





THE BRITISH INSTITUTE OF CLEANING SCIENCE

# PROFESSIONAL MEMBERSHIP & ACCREDITED TRAINING WITHIN THE CLEANING INDUSTRY



- Individual and Corporate Membership
- Accredited Training and Qualifications
- Independent Cleaning Quality Inspections

# www.bics.org.uk

**E**: info@bics.org.uk **T**: +44 (0)1604 678710

**INSIDE** 

Environmental cleaning, how to balance your budget, while staying green



14 FLOORCARE The need for deep cleans



18
SHOW REVIEW
A look back at
ISSA/Interclean



WASHROOMS
How tech is impacting washrooms



# BUY DIRECT, BALANCE YOUR COSTS & SAVE #60% ON YOUR CLEANING & HYGIENE PRODUCTS















# CI-IT THIS MONTH...



#### **ENVIRONMENTAL CLEANING**

So-called 'green cleaning' may be the right thing to do, but hard-pressed facilities managers need to square that virtuous circle with tight cleaning budgets and the expectations of their client and customers. Carl Robinson, marketing manager of cleaning and FM services specialist Nviro, provides some pointers on how to do it.

## **FLOORCARE**

Carpets have never gone out of fashion.

But many do look jaded, marked by neglect, and destined for premature replacement. Stephen Pinhorne, national sales manager of Truvox International, explains why the regular deep clean encapsulates carpet care.

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

**≤** sarah.obeirne@kpmmedia.co.uk

#### **ISSA ROUND UP**

This May saw a total of 30,289 professionals from 134 countries descend on Amsterdam for four days for the ISSA/Interclean show in Amsterdam. Over three guarters of the visitors came from outside the Netherlands with massive contingents from Oceania, Western Africa and Southeast Asia. CHT spoke to several exhibitors to get their thoughts about the show.

#### WASHROOMS

Technology has an impact on every area of our lives today – and that includes the washroom. Jamie Wright from Tork manufacturer SCA shares some insights into the effects of technology



# → Next Month

In next month's edition of CHT we investigate the latest trends in scrubber driers and take a look at the specialist techniques needed in trauma cleaning. We then examine how to rid your workplace of the very worst odours and the best tech available for laundry.

## **PRODUCTION**

Director – Warren Knight warren.knight@kpmmedia.co.uk Tel: 01322 476818

Designer – Warren Gibb warreng@thecgl.co.uk Tel: 01293 773221

## **GROUP MD**

Nigel Copp Nigel.copp@kpmmedia.co.uk Tel: 01322 662289

## **SALES**

Sales Manager – Danny Grange danny.grange@kpmmedia.co.uk Mob: 07867 418994

Sales Assistant – Gino Leroy gino.leroy@kpmmedia.co.uk Tel: 01322 476819

#### **PIIRIISHER**

kpm media – Unit 5, Gateway 20/25 Trading Estate, London Road, Swanley, Kent. BR8 8GA Tel: 01322 662289



#### **NEWS**

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

#### OPINION

The British Pest Control Association recently recorded a resurgence in the number of bed bugs in the UK. A new study published in the Journal of Medical Entomology has also revealed that bed bugs are developing resistance to insecticides. This presents serious challenges for hotels, homes and workspaces. Orbis' Guy Other explains further.

# **OPINION**

Following on from last month we hear from the Barbour index about the dangers of dust and how to deal with them.



# © Copyright 2016 kpm media

# ISSN 2397-3706

The publisher does not necessarily agree with the views and opinions expressed by contributors. No material may be reproduced in part or whole without written permission from the editor. Editorial contributions are accepted on an all-rights basis only. Letters to the editor may be published in their entirety or in edited form and remain the property of kpm media. While due care is taken to ensure the accuracy of information contained in this magazine, the publishers cannot be held responsible for any errors in editorial articles or advertisements.

# **EDITORIAL**

Editor - Charlie Kortens charlie.kortens@kpmmedia.co.uk Mob: 07867 418830 Tel: 01322 476817

Assistant Editor - Sarah O'Beirne sarah.obeirne@kpmmedia.co.uk Tel: 01322 476815

# **ACCOUNTS**

Trish Boakes accounts@kpmmedia.co.uk Tel: 01322 476814

Tel: 01322 476811



# BCC SAYS ON-THE-SPOT FINES FOR FLY TIPPING SHOULD BE HIGHER

ocal authorities have now been given the powers to issue on-the-spot penalty notices for small scale offences relating to fly tipping.

The new fines of between £150 and £400 will allow council's to deal with these kind of offences quickly and efficiently, without the need to take offenders to court, helping them tackle a growing problem that is costing nearly £50 million a year to deal with.

The move has been welcomed by the British Cleaning Council (BCC) however, it says the fines should be even higher.

# CAM TRAINING LAUNCHES SPECIALIST SAFETY COURSES FOR CLEANING SECTOR

CAM Training, a division of working at height experts CAM Specialist Support, has launched its 2016/17 range of specialist health, safety and wellbeing training courses for people involved in building cleaning and maintenance.

CAM believes that all too often, the cleaning industry is viewed as being low skilled, due to a lack of understanding about the training that professional cleaners undertake, and says that training is essential to ensure safe working practices and should include health and safety for personal and public protection, all trade relevant regulations and customer service training.





# MITIE'S ENVIRONMENTAL+ BUSINESS REBRANDS AS CLEAN ENVIRONMENTS

Mitie has rebranded its cleaning business, Environmental+, to Clean Environments, which the facilities management provider says "better reflects the increasing number of services it delivers and the sectors in which it operates".

These sectors have grown to include contract cleaning, food hygiene, window cleaning, technical and industrial cleaning, events management and

flooring renovation. The Clean Environments business has seen particular growth in healthcare with the introduction of patient dining, domestic services and porterage services.

The rebrand which represents a strong ethos of building a sustainable business for the good of its people and clients will be rolled out throughout 2016 from early May.

# AM SUPPORT SERVICES EXTENDS CLEANING OFFERING WITH CLEANEX ACQUISITION

M Support Services has acquired Stoke-on-Trent-based industrial cleaning company Cleanex Contract Services.

The acquisition will add approximately £1.4 million in turnover to the Morecambe-based facilities management, cleaning and security firm, as well as new specialisms, including heavy industrial, high level and confined space cleaning.

Founded in 2002, AM Support Services employs 480

full and part-time staff on contracts in the North West, North East and Yorkshire. The acquisition of Cleanex now gives it a foothold in the Midlands market and takes turnover to around the £8 million mark.

AM Support Services has clients in the manufacturing, shopping centre, financial and education sector, and as well as its services in facilities management, cleaning and security, it also offers washroom hygiene services under its Pristine Washrooms division.

# COMPLETE CLEANING LANDS £1.2M DEAL AT OWENS-ILLINOIS' SCOTTISH PLANT

Scottish firm, Complete Cleaning has won a £1.2 million contract to deliver cleaning services to O-I Manufacturing UK's plant, in Alloa, Scotland.

The plant, part of the the international Owens-Illinois Group, makes the bottles for Scotland's drinks and whisky industry.

Complete Cleaning won the contract from Mitie following a competitive tender process. The deal

safeguards the jobs of up to 20 staff on the site who will transfer to Complete Cleaning. A new post will also be created for a manager to run the contract.

The deal adds to Complete Cleaning's portfolio of significant drinks related clients, which includes a number of sites for Multi Packaging Solutions and North British

Glasgow-based Complete Cleaning is one of Scotland's largest independently owned commercial cleaning companies, specialising in providing services to commercial, industrial, retail businesses and public venues throughout Scotland and the North of England.

The O-I deal rounds off a successful two-year spell, which has seen Complete Cleaning increase its turnover by £2 million to £5 million, and staff numbers increase to 430.



CHTMAG.COM INDUSTRY INSIGHT

NEWS 😵



# **CHURCHILL MOTORS AHEAD WITH** PENTAGON CLEANING DEAL

hurchill has secured a contract with Churchill has secured a contract
Pentagon Motor Group for the delivery of cleaning services to 16 sites across the north of England.

Founded in 1991, Pentagon sells new and used

cars and is now one of the UK's top 30 dealers. Under the terms of the deal, Churchill will be providing cleaning services to car showrooms, public lounge areas and on site offices, including Pentagon's head office in Barlborough, Derbyshire.

