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CI-IT THIS MONTH...



INTEGRATED SOFTWARE SYSTEMS

Rick Stoor, MD of Templa, explains why integration is the key to effective management software in contract cleaning.

PEST CONTROL

As the nights grow longer and colder the likelihood of pest infestations in buildings will soar. Guy Other, CEO of Orbis, explains why property and facilities managers need to be prepared; particularly as the new UK Rodenticide Stewardship may prevent businesses from being able to implement an in-house solution.

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

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CORDLESS CLEANING

Powerful forces are driving the demand for cordless cleaning. But mains-powered equipment isn't nearing the end just yet says Stephen Pinhorne, UK sales manager of Truvox International.

HVAC

Poor indoor air quality can have a detrimental effect on employee health, wellbeing and productivity. Steve Booth from Guardian Water Treatment explains how proper ventilation inside buildings can reverse the effects immediately.

SALES

How to build a successful sales culture within the cleaning sector which encourages proactivity and efficiency. Paul Black, CEO at sales-i explains how it can be achieved.

NEWS

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

OPINION

Paul Bates, MD at Cleankill Pest Control says whilst successful pest control is the result of shared responsibility and teams working together, pest control and cleaning contracts need to be purchased separately and not bundled under one deal.

OPINION

27 Slips, trips and falls account for one in five of all injuries in the workplace, Christian Harris from Bonasystems, explains why firms need to wake up to the consequences of such accidents and the serious injuries they can cause. And, provides advice on how to keep floor areas at work safe.

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ISSN 2397-3706

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NEW PLANS REVEALED FOR ISSA/INTERCLEAN AMSTERDAM 2018

Reinforcing its position as the world's biggest and most popular event for the professional cleaning industry, it has been announced that for the first time, the next ISSA/INTERCLEAN Amsterdam exhibition in 2018 will occupy 12 halls of the RAI Amsterdam.

As of the end of November, 85 per cent of the exhibition's floor space has been sold, with the remaining space expected to sell out within the next few weeks.

Following high levels of visitor interest in waste management and laundry products at the 2016 event, it has also been revealed that in 2018 there will be dedicated new Laundry and Waste Management sections within the show.

Another innovation led by visitor feedback will be that the Washrooms area will be expanded from two to three halls.

In a separate development, it is also announced that the ISSA/INTERCLEAN Exhibition Committee has been updated and includes the addition of David Overell, managing director of Truvox International and chairman of the Joint Products Export Group (JPEG) in the UK.



Over the years, ISSA/INTERCLEAN has become increasingly relevant for hygiene professionals operating within the service industry who are looking to gain entry into, or secure partners within, the cleaning and maintenance marketplace. In response to this trend, ISSA/INTERCLEAN Amsterdam 2018 has also confirmed that it will be partnering with selected hospitality, food and hotel media brands and running advertising campaigns across print and digital media to ensure that hygiene professionals are fully aware what the event has to offer.

ISSA/INTERCLEAN will take place at RAI Amsterdam on 10-14 May 2018.

RENTOKIL INITIAL AND HANIEL **PARTNER IN NEW JV**

Rentokil Initial and Haniel & Cie. Holding Company have entered into an agreement to form a joint venture (JV) to become a leading provider of workwear and hygiene services in Europe with combined revenues of c. €1.1 billion.

The JV will be formed through the transfer of Rentokil Initial's Workwear and Hygiene businesses in 10 countries principally in the Benelux and Central & Eastern Europe regions, into CWS-boco, a company owned by German business Haniel, which has operations in 17 countries.

The Rentokil Initial and CWS-boco businesses have complementary operations, products and capabilities which the JV says will provide the potential for future growth, as well as synergies and efficiencies.

In consideration for the transfer, Rentokil Initial will receive around €520 million in cash and approximately an 18 per cent stake in the joint venture. It will also receive an annual fixed dividend of €19 million for five years.



In continental Europe Rentokil Initial will retain its Pest Control, Plants, Specialist Hygiene, Premium Scenting, Medical, Dental and other operations in the countries in which its businesses are transferring to CWS-boco, as well as its Workwear and Hygiene businesses in France.

CHURCHILL EXPANDS EDUCATION PORTFOLIO

hurchill has further expanded its education cleaning portfolio having won contracts with Newton Rigg College in Penrith, Cumbria, and Cheadle & Marple Sixth Form College in Stockport.

Both contracts were awarded via the Crescent Purchasing Consortium (CPC) Framework for cleaning services, of which Churchill is a member.

Churchill has assigned two management teams with experience of educational cleaning contracts to deliver its services. Over 250 hours of cleaning will be carried out each week at both sites.



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NEWS 🛞



FIGHTING BACTERIA & GERMS IN

THE WORKPLACE WITH WELLBEING **INITIATIVES**

hirty-one million work days were lost to

minor illnesses like coughs and colds last year, according to the Office for National Statistics (ONS).

That's the equivalent of 84,934 years.

It's an increase on the previous year. Between 2014 and 2015, the number of working days lost to minor illnesses increased by more than a quarter to 31 million days. In fact, research by the Chartered Institute of Personnel and Development (CIPD) found that minor ailments like colds are responsible for 95 per cent of short-term absence.

Common ailments can easily be picked up in the workplace, which is why Irongate Group is

encouraging businesses to clean up their act and be proactive in creating good wellbeing in the workplace.

As part of its initiative to get businesses more involved in workplace wellbeing, Irongate Group has teamed up with Deb Group Limited, to help tackle germs in the workplace and reduce absenteeism.

Pam Wakefield, facilities specialist at Irongate Group said: "Most germs are spread by our hands and germs can stay alive on hands for up to three



hours. That's why it's so important to teach employees about the importance of handwashing and keeping surfaces clean. "Office desks can

be up to 400 times dirtier than a toilet seat, so businesses should provide necessary resources for cleaning computers, keyboards, phones and desks regularly to get rid of bacteria that's hanging around on the tools we use every day at work."

Workplace wellbeing is on the rise in organisations up and down the country. When surveyed by CIPD, 63 per cent of organisations said that making their company a great place to work is the main reason for increasing their workplace wellbeing efforts.

ICE ACQUIRES CLEANING **EQUIPMENT**



n 1 December 2016, ICE acquired 100 per cent of the shares of Cleaning **Equipment Supplies Ltd** (CES), who are based in Cwmbran, South Wales.



Commenting on the acquisition, Mark Bresnihan CEO of ICE, said: "This is a very exciting and strategic acquisition for the ICE business. We have been in discussion with CES for some time, to learn about how this opportunity could benefit both organisations and its customers. We feel really positive about the CES business, its people and what it can bring to the ICE group.

"Our market is evolving and changing, and we are keen to gain strength, depth and coverage within the UK through many areas, one being acquisitions. We hope that what we have achieved with Cleaning Equipment Supplies in completing this deal will form a blue print for future development and acquisition/ joint venture opportunities."

Sean Edwards, former partner and one of the founders of CES, will stay with the organisation and assume the responsibility of business director for the CES division. He also joins the ICE senior management team with immediate effect. Colin Moore, co-founder of CES, will retire from the industry once the business has been fully handed over.

The CES business and brand will remain independent, along with its offices and workshops in the South Wales area.

VOICEMAIL IS COSTING CLEANERS' TRADE

Pritain's cleaners are missing out on work because they are failing to answer their phone calls, and are instead letting them go through to voicemail. This means they are losing business at an early stage, as the majority of callers refuse to leave voicemail messages, according to new research.

