



## **CHSA - driving** up standards







**Providing buyers of cleaning** products with protection from rogue traders.

See our advert inside.





**INSIDE** 

A look ahead to April's Manchester Cleaning show



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**ENVIRONMENTAL CLEANING** Going green



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### QUALITY IN WASHROOM DISPENSING

### NEW PRODUCT LAUNCH





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A new stylish compact dispenser that is designed to hold two Micro Jumbo rolls. This system will generate better paper usage than a standard mini jumbo and will require replenishing less frequently.

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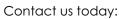
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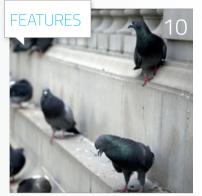








# CI-IT THIS MONTH...



### PEST CONTROL

Strategic pest management has become more relevant over the past 10 years in the pest control industry. This is mainly due to the number of changes in pesticides used, legislation changes, increases in pesticide resistance and greater awareness. Emprise explain more.



### **ENVIRONMENTAL CLEANING**

Environmentally friendly service provision has been a feature on the political and business agenda for many years. In this article Scott Newland, ECS chief operating officer, discusses the importance of approaching environmentally friendly cleaning from a lifecycle perspective.

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

### **TRANSPORT**

With extremely heavy pedestrian footfall, a high level of security threats and dangerous trackside environments, rail transport is one of the most challenging sectors a facilities management professional can work in. Kevin Murgatroyd, sector director for transport at Interserve, gives an insider's view into the complex work undertaken by support services providers on a daily basis to keep the nation's transport network up and running.

### CLEANING SHOW PREVIEW

A brand new cleaning show is heading to Manchester on the 6th and 7th of April. Held at Event City follows on from a successful London event held earlier in the year and is being organised by the British Cleaning Council and Quartz Business Media. CHT looks ahead to see what attendees can expect as well as talking to exhbitors to get their views on the event.



### → Next Month

In April's edition of CHT we will take a look at some of the more specialised parts of the cleaning sector, investigate the challenges of cleaning at height and examine some of the techniques companies are using to improve productivity.

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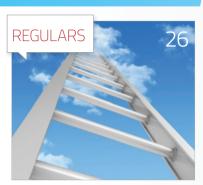
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### **NEWS AND CLEANING IN BRIEF**

All the latest news, information and roundups from across the Cleaning sector.

### OPINION

Jan-Hein Hemke, managing director of soft services and contract cleaning specialists, Facilicom UK, looks at how businesses can reap the benefits of developing the people who work with them.

### OPINION

If you think about cleaning at height, you probably think of ladders, elevated platforms or abseiling. Each of these has an important role to play, but you could be overlooking the fundamental aspect of working at height, according to Sean Canty, director at CAM Specialist Support.



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# ISSA ELECTS THREE NEW MEMBERS TO ITS BOARD OF DIRECTORS

SSA, the worldwide cleaning industry association, has announced the following elections to the ISSA board of directors to fill board vacancies.

Taylor Bruce, president of IH Services Inc., Greenville, SC, formerly BSC (building service contractor) director, has been elected to the position of executive officer, replacing Jeffrey Packee, Marsden Services/Clean Power LLC.

Roman Chmiel, owner, Scrub Inc., Chicago, IL, has been elected BSC director to fulfill the remainder of Bruce's term.

Neil Eibeler, president, Rubbermaid Commercial Products Inc., Huntersville, NC, has been elected to fill the position of manufacturer director vacated by Mark Jackmore's resignation from the board due to reassignment to a position within Newell Rubbermaid outside of the cleaning industry. Eibeler will fulfill the remainder of Jackmore's term.

All were elected by the board in accordance with ISSA bylaws and are effective immediately.



# MITIE'S PEST CONTROL BUSINESS SECURES NEW COMBINED CONTRACT WITH NETWORK RAIL

Mitie's pest control business has secured a new contract with Network Rail. The seven-year contract for environmental on-track support services will see Mitie deliver a unique, combined service incorporating trackside pest control, fly tipping clearance and sanitation support.

Peter Trotman, managing director for Mitie's pest control business said: "We're looking forward to collaborating with Network Rail. We are managing key environmental issues on Network Rail property, including other ancillary cleaning services. Our team will do its utmost to deliver the best service possible on all fronts."

Mitie's deliverables for Network Rail will span approximately 50 per cent of Britain geographically, covering the west side of the country from north to south. They will be managing various pest control is south as mice, property; including prevention and eradication of common pests such as mice, rats, wasp nests and rabbit control.

Managing the consequences of illegal fly-tipping along railway lines will also be part of Mitie's remit. Through a combination of vegetation control and cleaning, Mitie teams will uncover any past fly-tipped material as well as monitor and clean up any newer deposits of waste.

# EMPRISE SIGNS NEW FIVE-YEAR DEAL WITH THE BRITISH LIBRARY

mprise Services has been awarded a new five-year contract with the British Library to manage cleaning, waste management, pest control, window cleaning, washroom services and specialist cleaning.

Emprise was one of five companies in the selection process and has provided its services at the Library's sites at 5t Pancras in London and Boston Spa in West Yorkshire since 2003.

lan Goadsby, the British Library's facilities manager, said:

"Emprise has consistently provided a professional service and has enthusiastically partnered with the British Library over the past 13 years.

"We challenged them from the outset to provide leadership in key areas, particularly in creating systems and strategies that would enhance our visitors' experience and develop our environmental credentials. They have done this consistently and I'm looking forward to working with their teams over the next five years."

Mark Beadle, Emprise's chief executive, added:

"I am absolutely delighted for everyone involved that we will continue to work with the British Library. Emprise has an exceptional track record within our industry and this has been reflected with us retaining this contract."

The British Library holds copies of every publication produced in the UK and Ireland in a collection of 150 million items

recordings, newspapers and postage stamps. The building in St Pancras covers a total floor area of over 112,000m2 spread over 14 floors.

### JULIUS RUTHERFOORD SCOOPS LONDON HERITAGE CLEANING DEAL

ulius Rutherfoord has been awarded a cleaning contract with Howard de Walden Estates to maintain a number of prestigious heritage buildings across 92 acres of Marylebone, central London.

The Howard de Walden Estate, whose deep historic connections to Marylebone date back to around 1710, is the freehold owner of most of the buildings. It manages and leases properties to residential, office, medical and retail sectors across an area that extends from Marylebone High Street

in the west to Portland Place in the east and from Wigmore Street in the south to Marylebone Road in the north.

Carefully nurtured by the Howard de Walden Estate, it is an attractive and welcoming neighbourhood, offering residents, workers and visitors a quality of life unrivalled in most major cities. The estate consists of beautiful Georgian architecture, including buildings designed by the Adam brothers and John Nash, situated on a simple grid of wide, attractive streets. Julius Rutherfoord has been

appointed to manage the cleaning of common areas and medical

waiting rooms across 18 properties in Harley Street, Wimpole Street and Devonshire Place.

Chris Parkes, operations director at Julius Rutherfoord said:

"The creation of 21st century facilities within 18th century buildings is a hugely demanding and specialised task,



and one at which the Estate excels. The Estate were looking for a London specialist with the same high standards as themselves. We are delighted to have been chosen for this prestigious contract and to be working with the estate to provide the best possible service for its valued tenants."

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# CORDANT REMAINS ON BOARD WITH METROLINE



### ordant Cleaning has had its contract renewed for the third time with London bus company, Metroline.

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

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

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

Chris Healey, vehicle presentation manager at Metroline, said:

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

Guy Pakenham, MD at Cordant Cleaning, added:

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

Cordant Cleaning began working with Metroline in 2007.