# **B&M ADVISES SMES ON CHANGE** IN WASTE DEFINITION

With a customer pase of other interest on a customer pase of other interest on the customer pase B&M Waste Services has issued guidance to small and medium sized companies (SMEs) of the change to the legal definition of 'waste'.

Published jointly by Defra, the Environment Agency, the Welsh Government, Northern Ireland's Department of the Environment and Natural Resources Wales, the guidance can be used to determine if a material is waste or not, and whether it is subject to waste handling laws.

The guidance includes details of the waste duty of care to which

businesses who import, produce, carry, keep, treat or dispose of waste must adhere. As well as the producer responsibility applies to producers of packaging, electrical equipment and batteries must apply.



# PHILIP MORRISH INSTALLED AS NEW MASTER OF THE WCEC

ollowing the ancient traditions of the City Liveries, Philip Morrish has been installed as Master of the Worshipful Company of Environmental Cleaners (WCEC) at its annual ceremony at St Olave's Church, Hart Street within the City of London.

Morrish has had a 30-year career in investment research, institutional broking, and marketmaking. He started his career as a generalist and became a number one ranked analyst in the chemical and waste management sectors His connection with the environmental cleaning industries arose from this role and expertise.

Established in 1986, the WCEC is a modern Livery Company, supporting and preserving the ancient customs and traditions of The City whilst meeting the changing needs of a major 21st century industry. The Company aims to encourage and maintain high standards of practice and integrity while promoting and supporting education, training and research projects within the cleaning industry

Membership of the Worshipful Company is made up of 200 senior managers, representing many of the major cleaning and support service

management companies and the manufacturers and suppliers to the industry.



# **INTERSERVE REMAINS** ON CLEANING SERVICE **DUTY WITH EAST MIDLANDS TRAINS**



nterserve will continue to provide facilities services for East Midlands Trains (EMT), part of Stagecoach Group, following a two-year contract extension.

The international support services and construction group has delivered facilities management services for the group since 2012. The extended deal will see Interserve continue to provide seven EMT offices and 13 stations as well as trains, including in-transit cleaning, mobile deep cleaning and turnaround cleaning, until March 2018.

Interserve will work in partnership with EMT to meet key customer-centric targets, ensuring that the environment for passengers continues to meet high standards.

Derby-based EMT operates high-speed services to and from London, as well as regional train services in the East Midlands and South Yorkshire.

# **CHURCHILL ENROLS IN BRADFORD COLLEGE CLEANING DEAL**

hurchill has announced the mobilisation of its full cleaning contract with Bradford College, following an initial six-month period working with the in-house cleaning team on an ad hoc basis and providing support covering vacancies.

Bradford College is a large provider of further and higher education with approximately 25,000 students, studying a range of courses from introductory level through to postgraduate level.

The three-year deal includes the provision of cleaning services to the whole college portfolio, including the newlybuilt David Hockney Building near Bradford city centre.

In line with the college's missions to 'work together to create a better future for all through education, enterprise and employment,' Churchill is working with the Estates and Facilities Department to ensure it delivers clean and functional learning environments which are optimally conducive to learning, working

and interacting.

Churchill currently provides similar services to over 40 colleges throughout the UK.



# COMMENT



The British Pest Control Association (BPCA) recently recorded a resurgence of bed bugs in the UK: between 2013-2014, local authorities reported a 21 per cent increase in treatments since 2011. More international travel, the growing trend for second hand furniture bought through online classifieds and community websites, and a lack of public awareness about bed bug prevention have all added to the problem. A new study published in the Journal of Medical Entomology has also revealed that bed bugs are developing a resistance to widely used insecticides. This presents serious implications for pest control as the bed bugs and fleas, which are commonly found in homes and hotels, travel with their hosts into the workplace. Guy Other, CEO Orbis explains further

Under the Health and Safety at Work Act 1974 and the Health Services and Public Health Act 1968, property managers have a legal responsibility to ensure that their premises are free from infestation. And an infestation can have wider implications, such as damaging facilities, causing staff sickness and negatively impacting on reputation.

Bed bugs are small insects that are attracted by human body heat and feed on blood to release carbon dioxide. They are flat and oval shaped with a red-brown body and are about five millimetres in length. The nocturnal bug will bite exposed skin, causing people to develop red, itchy bumps, before returning to a secluded place.

They tend to hide in furniture, bedding, cracks and crevices. They are also able to hide in suitcases, boxes and shoes, allowing them to travel from place to place and spread further. Because of this, they are found in almost all multi-occupancy buildings, including schools, hotels, offices and care homes. Female bed bugs can also

lay up to five eggs a day and easily lay over 500 eggs in their lifetime and, as a result, bed bug infestations can occur quickly and remain persistent if not treated properly.

#### Signs of infestation include:

- red irritating bites, typically in rows on the neck, shoulders, back, legs or arms
- clusters of dark spots (about 1mm wide), which look like an ink dot, are usually found on furniture frames or on the bottom of mattresses
- small blood smears on upholstery, bed linen or headboards
- finding small brown insects in and around bed frames and sleeping areas

It is impossible to completely prevent a bed bug infestation. However, there are several practices that can help to reduce the chance of it happening, such as inspecting a property for signs of bed bugs before occupancy, and avoid accepting second hand furniture without checking it first. If someone suspects they have stayed in an infested room, they should immediately check through and clean their luggage and clothing. If bed bugs are found, either wash and dry everything at a high temperature (60 degrees Celsius); dry clean the articles; or place them in a deep freezer for at least three days.

If it is suspected that a building has been infested, property managers should act immediately and contact a professional pest control company, preferably a member of the BPCA. Self-treatment is very unlikely to be successful

and failure will occur without accurate knowledge of bed bugs. A trained professional will have the technical knowledge and access to a range of professional products and equipment which are not available to the public, and which they will have the expertise and experience to use in a safe and controlled way.

One solution to a bed bug infestation is a heat treatment. Sometimes, the infested area can be sealed, with all the fixtures and fittings being heated to a high temperature and filled with steam to kill the bugs. However, this is not a feasible solution in most properties. Another method is to treat the entire infested area with pesticide and, ideally, dispose of all soft furnishings. There is usually an understandable reluctance to do this due to the cost of replacement and, as a result, multiple treatments will be required.

Fleas differ from bed bugs, both in the way they infest a building and how they need to be treated. We generally only encounter one species of bed bug in the UK (cimex lectularius), but there are several species of flea, including: cat fleas, dog fleas, bird fleas and human fleas. They are typically a red-brown colour, two millimetres in length, have backwards facing spines and legs designed for jumping. Unlike bed bugs, fleas bite in a sporadic pattern, leaving a random spread of red marks, rather than lines.

Fleas are capable of jumping over 150 times their body size and the females lay up to 1,000 eggs in their lifetime, so that infestation can again occur very quickly. They tend to choose a single host to feed from and lay their eggs immediately after feeding. The eggs can fall off of the host, landing on beds and chairs, until they sense the vibrations of a new host and hatch.

## Signs of a flea infestation include:

- pets constantly scratching (usually an early sign)
- seeing fleas or flea droppings on furniture
- bites on staff members' or residents' ankles and legs
- small red spots about 5mm in diameter
- seeing fleas jumping in carpets and on furniture

It is difficult to prevent staff pets from getting fleas, but there are a number of things that can be done to reduce the chance of them infesting a building. Staff may need educating on good pet maintenance and encouraged to use veterinary approved flea products on their pets on a regular basis. Indoor spaces needed to be frequently vacuumed and outdoor spaces should be maintained and managed to a good standard. Anything that can be washed in offices, such as cushions and kitchen towels should be washed in the hottest water possible, as should bedding in care homes and residential buildings.

As with bed bugs, if infestation does occur, a professional BPCA pest control company should be contacted. Prior to any treatment, as much floor space should be cleared as possible and the area should be vacuumed. The vibrations from the vacuum will stimulate cocons to hatch and debris, eggs and fleas will be cleared up. It is important that the waste collection compartment from the vacuum cleaner is disposed of in an outside bin, as it may have collected eggs, larvae and adult fleas.

The standard treatment for a flea infestation is the application of a residual insecticide, such as Ficam W or Cytrol Forte, either as a liquid spray or a powder, to all floor surfaces. Once applied, to eliminate the danger of removing the residual insecticide, the floor cannot be vacuumed or washed for at least two months, or the treatment may fail.

