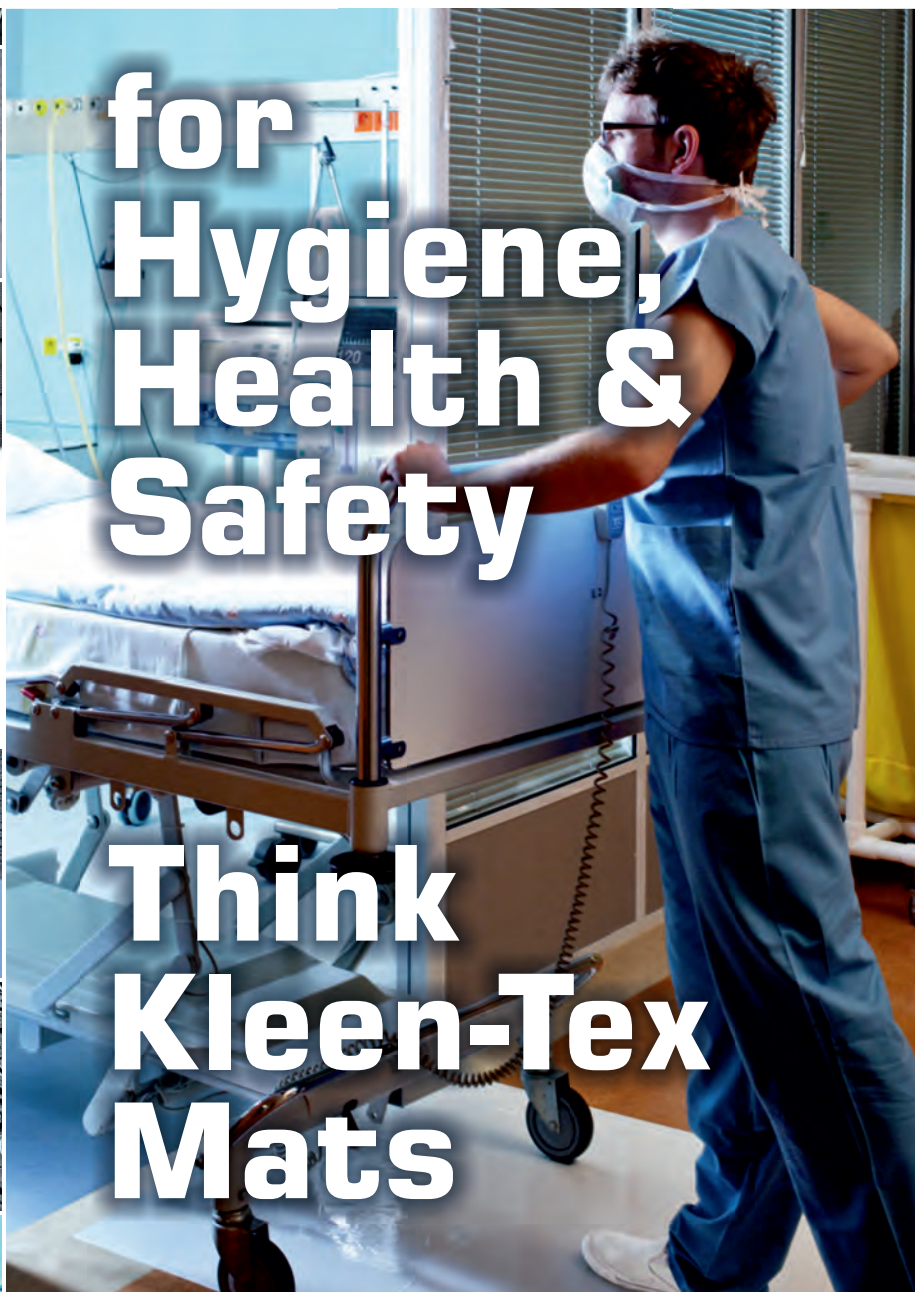
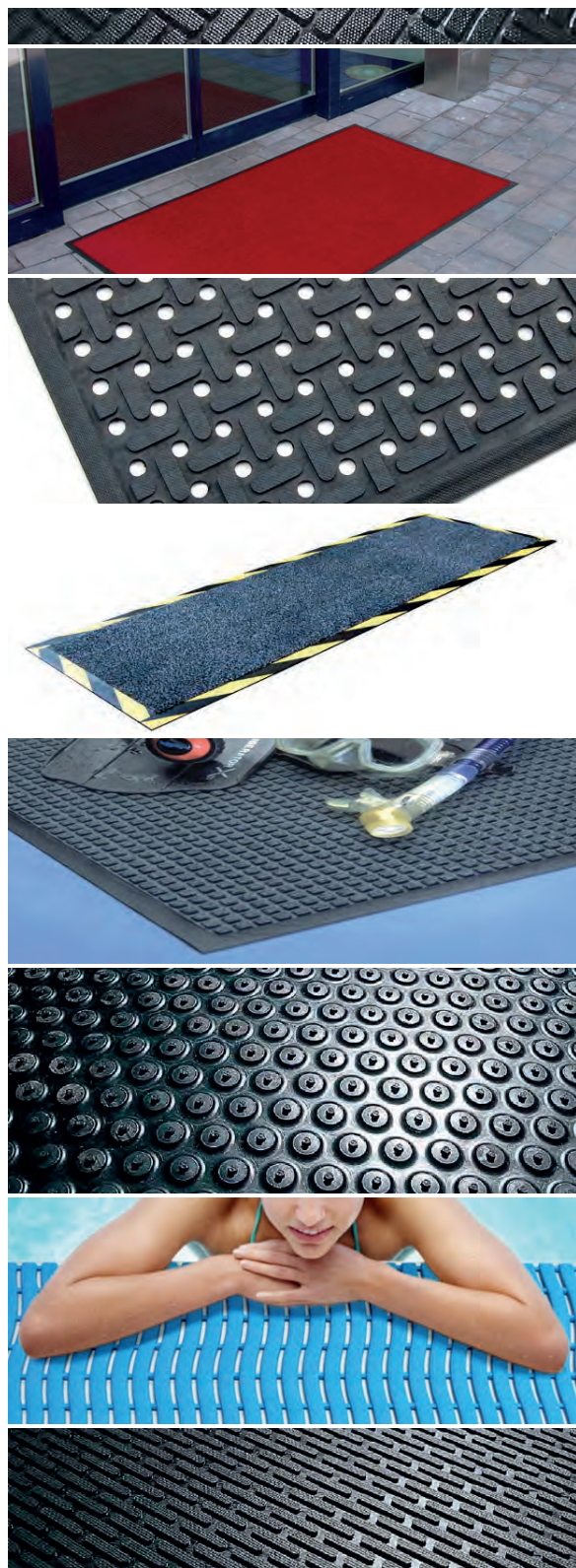




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Working at height – cleaning the exteriors of buildings



