







CLEANING SHOW Preview of the 2017 event



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CI-IT THIS MONTH...



CLEANING SHOW 2017 PREVIEW

With only a month to go hundreds of professionals with cleaning and hygiene responsibility have registered to attend the UK's largest dedicated cleaning and hygiene event. We take a look at what attendees can expect from the

TECHNOLOGY

With the Cleaning industry under even greater pressure to reduce water and energy use, adopting resource-saving technology is a vital step towards a business that is sustainable both

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

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from a business and an environmental point of view. Mick Christian from Electrolux Professional explains how some of the latest technologies available can help.

HYGIENE

Something as simple as increasing the frequency and effectiveness of hand washing can have a big impact on the wellbeing of a workforce and even help to reduce absenteeism, says Mike Sullivan, managing director of GOJO Industries-Europe.

WASTE MANAGEMENT

Working with a waste management specialist can be the key to success of staying on top of the latest legislation and improving environmental credentials.

NEWS

All the latest news, round ups and information from across the cleaning sector.

OPINION

Ceri Vaughan-Jones discusses whether customer culture is key to business longevity in the FM sector.

OPINION

With the minimum wage for over 25-year olds due to rise rise within weeks, there has been much debate over how this increase will further impact on businesses. Stan Atkins, Group CEO at BICSc explains more.

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JULIUS RUTHERFOORD SCOOPS BATTERSEA POWER STATION CLEANING DEAL

Contract cleaning business, Julius Rutherfoord, has been selected by Battersea Power Station Estate Management Company to provide a full range of specialist cleaning and soft FM services for phase 1 of the Battersea Power Station regeneration project.

The Circus West Village cleaning contract was awarded to Battersea-based Julius Rutherfoord through Broadgate Estates, after presenting a bespoke and carefully thoughtout solution aimed at delivering the 'Beyond Expectation' service levels demanded by residents, commercial tenants and visitors.

The 24/7 contract incorporates a broad range of cleaning and facilities management services, including core cleaning, cleaning of the public realm, management of onsite waste, portering, winter maintenance and window cleaning. Services provided by Julius Rutherfoord will also include additional cleaning based around special events.

The £9 billion Battersea Power Station redevelopment is one of the largest projects underway in the UK today. The Power Station was decommissioned in 1983, and the overall project will see it and the surrounding area redeveloped into a whole new London district.



The Battersea Power Station project is the cornerstone of the wider regeneration area of Nine Elms, which will become an exciting destination in central London offering 20,000 new homes, 25,000 new jobs, new schools, parks, culture and the arts.

Circus West Village, which forms the first phase of the Battersea project has seen the construction of 865 residential properties located between the iconic Power Station and Battersea Park. This first phase also includes shops, offices, leisure and hospitality areas and a new events space and Village Hall.

GREYLAND SECURES NEW ENVIRONMENTAL AND QUALITY STANDARDS



Cleaning chemicals manufacturer, Greyland, has announced that they start the New Year with two new ISO standards after being awarded the ISO 9001:2015 Quality and ISO 14001:2015 Environmental standards.

Last year, Richard Dyson, Greyland's managing director made the strategic decision to upgrade its ISO 9001 Quality Management System to the latest ISO 9001:2015 standards and obtain the prestigious ISO 14001 Environmental Standard. He said: "The Greyland quality team spent the last year providing organisational guidance in relation to the certification requirements and working with our management team we upgraded our

procedures to the new standards.

"After reviewing our quality and environmental management systems, our third-party auditors from The British Assessment Bureau concluded that Greyland's management systems met all of the updated requirements and certified our organisation to the new ISO 9001:2015 and ISO 14001:2015 standards."

The new ISO standards include an increased focus on continuous improvement, which helps ensure a more integrated focus on improvement with a specific focus on improving Greyland's distributor partnerships and enduser customer satisfaction. Leadership and management commitment are also new areas of increased focus.

CLEANERS ARE SEEING A SURGE IN BUSINESS CALLS

Cleaners are experiencing an extremely busy start to the year with a spike in calls, according to figures released by telephone answering service, Moneypenny.

The company's PAs, which look after the telephone calls for hundreds of cleaners in the UK, saw a 35 per cent increase in business calls in January, in a like-for-like comparison compared with calls in December.

The busiest day of the year for business calls to cleaners and cleaning contractors was Tuesday 10th January, with a 112 per cent increase in calls compared with the previous three Tuesdays.

Laura Lloyd, new business manager at Moneypenny commented: "It's

encouraging to see the cleaning trade experience this surge in activity and interest so early on in the year. Whilst we know the demand for their services is there, it does suggest, that although many cleaners have call answering in place, there will be many more who are letting vital business calls go unanswered – therefore missing out on customers.

"We discovered recently that 69 per cent of callers don't leave voicemail messages when they can't get through to a tradesman, and will instead hang up. This could be having a huge impact on their revenue. So, given the high call volume for cleaners this year already, plugging the gap should be firmly on their agenda for 2017."

CHTMAG.COM INDUSTRY INSIGHT

NEWS 😵



HSE TAKES TO THE STAGE AT UPCOMING CLEANING SHOW

With 27.3 million days lost due to work-related ill health or injury in the UK last year, health and safety will be top of the agenda at the Cleaning Show.

The Health and Safety Executive (HSE) will be running a series of free workshops at the Cleaning Show this year to help employers protect their workforce and reduce costs attributed to managing staff absence.

Over 550,000 musculoskeletal disorders were caused or made worse at work in 2016 according to the HSE with lifting and moving people or equipment, chemical and biological substance use, repetitive movement and slips, trips and falls the main physical strains facing workers.

A keynote presentation by Tracy Hamilton, operational policy advisor, entertainments, leisure, commercial and consumer services sector, HSE will look at working together to deliver the objectives

of the new 'Helping Great Britain Work Well Strategy' HSE's collective efforts to improve health and safety outcomes within this industry.

Hamilton's presentation will touch on some of the main health priorities for HSE over the next couple of years, many of which are known issues for the cleaning industry. Also covered will be details of HSE's continued engagement with representatives from the cleaning industry as well as useful sources of information for anyone employed in this industry sector.

Other presentations by HSE include: No higher than the hierarchy – working at height in the cleaning industry; Preventing slips and trips - the importance of good cleaning; Improving health and safety for new and expectant mothers: Occupational respiratory health in cleaning; and Musculoskeletal risk assessment and debate.

SERVEST BUYS SCOTTISH PEST CONTROL BUSINESS

Servest has acquired Dundee-based pest control specialist Pro-Check Environmental Services Northern Limited as it looks to grow its geographical coverage in the growing pest control

Operating mainly throughout Scotland, Pro-Check offers pest control, cleaning, hygiene services and environmental solutions, and has been providing specialist services to local businesses



PRO-CHECK

A servest group company

and councils since 2000.

The proximity of the company to building services contractor, Arthur McKay's head office, who were acquired by Servest in late 2016, provides further opportunities for the division to offer pest control services to its client base.

The Pro-Check Environmental Services Northern team will join the Servest family and founder, Jim Devaney, will take on the role of area manager Scotland

Rob Legge, Servest CEO, commented: "We welcome a very professional and experienced Pro-Check team to Servest, which will allow us to offer additional pest services and expertise to clients. The move forms a part of Servest's growth strategy and will help develop our already successful pest control division. The acquisition marks an exciting start to the year as we continue to grow."

