



HYGIENE
Cost effective cleaning



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CI-IT THIS MONTH...



INFECTIONS

Managing the risk of infectious outbreaks is not just about deep cleaning and disinfectant, says James White, managing director of Denis Rawlins Ltd. To be truly cost-effective, routine cleaning needs to be hygienic.

HEALTH AND SAFETY

Health inspectors have always been a figure of fun in sitcoms but the problems with hygiene in cafes, restaurants and the like are becoming more and more common. CHT investigates.

GREEN CLEANING

Environmental sustainability is a key issue across a number of sectors, not least in the area of facilities management and contract cleaning. Businesses across the supply chain are demanding to see evidence of 'green credentials' from all their suppliers, pushing this requirement to the forefront of commercial operations.

SCRUBBER DRIERS

Scrubber dryers earn the role of cleaning workhorse by virtue of their versatility alone. But going cordless leads to a raft of further advantages, says Stephen Pinhorne, UK national sales manager of Truvox International.



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

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NEWS

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

OPINION

Universities are legally required to responsibly manage the wastewater they produce. The growing size of university campuses makes effluent management a huge task. Here, Bernard Daymon, president and CEO of global water, energy and maintenance solutions provider NCH Europe explores further.

OPINION

Barbour lets you know everything you need to about first aid.

OPINION

Within the Morclean range of scrubber dryers the benefits that can be sought from using cordless equipment is abundant. From using either petrol or battery alternatives, each model is built for purpose and its own unique application. Whereas previous models may have restricted versatility and freedom of movement, the cordless versions are now taking prominence on the market and it's becoming a rarity for cord versions to be chosen.

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O'BRIEN BAGS £3M SHOPPING CENTRE DEAL

O'Brien has secured a five-year, £3 million deal to supply waste recycling services for shopping centres intu Metrocentre & intu Eldon Square.

The contract will see O'Brien supply a range of waste recycling services for the busy shopping centres, including providing dedicated recycling teams responsible for retailer engagement, on-site segregation and baling of valuable materials for direct sale from the facilities.

The growing regional business has worked successfully with intu for many years, with the new deal facilitating its continued expansion as it heads towards its 10th anniversary.



Commenting on the contract award, Nathan O'Brien, managing director for O'Brien Waste Recycling said: "To secure these two contracts is testament to our business and ability to provide innovative solutions to long standing clients whilst at the same time securing new business. We will always remember where we started and those loyal clients who believed in our vision. In these challenging times it is refreshing that strong relationships and long term goals can still outweigh short term financial gains."

CHURCHILL SUPPORTS SPT THROUGH IMPROVEMENT WORKS

Churchill's Strathclyde Partnership for Transport (SPT) cleaning teams got on board to help with improvement works during the recent closure of the Glasgow Subway.

For the first time in 30 years, the subway stations known as 'Clockwork Orange' closed for five weeks during July and August to carry out various improvement works including laying new tracks in anticipation of driverless trains which are looking to be introduced in 2019.

With the subway closed SPT also took the opportunity to continue with other refurbishment works which have been ongoing since July 2011.

Churchill was awarded the Clockwork Orange cleaning contract in May 2014. Comprising of 15 stations, Churchill is responsible for the cleaning of stations, platforms, ticket offices and staff areas. Churchill also has a

nightshift team responsible for cleaning the trains and tracks in line with operational times.

Commenting on the teams work during the closure, Janice Joyes, contracts manager, said:

"The dust within the stations and the evasive works going on made our normal tasks much tougher but here in Glasgow we like a challenge and all staff worked together to ensure SPT had its stations in a clean condition for re-opening. Every day for five weeks we carried out a builders clean to all stations and then started again the next day.

"Our staff worked extremely hard during this time. Well done to all involved."

ITV LEEDS ACHIEVES 100% DIVERSION OF WASTE FROM LANDFILL

TV studios in Leeds, the home of the soap drama Emmerdale is celebrating its achievement in diverting 100 per cent of its waste from landfill in



partnership with Elite Cleaning & Environmental Services and B&M Waste Services.

Elite Cleaning maintain the facilities at the ITV sites and carbon neutral B&M Waste Services has assisted in implementing successful recycling and waste management strategies to achieve the overall goal of diverting 100 per cent of its waste from landfill.

Elite Cleaning's choice of waste service provider was B&M Waste Services, who work with businesses across the Leeds region and beyond to improve their recycling levels, and are carbon neutral, which aligns with Elite and ITV's sustainability agenda.

Since working with Elite and ITV, B&M Waste has introduced a range of simplistic total waste management solutions to improve the amount of waste that can be recycled.