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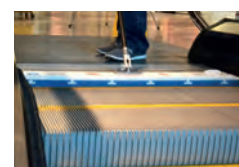
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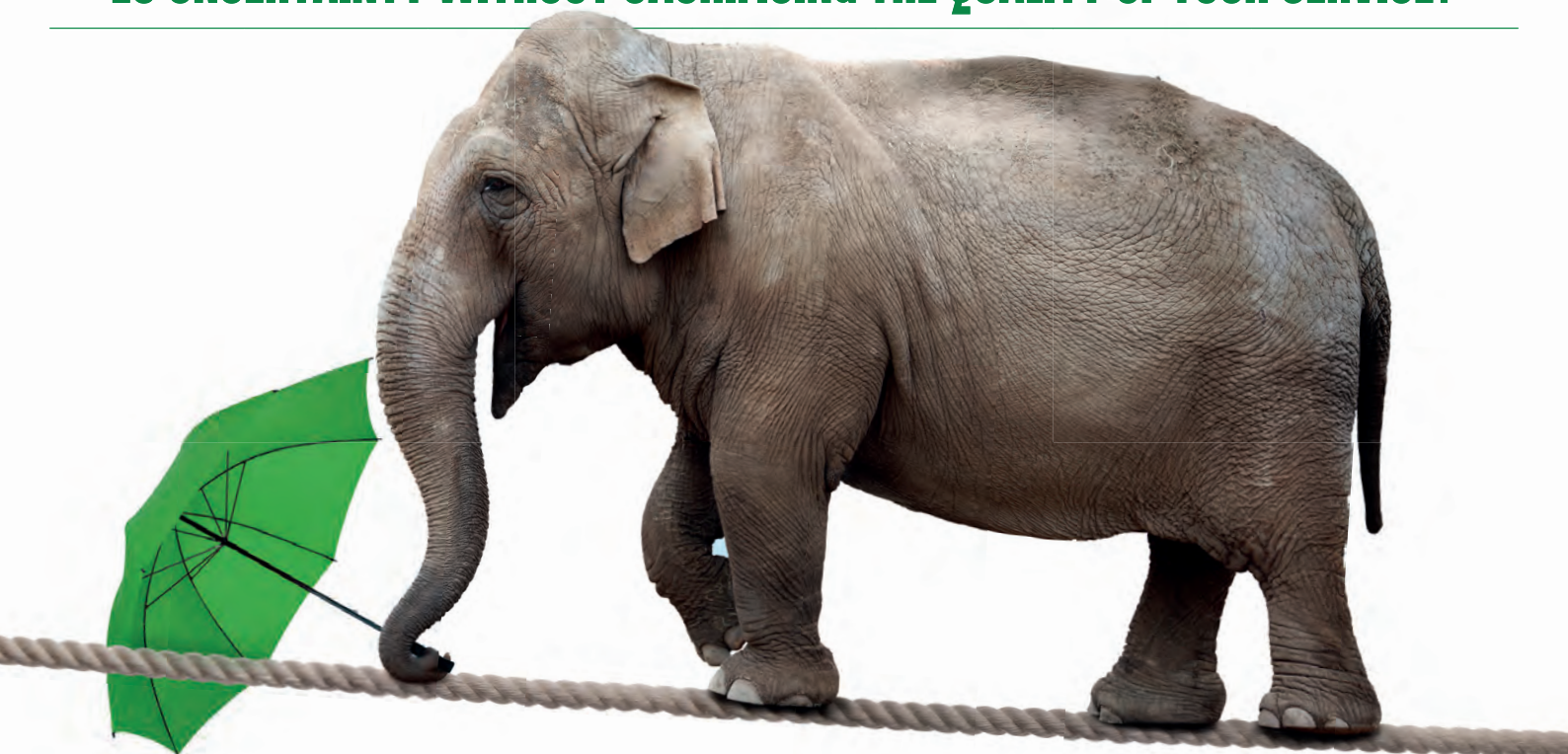
**CLEANING**

The escalator  
challenge

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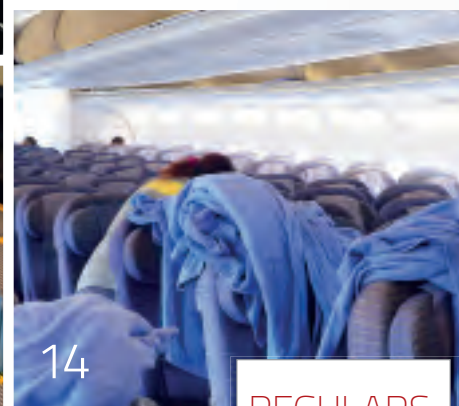
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If you have any news related to the cleaning industry, please contact our assistant editor Sarah O'Beirne...

 [sarah.obeirne@kpmmedia.co.uk](mailto:sarah.obeirne@kpmmedia.co.uk)

## 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

## 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  
Tel: 01322 476811

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

## PUBLISHER

kpm media – Unit 5, Gateway  
20/25 Trading Estate, London  
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 NEWS

## COUNTYCLEAN GROUP APPOINTS COMMERCIAL MANAGER

**L**iquid waste management service provider, CountyClean Group has announced the appointment of Paul Monck as commercial manager.

Monck joins the business with more than 15 years' experience in the industry and is well versed in increasing turnovers and company market share. Having won key accounts and collaborated with utility providers such as Thames Water, Southern Water and Severn Trent Water as well as major retailers including Asda and Tesco, he brings with him a plethora

of commercial knowledge and account management skills.

Speaking about Monck's appointment, MD, Mike Walker, said: "He is a big hitter within the industry and his addition to the team is a real coup for our organisation. Paul's experience, and the team around him, will help the company to become a £20 million turnover business within five years."



## NEW STUDY FLUSHES OUT WASHROOM HABITS IN THE WORKPLACE

**I**nitial Washroom Hygiene, has found that a third of UK workers admit to being on their smartphone while using the toilet, and almost one in 12 even consume food and drink there, leading to major concerns about the spread of germs in the workplace.

The study questioned 1,000 office workers in the UK, to mark Global Handwashing Day (15 October) and to understand the state of handwashing habits in office environments.

A third (32 per cent) of UK workers questioned said that they use their smartphones while in the office washroom, with Facebook (60 per cent), WhatsApp (36 per cent), playing games and emailing (both 18 per cent) the



most popular activities. Also, 13 per cent even admitted to making phone calls from the cubicle. Most worryingly of all, around one in 12 (eight per cent) said they had eaten food in the office washroom.

According to the World Health Organisation, hand hygiene is "the most important measure to avoid the transmission of harmful germs." Thankfully, more than eight out of 10 (83 per cent) of UK office workers claim to always wash their hands after visiting the washroom and 31 per cent claim to wash their hands for more than 20 seconds every time. However, this good work could be undone by office workers' unhygienic habits.

## ISSA AND ARCSI MEMBERS AGREE TO MERGER

**T**he memberships of ISSA, the worldwide cleaning industry association, and the Association of Residential Cleaning Services International (ARCSI) voted to approve the resolution to merge. As of 1 January 2017, the merger becomes effective and ARCSI will be officially known as ARCSI, A Division of ISSA.

Under terms of the agreement, ARCSI members will retain their ARCSI memberships, but those memberships will expand to include global ISSA membership and benefits.

## VAX TO CLOSE ITS COMMERCIAL FLOORCARE DIVISION

**V**ax has announced it is to close down its commercial floorcare division, Vax Commercial, by the end of the year, with all existing trading relationships ceasing as of 31 December 2016.

Martin Farmer, national sales manager of Vax Commercial said in a statement that the current sales team will remain in place until 5 December, after which time no further orders will be accepted or processed.

In a letter sent out to all of its customers, Vax Commercial has said it will "continue to support its customers by honouring all after sales service and warranty liabilities". A limited range of Vax Commercial floorcare machines, will be available via [www.vax.co.uk](http://www.vax.co.uk) from January 2017.

Next year will see Vax concentrating on its core domestic lines as well as the launch of new key domestic ranges during the first six months.



## CHSA URGES LOCAL GOVERNMENT BUYERS TO SPECIFY ACCREDITED PRODUCTS

**E**xhibiting at the Local Government Procurement Expo, the Cleaning & Hygiene Suppliers Association (CHSA) called on procurers of cleaning and hygiene products to specify CHSA Accredited product.

The CHSA's accreditation schemes for soft tissue, plastic refuse sacks and industrial cotton mops are supported by a rigorous auditing process, which makes sure that what's on the box, is in the box.

To highlight the rigour of the auditing process to Expo delegates, the CHSA conducted Drop Tests. A British Standards Institute test, the Drop Test requires sacks to

be filled to a pre-defined weight then dropped a specific height and checked for splits.

The team also explained the full auditing process for each of the Schemes to delegates. The CHSA's independent inspector visits Scheme members repeatedly through the year, selecting product from the warehouse and production line for inspection. Scheme Members that fail to meet the requirements may be ultimately expelled, a sanction not required in recent years as they value their membership.



## MML AWARDS JOHN LEWIS CLEANING DEAL TO PREMIUM SUPPORT SERVICES

**D**artford-based Premium Support Services Ltd (PSS) has secured a three-year contract with Maintenance Management Ltd (MML) to clean the John Lewis Partnership (JLP) portfolio of retail, distribution and corporate properties in and around London.

JLP's portfolio comprises of 128 sites including distribution and corporate office buildings plus Waitrose and John Lewis stores; the services to be provided include core cleaning, periodic and window cleaning.



## GROWTH SET TO CONTINUE FOR GLOBAL CLEANING CHEMICALS MARKET

**B**y 2020 the global industrial and institutional cleaning chemical market is expected to reach \$51.4 billion (£41.3bn), according to market research company, Research and Markets.

