level 2 or 3. And Holmes does his best to accommodate any requests for career advancement, as long as they're feasible, cost effective and practical.

Cleaners have also completed OCS in-house merit award cleaning module. Being trained to this level ensures the health and safety and welfare of the team, and strengthens OCS' ability to retain and win business.

Even with things ticking over nicely, Holmes meets with the whole team

at least once a term, and supervisor Karen meets with them more often. "It's an opportunity to thank people," said Holmes, who likes to bring along a cake as a gesture to show his appreciation.

Reacting quickly to issues is another important gesture. A broken Hoover can really impact on people's ability to do their work. Holmes makes a point of trying to fix a broken item himself, or replace it, as soon as possible.

It's also about being an approachable boss who can listen and be sympathetic towards people's situations outside of work. If an individual has family problems, and is struggling to deal with that, it's about trying to understand the situation and be flexible and not penalise someone. My team know that it's give and take."

As a result of working to build a great relationship and a great team spirit, Holmes enjoys a very low staff turnover. He hasn't had to recruit in the last three years.

Another big part of the relationship is trust. Holmes likes to leave cleaners to get on with their job, which they know inside out. "They know the standard that's expected and they have a good work ethic. They always get the job done." That being said, it's important to balance that with not neglecting them, or standards might slip.

And, ultimately, staff know that their work is paramount to the contract's success. Dirty classrooms and accommodation just wouldn't do. "Students live and breathe here. We'd risk an outbreak if the cleaning wasn't done right, and staff take that seriously."

If anything does go wrong, the problem is raised with the team as a whole, rather than deemed to be one

person's fault. "When things go wrong, it's how we deal with it that counts. It doesn't hurt to notify everyone that a problem has occurred and what the nature of it is. It reiterates what the expectation is."

And when things go well, it's about communicating that too and giving praise and thanks where it's due.

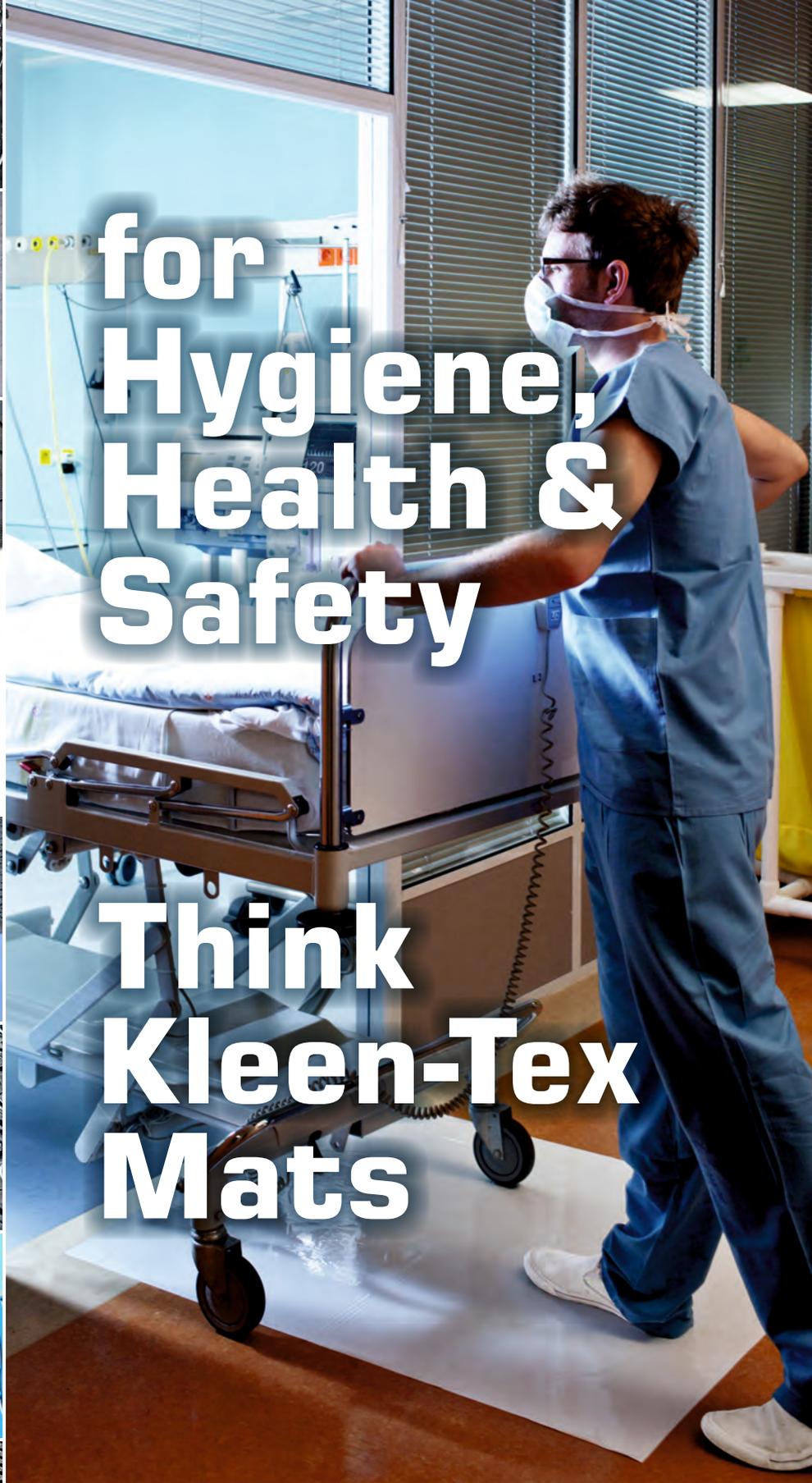
For Holmes, it's also about thanking the team by reward and giving people opportunities, such as a disabled gentleman in his 50s, on a back to work scheme, who is now a brilliant kitchen porter; instilling a collective can-do attitude; and building a strong relationship, of mutual respect and understanding, with the client.

Another aspect of the contract, on the catering side, involves putting on theme days in the dining room. Chinese New Year, an indoor BBQ to celebrate the leap year, back to school dinner day, national vegetarian week and America breakfast day have all been the menu. OCS also puts on an end-of-year offsite buffet for 600 students, families and friends. The cleaning team is always invited to come along and join in the celebrations.

Being part of life at QAC, and working with people with disabilities, gives many of the cleaning staff an added sense of purpose. For others, it's just about coming to work to do a job where they know exactly what is expected of them.

"I have always been very clear about what their goal is," said Holmes; namely to get a great end result no matter what. "It boils down to looking after your people and making them feel like part of something. Then you really get the best out of people."