In a survey of 300 micro businesses (0-9 employees) which included professional cleaners, and an examination of its own call data from 10,000 businesses, telephone answering service, Moneypenny, found that a third of the businesses surveyed (33 per cent) failed to answer their incoming calls.

In its report, Small Business Call Report 2016, Moneypenny also revealed that 69 per cent of the callers who were answered by voicemail declined to leave a message, and instead hung up.

Moneypenny warns that this can have an enormous negative effect on a cleaner's revenue, as the value of

each missed call significantly impacts its bottom line, particularly in the current economic climate.

Ed Reeves, director and co-founder of Moneypenny, explained: "Quite simply, a customer getting through to a voicemail instead of a person is like tearing up money. It's akin to walking into a shop with no one at the till. Buyers simply ring the next supplier on the list.

"Pretty much every prospective customer hangs up at an answer message, yet so many businesses, especially those run from mobiles, have no solution in place. UK SME's are losing a fortune in business opportunities, and our dependency on operating our business from our mobiles is making things worse.

"We all hate leaving voicemail messages as much as we dislike listening to them. But if a mobile is answered by a real person, you've immediately got a business connection. It really is that simple."



The report states that those who do let their calls go through to voicemail are letting themselves down with their message greetings too. A staggering 54 per cent relied on the standard network message to greet the callers who wanted to leave their details.

JOIN UP WITH THE



Rick Stoor, MD of Templa, explains why cleaning companies should not feel that integrated software systems are inappropriate for them

Outside the world of cleaning, big corporations use integrated software systems like SAP or Oracle to manage their businesses.

Why? Because they have huge volumes of transactional data moving through the business, internally and externally, across business units and clients. If that data was all held in unconnected systems, for example one system for managing product pricing and another for client billing, they'd need to find ways of interfacing those systems to ensure the correct data was being used for each transaction. They'd also need armies of management accountants to pull data from the disparate systems to perform meaningful business analysis. Otherwise they'd find it impossible to make business decisions.

So why does the cleaning industry need a joined up system? Cleaning contractors are so much smaller, I hear you say. The answer is that cleaning contractors have a lot more in common with big corporations than you think.

COMMON FEATURES OF CLEANING CONTRACTORS AND LARGE CORPORATIONS

The most notable similarity is the amount of staff. Here's a statistic. In the UK, the average turnover of a medium to large company (defined as having over 50 staff) is £63.0m per annum and its average number of employees is 335, backed up by a sizeable HR/Payroll department. Compare that to a cleaning contractor with 335 staff and its turnover is c£3.4m. Then ask yourself whether the staff in a cleaning contractor need any less administrative support than in the average medium to large company.

The answer of course is that despite there being far less money available to fund the department, for several well documented reasons administering the 335 staff in a cleaning contractor actually requires far greater support. These are:

- Staff often work across different locations at different pay rates, as well as covering for each other.
- The contractor requires a plethora of documentation in the form of timesheets, training, and right-to-work entitlements in order to manage payroll and comply with company/client requirements.
- Staff's holiday entitlements and accruals, pension entitlements and sickness are particularly difficult to manage.

And all of this before you consider that staff turnover is over five times higher in cleaning than in the average UK company, and that absence rates are considerably higher too. So the cleaning contractor with 335 staff could actually be administering nearly 570 individual staff members in a year, equivalent to an average UK company with a turnover of nearer £100m.

Looking at the statistics below comparing the cleaning industry to UK industry at large, it raises the question: How do cleaning contractors manage this disproportionate burden? How can they effectively control the cost of staffing with such a small office resource?

VARIATION BETWEEN CLIENT CONTRACTS

Then there's the complicating factor that no two client cleaning contracts are the same.



Each one varies by cleaning machinery and products deployed, third party suppliers and subcontractors used, frequency and type of one-off work, re-charge markups, quality auditing schedules, invoicing requirements, reporting protocols, pricing anniversaries - the list goes on. This requires substantial back office processing to ensure that clients are invoiced in full for work done whilst remaining satisfied with the service.

So it's no surprise that contractors often move to larger premises just to keep up with the growth in administration that comes with business expansion. Yet margins are constantly under pressure from clients, squeezing the overhead needed to manage

the huge information flow created by staff and contract administration.

And this requirement shows no sign of receding. So the larger cleaning contractors become, the keener they are to find an IT solution for managing and integrating all these requirements.

In fact the two most common reasons for purchasing integrated software are to manage payroll better and

to keep general

administration costs under control whilst revenue rises.

	ALL UK COMPANIES WITH 50+ STAFF	UK CLEANING INDUSTRY
Average annual revenue per employee	£199,000	£9,800
Average annual staff turnover	9.9%	70%
Average staff absence days v. days worked p.a.	2.3%	5.2%
Average No. of staff per HR/Payroll employee	70	250-500 (ESTIMATED)

Data gathered from ONS/Industry reports

REVOLUTION

THE NEED FOR SOFTWARE INTEGRATION - INTERNAL AND EXTERNAL - TO **MANAGE THE BUSINESS**

To be effective in controlling the cost of overheads, software systems need to be both integrated internally as well as being capable of integrating effectively to external

Internal integration is the most important element of the two. In a truly integrated system, each of the software's business modules shares the same data source in order to process company business transactions. There is only one version of the data, held in the single, central contracts database. This makes it simple to update and eliminates data errors caused by staff having to enter the same data into several different systems in order to process transactions such as stores orders, or to analyse data such as wage budgets versus actual.

INTEGRATION TO EXTERNAL SYSTEMS

As managing staff attendance is one of the most important areas of a cleaning contractor's operations, seamless integration to a time and attendance system is a key way in which a good software management system can add value. To use our own software, TemplaCMS, as an example, it delivers a 2-way interface with any compatible recognised time and attendance system. Hours worked by employees' automatically enter our real-time timesheets, which are then fully reconciled to contracted hours and budgets. The key features of the interface are shown

▶ TemplaCMS acts as the 'master' and driver of the 'slave' time and attendance software, meaning the database of client sites, employees, rosters, caller ids and escalation protocols is all set up in

TemplaCMS and the data is then shared. seamlessly with the time and attendance software.

- Using the 'cloud', data from the time and attendance system is delivered in realtime to TemplaCMS's real-time timesheet environment, available to operations managers 24/7.
- ▶ TemplaCMS provides reconciliation control for the managers between the hours worked and the contracted hours on the timesheet.
- In a multi-contract building where landlord and tenants are separate clients, TemplaCMS handles the breakdown of the cleaner's or cleaners' hours between each individual contract.
- Cover staff are automatically added to timesheets.
- ▶ One-off work is controlled via a login number linked directly to the works order.

SO WHAT IS THE TEMPLACMS DIFFERENCE WHEN IT COMES TO INTEGRATED **CONTRACT MANAGEMENT SOFTWARE?**

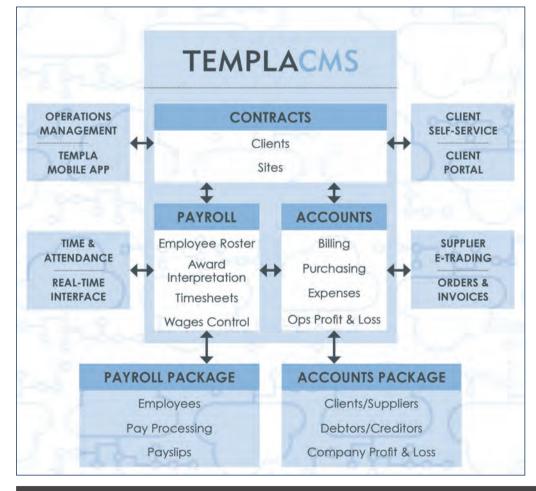
TemplaCMS is a modular solution where each module will link to the other seamlessly. This design strategy is the foundation for extending integration out to external systems and stakeholders to help manage company business from end to end.