Currently valued at \$41 billion (£32.9bn), the 'Industrial and Institutional Cleaning Chemicals Market – Segmented by Type, Application and Geography – Trends and Forecasts (2015 – 2020)' states the market will show an annual CAGR (compound annual growth rate) of 4.6 per cent, with the Asia-Pacific region being the fastest growing market for industrial and institutional cleaning chemical market between 2015-2020. North America on the other hand, is cited as the largest market in terms of revenue due to its large base of healthcare, manufacturing industries in that region. The cleaning chemicals market majorly focuses on



the chemicals required for producing disinfectants and sanitisers.

The report expects the fastest growth to occur within the healthcare sector. The manufacturing sector is also expected to be a significant source of growth, particularly in the food industry of developing economies.

## MEMBERSHIP CHANGES ANNOUNCED AT THE BICSc

**T**he British Institute of Cleaning Science (BICSc) is making some important changes to the structure and routes to membership within the institute.

BICSc has announced it will be focusing its routes to membership on education. This will mean that as of 1 April 2017, new members will be able to apply for one of three membership grades. The membership grade you are eligible for will depend on your level of training as follows:

**PBICSc** – to be eligible you must have completed Licence to Practice training

**CBICSc** – to be eligible you must have completed Licence to Practice training as well as three further skills from CPSS 2.0

**LBICSc** – to be eligible you must have completed Licence to Practice training, seven further skills from CPSS 2.0 and be approved as an assessor.

If you are currently an ABICSc, MBICSc or FBICSc member then your membership will not be affected by these changes until it lapses.



## SERVEST GETS ON BOARD GREAT WESTERN RAILWAY

**S**ervest Group has won a three-year, multi-million pound cleaning contract with Great Western Railway, one of the UK's leading rail operators.

The deal will see the multi-service provider deliver comprehensive cleaning services to 102 stations and 150 trains for the Great Western Railway franchise. Around 350 members of staff will be involved in delivering cleaning services to the entire network, encompassing station cleaning and train cleaning, across a large geographical spread. This will include turnaround and in-transit cleans, as well as cleaning the trains at the depot overnight ready

to go back into service the following day.

Great Western Railway operates train services across the west, from Penzance to Paddington and across the South, South West and Wales.



## COMMENT



# HANDS-ON HYGIENE

Good hand hygiene plays a crucial role in helping to reduce the spread of infections. Mike Sullivan, managing director of GOJO Industries-Europe Ltd explores the options at your fingertips

**Research shows that one out of four people who use the washroom do not wash their hands, and 46 per cent of people who do wash don't wash long enough to be effective. With the global threat from pandemics such as flu, legionella and other infectious diseases ever present, hand hygiene is paramount in helping to reduce the spread of germs.**

The right products and systems play a critical role in the promotion of healthy hand hygiene behaviour. To be truly successful, they need to combine good aesthetics, accessibility and ease of use, whilst being equipped with pleasant and effective hygienically advanced formulations. Innovative technology also helps, and that's why touch-free dispensers are proving so popular. Intuitively sensing the presence of hands, they dispense just the right amount of product every time, and the fact that they are touch-free also increases their hygiene rating.

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

GOJO 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 any facility. This is a key factor in helping to maintain and, where possible, increase hand hygiene compliance.

Two of the most popular dispenser models from the GOJO range are the LTX – The Lifetime Performance Dispenser (touch-free) and the ADX

– The Anywhere Design Dispenser (manual). The LTX and ADX systems carry the GOJO Lifetime Performance Guarantee. Not only do batteries come included in the LTX, but smart, trouble-free electronics enable this touch-free dispenser to use a minimal amount of energy per use, eliminating the need to change batteries during the life of the LTX in most installations.

SANITARY SEALED refills are also increasing in popularity because the product inside is protected from contamination as it is factory sealed and includes a fresh valve with each refill. All GOJO and PURELL refills are SANITARY SEALED. This means that the soap is never open to the environment and so cross contamination from the air or other sources is prevented.

With hand hygiene being vitally important, products need to be accessible to the user. The PURELL ES Everywhere System is the latest

innovation from GOJO and has expanded the sanitiser category by providing access to hand hygiene solutions in previously challenging locations such as food handling environments and mobile facilities.

Designed to bridge the gap between dispensers and bottles the PURELL ES Everywhere System is the smallest and 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.

Combining technologically advanced formulations and state-of-the-art dispensing systems with education, awareness and support is the best approach to help organisations champion hand hygiene best practise and ultimately reduce the spread of infection.

# CHSA - driving up standards

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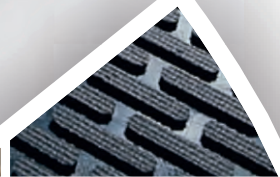
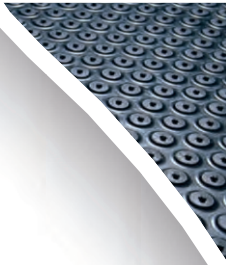
*the only way to be certain what's on the box is in the box!*

For more information about the CHSA and its members visit:

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# KEEPING WORKERS' SKIN **PROTECTED**, AND HEALTHY

A structured skin care programme for the workplace should not only provide handwashing opportunities. Creams are as important if facility managers are to keep the skin of workers protected, and healthy. Paul Jakeway, marketing director at Deb, explains



**Whether it's eating, opening doors, or greeting people – we use our hands to carry out hundreds of different tasks during the day. We do this so automatically, it can be easy to forget what an important tool our hands really are. It can be easy to forget, too, that we often place them under considerable strain when we're at work.**

Work can come with the risk of damaging the skin, with potentially serious consequences for our health and wellbeing – whether it's exposure to potentially irritating or harmful substances, working in difficult conditions such as cold or hot weather, or the frequent use of cleansers throughout the day.

Every year, around three million working days are lost because of occupational skin disorders, costing the EU an estimated €600m."

Occupational skin disorders – skin problems acquired in the workplace – can range from mild, short-term skin irritations to serious conditions such as occupational dermatitis. At the extreme end of the spectrum, there is skin cancer.

Research leaves no doubt about the seriousness of the problem: every year, around three million working days are lost

because of occupational skin disorders, costing the EU an estimated €600m. It is the second most common work-related health problem in Europe – yet it still goes largely unreported.

The most prevalent type of skin disorder reported in the workplace is occupational dermatitis, which can be defined as an inflammation of the skin caused by the working environment or by skin contact with a damaging substance.



The symptoms and the seriousness of the condition vary widely, depending on the type and length of exposure to an irritant, as well as the susceptibility of the person concerned. If untreated the condition can spread to other parts of the body, and correct early treatment is essential.

According to figures by the Health and Safety Executive (HSE), an estimated 84,000 people have dermatitis caused or made worse by their work across all industries in the UK.

The costs can be significant: if their employees are affected, companies might not only have to pay the salary of those absent due to occupational skin disorder; they might also have to cover the overtime incurred by those stepping in, as well as any overall losses.

If employees leave a company as the result of occupational skin disease, businesses are potentially faced with the costs of recruiting temporary or replacement staff, training, and providing support to other staff. In a worst-case scenario, employers could be burdened with compensation costs. And if news of incidents spread, bad publicity is inevitable.

What can facility managers do to combat the threat of occupational skin disorder?

In a first step, education is crucial: workers need to know how serious an issue occupational skin disorders are – and what they can do to prevent being affected. Which products can be used? When should they be applied? What is the right hand-washing technique, and when should hands be washed? When are cleansers appropriate, when are sanitisers? And why should I use creams? »





The best way to structure an educational programme is the adherence to a dedicated three-step programme for skin care, which identifies three crucial moments: using protection cream before work; appropriate hand cleansers after hands become contaminated; and restorative creams at the end of the day.

Specially formulated to leave a protective layer on the surface of the skin, protective creams can reduce direct contact with specific types of physical contaminants, help retain natural lipids and moisture in the skin, improve comfort and skin strength when wearing gloves, and make the skin quicker and easier to clean.

Restorative products are as important. Applied at the end of the day, they moisturise, nourish and condition the skin, improving its strength and preventing it from becoming dry or damaged.

If outdoor working is involved, facility managers should also take into account UV radiation. Prolonged unprotected exposure to the sun does not only cause skin damage; ultimately, we know it can increase the risk of skin cancer. If UV protection is integrated into staff education on skin care – ideally combined with sun cream that is widely available to workers – a huge step can be taken towards protecting workers from this threat.