There are many other causes of irritation. Allergies, cosmetics, static and environmental contaminants can all provide similar reactions. A professional pest control technician can rule out the potential sources of irritation and avoid unnecessary insecticide treatments.

Regardless of the type of infestation, the advice is the same. Contacting a professional pest control service is the quickest and best guaranteed method of dealing with an infestation and will ensure that operations are returned to normal with minimal disruption.





Effective, high-quality cleaning products for professional use Visit www.bio-productions.com for product information and downloads

E: sales@bio-productions.com

T: +44 (0) 1444 244000

productions

uric scale from all

Blu Away
Biological Washroom
Cleaner & Odour
Neutraliser









So-called 'green cleaning' may be the right thing to do, but hard-pressed facilities managers need to square that virtuous circle with tight cleaning budgets and the expectations of their client and customers. Carl Robinson, marketing manager of cleaning and FM services specialist Nviro, provides some pointers on how to do it

lients and cleaning teams who take the road from traditional to environmentally responsible cleaning may be driven by good intentions, but it can be a bumpy ride. Which is why many contract cleaners give up or have to be pushed. Yet the transition can be relatively smooth with the right forethought and planning.

#### START WITH WHY?

Any business decision should be carefully weighed and justified, and making a fundamental change in the cleaning service is no different. Yes, there is a moral dimension but marshall all your arguments.

The environmental case is strong. Our industry relies on chemicals that exact a toll on the environment during their manufacture, at the point of use and on disposal. Many are toxic to aquatic life, and others have ingredients that are known or suspected to have harmful effects on humans too.

A relatively recent concern is the impact of indoor air quality on health and wellbeing. The risk from allergens is real in environments from offices to colleges. Research by the United States Environmental Protection Agency estimated that children miss more than 14 million school days each year due to asthma exacerbated by poor indoor

Employers and other clients are increasingly concerned about the wellbeing of people using their buildings.

#### THE BUSINESS CASE

For more enlightened clients, the wellbeing argument becomes part of the business case for reducing reliance on chemicals in cleaning. Healthier, happier employees, or students, are better motivated, more productive and less likely to be absent due to sickness.

There is also a financial case to be made for chemical-free cleaning. Facilities managers and others controlling the purse strings may be concerned by the up-front costs. Microfibre cloths and mops, hightemperature washing machines to sterilise these after usage, and staff training all

require investment. But Nviro has shown that this can be offset by efficiencies in cleaning.

In Brighton & Hove, for example, where we replaced most chemical cleaning agents with microfibre, we found that many cleaning rotas were carried out more quickly. Staff had to spend less time preparing cleaning solutions and checking dilution levels. Armed with microfibre cloth and a bottle of water they could get on with the job. They also had

more time to concentrate on the detail and the quality of the work.

These are just some aspects of a cleaning service's cost-effectiveness, so other factors need to be carefully weighed when calculating costs and benefits.

## THE CLIENT/CONTRACTOR FIT

Having said that cleaning can be greener and meaner (in cost terms), many client and contractors still balk at what is a fundamental change in cleaning regime, and the potential disruption this might cause, for an uncertain financial gain.

So it's important that client and contractor share common goals. Accredited to the ISO 14001 standard for environmental management, Nviro was an early adopter of environmental responsibility, and our company name reflects this. As we've grown, so has clients' appetite for sustainable cleaning. This has helped us roll out environmental initiatives, and to differentiate our company

> in a highly competitive market.

That buy-in prepares the ground for greener cleaning and related initiatives. In Brighton, where we have an open-book contract with the council, we had already agreed to invest efficiency savings achieved using traditional cleaning methods into a city-wide

study of waste in council buildings, before moving to chemical-free cleaning. This study showed the value of Nviro collecting recyclables daily in the four main municipal office buildings.

Similarly, in Chichester College we introduced a 'bin-less policy', as part of a wider waste management and sustainability drive. Nviro collaborated with the college by re-evaluating the cleaning specification and helped it obviate the need for bins in its offices and support areas.

Such collaboration by like-minded parties makes for a more coherent approach to environmental responsibility as well as efficiency savings in cleaning and waste management.

**a** Research by the United States Environmental Protection Agency estimated that children miss more than 14 million school days each year due to asthma exacerbated by poor indoor air quality."

#### RESEARCHING THE ALTERNATIVES

Microfibre is the most obvious alternative to chemical cleaning. These materials are engineered to trap microbes as well as dirt and contaminants, which can then be washed away. They are not a practicable substitute for all chemical cleaners. For example, we still use a chemical descaler for toilets and hand basins on our Brighton contract.

In other situations too, such as an emergency call-out where a surface is contaminated with blood or bodily waste, a disinfectant may be required. But advances are being made in bio-science and new products need to be assessed as they become available.

We do need to beware of 'greenwash' however, and assess both the environmental impact and costeffectiveness of alternative cleaning substances and materials. Independent certification – as provided by the EU's Ecolabel scheme – affords greater assurance that the main environmental impacts arising over a product's life cycle have been minimised.

These products are also tested for performance. Where they are supplied as super-concentrates, there can also be significant savings in the transportationrelated carbon emissions and packaging at the point of use

Other options need to be considered. Wall-mounted sanitisation units can decontaminate air and eliminate odours rather than mask them with chemicals. They use thermal convection to draw in air. The combination of UV light and ozone kills airborne micro-organisms before the air is re-circulated, creating a more hygienic environment in enclosed spaces from toilets to gyms and other areas.

Traditional steam cleaning has moved from the factory into the mainstream with more efficient machines using 'dry' steam for a wide range of applications – from sanitising floors and hard surfaces to bedding and mattresses.

Water ionisation, which filters tap water and turns it into a proven sanitising agent, offers environmental advantages that may prove practicable and cost-effective in other applications.

After an infectious outbreak - or as a preventive cleaning measure – complete sanitisation may be advisable. While biofogging relies on a chemical, advanced biocides have been shown to be highly effective while posing no harm to the environment. We favour a water-based anti-microbial that is non-hazardous and odourless, and requires no special measures for handling or disposal.

As clients or contractors we should not

forget the environmental benefits too of switching to day-time cleaning, as this avoids the energy use required in buildings after hours.

## **COMMUNICATE AND PLAN**

Having devised a coherent green cleaning regime, it is vital to trial it first with the support of your client, and also to communicate more

Our local contract managers ensure that the client's building managers are fully informed in advance and understand the rationale for changing cleaning practices.

They can then cascade that knowledge to staff and building users, be they teachers or students, office workers or tenants.

Nviro service managers consult colleagues who have managed the transition before as well as the suppliers of new cleaning products and materials, and their technical staff.

During a trial, he or she will also hold regular review meetings with the team of cleaning supervisors and client representatives.

Building users' perceptions are also important. They can be fooled into thinking a cleaning service is no longer effective when the smell of disinfectants and other chemicals are absent.

But generally, if communication is good, most people welcome the fact that chemicals are no longer being sprayed around them – so long as cleaning standards are maintained.

## **PUTTING IT TO** THE TEST

cleaning trial.

The role of staff training in achieving a successful transition to chemical-free cleaning should not be overlooked." When microfibre cloths – and the other alternative cleaning methods - are used properly and thoroughly, the cleanliness should be obvious, even in toilets. It is important that supervisors monitor performance and measure the results. Luminometers that detect adenosine triophosphate (ATP) - the signature molecule produced by living cells – give us a scientific measure of biological concentrations and health. Performing tests before and after the switchover provides hard evidence that can be used to determine the success of the green



A proper evaluation should also take account of costs, efficiency, and the views of cleaning staff and building users as well as hygienic testing.

In Brighton and other cases, the changeover to chemical-free cleaning has resulted in a more cost-effective and efficient service, which is borne out by key performance indicators for the contracts.