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Jangro launch new staff training website

Benefits:



Jangro, the UK's largest network of janitorial supply companies, has kicked off 2016 with a brand new website for its award-winning suite of training modules.

To celebrate, Jangro is giving potential and current customers the chance to download the training modules free of charge with a special voucher code.

Through the 'Learning Management Solution' (LMS) website, companies can ensure all staff are fully trained in correct products and working procedures following a quick and easy online registration process, entering the code **LMSCHT** for exclusive access.

The system works remotely so it can be carried out at times to suit the user, covering everything from 'Kitchen Hygiene' and 'Carpet Care' to an 'Introduction to Cleaning' and 'Housekeeping'.

The distance-learning programme originally launched in 2012 and consisted of eight different modules with two more being introduced last year by popular demand.

Joanne Gilliard, Operations Director at Jangro, said: "We are delighted with our new LMS website and this voucher code gives

everyone access to our award-winning modules free of charge.

"Since we launched LMS modules in 2012 we have had some really great feedback on the programme from both users and employers, who now have the peace of mind that their staff are being trained through a quality training programme."

Each module has a different operating time, varying from 50 to 90 minutes. The training programme also allows for employers to monitor the progress of each employee.

Jangro's LMS training modules include: Introduction to Cleaning, Control of Substances Hazardous to Health (COSHH) Awareness, Introduction to Equipment, Kitchen Hygiene, Carpet Care, Washroom Hygiene, Floor Care, Housekeeping, Colour Coding and Infection Control and Health and Safety.

The LMS modules can be accessed at jangrolms.net by entering the code **LMSCHT**.

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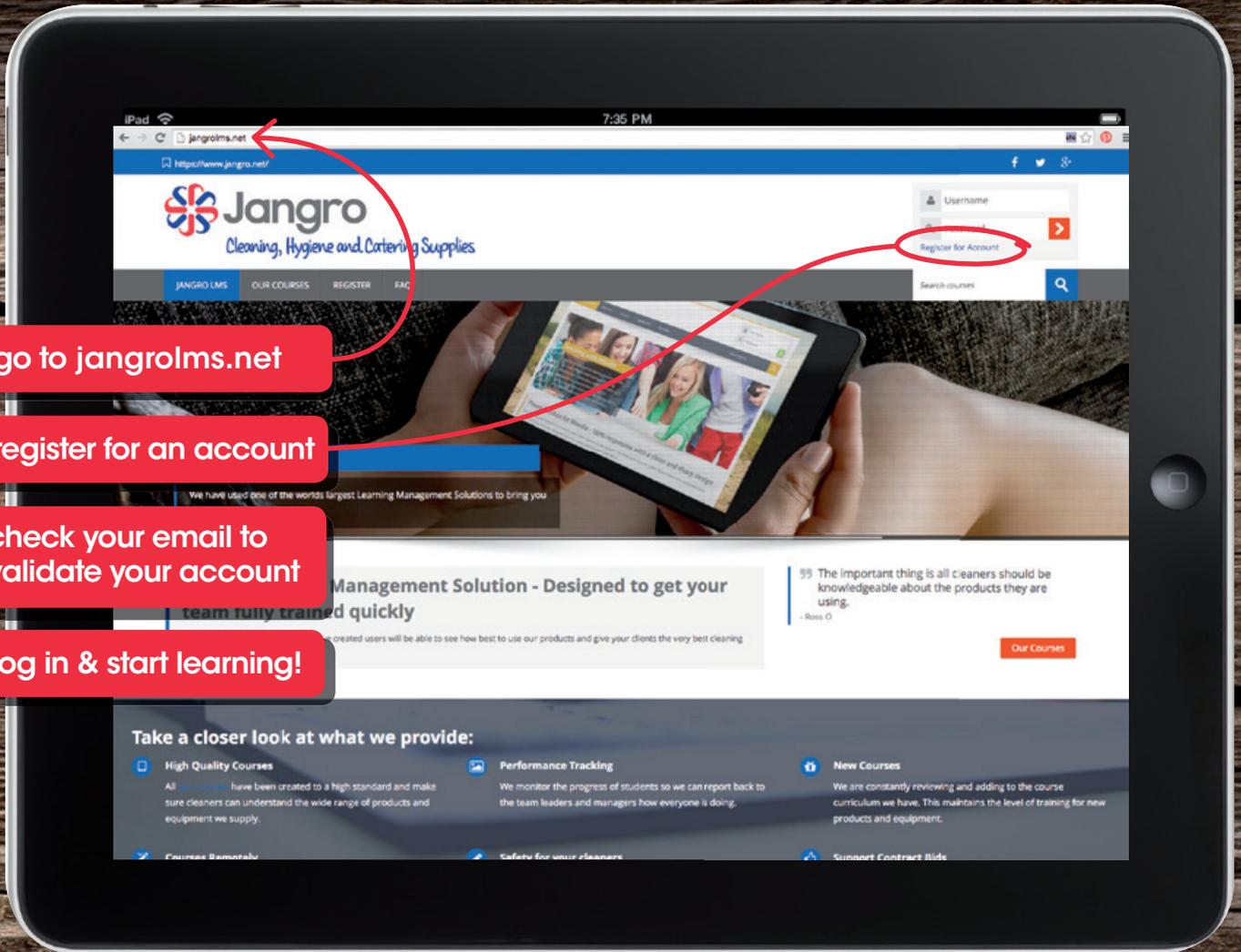
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SCRUB UP!



Chrissie Rowlinson, product marketing manager at Cannon Hygiene UK, explains why having the proper facilities to encourage effective washroom hygiene can reduce absence rates and impact productivity

The second biggest cause of absenteeism in the workplace is minor illnesses such as common colds and sickness. These are often picked up by the hand-to-surface transmission of germs. With this in mind, the washroom has a significant part to play in reducing the presence of unwelcome bacteria in any building. Reducing germs and bacteria and minimising the potential for cross-contamination can have a direct impact on productivity.

Without knowing it, hand-washing facilities that aren't fit for purpose can significantly impact on business operations in all sectors, especially those that come under intense scrutiny from regulatory bodies, such as food, hospitality and healthcare.

According to the Office for National Statistics, 131 million working days were lost due to sickness absences in 2013; 27 million of which were lost to minor illnesses and common infections, such as coughs and colds. This undoubtedly has a substantial effect both on business productivity and revenue.

As such, hygiene has become an increasingly important consideration for businesses, in particular those who work in open-plan offices, where germs can move more freely. In addition to helping to drive down absence rates caused by the presence of germs, routine hygiene – and washrooms that help to ensure cleanliness – can create a positive environment for staff and customers.

THE CORRECT WASHROOM

Washroom facilities need to be designed not only to adhere to legislation, but also to serve employees and customers in the best way possible.