Skin care education should not be a one-off event, but an ongoing conversation. To help them in their efforts, facility managers can get help from organisations specialising in the issue. Materials such as leaflets,

posters, and information boards are widely available to help increase awareness. Regular staff meetings are a good way to keep skin care on everyone's mind on a day-to-day basis.

But educating employees on hand hygiene protocols is futile if the correct skin care products are not present in the workplace. Facility managers must ensure that accessible, easy-to-use dispensers filled with appropriate skin care products are placed in critical locations to encourage hand hygiene compliance from all employees.

Different working environments have their own specific requirements, and any products should always be sourced from a reputable company who offer advice and guidance on the use of the products. By taking into account the potential hazards the skin might come into contact with, as well as the specific nature of the work, skin experts are able to suggest the right cleansers and creams.

The installation of specifically designed, sealed cartridge dispensers for use with soaps, skin cleansers and creams is strongly recommended. Such dispensers provide the most hygienic skin care system, by reducing to a minimum the risk

of cross-infection that can occur if a number of people extract the product from an open or communal container. Dispensers also assure that the correct amount of product is used – minimising waste and optimising cost in use.

Facility managers should also look for BioCote marked dispensers; a market leading antimicrobial technology supplier proven to achieve up to a 99.99 per cent reduction in bacteria, mould and fungi over a 24 hour period. The presence of BioCote's logo on dispensers reassures employees and customers that excellence in hand hygiene procedures is of paramount importance.

Regular site audits can help to make sure a hand hygiene regime continues to be effective. Do our facilities comply with hand hygiene regulations? Is the cream dispensing equipment as accessible as it could be? Are we using the right products? Regular skin audits, meanwhile, are crucial to assure that the health of employees remains a priority.

If facility managers take the issue seriously, they can go a long way to keep the skin workers both protected, and healthy.

“  
Skin care education  
should not be a one-off  
event, but an ongoing  
conversation.”



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## COMMENT

# HOW DO YOU CLEAN A... PLANE?

It's more than forgivable to go about your daily life with no consideration for how things that pass you by are cleaned or maintained. But what if cleaning unusual – and everyday objects – was a cool, more epic job than you once thought and in fact worth marvelling at?

**H**ere, Newcastle professional cleaning services provider DCS Multiserve takes us onboard the journey of how to clean a plane.

## WHY IS CLEANING A PLANE SO IMPORTANT?

When a plane flies from place to place, bacteria is picked up from both the inside and outside of the plane. Unfortunately, the bacteria on the inside is due to people using the aircraft every day; MRSA, E-Coli and others can last for days. That's why cleaning the inside of the plane is so important.

The outside needs a thorough clean too, but for different reasons. The conditions the planes fly in must be considered – with rain, bird excrement and debris from bugs, as well as oil from the hydraulics systems and other residue caused by the engines in flight all likely to be encountered during a flight. The build-up of all of this debris can cause a drag, which has an impact on fuel economy and can have both financial and safety implications.

## HOW DO YOU CLEAN A PLANE?

Planning is essential – airlines want the turnaround of customers to be as swift as possible to meet tight times and targets, so planning and priorities are key.

Some airline companies use real-time data to determine when aeroplanes are arriving – and at what time – so they can be ready to spring into action. The performance of the cleaning team can also be tracked in real-time to make sure every minute counts.

The process of cleaning a plane varies depending on the type of aircraft though, as well as whether the flight is/has been long or short-haul, when the plane last had a thorough clean and several other factors.

## IN THE CABIN

**Turn clean:** A 'turn clean' is reserved for times when it's not possible to give the plane a thorough clean – if there is a swift turnaround between flights, for example. Certain areas are targeted as priority, in particular Business and First Class, rather than Economy, alongside the galleys and toilets. The rest of the plane gets a vacuum and litter-pick.

**Remain Overnight RON clean:** A more thorough clean that can take place when the plane is parked overnight at an airport.

**Deep clean:** A deep clean is a full and complete clean of the cabin, the procedures of which vary from airline to airline. Even on deep cleans, cleaning crews work to a tight schedule for every flight.

The toilets are a priority focus after every flight whatever the type of clean, ensuring when possible that they are cleaned and emptied. The inside of the toilet requires special products and takes less than 10 minutes per toilet – the exterior takes another 10-15 minutes. The waste is emptied by a lavatory truck, which also refills it with clean fluid.

## THE PLANE'S EXTERIOR

How often is the plane washed? Travel Skills asked a number of airlines, with varying responses.



United Airlines was every 50 days, but for British Airways it depends on the type of aircraft, but usually every six to eight weeks, with short haul flights getting more cleans due to them having more take-offs and landings. Singapore Airlines are washed monthly, with additional washes for dirty spots.

Many companies use pressure washers of varying strengths and scales, with tow-behind pressure washers being used to wash larger aircraft – although this should be confirmed before proceeding.

The tail of the aircraft needs the most attention, as it gets the dirtiest during a flight. Cleaning a plane begins with the tail, and it is worked

on in a top-to-bottom direction. From the tail, work across the plane and to the nose. Clean small areas at a time while standing on a working platform, as the pressure of some washers can knock you off-balance.

The use of detergent is essential, especially around the engine, where there will be a lot of black residue caused by the exhaust. With hard-to-remove spots, rotating brushes are also used.

The wheels are washed with a lot of detergent, a brush and pressure washer too. Windows can be done – sometimes by hand – and some pilots even like to do this themselves.

The whole plane is rinsed in clean, cold water as well.

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UK MANUFACTURED



# TESTING CLOTHING DETERGENT CLAIMS

The UK laundry detergent market is worth over one billion pounds each year and in such a competitive market it is important for manufacturers to make their products more appealing by claiming to offer outstanding performance. Claims include increased brightness, colour fastness, eco-friendliness, or the ability to remove stubborn stains at low temperatures. SATRA provides an overview of testing clothing detergents

**The types of laundry detergents may vary, from liquids to powders and tablets to capsules, biological and non-biological, for whites and for coloured fabrics, but each format needs to be able to prove its product claims in the same way.**

## HOW IS PRODUCT PERFORMANCE TESTED?

The effectiveness of laundering depends on several factors: the detergent, the water temperature and hardness, the washing machine, the soiling severity and the textile which is being washed. Wash and water conditions (hard or soft) are agreed with the client prior to testing, as is the mass of the wash load and the types of materials placed into the wash as ballast.

## STANDARD STAIN TESTING

Laundry product manufacturers often ask for their product to be tested against a range of common stains, including food, grass, wine and ink. For most purposes SATRA's laundry care team carries out tests using a range of commercially available pre-soiled staining cloths, as follows:

- ▶ carbon black and mineral oil (particulate soil removal)
- ▶ cocoa (hydrophilic staining)
- ▶ red wine (bleaching ability)
- ▶ China ink also called Indian ink/milk/blood (protein staining)
- ▶ coffee
- ▶ curry
- ▶ grass.

Additionally, clients can specify other stains that they would like to test against, such as tea, Bolognese sauce, or blackcurrant juice.

The pre-soiled cloths are usually washed using multiple similar domestic washing machines, each machine being used to carry out an evaluation using each of the wash products under test. This gives a good average set of results.

The colour of the pre-soiled cloth can be checked prior to washing using a Chroma Meter. After washing the test fabrics are then re-measured. The results obtained from the measurements before and after washing are then used to demonstrate objectively how effectively the stains have been removed.

SATRA has a test protocol for use in assessing the performance of laundry products and this may be modified to include alternative sets of stains and cleaning procedures in order to assess specific cleaning properties within a detergent.

## ENVIRONMENTAL CLAIMS

Along with the effectiveness of a product, many of today's consumers are looking for products that make less impact on the environment. The European (EU) Eco-label is a voluntary scheme designed to encourage companies to make and market products and services that are kinder to the environment, and that can be easily identified as such by means of the EU

Eco-label flower symbol.

Products qualifying to carry the EU Eco-label have been shown to meet the following criteria:

**Reduced amount of chemicals:** To carry the EU Eco-label, products must not contain total levels of chemicals in excess of maximum limits specified for the various types of products included in the laundry detergents product group.

**Limitation of substances harmful to the aquatic environment:** Critical dilution volume limits which must not be exceeded are specified for the various product types. These are expressed as the volume in litres of water per kilogram of product required to ensure that the product is not harmful to the aquatic environment.

**Increased biodegradability:** To meet this requirement, the content of organic substances in the products that are non-biodegradable must not exceed specified limits.