## THE ROLE OF TRAINING

The role of staff training in achieving a successful transition to chemical-free cleaning should not be overlooked. All Nviro employees receive environmental awareness training during induction and are schooled in Nviro's colour-coding system

for preventing cross-contamination

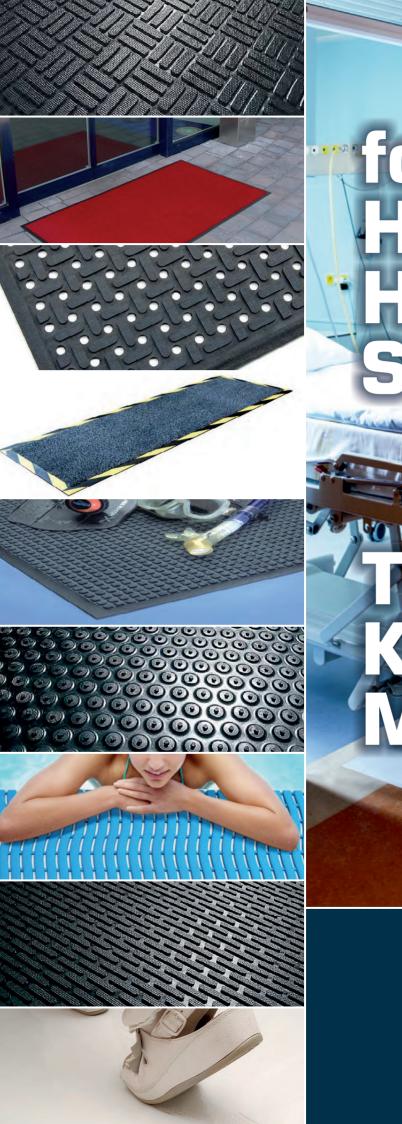
between general areas and kitchens and washrooms. This is backed up by audits and quality monitoring.

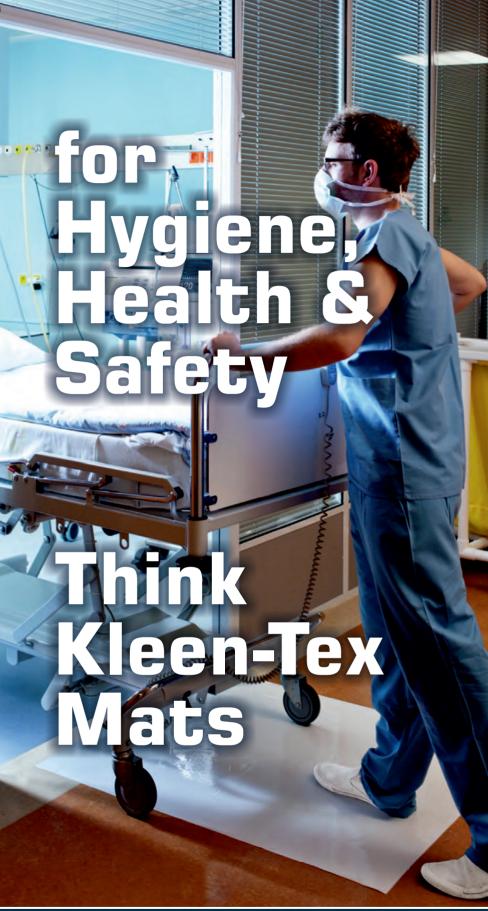
Additional training in the new cleaning methods is essential. The new procedures will, for example, include strict limits on the use of microfibre cloths and mops before they are replaced. A mobile support team collects the soiled materials and supplies fresh cloths and mops that have been washed at 90 degrees.

The cleaning team will also need to be coached in the proper use of alternative cleaning materials, equipment and products, including dosing. (When using traditional methods, this can avoid the

common problem of over-usage of chemicals, as untrained staff tend not to dilute solutions correctly).

Following these steps should lead to a smoother transition, and ensure everyone benefits from the greening of cleaning.





# KLEEN-TEX

THE MAT SPECIALIST

01204 70 50 70 www.kleen-tex.co.uk **FEATURE** 

# WHAT ENCAPSULATES CARPET CARE?



Carpets have never gone out of fashion. But many do look jaded, marked by neglect, and destined for premature replacement.

Stephen Pinhorne, national sales manager of Truvox International, explains why the regular deep clean encapsulates carpet care

......

**M** Carpet care begins and

ends with vacuuming."

Carpet care begins and ends with vacuuming. As any competent cleaner will confirm, you'll never encounter a carpet worn away by vacuuming, but there are countless examples that have aged prematurely due to the lack of it.

The main reason is that typically 80 per cent of carpet dirt is dry soil, made up of silicates, sand, clay and dust. And it's abrasive. Vacuuming is the best way of removing this dry soil. But if it's not effectively and regularly sucked away, this not only spoils the carpet's appearance, it will also accelerate wear.

In most commercial environments – from offices and stores to restaurants and hotels – regular vacuuming should be daily. But its role, and proper whole-life carpet care, does not end there. Vacuuming also plays an essential part in interim and deep cleaning.

Interim maintenance cleaning – perhaps every week or fortnight, or in response to spills and stains – can be performed quickly with a specialist spray extractor.

The machines in the Truvox International Hydromist range – which caters for all situations, from small to large venues – inject cleaning solution and extract dirt with a powerful vacuum. It is a fast

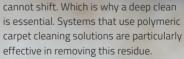
and effective way to tackle dirt and stains in carpets and upholstery, whether as an emergency response or just to 'touch up' areas so they look fresh and clean between scheduled deep cleans.

Spot cleaning is not cost-efficient when staining is extensive – a proper deep clean is called for. This form of restorative cleaning will be required in any case to

prolong the serviceable life and appearance of a carpet. It protects the investment that you have made in your floor covering. But even if a cleaning regime has previously been remiss, so that a carpet has become jaded and unsightly, it's not too late. The pile can still often be rejuvenated. The transformation – restoring brightness, colour and texture

 is truly impressive when the right process and equipment are used.

While carpet adores a vacuum, that other 20 per cent of soiling that's left behind is a problem. This is the sticky/oily dirt embedded in the pile that vacuuming alone



The solution, when worked thoroughly into the pile by a scrubbing machine, releases sticky soil from carpet fibres and then 'traps' or 'encapsulates' the soil as it dries. Then vacuuming completes the process by removing the dried, encapsulated dirt from the carpet.

Polymer chemistry is the key component in the Cimex-Encap carpet cleaning system. It is the most reliable method for restoring cleanliness and brightness to even the most heavily soiled commercial carpets, and it also helps keep the carpet cleaner for longer.

Carpet cleaning with Cimex-Encap involves a simple four-step process. A thorough vacuuming removes all the dry dirt, clearing the way for the polymeric

solution to attack that sticky/oily residue. After the pre-vacuum, the solution needs to be appropriately diluted before setting up the cleaning machine.

We advocate using a triple-head Cimex Cyclone machine - equipped with pad drives and pads or shampoo brushes - to scrub the carpet. The solution is left to dry, and as this happens, it loosens the sticky soil and encapsulates it. In the final stage, routine vacuuming easily removes this material, leaving a revitalised carpet.

Cimex-Encap is a low-moisture process. Guiding the machine at a quick walking pace, the operator needs to apply only enough solution to dampen the surface of the carpet. The operator can control the delivery of solution by 'feathering' a release lever or by adjusting a control valve. The dampness created on the surface of the carpet is sufficient for the polymeric chemistry to begin working. Carpets

instantly look cleaner because the solution is releasing the sticky dirt that was bonded to the carpet fibres.

This low-moisture system allows carpets to dry quickly. It may take as little as 45 minutes for the surface to be touch-dry, or at most two hours. And walking on the damp carpet will cause no problems. For best results, it's advisable to let the carpet dry overnight before vacuuming so the soil is fully encapsulated.

This form of restorative cleaning is highly productive as well as cost-effective. About 200m<sup>2</sup> of carpet can be deep-cleaned per tank-full of solution, though this may vary with the level of soiling and type of carpet.

An area of around 300m<sup>2</sup> can be treated in an hour if the soiling is reasonably light. These carpets will come clean with a single wet pass.

Where more oil soils are embedded in a carpet, a 'dry' pass - agitating the pile without dispensing solution – may be required to ensure the solution is dispersed thoroughly. Cleaning rates of more than 200m<sup>2</sup> per hour should still be practicable.

Only the most heavily soiled carpets should require multiple dry passes, reducing output to around 100m<sup>2</sup> per hour. If some areas are severely soiled they can be pre-sprayed with the polymeric solution to break down the bond with the carpet fibres. The sprayed area is left for a short time before the wet/dry pass procedure is followed.