Mick Ashall, director at B&M Waste Services, said: "It's great working with such a forward thinking company such as Elite who have always taken pride in segregation and recycling. We look forward to continuing our work with Elite Cleaning and further improving segregation at the ITV sites and increasing their recycling levels too. It's important to provide not only great products and services but top level customer service as well."

David Hartley from Elite Cleaning said: "Since working with B&M Waste the bins are emptied at a time to suit ITV and ourselves, nothing is too much trouble for the drivers, they do a great job. We look forward to continuing our work with B&M Waste, and we are thrilled with our current diversion from landfill levels and look forward to the future and improving it further. While working with B&M we are confident we can achieve this goal."

OLTEC FM EXTENDS TRIDENT RETAIL PARK CONTRACT

Oltec FM has been awarded a one-year extension to its contract at Trident Retail Park in Runcorn.

The Wigan-based full service building and facilities management company has operated all cleaning and security services for the retail park since May 2015 which houses a range of shops including TK Maxx and Aldi. The park is also home to Cineworld Runcorn, a 9-screen multiplex cinema and a number of dining destinations including Pizza Hut and Domino's Pizza.

Commenting on the contract extension, Learnna Roberts, Oltec FM support manager for Trident Retail Park said: "We have established a strong working relationship with the management team at Trident Retail Park and the customers we serve. Securing this contract extension is a real testament to the hard work and experience of the whole team.

"Our team at Trident Retail Park regularly go above and beyond to deliver the best possible service. A number of team members have received commendations from head office for their dedication and commitment; notably staff have worked through breaks, come in early to deal with a power cut and also provided excellent rapid response first aid in an emergency situation."

Mark Browitt, facilities manager at Mayfield Asset and

Property Management Ltd, which manages Trident Retail Park added: "Oltec's expertise is key to helping us provide a high-quality experience for visitors. The

business has built up a track record of delivering excellent services and we're very much looking forward to continuing this successful partnership."



NEWS 🚱



HELISTRAT ACQUIRES ECOSURETY'S WASTE **MANAGEMENT BUSINESS**

nvironmental consultancy and contract management partner, Helistrat, has agreed to take over the waste management arm of resource efficiency specialist, ecosurety.

The acquisition sees Helistrat expand its waste management business by over £1.5 million per year and comprises a number of blue chip clients including Britvic, Birdseye and Hain Daniels. The deal will also enable ecosurety to focus on its core service offering as a compliance scheme.

Commenting on the acquisition Helistrat's CEO, Harvey Laud, said: "This acquisition is clear evidence of our commitment to growth both organically and through targeted acquisitions.

"We would like to welcome our new customers to Helistrat and look forward to building on ecosurety's high quality service levels, whilst working to optimise the environmental and commercial benefits of improved materials management."

Steve Clark, ecosurety's chairman, said: "This strategic agreement allows ecosurety to focus on its core business of environmental compliance, where we're challenging the market to bring ever-greater efficiency and innovation for the benefit of our members.

"Over the past six years, we've worked with several of the same clients as



Helistrat and been impressed by their focus on supply chain accountability - one of the most critical areas when dealing with waste.

"With ecosurety facing so much opportunity to grow its core compliance business, the time was right to transfer our waste arm to Helistrat, who are experts in waste and share our aspirations for excellent customer service, continual improvement and resource efficiency."

A small team of employees responsible for supporting the ecosurety waste business will transfer over to Helistrat.

MONTHIND CLEAN LLP HAS THE 'EXOR' FACTOR

onthind Clean LLP has achieved exor accreditation, demonstrating the ontning clean LLF has achieved exp. services of company's ability to meet the rigorous pre-qualification requirements within the private and public sectors.

The East Anglia-based firm recently received accreditation from exor, whose



standards are recognised as being amongst the highest in its industry.

Tony Felgate, Monthind partner,

"At Monthind, we strive to exceed the expectations of our clients; exor accreditation demonstrates our capabilities and further underpins the trust our clients place in us."

Established in 1997 to supply an efficient, outsourced supply chain service, exor understands that the management of risk is a central issue in the procuring of goods and services, adopting a thorough and robust approach to independently check and validate supplier information. Only suppliers and contractors that can attain and maintain these high standards gain admission to the approved exor supplier database.

John Kinge, technical director of exor said:

"Organisations need to be able to ensure that their supply partners are reliable, financially stable and compliant with all relevant legislation. A third party accreditation scheme can be an efficient way in which to manage complex compliance issues such as these.

"With robust supplier management in place, the company at the top of the supply chain will have the confidence they need to outsource vital services, which removes the hassle of verification and gives piece of mind that they are adhering to regulation and industry best practice."

ISSA ANNOUNCES THIS YEAR'S AWARD WINNERS

lobal cleaning industry association, ISSA, has announced its 2016 Award winners. The recipients will be presented with their accolades during ISSA/ INTERCLEAN North America 2016, which takes place October 25-28 in Chicago.