### **CHURCHILL** STAYS ON AT WHIPSNADE ZOO



hurchill has extended its partnership with ZSL Whipsnade Zoo for the continued delivery of general cleaning services to its expansive site located in Bedfordshire.

The original contract which commenced in November 2011 has been extended for a further three years and will see Churchill continue to provide cleaning, periodic deep cleaning and additional ad hoc cleaning as part of its service delivery.

Under Churchill's contract improvement process, the company will be introducing two electric vehicles to the agreement as a way of reducing emissions. The vans, as well as all staff ID badges and uniforms, will be dual-branded with both Churchill and ZSL

Whipsnade Zoo designs.

Churchill is also implementing a threelevel staffing structure to correspond with seasonal patterns, with increased levels in place during the summer months.

Rufus Fidgeon, operations director for the contract commented

"We are delighted to renew our contract and are pleased to be able to deliver a solution which aligns with ZSL Whipsnade Zoo's operational needs and sustainability goals."

The Zoo is owned by the Zoological Society of London (ZSL); a charity devoted to the worldwide conservation of animals and their habitats. ZSL also owns London Zoo in Regent's Park.

### MARCH CLEANING IN BRIEF 🚔



Facilities services provider, Grosvenor Services will share expertise about how technology is transforming cleaning services, and how to make the most of increasingly available data, in seminars at The InnovationLAB (stand 09.216) at ISSA/ Interclean Amsterdam

The seminars entitled 'The Internet of Things – how do we leverage so much data, will provide insight into how the cleaning industry can harness available data from technology-based systems to help improve delivery of cleaning and other services. The discussions, incorporating practical examples, will take place on Wednesday 11 May at 12.30pm and Thursday 12 May at 1.30pm at The InnovationLAB.

Peartree Cleaning Services has been awarded an exclusive three-year cleaning contract with publishing company, Penguin Random House. The terms of the deal will see Peartree deliver full cleaning services to all of Penguin Random House's eight locations in London, Essex, Lincolnshire and the Midlands.

To provide the cleaning and flood restoration industries with a single source for all of their equipment and solution needs, Dri-Eaz Products Ltd and Chemspec Europe have joined forces to become Legend Brands Europe. Both Dri-Eaz and Chemspec have long served the product needs of professional and commercial cleaners, flood restoration contractors and hire

To celebrate 50 successful years in business, Harrison Hire and Sales (HHS) are welcoming past, present and future customers to its Anniversary Open Day at the Yorkshire Air Museum in Elvington near York. The event will start at 9.30am on 11 May with refreshments offered throughout the day. With industry expert advice, special Open Day offers, live demonstrations and a presence from suppliers such as Karcher, Nilfisk, Matrix, Numatic and Kranzle; guests will have the opportunity to see a wide range of industrial cleaning equipment in one location.

B&M Waste Services is furthering its commitment to its employees by making training and educational opportunities more readily available. B&M Waste Services currently has 10 employees training for a range of different NVQ's including customer service and team Leader qualifications that will further their knowledge and expertise in their specialised areas.

The jury of the 11th edition of the ISSA/INTERCLEAN Amsterdam Innovation Awards has announced the nine shortlisted nominees from a record total of 110 entries. The overall winner and the three category winners will be announced by the jury during the special award ceremony at the ISSA/INTERCLEAN Amsterdam Show on Tuesday 10 May 2016.

Approximately 200 of Aramark's cleaners and domestic staff across four hospitals in London staged a one-day strike over pay on the 21 March. Many of the company's hospital employees are currently paid £7.38 an hour, which is more than £2 below the recommended London Living Wage of £9.40 an hour, have restricted entitlements regarding overtime and receive 10 days sick pay per annum after completing one year of service. The strike organised by the GMB Trade Union is calling for employees to be paid a minimum wage of £10 an hour, along with full sick pay and extra pay for working unsocial hours. The strikes took place at the Bethlehem Royal Hospital in Beckenham, the Lambeth hospital, the Ladywell Unit at Lewisham and the Maudsley Hospital in Camberwell.

### COMMENT

### BOOSTING BUSINESS THROUGH TRAINING AND DEVELOPMENT



Jan-Hein Hemke, managing director of soft services and contract cleaning specialists, Facilicom UK, looks at how businesses can reap the benefits of developing the people who work with them

Training and development is great for the individual concerned, helping them to develop new skills and progress their career, but what about the organisation funding that training?

What sort of return do they get on their investment and is it worth it? ROI is quite rightly a key factor in many business decisions; a company is unsustainable unless it gets those judgements right. Training and development is an investment area where many find the returns to be intangible, and some businesses are frightened to spend money on it.

A 'job for life' is a thing of the past, so it can be a concern for businesses that they will invest in training people and then those people will leave to work somewhere else, even a competitor. However, by providing training and development opportunities as part of a whole package of wellbeing measures, including paying a fair wage, and rewarding good performance, the chances of retaining people is greatly increased. The investment in training is, in part, an investment in a retention policy that in turn can save on recruitment costs and reduce any drops in productivity that would occur if people left.

Even if people you've trained do leave, the business will have already had the opportunity to utilise their skills and experience, and when you've invested in them, people are more likely to be positive about you as an employer, which can help make the

recruitment process easier, quicker and therefore more cost efficient.

### TRAINING AND DEVELOPMENT KEY TO WELLBEING

Investing in wellbeing so that people look to stay for the longer term can reduce business overheads as job role churn is minimised with a resultant reduction in recruitment, training and new uniforms costs. As a family business, Facilicom believes that treating everyone with dignity and respect, and giving them the chance to develop is very important. We see better levels of commitment and dedication and our customers benefit from a higher level of service.

### INVESTMENT LEADS TO

Our investment in our people has helped drive our business success; we expanded our total workforce to almost 4,000 people across the UK in 2015. We offer a range of training to everyone who works with us so that they can develop both personally and professionally. This includes 'Hostmanship' training (the art of making people feel welcome) and leadership courses to allow people to develop a wide range of skills, including communications which is vital if they are to progress in their current and future roles.

### IT'S NOT ALL ABOUT TRAINING

For people to develop, they need to work in an environment where they feel respected and well treated. We are fully committed to improving the conditions in which cleaning operatives are expected to work. We are fully engaged in the Equality and Human Rights
Commission's (EHRC's) campaign.

Cleaning operatives have a significant impact on everyone's daily lives.
They can reasonably be viewed as an emergency service and should be recognised as such. Imagine what

would happen if they weren't around. We're campaigning on behalf of our colleagues and others like them, and making a public commitment to their wellbeing and development. This means our colleagues know we are looking out for them and our customers know we are an ethical business.

By developing our people we are able to grow our business in size and quality of service, a situation that benefits all parties involved.

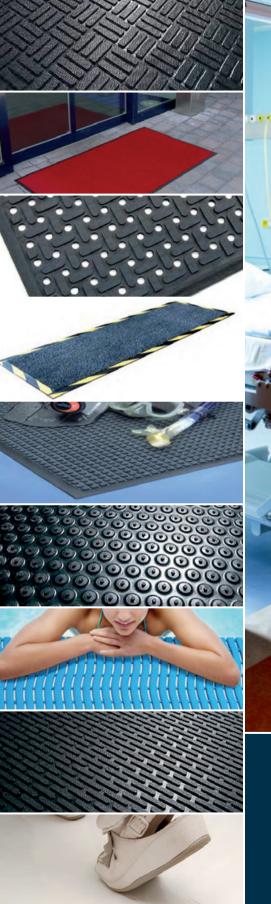
### THE PROOF OF THE PUDDING...