INCENTIVE QAS APPOINTS NEW DIRECTOR



ncentive QAS, the specialist cleaning division of Incentive FM Group, has appointed David Brown as its new commercial director.

The role will see Brown responsible for looking after business development in London and the wider UK,

as well as implementing commercial strategies, maintaining client liaison and driving the business forward.

Brown's previous experience includes five years as operations director at GSF London Ltd, where he was responsible for the operations of major blue chip businesses in London, and a further 10 years working for GSF in a variety of other roles.

Jamie Wright, MD of Incentive QAS, said: "David will play a key role in the business development of Incentive QAS over the coming years. David possesses a natural business acumen along with strong leadership skills. This combination will ensure he will thrive in this role and assist Incentive QAS in growing sustainably as we have done over recent years."

CHSA SOFT TISSUE STANDARD CERTIFICATION MARK

CHSA CELEBRATES 20 YEARS OF DRIVING UP INDUSTRY STANDARDS

he Cleaning & Hygiene Suppliers Association (CHSA) is this year celebrating the 20th anniversary of its Manufacturing Standards Accreditation Scheme for Soft Tissue.

For 20 years the Association has been active in driving up standards, making sure that what's in the box is on the box. Today the marque of the Soft Tissue, Plastic Refuse Sack and Industrial Cotton Mop Accreditation Schemes means buyers can be certain they get what they pay for.

Mike Stubbs, chairman of the CHSA's Accreditation Schemes commented: "The Schemes have been incredibly effective at driving up standards in the industry. Although the Schemes improved standards significantly, four years ago the Scheme Management Panels decided to further enhance

them. This has resulted in even greater compliance. The Soft Tissue manufacturers are now achieving near 100 per cent compliance, with members of the Plastic Refuse Sack and Industrial Cotton Mop Schemes achieving similar conformance. As a result, we are now being called in by procurers to check the product before they buy.

"Now, more than ever, the only way for buyers to be certain what's on the box is in the box is to buy from an Accreditation Scheme member."

Following the success of the Soft Tissue Accreditation Scheme the CHSA went on to launch Manufacturing Standards Accreditation Schemes for Plastic Refuse Sacks and Industrial Cotton Mops and this year it has launched an Accreditation Scheme for Distributors.

THE NEW GENERATION OF FACILITIES MANAGEMENT

Ask any successful business person and they'll tell you that their business started with nothing more than a vision and a dream to build something to be proud of

That's exactly how it was for the late Martin Wyers who founded Salebased cleaning and facilities service provider, Floorbrite, in 1972, working on his own and selling his cherished Vauxhall101 to start the business.

Forty-five years later and Martin's vision to build one of the country's leading cleaning and facility service providers that employs thousands of people across the country, but crucially, maintains its deep rooted family values has been achieved.

When Martin passed away in 2010, his sons Alex, Nik, and daughter Nina took the reigns along with their mum Linda Wyers as chairwoman, and in the last six years the Wyers team has propelled Floorbrite to new heights.

In the last three years alone, the firm has enjoyed 13, 15 and 20 per cent year-on-year growth respectively and in 2016, turnover surpassed the £12 million mark. The reason for the impressive growth, according to the senior management team, is down to continued innovation, diversification, and never losing those important family values that Martin built the company on.

Alex Wyers, joint managing director says: "We've always believed that if we're going to do something, we have to do it well but more importantly — we've never been afraid to fail. The key to growing a business is to take calculated risks, which is exactly what we've done over the past six years and thankfully the risks have paid off.

"We also truly believe that a business is only as good as the people you employ – we have a massive workforce of more than 1,300 staff around the country but we do everything we can to ensure that every single one of those people feels part of the Wyers family. Without them, our business wouldn't be what it is today."

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, security and building maintenance amongst many others.

In 2015 the firm established an environmental division, which has gone on to win two major national awards from the Green Apple Awards - an international campaign designed to recognise, reward, and promote environmental best practice around the world.

What's more, the team also added security to its portfolio of services last year and announced a national expansion after winning a major contract with Phoenix Medical that sees Floorbrite providing full daily cleaning services in 18 cities across the UK, from Portsmouth to Aberdeen.

Joint Managing Director, Nik Wyers, added: "In recent years, we've responded to customer demand by expanding our standalone cleaning company to offering a fully tailored facilities management solution in the retail, office, healthcare, education, manufacturing, industrial, entertainment and

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We also truly believe that a business is only as good as the people you employ ."

leisure sectors.

"What's more, we've built up an impressive portfolio of work in recent years and enjoy an incredibly strong network of suppliers and staff across the country so we have everything in place to continue to grow.

"It's an exciting time for us, and we hope our 45th year in business is better than ever!"



To find out more about Floorbrite's full range of services visit www.Floorbrite.co.uk



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- BUILDING MAINTENANCE & ACCESS SOLUTIONS
- → HEALTH & SAFETY CONSULTANCY















A true customer centric approach is something that many organisations strive for, but few genuinely achieve. By Ceri Vaughan-Jones

nvesting in a fruitful long-term customer relationship takes a lot of time and resource to fully understand each customer's needs and desires. Businesses working to 100 per cent customer centric strategy are few and far between.

Challenging more traditional business approaches, the customercentric sales model is often too big a shift for many. Requiring sterling persistence and complete commitment, it is not simply a change to the way that an organisation works; it is a complete culture shift for a business and one that needs to resonate throughout the entire heart and soul of the organisation, in order for it to be successful.

One such business that has made the move and now stands testament to the importance and benefits of a customer centric operation is Shropshire based cleaning and hygiene specialists Arrow County Supplies. Established by the late Allan Blackledge in 1976 the business was once a small home-based operation with a very modest offering. After steady growth, the innovative Richard Blackledge joined the business in 1994. He was zealous about creating and maintaining a company culture that would look after both employees and customers; providing a standard of service and care that would

eventually go on to be synonymous with the Arrow brand.

Introducing new ideas and a different vision for the company, a new philosophy around selling provided a huge, positive impact on the profitability of the business. Listening to their customers and understanding the market, Arrow was able to empathise with the issues that many of their target businesses were faced with. Providing complete solutions that would enable their customers to work more efficiently, cost effectively and in a compliant manner enabled Arrow to secure a dependable customer base. Richard comments: "One important thing that I identified as being fundamentally wrong quite early in the business, was when a customer was asked how much they paid for hand towels, to then be told that we can do them cheaper. I felt that we needed to have some kind of other offering that was more than just the price. Changing the way that we sold by focusing primarily on our customers' issues first – with the sale becoming a natural progression - was probably the single biggest change for the company."

The Arrow brand is now synonymous with its excellent and unfaltering service provision culture:

"The customer is key to the operation and is the central force

for everything that you do. Listen to them, work on behalf of them and take the burden off them. This is the core message that we communicate and the core offering of the business today," comments Richard.