The 1992 Workplace (Health, Safety and Welfare) Regulations explain that sanitary conveniences must be provided at readily accessible places, be adequately ventilated and lit, and kept in a clean and orderly condition.

There must be a minimum number of washbasins and toilet facilities in a workplace according to these legal requirements, with volumes differing to reflect the size of a business.

“131 million working days were lost due to sickness absences in 2013”

For many businesses, having a washroom that meets these standards is a given. However, companies should consider every aspect of the workplace environment to go above and beyond to create a space that encourages good hygiene to thrive.

OFFER ADVICE

Providing basic washroom facilities alone is not enough. Employers should ensure their workers are fully educated on the implications of poor hygiene practices, to avoid the negative effects of cross-contamination that inadequate hand hygiene can have on the day-to-day running of a company.

A global survey recently found that one in three people don't automatically wash their hands with soap and water after using the toilet. To stop the resulting spread of germs, businesses could tackle this issue by implementing a stringent hand hygiene policy. And those who do wash their hands may not be doing it effectively.

One way to do this is by placing signs in washrooms close to soap dispensers and sinks to remind staff to wash their hands and also instruct them how to wash effectively. For health and hospitality sectors in particular, where incorrect hygiene practices can significantly affect customer perceptions and their health, this is imperative.

The World Health Organisation recommends a 12-step method for cleaning hands thoroughly in order to protect against infection. Hand-washing guides are readily available online and should be displayed in washrooms where possible to ensure it is being done correctly. The aim is for staff and customers to take the advice on board and wash their hands correctly without thinking twice.





DISPENSERS

Having the correct dispensers in place, which are tailored to specific sectors and buildings, is one of the easiest ways for organisations to ensure their employees' hands are clean and the chances of spreading bacteria are greatly reduced.

All soap dispensers need to be reliable, regularly filled and be designed with the environment in mind. Ideally, they should be evenly distributed among the minimum number of legally required washbasins in order to maximise their use.

Automatic soap dispensing units and taps, which operate without the need for touch, deliver the ideal amount of soap each and every time. No-touch dispensers also limit the chance of cross-contamination particularly in washrooms with high footfall.

It's also equally important to install hand driers so wet hands, which carry more bacteria than dry ones, can be suitably dried as part of a thorough hand-washing regime. Paper towels, roller towels and automatic air driers all aid hand drying in hygienic ways and can help guarantee effective and complete hand-washing.

There are also sector-specific needs that need to be considered. For example, businesses with a strong duty of care, such as hospitals, dental practices, GP surgeries, and care homes should use hermetically-sealed dispenser refills. These reduce the potential of bacteria finding its way into the valve, whereas products without this seal are at risk of bacteria moving into the

soap reservoir, contaminating the soap and making further use potentially unhygienic.

Washroom service providers can also issue new nozzles with each refill to further help reduce the potential of this happening and enable businesses to remain hygienic.

TAILOR YOUR NEEDS

Naturally, washroom facilities need to reflect the volume of usage. For example, in busy environments, such as hospital wards where people are constantly washing their hands, hygiene equipment needs to be able to withstand high use. Whereas the requirement for a smaller business will be much less, but still as important.

From a financial and staff resource point of view, larger businesses may benefit from a managed washroom service provider, which can oversee the management of its facilities, and a small firm may want to hand control of their washroom to a third party also in order to concentrate on more pressing business matters.

Importantly, businesses also need to consider the end user. For example, in a high end hotel or restaurant, where brands aim to provide high quality in everything they do, a high quality washroom fitted with attractive dispensers that provide a foam

“
The World Health Organisation recommends a 12-step method for cleaning hands thoroughly in order to protect against infection.”

soap containing moisturisers complements the level of service these businesses need to deliver.

Feminine hygiene is also hugely important. It is no longer just a case of providing specialist units to collect feminine hygiene waste in washrooms; businesses should invest in products that include effective germicides which kill viruses and ensure the waste inside is harmless, while also delivering a pleasant fragrance to combat malodours.

BEYOND THE WASHROOM

As well as having properly functional and maintained washrooms, businesses should also consider hygiene throughout their premises especially given the prevalence of shared working environments and cost efficiency. Research has shown the rapid spread of germs in the workplace, which can

very easily result in spates of absence among staff. In a study by Dr. C Gerba of University of Arizona, a harmless virus was put on a door handle in an office.

Within four hours this virus had spread to half of the surfaces in that office.

With the spread of germs so closely linked to hand-washing, and it often being done incorrectly, this potential issue has led to us developing our CannonTouch door handle sanitiser system.

These dispensers are installed above horizontal or vertical door handles and spray a fine, sanitising mist onto the handle to clean it in preparation for the next user. This means those people who wash their hands effectively are not undoing good work by touching a surface that someone not quite as considerate has made contact with before them. They are one of the extra ways businesses can further prevent bacteria cross contamination becoming an issue.

Making alcohol hand sanitiser available outside of the washroom, for example at reception areas or shared workspaces, can help to kill germs quickly, without the need for drying amenities. This is especially useful in workplaces where there's a lot of movement between areas.

The key for any business is to find the right approach to washroom hygiene for everyone. By doing so, the washroom will play a central role in overall hygiene management. It's rather simple: reducing the spread of germs will ultimately create healthier environments, which in turn can have a direct, positive impact on operations.



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PROTECTING

THE ENVIRONMENT

Waste management is a concern for many businesses, particularly those that store/use fuels, chemicals and other hazardous materials. Removing and disposing of this waste safely is essential for legislative reasons and to protect the environment – in fact waste management and its importance was recently highlighted in the COP21 climate meeting in Paris. Alan Scafton, from leading environmental services provider, Adler & Allan, explains best-practice waste removal, to clean-up and protect the environment

At COP21 in December, International Solid Waste Association (ISWA) president, David Newman, outlined the importance waste management could play in mitigating climate change. He stated that greater emphasis must be placed on materials, saving CO2 emissions through recycling and where this is not possible, using these materials for energy production. According to Newman, a waste system that is working efficiently and at its maximum potential, can reduce up to 15 – 20 per cent of a country's CO2 emissions, compared to a scene where waste is just dumped. At the moment, waste is 'dumped' in 70 per cent of the world.

THE LAW

By law, you must deal responsibly with any waste your business produces. This can be waste caused by commercial activities, construction (or demolition), industry or agriculture. Your duty of care begins when you produce the waste and ends once passed over to a licensed waste disposal business. You are also responsible to check how any waste management provider you use deals with that waste. They must be fully licensed

to handle it, in accordance with the Hazardous Waste Regulations.