Jose Damian, who is one of our cleaners, was 2015's British Institute of Cleaning Science (BICSc) Rising Star award winner. He's worked with us since 2012 and has been promoted twice in that time. He won the Rising Star award for 'having substantially grown in his role in a relatively short period of time and having accomplished improvements to the cleaning service on his contracts'. Since winning the award, Jose has

continued to shine. His loyalty, talent and commitment is a great example of how people react if you treat them with respect and invest in their development.

Earlier, I asked whether investing in training is worthwhile, for Facilicom the answer is a resounding yes and people like Jose are the proof.







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- · Accurate labelling
- · Fully audited manufacturers



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the only way to be certain what's on the box is in the box!

For more information about the CHSA and its members visit:

www.chsa.co.uk FREEPHONE 0800 243919









# THE CHSA – DEDICATED TO DRIVING UP STANDARDS

The Cleaning & Hygiene Suppliers Association (CHSA) is concentrating its resources on driving up standard in the industry.



Its Manufacturing Standards Accreditation Schemes for Soft Tissue, Plastic Refuse Sacks and Industrial Cotton Mops give buyers the confidence that they get what they pay for. In their tenders they are now demanding Accredited Products and as a result the CHSA has seen membership applications soar. In this article the CHSA explains how it is driving this change.

or too long buyers of cleaning and hygiene products have been short changed, said Stephen Harrison, Chairman of the Cleaning & Hygiene Suppliers Association and Managing Director of Harrison Wipes.

"We are run by our members as they want to be part of an industry known for its ethical approach, which means we need to challenge unscrupulous suppliers.

"We set up the Manufacturing Standards Accreditation Schemes for Soft Tissue, Plastic Refuse Sacks and Industrial Cotton Mops to give buyers the certainty that what's on the box is in the box: <u>Our Standards</u>, Your Guarantee.

"But there is still more to do. So at the start of this year we dedicated our resources to driving up standards and will be announcing later in the year additional initiatives to give buyers of cleaning and hygiene products the confidence that they get what they pay for."

The Manufacturing Standards Accreditation Schemes are a Marque of quality underpinned by a rigorous auditing process.

Chairman of the Accreditation Schemes, Mike Stubbs, explains: "The robustness of the audit process is the back bone of the Schemes. It's this that gives buyers of Accredited products the confidence that what's on the box is in the box. We've invested to increase the frequency and resilience of the auditing process."

Martin Yates, the Independent Inspector

of the Schemes visits every member repeatedly through the year, selecting product from the warehouse and production line for inspection. He confirms the labels comply with the relevant Scheme's specification; buyers need to be able to check that what is on the box is in the box and the product must be traceable to the manufacturer and specific batch. He also confirms the dimensions of the soft tissue are as specified and the industrial cotton mops and refuse sacks are fit for purpose. Martin also audits members' quality systems to ensure they are as vigilant with their own systems as with the products audited by the Inspector

Should a Scheme Member fail to meet the standard, they may be ultimately expelled, a sanction the CHSA has not had to resort to in

Gaining admittance to a Manufacturing Standards Accreditation Scheme is challenging. Applicants must pass the initial audit of their full product range and existing quality assurance processes. They are then audited throughout the first year to ensure they maintain the standard that was required of them to gain membership of one of the Schemes.

The CHSA is now concentrating its resources on persuading buyers of cleaning and hygiene products to specify CHSA and Accreditation Scheme membership in tenders.

Mike Stubbs said: "Buyers of these products want they receive matches what they thought they were buying. They should demand the very best; product accredited within the Association's Manufacturing Standards Accreditation Schemes.

"Some are already doing so and as a result, applications to join have soared. We're creating a virtuous circle!"

"We are passionate about standards," concluded Stephen Harrison. "We are determined this industry becomes known for its ethical trading and will continue to work hard to this end."



For more information about the CHSA Manufacturing Standards Accreditation, please visit www.chsa.co.uk or call 0800 243919.

# STRATEGIC PEST

## **MANAGEMENT**

Strategic Pest Management has become more relevant over the past 10 years in the pest control industry. This is mainly due to the number of changes in pesticides used, legislation changes, increases in pesticide resistance and greater awareness.

A strategic approach to pest control can be a good long-term investment for an organisation delivering many efficiencies, including cost savings, reduced downtime and lessening the impact on an organisation. It can also help manage reputation - an organisation with a pest problem is in danger of damaging its image and potentially losing business.

Emprise explain more

### **EXCLUSION:**

- Identify vulnerable areas of your building(s) where pests may access.
- Implement good delivery policies and close doors.

### RESTRICTION:

- Understand how the pests are getting into the building.
- Make sure you have a 'good housekeeping' policy.
- Close off/repair these areas, for example, gaps in floors, walls and doors.

### DESTRUCTION:

- Treat the areas infected as well as the rest of the building.
- Use holistic methods where possible as pests are becoming more resistant to traditional pesticides.

### MONITORING:

- ▶ Pre-allocate a monthly budget.
- Create a schedule for on-going planned monitoring.
- Awareness and training to spot early signs of infestations.

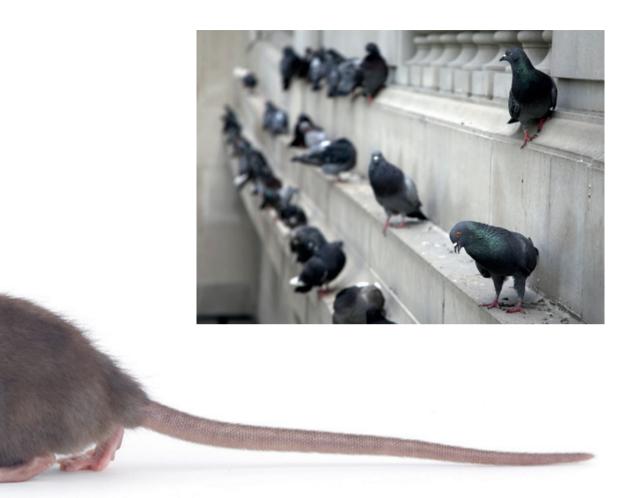
When used, the ERDM approach is the most cost effective and efficient way of managing integrated pest management. The reality is that in most instances pest control organisations don't get involved until it reaches the destruction level and there is an issue needing urgent attention and which is often considerably more expensive to treat.

At this stage, pest controllers recommend proofing and blitz treatments, which help

to get the situation to a manageable level where it can be controlled. Afterwards, more frequent visits will be required to make sure the problem is monitored and does not get to a destructive level again.

Having an integrated pest management plan in place gives the client peace of mind that if something does happen or is ongoing, it can be dealt with. It also provides regular communication between the pest controller and client rather than having to do everything at once at a greater cost. Instead, things can be implemented over a period of time which is manageable and cost effective

Your pest control provider should be making recommendations on actions going forward. This can be basic, for example keeping an eye on foliage around the building – particularly in the summer months, as when it is in full flow these are ideal harbourages for rodents. Or it can be information on housekeeping, hygiene, proofing and good practices to try and prevent future problems.



### ORGANIC AND ENVIRONMENTALLY-FRIENDLY PESTICIDES

These don't always work more effectively but it is something most companies can offer and they can be effective depending on the case.

There are several reasons why traditional and more common methods may not work. For example, baits placed in the wrong areas or not being palatable, wrong bait formulation, alternative food sources being available, bait shyness and

All pest control companies are trained in the safe use of pesticides and are aware of environmental impacts. This is in addition to using the safest methods possible by carrying out an environmental risk assessment along with their own risk assessments and standard operating procedures. These methods ensure that the client is getting the best advice for their area or type of business.