It is also possible to use a spotting solution for stains in conjunction with the Cimex-Encap system. This needs to be

specially formulated as other chemicals can interfere with the encapsulation chemistry. Again, once sprayed, the spotter solution needs to be left to work for 1-2 minutes. Then the spot should be agitated by hand, with a soft brush or blunt object, working outwards from the centre. All that's required then is to blot the area with a clean cloth, without rubbing, as this could spread the staining to the surrounding area. There's no need to rinse. The encapsulation process does the rest, and this method is equally effective for both water- and oil-based spots and spills.

The edges and corners of carpets tend not to get heavily soiled. However, they may need a bit of special attention if a vacuum does not revive their appearance to the level achieved with encapsulation.

As these areas may be beyond the reach of the Cimex Cyclone, you can spray the solution and agitate by hand with a stiff brush. Simply leave the area to dry and then vacuum as

The entire encapsulation operation is not only highly efficient in terms of labour and chemical use; it's also a low-noise as well as a low-moisture operation that minimises the risk of 'wicking' (see box). Carpets are safe to walk on, though signs should be displayed to alert building

> occupants that deep cleaning is in progress. All this means that carpets can be cleaned during daytime hours with minimal disruption.

How often is deep, restorative cleaning by encapsulation required? For some buildings this will be quarterly, but the frequency depends on the level of traffic and soiling. The best advice is to schedule the work so that it's not continually put off, to the detriment of the carpet. The visual 'before' and

after' effect also gives a fair indication of the level of soiling, so intervals can be adjusted accordingly.

Something else to bear in mind is that encapsulation cleaning can be done progressively (though it may be advisable to tackle separate floors or rooms so as not to leave a tell-tale frontier between deep-cleaned and uncleaned areas).

In one case we know of, deep cleaning of carpets in a large London office block had been repeatedly postponed due the to the

> cost of what would have been a special weekend operation. By replacing standard upright vacuums with Wide Area Vacs, one operative was able to do the work of three. So the contract cleaner could switch staff to deep cleaning duties that were incorporated into the nightly cleaning

As we said at the outset, carpet care begins and ends with vacuuming. But while the effects of the daily routine of vacuuming are visible and satisfying, the combined results from the post-encapsulation vacuum are truly transformative, as carpets take on a new lease of life.

# THE BENEFITS OF CIMEX-ENCAP

- ▶ High productivity: typically 200m² 300m² of carpet can be deep-cleaned per hour.
- Cost-effective: This high productivity help keep costs per square metre down. Sparing use of solution also eliminates wicking and the need to re-treat areas.
- Low moisture: Carpets dry faster so areas can be walked on sooner and 'daytime' deep cleaning is feasible.
- Captures all soils: The polymeric solution dries to form a brittle residue that is easily removed by routine vacuuming. This also eliminates the risk of re-soiling and wicking problems.

# A WORD ON WICKING

'Wicking' occurs when embedded soils are not thoroughly removed by an extractor. Carpets can look fine straight after cleaning, but, as the carpet dries, the deep down soil that was not removed 'wicks' to the top of the carpet, making the surface look dingy. A thorough vacuuming before cleaning is the best way to prevent this.

Another tip is to allow the chemical pre-spray more time to 'dwell', improving the effectiveness of the chemicals.

The other main cause of wicking is using too much chemical in the cleaning process, so the chemical residue settles in the fibres causing rapid re-soiling as the carpet dries.

A faster drying time also reduces the risk of wicking. Air movers placed at strategic locations can cut drying times dramatically.



Spot cleaning is

not cost-efficient when

staining is extensive – a

proper deep clean is

called for."



# Proven cleaning ability at an affordable price.



All Rug Doctor Mighty Pro Quick Dry Machines are designed and built to the high standards of the professional carpet cleaning industry.

The machines offer professional carpet cleaning for a fraction of the price of other machines.

A Pro Wide Track version is also available and both machines are lightweight and easy to use and achieve outstanding cleaning results on carpets and upholstery.

For further information, please call **01903 235558** or visit **www.rugdoctortrade.co.uk** 

Rug Doctor Ltd, Unit 29 Decoy Road, Worthing BN14 8ND

# **IDEAL FOR:**

- Care Homes
- Restaurants
- Bars & Clubs
- ✓ Leisure Facilities
- Hospitals
- ✓ Health Clubs
- Schools
- ✓ Contract Cleaners

# ISSA INTERCLEAN



This May saw a total of 30,289 professionals from 134 countries descend on Amsterdam for four days for the ISSA/Interclean show in Amsterdam. Over three quarters of the visitors came from outside the Netherlands with massive contingents from Oceania, Western Africa and Southeast Asia.

CHT spoke to several exhibitors to get their thoughts about the show

ISSA returns to
Amsterdam in May of 2018
and it will visit Chicago in
the USA in October of this
year and Mexico City in
February of 2017."

Visitors came from around the world to find out what was up and coming across the industry and get a glimpse of the latest technologies. The total number of guests was an increase of three per cent compared to the 2014 edition of the show. The international share of attendees was as well.

#### KIMBERLY-CLARK

Kimberly-Clark Professional exhibited at the show, launching their new Washroom 5D Programme at the event. The company gave their verdict:

"Kimberly-Clark Professional introduced Washroom 5D at ISSA/Interclean 2016, a new consultative service that enables facilities managers to maximise the business benefits of washroom excellence and stay ahead of the competition.

"'We received much positive feedback to the programme which combines all we know about a winning washroom operation in 5-Dimensions of improvement: Cleanliness, Hygiene, Efficiency, Sustainability, and Satisfaction - the main areas of the washroom where potential issues often exist," explained Ed Borrini, target market leader for Office Buildings at Kimberly-Clark Professional.

"Central to the Washroom 5D process is a site assessment by a Kimberly-Clark Professional consultant with measurement tools. Data is analysed and feedback provided with a report comparing against other washrooms, and providing recommendations, products and tools for continuous improvement of the washroom.

"'No other global FM organisation is benchmarking standards in the washroom, one of the leading causes of complaints," added Borrini. "Nearly 80 per cent of global facility managers know that their office restroom influences tenant satisfaction but are under constant pressure of budgets and time. We give facility managers a fact-based and objective view on how a washroom measures up, and how it can be improved to maximise satisfaction levels, which can influence contract renewals.""

The firm welcomed new research presented at ISSA/ Interclean which shows that single-use paper towels are the most effective hand-drying method in washrooms and help minimise the spread of viruses.

The independent research conducted by leading microbiologists, Dr. Patrick Kimmitt and Keith Redway of the University of Westminster, studied the transmission of viruses using three different hand-drying methods – paper towels, a jet air dryer and a warm air dryer.

The results of the study that were presented at an in-depth session hosted by the European Tissue Symposium (ETS), indicate that single-use paper towels help minimise the spread of viruses

including ones associated with various diseases, like those causing gastro-intestinal infections such as Norovirus and Rotavirus. The session also included a review by Professor Mark Wilcox from the Leeds Teaching Hospital and the University of Leeds, entitled; 'Does drying the hands increase the risk of infection?'.

"Hygiene is one of the five main areas of the washroom where potential issues often exist, as outlined in our Washroom 5D programme," said Borrini. "Credible, independent research can only help facility managers to understand that washrooms should only use paper towels for hand drying to help prevent the spread of viruses, particularly in environments like hospitals and restaurants where hygiene is critical."

#### GOJO

Other highlights at the Show included The Robot Arena and several seminars held in the InnovationLab. Sealed Air Diversey Care won the Amsterdam Innovation Award for their augmented reality product.

GOJO Industries-Europe were another company involved in the event. MD Mike Sullivan gave his thoughts about the four days and the industry as a whole:

"Hygiene is vitally important. It plays a significant role in increasing wellbeing and is paramount in helping to prevent the spread of germs. Through innovative technology, continual investment in R&D and market insights, GOJO and Laboratoires Prodene Klint are truly tackling this challenge and making life better.

"The combined businesses offer a broad product portfolio of skin and surface cleaning and sanitising solutions under the trusted brands GOJO, PURELL, LPK and PREVEN'S PARIS, as well as specialised and innovative Private Label Solutions.

"Sharing a proven leadership history, GOJO and LPK have made it their mission to continue to drive growth in the hygiene category and with valued, long-lasting customer relationships, endeavour to solve hygiene needs in any professional environment.

"The newly launched PURELL ES Everywhere System ensures that hand hygiene can be available wherever and whenever it is needed, encouraging healthier hand hygiene behaviour at all times.