DEALING WITH WASTE

Waste, particularly of the hazardous variety (such as fuels, chemicals and food waste, including milk and cooking oil) must be classified so it can be dealt with correctly. If you produce or store hazardous waste you must register your premises at gov.uk. Companies that also treat, transport or dispose of waste themselves need a permit to do so. Transporting waste comes under the ADR regulations, which was recently changed to include fuel. To comply, drivers have to be specially trained, using suitable vehicles.

Waste 'disposal' should be your last course of action. Good practice waste management should start with prevention, using fewer and less hazardous materials where possible, or looking for alternative ways to complete essential business tasks. 'Prevention' could also save your business money, by reducing waste disposal costs, the price of the material in the first place and potentially better, more cost-effective processes.



“

Companies that also treat, transport or dispose of waste themselves need a permit to do so”

If possible, waste should be re-used. Fuel polishing, for example, can bring degraded fuel back into operation. Recycling is the next preference, followed by recovery, using anaerobic digestion or incineration for energy creation.

IS YOUR WASTE HAZARDOUS?

In most cases you can check the waste code or codes associated with your type of waste - it'll have an asterisk if it's hazardous. Many products include orange and black danger symbols or red and white hazard pictograms to indicate they're hazardous.

Hazardous waste must be segregated, not mixing with non-hazardous waste or materials, this includes waste oils with different characteristics. If you do wish to mix hazardous waste, you must apply for an environmental permit and demonstrate that the mixing of these wastes is the best available technique.

DEALING WITH DISASTER

Despite the best-laid plans, accidents can happen. If your business stores or transports hazardous waste, then spill and emergency planning and procedure should be part of the Health & Safety policy.

An up-to-date and easy-to-use spill response plan is essential for mitigating the damage and pollution risk.

We use the acronym S.A.F.E to cover the basic steps to spill planning:

Start with a realistic risk assessment and consider how best to mitigate those risks. The role of an organisation's own staff in a response needs to be clearly thought through and appropriate training and equipment must be provided, maintained and sensibly located to underpin the tasks identified. There are specific spill kits for certain types of waste and the appropriate ones should be located on site.

Action lists are critical time savers and they can ensure that nothing is missed in the heat of the moment. Make the contingency plan easy to navigate and check that the action-lists can be found quickly.



Generally, plans are constructed in three generic phases: strategy, action and operations and data directory.

Make sure the action and operations section containing those important first steps is inserted at the front of the plan to avoid losing valuable time.

Find out about nearby sensitive areas and include the details within the plan, prioritise them and ideally plan appropriate response measures for each one.

Exercise and test the plan; find out what works and what doesn't work. Ensure that all personnel that may have to activate or work within the plan become familiar with it and understand why it exists.

REVIEWING WASTE DISPOSAL

Cleaning up waste safely, and where possible, recycling it, should be a high priority for any business. In the short term, it will help prevent localised pollution and ensure fines are avoided by adhering to legislation, and in the long-term, it goes some way to contributing to the world's carbon reduction aims. Where this waste is unavoidable, understanding its classification and the appropriate steps for dealing with it is essential.

“spill and emergency planning and procedure should be part of the Health & Safety policy”

WASTE CLASSIFICATION

Where waste has to be disposed of, it must be handled correctly. External waste contractors will provide paperwork so they can manage your waste properly. Paperwork must include the following information:

- ▶ Classification code, also referred to as LoW (List of Waste) or EWC (European Waste Catalogue) code
- ▶ Whether it's hazardous
- ▶ The types of premises or business where the waste was produced
- ▶ The name of the substance
- ▶ The process that produced the waste
- ▶ Chemical and physical analysis
- ▶ Any special problems, requirements or knowledge related to the waste





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The challenge for heritage property owners after floods, fires or other disasters is in deciding on the method of restoring their building, whether it is made from granite, brick, cob, timber or wattle & daub. The complications arise from there being such a vast range of materials and construction methods. This means that there will always be unique problems associated with each building when affected by extreme conditions. For example; granite walls allow little moisture to permeate whereas cob and timber soaks up water in a flooding incident

The challenges do not just apply to the external structure. A stone-built house may have a great deal of heritage oak panelling as a finish to internal walls. Water damage can cause timber to deform or split if restoration is not handled properly. There are health implications too as any moisture trapped in voids behind the panels can lead to rot, mould, fungal growth and even insect infestations.

It is important that anyone planning to restore a heritage building knows how far they can go without bringing in experts. For example, it is possible to strip away wall finishes in a modern house without too much problem. However, the same actions are not possible when dealing with a historic building with a listed status.

The aim of this article is to focus on a series of points covering issues to be aware of when a heritage structure suffers from damage and the actions that damage

management professionals will carry out to return a heritage building to its former glory. It will also give you an understanding of how professional technical knowledge about drying and restoration techniques will help a property owner reduce the amount of an insurance claim and get their building, whether a home or a commercial premise, back into full operation faster.

ASSESSING THE DAMAGE

In nearly every case, when floodwater enters a structure, it causes damage to some extent and will need attention. The amount of cleaning and repair usually depends on the severity of the causal event, the depth of water within the building and the length of time it has been soaking in for.

Shallow flooding on stone floors can usually be dealt with very easily but complications occur when the owner is not fully aware of what lies beneath it. In some

cases, moisture can become trapped in small voids under or between the stones. In other situations, problems manifest themselves where there is a cellar or crypt below ground floor level. If the owner is unaware of the construction method and how it should be dealt with, it is always best to seek expert advice.

The problems really escalate if the water rises above the level of the floor and seeps into panelling and other wall-finishes.

Moreover, the damage becomes worse the longer it takes to begin remedial drying.

The cost implications can also be adversely affected if the wrong remedy is chosen for a structure and its materials. A key mistake in a heritage building would be to attempt to dry it out too fast – leading to warped, twisted and split timbers. Stone can also suffer from too much heat.

Restoring an historic building causes challenges, not only because of the

PRESERVING HERITAGE AFTER FLOODS



structure, but also because of finishing materials and decorations. Plasterwork in many older properties is lime-based so it dries and hardens well after flooding. It can also aid in the drying operation because it allows the fabric beneath it to breathe. However, it may be a mistake to rip out plasterwork solely after carrying out a 'knock test' where the sound coming back indicates the wall is hollow. It may, in fact, be perfectly sound but is attached to timber battens. It may become unsafe though if moisture has affected the plaster dabs that hold a ceiling in place.

Historic buildings often contain fixings made from bronze, brass, copper, silver and gold. In most cases, these metals will not be damaged by one immersion so long as they are allowed to dry quickly. Problems can occur though if soaked timber is attached with nails or screws. These can start to rust if the surrounding woodwork is not dried

out fully. If this happens, then there can be serious structural failure.