Other services and methods for dealing with pests include:

### RODENTS

- Non-toxic methods baits, tracking dust, glue boards, snap traps. electronic web based systems (both wired and wireless).
- ▶ Toxic methods conventional anticoagulants, bait containing tracking properties.
- Contact gels.
- Bait stations can be fixed in areas where there is a risk of disruption.

### INSECTS

▶ Insect Monitoring for moths and beetles species specific monitors, multi species monitors, pheromone-based monitoring

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"All pest control companies are trained in the safe use of pesticides and are aware of environmental impacts." ......

traps and analysis using multiple monitors to triangulate areas of infestations.

- Insecticide treatments - organic insecticide treatments, fogging treatments. heat treatments from small individual items to buildings (either on or off site), specialist treatments using Constrain (a product devised especially for the museum industry), conventional insecticides both residual and nonresidual.
- Gels, dusts and lacquers - a variation of products from insect specific gels, diatomaceous earth powder and long lasting lacquers.
- ▶ Mating disruption Both pheromone and entostatic powder based (a longer term approach is best for these).

### FLY CONTROL

- ▶ Fly Control units a wide range offered or services from glue board to electric grid machines. Discreet small units for desks and catering areas or areas in public view. The use of shatterproof tubes is recommended for these.
- Fly Screens & Doors again a wide range supplied and fitted from fixed screens on windows to two-way swing fire doors meeting all regulations.
- Advice on areas where flies are active and probable causes.



- Proofing using mesh, bird point (spikes,) gels (fire gel and chilli gel), electronic shock tracks, netting, pin and wire systems and bespoke roof net designs.
- Natural Deterrents audio carers, visual scarers & hawking (generally this is more for Gulls rather than Pigeons unless used consistently), also egg and nest removals.
- Population control methods shooting & trapping (in areas where there are large populations, aviary style traps may be more effective).
- All companies should only work within the law and current legislation in guidance with the relevant regional agencies for the UK (Natural England, Scottish Natural Heritage, Natural Resources Wales (NRW), Northern Ireland Environment Agency). The licence changes at the beginning of every year.

### OTHER WILDLIFE SPECIES

• Other species which can be dealt with are foxes, moles, feral cats, glis glis, mink and

There are a range of additional services that we carry out to aid pest control for our clients, including technical site inspections (in or out of hours), dated boxes and monitors, fumigation, CO2 Treatments and analysis reports.

### LEGISLATION AND ACTS SURROUNDING PEST CONTROL

These are aimed at remaining compliant, safe and showing due diligence:

- ▶ Food Safety Act
- Food Safety Regulations
- ▶ The Food and Environment Protection Act
- The Environmental Protection Act 1990
- Prevention of Damage by Pests Act 1949
- The Protection of Animals Act 1911
- Protection of Animals (Amendment) Act 1927
- The Destructive Imported Animals Act 1932
- Public Health Act 1936
- ▶ Public Health Act 1961
- ▶ The Prevention of Damage by Rabbits Act 1939
- ▶ Agriculture Act 1947

- Health and Safety at Work Act 1974
- ▶ The Poisons Act 1972
- The Local Government Act 1972
- ▶ Health Services and Public Health Act 1968 and the Public Health (Infectious Diseases) Regulations 1968
- Pests Act 1954

- ▶ The Control of Substances Hazardous to Health Regulation 1988
- ▶ The Wildlife and Countryside (Amendment) Act 1985
- Animal Health Act 1981 Dangerous Wild Animals Act 1976 and the dangerous Wild
- Animals Act 1976 (Modification) Order 1984





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# IT'S NOT JUST THE PRODUCT, IT'S THE PROCESS

Environmentally friendly service provision has been a feature on the political and business agenda for many years. In this article Scott Newland, ECS Chief Operating Officer, discusses the importance of approaching environmentally friendly cleaning from a lifecycle perspective

aking its way into day-to-day business operations, the level of attention on environmentally conscious practices in the facilities management bid process is also increasing. And rightly so, as providing facilities management services which surpass recommended environmental standards is now very achievable.

It is estimated by the UN Climate Report that by 2100 manmade emissions will have increased the global temperature by between 3.72 - 4.82°C from the average temperature recorded before the Industrial Revolution. With global warming taking place at this rate, political leaders have set a temperature increase limit of 2°C by the end of the century. Research suggests that the impacts of global warming in excess of this figure will be severe and potentially irreversible.

A recent PwC survey found that sustainability is in fact an area of great importance to organisations, with 61 per cent taking pollution levels into consideration in operational planning. It was also noted that three quarters of CEOs surveyed had developed more sustainable products and services in response to climate change, with Western European and Latin American companies most active in this process.

In the facilities management space, this is a task which is often a collaboration between the client and FM provider, as developing improved environmentally friendly practices to support organisations in achieving their sustainability goals

is an intricate

process. It is easy to fall into the trap of simply reassessing the cleaning products being used, however taking a step back and evaluating the whole process will lead to greater results.

### THE CLEANING LIFECYCLE

Environmentally friendly improvements can be made throughout the cleaning process, quite literally from field to floor. Ever more environmentally friendly products are being developed and becoming more accessible to providers and clients alike. Take Diversey Care for example, the company has recently launched its Discover SURE range, which is 100 per cent plant based and equally as effective as chemical alternatives.

Plant based products not only achieve

environmental goals by using natural cleaning solutions, less staff training is required and there is no need for gloves or goggles unless used completely neat.

### **TRANSPORTATION**

When considering the environment, CO2 emissions are often identified as an area requiring attention. In 2013, 26 per cent of UK greenhouse gas emissions were a result of road transportation. The 2008 Climate Change Act highlighted the need to reduce the production of greenhouse gases, with a legally binding Government framework enforcing the reduction of UK greenhouse gas emissions by at least 34 per cent by 2020 and 80 per cent by 2050.

When considering the number of vehicles on the road delivering cleaning products, there are a number of ways suppliers can reduce this. Ultra-concentrated solutions are now being developed which not only reduce space requirements during transportation but need less on-site storage capacity.

### DOSAGE

The age-old phrase "...and one for luck," can often be associated with the dosing of cleaning products. Believing an increased ratio of solution to water will perform more effectively, cleaning staff can actually be reducing the cleaning power of products. Not only will this incur additional costs as products will need replenishing sooner, the reduced efficiency levels will also impact on productivity

Refill stations are the ideal solution to mitigate the chances of excessive amounts of cleaning product being used. Pre-set to dispense the optimum amount of fluid, cleaning staff will not have to spend unnecessary time measuring out solutions, making the process much more timely, whilst reducing stress and wastage.

### **TECHNOLOGY & SUSTAINABILITY**

Cleaning is a service industry, it's essential and universal. With research suggesting that janitorial and maintenance services within facilities management can amount to 25 per cent of the costs of servicing a managed facility, organisations are always looking to innovate to reduce overheads.

For example, through site analysis, ECS Partner, FMS Servis Grup, was able to identify that during the hours cleaning was taking place within the client's building, the energy tariff was notably expensive. As a result, the cleaning regime was revisited and scheduled for a time when the energy tariff was at its least expensive, saving the client 20 per cent in energy costs.

The future holds game-changing developments, some of which will take many years to arrive in our buildings and others



will take considerably less time. However, cutting-edge innovations are already a reality in the form of intelligent robots and state-ofthe-art sensor technology.

### INTELLIBOTS

Intellibots are being introduced in many forms within the FM industry. Having already seen robotic security guards patrolling office buildings and mechanical waitresses in Japan, artificial cleaning operatives are also appearing in buildings. Developed with an in-built 'learning' ability and programmed to refill a prescribed amount of cleaning fluid only when required.