Our clear objective in product design is for dynamic integration of data and software whenever possible, as manual file export and import is unreliable and time consuming. As well as being more accurate, dynamic integration saves valuable time both in field operations and administration. It makes information more immediately available, to the right people at the right time, presenting a professional image to staff and clients alike.

When it comes to cost, a well-known contractor in London who uses TemplaCMS was able to recoup their investment within twelve months from savings and efficiencies achieved in the payroll area alone. So it's a case of timing your investment early to reap the benefits of your revenue growth.

Not surprisingly, the UK contract cleaning sector is similar to that in many other parts of the world, which is why we are installed across the UK, Ireland, Australia and Europe.

TemplaCMS is the ultimate solution to the complex world of the cleaning contractor.



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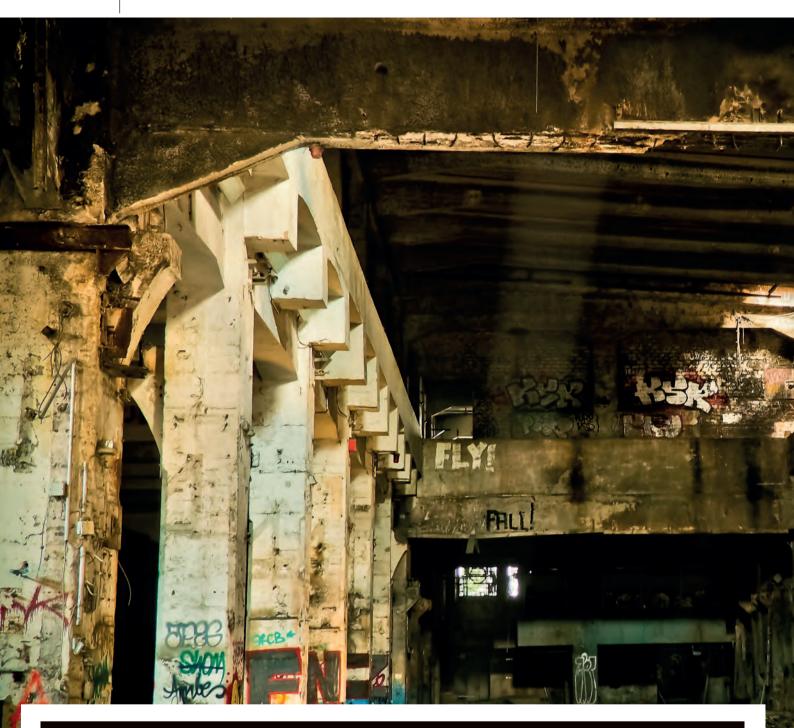


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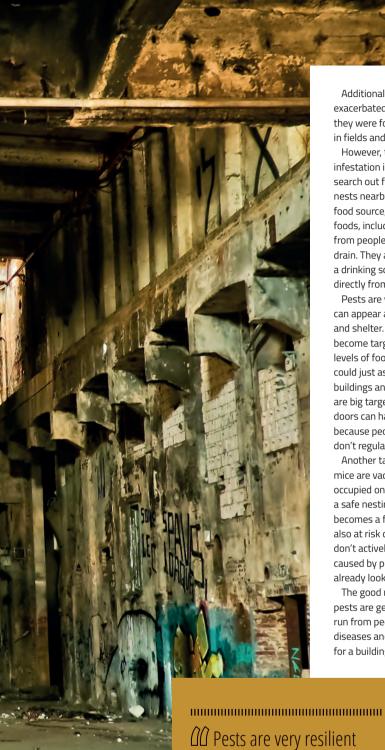
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PEST CONTROL



As the nights grow longer and we approach the colder months, the likelihood of a pest infestation will soar. Rats and mice are a cause for concern all year round, but as they will be looking for warmer and drier nesting grounds, property and facilities managers need to be prepared; particularly as the new UK Rodenticide Stewardship Regime may prevent them from being able to implement an in-house solution, explains Guy Other, CEO of Orbis



Additionally, last year's floods will have exacerbated the ingress of rats and mice, as they were forced from their previous nests in fields and made to find shelter indoors.

However, the biggest cause of an infestation is the availability of food. Pests search out food sources and make their nests nearby. While grain is their natural food source, rats can live on many other foods, including the fat residue caused from people pouring fats and oils down the drain. They also don't need to worry about a drinking source as rats can take water directly from their food.

Pests are very resilient and an infestation can appear anywhere that offers them food and shelter. Restaurants and takeaways become targets for rats due to the high levels of food waste; however, the rodents could just as easily nest in the surrounding buildings and eat from the bins. Garages are big targets, not only because the large doors can have gaps in the bottoms, but because people often hoard clutter and don't regularly inspect them.

Another target location for rats and mice are vacant buildings, next to or near occupied ones. The vacant building provides a safe nesting place, while the occupied one becomes a food source. Vacant buildings are also at risk due to their derelict state, people don't actively look out for or notice damage caused by pest ingress and the property already looks damaged.

The good news is that rats, mice and other pests are generally not dangerous and will run from people. However, they do carry diseases and can have wide implications for a building and business. There is also

an element of physical damage caused by rats; their teeth constantly grow and they need to gnaw things to wear them down. This causes serious damage to fixtures and furnishings, the building structure, and pipes and wiring, and incurs substantial repair costs.

There are also the longer term consequences caused

from reputational damage and loss of productivity. In the workplace, whether it's an office, restaurant or otherwise, the shock factor at finding a rat and the irritation they cause can have a serious effect on morale and the comfort levels of staff. This results in a drop of productivity and potential staff resignations as they don't want to work in these environments.

Businesses, particularly eateries, are likely to lose customers if an infestation is discovered. And property owners and managers will struggle to find a tenant as an infested building is hugely unappealing. What's worse is that once a business becomes associated with pest problems, it becomes difficult to break away from that stigma and rebuild brand confidence.

PEST PREVENTION

There are many signs of an infestation and none of them are particularly pleasant. Droppings are one of the first things many people notice that signals a pest problem, but a RSPH 2 qualified pest management operative will also be able to identify exactly what pest they are dealing with. Another equally unpleasant sign of a pest problem is the appearance of salt columns, created from salt rich urine, which are often smelt before they are seen.

Other signs include the appearance of smear marks and rat runs in flower beds and along skirting boards. These marks are created when a pest repeatedly uses the same route and can lead a pest management operative to their nest or hurrow.

The key to preventing an infestation is to remove the opportunity. Gaps under doors can be covered with door brushes or kick plates and cracks and holes need to be repaired. Small entry points can be filled using an expanding foam, and wire wool or chicken wire in the foam will discourage rats and mice from gnawing through.

Of course, and this may seem obvious, an infestation can also be avoided through better cleaning habits. Cleaning spills and crumbs and not allowing waste food to build up will mean that pests have no food source and will have to go elsewhere to build their nests

At Orbis, we offer an integrated service that removes the pests and prevents reinfection. Our operatives inspect the infested site to identify the pest, find any points of entry and locate the nest. They will then secure and repair the property against re-entry, and implement the most appropriate pest management method. Finally, the operative will remove any treated carcases to prevent secondary poisoning and make weekly visits to ensure the infestation has been properly dealt with.