Thus, it is advisable to use expert technicians to dry out a building as they understand how much heat needs to be applied, at which part of a structure and for how long.

In general terms, it is advisable to dry as slowly as possible. A damage management organisation will also have the right expertise to know how to monitor the rate of drying. The danger is that wood panelling and other materials could become too dry. However, what is 'too dry'? This is a measurement that changes for every building. Technicians

“
the damage
becomes worse the
longer it takes to begin
remedial drying”



will understand the structural science of a building and what that means for their restoration programme.

It is important for anyone carrying out work to find out if the building is listed and, if it is, what grade it has (1 or 2). If it is listed, then great care needs to be taken when removing anything. If a complicated piece of wall panelling needs to be removed, then this will need an expert eye making sure that listed-status rules are not contravened. Each piece of timber would need to be carefully dismantled, dried and then re-assembled in its original position. Also be aware that owners might not be fully conversant with what work can be legally carried out and will not have the power to allow you to undertake certain works anyway.

SAFETY

Another important consideration before any work is carried out in restoring property, whether historic or modern, is safety. Modern buildings will often have services, including electricity, carried through ducting along fairly logical pathways. However, a heritage building can be more haphazard as wiring will often have been fitted many hundreds of years after the original design and before the implementation of rigorous safety regulations. If this is the case, then work must be undertaken to locate where wiring and pipework runs before any drilling or ripping out gets underway. Furthermore, if there has been any amount of water in the fabric of the building, then it is advisable to switch the power off before investigations begin (always use a qualified electrician). Failure to locate services could lead to a life threatening accident if a cable is drilled through. If a pipe is ruptured during work, because the team were unaware of it, then further flooding could result or there could be a dangerous escape of gas.

Anyone carrying out restoration work also needs to be aware of other risks of injury such as structural failure and falling plasterwork. Workers must always wear appropriate protective clothing for the job in hand. Gloves are essential in the case of removing timber in order that workers do not suffer cuts and abrasions. Masks are advisable whilst ripping out materials as there can be airborne health hazards. Despite a building being damp after a flood, there can still be pockets of dry material that comes away with the moisture damage. Though dry materials such as plaster can cause a cloud of benign dust, a worker must also be aware of the potential hazard of asbestos.

DRYING A HERITAGE STRUCTURE

Once a risk audit has been performed and the location has been surveyed for moisture, then work can progress to the drying stage. For this to be effective, any freestanding water must be removed from the property. Once dewatering is complete, a directed air flow across the surface of wet materials is used to promote evaporation. This is combined with creating the movement of air to carry the water vapour from the property.

During drying, technicians can enhance evaporation by the use of heat. This accelerates moisture released as a vapour that can then be collected by a dehumidifier. However, as evaporation occurs, the temperature of the air falls in the same way as we cool down by perspiring. Because heat has been taken out of the system by this process, lost energy needs to be replaced with further heating in order to maintain the drying action. This cycle should be



carefully monitored, whether in person or remotely, to be sure that the air flow, temperature, and resulting drying action are all working at the correct rate for the type of materials being worked on.

SELECTING THE RIGHT METHOD

Much scientific study into the properties of building materials has enabled damage management technicians to choose the right type of drying technology for varying situations. A dryer comes in many forms, from desiccant to refrigerant to trailer mounted dryers. These all work at different ambient temperature levels and use different amounts of power to operate. A trailer-mounted drying unit will be the most expensive to use as it is designed to have a fast effect by providing a large volume of warm air to cause faster evaporation. However, many heritage properties would suffer damage if such a method were used. Many situations, where a historic building needs drying out, have to be dealt with by applying gentle heat over a longer period.

“the damage becomes worse the longer it takes to begin remedial drying”

An important element in creating the right conditions for drying is good ventilation. There is no point in applying heat to a surface and evaporating the moisture if it has nowhere to go. A flow of air through a building is needed to be able to remove the excess moisture. Thus, opening doors and windows is the best way of creating the conditions necessary.

INJECTION DRYING

Creating natural ventilation through a building can help the drying process but it will not work on moisture trapped in voids in floors or walls. This is where more targeted techniques are employed. Give the moisture less than half a chance and a day or so then it will start to cause problems – starting with a slightly strange smell which grows stronger by the day and hour.

Without appropriate intervention, this situation can result in the need to rip out and replace materials, significantly extending the project duration and overall claim cost. The employment of the injection process, where warm and dry air is introduced into the structure, means that a wall can be totally dried within a matter of days.

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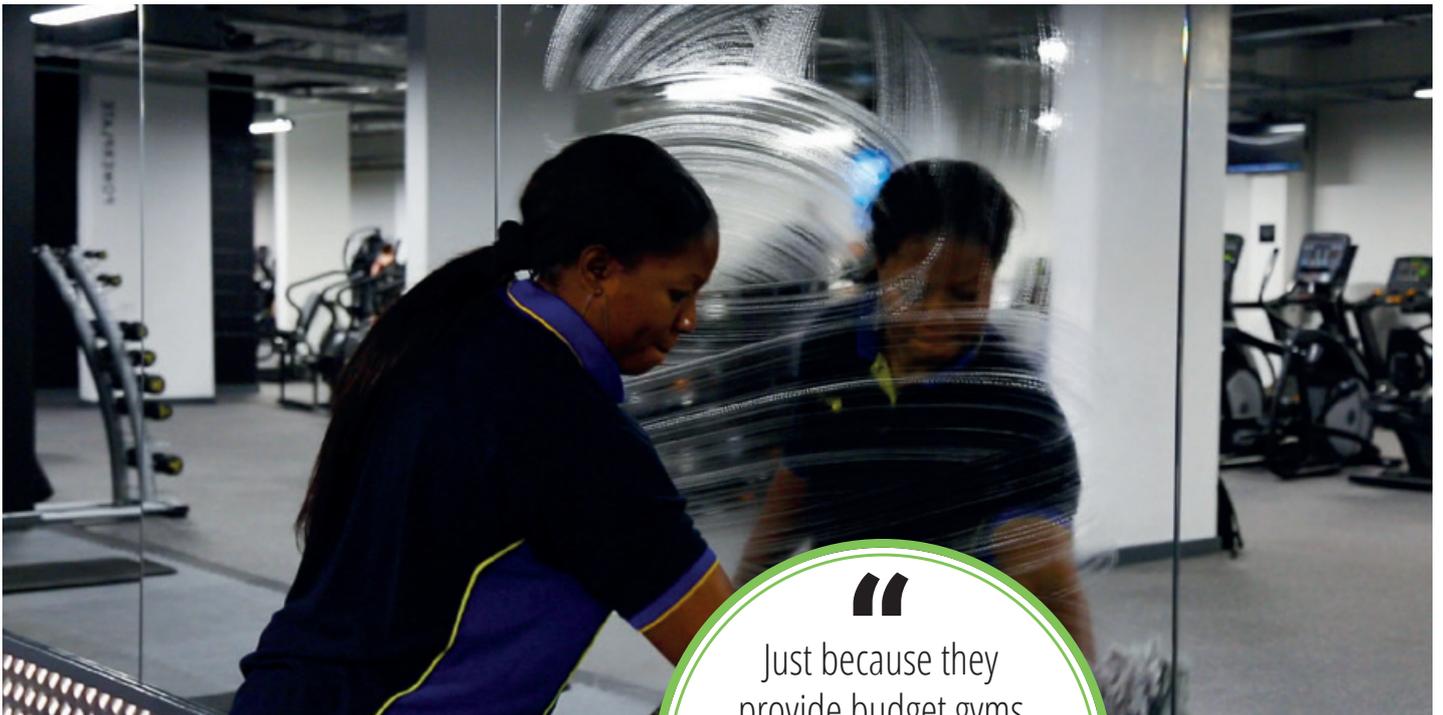