These robots are unlike human service providers. Capable of working in unlit and unheated environments, less power is required to provide a safe working environment when office workers have left for the day. Each of these individual reductions on energy usage and wastage will contribute to achieving a greener husiness

### DATA ANALYSIS

Buildings are said to account for 35-40 per cent of the world's total carbon footprint, with commercial buildings in developed countries representing almost 20 per cent of

Looking to address this are intelligent buildings. Why service a washroom if it hasn't been used that day? Intelligent buildings are growing rapidly and are proving to impact on a building's environmental qualities.

ECS's UK Partner, Grosvenor Services, is now working with its clients to use the extensive amounts of information gathered from equipment, such as CCTV or access control systems, in a more intelligent way. The data collected is analysed with a view to highlighting key trends within the building,

such as high and low traffic areas. The insights can then be conveyed to cleaning teams who can reassess rotas and workloads, focusing attention on areas that do require replenishments and servicing rather than those which don't.

Making use of surveillance and digital equipment already in situ eliminates the requirement for additional expenditure on installing a sensor system from scratch.

Through effective data analysis, organisations can ultimately reduce costs, optimise operations and improve efficiency.

### LOOKING TO THE FUTURE

The use of innovative technology will undoubtedly assist businesses in becoming more environmentally friendly. Diversey's Intellibots will perhaps in the near future grow within their realm and increase a building's environmental performance but for now they will not be able to replace the human interaction between an FM provider and its client. However, as investment increases in energy, transportation and 'green' buildings to sustain an environmentally friendly future in FM, it's a promising feat to know that these types of new technologies will continually enhance and improve working practices as we face greater opportunities.

According to International Energy Agency (IEA) projections, more than 80 per cent of the energy efficiency potential worldwide, which is economically viable, will remain untapped unless current practices and policies continue to change. This is an enormous opportunity for businesses across the globe. However, despite carbon intensity



falling by 2.7 per cent in 2014 - the steepest decline on record – and many companies determined to become more sustainable. there is still a way to go to stay within the 2°C global warming limit.

### CASE STUDY

Kimberley Clark and ECS join forces to implement Europe-wide site analysis programme

### CHALLENGE

Organisations are constantly striving for a more environmentally friendly approach to business operations. This is due to increased pressure from prospective clients to have a lower carbon footprint, whilst also wanting to achieve internally set CSR goals.

The challenge faced by ECS and Kimberly-Clark was to identify a more environmentally friendly way of working whilst supporting clients complying with the Energy Savings Opportunity Scheme, without drastically changing the

fundamentals of day-to-day business operations.

### SOLUTION

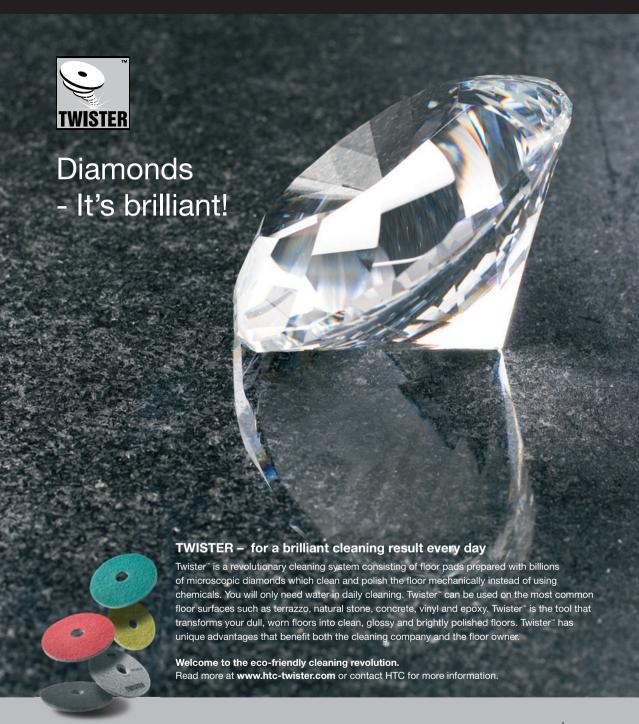
ECS and Kimberly-Clark's Site Analysis Programme was developed with a primary objective of increasing efficiency and sustainability. The implementation of smart sensors which monitor footfall, and data on consumption and working practices, are all utilised during the programme. The site analysis has the aim of pinpointing areas of a building which are being over-serviced by cleaners when not required.

ECS's unique structure, comprised of Partners throughout Europe, allows for the development of the programme across borders, taking into account cultural differences and requirements. The programme is tailored to encompass the differences in equipment and products used across European countries.

Clients are pleased to have improved their carbon

### RESULTS

footprint whilst also increasing staff productivity. For example, ECS and Kimberly-Clark found that in one case, for every hour of a cleaner's day, forty minutes was spent replenishing stock in washrooms. Often this was unnecessary as the footfall in certain washrooms was minimal. Now, thanks to smarter working practices, replenishment time has been cut down to ten minutes per hour, which is a notable saving.



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# TRANSPORT'S

With extremely heavy pedestrian footfall, a high level of security threats and dangerous trackside environments, rail transport is one of the most challenging sectors a facilities management professional can work in. Kevin Murgatroyd, sector director for transport at Interserve, gives an insider's view into the complex work undertaken by support services providers on a daily basis to keep the nation's transport network up and running

have a national obsession with our rail transport system. It is rare for a week to go by without our railways making headlines - often for the wrong reasons - and as a nation we take great pleasure in complaining about the various issues that can arise when we travel by train or tube.

Yet despite varying public perceptions, the UK actually has one of the safest and most punctual rail networks in Europe. What's more, it continues to be so despite huge increases in passenger numbers. The number of passenger journeys rose by more than 50 per cent in the last decade and the Office of Rail and Road forecasts that demand will only continue to increase, with 14 per cent more passengers predicted by 2019.

At least part of the reason for this perception gap is that members of the public are, generally speaking, completely unaware of the work that goes on to make sure that the UK's trains arrive on time, safely, and in a decent state of cleanliness and repair. They don't know that, hidden in plain sight, there is an army of people maintaining and cleaning thousands of kilometres of track, trains, tunnels and stations to ensure a safe and pleasant environment for customers.

In London alone, Interserve's transport teams maintain, protect and clean around 3,000 carriages and approximately 180 stations every day. That's just in one city, in one day! Managing the complex logistics of this operation is a colossal task; one which can provide useful insights for other multi-faceted industries looking to deliver the best possible customer experience.

### A CHALLENGING ENVIRONMENT

The sheer diversity of Britain's rail infrastructure is one of the main reasons why this is such a challenging sector to operate in. From Victorian architectural marvels to modern-day design icons, no two of Britain's 2,500-odd stations are the same.

The materials used to construct each station could not be more diverse. Go to Birmingham New Street, for example, and you will find an ultra-modern, light-filled marriage of soaring glazed arches and stainless steel facade. Hop on a train and you'll likely emerge into a completely different environment; a quaint red-brick building, a brutalist concrete structure or a beautiful art deco station. All have their own particular security, maintenance and cleaning needs, requiring operatives to be familiar with a variety of equipment and techniques from the specialist cleaning of listed buildings to the use of high-rise rope access systems to reach vaulted roofs and facades

The ebb and flow of passenger numbers at train stations also creates challenges. At a 'typical' station you would expect a number of extended peak times throughout the day, bracketed by much quieter off-peak periods. Security, maintenance and cleaning teams need to be in tune with these patterns of use and able to adapt quickly to deliver tasks safely and efficiently without disrupting the flow of busy commuters.

However, this pattern can be completely disrupted by any number of anomalous events. A concert or a sports fixture can lead to a huge influx of passengers at unusual times – many of whom will likely be high spirited, and hence far more likely to cause additional disruption for other passengers and employees.