"Designed to bridge the gap between dispensers and bottles, the PURELL ES Everywhere System is the smallest, most versatile PURELL system in the market. It combines premium aesthetics with the trusted PURELL Advanced Hygienic Hand Rub, offering innovative placement options, ideal in a variety of settings, with the ultimate in germ-killing effectiveness.

"The small footprint of the PURELL ES Everywhere Systems provides access to hand hygiene in previously challenging locations such as food handling environments and mobile facilities. Constructed of robust materials, key features include versatile mounting accessories, quick and easy maintenance and long term reliability, giving this PURELL product a unique place in the hand hygiene category.

"GOJO continues to be at the forefront of research to develop products that deliver results but that are also kind to the skin. >

Their dispensers are easy to service and built to last, with performance guaranteed, and have been designed to appeal to the end user, helping to create a positive lasting impression of your facility. This is a key factor in helping to maintain and, where possible, increase hand hygiene compliance."

## **NORTHWOOD**

Northwood Hygiene Products' very first appearance at the Interclean Exhibition proved to be a great success. The stand, which generated a very positive response from visitors, predominantly featured the "Bay West" range and a selection of wiping products from within their ProWipers and Perform brands.

Relationships with existing Distributors were strengthened with new end users enquiries being forwarded to them directly, whilst further opportunities for establishing working partnerships with other distributors, particularly in Eastern Europe, were equally pleasing.

An integral part of the objective of growing the brand footprint on the Continent, this well organised Show, with its multi-national visitor base, was a more than successful first step to introduce the benefits of the Northwood integrated supply chain to a wider audience.

Paul Mulready, marketing manager at Northwood Hygiene Products commented:

"It was a busy stand, particularly on the Wednesday and Thursday and the overall quality of the leads and contacts we made was excellent. Overall it was a great exhibition. We will be back in 2018!

#### **TORK**

Washroom dispensers and toilets capable of gathering data were among the highlights of the Tork stand at ISSA/Interclean.

Tork manufacturer SCA also used virtual reality to provide stand visitors with a glimpse at the "washroom of the future".

New launches on the company's stand included the innovative Tork EasyCube. This provides washroom maintenance staff with information about dispenser refill requirements via a smartphone or tablet.

Another new development was Tork SmartFresh, a system that enables toilets and urinals to flush automatically after each use and self-fragrance after each flush. Tork SmartFresh and Tork EasyCube will be available later this year.

"One of the great features of Tork EasyCube is the fact that it collects data about the usage of dispensers in the washroom," said SCA marketing communications manager Jamie Wright. "This not only alerts maintenance staff as to when the dispensers

...... 20 30,289 professionals from 134 countries descended on Amsterdam

.......

need refilling, it also provides a whole new set of data that can be used to gather important insights about how a washroom is used.

for four days."

"When it comes to Tork SmartFresh, this unique system has an integrated screen in the urinal where companies can advertise - or even generate revenue by selling advertising space."

Another innovation on the Tork stand was a virtual reality headset enabling visitors to experience the Tork Image Design dispenser range in the "washroom of the future". "This took visitors to a fantastical 3D washroom with opulent furnishings and walls decorated in gold leaf," said Wright.

"We thought it was a novel way of showing off our Tork Image Design line of dispensers in a virtual washroom environment. People loved it - in fact they are queueing up to use the headsets."

# DFR

ISSA/Interclean puts on exhibitions across the world and before the event returns to Amsterdam in May of 2018 it will visit Chicago in the USA in October of this year and Mexico City in February of 2017. But before either of these it will arrive in Istanbul where Europe and Asia meet. One of the fastest growing economies in the world, Turkey will be host to ISSA/ Interclean from 7-9 September 2016. Bridging East and West, Istanbul is the perfect location to provide insight in this emerging market, which is expected to be the second fastest growing market in the world by 2020.

But still focusing on the Amsterdam edition, the last of our exhibitors is Deb, a leading innovator and supplier of skin care products and hand sanitising solutions, this is what they had to say:

"At ISSA/Interclean, Deb's focus was to show visitors exactly how they can 'Make Hands Matter in the Workplace'. Hands are a vital tool, and are essential across a number of workplaces such as healthcare, commercial, construction and industrial.

"In the workplace, hands can be a carrier for bacteria; leading to the spread of germs which can cause illness to individuals and people around them. Hands are also at risk from irritable substances in the workplace, and it has been revealed that up to 40 per cent of workers will suffer a skin issue at some point in their working life, making

occupational skin diseases the second most common work-related illness. As the world's leading away from home skin care company, we believe that the best way to combat these issues is to drive compliance to effective hand and skin hygiene procedures.

Deb has created a quartet of programmes; Deb Food, Deb Safe, Deb Facility and Deb Med, which were showcased at the show. These four programmes are focused on making hands matter in every market sector by enabling organisations to implement skin care and hand hygiene best practice. Deb Food works to reduce cross-contamination and risk of foodborne illnesses, Deb Safe is focused on combatting occupational skin disease rates in industrial worksites. Deb Facility is focused on preventing the spread of infection whilst improving the overall washroom experience, whilst Deb Med is focused on reducing healthcare acquired infections

"For over 80 years, Deb Group has established skin care programmes for a myriad of workplaces. These programmes go far beyond simply supplying products and solutions; they help employers to better communicate the importance of skin care and hand hygiene to their employees, and provide the materials to drive engagement in best skin care practices.

"At ISSA /Interclean, Deb also displayed its most comprehensive occupational skin care offering. The Deb Stoko range consists of a four-step skin care programme: Protect, Cleanse, Sanitise and Restore. At Deb's stand, visitors were able to sample products from the range, including the Refresh Series washroom cleanser and InstantFOAM Complete – an alcohol-based foam hand sanitiser proven to kill 99.999% of bacteria. In addition to its expansive range of skin products, Deb also showcased a number of technological solutions at its 'Innovation Corner, which aided in making the event a resounding success."

# **VITOPAN**®

cleans - polishes - protects

Professional steel cleaning formula cleans grease and grime, polishes metal surface and leaves a protective layer of film to reduce stains and facilitate next clean.







01204 70 50 70 www.vitopan.com





# **SEBO EVOLUTION**

# FIT FOR PURPOSE!

Efficient cleaning for small, medium & large areas



30cm





46cm



Powerful



Easy maintenance



High filtration



Easy to use



Quiet







# WASHROOM TECH

Technology has an impact on every area of our lives today – and that includes the washroom. Jamie Wright from Tork manufacturer SCA shares some insights into the effects of technology on the toilet

oing to the toilet is one of the most basic human functions there is. But like many other aspects of our lives, the humble visit to the loo is becoming increasingly influenced by technology.

We readily accept the impact that technology has on other everyday functions these days. There are any number of caloriecounting and healthy eating apps that help us to improve our diet and nutrition via our smartphone, for example. There are also fitness products that track our sleep - and even apps that monitor our heart rate and help us regulate our breathing.

So it is no surprise to discover that the app culture is quietly taking over in the toilet, too. It seems that anyone with a secret toilet worry can now download an app to help them deal with it.

For example, the Trouble Peeing app makes life easier for people who have difficulty urinating by mimicking the sounds of taps and waterfalls. There are apps designed to help sufferers of frequent urination draw up a "voiding diary" so that they can track their visits to the loo.

Other applications allow washroom visitors to monitor their bowel movements so that they can be aware of any potential health issue. Not only do these apps help the user to record times and dates and take photos of their movements, they also encourage them to upload images on to social media.

There is even an app for cinema-goers who have trouble sitting through a long film without a toilet break. The Runpee app sends a signal to the film buff's smartphone when a three to five-minute scene containing no important plot twists is about to begin. The cinema-goer's phone will then vibrate to alert him or her to the fact that it is an ideal time to head to the loo.

Some people have an aversion to visiting public washrooms for fear of contracting an illness in a potentially unhygienic environment. There are now apps and websites designed to direct those people

to the nearest clean, peer-reviewed toilet wherever they happen to be.

The Great British Public Toilet Map for example will not only highlight the handiest toilet, it will also provide information on whether a fee will be levied; if it has an attendant and what the opening hours are. Then there is the Toilet Finder app which provides information about more than 120,000 public toilets worldwide and can also be used via the Apple Watch.

And at the heart of all this technology is the smartphone, of course - our new constant companion.