Methods of dealing with rats and mice are fairly straight forward and can usually be humanely dispatched with a second generation rodenticide. However, in homes with children and pets, we would use traps instead, to avoid accidental secondary poisoning. >

and an infestation can appear anywhere that offers hile rats and mice are neophobic them food and shelter." by nature they are also very inquisitive and opportunistic. If they see an opening, they'll explore it. This means that as we

approach winter, pests will take advantage of the longer nights to explore and ingress into properties, creating nests from soft materials. Additionally, their natural ability to squeeze their bodies into incredibly small spaces means they can exploit any entry point, from gaps under doors to cracks in piping.

THE LAW

When it comes to pest infestations and maintaining property to a standard that discourages them, building owners and managers need to be aware of the following acts:

- Prevention of Damage by Pests Act 1949
- Building Act 1984
- Public Health Acts 1936 and 1961
- Environmental Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Housing Act 2004 including the HHSRS and Management Regulations for HMOs

Rats and mice are the most prevalent pest problem at this time of year. However, it's not uncommon to find squirrels or bats nesting in attics, both of which come with their own unique pest management challenges

Red squirrels are a protected species and because of this, there is a legal obligation to release them safely back into the wild. But grey squirrels, on the other hand, are under Schedule 9 of the Wildlife and Countryside Act 1981, which means that "if any person releases or allows to escape into the wild any animal which is included in Part I of Schedule 9, he shall be guilty of an offence."

Bats are also a protected species and are covered by domestic and international legislation. If a bat infestation is discovered a specialist must be contacted immediately.

THE FUTURE

Many local authorities are seeing an increase in the number of call outs for infestations, in part due to last year's floods forcing rats and mice out of the fields. However, due to historic cutbacks many councils are unable to handle the volume and are having to outsource the work. In addition, pest management services from the council used to be free but, as they seem to push more responsibility onto the building owners and tenant, some are increasing their fees to recoup the money.

However, the latest innovations in the industry continue to enhance our service. One such development is racumin contact foam, which makes use of rodent grooming habits, rather than baiting, to humanely dispatch of the pest.

Perhaps the most significant changes to the industry are the new stringent rules to the purchase of rodenticides, as part of the UK Rodenticide Stewardship Regime. As of September 2016, a certificate of professional competence will be required for the purchase of all stewardship authorised products. making it illegal for Pest management may the general public to buy many cost more per visit today,

rodenticides. Alongside this, the industry has the industry and changes to also welcomed a new European practice, multiple treatments quality standard for pest management services. EN 16636. This acts as an industry benchmark and many pest management service providers are in the process of being independently assessed for CEPA Certified status.

Additionally, customers may have noticed that the short term cost of pest management has increased in recent years. However, this is due to a shift to a more professional integrated service.

Pest management may cost more per visit today, but due to innovations in the industry and changes to practice, multiple treatments are not usually required anymore. The result is a better service that is much cheaper in the long term.

Fundamentally, though, managers need to be aware of current pest legislation and the recent changes in the sale of rodenticides. Managers need to factor in how these changes will affect in-house delivery, the long term value of outsourcing to a professional pest management company, and the consequences of failing to resolve the issue promptly.



but due to innovations in

are not usually required

anymore."

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COMMENT

KEEP PEST CONTROL AND CLEANING CONTRACTS SEPARATE -BUT STAFF MUST WORK TOGETHER



People are often amazed at the variety of ways pests can end up inside premises. A mouse can get in through a gap the width of a pencil, cockroaches can be brought in on cardboard packaging, fleas may be picked up on public transport and

pigeons will find gaps in roof tiles, explains Paul Bates, managing director, Cleankill Pest Control

Successful pest control is the result of shared responsibility. Cleaning staff who are on site every day can act as the eyes and ears for pest control staff who, depending on the contract, might only be on site once a month as part of a prevention contract. This helps to make sure pest infestations are identified as early as possible and dealt with. For instance, there might be an unexplained increase in the number of flies in a room which could simply be cluster flies - or the insects may indicate that there is a dead rat carcass in the void under the floor.

Experienced pest controllers can often identify a type of pest by smell as many pests leave behind distinctive scents. Cleaners should be trained to report unusual smells and also new noises – for instance large cockroach infestations can result in scratching noises being heard.

During my 30 years in pest control I've experienced relationships with cleaning companies that have been a real partnership and we've advised cleaning companies to change certain practices and routines to help reduce the risk of pest infestations. We've also actively trained cleaning staff so they can try to identify different pests.

A simple example of a routine that we have successfully helped to change in customers' premises is switching from emptying bins in offices to evening rather than early morning. Foodstuffs put in bins by office staff during the day and not emptied until the next morning feed pests throughout the night. Remains in a crisp packet are a tasty meal for mice

and apple cores in a bin provide a nice breeding ground for fruit flies.

Cleaning staff in general should be made more aware, through training, about the hazards of pest infestations. For instance, if they are cleaning where there is evidence of mice, the urine from the rodents won't be visible and they could unknowingly contaminate nearby areas by spreading bacteria. This is particularly important in food production, storage and serving areas where staff should be on the lookout for droppings or other signs such as damaged packaging. Cleanliness is key as is storing foodstuffs in sealed containers and pest-proof store rooms.

No establishment can ever be guaranteed pest free. Modern building features like stud partitioning, breeze blocks, false flooring and service voids often create the perfect harbourages for pests. German cockroaches can hide behind doors, in kitchens, behind and under cookers, sinks and kitchen units.

The presence of rats around premises poses an immediate risk of contracting Leptospirosis. Left unchecked an infestation will increase in size and extent and. once established, rats will explore their surroundings with enhanced confidence

There is the added risk of people being bitten by different types of insects and mammals and stress caused by the physical presence of pests. Occasionally we've had calls about female staff being bitten below the knee and it has turned out not to be insects but microscopic fibres



from the carpets that have caused a reaction by penetrating the skin, or static electricity causing pores to shut and giving a similar reaction to insect bites. In these cases we've been able to advise the cleaning company to use an anti-static spray.

Giving staff formal pest awareness training is a win-win for facilities managers and cleaning contractors. This includes specialist cleaners like window cleaners who need to be made aware of the hazards caused by bird droppings, particularly pigeon waste.

Pest control and cleaning services in one contract, often called 'bundling' sometimes with landscaping too - is an approach that should be avoided. Poor cleaning practices and untidy landscaping work can lead to pest infestations and this can lead to conflict and complications. Working together but with separate contracts is always the best solution.

Normal pest control contracts for standard premises will include a minimum of eight inspections a year. Factories producing high-risk food or manufacturing pharmaceuticals will require more frequent visits. The inspections should include all common areas such as: plant rooms; basements; riser cupboards; car parks and landscaped areas - all of the

areas where pests could harbour and reproduce undisturbed.

Top tips to help stop infestations:

- Don't accept the 'bundling' of contracts by your purchasing department
- Arrange training for all cleaning staff by your pest control company
- ▶ Change to night-time bin emptying
- Arrange for cleaning operatives and pest control technicians to meet regularly to share information.

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THE CHARGE OF THE +BATTERY-BRIGADE

Powerful forces are driving the development and demand for cordless cleaning equipment. But mains-powered equipment isn't nearing the end of the line just yet, says Stephen Pinhorne, UK sales manager of Truvox International

ne day, and it could be sooner than we think, we may dimly recall mainspowered cleaning machines like smokers in restaurants - or diesel cars on our roads. (The latter could be banned from UK cities before too long and mainstream politicians in the Netherlands are proposing that carbon-powered cars are driven off the roads by 2025.)

The question for our industry is when will battery-powered cleaning equipment become the norm – and will all plug-in machines eventually reach the end of their tether? We don't know the answers right now, but it's clear that battery alternatives are steadily and stealthily gaining ground on their cabled counterparts.