As well as having to deal with a much higher-than-usual number of 'bodily spillages', support services employees often find themselves becoming a target for angry and abusive passengers. To help them deal with verbal abuse, all of our operatives receive training on conflict management. Knowing how to defuse charged encounters can be vital when faced with customers who are intoxicated.

Even taking out the passenger element, railways and stations are highly challenging environments that can, if not given the correct respect, be life-threatening. Whether working on live tracks or on operational platforms, support services employees are trained to remain vigilant against a variety of risks. It may seem unlikely, but the danger of maintenance equipment, for example, coming into contact with live overhead lines is a very real threat for operatives.

### COMING OUT OF THE SHADOWS

As the modernisation of our transport system continues, the role of support services employees is now evolving to become increasingly customer-facing.

New technologies are transforming our stations. With digital platforms – from social media through to mobile ticketing apps – able to fulfil many of the traditional roles once performed by station ticket halls, rail operators are bringing their employees out from behind the ticket windows and deploying them elsewhere. Redundant ticket offices are now being removed, or replaced with retail space or restaurants to encourage dwell time and capture more value from the space.

With many stations reducing the presence of passenger contact points, we are seeing more and more customers using security, maintenance and cleaning teams as their first port of call for information and assistance.

Support services providers are now working with transport operators to facilitate this process. At Interserve, all of our employees, regardless of their role, receive dedicated customer service training to help them respond to customer enquiries. They are also provided with station packs specific to each shift location, detailing key facts about the area, to arm them with suitable responses to the questions most likely to be asked by passengers.

### KEEPING PEOPLE SAFE

Cleaning and maintenance operatives are also providing invaluable support when it comes to security.

Spotting potential threats in a crowded



station is not an easy task and requires a large, roaming security team – and with transport operators budgets already stretched, resourcing such an operation is not always easy to do.

Working alongside operators and the British Transport Police, our cleaning operatives are trained to deploy the British Transport Police's 'HOT protocol' – a system to identify potential threats, determine the level of risk and then report it based on three criteria. These are whether the item is hidden ie. has it been deliberately concealed from employees and the public; whether the item is obvious, for example in its physical appearance or placement; and finally is it typical of what one would expect to find in that environment.

By working together, we are essentially providing transport operators with additional eyes on the ground – ensuring that passengers stay safe without any additional expenditure for the operator.

### A DOUBLE-TAKE

When hurrying on our way to work, few of us stop to consider the complex system that is the nation's rail network. Teams of

"By working together, we are essentially providing transport operators with additional eyes on the ground — ensuring that passengers stay safe."

people – from cleaners, to security guards, to maintenance operatives – deliver vital tasks across an incredibly diverse and dangerous environment, often working against the clock. The sheer scale of the operation is alone remarkable and requires careful planning and management on a minute-byminute basis.

Every sector faces its own unique challenges, but for those facilities management professionals operating in other high public footfall and time-critical industries, there are many lessons to be drawn from the transport sector's example. By working together, support services personnel and operators are responding to modern challenges for the industry; providing a high standard of customer service while continuing to manage the needs of a large and complicated asset.

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# FΔNII

A brand new cleaning show is heading to Manchester on the 6th and 7th of April. Held at Event City, The Manchester Cleaning Show 2016 follows on from its successful London event and is being organised by the British Cleaning Council and Quartz Business Media. CHT looks ahead to see what attendees can expect as well as talking to exhbitors to get their views on the event

he Manchester event is expected to be smaller and more regionally focused than the London show, however there will still be dozens of exhibitors and a full seminar programme. The keynote speaker will be that Andreas Lill, director of the **European Federation of Cleaning Industries** who will talk about the European perspective on the cleaning industry.

### **IANGRO**

One of the companies that have signed up to exhibit next month is Jangro, the UK's leading network of janitorial supply companies, which provides products and services through 42 distributors nationwide and Jangro is getting

the second quarter of the year off to a flying start as it crosses The Manchester Cleaning Show off its 'must do' list for 2016.

This will be the fifth time Jangro have attended The Cleaning Show, having previously exhibited at the Birmingham event. The Manchester Cleaning Show will provide a fantastic opportunity for the company, whose Head Office is based in Bolton, to support its Northern based members as well as showcase its portfolio of fantastic products to a smaller regional audience.



One of Jangro's newest additions to its impressive portfolio is a brand new website for its award-winning suite of

training modules, 'Learning Management Solution' (LMS), which will be showcased throughout the two-day event at Event City.

Jangro's LMS website enables companies to ensure their staff are fully trained in correct product and working procedures following a quick

and easy online registration process. Free voucher codes, available from Jangro's stand, will give visitors exclusive access to the



















# Come join us on stand C14



online training modules, allowing them to get started with the programme from the get go.

As well as the online training programme, Jangro is also looking forward to showcasing its environmentally friendly range of products, Enviro Concentrates. The entire range of concentrate cleaning products has been developed by experts with the aim to reduce users' carbon footprints with every use.

Using products with a high concentration allows for a lower dosage and consequently a reduction in the amount of packaging and volume of waste created while each portable, easy to handle bottle gives cleaners accurate doses for the job in hand.

Jangro's Enviro Concentrates is one of four ranges that separate its 4,000-product portfolio. Its other ranges include Premium, Professional and Contract which all have full technical specifications alongside information provided by Control of Substances Hazardous to Health (COSHH) and Classification, Labelling and Packaging Regulations (CLP).

Joanne Gilliard, operations director at Jangro, said: "We are expecting a smaller, more regional audience at The Manchester Cleaning Show, in comparison to the show in Birmingham. This will enable us to network with like-minded companies in the industry as well as generate some great leads for our current, nationwide members.

"We are really looking forward to this year's Cleaning Show. It's a key event that brings the cream of the crop in the industry together, allowing us to meet and share ideas on best practice and product innovation!"

### **FLOORBRITE**

Another exhibitor will be Floorbrite who have spent the last 40 years building a reputation as the north's largest contract cleaning and facilities management company.

Throughout the two day Cleaning Show at Manchester's Event City, Floorbrite can be found at stand F05 where visitors will be able to challenge themselves to a cyclone challenge! Catch as many balls as you can in the cyclone

machine within an allotted time and the person who catches the most balls will win a Zanussi Air Speed Lite Bagless Upright vaccum and a bottle of bubbly!

Visitors to Floorbrite's stand can also meet the following departments to discuss their cleaning and facility management requirements:

> Daily Cleaning - for daily cleaning in sectors including offices, Managing Agents communal areas, Retail, Distribution and Logistics. Technical Cleaning, Manufacturing, Healthcare, Education and Entertainment and

> > Cleaning - including services such as Carpet

Pressure washing, Exterior building cleaning and high level cleaning.

brings the cream of the

crop in the industry

together."

Industrial/Specialist cleaning, Builders cleans, Initial cleans, Scrubbing, Stripping and sealing of floors, Marble, Terazzo and Natural stone diamond polishing,

- ▶ Window Cleaning including method such as traditional, Brodex water fed pole system, Abseiling, Fall Arrest, Cradles, Scaffolding and Mewp's.
- Washroom, Hygiene, and Consumable Supplies - including feminine hygiene, dispensers, consumable products, mats, and many other washroom services.
- **Waste & Environmental Management** 
  - Our consultant who is ISO 14001 Lead Auditor accredited and WAMITAB trained will be on hand to discuss and offer a bespoke waste management package unique to your requirements with a focus on achieving environmental aims.
- Pest Control Including riddance treatments, pest proofing and specialist cleaning services.
- Plants & Grounds Maintenance -Including Office plant purchase or rental and maintenance, artificial plants, containers exterior maintenance christmas trees, mature trees, and greenwalls.