## **STUDIES**

According to a study carried out by Sony and O2 at least 75 per cent of people in the UK take their phones into the toilet with them. Since this research was carried out in 2013 the number of UK smartphone users has increased by more than 14 per cent, so this figure is now likely to be considerably higher.

A second survey carried out the same year revealed that under-30s were spending an average of one minute and 39 seconds longer in the loo than the over-55s. Using depth sensors and motion-mapping technology, the Ideal Standard bathroom manufacturing company behind the study concluded that younger people were spending this extra toilet time on social media websites.

While many are no doubt chatting to friends, others are uploading images -and not necessarily of the contents of the toilet, either. It has become an increasing trend for people to post pictures of awayfrom-home washrooms on to websites that highlight the good and the bad as well as the plain unhygienic.



ONLINE

Instagram is crammed with images of toilets that have been uploaded by people who are keen to share their every experience. One user calling themselves "Trap Adviser" has attracted more than 700 followers by

posting images of noteworthy washrooms in London restaurants

Meanwhile, the internet is awash with blogs about washrooms around the world – particularly the weirder and more wonderful ones. Images of urinals in the shape of mouths, tubas and even coffins can be seen all over the net. While some of these blogs are likely to have limited audiences, others – such as the Bookatable Top 10 Best Restaurant Toilets in London blog, for example – potentially

Meanwhile, poor washroom service providers are being named and shamed on other platforms. The Toilet Inspector website encourages visitors to upload reviews of UK washrooms, and the site incorporates a list of the country's five lowest-rated toilets – a list that is continuously being updated.

have considerable influence and may help

venues to attract new custom.

The power that these toilet-based uploads can have was highlighted in a news story that broke in December 2014. A 16 yearold youth was travelling from London to Glasgow on a Virgin train when he found to his dismay that the toilet paper in the onboard washroom had run out. He tweeted about this situation to his Twitter followers and within minutes Virgin picked up on it and responded with a loo roll. Despite a mere 318 retweets, the incident turned into an international news story.

While the smartphone is having a significant effect on the washroom, other technological developments are taking place in the smallest room.

The Far East has long been a technology pioneer and lavatories with remote controls and built-in bidets have been available in Japan for years. The latest lavatory from iconic Japanese toilet manufacturer Toto the Neorest 750H – was recently revealed at a Las Vegas electronics exhibition. Not only does this super-loo automatically open its own lid when the user approaches and close it when they leave, it also warms the seat before each use and sanitises itself afterwards using ultraviolet light. >

Meanwhile in China, public washrooms are beginning to incorporate everyday technology to allow users to top up their fuel and calorie levels along with their wallets when they visit the loo. The new Fifth Space toilet facility in Beijing features vending machines, ATMs, wifi and electric scooter charging stations.

In contrast our UK public washrooms are relatively dull, with few offering anything more high-tech than toilets that automatically flush themselves and taps that turn on and off on their own. However, there have been one or two other technological developments in recent years.

#### **TOUCH**

Computer gaming has been popular since personal computers came into circulation, and there are a handful of men's toilets around the country featuring video games that can be operated via a urination stream. Two Liverpool nightclubs have recently installed these "hands-free" video games where men can take part in activities such as skiing, racing, cricket and penalty shoot-outs as they relieve themselves.

More pragmatically there has been an increasing use of touch-free hand towel and soap dispensers to complement the automatic taps and toilet flushes. These are ideal for washroom visitors who are keen to avoid touching any potentially-contaminated surface. But in an ideal world, technology should be used to improve the overall

efficiency of the washroom from a cleaning and maintenance point of view as well as from the user's standpoint.

This is what we at Tork had in mind when we developed our new line of technologicallyadvanced dispensers. Tork EasyCube dispensers contain sensors that allow

**a** Technology appears to be

an unstoppable force and in

the case of the washroom,

it generally appears to be a

force for good."

facilities management staff to find out via their smartphones when the paper or soap supply is running out. This keeps the need for refill checks to a minimum and allows staff to carry out other tasks, safe in the knowledge that there will be no break in the washroom consumables supply.

#### **PRODUCTS**

Another new product launching this year is Tork SmartFresh, a

self-cleaning system for toilets and urinals that also features automatic air-freshening. Tork SmartFresh incorporates smart screens as well to broadcast advertisements to washroom users.

Washroom technology is developing at a pace. Some Japanese loos now incorporate medical sensors that measure sugar in the urine and take the visitor's pulse, blood pressure and body fat content readings.

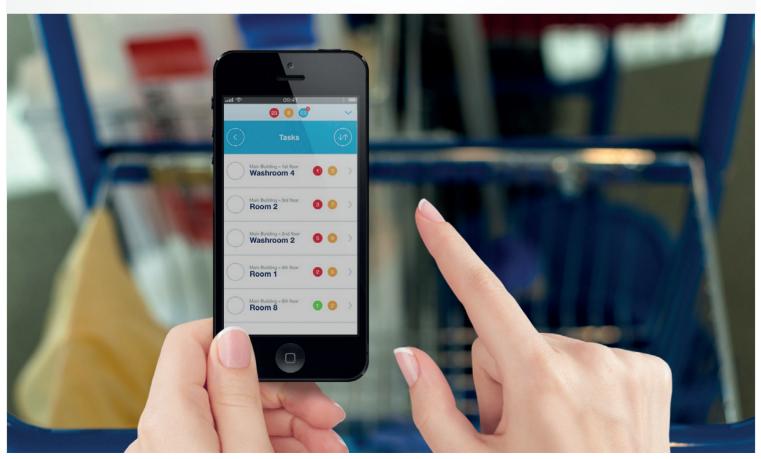
Toilet developers are now looking to take this further and use a built-in internetcapable cellular telephone to send this data automatically to a doctor.

Technology appears to be an unstoppable force and in the case of the washroom, it generally appears to be a force for good.

> It allows people to shun the dirtiest, least hygienic of public washrooms: it helps to drive up standards as people share their good experiences of away-from-home washrooms, and it alerts washroom providers of the advantages of equipping their facilities to high standards. Technology can also be used to monitor health and allow cinema-goers to plan their toilet

breaks. All this and urinal video games too.

But besides enhancing standards and providing useful and entertaining services for the washroom user, technology also plays a vital role in helping to streamline cleaning and maintenance. Smart systems such as Tork EasyCube will ultimately make the toilet experience more seamless for the washroom provider, the facilities manager, the cleaner and the visitor.



# We poffering you peace of mind

# myPRO laundry solutions

The Professional heart for commercial cleaning

# Long life, High speed. Top quality. Thanks to their Professional heart.

- ▶ Works today, works in 10 years' time\*: Washer and Dryer designed to last 3 times longer than domestic machines
- ▶ Time savings thanks to a variety of professional programs¹
- ► Warranty for professional applications

# Saves water. Saves energy. Saves money. Quite simply, myPRO has a Green soul!

- ▶ The smart professional washing machine with A+++ energy efficiency
- ► Greater hygiene with dedicated disinfection and mop programs
- ► Shorter drying cycle with Automatic Moisture Control

# ... and all the benefits you need on a sensible budget.

myPRO gives you the advantages of a unique professional design with just the technology you need. A great and reliable investment that will serve you well for many years.

#### Contact

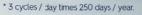
**Electrolux Professional** Phone: 08444 631 261

Email: epr.info@electrolux.co.uk

Web: www.electrolux.co.uk/myPRO











# **Toolbox Talks**



# **Dust**

Dust is a general term for particles of any substance that become suspended in the air. Sometimes the particles are so small they are not visible to the naked eye.

# **Dangers of dust:**

- any dust can be dangerous if its particles are small enough to stay suspended in the air.
- certain dusts cause serious health problems even at low levels (eg some wood dusts may cause cancer) - the HSE's EH40 document gives exposure limits for general and specific dusts.
- dusts can form explosive mixtures in air, eq flour, so it is important to prevent dust building up and to control ignition sources such as electrical equipment.

# Ways of controlling dust:

- the Workplace (Health Safety and Welfare) Regulations require effective and suitable ventilation.
- design and maintenance of ventilation is crucial to how well it works.
- ventilation may be either general room/space ventilation system or a local exhaust ventilation (LEV) targeted at problem areas/processes.
- where dust cannot be adequately controlled by other means then personal protective equipment (PPE) can be necessary, eg respirators, breathing apparatus and eye protection.
- good housekeeping and cleaning are needed, particularly vacuum cleaning, but this is often not enough on its own other dust controls are usually needed, eg ventilation.
- dusts should never be cleaned using brushes, brooms etc as this makes the dust airborne – special vacuum cleaners with high efficiency filters are needed.
- COSHH risk assessments are needed to analyse hazards of specific dusts and dusty processes and identify the best controls.