Now under the careful watch of managing director Bruce Blackledge, he believes Arrow's work to increase value to their customers through product innovation and a concentrated customer-first approach is what sets them apart from their competitors:

"Our expertise in the cleaning industry enables us to be able to advise our customers in a way that other businesses may not be able to. Knowing the market and sourcing new and innovative products allows us to provide customers with solutions that deliver simplicity and compliance to cleaning operations. We are more than just the supply of a product; our service provision embraces a larger customer journey."

However, no matter how large the organisation may grow, Bruce makes it very clear that by ensuring employees are valued and well cared for, the mission to keep the customer at the heart of the organisation will always be a part of Arrow: "Culture is a huge part of the Arrow brand and we believe that if we get the culture right then the work, the delivery of a great service and the building of a long-term enduring brand will

naturally follow."

Sentiments echoed by Richard: "Our people are our single greatest

"Our people are our single greatest strength and help us in our objective of providing enduring long-term competitive advantages. They all know what is right and act on it. If you treat employees well, if you care for them and if you value them and give them satisfaction in their jobs, they will really do a great job for customers and the customers will come back. When you see everyone committed and focused on the greater business goal - the purpose of what we do - that's when change really starts to happen."

When the customer is at the heart of business processes, companies can thrive. The proof lives at Arrow. This successful enterprise consistently reviews and refreshes their approach to how they operate within their sector, keeping the vigour and the ambition pulsating through its entire structure. The underlying keys to Arrow's success are quite clearly based around the notion that happy employees equal happy customers.

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COMMENT

THE NATIONAL LIVING WAGE



With the introduction of the National Living Wage (NLW) last year bringing the minimum wage for over 25-year olds to £7.20 and the next rise due within weeks. there has been much debate over how this increase will further impact on businesses.

Stan Atkins, Group CEO at BICSc explains more

recent study by the Close ABrothers Business Barometer reported that 50 per cent of business owners and managers believe the NLW will result in a rise in productivity and will impact positively on employee efficiency. With this in mind, what might this next change look like for the cleaning industry and how can businesses identify the best strategy for the NLW increase this April?

IMPACT ON THE CLEANING INDUSTRY

The cleaning industry is one of many highly labour intensive industries, supposedly up to 80 per cent of any invoice value can be directly attributed to labour. The rise of 30 pence per hour will therefore have a huge knock on effect on an already low paid industry. While this increase may not sound like a lot on an individual level, to larger companies the increase will have a substantial impact on staffing costs. Likewise, smaller businesses with already tight margins will be put under even greater pressure to look at alternative money saving measures to offset the increased wages bill.

Initial fears suggested the NLW could lead to widespread disruption in the workforce including redundancies, reduction in employee benefits, more zero hour contracts and employees being expected to work harder for the increase in wages. However, a report into the early findings from last year's increase has offered some surprising insights.

EARLY FINDINGS OF THE NATIONAL LIVING WAGE

In July 2016, The Resolution Foundation produced a report - The first 100 days: early evidence on the impact of the NLW.

Within this, they examined employers' initial responses to the increase and asked what actions had

been taken to manage additional wage costs since the NLW was introduced.

The most popular response employers made was to raise their prices, passing on the increase to clients. This seems a fair and reasonable response; however, this relies on the cooperation of clients willing to pay higher costs. If clients insist on keeping service level agreements the same despite the NLW increase, this leaves employers looking at other options.

Controversially 16 per cent of employers responded by asking their workers to do more. While this is probably one of the least ethical ways to respond, this shows that across the UK, the cleaning workforce is being asked to work harder, faster and take on more responsibility for what is effectively a wage 'increase'. While this may be technically true, there is a real danger here in employers viewing the NLW as a 'pay-rise' and therefore equaling more responsibility without any additional training. This also opens up the issue of hiring younger workers to take on the new 'less responsible' roles, and with eight per cent reporting that this was the strategy they employed, it is not hard to see that this is not a sustainable long term solution.

The surprising news was that 15 per cent of employers chose to respond by investing more in training. This strategy takes a long term vision to the NLW by bringing about a shift in how cleaning operatives are viewed by their employers. By offering accredited training, this ensures that not only are the workforce highly proficient skilled workers, they are also happier and more content within their roles, feeling valued and respected by their employers. This also works well with contract negotiations where while cost is key, many clients are still looking for an excellent service, which can



be achieved with on-going training. Training is also a great way to improve employee engagement, productivity and retention rates thus reducing employment costs.

BENEFITS OF THE NATIONAL LIVING

The NLW carried out a report on the staff employed at companies signed up for their Living Wage programme (which is higher than the current NLW). Alongside the NLW increase, the Living Wage reported that upon introduction of the voluntary living wage, 52 per cent of staff at companies who had introduced the living wage felt a greater sense of loyalty to their employer, which in turn could result in as much as a 25 per cent staff retention benefit in turnover rates and employee absence levels.

These changes alone would have a massive impact on businesses, and while it may seem counter-intuitive to increase wages in an already squeezed industry with ever tightening margins, the results speak for themselves. Employee engagement should never be underestimated, and any successful business will agree a happy and content workforce is absolutely central to a successful business.

NEGATIVE IMPACTS OF THE NATIONAL LIVING WAGE

While there are thousands of examples of employers making great choices in response to the NLW, there have been reports of companies taking advantage of legal loopholes, essentially cutting down on other areas to make up for the pay rise and passing on all of the increases to their workers.

Examples of this practice have included:

- Cutting paid breaks
- Decreasing hours/shorter hour
- Hiring younger people/apprentices who can legally be paid a lower
- Cutting staff meals/drinks and benefits
- Redundancy

While this would initially ease the strain on financials, this is not a long-term strategy for a successful business and is treading in murky waters, the last thing a professional cleaning company would want. The reduction in staff happiness could lead to increased turnover, low employee engagement and a less than enthusiastic approach to work. It's always worth considering the knock on effect on any cost cutting decision.

WILL YOUR BUSINESS BE AFFECTED?

While there has been a lot of discussion about the negative impacts the NLW presents, there seems to be a lot more positivity coming out of it for the cleaning sector, with many seeing this as an opportunity to re-engage with their workforce. By offering increased training opportunities and with an engaging approach to the NLW, businesses can build upon and appreciate the employer/employee relationship that can sometimes get lost in the world of the minimum wage industries.

How the NLW will affect individual businesses will depend entirely on the strategy employers choose to work with. While costs may initially increase, offsetting these costs with an innovative approach to recruitment and employee engagement will in the long term reap greater benefits.



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Following the success of the Cleaning Show's move to London in 2015, the 2017 event to be held 14-16 March at London's ExCeL, is expected to almost double in size. Exhibitors who will be demonstrating their latest equipment and services include Kärcher, Unger, Nilfisk, Kimberly-Clark Professional, Industrial Cleaning Equipment, Jangro, Kennedy Hygiene Products, Makita, Morclean, Pacvac, Pearrroc, Selden Research, Templa, Truvox, Vacleansa, Vileda Professional and many others

With only a month to go hundreds of contract cleaners, facility managers and others with cleaning and hygiene responsibility have registered to attend the UK's largest dedicated cleaning and hygiene event. Attendees will be able to try out products, learn from a wide range of free seminar sessions, get free advice, and network.