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When your entire business is based around promoting a healthy lifestyle the last thing you want is for dirt and germs to infiltrate your premises. This is the constant battle fought by gyms and fitness centres, which, with their high footfall, unusual operating hours and unique equipment can present an incredible challenge to cleaning teams. CHT spoke to Emprise to find out how they set about addressing the task

WORKING OUT CLEANLINESS



“
Just because they provide budget gyms this doesn't mean that they can compromise on their premises being spotless.”

It was back in 2011 that Emprise won the right to clean 10 of Pure Gym's sites. Since then both the chain itself, and Emprise's involvement with it, have grown significantly. In 2012 Emprise were awarded sole supplier status and as of last year were servicing more than 120 Pure Gyms across the country.

But this obviously isn't cleaning as you would recognise it when compared to a typical office environment. The Emprise team doesn't have responsibility for cleaning the equipment, their focus is to thoroughly clean and maintain the building and its fabric. This is split into two distinctive zones, the changing rooms and the gym floor area. The daily challenge Emprise face is ensuring all customers have the same great experience regardless of the time they visit. It is as customer focused a sector as you are likely to find, and that was a large part of the reason that Pure Gym chose to partner with Emprise in the first place - Emprise had significant prior experience in the area and knew how to address what is important to the members.

As Pure Gym has expanded, consistently looking to provide affordable, value for money services, they needed a partner who could help them provide the highest possible standards of cleanliness. Just because they provide budget gyms this doesn't mean that they can compromise on their premises being spotless, in fact quite the opposite is true.

Jacques De Bruin, chief operating officer at Pure Gym said "Emprise provides Pure Gym with a very consistent service across our estate and has really helped us in changing the perception of low cost gyms in the market place. People expected low cost gyms to be low quality with dirty and grubby facilities but Emprise prove that is not the case. Our members are extremely impressed by our standards especially from a cleanliness point of view and I can honestly say I have not had a major complaint relating to cleanliness.

The Emprise staff are always willing to help out in other areas when needed and always provide an exceptional cleaning service which emphasises the importance of a solid partnership. I would highly recommend Emprise as a cleaning services provider."

Cleanliness is one of the most common sources of complaints fitness facilities receive. Amidst the intense competition brought on by cost pressures and an increasing number of operators the standard of cleanliness is a differentiator for operators that requires serious consideration.

HEALTH AND HYGIENE

Pure Gym understand that health and hygiene are the main reason people are there in the first place. They appreciate that members are also more likely to be motivated and get the best out of their work out in clean and pleasant surroundings, hence their investment in the partnership with Emprise.

SO HOW DO EMPRISE ACTUALLY GO ABOUT CLEANING THE SITES?

The service at each new gym commences with Emprise providing a pre-sale sparkle service for two weeks before each new site opens its doors, they then transition to provide routine cleaning after the opening itself. This is complicated by the fact that the gyms don't operate on a normal 9-5 footfall schedule, all Pure Gym sites are open 24/7 to provide their members with the flexibility they require. The main clean happens after 22.00 when the gym is at its quietest. However, the Emprise team isn't just cleaning in the small hours, they say that the presence of their staff throughout the night "provides a friendly face that is comforting to members and increases safety and security." In addition, all Emprise night cleaners are first aid trained and understand how to properly respond to any potential incident.

Obviously, as with any site dependent on incoming customers, gyms have to make a great first impression. Dirty or unhygienic premises are unlikely to encourage repeat visits or recommendations and with Pure Gym's no contract model this threat is taken very seriously.

MEMBERS

The member journey starts at the lobby, this area provides guests with their first impression of the brand they have selected and the experience they are about to have, this is the only area that every member is guaranteed to see and therefore must be kept spotless. Other key areas are the gym floors and mirrors that have to be kept clean during the day, then of course there are the changing rooms.

Maria Cane, leisure director at Emprise said: "the changing rooms are without doubt the most challenging area in any fitness facility, these are cleaned constantly throughout the day. The showers are used extensively, retain moisture and can become unwelcoming very quickly if not cleaned properly. The walls and fittings need to be cleaned using the correct equipment to avoid unsightly build up of body fats and the floors must be scrubbed to ensure bacteria are removed.



"the changing rooms are without doubt the most challenging area in any fitness facility"

All of the benches are wiped and lockers cleaned providing an environment the members feel comfortable using again and again."

Without an ardent and regular cleaning routine gyms would be rife with foul smells, dirty equipment and floors and changing rooms that wouldn't bear thinking about. But it can be far more serious than that, health experts believe that gyms are one of the best breeding grounds for MRSA and other viruses.





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FAIR DEAL FOR CLEANERS

As a member of two of the Equality and Human Rights Commission (EHRC) Cleaning Task Force's working groups, Phil Smith, corporate relationship director at Facilicom UK is well placed to explain its campaign to improve the working conditions of those employed in the cleaning industry

Back in 2013 when it was putting together its report (published as *The Invisible Workforce* in 2014) the EHRC found some reluctance from the cleaning industry to participate in the process. Whether this was due to fear of criticism, time constraints or just a belief that the nothing would change is unclear, but when Facilicom was offered the chance to get involved in improving working conditions in the sector we jumped at it and have been involved ever since.

Following the publication of the report, the Commission convened an industry-led Cleaning Taskforce – chaired by commissioner Caroline Waters – to develop practical and cost-effective solutions to the concerns raised. The task force and its working groups looked at examples of existing good and bad practice in the industry to develop their understanding of the issues and the Task Force has now “committed to improving working conditions for cleaning operatives across the cleaning industry by:

- ▶ Promoting employers' compliance with employment law and improving workers' understanding of employment rights
- ▶ Improving the impact of public and private sector procurement of cleaning services on employment conditions in the sector and;
- ▶ Encouraging the respectful treatment of cleaning operatives.”