The drivers are not pollution and carbon emissions, of course. In cleaning, the internal combustion engine has been confined to industrial and outdoor applications, but even in these niche applications cleaner electric alternatives have taken over. Cordless or not, our cleaning equipment relies on the same electric power; whether or not it's generated from renewable sources is another matter.

But the pull factors driving the switch to batteries are strong, if not yet all-powerful. The main issues, in no particular order, are:

- Safety, flexibility and productivity
- Technological advances
- Daytime cleaning
- Cost and return on investment

SAFER, MORE FLEXIBLE - AND PRODUCTIVE?

It may not be the clincher for clients, but most do recognise the safety benefits of going cordless. Trailing power leads stretching across rooms and corridors pose a tripping hazard for building users and operatives.

That risk shouldn't be under-estimated. The Health & Safety Executive says slips (a different cleaning issue) and trips are the most common cause of major injuries

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Trailing power leads stretching across

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operatives.."

at work. Its information sheet on the importance of

> cables and leads from cleaning equipment top of its list of potential trip

floor cleaning puts

The more corners, fixtures and narrow spaces the greater the hazard of snagging cables, and the increased

hazards.

flexibility of a cordless machine. Operatives don't have

to stop continually to unplug, coil the cable and find the next socket either. This boosts productivity. Some have countered that the time spent recharging and/or swapping batteries can negate those productivity gains, but advances in battery technology are overcoming the drawbacks.

TECHNOLOGICAL ADVANCES

Short run times held back the adoption of battery power but their developers are making great strides. Like other sectors, the cleaning equipment industry is reaping the benefit of pioneering work for motor and device manufacturers.

Lead-acid batteries are used when weight is not an issue and come in different forms. each with its own features and benefits. Their cost and maintenance requirements also vary.

- ▶ Deep-cycle, flooded or lead-acid These are the oldest types of batteries used in professional cleaning equipment, and are similar to those used in cars. The charge from within the battery comes from an electrolyte that is approximately 65 per cent water and 35 per cent sulphuric acid. Traditionally the most economical choice, they must be installed properly to prevent any discharge of the electrolyte, and maintaining them correctly takes more work.
- ▶ **Gel batteries** These first came onto the market around 30 years ago. They also use sulphuric acid, but in the form of a gel. As they are completely sealed and do not need to be refilled with water, they are safer to work with and low-maintenance.
- ▶ Absorbed glass mat (AGM) batteries -The electrolytes in these batteries are absorbed into a glass mat. While AGM batteries are more expensive than other options, they store well, hold their charge longer than other types, and offer greater manoeuvrability.

Lithium-ion is the 'modern' choice for portable equipment, having replaced nickelcadmium (NI-Cd) technology.

The rechargeable batteries now on the market operate longer between charges and energy usage is also improving. This rising 'charge efficiency' means operators get more power out for the amount of energy that's put in. They are faster to re-charge so managing the downtime of a fleet is simplified. Past concerns about the reliability of battery-reliant equipment are also being allayed.

A major advantage of this new battery technology - especially lithium ion - is the lightness of the batteries, making them suitable for a wider range of machines.

The older generation of battery-powered machines tend to be heavier than the new models, which can detract from their manoeuvrability. Yet, while lead-acid batteries are much heavier, this can still be an advantage in certain applications. For example, we use lead-acid units in the Orbis Cordless Burnisher and the Orbis Battery Scrubber, where the additional weight applies more contact pressure with the floor, making for a more thorough and efficient clean. >

On the other hand, we adopted lithiumion technology for the battery version of our Multiwash scrubber-dryer. It needs to be highly manoeuvrable while its counterrotating cylindrical brushes ensure scrubbing power is not compromised.

Compact as well as lightweight, lithium-ion batteries are also ideal for vacuums, such as our new cordless Valet Comfort Pro Backpack and Valet Battery Upright, which we will be launching later this year and early 2017. Another advantage of lithium-ion technology is the ability to top up the battery's charge without having to discharge 100 per cent first, which can be awkward to synchronise with shift patterns. Swapping batteries is also easier.

DAYTIME CLEANING

The shift to daytime cleaning is continuing for many reasons – one being the availability of quietly efficient cordless machines. In turn, the financial and environmental case for moving away from night-time cleaning drives the growing demand for battery-powered equipment.

A cordless kit is particularly well suited to hospitals, retail outlets, hotels and transport hubs where continual cleaning is required throughout the day, and contact with the public and employees is guaranteed. Operatives can manoeuvre the machines around more easily - and less noisily - with no need to unplug, coil the cord and re-plug elsewhere.

COST AND RETURN ON INVESTMENT

Another self-reinforcing factor in the rise of battery power is cost. As production of batteries and cordless machines rises, unit costs fall. As the price gap narrows, the alternative to mains-powered models becomes more attractive.

In various applications, the productivity boost can increase the return from investing in a battery version. The time saved by operators using more flexible machinery can be significant, given that labour costs typically account for two thirds of a cleaning budget.

There are other costs, of course, that need to be factored into the equation. Although modern batteries are becoming more

robust, their life cycle, the need to invest in replacement batteries for longer shifts, and constraints on facilities for storage and charging of back-up batteries may tilt the balance in favour of mains power.

A cordless kit is particularly well suited to hospitals, retail outlets, hotels and transport hubs where continual cleaning is required throughout the day, and contact with the public and employees is guaranteed. "

> Also, it would be foolish to overlook the parallel advances in conventional cleaning equipment. Mains-powered machines are becoming quieter, safer, more powerful and efficient too.

The reality is that as long as it is practicable and cost-effective - by virtue of the operating requirements of the site and/or a price differential – there will continue to be a market for the plug-in cleaning machine. However, as environmental, legislative and consumer pressures drive the development of battery technology for applications in other sectors from space travel to smartphones, we will be able to harness those advances in the cleaning industry too.

It's not time to pull the plug from the socket just yet, but watch this space as the batterypowered cleaning workhorse charges ahead.

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Last year saw air quality hitting the headlines with ambient air pollution labelled by the World Health Organisation as the "greatest environmental risk to health", causing over three million premature deaths worldwide on top of a range of other health problems

ndoor and outdoor air pollution are inexplicably linked, but while the improvement of the air outside our windows requires a global effort, proper ventilation inside our buildings can have an immediate impact on health and wellbeing. Steven Booth, associate director for Guardian Water Treatment explains how this can be achieved.

It's clear from 2016's headlines that indoor air quality (IAQ) is a topical and important issue: one

(1) As well as exacerbating

common conditions such

as asthma, poor air quality

contributes to 'Sick Building

Syndrome' (SBS), causing a

range of symptoms including

throats, headaches, lethargy

and lack of concentration."

dry or itchy skin, eyes, nose and

which needs to be prioritised by buildings old and new. But, with the most common form of ventilation simply opening a window, in busy cities where the outdoor air is full of pollution and toxins this could be doing more harm than good.

On the flip side of open windows, modern design and technology has enabled buildings to be more airtight than ever before in an attempt to reduce energy wastage, leaving natural ventilation in short supply, potentially

compromising air quality if well maintained mechanical systems aren't in place. While a commitment to carbon reduction is necessary in the long-term, it must not

come at a cost to our health.



As well as exacerbating common conditions such as asthma, poor air quality contributes to 'Sick Building Syndrome' (SBS), causing



a range of symptoms including dry or itchy skin, eyes, nose and throats, headaches, lethargy and lack of concentration. While many SBS symptoms are relatively short-term issues for employees, the financial effects of low staff productivity and increased time off can be significant for employers and businesses. And, if not addressed, in the long-term more serious health problems may develop, including strokes and heart attacks in susceptible

individuals.