With the 2015 move to London, the Cleaning Show organisers created a series of compelling new features for the event, ensuring that visitors and exhibitors get full value from time spent out of the office. These have been added to for the 2017 event, and include:

▶ A free seminar programme: The seminar programme will consider solutions to challenges currently facing the industry.

Keynote topics already confirmed include creating a cleaner UK, developing a career in cleaning, the future of FM, health and safety in the cleaning industry, developing and growing your cleaning business, and your tool kit of the future.

- The Management Systems Zone: A new technology zone will be unveiled at the Cleaning Show 2017 and will be focused on promoting an effective workforce and nancial control systems.
- The Green Zone: Visitors to the Cleaning Show are increasingly looking for environmentally friendly products. This area will showcase a range of different companies, all focused on promoting environmentally sensitive cleaning practices.
- The Cleaning Show Innovation Awards: The Cleaning Show Innovation Awards

are presented across the following categories - Cleaning Products; Floor Cleaning; Outdoor Cleaning; Carpet Cleaning; Window Cleaning; Washroom Hygiene; Sustainable Cleaning; and Management Systems. A panel of professional judges will ensure an awards programme that is better than ever. The Award winners will be announced in the Seminar Theatre at 4.00pm on Tuesday 14 March.

Over 100 industry-leading companies showcased within the exhibition: The UK cleaning industry's main producers and suppliers of machines, products and services will demonstrate their latest, cutting edge solutions. A full list of exhibitors is available at www.cleaningshow.co.uk.



REGISTRATION TO ATTEND IS FREE-OF-CHARGE -SIGN UP NOW AT: WWW.CLEANINGSHOW.CO.UK

WHO SHOULD ATTEND?

Everyone who has an interest in the commercial cleaning and hygiene sector should attend the Cleaning Show 2017. In a nutshell, visitors will include:

- Contract cleaners
- In-house cleaning teams
- Specialist cleaners
- Facility managers from a wide range of industries including:
- Educational establishments
- Finance/insurance establishments
- Hospitals and healthcare establishments
- Industrial and manufacturing premises, and warehouses
- Leisure and hospitality facilities
- Local & central government
- Public services
- Residential and nursing homes
- Retail outlets and shopping centres
- Offices
- Transport providers

DUPLEX

Duplex has been a leading industry expert in the supply of commercial cleaning machines since 1986 and will be exhibiting machines from the range at The Cleaning Show. The twin cylindrical brush Duplex machine made a huge impact on the cleaning machine market when it was introduced from Italy in the mid-eighties and has continued to go from strength to strength ever since. With the introduction of steam to the range in 2000 combining with brush agitation the performance level reached new heights and since then these models have remained unique in the industry.

Duplex also supply a range of vacuumated steam machines complete with comprehensive tool kits which are extremely robust and reliable for the most demanding tasks in a wide range of environments.

Our experienced staff carry out free, on-site demonstrations on a nationwide basis so that potential customers can see for themselves the exceptional results our machines can achieve.

and additions to the Jangronaut children's dispenser range.

Also featured will be soaps produced by social enterprise group Clarity, which employs, trains and supports people with disabilities to create high quality products.

The catalogue covers products for Washroom, Housekeeping, Kitchen Hygiene, Floor Care, Waste Management, Industrial Cleaning & Wiping, Nursing & Care, Health & Safety, PPE and Workwear.

GREYLAND

This year's main UK cleaning industry event, the Cleaning Show 2017, returns to London - as does Greyland, now established over nearly 20 years as one of the country's leading cleaning chemical manufacturers.

Offering a comprehensive range of products for the janitorial distributor, Greyland has gained a first class reputation for exceptional value for money, clearly and descriptively labelled, and supplied to the distributor in the fastest turnaround times from order to delivery in the industry.

Discover the Greyland difference for yourself by visiting Stand C27 - and, as ever with Greyland, have a little fun at the same time! >



ECOTECH (EUROPE) LIMITED

A major UK manufacturer who celebrates a milestone 20th Anniversary this year, from yery humble beginnings to one of the UK's largest family owned manufacturers and converters of quality cleaning cloths and Impregnated wipes. As usual EcoTech shall be launching a number of "NEW" innovative products at this year's London Cleaning show which will also see the launch of its NEW user friendly catalogue and Price list.

This show will be an ideal opportunity for us to show case not only our well established branded products that are now being used not just throughout the UK but all over Europe, Middle East and beyond, but to invite both our existing and new clients to see at first-hand how our product range has evolved and developed over the last 20 years.

Our stand will be not just a shop window but also an information centre with our expert team on hand to introduce our company and its products.



Exceptional Workplaces¹

KIMBERLY CLARK

Kimberly-Clark Professional to showcase rolled hand towel innovations

Kimberly-Clark Professional will be launching its latest innovations (stand E17) including a new range of branded Kleenex and Scott Rolled Hand Towel Solutions with focus on employee care, increased hygiene and best-in-class efficiency.

The new Kleenex Ultra Rolled Hand Towel, featuring premium embossing, provides the most gentle and caring rolled hand towel experience. The new Scott® Control Rolled Hand Towel Solution is the most efficient Rolled Hand Towel solution versus the equivalent competition.

A new compact dispenser is launched for both new rolled hand towels, offering advanced protection against crosscontamination with a never-run-out feature that ensures a continuous rolled towel supply, and reduces wastage.

The innovations have been developed with Kimberly-Clark Professional's five decades of expertise, which also forms the platform for its consultative service Washroom 5D.



DOLPHIN SOLUTIONS

Washroom solutions provider, Dolphin Solutions, will be unveiling its new Excel Black range of dispensers on stand F02 at this year's London Cleaning Show.

Manufactured onsite at Dolphin's headquarters in Kent, the Excel Black offers facilities managers and architects a new and exciting washroom option in the plastic dispenser marketplace.

Chris Beattie, sales & marketing director at Dolphin Solutions comments: "We have developed the Excel Black following the success of the Dolphin Excel range and in response to growing demand for a black range of dispensers. The Excel Black will have the same qualities as the Dolphin Excel range which features stylish and hardwearing solutions which are also easy for cleaning operatives to replenish."

TEMPLA

Templa will be showcasing its new integrated



software TemplaCMS Time & Attendance by CleanJack at this year's show.

Monitoring staff attendance has become a must-have feature in cleaning contracts. Contractors need to know that staff have put in the shifts needed to deliver the specification, whilst clients want reassurance that the hours promised are being delivered.

TemplaCMS Time & Attendance by CleanJack is brand new to the UK. As well



as offering a simple clocking system, complete with non-attendance alerts and staff messaging capability, it shares data on employee hours worked in real time with TemplaCMS online timesheets, which are then fully reconciled to contracted hours and budgets. The system is a joint development between Clean Jack of The Netherlands, Europe's most popular time and attendance software and TemplaCMS, the UK's leading integrated management system for cleaning contractors.

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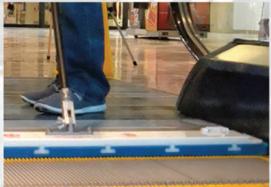
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EXHIBITING AT THE CLEANING SHOW LONDON EXCEL 14-16 MARCH 2017



Another innovative solution from





ADOPTING RESOURCE -SAVING TECHNOLOGY

With the Cleaning industry under even greater pressure to reduce water and energy use, adopting resource-saving technology is a vital step towards a business that is sustainable both from a business and an environmental point of view

n the face of ever-increasing energy costs, laundry managers across the sector are being challenged to minimise water consumption. Here Mick Christian, regional training and demonstration manager for laundry, at Electrolux Professional explains how some of the latest technologies available can help those who are as eco-conscious as they are economical.