The three working groups developed products to help people involved in the industry meet those commitments:

- ▶ A Know Your Rights briefing pack and pocket sized guides
- ▶ Responsible Procurement Principles
- ▶ A Dignity and Respect poster campaign.

They are all available on the EHRC website and I'd encourage everyone connected to the cleaning industry to take a look and see how they can play their part.

RESPONSIBLE PROCUREMENT

There are a number of contributory factors to the negative perceptions of the cleaning industry and those who work in it. A key one is the procurement process. A combination of tough economic conditions and an increasing move towards outsourced services puts a constant downward cost pressure on cleaning firms with a knock-on impact on working conditions and pay. Short-term contracts can also negatively impact investment in training and development with a resultant deterioration in worker conditions and service levels for clients.

The drive for the cheapest price at all costs puts unreasonable pressures on employers, whose ability to create a proper and decent working environment for their operatives is severely hampered. This can include the ability to pay holiday and sick pay or provide uniforms.

Although it is illegal to enforce a pay cut on employees without their consent, unless they are bound by a collective agreement, we still hear of cases where that seems to be happening in order to drive tender prices down.

By contrast, at Facilicom we offer a dual tender process where we show the cost differential between a standard contract and one that pays the Living Wage. We understand that it will not always be possible to pay the higher wage, but believe that procurers should always at least consider the two options.

Paying the Living Wage does not have to mean incurring huge costs and the benefits are demonstrable and lasting. We have developed models which show how increased costs are mitigated through efficient and innovative approaches.

BENEFITS FOR ALL

Facilicom is a family business where we appreciate that people are our greatest asset. We believe it is counterproductive not to treat our colleagues with dignity and respect and pay them a fair wage. We also pay statutory sick pay as a minimum and ensure all our operatives have access to welfare amenities at their place of work. We want to be an employer of choice, not last resort.

When cleaning operatives are treated with dignity and respect, and paid a fair wage there are benefits for everyone. The operative has a better quality of life, the employer sees lower rates of churn – reducing recruitment and training costs – and better attendance rates, and the client gets a better cleaning service from a fully committed worker.

RAISING AWARENESS OF THE INVISIBLE WORKFORCE

By taking the lead to improve the pay and conditions of cleaning operatives, Facilicom can also help deliver benefits to our clients as they get a happier, more skilled and productive workforce and a better working environment. All colleagues at Facilicom can take part in a communications and customer service skills training package we call 'Hostmanship'. This helps to instil people skills in our operatives and gives them the confidence to communicate with colleagues and customers and be a more visible and valued part of the workforce.

DIGNITY AND RESPECT FOR ALL

In a sector that employs around half a million people and contributes over £8 billion to the British economy every year, providing a vital service ensuring our workplaces, hospitals, schools, transport and public spaces are clean and pleasant to use, it shouldn't be too much for cleaning operatives to ask to be noticed, appreciated and treated with dignity and respect and it doesn't have to cost the earth to make that happen.

The availability of longer contracts, payment of the Living Wage and increase in daytime cleaning which offers workers more sociable hours are promising signs. So it's not all doom and gloom in the industry. The cleaning sector is becoming more 'professionalised' and many cleaning operatives are already treated well, get job satisfaction and have their employment rights upheld. Since fairness, dignity and respect are values we all share, we would hope that such treatment can become universal.



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One of the key products for areas operating stringent hygiene regimes is Crown Trade Steracryl Anti-Bacterial paint, which steps beyond the standard in areas where cleanliness is paramount.

Providing excellent levels of protection for clean environments, it is suitable for a wide-range of areas including the food and health sectors.

The coating utilises the natural power of silver to limit the growth of problem bacteria, including MRSA, Salmonella and E.Coli.

Features include a choice of scrubbable matt and durable acrylic eggshell finishes, an extensive colour palette - as well as a highly-durable surface capable of withstanding stringent cleaning regimes.

This ability to cope with repeated cleaning procedures supports in-house maintenance programmes and NHS cleaning regimes - and also offers economic incentives due to a robust, long-lasting formulation that helps extend redecoration schedules.

The paint also offers the reassurance of the industry leading SteriTouch safe silver technology antimicrobial system.

Another factor for specifiers to consider is the potential health effects of mould, which are often debated. Where problems with mould can arise, the Crown Trade Steracryl range offers a mould inhibiting version which offers an effective solution.

Crown Trade's video, 'The Right Paint For The Job,' available to view at www.youtube.com/watch?v=akysgl588P8 includes an insight into the trusted technology behind both the Crown



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Mida Systems, a media company that use state of the art technology to deliver digital advertising to taps in public washrooms have announced that they have launched a pioneering digital network of Tele Taps into a number of top UK Shopping Centres.

Tele Taps are installed in the likes of Meadowhall Shopping Centre in Sheffield, and Ealing Broadway Shopping Centre in London, and are rolling out to a network of UK shopping centres over the forthcoming months.

This unique offering from Mida Systems enables advertisers to engage with consumers at a time when they can be assured of a captive audience. Afterall...where else would you be looking as you wash your hands whilst a high resolution video or image is displayed on shiny chrome taps with screens!

Mike Dalton, MD at Mida Systems said "Unlike any other medium, Tele Taps serve to engage with the audience at a time when the user is truly captivated without distraction." He goes on to say "Feedback has been fantastic. People are intrigued

and it gets them talking."

Tele Taps can display ads that are gender specific, so eliminate any ad wastage...advertise female products in the ladies washroom, and male products in the gents.

More and more digital out of home media is becoming data driven as advertisers realise the potential that data has to offer them in respect of their ROI. Tele Taps do not disappoint as the technology actually has the capability to count the exact number of engagements or impacts that each ad has had. "We can basically tell advertisers exactly how many times their ad has been watched," mentions Mike with enthusiasm.

Currently Tele Taps are deployed in the UK, USA



and over 10 other countries in some of the worlds most popular high-traffic venues. Among the past and current advertisers are L'Oreal, Miller Coors, Yamaha, Heineken, Proctor & Gamble and Unilever.

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- Eradication of microorganisms that cause malodours
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 - Pipe
 - Cigar
 - Fire, etc.
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- Food Odour Removal
- Bacteria / Virus eradication
- Mould / Mildew remediation
- Cooking Odour removal

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Our equipment rapidly produces permanent results!

BioSweep at Work...