The award winners are as follows:

Jack D. Ramaley Industry Distinguished Service Award The Jack D. Ramaley Industry Distinguished Service Award may be conferred by the board to those individuals who have demonstrated outstanding service to the cleaning and maintenance industry through their innovation, professionalism, leadership, elevation of industry standards, promotion of the Association's growth and development, unselfish dedication without personal gain, and emulation of the ISSA Code of Ethics.

Award winner – John P. Garfinkel, ISSA vice president of corporate development and former ISSA executive director.

Manufacturer Representatives' Distinguished Service Award The Manufacturer Representatives' Distinguished Service Award recognises a person within the industry who has had a positive impact on the industry and the association and who has been supportive of manufacturer representatives. The award is presented on behalf of all

independent manufacturer representatives.

Award winner - John Miller, executive vice president of sales and marketing for Americo Manufacturing Co.



The YES Industry Special Achievement Award honours an individual or company from our industry who has made substantial contributions to the advancement of the cleaning industry and ISSA and who has demonstrated strong support of YES.

Award winner – Jon Scoles, president of Scoles Floorshine Industries.

YES Rising Star Award

The YES Rising Star Award recognises emerging leaders who are helping to change the way the world views cleaning by making positive and innovative contributions to their organisations and the overall cleaning industry.

The winners of this inaugural award are:

- Kory Deering, KSS Enterprises
- Stacey Wong, Servicon Systems
- Arturo Garcia III, American Maintenance & Supplies



COMMENT

BACTERIA, BUT NOT AS YOU KNOW IT

Cleanliness is not something normally associated with university life. If you've ever set foot in a student house, you'll know that coursework and cider take priority over cleaning. However, universities are still legally required to responsibly manage the wastewater they produce. The growing size of university campuses makes effluent management a huge task. Here, Bernard Daymon, president and CEO of global water, energy and maintenance solutions provider NCH Europe explores further

There are a range of reasons why it's vital to effectively clean up wastewater in universities. The number of young people going to university is continuing to increase, with 410,000 students accepted into university in 2015. To meet with the rising influx of students, today's university campuses are the size of small towns, with a variety of onsite facilities including accommodation, lecture theatres, libraries, bars and food outlets.

As these amenities continue to expand, the large quantities of wastewater that they produce also starts to increase. The presence of waste within a university's water systems poses its own challenges for facilities managers, especially in relation to legal effluent discharge levels and their corresponding Mogden charges.

MINIMISING MOGDEN CHARGES

At times when universities are facing increasing cuts, the last thing facilities managers want to face is fines for illegal wastewater management under the Water Industry Act 1991. Companies pay an annual fee to hold a license in order to discharge effluent but there are strict limits on the amount that can be discharged.

The Mogden Formula calculates charges per every cubic metre of trade effluent discharged into public sewers, taking into account variables including volume, amount of chemical oxygen demand (COD) and suspended solids (SS). Extra charges are incurred where there are higher levels of contaminants in the effluent than legally allowed, which often occurs during peak university seasons including freshers' week and the beginning of term.

So how can facilities managers take control of their Mogden costs? Many

universities management teams are unaware that they can significantly reduce the Mogden charges that they incur through effective wastewater treatment that breaks down one of effluent discharges main culprits, the buildup of fats, oils and greases (FOGs).

SAYING GOODBYE TO FOGS

Imagine every single café, bar and restaurant located on a university campus. Now imagine the sheer volume of food and drink that is produced to meet the demands of the 410,000 students who walk through their doors. Every single one of these amenities will discharge fats, oils and greases down their drains and sinks as part of the food manufacturing process.

This commercial waste can become trapped and start to decompose, creating foul odours, which are unpleasant for students, staff and visitors. Aside from the negative impact on reputation that unpleasant odours can create, they can also cause damaging effects to a university's water system if they remain untreated.

The build-up of FOGs within a university's water system can lead to the formulation of fatbergs which are congealed forms of fat that lead to the significant blockage of pipes. While pipe repair and replacement is a costly exercise in itself, the staggering Mogden charges that fatbergs incur can escalate into hundreds of thousands of pounds.

SIMPLE SOLUTIONS

So how can facilities managers stop fatbergs from forming within their water systems? While preventing the formation of fatbergs may initially seem a complex equation in itself, the changing frequencies in footfall and food production creates further complications for facilities teams.



Universities frequently experience peak spikes in activity, such as on open days when thousands of potential students can attend, or during fresher's week, where thousands of students will descend upon all the campus bars and food outlets every night for a week. This means that it's hard to effectively keep up successful wastewater management to remove the presence of FOGs at peak times, under intense pressure. It's therefore important that wastewater management systems can work flexibly and quickly.