By its very nature, the laundry and cleaning industry is very utility-heavy. Operational costs cover both energy and water, not to mention detergents, so finding the balance between meeting the hygienic and aesthetic demands of offering a professional laundry service, and the need to remain profitable, is a major challenge.

For some, the concept of saving energy and water will be viewed as a big green tick in the sustainability box, yet for others, efficiencies are only relevant if they equate to reduced operating costs. In an increasingly competitive market, even relatively modest reductions in running costs can make all the difference when it comes to managing how much a customer is charged for a given service.

However, it is not just limited to professional laundrettes and drycleaners. The continued rise in On Premises

Laundries (OPLs) has seen companies from a variety of vertical markets take their laundry operations in house, to give them greater control of both cost and quality. While hotels were, for many years, the main beneficiaries of OPLs, due to recent advances in technology – driven by the market demands for more efficient operation in the face of rising energy costs - many other businesses are now in a position to benefit from OPL technology, and the associated energy savings.

Minimising footprint – maximising efficiency

From businesses, such as gyms and fitness clubs, as well as hairdressers and even small B&Bs, there has been a movement toward more compact solutions which can offer the space-saving benefits associated with



domestic washers, with the capacity to cope with commercial loads at a quicker rate than their domestic counterparts. Ultimately, it presents an opportunity for smaller businesses to bring their laundry in house or, for those that may be struggling to keep up with the constant demand for clean linen, towels, mops and cloths while working with domestic washers and dryers, to improve the quality of their output.

The continued rise in On

Premises Laundries (OPLs) has

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operations in house, to give them

greater control of both cost

and quality."

In order to meet this demand from smaller businesses, Electrolux Professional launched its myPRO washer and dryer range.

Engineered to bridge the gap in the market for a laundry solution that sits between the domestic and commercial markets, myPRO meets the needs of a vast array

of small businesses. Crucially, myPRO offers significant benefits over domestic appliances, as it can complete a wash cycle in half the time of a domestic machine, thanks to a host of professional programs. Additionally, great wash results are guaranteed time after time thanks to the Electrolux SpeedCare drum, while peace of mind is provided through the professional

warranty designed for commercial use. Importantly for the owners and operators of small businesses, myPRO delivers major energy savings. Not only does the washer have an A+++ energy rating which prompts significant financial and energy benefits, but its hot water inlet also helps reduce cycle time. By removing the need to heat water within the appliance itself,

the myPRO washer subsequently reduces the duration of the cycle and minimises the energy required to heat water to the desired temperature level. A normal 60°C program takes just 82 minutes (starting with cold water at 15°C), which can be reduced by a further 12 minutes when the hot water inlet

The savings prompted by the myPRO washer are matched by those delivered at the drying stage. Electrolux Professional's SpeedCare drum offers outstanding dewatering and lower moisture intensity through its optimal drum design and 1,400 rpm spin. Automatic Moisture Control technology also ensures that the cycle stops as soon as the operator's desired moisture level is reached - regardless of their load size. This results in lower energy consumption and the prevention of overdrying for longer-lasting linen. →



TRAIN TO GAIN

However, while investing in the most appropriate equipment is key to achieving both hygienic and efficient best practice, an OPL is not a 'fit and forget' solution. Ensuring both the equipment and its operators are in regular contact with the manufacturer will go a long way to ensuring the system continues to work effectively.

Comprehensive training is therefore vital for all users, and all aspects of the process should be explained to staff: from the basics of washing, drying and finishing, through to the intricacies of each piece of equipment they will be expected to use. More importantly, training needs to be

tailored not just to the equipment in question but to the individual industry, as marrying the intricacies of the equipment to those of the respective industry is the key to achieving the best return on investment.

Such training can take place in a number of ways, however the

most common being at a centralised facility. Electrolux Professional's Center of Excellence in Luton, for example, is a fully-equipped training and demonstration centre which has been designed specifically to welcome laundry operators, providing immediate, hands-on experience of different types of equipment and is available to all customers. Through this type of training, operators can get practical, reliable advice which will enable them to improve their productivity and efficiency levels.

Of course, if training can be delivered onsite, then this will mean that operators are able to receive the same level of training while minimising the amount of time taken off work. As such, our advisors are only too keen to visit customers on the road and roll their sleeves up and work through every stage of the laundry process with end-users in the comfort of their own workplace.

FINAL THOUGHTS

Ultimately, the laundry industry has responded to market demands, and endusers now have greater access to laundry equipment which will invariably help operators and small business owners alike

While investing in the most appropriate equipment is key to achieving both hygienic and efficient best practice, an OPL is not a 'fit and forget' solution."

reap the energy savings rewards on offer.

Given the utility-heavy nature of the professional laundry operations, in the past many end-users with smaller sites were either forced to choose between the unreliable and ultimately expensive nature of domestic machines or large-footprint commercial equipment. The former is not really fit-for-purpose in a commercial environment, and the latter - while offering the reliability and robustness of professional laundry equipment - may either take up a large amount of available

space or not necessarily be used enough to really unlock its full efficiency potential.

Now, however, through the introduction of hybrid machines such as Electrolux Professional's myPRO range, a wide variety of end-users can undertake efficient and effective laundry operations onsite, without compromising on quality or

For more information on Electrolux Professional and its industry-leading range of laundry solutions, visit www.electrolux. co.uk/professional

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PROMOTING **HFAITHY WORKPI ACFS**



Sometimes the smallest actions can have the biggest impact. Establishing a thorough cleaning schedule in the workplace is key, however if employees don't wash or sanitise their hands properly, a thorough cleaning

schedule is not enough. Up to 80 per cent of all infections are transmitted by the hands1, therefore if just one employee comes into the office with a cold and doesn't take care to follow good hand hygiene, the infection could easily spread around the whole workplace.

There can be no doubt that poor hand hygiene increases the likelihood of infections spread through

a facility. Add to this startling research whereby 25 per cent of people don't wash their hands after using the washroom2, while a further 46 per cent don't wash long enough to be effective3 - and the scale of the problem becomes more apparent. Infections spreading around the workplace causes more employees to take time off sick, and can ultimately affect the overall productivity of a business, as well as the morale and well-being of its workforce.

Over 400 million working days were lost due to sickness absence between 2013 and 2015, including 138.7 million working days in 2015, according to the UK Office for National Statistics. At the same time, the recent Stoddart Review found that if just a one per cent productivity gain could be achieved in UK workforces, it could add almost £20 billion to our national output.

The message is simple: a comprehensive hand hygiene programme in the workplace can have a significant impact on the health of employees, reduce absenteeism, and demonstrate company commitment to employee wellbeing. This message is consistent with the World Health Organisation's (WHO) latest infection prevention and control guidance that highlights good hand hygiene as a core element to breaking the chain of infection in a facility.