A survey commissioned by the **Building Engineering** Services Association (BESA) in 2016 reported that almost 70 per cent of office workers believe poor air quality in their place of work is having a negative effect on their day-to-day output. Given that we spend an average of 212 days at work, there is a real need to ensure well maintained air handling systems are operating effectively in all workplaces for the

benefit of both employees and employers. A balance between energy efficiency and quality air flow is essential.

STEPS TO IMPROVING IAQ:

In most cases, improving air quality is not a simple case of turning up the ventilation rate, however. For total control/peaceof-mind a holistic approach is required, encompassing design, monitoring, cleaning and ongoing maintenance.

AIR OUALITY MONITORING

Monitoring air quality allows building managers to identify specific problems and address them swiftly and effectively. Important factors such as temperature and humidity levels, and pollutants such as carbon monoxide, dust, fungus, bacteria and pathogens can be monitored on a regular basis to ensure the system is working efficiently.

As well as controlling air quality, IAQ monitoring helps buildings to comply with Control of Substances Hazardous to Health (COSHH) Regulations. Regulation 7 (1) requires the employer prevent exposure and where this is not practicable, ensure that any exposure is adequately controlled. Without monitoring, employers are in the dark as to what substances their staff come into contact with.

VENTILATION AND DUCTWORK CLEANING

As the carriers and removers of air. ventilation and ductwork systems should have a general level of cleanliness as a minimum. For example, Air Handling Unit (AHU) grilles should be free from dust and grime that could restrict air flow or stop the unit from working altogether. The correct filtration is key to helping stop this debris.

To prevent costly repairs and maintain good air quality, AHUs should regularly be maintained and inspected:

- Coil sections cleaned and sanitised on a 6-12 monthly basis
- ▶ Debris removed from inlet sections annually
- Filters changed on a 3-6 monthly basis, depending on the type of system and area served.

For more dangerous environments such >

as commercial kitchens. ductwork cleaning should be carried out to mitigate fire risk as well as keeping air clean and hygienic by removing all types of contamination. Many insurers now require specialist contractors to undertake the cleaning in accordance with B&ES TR/19 - Internal Cleanliness of Ventilation Systems, which details best practice guidance for keeping ventilation ductwork clean.

In healthcare premises there are specific guidelines, covered by HTM 03 01: Specialised Ventilation for Healthcare Premises

- All ventilation plant should meet a minimum requirement in terms of the control of Legionella and safe access for inspection and maintenance
- All ventilation plant should be inspected annually
- The performance of all critical ventilation systems (such as those servicing operating theatres) should be verified annually
- ▶ The plant must not contain any material or substance that could support the growth of microorganisms.

Monitoring and maintenance of air ventilation systems will not only improve health and safety for building occupants, it can also contribute to improved HVAC efficiency, while cutting the risk of breakdown and reducing overheads."



CHECKING A BUILDING'S IAQ CREDENTIALS

- Fresh-air should flow at minimum of eight litres per second, per person
- Areas with an air flow velocity in excess of 0.25 to 0.3 metres per second should be considered
- An area with an air flow velocity of 0.1 metres per second is stagnant
- For an area of normal temperature, air velocities should be between 0.1 to 0.15 metres per second, and 0.25 metres during the summer
- ▶ Where a room houses machinery, separate extract ventilation should be included
- Air inlets for the ventilation system should be sited to avoid introducing pollution from outside the building – a particular issue in city centres or areas of high traffic.

What's crucial is that AHU maintenance and the units themselves are reviewed as and when the way an area is being used, changes. More offices, significant increases in staff, or other 'change of use' factors will impose new conditions on the AHUs which could leave them struggling to service a building effectively.

WHEN IT COMES TO IAQ MONITORING, THE FOLLOWING **ELEMENTS MUST BE CHECKED:**

- ▶ Temperature
- Carbon monoxide
- Carbon dioxide
- Relative humidity
- Airborne dust particulates
- Airborne fungus and bacteria
- Recommendations and remedial actions

IMPROVE HEALTH AND SAVE MONEY

Monitoring and maintenance of air ventilation systems will not only improve health and safety for building occupants, it can also contribute to improved HVAC efficiency, while cutting the risk of breakdown and reducing overheads. By understanding the issues, the best course

> of action can be taken. with a planned approach to maintenance and cleaning contributing to extended plant life - avoiding expensive call-out charges.

'Good' air will ensure illness is avoided, facilitate staff productivity and cut the cost of HVAC equipment operations; all effects that should encourage IAQ to become a priority for businesses in 2017.

Guardian Water Treatment provides IAQ monitoring, air hygiene assessments, extract, ventilation and ductwork cleaning. For more information, visit: www.gwtltd.com.

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FIVE WAYS TO BUILD A SUCCESSFUL SALES CULTURE

By Paul Black, CEO, sales-i



Even the most successful sales pitch gets worn out with repeat use. A lack of innovation and motivation prevents good salespeople

from becoming great. Instead, they rely on routine orders from existing customers and stop looking for new opportunities. They use the same old processes to bring in predictable results and lack any real purpose to try harder.

Eager to gain a deeper understanding, we recently surveyed over 280 salespeople from a range of industries (including cleaning supplies) about their biggest daily challenges – those which hold them back from being more proactive, and thus successful, in their roles.

Without visibility into colleagues' activities across the business, salespeople can't always access the important customer or prospect data that could inform an upselling or new business opportunity."

Eleven per cent of those

surveyed said that

having to complete general administrative tasks, such as compiling sales reports and preparing for meetings, took valuable time away from new business activities. A lack of transparency within teams was highlighted by 17 per cent of salespeople as a significant issue. Without visibility into colleagues' activities across the business, salespeople can't always access the important customer or prospect data that

could inform an upselling or new business opportunity. Further IT issues which

prevent salespeople from working smarter and achieving better results include the use of Excel for manual data entry, reporting and analysis, the inability to access key company and customer information from anywhere at any time, and the storage of data across too many different systems. Half of respondents said that their main problem was an inability to identify new opportunities, or see which existing customer accounts were falling in sales before it was too late.

So, how can sales managers in the cleaning industry empower their teams to overcome these challenges and boost their numbers? A successful sales culture is one which encourages proactivity and efficiency through the following five initiatives.



1. ADOPT NEW TECHNOLOGY

Many salespeople are reluctant to adopt new technology, viewing it as just another laborious task. It's imperative to set the tone and treat new technology as an opportunity to improve sales performance, on both an individual and team basis.

When used correctly, the right tools can solve many of the daily challenges outlined by our research. Software is available to automate routine reporting tasks. Customer relationship management (CRM) systems can improve visibility into the health of key customer accounts, and mobile technology allows salespeople to access the information they need on the go.

Advanced data analytics platforms can help you and your team make sense of customer information and identify new selling opportunities in real-time. For example, if your historic customer data

shows that a customer buys new floor mopping pads at regular intervals during the year, you can use this information to offer them a well-timed promotional deal on cleaning products. Essentially, when you have a better understanding of your customers' buying habits, you can identify up- and cross-selling opportunities much more effectively.