**Reduced packaging:** For laundry detergent product packaging requirements, weight/utility ratio (WUR) limits have been set. For powders, the limit is set as 1.2g/kg wash and for other products as 1.5g/kg wash. The WUR is calculated only for primary packaging (including caps, stoppers and hand pumps/spraying devices).

Plastic/paper/cardboard packaging containing more than 80 per cent of recycled material is exempted from the requirement.

**Safety of the product:** A number of specified ingredients must not be included in the product, either as part of the formulation or as part of any preparation included in the formulation. Certain EU risk phrases and hazard statements indicate constituent substances (or release substances) which no



The effectiveness of laundering depends on several factors: the detergent, the water temperature and hardness, the washing machine, the soiling severity and the textile which is being washed."

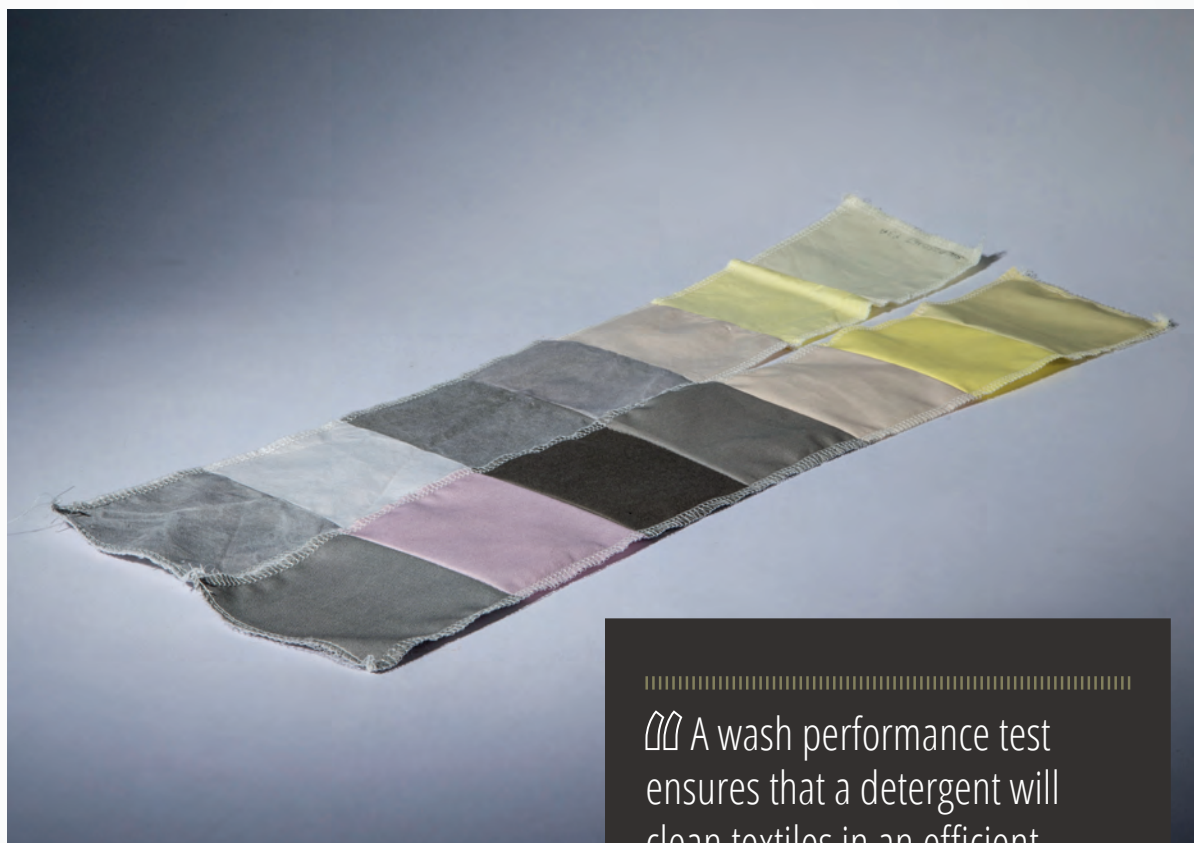
product may include. Such statements include: 'may cause cancer' or 'may damage fertility or the unborn child'.

**Instructions for best environmental use:** Dosage recommendations shall follow the requirements in the Detergents Regulation 648/2004/EEC and must appear clear and readable on the product packaging. Information on the packaging is to highlight appropriate washing advice and must include instructions to 'Wash at the lowest possible temperature' and 'Always wash with full load'. The label should also say that 'Using this Eco-labelled product according to the dosage instructions will contribute to the reduction of water pollution, waste production and energy consumption'.

**Tested and guaranteed wash performance:** An EU Eco-labelled product will have been compared in its washing performance with a reference detergent, according to the EU eco-detergents performance test 'Award of the EU Eco-label to laundry detergents: performance test of household detergents'.

**Wash performance testing:** A wash performance test ensures that a detergent will clean textiles in an efficient manner when used at the correct dosages as recommended by the manufacturer. Testing against EU Eco-label requirements, however, also assesses other important characteristics of washing performance, such as fibre damage and build-up of encrustations on fabrics, which can decrease the flexibility of fibres and possibly shorten the fabric life. This is done by carrying out multiple wash cycles but without any intermediate wear periods.

The basic principle of a wash performance test is to compare the test detergent with a standard reference detergent of known satisfactory performance properties. The test is carried out using 25 cycles for heavy duty and 'colour-safe' detergents and 15 cycles for light duty detergents. Special white clean, soiled and stained swatches are used as controls or monitors for determining cleaning performance.



Whiteness and colour change are calculated from colour measurements taken on standard white cotton cloths, which are also used in the tests for monitoring of fabric damage and fabric encrustation.

Soil and stain removal are determined by measuring the intensity of the colour of the monitors before and after washing and calculating difference values which are compared to those for the reference detergent.

Dye transfer for 'colour safe' detergents is determined using a standard cotton or polyamide nylon fabric as a dye acceptor, and a dyed fabric with poor water fastness as a dye donor. Samples of the two fabrics are washed together at the appropriate temperature in a washwheel type apparatus containing a wash liquor prepared from the test detergent. A control test with no dye donor fabric is also carried out. Colour differences between the standard fabrics from the two tests are determined using a spectrophotometer.

Criteria, summarised in the following table, are specified for the minimum standards of washing performance which have to be fulfilled by the different detergent products under

“A wash performance test ensures that a detergent will clean textiles in an efficient manner when used at the correct dosages as recommended by the manufacturer.”

test in order to meet the requirements for the EU Eco-label. A product meets the requirements if it shows better or equal results in all criteria than a calculated value which has been derived from the results obtained for the reference product.

The testing procedure is scheduled to be simplified while still ensuring that products meet stringent criteria.

## EVALUATION CRITERIA FOR THE WASH TESTING

Test criterion	Type of detergent		
	Heavy duty	Colour safe	Light duty
Soil removal	yes	yes	yes
Stain removal	yes	yes	yes
Colour change	yes	no	no
Whiteness	yes	yes	yes
Fabric damage	yes	yes	no
Fabric encrustation	yes	yes	yes
Dye transfer	no	yes	no

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# CLEANEX KEEPS STOKE CITY FC GROUND

IN  
PREMIER  
CONDITION



Premier league football club Stoke City is regularly home to over 28,000 fans. The Potters are the second oldest professional football club in the world and the stadium also includes a second football pitch sized training academy in Stoke on Trent, Staffordshire

**W**ith a reputation to uphold both on and off the pitch – the team also needs to keep its house in order which is why for the last two years they have enlisted the help of Industrial Cleaning specialists, Cleanex Contract Service Limited - part of AM Services Group - to keep the Bet 365 stadium in premier condition for its fans and players alike.

Based next to a large industrial incinerator and on the edge of the A50 – the direct route in and out of Stoke on Trent – the Stadium is subject to constant airborne pollution and contaminates from the environment which settle onto the landmark. This has created the need for regular industrial cleaning, especially at height, to keep it in fan-worthy condition.

Earlier this year, the team at Cleanex were brought in to facilitate the difficult task of high level jet washing the exterior of the stadium including all of its cladding. The team also cleaned the two bronze statues of its former players, Stanley Matthews and Gordon Banks, the main reception and also handled both the internal

and external cleaning of the vinyl dome at its training academy – which stands over 10 metres high at its highest point.