WINTER ACTIVISM

11 A comprehensive hand

hygiene programme in

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a significant impact on

reduce absenteeism,

employee wellbeing."

commitment to

the health of employees,

and demonstrate company

Winter is cold and flu season, traditionally seeing an increase in contagious viral illnesses, which in some instances can be quite debilitating and lead to more time off work. The simple act of hand washing can make a huge difference to health, helping to prevent the spread of germs and reduce the chances of getting sick in the first place – ensuring wellbeing during the colder months and all year round.

The washroom should be considered a germ hot spot by facilities managers, and infections that make their way on to the hands here, can easily be transferred to other surfaces throughout a building.

> Having the correct hygiene solutions and signage in place can help increase hand hygiene compliance, and ultimately boost the health of a facility. Other areas that should be targeted for hand hygiene solutions and awarenessraising campaigns include food and drink preparation areas such as communal kitchens and cafeterias, where attention to hand hygiene is of course

paramount. Additional suitable locations include receptions and waiting areas, and on, or near desks in open plan offices.

Access to the right products and systems plays a critical role in the promotion of healthy hand hygiene, and can increase hand washing and sanitising compliance in a building. Creating and improving a healthy environment can be as simple as adjusting or upgrading hand hygiene facilities; enhancing the perception of a workplace as well as increasing hand hygiene in both staff and visitors. >



A RANGE OF OPTIONS

Dispensers can be wall-mounted. free-standing, push-activated or touch-free - the latter models intuitively sense the presence of hands and dispense just the

WORKPLACE **WELLBEING AT** YOUR FINGERTIPS

▶ The process of washing hands should take at least 20 seconds, making sure that the hands are washed correctly - wet hands with water, apply enough soap to cover all surfaces, rub palm to palm and carefully scrub fingers, back and front of hands and each thumb. Rinse with water and gently dry with a clean paper towel.

- ▶ Hand sanitising is ideal when water and soap is not available, or as an additional layer of protection. Using an alcohol-based hand sanitiser, whether foam, gel or wipes, significantly reduces the spread of germs. The process of sanitising hands should take at least 15 seconds to be effective – apply a palmful of hand sanitiser, covering all surfaces, rub the sanitiser into palms, fingers, back and front of hands and thumbs, continuing to rub hands together until they are dry.
- Washing or sanitising hands is most crucial after using the washroom, before preparing food, before eating and after sneezing or coughing. Hands should be washed or sanitised after touching anything that may carry germs such as shopping trollies, handrails and other public areas.

Using products that both look and feel good can greatly enhance the washroom experience and they can also play a major role in encouraging healthy hand hygiene behaviour."

that they are touchfree also increases their hygiene rating. Meanwhile, soaps can come in liquid or foam format, with or without fragrance; and hygienic hand rubs can also provide another level of protection in addition to washing hands. The best manufacturers will

right amount of product

every time. The fact

offer a wide range of hand hygiene solutions and will combine this with advice on the best place to site these in order to improve overall hand hygiene habits.

Soap dispensers should be placed in the washroom or where hand washing facilities are required. However, if water & soap is not available, alcohol hand rubs & other sanitising solutions are on hand in order to help provide an additional layer of protection against germs. Sanitiser dispensers can be installed near entrances and exits, next to coffee stations – in fact almost anywhere you can think of. Some of the best and most recent sanitiser dispensers on the market have been designed to make hand hygiene as accessible as possible, with very robust construction, compact dimensions and long-

term reliability.

Meanwhile, the best manufacturers will also offer sanitary sealed refills for dispensers. This is where the product inside has been protected from contamination thanks to being factory sealed at the point of manufacture. A fresh valve with each refill is also important, as this means that the soap is never open to the environment and so cross contamination from the air or

other sources is prevented.

Many people may not be aware that refillable bulk soap dispensers (ones in which new soap is poured into a dispenser) can actually help spread rather than prevent infections. This is because the soap inside can become contaminated with bacteria. particularly if dispensers are not properly cleaned or if soap is added to top off a partially empty dispenser.

GERM-FIGHTING EFFECTIVENESS

Efficacy of a soap or sanitiser formulation is another

important issue, so only those companies who can prove the effectiveness of their soaps or their hand rubs against germs through independent scientific testing should be considered. The best products will successfully combine this with soothing, moisturising ingredients that are gentle on the skin, meaning that the products can be used again and again, safe in the knowledge that hands will be kept in good condition.

Using products that both look and feel good can greatly enhance the washroom experience and they can also play a major role in encouraging healthy hand hygiene behaviour. To be truly successful, systems need to combine good aesthetics and accessibility, whilst being equipped with pleasant and effective hygienically advanced formulations. Hence, dispensers that look good and are easy to use, which are sited at convenient locations, are bound to be more popular.

RAISE AWARENESS ABOUT HAND HYGIENE

Facilities managers could also consider introducing public awareness posters about the importance of hand hygiene. The best hand hygiene companies can offer sound advice on the most effective approaches, and provide materials, based on their knowledge and market insights.

As well as ensuring the wider working environment is regularly and thoroughly cleaned, including desk surfaces and germ hotspots like kettles, door handles and railings, paying close attention to hand hygiene can also reap big rewards. The productivity of your business and the wellbeing of your workforce, and indeed wider society, can be boosted by adhering to hand hygiene best practice in the workplace. If you're looking for the simplest but effective way of making a big impact on workplace wellbeing, look no further than championing a comprehensive hand hygiene programme.







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Dispensers designed with real intelligence

For the first time ever, Dolphin Solutions offer you a *complete* quality range of washroom dispensers which:

- > Can be branded free of charge with any logo
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HOW TO SHINE AT MANAGEMENT

From boardrooms to washrooms, kitchens to conference facilities - the challenges in managing correct waste disposal across so many different and varied locations can create a real headache for cleaning companies



Staying on top of the latest legislation is essential and this needs to be combined with providing a costeffective and streamlined service, while also helping clients improve their environmental credentials.

Working with a professional waste management specialist can be the key to

Not only will it provide timely and efficient solutions, but it may also be able to reduce costs by identifying different waste streams to boost the number of materials capable of being reprocessed or recycled.

One Oxfordshire-based manufacturing company found that by having a waste audit, the experts were able to find 30 different waste streams which could all be segregated and sent for recycling or reprocessing. These included more traditional items such as cardboard

and plastic, but also materials including polystyrene, packing paper and silicon labels.

This is just one example of how an organisation like Grundon Waste Management can help businesses make the most from their waste.

Waste management rules and regulations are certainly not always easy to understand and one of the biggest challenges is whether different items can or can't be recycled - especially when many of them feature a recycling logo.

Hugh Fearnley-Whittingstall created a stir last year when he told us that less than a quarter of one percent of paper coffee cups are actually sent for recycling because the reality is that they need specialist treatment

All of this means it is better to consult with the experts, as Steve Hill, Grundon's area sales manager, explains.

"Whether your company has the cleaning contract for offices, a sports stadium, a shop or a manufacturing business, there is bound to be a whole host of different waste management requirements," he said.