Bacteria are normally something that comes to mind when you think about cleaning up waste rather than combatting it. However, new active bacteria solutions such as NCH Europe's FreeFlow and BioAmp systems can clean up contaminants in wastewater in an instant. These bacteria are active from the moment they enter the system, meaning that they are immediately effective and perfect for times of high demand including the beginning of term.

Previous use of enzymes and surfactants which liquefy effluent have been banned by numerous councils. Although these solutions decompose the waste initially, problems are created later on when the fats, oils and greases re-congealed within the site's water pipes and public sewers.

To combat this problem, NCH Europe offers different types of bacteria systems, which are ideal for different demands. BioAmp is an automated, computer-controlled delivery system that consistently releases the correct chemical doses at the correct times, ideal for universities experiencing changing levels in footfall.

FreeFlow is a unique biological agent available in either tablet or liquid form that releases species of bacteria that

break down complex waste streams. The unique system works to reduce sludge volume by up to 50 per cent, ideal for facilities teams trying to tackle their rising Mogden charges.

FreeFlow 50 is a dosing mechanism for the FreeFlow liquid, which is a biological solution containing 10 strains of food safe bacillus bacteria that safely clear organic waste. The automatic dosing feature not only makes this more cost effective, it avoids human error, minimises the risk of an incorrect dosage and subsequently avoids Mogden fines.

FreeFlow 100 is the premium solution, which is much stronger. It contains liquid nutrient and biological solutions, which boost the growth and performance of bacteria for a more effective treatment, particularly when cutting through FOGs and organic waste.

TOP OF THE CLASS

Using bacteria to target waste may initially have never crossed many facilities manager's minds. The use of automated systems that remove the chance for ineffective underdosing or costly overdosing minimises any disruptions to business processes and enables facilities teams to concentrate upon other areas of the university's operations.

If there's one thing that student kitchens and university wastewater systems have in common, it's that they are both breeding grounds for bacteria. However, NCH Europe's bacteria will help rather than harm. It's vital that universities have effective systems in place to deal with wastewater, especially at peak times, to avoid costly fines and damage to their reputation because of unpleasant odours. Who knew that bacteria could be so helpful?





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Wendy Spence, Wolverhampton

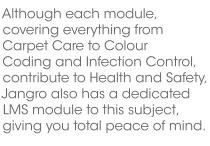


"As the owner of an extremely busy cleaning company, I was finding it difficult to find the time and resources to train my employees. Jangro's distance-learning training modules have been a life-saver as they can log on and train at a time that is convenient to them. I couldn't recommend the LMS modules enough!"

Craig Watson, Newcastle

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"I absolutely love the variety of topics in Jangro's LMS modules. The portal is super easy to access and allows me to track the progress of each of my employees, something previous training programmes haven't allowed me do."

Paula Holden, Preston

(

Certificates

For more information contact: Jangro House, Worsley Road, Farnworth, Bolton, England, BL4 9LU





acilities managers are paying greater attention to the risk of infectious outbreaks - from the winter vomiting bug to virulent strains of 'flu. But too many cleaning teams seem to think the solution is more disinfectant or more frequent deep

They're wrong on both counts. During an outbreak, or at times of increased risk, sterilising handwashes and other special measures - chiefly, higher-frequency cleaning – should be considered. After an infectious episode in a building, a specialist decontamination clean may be required.

But effective routine cleaning should be one of the the first lines of defence that prevents contamination taking hold and spreading in most cases. The problem is that ineffective and antiquated cleaning practices are putting people at unnecessary risk.

Cleaning solutions and disinfectants are already often overused or misused.

The first law of cleaning is to remove soil, organic matter and other possible contaminants. Yet in toilets, food service, and general cleaning, the practice is often to disinfect rather than remove dirt.

Excessive chemical use also leaves residue on surfaces to which dirt adheres, so that they soil more quickly and are

harder to clean. Over-reliance on chemical disinfectants is distinctly unhealthy, given the effects on air quality and allergic reactions. This is ironic, given the focus of employers and facilities managers, on the wellbeing agenda.

often consume up to 70 per cent of a building's cleaning budget."

...... **a** Toilets and washrooms

Similarly, vacuuming may seem adequate on the surface, yet fail to limit the spread of infection or even make matters worse. Filtration systems are crucial to indoor air quality but vacuums vary in their ability to retain minute particles – from dust and mites to mould, bacteria or even viruses.

Often a mix of tub and upright machines of variable age, make and specification are employed in a single building, be it a hotel or office block. We advise standardising on high-filtration performance. Four-level filtration removes 99.9 per cent of particles of 1 micron or larger. A modern topperforming backpack (with ULPA filtration) captures a highly impressive 99.999 per cent of particles down to 0.12 microns (that's tobacco smoke, carbon black, viruses, etc), while also saving operatives the musculoskeletal strains of a stooped, backwards and forwards motion.