🏗️ The Stadium is subject to constant airborne pollution and contaminates from the environment which settle onto the landmark. This has created the need for regular industrial cleaning, especially at height."

to consider public safety due the size and scale of the machinery being used – which ranged from 7-15 tons. Their solution was

A team of three from Cleanex tackled the essential exterior works, which despite being at high level, posed no major challenge for the experts who are well versed in complex, power washing techniques and experienced in working at height. However, due to the location of the areas which required cleaning there were a number of logistics to manage. The team had

to set up clear 'exclusion zones' around the machines. It was also necessary to manage and temporarily stop the flow of the traffic around the stadium – whilst re-routing pedestrians for their own safety. This ensured safe completion of the job with minimum disruption or impact to the public.

High level access equipment in the form of 125ft cherry pickers was selected to enable the team to reach the heights required to do the job. A petrol powered vehicle housed the jet washing units which were mounted onto trailers alongside containers holding 1,000 litres of water. The team then used the high pressure jet washers to blast the cladding clean and licensed stand pipes for water were used to jet wash the exterior of the stadium & training academy in just a week.



On this occasion the firm was able to avoid any chemical cleaners and found the sheer pressure of the water sufficient to thoroughly clean the cladding and structural steelwork of the stadium. The operatives rigorously undertook the job working with the complex machinery.

During this time however, other major works were also being completed around the stadium including the removal and renewal of the pitch. This meant that the Cleanex team not only had to consider

their own logistics, but they also had to work around the other contractors which entailed early starts and late finishes to get the job done.

Chris Condliff, operations director at Cleanex said: "This is the second time we have completed large and detailed works for Stoke City and we have now established a very strong relationship with the team at the ground. It was fantastic to see the job fulfilled especially due to its complex and somewhat dangerous nature with all of

the heights involved. The added challenges of working around the ground workers and negotiating access for all of our heavy machinery were just part of the job. We found a solution that worked for everyone and this included some additional work outside of hours but it was necessary to get the job done professionally and to the best of our ability. We completed the works over three weeks due to the sheer size and scale of the grounds and were very pleased with the end results."

# FAREWELL TO SCAFFOLD

Mark Styles, managing director at Thomann-Hanry explains how its unique system - façade gommage - offers an alternative to scaffold in the exterior cleaning industry

**A**s 'falls from height' remains one of the most common causes of fatalities and major injuries in the construction industry today, with more than five incidents every day, managing director of leading building cleaning and restoration company Thomann-Hanry, Mark Styles, calls on the property industry to avoid scaffold when possible, especially when cleaning the exterior of buildings.

"In the building cleaning industry today, the use of scaffold is largely avoidable bringing huge benefits to the safety of workers who can instead work from the more secure environment of an enclosed cabin. With frequent incidents, the reassurance of cleaning a building without the use of scaffold is appealing to the workforce as well as the proprietor. We want to highlight this and help re-enforce this message across the industry," comments Mark Styles.

In addition to the safety implications, avoiding unsightly scaffold when exterior cleaning works take place ensures business can run as usual, minimising loss of trade, maximising profit potential and maintaining an 'as normal' functionality, whatever the business - especially beneficial to those in retail or the hospitality trade.

"In the building cleaning industry today, the use of scaffold is largely avoidable bringing huge benefits to the safety of workers who can instead work from the more secure environment of an enclosed cabin."

Thomann-Hanry is currently in the process of cleaning Primark on Oxford Street, London - with a high footfall location maintaining the flow of trade is critical to the business and was a driving force as to why façade gommage was chosen as opposed to scaffolding.

Lack of scaffold also ensures vastly improved security during the operational period - a particular benefit to sectors where security is paramount such as banks or hotels.

Mark Styles continues: "When considering an exterior clean, using a unique system that does not require the use of scaffold, such as 'façade gommage' by Thomann-Hanry, is a huge benefit not only to the safety of workers but to the functioning business as works take place. Not only do we have a number of high profile banks and hotels as clients

but interestingly many leading property companies - Land Securities, Grosvenor Estates to name a couple - have chosen the scaffold-free technique when cleaning their own buildings, which has to be the best endorsement 'going scaffold-free' can get.

Eamon Condon, contract administrator, Land Securities, commented: "Land Securities is the largest property company in the UK with a 40 metre high 'head office' building on one of London's busiest streets with retail tenants below. When Thomann-Hanry approached us saying they could not only clean all the stone, aluminium and glazing from platforms but replace sealant and defective grout without scaffold as well, we were intrigued. Their systems performed exactly as they said they would and were a perfect fit with our image as an industry leader."

With industry leaders choosing scaffold-free options and the reassurance of safer working practices, when considering your façade maintenance don't look further than Thomann-Hanry.



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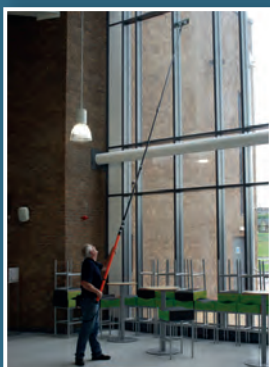


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# RISING TO THE ESCALATOR CHALLENGE

As escalators and travelators require special measures, they're often cleaned less often than surrounding floors. But thanks to a new low-cost manual cleaning system, facility managers no longer face the dilemma of watching cleaning costs go up or cleaning standards go down, says James White, managing director of Denis Rawlins Ltd

**When it comes to cleaning, most buildings have their hotspots, or perhaps a better term would be blackspots. These may be where footfall is heaviest, places most prone to spillages or slips, or toilet facilities where any inadequacy in cleaning methods or response times soon lets the customer (and the management) down.**

But there is another area that may be treated as a special case for cleaning, and it's to be found in many retail stores, transport terminals and larger office blocks – the escalator.

How often should an escalator, or travelator, be cleaned? By their electro-mechanical nature, they may be quite distinct from any other floor surface in a building, but in this respect escalators are no different.

The level of traffic and type of dirt they accumulate – spilled drinks, dust, mud, salt, food and also grease build-up from their underlying mechanical parts – should determine the cleaning requirements. That may be daily cleaning for heavily trafficked escalators or weekly if the usage is moderate.

So if the floors leading to or away from escalators are cleaned daily, the same cleaning frequency should apply as to those neighbouring areas.

The problem – or what up to now may have seemed like one for facility managers – is that a different cleaning method is required. This raises a series of questions, and potential headaches.

Do we risk damaging the electrics or causing corrosion of its metal parts by adapting our existing cleaning techniques? Should we invest in a specialised cleaning machine? What about training and then rostering those instructed in its use? Should we instead pay specialist contractors to do the job? How do we integrate escalators into routine cleaning? Can we justify the additional investment or expense?

Queries like these provided an extra spur to our ongoing market research. We comb the world of cleaning for innovative technology and equipment. Sometimes a more technically advanced and sophisticated machine offers a competitive advantage over existing

methods. But as our diverse product line-up shows, we're agnostic as far as technology is concerned. Our focus is on cleaning results and cost-effectiveness.

So it may seem ironic that the method that rises to this challenge for a mechanically driven floor surface is manual. Facility managers may also be surprised that the most effective way of cleaning their most expensive flooring asset is also the most economical.

The solution, which is new to the UK, is the REN Clean system.

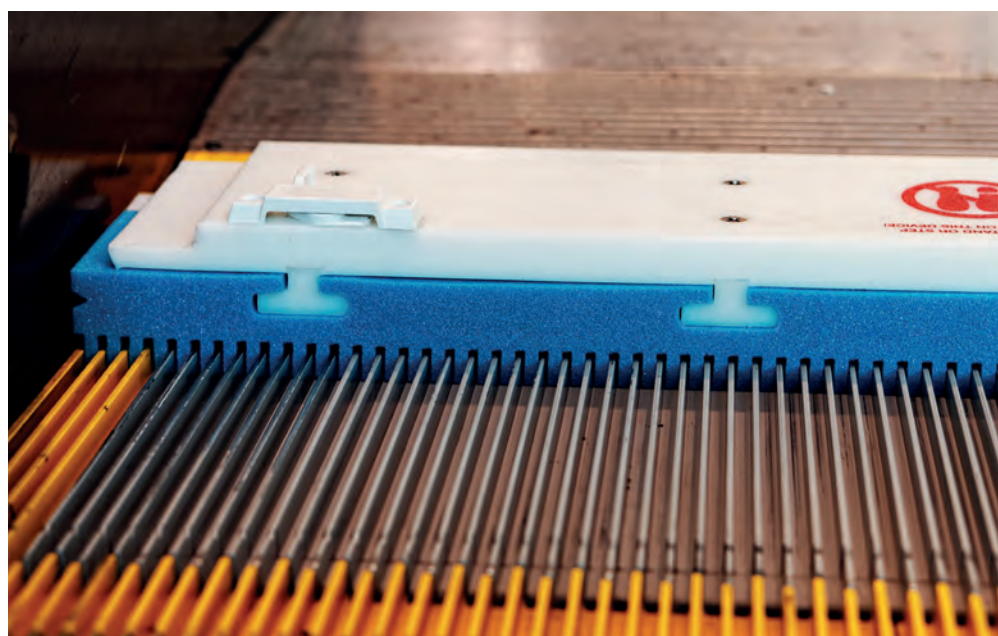
This simple cleaning method relies on an engineered sponge pad that fits into the treads of an escalator. It is positioned and removed easily by one person.