The family-run-firm, which was set up in 1972 by the late Martin Wyers, now employs more than 1,200 people across the north of England and provides cleaning and facilities management for nationally recognised names such as Aldi, JD Sports, and Manchester's very own The Lowry.

Under the direction of Linda, Nina, Nik and Alex Wvers and John Perkins. the company has increased

turnover by just under £3 million in three years and taken on an additional 350 full and part time staff in the same period.

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, pest control and plants and grounds maintenance amongst many others.

Based in Sale, and with an office in Yorkshire, Floorbrite is proud of its northern roots, particularly the opportunities that the bustling city of Manchester has provided



for business development and growth.

Nik Wyers, joint managing director, says: "Manchester is an exciting, growing, and thriving hub of business opportunities and we've always found the strong business links we've formed in the city have

served us well

"Over the years we've grown to become the biggest cleaning and facilities contractor in the north of England, so we're really excited for the Cleaning Show to come to our home city.

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

> "We're sure everybody will be impressed with the facilities and the friendly disposition of people in Manchester so the stereotype of it being 'grim up north' will be quashed in no time!"



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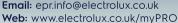
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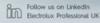












### COMMENT

# STFP UP

If you think about cleaning at height, you probably think of ladders, elevated platforms or abseiling. Each of these has an important role to play, but you could be overlooking the fundamental aspect of working at height, according to Sean Canty, director at CAM Specialist Support

he most important thing to think about is the people involved. Who will be carrying out the work and will they be safe. It may seem over the top, or 'health and safety gone mad', but the fact is that any task that involves looking above head height or taking a step off the ground constitutes working at height and shouldn't be undertaken without the correct training and equipment.

### **UNNECESSARY DANGER**

We've heard of incidents where cleaning operatives have been forced to use step ladders and then climb onto a ledge, all while carrying their equipment, in order to clean light fittings. This may not be considered a great height, but it shows how easy it is for operatives to be put in all sorts of unnecessary danger, by leaving the

According to the Health & Safety Executive (HSE): "Slips, trips and falls are the most common cause of major injury to employees leading to two million lost working days in 2012/13 and representing a major financial burden to businesses." We would argue that it is about more than money. There is also a moral burden for business to take care of their employees by not placing them in unnecessary danger. The likelihood of being involved in a slip, trip or fall accident is greatly increased as soon as you take a step off the floor or risk overbalancing by looking up or leaning

### INCREASING SAFFTY

Whereas some years ago cutting corners occurred all too often for those working at height, now thanks to the new legislation - Work at Height Regulations 2005 (and the 2007 Amendment) - there is much greater awareness of the health and safety risks and ignoring the legislation is very much the exception to the rule. However, to ensure safety for all, we need to be aware of the risks

### BRINGING COLOUR TO ASSESSMENTS

Whenever you are considering a work at height task, a well-planned, tailored risk assessment (RA) - or in lavman's terms 'a thorough analysis of what could cause injury and how to avoid it' - should be conducted to ensure that working at height tasks are carried out in the safest way possible. In fact, under the Work at Height Regulations 2005, a tailored RA is a legal requirement.

At CAM Specialist Support we have devised a visual style of risk assessment across the 800 plus properties we work on. Using bright graphics, colours and pictures and a multi-lingual system that reflects an increasingly multi-cultural workforce makes the assessment much more assessable to everyone. This way it is possible to communicate essential safety information in a way that can be easily absorbed by anyone involved in a project.

### **GETTING HIGHER**

Buildings and work environments change, and so too will the associated challenges and potential risks. The severity of hazards does increase the higher up you go. That's why assessing the risks and selecting the right approach for the job is crucial.

A popular way to keep operatives' feet on the ground is to use water-fed pole systems which can work up to 20 metres in height (or about six floors). This means that windows, UPVC, facades, glass roofs, panelling and cladding can all be cleaned more easily, effectively and safely without any operatives having to leave the ground. Using poles instead of ladders reduces the chance of an accident occurring, and also increases privacy

and reduces disturbance for building occupants.

Statistically many people have accidents while using ladders; however, this is usually due to poor training and maintenance rather than any inherent danger. Any idea that working with ladders has been banned is a myth and they are still a useful tool in the right situation.

### ON THE IID

Water fed poles can be used on the majority of buildings, but for the rest, including those over 20 metres tall, it isn't appropriate to use a pole system (or ladder). For these buildings, highly trained operatives should use technically-advanced suspendedaccess equipment, such as cradles, mobile elevated work platforms (MEWPs), temporary scaffolds and rope access to enable cleaning and maintenance to be carried out safely. Specialist operatives are fully trained in the use of access equipment for cleaning high-level areas.

### DON'T BE LEFT HANGING

Often the only way to gain access to high locations and awkward spaces to carry out cleaning without causing damage or disruption is to use rope access services. This is something CAM Abseiling Ltd specialises in and the Industrial Rope Access Trade Association (IRATA) trained rope access team can access all types of structures and buildings, internally and externally.

Our abseiling team recently carried out cleaning work at the Grand Buildings, 1-3 The Strand, London, including the glass atrium roof where the only alternative would have been cumbersome and expensive scaffolding which would have caused major disruption for people working in the huilding

### **SOLID BASE**

in the

Outside a building, sometimes a more stable base is required for the task at hand. This is when MEWPs can be the best solution. They are not an 'easy option' nor do they reduce the need to properly assess the situation and use trained operatives. The HSE reports that "Operators have died when trapped

MEWP basket or when the machine has overturned. Great care must be taken to select the most appropriate MEWP and ensure that use of the machine is properly planned and managed. Operator instruction and training are very important requirements"

Everyone involved in operating the MEWP must be fully trained for the appropriate category of machine. CAM's trained operatives recently successfully used 19 metre and 34 metre truck-mounted accessplatforms to remove accumulated dirt, grime and pollution from all the stone, glass blocks, metal panels, metal fins and glazing at the County Square Shopping Centre, in Ashford, Kent. They also cleaned the glass canopy over a pedestrian entrance and fitted obscure film to the underside of the canopy.

During the cleaning work, which was carried out during the evening to minimise disruption, the trucks had to be parked on the public highway. This meant securing the correct local authority permits and also ensuring that no-one was endangered while the clean was carried out. As working at height specialists, health and safety precautions are always paramount, for our operatives as well as the public.

### DON'T RISK IT

Even well-intentioned organisations can leave themselves vulnerable to the risk of accident, injury or prosecution if their risk assessment process is weak, poorly planned or outdated. Whatever your work at height project, it's not worth taking risks. When determining the most appropriate method to be used you should always consult a specialist in working at height.

For more information about working at height or specialist training courses, please visit www.

> camsupport.co.uk information.

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# JANGRO SET TO SHINE AT THE MANCHESTER CLEANING SHOW

Jangro is the UK's leading network of janitorial supply companies, providing products and services to 42 distributors nationwide.

Now, with 35 years' experience, Jangro offer added value services including, low-cost training modules and health and safety resources.

This year, Jangro has launched two new additions to its impressive portfolio, in the shape of its inaugural Healthcare catalogue and a brand new website for its award-winning suite of training modules, which will both be showcased at The Manchester Cleaning Show on April 6th and 7th.

Delegates will be able to meet Jangro team members on stand C14 to pick up a free copy of the Healthcare catalogue, which has been developed following an ever-increasing industry demand for its products, meeting the needs of a whole host of care and nursing facilities including, hospitals hospices, care homes, dentists, rehabilitation facilities and assisted living accommodation.