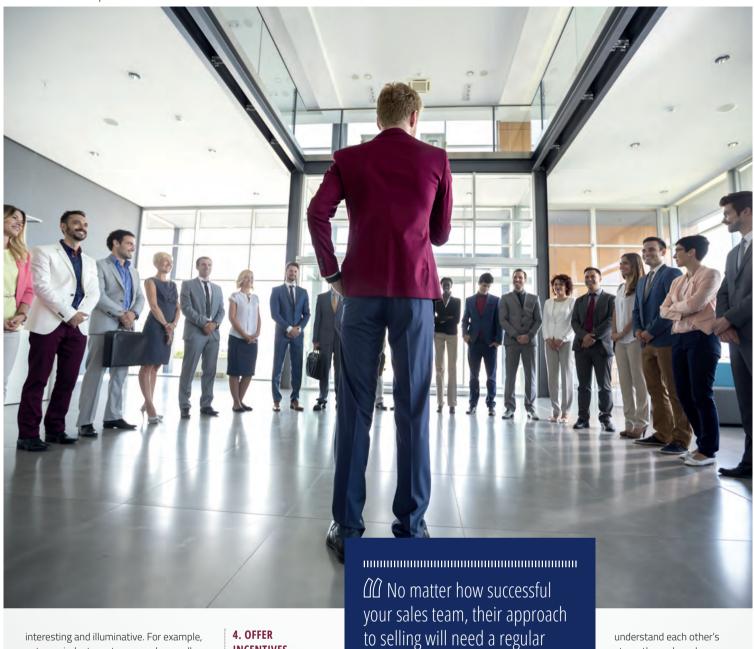
Adopting new technology successfully is a process that involves everyone. Before implementing any new system, make sure that you engage with your team. Review all your technology options with them and discuss the pros and cons of each. Ask them for suggestions and listen to their feedback at every stage of implementation.

2.BUILD TRAINING AND **MENTORING PROGRAMMES**

Unfortunately, training and mentoring programmes do not come as a standard at all companies. If you want to help your salespeople enhance the skills they already have, you need to establish a culture of ongoing personal and career development.

Offer relevant courses to coach your team to greater success. Monitor their progress to make sure that their key skills are sharpened and new ones are tested. Be actively involved in designing and delivering the course content, and be sure to communicate the benefits of the training. As your team progresses along each course, encourage feedback and acknowledge positive results.

Use your company's innate diversity to make your training sessions more >



refresh to stay relevant."

.......

interesting and illuminative. For example, get your industry veterans and marvellous millennials to present to each other on a work-related topic of their choice. You'll be amazed at what you'll all learn.

3. EMBRACE THE MILLENNIAL WAY OF WORK

Millennial salespeople may have their downsides, but they also have plenty of advantages. Most of them are more techsavvy than your traditional salesperson and understand how to use various digital platforms to successfully engage with prospects. Social media is one such tool that can be used to communicate with your customers and prospects in an easy, personalised manner.

Millennials are typically eager for training and they learn new skills enthusiastically. Your more experienced salespeople, possibly a bit stuck in their ways and reluctant to change their habits, could learn a thing or two from their millennial colleagues. The converse is true too: a new salesperson could benefit hugely from the knowledge of your more experienced team members.

4. OFFER **INCENTIVES**

Salespeople are rather competitive by nature. Why not up the stakes and run sales contests

at work? Or pit colleagues against each other for a prize or even an extra day's holiday? Gamification, the use of game design elements such as points based league tables and ranking systems in the workplace, is inspiring healthy competition and collaboration among many sales teams - and achieving impressive results.

Recognition is an important reward; some may say more so than a cash bonus or allexpenses paid holiday. When a salesperson or team performs well, acknowledge it generously and this will motivate others to try and achieve the same level of productivity.

5. ENCOURAGE COLLABORATION

Get your team out of the office from time to time and encourage them to get to know each other. Help your salespeople

understand each other's strengths and weakness, and how to play to the former and minimise the

Back at the office, make sure that you have solid

operational processes in place that are clearly understood by everyone. You need your team to work together efficiently with as little distraction as possible. If they are communicating well, they will collaborate successfully. It's vital to ensure that no one is left in the dark on any matter that will impact their work. If you've made a new hire, pitched for a new customer, or implemented a new CRM – everyone needs to know before the fact, not after.

No matter how successful your sales team, their approach to selling will need a regular refresh to stay relevant. The cleaning supplies market is highly competitive and salespeople are already being challenged by a lack of technology and training. Unless your company builds a culture of success and embraces change, it risks going backward rather than forward.

CHTMAG.COM **ADVICE & OPINION**



COMPANIES NEED TO "WAKE UP" TO THE CONSEQUENCES OF SLIPS,

TRIPS AND FALLS



Christian Harris, commercial director at Bonasystems, the UK market leader in slip risk management and specialist floorcare products

t the beginning of November, the Health & Safety Executive (HSE) issued its annual statistics on accidents and illnesses in the workplace for 2015/2016.

One figure, in particular, stands out and should concern anyone involved

in the cleaning of company premises. It's that slips, trips and falls have accounted for an average of 19 per cent (that's one in five) of all injuries caused in the workplace over the last three years; and over 40 per cent of all specified injuries (e.g. fractures).

If you add that to the figures for "falls from height" at 26 per cent – as falls from height are often preceded by a slip, you have a very serious

But is this just scaremongering? Absolutely not. Although it's rare, but not unknown, for a slip or trip to lead to death, it can lead to serious injuries for the individual involved. This often necessitates the person taking time off work, affecting their income. 4.5 million estimated working days were lost to non-fatal workplace injuries in 2015/16.

Secondly, it is frustrating because most slips, trips and falls are totally avoidable. It's not always a case

of replacing expensive floors or applying high-end treatments. The major cause of poor floor safety is attributable to cleaning regimes.

Lastly, there's the consequences for the company involved. Thanks to a rule change in February around the way that health & safety breaches are prosecuted, companies who are found to be at fault now face the prospect of substantial fines and in the worst cases, the risk of custodial sentences for their directors

Despite the warnings, there is still widespread misunderstanding among companies about how to a) assess the safety of their floors and b) clean them in order to keep them safe.

OUR WORK FOR THE LIKES OF VIRGIN ACTIVE, SAINSBURY'S, HILTON AND NETWORK RAIL HAS ENABLED US TO COME UP WITH THE FOLLOWING ADVICE FOR BUSINESSES AND BUILDING OWNERS ON HOW TO KEEP THEIR FLOORS SAFE.

- 1. Use a recognised test to measure how safe your floors are. Building owners should use a Pendulum Test or have one done independently by a member of the UK Slip Resistance Group (http://www. ukslipresistance.org.uk/). These tests are approved by the HSE and insurance companies.
- 2. Test regularly and test in "wet" conditions. All properties with high footfall (e.g. lobbies and retail spaces) have the potential to become wet at some point. Certain environments are unquestionably foreseeably wet and therefore require a 36+ wet PTV to achieve the HSE benchmark.
- 3. Check that your floor has been specified according to UK standards. Quite often, architects and builders refer to

- "R" ratings when it comes to installing floors, but this is a European standard and has no standing in UK law.
- 4. Get the basics right. These include making sure that cleaning products are right for the environment - a commercial kitchen for instance will have far greasier contaminants than a retail space – the cleaning products need to be correct for the floor in question and also take into account who uses it. It pays to be wary of profiled surfaces, as they will require a different level of cleaning to smooth floors.
- 5. Review your cleaning practices. Mop and bucket-style cleaning actually spreads dirt around so that it can build up in the profile of the floor, making it more unsafe. The same goes

- for cleaning products make sure that they are suitable for the environment and the likely contaminants on the floor itself. You can assess whether your cleaning regime is effective by doing a pendulum test before and after cleaning. If your cleaning method does not achieve a good level of slip resistance, try a different method.
- **6.** Invest in training. Correct training and supervision of cleaning teams is essential. Again, it's a question of backto-basics - ensuring that staff read and act upon the manufacturer's instructions, particularly in relation to getting the correct concentration of products. Having the right equipment and being able to use it correctly and safely is vital, as is adequate supervision

- and a robust system of checks and records. But it could also be a question of making sure that cleaning teams do things in the right order – particularly in a time-pressured environment.
- 7. Don't assume that you have to replace a slippery floor. Many companies assume that they will have to embark on an expensive floor replacement if they fail the test. This is not necessarily the case - often a different cleaning regime, using the correct cleaning products can make all the difference.
- 8. Make it a priority for the whole business. The best results often come where facilities management, health & safety and finance managers are all in agreement about investing in floor safety and doing it properly.