When it comes to the economic cost of

staff sickness, employers have become increasingly aware of the impact of infectious outbreaks. Seasonal flu alone exacts a heavy economic toll each year in lost productivity and earnings. The damage from high-profile infectious outbreaks, due to norovirus, or other gastrointestinal illnesses, can be reputational as well as financial for employers, colleges and hospitals, in addition to the impact on people's health.

Scheduling more deep cleans is a dubious preventive strategy. Periodic deep cleaning is an admission that routine cleaning is inadequate. A cleaning plan that delivers effective hygienic cleaning daily, does away with the need for deep cleaning.

Managing the risk of infectious outbreaks is not just about deep cleaning and disinfectant, says James White, managing director of Denis Rawlins Ltd. To be truly cost-effective, routine cleaning needs to be hygienic

Many diseases are spread when infected individuals touch objects such as keyboards, desk phones, ledges, counters, doorknobs, elevator buttons, handrails, and other hightouch areas.

Germs and pathogens are transferred in many ways, not least when our fingers in turn touch our eyes, nose, and face. Researchers at the University of California at Berkeley found that, without thinking about it, we touch our eyes, nose, and face about 16 times per hour. And for some, it's as much as 100 times per hour.

Effective cleaning of surfaces, including high-touch surfaces, significantly decreases the number of pathogens present and reduces the spread of infection.

This is just one of the reasons why we advocate a science-based approach to cleaning. We look at the cleaning needs within a building environment, and then recommend the right equipment for the job, based on the evidence of its effectiveness.

Testing for cleanliness is crucial, and it's now easy and affordable using meters that measure ATP (adenosine triphosphate), the universal energy molecule found in all animal, plant, bacterial, yeast and mould

We test before and after cleaning to show how effective a cleaning process is. This approach is important not just for common touch points and higher-risk environments such as toilets and washrooms, kitchens and food service areas. All areas, including floors, should be cleaned hygienically given the risk of cross-contamination.

After poor hand hygiene, there's nothing that spreads contamination more reliably than the 'trusty' old mop.

Up to 70 per cent of all floor surfaces are still 'cleaned' with a mop and bucket. Yet most soil is merely rearranged or ends up back on the floor as the mop head is doused >



in the bucket's dirty water. Microfibre is an advanced option, but is similarly compromised, as the science shows.

Independent tests in the US using ATP meters and floor plates contaminated with E. Coli revealed that microfibre mopping initially removed up to half of the bacteria. But as cleaning progressed, soil was dragged back into cleaned areas so its effectiveness overall dropped to 24 per cent.

Mopping is also painfully slow, and fails to dislodge ingrained dirt in grout lines or crevices. Nor can it be used for non-floor surfaces unlike other cleaning systems. The clear evidence that this common cleaning method is so unproductive and ineffective inspired our campaign to Chop the Mop.

The health risk is greatest where mopping is used most often, in toilets.

Their intensive use, especially by people who are already ill; the location of many touch points; and bio-hazardous wastes combine to make toilets a breeding ground for germs and bacteria. If toilets flood, bacteria normally found in the human gut may be mixed with organisms already on the floor from people's shoes. These contaminated liquids can soak into porous floors and grout lines, creating a real health hazard, not to mention a foulsmelling environment.

All too often the evidence is there for our eyes or nose, when cleaning standards in a building break down in the gents or ladies' facilities. Even when a washroom looks and smells clean, it may be hosting colonies of harmful bacteria; cleaners and facility managers will be no wiser. So visitors or employees can take away more than just a bad impression from their visit.

Toilets and washrooms often consume up to 70 per cent of a building's cleaning budget. But it's not corner-cutting that undermines hygiene, though we can

understand why operatives - illequipped for a grim task - fail to achieve or sustain high standards. Antiquated methods are the problem.

A system that sprays a cleaning solution - with brushing to remove stubborn soil where required rinses with clean water under high pressure, and removes dirt and contaminants by vacuuming, has to be more effective and hygienic. And the science proves it.

decreases the number of

Other US studies have shown that the Kaivac No-Touch Cleaning system is up to 60 times more effective at removing bacterial contamination than mops. Additionally, it's more productive, taking between one half and a third of the time.

Another advantage is that all washroom surfaces (and touch points), from urinals, basins and taps to handles and push plates, can be cleaned hygienically in the same way. Bacteria can be removed even from grout lines and crevices that are hard if not impossible to clean with traditional

This labour-saving approach is more cost-effective for the client, more dignified for staff, and healthier for washroom users. The system is suited to wet rooms, such as toilets, bathrooms and leisure centres. But similar levels of hygiene and efficiency can be achieved in other applications with variants of this cleaning technology.