The catalogue can be ordered by emailing enquiries@jangrohq.net or by calling 01204 795 955 and is available to anyone that is responsible for purchasing products and equipment in the healthcare sector. Its huge product range covers:

- Protective wear and patient care
- Laundry care
- Housekeeping
- Beds and mobility equipment
- Washroom equipment
- Medical supplies and equipment
- Assisted dining care and kitchen hygiene Joanne Gilliard, operations director at Jangro, said: "We are delighted to be launching our new Healthcare catalogue, which has national coverage and contains everything needed to ensure the smooth running of a wide variety of facilities.

"We have been supplying quality products into this industry for many years and we have now brought all our prestigious offering, along with additional essential items, together in one place."

Free voucher codes for the new website, jangrolms.net, will also be available throughout The Manchester Cleaning

Show's two-day event, giving visitors exclusive access to the online training modules. Through the 'Learning Management Solution' (LMS) website, companies can ensure all staff are fully trained in correct products and working procedures following a quick and easy online registration process.

The system works remotely so it can be carried out at times to suit the user, covering everything from 'Kitchen Hygiene' and 'COSHH' to an 'Introduction to Cleaning' and 'Housekeeping'. The distance-learning programme originally launched in 2012 and consisted of eight different modules with two more being introduced last year by popular demand.

Joanne Gilliard, continued: "Since we launched the LMS modules in 2012, we have had some really great feedback on the programmes from both users and employers, who now have the peace of mind that their experience a quality training programme.

"Each module has a different operating time, varying from 50 to 90 minutes and now

employers are able to monitor the progress of each employee."

The Healthcare Catalogue and LMS website are huge contributions to Jangro's existing 4,000-product portfolio, which covers a wide variety of categories from catering and washroom hygiene to equipment and hardware. These are split into different ranges, Premium, Professional, Enviro and Contract, designed to suit every budget and individual preference.

Jangro has everything in place to ensure its clients are supported by an experienced and enthusiastic customer service team, with all orders managed centrally at Jangro HQ. Its experience and technical expertise allow for a unique insight into specific requirements.

Jangro has more service points than any other distribution network in the UK, which results in an express delivery on its premium products. Jangro's user-friendly website makes ordering online easier than ever before with a fleet of over 230 vans, conveniently delivering orders at a time and place to suit its clients.





Come join us on stand C14



★ www.jangro.net

01204 795955

### A SELECTION OF THE SERVICES WE OFFER AT TOTAL SOLUTIONS...



Render cleaning



Stone cleaning



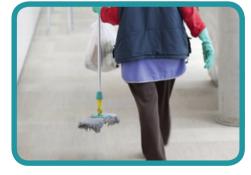
Commercial building cleaning



Window cleaning



Brick cleaning



Office contract cleaning

Call to request a free initial consultation

0800 772 3473

or email us at info@totalsolutionscleaning.co.uk



"Total cleaning and maintenance solutions for your building"

Total Solutions is a nationwide and independently owned disaster restoration and specialist cleaning company, offering a range of services throughout the UK.

Total Solutions offers an all-in-one service for individuals and businesses all over the country. By offering a comprehensive range of cleaning, maintenance and restoration services all in one place, we are able to offer excellent value to all of our customers.

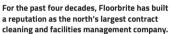
We pride ourselves on our high quality equipment, fair price and highly professional attitude. Our highly trained and friendly staff are one of the keys to our success, and they strive to offer excellent service to all customers.

Find out more about our wide range of cleaning,





# FLOORBRITE AND THE MANCHESTER CLEANING SHOW



Throughout the two day Cleaning Show at Manchester's Event City, Floorbrite can be found at stand FO5 where visitors will be able to challenge themselves to a cyclone challenge! Catch as many balls as you can in the cyclone machine within an allotted time and the person who catches the most balls will win a Zanussi Air Speed Lite Bagless Upright vacuum and a bottle of bubbly!

Visitors to Floorbrite's stand can also meet the following departments to discuss their cleaning and facility management requirements:

Daily Cleaning – for daily cleaning in sectors including offices, Managing Agents communal areas, Retail, Distribution and Logistics, Technical Cleaning, Manufacturing, Healthcare, Education and Entertainment and Leisure.

Industrial/Specialist Cleaning – including services such as Carpet cleaning, Builders cleans, Initial cleans, Scrubbing, Stripping and sealing of floors, Marble, Terazzo and Natural stone diamond polishing, Pressure washing, Exterior building cleaning and high level cleaning.

Window Cleaning – including method such as traditional, Brodex water fed pole system, Abseiling, Fall Arrest, Cradles, Scaffolding and Mewn's.

Washroom, Hygiene and Consumable Supplies – including feminine hygiene, dispensers, consumable products, mats, and many other washroom services.

Waste & Environmental Management
– Our consultant who is ISO 14001 Lead
Auditor accredited and WAMITAB trained will
be on hand to discuss and offer a bespoke
waste management package unique to your

requirements with a focus on achieving environmental aims.

Pest Control – Including riddance treatments, pest proofing and specialist cleaning services.

Plants & Grounds Maintenance – Including Office plant purchase or rental and maintenance,

artificial plants, containers, exterior maintenance, christmas trees, mature trees, and greenwalls.

The family-run-firm, which was set up in 1972 by the late Martin Wyers, now employs more than 1,000 people across the north of England and provides cleaning and facilities management for nationally recognised names such as Aldi, JD Sports, and Manchester's very own The Lowry.

Under the direction of Linda, Nina, Nik and Alex Wyers and John Perkins, the company has increased turnover by just under £3million in three years and taken on an additional 350 full and part time staff in the same period.

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, pest control and plants and grounds maintenance amongst many others.

Based in Sale, and with an office in Yorkshire, Floorbrite is proud of its northern roots, particularly the opportunities that the bustling city of Manchester has provided for business development and growth.

Nik Wyers, joint managing director, says: "Manchester is an exciting, growing, and thriving



hub of business opportunities and we've always found the strong business links we've formed in the city have served us well.

"Over the years we've grown to become the biggest cleaning and facilities contractor in the north of England, so we're really excited for the Cleaning Show to come to our home city.

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

"We're sure everybody will be impressed with the facilities and the friendly disposition of people in Manchester so the stereotype of it being 'grim up north' will be quashed in no time!"



♠ www.Floorbrite.co.uk

0800 294 9456

CHTMAG.COM

# SNG COMMERCIAL — CLEANLINESS IN THE WASHROOM

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

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

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

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

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

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

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

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

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

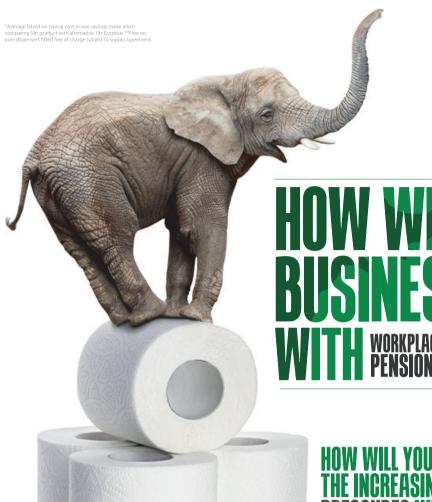
solution through its Muvo and Senses brands. With a range of products from laundry liquids and dishwashing tablets to floor cleaners and degreasers, the company's cost effective, high concentrated formulas, have resulted in its Professional range being used throughout a number of sectors including healthcare,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

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



★ www.sngltd.co.uk

Z.Goddard@sngltd.co.uk



HOW WILL YOUR BUSINESS COPE

WITH WORKPLACE C THE NATIONAL ?
PENSIONS C LIVING WAGE?

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