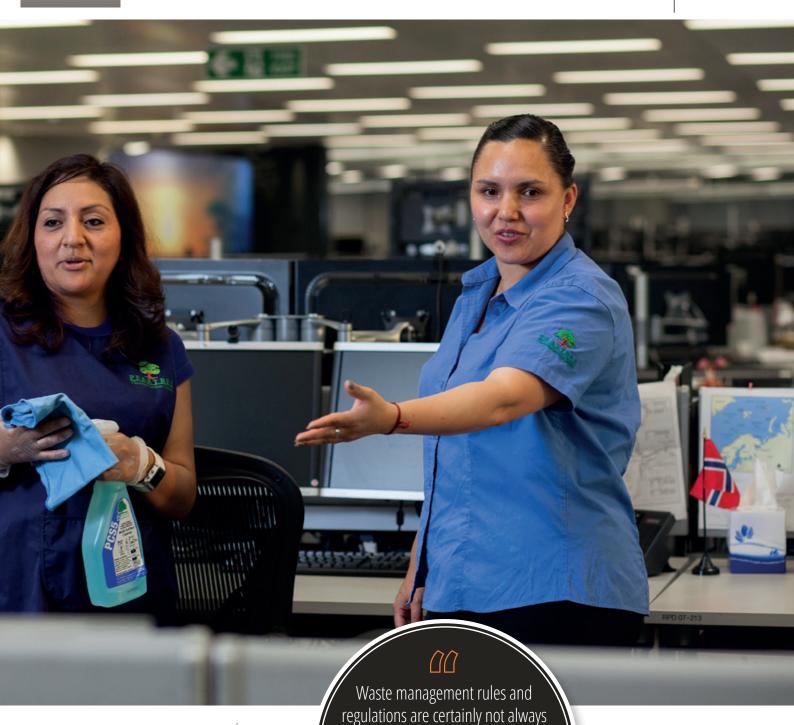
"To further add to confusion, legislation means that in a business environment, many day-to-day items such as batteries, printer cartridges, aerosols and solvents fall into the hazardous waste category.

"That means you could even have a cleaning team working on a rental block of flats and then moving on to clean an office facility next door - staff would need to understand that there is a requirement to treat some of that waste differently or risk a fine."

PARTNERSHIP APPROACH

In a commercial environment, who looks





easy to understand and one of the

biggest challenges is whether different

items can or can't be recycled -

especially when many of them

feature a recycling logo."

after waste management will vary from organisation to organisation.

In some cases, businesses directly engage with a waste management company like Grundon, which has hundreds of satisfied customers throughout the Thames Valley and wider South East area.

Often however, waste management will fall under the services offered by a cleaning company or a facilities management supplier.

Grundon regularly works with both types of organisation to ensure their customers obtain the best results, undertaking waste audits to identify potential areas of improvement and savings, as well as providing solutions and ideas to help increase recycling and achieve goals such as zero waste to landfill.

These solutions may be as simple as replacing under-desk bins with clearlymarked corridor bins for general office mixed recycling such as paper, cardboard, plastic bottles, glass bottles and cans; a food waste

container in the kitchen area; or a small specially-designed Haz-Box, which is ideal for the safe storage of mixed hazardous waste, such as batteries or cleaning fluids.

One successful partnership is with Essexbased Peartree Cleaning Services, which offers a broad range of cleaning services for corporate companies, offices and retail chains throughout the UK.

STATISTICS

As commercial director Stuart Conroy explains, the team prides itself on exceptional service: "We are a family-owned,

independent business, so client relationships are effectively more important to us than profit margins, we know we need to give a phenomenal service and we expect absolute 100 per cent commitment from the people we work with.

"We needed to find a like-minded provider, but some of the waste management companies we spoke to had no validation and reporting procedures in place. Grundon was able to support us by providing a good service and give us the statistics we needed to meet client reporting demands.

"They understand that clients want to know the tonnage of the waste they



DID YOU KNOW

producing, how it is segregated

into different waste streams and

what happens to it next."

- Segregating waste streams can save clients
- Wrongly discarded lithium batteries are a common cause of fires
- Just one tonne of food waste saves the same amount of greenhouse gas emissions as taking 2.9 cars off the road or powering a 100w lightbulb for 3,260 hours
- Every steel can is 100 per cent recyclable, while one aluminium can saves enough energy to power a television for three hours
- ▶ If one single item of contaminated waste is found in a container or vehicle, it might mean the whole consignment has to be sent to landfill

With more than 40 years' industrial cleaning experience and an unblemished safety record, these are experts at working in the most challenging situations - from handling potentially dangerous chemicals, operating in 35 degree heat or working in explosive atmospheres - they bring expertise and professionalism at every step of the way.

Projects can vary from factory shutdown cleaning with a tight timetable, to decommissioning unwanted premises and

> disposing of all waste safely and securely.

> Working in such environments, health and safety is paramount and Grundon's teams are totally compliant with the latest regulations and legislation. Employees undergo extensive training and qualifications, including specialist confined spaces training, practising

escaping from a confined space wearing breathing apparatus, and working at height wearing a high-level harness.

In conditions like these, there are no second chances, which is why customers need to know they are employing fully qualified experts. It pays to ask for registration and certification documents and to check their authenticity with the relevant body, such as the Environment Agency, CHAS or OFTEC.

different waste streams and what happens to it next. They are able to give us that information in a timely fashion to enable us to report back on a monthly basis."

The two companies have been working together for over four years, with Grundon handling waste management and recycling for clients including Foster + Partners and Towry.

Education also plays an important part in the process and, together with some clients, the Peartree team has visited Grundon's impressive Materials Recovery Facility (MRF) and joint venture Lakeside Energy from Waste (EfW) plant, both at Colnbrook,

"We need to have an enormous amount of confidence in a supplier to let them take our clients to their own facilities. It is important for them to be able to see for themselves

how the waste solution works and how the waste is segregated and disposed of properly," continued

"Our Grundon contact, Steve Hill, is very proactive, he is very good at keeping us up-to-date if there are any issues which

could impact on a client's waste collection and he also comes up with innovative solutions which help clients meet the latest regulations."

SPECIALIST SERVICES

Very often, organisations will need specialist cleaning services to handle particularly difficult or dirty jobs and this is where the expertise of Grundon's Industrial Services cleaning team comes into play.

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THE WORLD'S FIRST RETAIL STORE EVER CLEANED WITH TWISTER - 10 YEARS LATER

After 10 years of daily floor cleaning, the terrazzo tiles at Maxi ICA supermarket in Norrkoping, Sweden, are shinier and more inviting than ever. Chemical-free cleaning with Twister diamond pads has proven worth its weight in gold. ICA Maxi, Exiso, the cleaning company and HTC Twister all testify to successful sales, satisfied customers and a deep business relationship – with surfaces in focus.

Exactly 10 years ago, the Twister method made its world premiere at ICA Maxi, Norrkoping, Sweden. Since then, this method has become an international success and been proven to clean and polish floors in a way that is as sustainable results-wise as it is financially and environmentally. Just as long lasting are the relationships among the people behind the floor cleaning at ICA Maxi. The same persons who were astounded by the great results of the first test in 2006 have gathered to celebrate the 10-year anniversary. The MD of Exiso, Savvas Christoforidis, and ICA Maxi's manager, Lennart Johansson, are in complete agreement that Twister literally brings a shine to both the floor and their businesses.