Take kitchens and other areas where food is prepared and served, for example. While safety procedures will cover handling of raw and cooked ingredients, utensils and work surfaces, the contamination risk from floors is not so well appreciated.

Kitchens generate greasy soils that coat floor surfaces. In this warm and damp

environment bacteria multiply. Workers' footwear also tracks dirt and invisible microbes from other areas. So whether floors look clean or not, they can end up harbouring a stomach-churning mix of microbes. Studies also show there are many

direct and indirect transmission routes from floor to staff's hands. These include tying a trailing shoe lace, picking up a dropped utensil, or lifting a carton of food placed there. This can easily then be transferred in food preparation.

Again, there are more effective cleaning practices than mopping for food service areas and floors generally.

In the independent mopping tests already mentioned, a scrubber-dryer reduced bacterial contamination by more than 99 per cent, and this performance was matched by a more low-tech 'crossover' cleaning system. The testers attributed the unit's high performance to its wet vacuuming capability, which takes the modular OmniFlex 'crossover' system from a basic hygienic mopping tool for small premises to a fully-fledged floorcare machine suited to most applications and budgets.

Another important consideration in hygienic cleaning, sometimes overlooked, is the need to keep the equipment itself free of contamination. The AutoVac is simple to disassemble, making it easy to clean and rinse, unlike many scrubber dryers that can trap soils in their recovery tanks. This is another advantage of using simple yet proven technology.

Cost-effective cleaning should be within the means of any cleaning budget.

An outbreak will demand additional contingency measures and decontamination may be necessary. But everyday routine hygienic cleaning is fundamental to infection control.



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First Aid at Work: Employee Factsheet



What is first aid?

- Emergency treatment of employees (or anyone else) to preserve life and minimise the effects of injuries or illnesses until a medical practitioner or nurse can assist; or
- treatment or minor injuries which would otherwise receive no treatment, or which do not require treatment by a medical practitioner or nurse.

Identify the risk:

- · would you know where to find a first aider in an emergency?
- would you know where to find first aid materials?
- do you know how to get first aid if you visit a customer site, or anywhere else not managed by your employer?
- are you aware of any places, or times, when first aid cover may not be adequate?
- are your first aid materials being monitored and maintained?
- is it possible that first aid materials are used inappropriately so they may not be available in an emergency?
- do you have any specific medical needs?

Controlling the risk:

- · familiarise yourself with names and locations of first aiders
- familiarise yourself with the locations of first aid materials and rooms
- consider offering your services as a first aider, but remember that your employer may not require extra cover immediately
- report to your manager any apparent shortcoming in first aid provisions
- report any inappropriate use of first aid materials, such as other employees taking materials for use at home
- ensure you have a travel first aid kit if you drive or travel for work
- never interfere with first aid kits, automated external defibrillators (AEDs) or other materials or equipment
- be aware that first aiders are not allowed to administer medicines, except when aspirin is needed for certain heart conditions
- help monitor and maintain the first aid materials
- ensure that any incident requiring first aid is recorded in the accident book (or other recording system used by your employer).

Did you know?

- It is estimated that in 2014/15 there were 76,000 injuries at work causing more than seven days absence and in most of these, and in many more minor accidents, people needed first aid.
- Provision of first aid by employers has been a specific legal requirement since 1981.
- There are two levels of first aid training: First Aid at Work, and Emergency First Aid at Work.
- The minimum required provision, where there are low numbers of employees and small risks is an Appointed Person to take charge of a situation and the provision of relevant first aid containers.

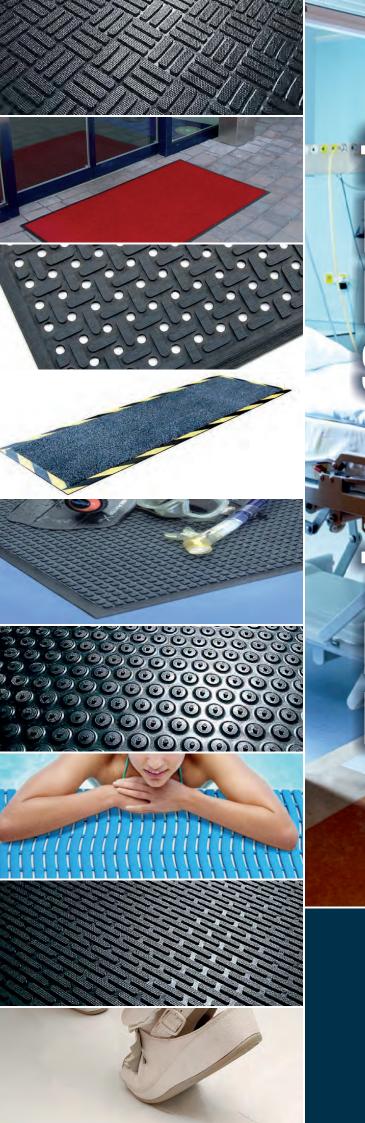
"Would you know where to find a first aider in an emergency?"