I'm sure we've all heard about the river flooding in the Northwest and the destruction it left behind. BioSweep were called into to help a large Supermarket that had been affected by the flooding. The supermarket was 34,500 m³ meaning the job took five 24 hour days and required 25 BioSweep 900 reactors. However the BioSweep team worked through the night and can happily report that their hard work paid off with all odours and decontamination from the flood removed. They had one very happy customer and they all got home late Christmas Eve just in time for Christmas with their families.



The team is at work here in dress shop in Luton that had been affected by a fire with both contents and building suffering from smoke odours.



As well as property and contents BioSweep is able to treat cars, here we are at work removing a strong pet odour from a customer's car.



Unfortunately BioSweep also have to deal with some pretty nasty jobs, here our BioSweep reactors are in remote access mode to reach a sewage leak under a house.

BIO SWEEP
UNITED KINGDOM

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HARRISON WIPES CELEBRATES 125 YEARS IN BUSINESS, EXPERTS IN WIPING SINCE 1891

Family owned company Harrison Wipes is celebrating 125 years in business this year.

Established in 1891 in Great Yarmouth by the present owner and managing director's great grandfather, Saul Harrison, the company is respected as one of the long established and most knowledgeable suppliers of wipes and wiping solutions in the UK. Providing wipes across a diverse range of industries including food service and manufacturing, janitorial, healthcare and medical, automotive, print and aerospace.

Stephen Harrison, owner and managing director, said: "We're incredibly proud to have reached this milestone, and we would like to say a special thank you to our employees, customers and partners throughout the year."

Customer service and a commitment to quality are the foundations on which the business has been built.

"When my great grandfather founded this business he put our customers at the heart of all we do," explained Stephen. "With regional account directors who build strong relationships with our customers and an incredibly broad range of wipes we combine extraordinary service with the right solution, almost whatever the wiping requirement."

The Company's employees underpin the Harrison Wipes service ethos. "Their contribution has been fundamental to our success," continued Stephen. "We are profoundly grateful for their ongoing support and contribution, without which we would not have been able to build a successful business."

Harrison Wipes offer a comprehensive range of cloths and wipes.

"Whether users need a wipe to soak up spillages, clean glass or delicate surfaces, or tackle oil and grease or particularly tough tasks we have a wiping solution," said Stephen. We also offer colour coded wiping solutions that help the end user reduce cross-contamination and have options that are environmentally friendly or especially effective for polishing or drying."

Harrison Wipes product range is formed alongside its long standing business partnerships with key industry operators. The company is the



sole UK licensed converter of Sontara. Premium Sontara material is low linting, soft and absorbent and contrary to many non-woven fabrics, Sontara does not contain any silicone, binders, fillers or other chemical additives, which means it is ideal for a wide range of applications and industries.

The company is also the main distributor of Chicopee products, a range which includes low lint, anti-static, hygiene colour-coded and 100% non-woven microfibre cloths. Chicopee's innovative product design provides solutions for specific wiping requirements.

Harrison Wipes own brand Easi-Wipes provides low-lint, absorbent, heavyweight industrial wipes ideal for heavy industry, automotive, engineering, manufacturing and print industries.

Whether you require a wipe for general, every day cleaning and maintenance through to deep cleaning. Stronghold, Harrison Wipes own brand hygiene range combines a diverse selection of Food Contact Cleared (FCC) colour-coded cloths designed to prevent cross-contamination, with weights, thicknesses and textures to provide a complete wiping solution.

A commitment to quality flows through the company. Harrison Wipes® operates strict product specifications and its in-house quality assurance procedure ensures its compliance with its accreditations: BS EN ISO 9001 and BRC

Consumer Products Certificated. The company is also a member of the Cleaning & Hygiene Suppliers Association. Stephen Harrison is the current chairman of the Association and during his tenure he has placed the focus on standards.

Harrison Wipes longevity can also be attributed to its ongoing commitment to innovation.

Stephen expanded: "We continually invest in new machinery, product development and our employees to ensure our offer meets our customers' evolving needs. Our flexible production process also allows us to develop bespoke solutions when required."

Stephen concluded: "We could not succeed without the ongoing loyalty of our customers and partners. We're very grateful for their continued support."



SNG COMMERCIAL – CLEANLINESS IN THE WASHROOM

While the washroom is only a small part of a business, its cleanliness and offering can certainly damage the reputation of an establishment.

While the washroom is only a small part of a business, its cleanliness and offering can certainly damage the reputation of an establishment. A dirty washroom for example, can be perceived that the rest of the building is dirty too. But it's not just cleanliness that can have a negative effect; if you're providing cheap, inferior facilities such as a 'bog standard' soap and toilet paper, then your consumers will perceive that the business is cheap too.

It is with this in mind that has driven cleaning solutions company, SNG Commercial, to introduce a luxury collection of hand washes and moisturisers to its Professional range.

The Moss & Rowe range is available in five fragrances including Pink Grapefruit and Acai Berry, Himalayan Snow Musk, Black Pepper and Bergamot, South Pacific Coconut Flowers and Lotus Blossom. The new collection incorporates a stylish design, appealing to any business wanting to make a premium quality statement.

Zena Goddard, head of commercial sales at SNG Commercial, said: "The new collection was developed as a result of demand from existing and potential clients requesting a complete washroom solution.

"This increase in demand has enabled our Professional range to continually grow and develop, giving us the opportunity to offer further value and solutions to businesses throughout a number of different sectors."

With Moss & Rowe adding to SNG Commercial's already extensive portfolio, which includes more than 80 lines, the company is working with a number of large, well-known distributors throughout Europe which is helping to enhance the company's profile and distribution network. In October last year, the company announced a significant contract with Integra, a leading dealer group in the UK office and supplies industry. The contract saw Integra take 33 lines of SNG Commercial's Professional range.

As well as improving its distribution networks, SNG Commercial will be working with several companies throughout a number of sectors to

develop high quality and commercially viable own label products. As SNG Commercial has a strong environmentally friendly ethos, all own label ranges will follow the company's branded products and continue its Planet Wise Promise, 'to deliver big results without big consequences'. SNG Commercial aims to have a low carbon footprint from recyclable packaging that maximises its space to high-performing products that allow businesses to achieve great results, whilst still meeting sustainable credentials.

Since launching its Professional range in early 2015, SNG Commercial has continued to provide businesses with a quality cleaning

solution through its Muvo and Senses brands. With a range of products from laundry liquids and dishwashing tablets to floor cleaners and degreasers, the company's cost effective, high concentrated formulas, have resulted in its Professional range being used throughout a number of sectors including healthcare, office, hospitality and facilities management.

The company has ambitious growth plans for the next 12 months, which will see it build on its already expansive portfolio to offer businesses high performing, premium quality brand alternatives with a unique market leading value proposition.





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