CHEMICAL MIS-USE CAN CAUSE IRREVERSIBLE DAMAGE TO INTERNAL STONE

A subsidary of Thomann-Hanry, leading interior stone specialists Specialist Stone Care, warns today of the mis-use of chemicals on interior stone potentially causing irreversible damage on the stonework of some of Londons most prestigious residences.

Headed up by expert Kevin Hooper, a specialist with over 30 years' experience. Kevin warns: "Internal stone flooring, staircases and decorative features can be incredibly beautiful. Much like anything else however, if left uncared for, the cost of maintenance and ultimately restoration can prove exceptionally expensive. One key example of this is when the wrong chemicals are used when cleaning the stone. This is a very common issue that can arise even when employing cleaning or maintenance companies. It is often not appreciated that depending upon the type of stone, different chemicals are required as part of the cleaning process'

The answer to this is to use experienced professionals who can be relied on to use the correct treatment for the different stone. Using the wrong chemicals can often cause significant and in some cases irreparable damage.

The process of cleaning and maintaining internal stonework is not difficult, but Specialist Stone Care highlights that there are multiple variables to consider.

- The type of stone that is requiring treatment
- What type of finish the stone has
- Any pre-existing wear and tear
- Whether it is an area of high footfall

Spending years working with an impressive client list such as the Dorchester, The Shard and many high end car showrooms the importance of



establishes the best material to use on the project but also acts as a benchmark for clients.

All natural stone will lose some of its original lustre over a period

of time – stains can cause disfiguration, grout can deteriorate and build up of engrained dust and grime will cause the sheen to fade. Specialist Stone Care only use the finest materials and the best techniques to strip and reseal all types of natural stone and will always ensure that the right chemicals are used.

www.specialiststonecare.co.uk

□ 020 8453 1494

NEW FORMULA SANSAFE

Cromwell Polythene is relaunching its Sansafe hygienic bin liners, with a new formula, using recycled, rather than virgin material, as well as a more powerful scent additive. The liners are tested to ISO22196. offering antimicrobial protection to hygienic liners for sanitary and medical disposal services, waste management and janitorial



Manufactured with Biomaster anti-microbial technology, the

biocide is added during the film extrusion process, ensuring the bags provide secure round-the-clock protection against harmful bacteria such as E.coli and Staph.aureus, while a powerful Scentmaster pine tree fragrance helps mask unpleasant odours, both inside and outside the liners. By using Sansafe liners the need to use a separate anti-microbial/bacterial product may be eliminated in most situations, saving operatives time and cost.

Measuring a generous 615mm x 590mm, the liners fit most 30-35 litre bins, while the white opaque film helps obscure the contents for discreet removal. The liners are packed in rolls of 25, 10 rolls per carton, with a guaranteed net box weight of 2.86kg.

"The new formula builds on the success we have enjoyed over the two years since we introduced the original Sansafe liners," says Cromwell's managing director James Lee. "This enhanced product provides superior product performance, while still representing a competitively priced alternative"

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NEW RANGES FROM JANGRO ON SHOW

Jangro, the largest network of independent janitorial distributors in the UK and Ireland, will launch a catalogue boasting new and innovative products at The Cleaning Show 2017.

Highlights of the Cleaning and Hygiene Supplies 2017/18 catalogue include details of Jangro's new Washroom Dispenser range, the new Workwear range, and additions to the Jangronaut children's dispenser range.

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

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

Details and images of many other new and existing products are also included in the catalogue, and will be displayed on Jangro's stand, number F05. The Cleaning Show runs from 14 to 16 March at the London Excel Centre.



www.jangro.net

SO CLEAN ARE CELEBRATING FIVE YEARS OF CLEANING

ICONIC 5-STAR HOTEL OVERLOOKING HYDE PARK

Orpington's So Clean are celebrating five years of cleaning in the kitchens and banqueting suites of an iconic 5-star hotel overlooking Hyde Park Corner.

So Clean provides an army of specialist 'catering' cleaners to ensure that elaborate dinners are presented on gleaming china and frenetic kitchens are maintained in a spotless condition. Nothing less is acceptable to the clients, the hotel's Executive Head Chef.

The 24 hours-a-day, 365 days-a-year contract brings its own set of challenges. Three teams of seven full time staff, plus supervisor, are required to work across three eight hour shifts. The serious work takes place during the 'night shift' when floors, walls, cooking equipment and stainless steel fittings are all cleaned. "Virtually a deep clean every day", according to So Clean MD, Simon Gasson. Much of this work is undertaken using Thermostar dry steam machines, expensive investments that nevertheless pay their way in terms of efficiency and results.

Taking place during core operating hours, the other two cleaning shifts are focused on supporting the chefs and waiters during service, which can

include banquets for up to 900 guests. Here the staff work as kitchen porters, ensuring breakfast, lunchtime and evening services are run professionally. Tasks include manning dishwashers, cleaning pots and pans, and keeping trolleys and other vital equipment clean during service. As Simon says, "the hotel is one of

our most challenging and yet rewarding contracts for a number of reasons, including an eye-wateringly strict standards regime and a special type of team work. Five years into the relationship, however, we've



developed systems and processes to make sure our client don't often have cause to complain."

mww.soclean.co.uk

TORK EASYCUBE BOOSTS CLEANING PRODUCTIVITY BY 60 PER CENT

Cleaners can improve their productivity by more than 60 per cent when working in a Tork EasyCube connected facility.

And the fact that Tork EasyCube leads to better planning, more efficient management and fewer dispenser run-outs means it creates a better environment for both staff and customers.

In a recent pilot scheme, observational studies and interviews were carried out at a facility that received 20,000 visitors per week. After Tork EasyCube was installed there was an increase in cleaning activities of up to 62 per cent which meant staff were more efficient and productive when connected dispensers were provided.

"Tork EasyCube paper and soap dispensers continuously transmit information about their supply levels to a connected cleaning app," explained brand manager Amelia Baker. "This enables washroom maintenance staff to check the status of every 'connected' washroom dispenser via a smartphone or tablet.

"As a result, cleaning staff know in advance

which supplies to bring on their trolleys and in what quantities. And this in turn reduces the number of visits they need to make to the stock cupboard which frees up more time to deal with other tasks"

While Tork EasyCube is suitable for all types of businesses it works particularly well in large, spread-out environments that receive high or fluctuating levels of traffic such as amusement parks, tourist attractions and airports.

For example, it is currently in place in Stockholm's Grona Lund theme park which hosts around 1.5 million people each season. The move has resulted in increased efficiency, a more motivated workforce and better results in customer satisfaction surveys according to park support manager Dragica Novacic.

"Tork EasyCube is a service for all forwardthinking facility management companies that are interested in a new and better way of working," said Amelia. "It's a brilliant way to build on high levels of customer satisfaction while making operations far more efficient and cost-effective."





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