There is no need to stop the escalator or travelator, and no power supply is required. The actual cleaning process only takes minutes, so the entire operation is quick and avoids disruption.

## HOW REN WORKS

Designed in the US, the REN cleaning system is covered by pending patent applications.

**“If the floors leading to or away from escalators are cleaned daily, the same cleaning frequency should apply as to those neighbouring areas.”**



There are two types of REN Clean pad tailored to fit the cleat pattern of the standard escalator designs in the UK and other countries (see on the next page).

The other components of the system are a pad holder with a telescopic handle for positioning the cleaning sponge, and a container for storing the pad. This doubles as a trough for the cleaning solution, and immersing the pad before the cleaning operation.

As the saturated pad and its holder are light in weight, little effort is required to place the REN Clean sponge against the combplate in the top or bottom landing platform of the escalator.

The pad slots into the spaces between the metal cleats. As soon as the device drops into place, cleaning begins. As the oncoming treads of the steps pass through the pad, it removes and absorbs the dirt, grease and soils from the escalator.

Apart from modest downward pressure on the pad to keep it securely in place, no other effort is required as the motion of the escalator provides the cleaning force.

Typically, a complete cleaning cycle takes no more than 3-5 minutes. Once removed from the tread, the used pad clearly shows the amount of soil that's been removed. The sponge pads are designed for regular cleaning so they can be washed and re-used.

The entire escalator or travelator cleaning operation should take no longer than 15 minutes.

Additional time may be required for non-routine cleaning, but again, this is straightforward. Where an escalator is heavily soiled and restorative cleaning is needed, we recommend pre-spraying the steps with cleaning solution and allowing 5-10 minutes' dwell time to loosen the encrusted contaminants.

Regular cleaning can then guard against any future build-up of soil.

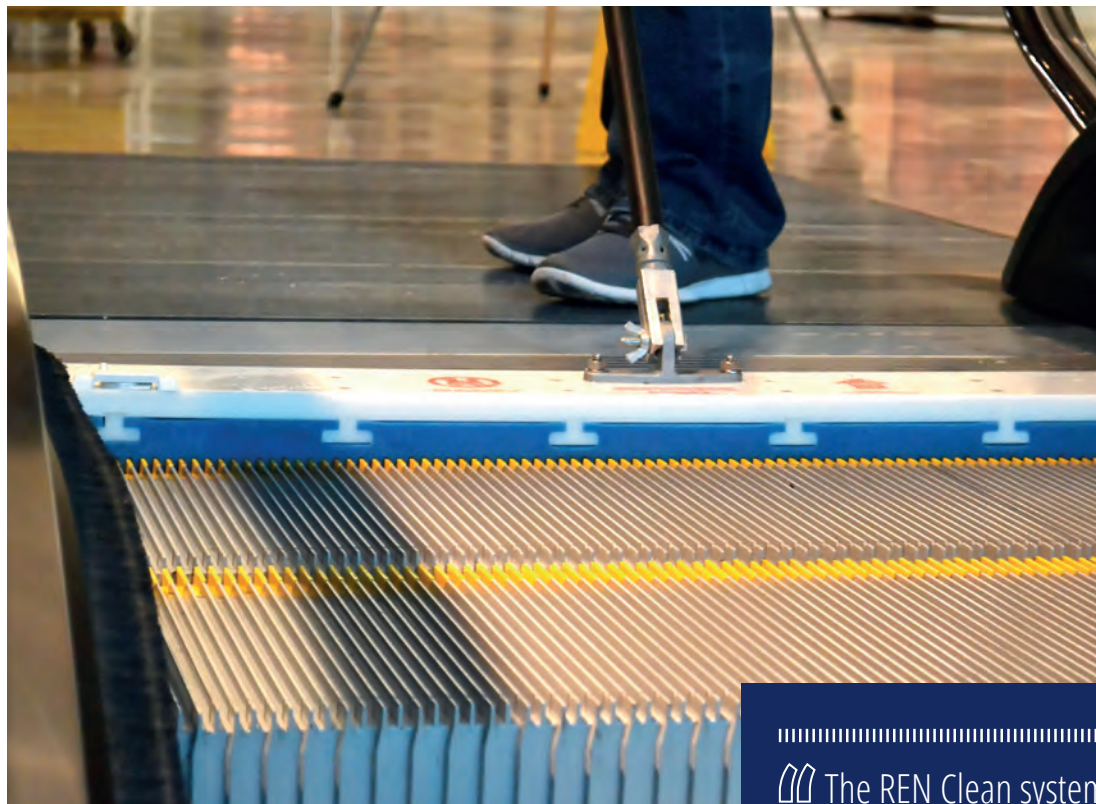
#### BENEFITS OF REN

A stream of advantages, which are inter-related, flow from this approach to escalator cleaning.

The simplicity of the REN Clean system means that the cleaning of escalators and travelators is a one-person operation. Given that minimal training and effort are involved, this is a task that can easily be delegated to various members of the cleaning team.

Also as the cleaning cycle is so short, integrating the operation into the daily or routine floor cleaning regime should be straightforward.

With no need to transport, set up and connect a machine to the power supply, any disruption to building users is minimised and there are no trailing cables to pose a trip



“The REN Clean system’s engineered pad removes soil from escalator treads without wear and tear.”

risk. Nor do escalators need to be turned off and on again. For this reason, obviously, it is necessary merely to cordon off the entrance and exit platforms from use during cleaning.

Spillages of drinks and other liquids present a greater risk both to building users and the working components of the escalator. This rapid cleaning system can be quickly deployed in emergencies.

Specialist cleaning machines for escalators tend to suffer from significant drawbacks – such as being large and cumbersome to use, a tendency to clean aggressively or heavy water consumption. Alternatively, using general cleaning equipment intended for normal flooring risks serious damage to the asset or injury to the operative.

The REN Clean system’s engineered pad removes soil from escalator treads without wear and tear, and its cleaning solution is specially formulated for use on escalators and travelators.

Important as these benefits are, above all, it is the cost-effectiveness of the system that is decisive. It is all too common in floor cleaning to see high-cost machines – sometimes over-engineered for the task – providing a poor return on investment. That risk is higher for specialised kit used less frequently or just for short periods within the cleaning shift.

The beauty of the REN Clean system is that the costs of acquisition, use and consumables are all modest by comparison. And crucially, this method of cleaning is highly effective.

Maintenance and cleaning specialists who have tested REN Clean on some of London’s longest and busiest escalators have told us its cleaning performance is superior to that of specialist machines.

Facility managers and cleaning contractors who have seen the system in action have also been impressed. The response so far to our REN Clean

demonstrations in shopping centres, stores, banks and airports has been enthusiastic.

It means that facility managers need no longer face the dilemma of watching cleaning costs go up – to pay for specialist contractors or equipment – or standards of cleanliness go down, as escalators are cleaned ineffectively or less frequently than other floors.

Travelators and escalators may be a special case for treatment, but REN Clean means any cleaning team can easily rise to the challenge – within their daily cleaning routine and budget.

## TYPES OF PAD

Choosing the right REN Clean pad is simple. There are two types to fit the tread grooves on any escalator or travelator.

To identify the right pad to use, you can use a REN fit card or simply count the number of cleats per foot width.

Escalators with 36 – manufactured by Otis and Fujitec – require the W-series REN Clean pad. The V-series pad is designed for escalators with 34 cleats, the design favoured by Schindler, Kone, Westinghouse, Mitsubishi, ThyssenKrup and Haughton/Peelle.