CLEANING METHOD OF THE FUTURE

While searching for the right method, Exiso tested various chemical-based cleaning techniques in the early 2000s. They worked well, but the floors rapidly became worn and dirty. Savvas remembers the feeling when he first tried Twisters' diamond pads. "We knew straight away that these were exactly what we'd been looking for, that Twister was the cleaning method of the future. Being able to clean without chemicals, getting a lasting result, and at the same time avoiding wear — naturally we chose to invest in those things." Since the beginning Twister is now used in close to 100 per cent of the ICA Maxi retail stores operated by Exiso.

ENVIRONMENTALLY-FRIENDLY SOLUTION

The appearance of a store's floor is of great importance for a customer's experience and desire to shop. Clean, shiny floors are welcoming, clearly conveying that the store and its products are high quality. ICA manager Lennart Johansson is more than happy with the cleaning of the 9,000



sq. m. of flooring in his store. "When my customers are happy they stay longer and buy more. These floors aren't just a pleasure to look at, but they also affect turnover. We place very tough demands on hygiene, and are careful to make environmentally- friendly choices. Avoiding chemicals

is both financially sound and environmentally the right thing to do, something that is increasingly important and which consumers demand."

SUPERB QUALITY - EVERY DAY

Lennart talks about how he was inspired by shiny store floors in the US in the 1980s, and about how his own store's floor could sometimes be just as shiny after a thorough clean and expensive patching up with floor polish, but how it quickly lost its sparkle after a few days of hard use. Lennart says that there are many reasons why the relationship with Exiso and HTC Twister has lasted solong, but that it mostly is due to the floor's high and even quality throughout the year. "Since we introduced the Twister method, I've been completely confident that the floors are clean, whatever the weather, weekday, or season."

FLOOR CLEANING THAT STAYS THE DISTANCE

Robert Kreicberg, general manager at HTC Twister Group, is happy to be part of a unique relationship. He reflects upon 10 successful years. "ICA Maxi in Norrkoping is very special for us, because it was the first store in the world to use Twister. Naturally, we're delighted that the Twister method is gaining popularity outside of Sweden too. Our aim is that Twister will be the natural choice for all professional cleaning companies and their customers, and we're definitely well on the way to achieving that." The long partnership between HTC Twister, Exiso and ICA Maxi – and perhaps especially the beautiful floors – proves that daily cleaning and polishing with Twister and its synthetic diamonds really does work. An entirely chemical-free solution that's passed the test of time.

★ www.htc-twister.com

0845 460 2500

LEADING WATER TREATMENT TECHNOLOGY COMPANY, LUBRON UK, WELCOMES NEW BUSINESS

DEVELOPMENT **MANAGER**

Lubron UK is delighted to welcome Steven Shave to the team. Steven will take over the role of business development manager, and the 15 years' sales and technical experience he gained in his



previous position within the industry will stand him in good stead to market the brand and its range of water treatment solutions.

Initially, Steven is planning to focus his attention on building Lubron's existing Chemical Water Treatment and Hygiene portfolio, providing complete water solutions backed by its LCA accreditation (Legionella Control Association).

He elucidates: "Under the phrase 'Water Hygiene' we are looking to increase our activity in a variety of water systems, including cooling towers and building water services. We already hold a strong position in the market across a broad spectrum of industries, but we can strengthen that position by demonstrating our capabilities to more potential clients. UK Legislative guidance for water hygiene is constantly changing and evolving especially in Healthcare scenarios, and we monitor and review our data accordingly, so that our full range of services gives our clients the peace of mind that they comply with the latest standards and codes of practice."

★ www.lubron.co.uk

01206 866 444

MONTHIND GROUP'S ATKINS GREGORY LAUNCHES NEW WEBSITE

Following the acquisition of Cambridge-based commercial cleaning contractor Atkins Gregory by Monthind Holdings Ltd., the company has unveiled its new website ahead of its 2017 marketing campaign.

Designed by the award-winning sustainable creative agency Zero Above, the new website meets and exceeds its messaging objective of highlighting Atkins Gregory's professionalism, through its accreditations; team, sector, and service profiles; with informative case studies to introduce the company's current clients and capabilities. Meeting and exceeding expectations are key contributors to the longevity of Atkins Gregory's success in the industry and are synchronised with the business ethos of its parent company, Monthind Holdings Ltd.

Tony Felgate, director at Atkins Gregory says: "Atkins Gregory has built an excellent reputation and a solid business delivering high-quality commercial office and window cleaning services across the region, and we needed a website that provides an opportunity to showcase our news, case studies and staff profiles. The website is designed to evolve alongside the company

as we broaden our already diverse client base, and the current content is informative and inspiring. Quality is at the heart of everything we do and we believe the website reflects that."



♠ www.atkinsgregory.com

01223 438118

MSL START 2017 AS THEY MEAN TO GO ON

Cleaning assignments are rarely the same and usually present interesting challenges for MSL, one of the UK's leading property maintenance providers to many well-



known retail brands. Already in 2017, MSL have assisted two customers who have suffered the distressing consequences to both their business and staff from fire and flood damage.

Responding to a fire damaged store in Halifax or an office block flooded in Oldham MSL's cleaning, decontamination and drying services were tailored to the particular circumstances. Coupled with MSL's multi-trade refurbishment capabilities MSL were able to return the respective premises to a pre loss state quickly and efficiently.

In addition to their clean and restoration service MSL offers a full range of cleaning services, including the "sparkle" clean, often required by their retail customers. MSL also offer a range of Hygiene services.

If you are interested in learning how MSL can help you with your cleaning needs visit their website and use the contact link.

♠ www.msl-ltd.co.uk

B&M WASTE URGES BUSINESSES TO TAKE A 'STEP' IN THE RIGHT DIRECTION



B&M Waste Services is assisting children's charity Stick 'n' Step with a pledge of £4,000. This is in addition to supporting the charity by covering the costs for waste disposal at its centre in Wallasey.

Stick 'n' Step provides free conductive education sessions to children with cerebral palsy. The charity's support improves mobility, independence and boosts self-confidence, enabling every child to reach their



personal potential. Stick 'n' Step is a charity that relies entirely on grants as well as community and business support to fund its £400,000 annual

Neil Curtis, managing director at B&M Waste Services said: "After finding out more about the fantastic support Stick 'n' Step gives to children with cerebral palsy and their families we offered our support. It is also the case that some children who attend Stick 'n' Step also benefit from the services at Claire House Children's Hospice – one of our nominated charities. We're proud to be able to help and we would like to urge even more businesses to get involved with supporting this wonderful charity."

★ www.bagnallandmorris.com



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Retail

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From over-ground or underground stations to the largest of terminal halls, Robo 2 has the sophistication and robustness to work independently in the harshest of cleaning applications in the transport sector.

Education

Sports halls, corridors, canteens - the flexibility of the Robo 2 cleaning system ensures it will be suitable for large schools, colleges and educational institutions.

Healthcare

Large hospital complexes are a historical labour-intensive cleaning challenge, due to noise pollution and patient care. The low noise levels and "clever" operation of Robo 2 means that cleaning can take place day or night. This ensures that labour can be attributed to more indepth cleaning tasks around infection control and hygiene standards.