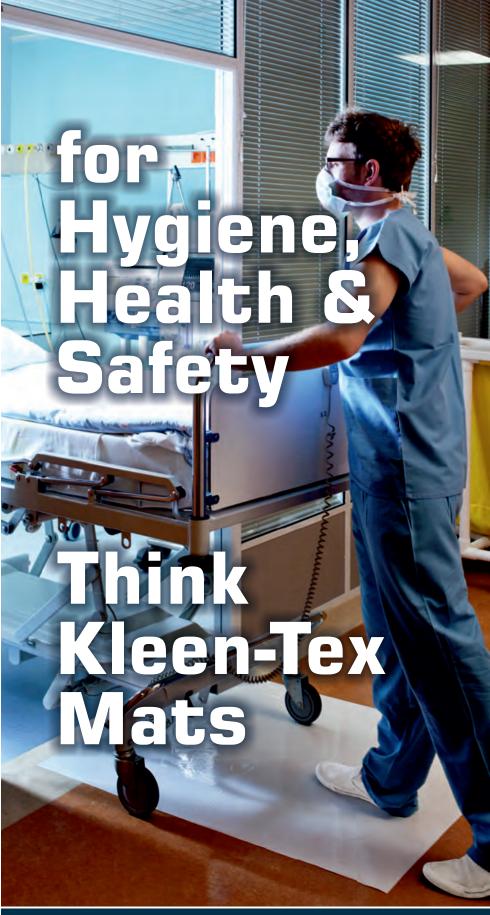


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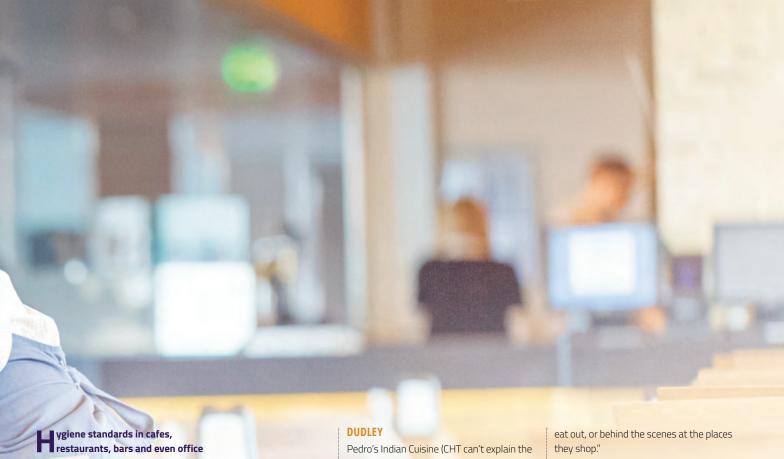




THE MAT SPECIALIST

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canteens are a concern for many people up and down the country. The good news is that the Food Standards Agency (FSA) approves 91 per cent of food outlets they inspect. The bad news is that nine per cent of all the food outlets in the UK is a very large number.

What this means is that roughly one in 11 outlets in England, Wales and Northern Ireland get a score of less than three on the ratings system everyone will recognise from the green scorecards in buildings up and down the country. Companies only get this low score if their food is actually dangerous to eat and therefore causes an imminent risk to

Roughly one in 11

outlets in England, Wales

and Northern Ireland get a

score of less than three "

In 2013 the Guardian published an article which revealed that of all the towns and places across the three countries only Craigavon in Northern Ireland saw every single outlet in the area pass. On the other end of the spectrum Bexley was the worst offender with barely two thirds passing.

public health.

Also businesses aren't obliged to display the infamous green scorecards but many do, presumably those with good scores. But, distasteful as it may be, the worst stories are often far more interesting than the best. For example in the last month alone there are dozens of news stories exposing offenders all over the land.

name) in Kingswinford, West Midlands was ordered to pay over £7,000 in fines and costs after failing a recent inspection. The floors were reportedly mouldy, food was being stored in mouldy containers and much of the food in the fridge was rotting. The clincher though is the dead rat found at the side of the restaurant and the rat droppings under the sink.

Of course this is all very worrying but still, like a bad car crash, there is a certain sick pleasure in reading about it. Apparently at Pedro's staff weren't even trained in food hygiene practices and all of this resulted in the restaurant receiving a zero out of five when inspected. In the end the owners

went to Dudley Magistrates Court and pleaded guilty to a total of eight offences.

expressandstar.com reported a comment from Rachel Harris, cabinet minister responsible for health and wellbeing. She said: "We much prefer to work with businesses to secure compliance with the law, but we will not hesitate to take legal action against the minority of food business proprietors who do not take our advice

on board and who fail to meet their legal responsibilities.