Each pad is available in three lengths as escalators also vary in width.

## CLEANING SOLUTIONS

The cleaning solutions used must be designed specifically for cleaning escalators and travelators. Tread Clean is the trade name of the liquid concentrate recommended for use with the REN Clean system.

It has a special, non-corrosive formulation that ensures regular cleaning will not harm escalator mechanics, plastic parts, and aluminium or painted treads. Diluted 10 to 1, this solution dries quickly, leaving no sticky residue.

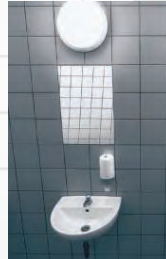
Tread Clean is non-toxic, non-hazardous as waste and biodegradable. It also complies with clean air and VOC standards.



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PASSIONATE ABOUT CLEAN

# TORK IS HEADLINE SPONSOR OF 2016 LOO OF THE YEAR AWARDS

**Tork has signed up to be Headline Sponsor of the Loo of the Year awards for the second year running.**

Tork has a long association with LOYA and was an associate sponsor of the contest for eight years before becoming Headline Sponsor for the first time in 2015.

"By taking on this role once again we are showing our commitment to the Loo of the Year Awards," said SCA marketing communications manager Jamie Wright. "We are also making clear the fact that Tork fully supports LOYA's endeavours to put clean, hygienic washrooms at the top of the agenda and ensure that they are within reach of everyone.

"We are passionate about improving washroom standards nationwide and the fact that our values are closely aligned with those of the Loo of the Year Awards makes the tie-up an exceptionally good fit."

The objective of the awards – which have been running since 1987 – is to encourage the highest possible standards in away-from-home toilets.

"Everyone has a shared responsibility to make this happen – toilet providers, managers, washroom suppliers, contractors, staff, visitors and customers – in fact all toilet users," said Loo of the Year Awards managing director Mike Bone.

"Tork is a leading global brand in workplace hygiene and we are proud to be associated with them. We are delighted that Tork has committed to a second year as Headline Sponsor."

This year's event will take place Friday December 2 at St Johns Hotel, Solihull. Last year's winner of the Tork Loo of the Year Awards Trophy was We Clean with other awards going to Asda,

McDonald's and JD Wetherspoon.

Several Tork representatives will attend this year's event and a key official will present the overall award.



🏠 [www.loo.co.uk/2/2016-Tork-Loo-of-The-Year-Awards](http://www.loo.co.uk/2/2016-Tork-Loo-of-The-Year-Awards)

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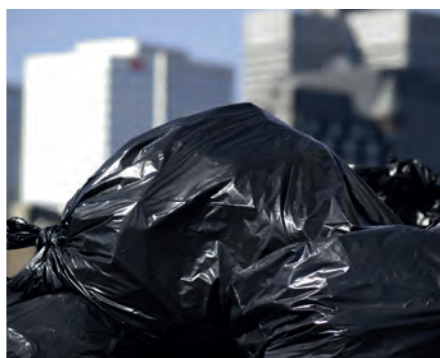
## CROMWELL LAUNCHES BLACK SACK FRIDAY

Specialist waste management sack supplier Cromwell Polythene has come up with a novel twist on 'Black Friday', the American shopping event that takes place on the Friday after Thanksgiving each year and which has provided a massive boost to retail sales since its UK introduction in 2010.

To coincide with this year's event on 25 November the Leeds-based company is launching 'Black Sack Friday', when a wide selection of its best-selling black sacks will go on sale at pre-Brexit prices or less.

"It's no secret that the steep decline in the pound's value since the referendum has had a significant impact on all imports or that many waste management and recycling sacks are manufactured overseas," says James Lee, Cromwell Polythene's managing director.

"Black Friday has become a major shopping day in the UK since its export from the other side of the Atlantic, with research showing that 83 per cent of people here are familiar with the term. Black Sack Friday, which is Cromwell's take on the event, is our way of mitigating the impact of currency fluctuations by discounting some of our prices and giving customers some real bargains."



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Whether you are preparing for a busy event or that unexpected rush of patrons, short dishwasher cycles are best for businesses as they allow for a fast turnover of dishes and glasses. Fairy All in One Capsules' superior formula ensures no residue is left behind, whatever the cycle, meaning there's no need to pre-rinse and rewash, allowing for the most optimised operations process. It also means capsules can be used in short dishwasher cycles, saving money on energy and bills.

What's more, Fairy All in One Capsules are also phosphate-free, ensuring reduced environmental footprint with no trade-offs, leaving no room to negative reviews.



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## CROMWELL APPOINTED TO NPS FRAMEWORK

**Leeds based Cromwell Polythene has been named as a preferred supplier of specialist waste management and recycling sacks to the National Procurement Service (NPS), the first cross-sector collaborative framework for the Welsh region.**

The company has been awarded a place on the waste disposal bags framework for three product categories - domestic and commercial refuse bags, compostable liners and miscellaneous waste sacks, together worth a potential £13.5 million.

Announcing the award Cromwell managing director James Lee said: "While being appointed to the framework is in itself a significant achievement, we are very much aware that the NPS's 73 customers are at liberty to award contracts either directly, by undertaking a desktop analysis of framework rates, or to undertake a further competition against their specific requirements.

"Having now been nominated by most of the major frameworks in the UK - and gained significant incremental business as a result - we are confident that with this appointment we can similarly reinforce our strong market position in the Welsh public sector."

Launched in November 2013 and hosted by the Welsh Government, the NPS was established to work on behalf of the wider public sector across Wales. By using this combined purchasing

power its goal is to secure annual savings of £25 million. Like other frameworks these professional bodies help local authorities and others to aggregate their procurement demands and achieve efficiency and cost savings across a range of products known for their

reliability. Delivering best value to their members, the combined purchasing power of these organisations is significant.



✉ [info@cromwellpolythene.co.uk](mailto:info@cromwellpolythene.co.uk)

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## ESCALATOR CLEANLINESS GOES UP AS CLEANING COSTS GO DOWN

**Simple REN Clean system makes daily and responsive cleaning easy.**

NBuilding managers need no longer compromise on escalator cleaning following the UK launch of a low cost and highly effective manual cleaning system.

Despite being the most heavily used, expensive and potentially dangerous piece of flooring in many buildings, escalators and travelators tend to be cleaned less often and less effectively than the floors around them.

Floor cleaning teams often steer clear for fear of damaging escalator machinery while specialised cleaning and equipment are expensive.

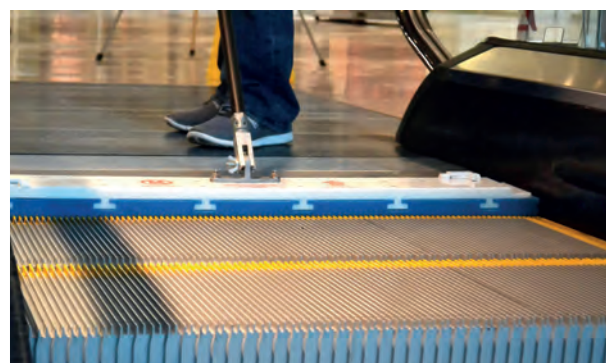
But now escalators and travelators can be integrated into the daily cleaning routine easily and cheaply with the REN Clean system.

Introduced to the UK by Denis Rawlins Ltd, REN Clean uses an engineered sponge pad that slots into the treads of the escalator, effectively combing dirt, grease and other soils from the oncoming steps. The REN pad holder is light and

has a telescopic handle. It takes just one person as little as 15 minutes or less to soak the pad in a trough of solution, fit the pad, and remove it after a thorough cleaning cycle.

"We've demonstrated the REN Clean system in banks, shops, shopping centres and airports," says James White, managing director of Denis Rawlins, "and the consensus is that this is a welcome cost-saving alternative that will allow more frequent and effective cleaning.

"Specialist escalator maintenance and cleaning teams have even told us that REN Clean cleans



better than a machine."

REN Clean can be used for routine and restorative cleaning and for clearing up spills.

The pads can be washed and re-used. There are two types of pad tailor-made to fit each of the standard escalator tread profiles.

No power supply is needed - just light downward pressure on the telescopic handle - as the escalator's propulsion provides the cleaning force.

The REN Clean system was designed in the US and is distributed in the UK by Denis Rawlins Ltd.

🏠 [www.rawlins.co.uk/brand/ren-clean/](http://www.rawlins.co.uk/brand/ren-clean/)

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