# Legislation and resources

- Health and Safety at Work etc. Act 1974
- Workplace (Health, Safety and Welfare) Regulations 1992
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- HSE: EH40/2005 Workplace Exposure Limits.





# assured solutions Itd

www.assuredsolutionsltd.co.uk

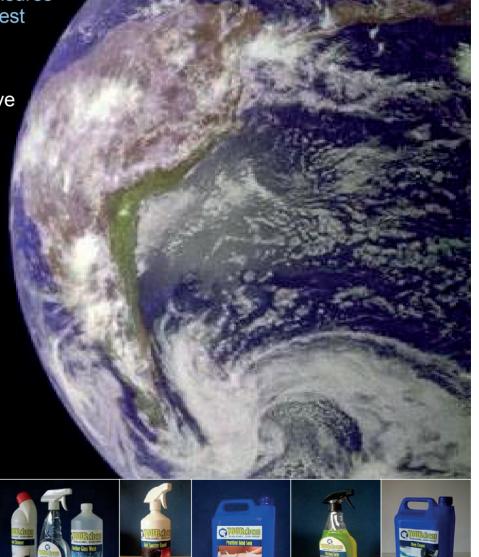


 OWN LABEL Chemicals that match or exceed the performance and quality of the leading brands

• Our digital printing technology allows us to Produce full colour labels to any design at the touch of a button. This ensures that our customers have the finest product presentation in the market place

 Two of our latest products have passed EN 1327 to certify they are effective against MRSA. These two products, a hand cleaner and a multi-surface cleaner are now being specified by a number of authorities within the UK

**Sales Contact David Barker** 07860 427127



















Why not give us a call and see how we can help improve your business on

Tel: 01530 272922 Fax: 01530 272921 Email: sales@assuredsolutionsltd.co.uk

# UNIVERSITY OF WOLVERHAMPTON CHOOSES SMARTTASK TO TRANSFORM CAMPUS CLEANING TEAM

The University of Wolverhampton has adopted an advanced employee scheduling and remote workforce management solution to gain effective visibility and control over its campus cleaning team. Skillweb's SmartTask is being used to provide proof of attendance, performance reporting and electronic auditing as part of a wide-ranging estate management initiative to better performance manage staff and improve employee accountability across three main campus sites.

A team of 16 in-house day cleaners are issued with NFC-enabled smartphones at the beginning of each shift, scanning start and end times using personal log-in cards to confirm attendance. This helps to quickly identify any missed shifts, so alternative arrangements can be made, while providing an accurate record of working hours for operational reporting and payroll.

Using the smartphones to access SmartTask, cleaners can then view an electronic list of their work schedule. RFID tags have been installed at 180 toilet facilities across three campuses, with plans to roll-out to a further 200. Cleaners simply have to scan the smartphone over the tags at each location to register the completion of work, so the central facilities team has immediate visibility of progress and identify any areas of underperformance. Supervisors are also using electronic forms via SmartTask to undertake work audits and a number of checks.

This includes chemical checks at all store rooms in line with Control of Substances Hazardous to Health (COSHH) regulations. A COSHH risk assessment is required by law for the possession or use of hazardous chemicals, which must be completed before work begins and prior to a chemical being brought into a university. SmartTask is enabling the capture and storage of critical information electronically, replacing an inefficient paper-based systems and providing immediate access to historical data.

Meanwhile, SmartTask is helping put in place consistent management KPI's as well as providing a means of gathering the data by which they can be measured. This is simplifying evidence-based employee performance management, while making it possible compare and contrast different teams by location or service to identify inefficiencies or areas of improvement.

Sandy Shaw, Campus Operations Manager, Estates and Facilities commented: "SmartTask is helping us take control of our remote



in accordance with our precise operational requirements. As a result, we are delivering higher levels of compliant service by making the most of our FM teams, while streamlining administrative and management processes to target cost, time and resource efficiencies."

Paul Ridden, Managing Director of Skillweb said: "SmartTask is helping the University of Wolverhampton to take control of their cleaning teams and improve the quality of the services they deliver. The software solution is now being used by an increasing number of services providers to enhance their offering. Whether they are cleaning a campus, city skyscraper, shopping centre or local office, SmartTask is enabling them to show customers the quality of their service delivery through improved visibility of attendance, incident reporting and paperless auditing."

Skillweb's SmartTask is being used across the University's reception desk, security, caretaking and cleaning teams to provide rota planning, proof of attendance, performance reporting and electronic auditing. The University initially selected SmartTask to overcome the scheduling

which had been expanded to incorporate five reception desks, four of which were new, and a central switch room.

A full version of the case study can be viewed here: www.smarttask.co.uk/uow

★ www.smarttask.co.uk

08700 707 077

# A FASCINATING WEEK AT ISSA INTERCIFAN

Rick Stoor, MD of Templa recounts his first experience of Interclean from the point of view of a software developer.

It's five years since we launched TemplaCMS, our integrated software product for cleaning contractors, to the UK market. For the last three years we've exhibited at the UK's various cleaning shows and have enjoyed the experience. Along the way, however, we've picked up a number of cleaning contractor clients from abroad, which made us think the time was right to pack our bags for The Netherlands and take a stand at ISSA Interclean 2016.

## **OFF THE SHELF SYSTEMS STILL POPULAR**

The general consensus amongst contractors from most countries at Interclean was that they're still mainly relying on standard accounts and payroll systems. The multi-faceted nature of cleaning, and most particularly the collection of pay details, is handled predominantly with manual systems, which causes similar problems abroad to those in the UK. We had visitors as far away as Japan, China, Brazil, Australia, Middle East and Africa, all complaining about the lack of joined up thinking.

## **EXHIBITION HAS TRULY GLOBAL REACH**

I was flabbergasted to meet two of my Australian clients at the stand, proving that Interclean Amsterdam is a key date for the worldwide cleaning industry. We also picked up a serious interest from South Africa, where we already trade, and probably because of the distance they had travelled, they asked us to do a full demo at their hotel before they went home the sort of thing that wouldn't have happened in the UK, where the visitors are almost exclusively British or Irish and everyone's just there for the day, mainly to browse. Again, probably because of the travel involved, I noticed that most visitors were senior management. This meant we were speaking directly to the decision makers and had positioned our product perfectly in this respect.

# **UK IS THE HOT SPOT FOR SOFTWARE**

Another feature of Interclean that is missing from the UK shows is the presence of software re-sellers. One of them, a US consultant on the East Coast, revealed a fascinating insight, namely that the US is no different to many other nations in being behind the curve with solutions in this marketplace. It seems the UK is seen as

a leading light in innovation across many aspects of the cleaning industry, information technology now being one of

# **MASSIVE EVENT. BUT LIMITED SOFTWARE REPRESENTATION**

You just can't imagine the scale of this exhibition. The largest hall was probably

as big as two or three London Excel halls put together, and there were eleven halls altogether. The technology providers were grouped together in a small hall, with most stands handling mobile communications, for example Quality Audit, Time and Attendance, CRM – another interesting insight into what global suppliers see as the priorities for contractors.

## **THOUGHTS AND CONCLUSIONS**

We'd definitely exhibit again. For a flexible



product like CMS, there's no substitute for face to face meetings and demonstrations to illustrate its versatility. The networking possibilities alone make the trip worthwhile and there is a real sense of international camaraderie. Being there for four days means there's time to discuss products with other exhibitors and, according to a French provider of communications systems to the cleaning market over there, they are now going to recommend us to all cleaning companies in France. Vive l'entente cordiale!



mww.templacms.co.uk

01732 832 888

# THE RIGHT PRINT **MANAGEMENT SERVICES** COMPANY FOR YOU!

Manage costs, save on printing, boost productivity. We can help you be more sustainable and secure.

- Print Management
- Project Management
- Web Based Solutions
- Artwork and Design
- Personalisation

- Warehousing, Fulfilment and Distribution
- Corporate Identity Policing
- Management Reporting

To find out more about how our expertise can help you, please get in touch via our sales team on 01293 773221 or email info@thecgl.co.uk