"Nearly half of all food outlets in the borough are achieving the top hygiene rating of five and the vast majority achieve a satisfactory rating of three or more. I would urge consumers to check out hygiene ratings online as these will give consumers a glimpse of what is going on in the kitchen when they

STOCKTON

Of course Pedro's is far from the only offender. Big Mama's Italian takeaway in Stockton on Tees was recently closed after failing a food hygiene investigation. As a sign of the times all the information about why seems to have come out over social media and is therefore mostly rumour but rodents crop up again and again.

According to local news site gazettelive. co.uk Stockton Council said: "Environmental health officers carried out an inspection of Big Mamma's take-away last night which identified food hygiene related issues.

"Investigations are continuing and the business has closed so that these issues can be addressed. Council officers will continue to monitor the takeaway to make sure that there is no risk to public safety."

Apparently customers were present in the establishment when the inspection took place and one person claimed on Facebook that they had already paid for their food when they overheard the inspector advise Big Mama's to close in order to address several issues.

MERTHYR TYDFIL

Of course poor hygiene is one thing, lying about it is quite another. A shop on Bridge Street in Merthyr Tydfil was recently accused of posting a sticker in a window showing a rating of five out of five when the actual rating was one out of five. After failing to change the sticker the owner, a Mr. Kinili, was issued with a fixed penalty notice but failed to pay his fine. >

According to walesonline.co.uk the local council passed the issue onto Merthyr Magistrates Court for consideration, and on August 3rd, he was ordered to pay the full fine within 14 days.

Susan Gow, the council's environmental health manager, commented: "The Food Hygiene Rating Scheme is mandatory and the majority of food business operators in Merthyr Tydfil proudly display their score for customers to see the good work that goes on in the kitchen to produce safe food.

"Even those businesses still working on raising their score have to comply with the requirements of the scheme and display their rating and again, almost all comply.

"I know that members of the public in

Merthyr are behind the scheme as it enables them to make an educated choice about the food they eat and the food hygiene rating scheme is an excellent aid in doing so.

"Please rest assured that where food hygiene standards are found to be less than adequate, our inspectors will take measures to achieve improvements.

"Alongside this, food businesses are monitored to ensure that current food hygiene ratings are displayed, not only as an incentive to improve, but so that residents, particularly the vulnerable in society, can make an informed choice on where they eat."



SCOTLAND

As with education, healthcare and law Scotland ploughs its own furrow when it comes to hygiene inspections, but the country still has plenty of causes for concern. At the time of writing the Scottish Food Safety Agency was insisting that it has "strong scientific evidence," that a cheesemaker could be linked to an e-coli outbreak which had made over a score of people ill and even caused the death of a three year

> According to the Guardian's website Food Standards Scotland (FSS) "denied charges from one of the UK's leading bacteriologists, Professor Sir

Hugh Pennington, that its decision on Wednesday to ban the sale of all six brands from Errington Cheese had been heavy

In a detailed defence of its conduct, the agency said "it had established that 15 of those who fell ill in July and since had eaten the Dunsyre Blue cheese that first sparked the food scare, while four others had eaten an unspecified type of blue cheese."

However Errington Cheese Ltd has publically commented that: "E coli O157 has not been found in its cheese," it said.

"This is inaccurate. Some samples have tested positive for E coli O157 and for another [non-O157] strain of E coli. These organisms are considered a serious risk to public health."

However the FSS added that it "was not satisfied that the controls and production methods used by the business are producing safe food."

a As with education, healthcare and law Scotland ploughs its own furrow when it comes to hygiene inspections"

Of course it isn't just the food industry that runs afoul of moden hygiene and health and safety regulations. This month refinery29.uk reported that an Austrain woman has been banned from wearing a burkini whilst swimming because the outfit "breached health and safety rules."

The incident reportedly took place in Stadthallenbad indoor

pool in Vienna. The woman claimed to have phoned the pool prior to visiting to check they were happy with burkinis but upon arrival was told that because it was made of cotton she couldn't wear it. The woman denies that the burkini was made of cotton at all.





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AVERY CLEAN

Over the past few years environmentally friendly procedures and green initiatives have permeated just about every part of every industry. In this article CHT looks at how these trends have affected the cleaning sector



impact of their products, ensuring that they are not only compliant with current regulation, but also that they are minimally damaging to the environment.

CREDENTIALS

"To achieve 'green credentials,' cleaning products can be assessed from three separate angles. Firstly, the composition of the chemicals and ingredients used throughout the manufacturing process can be examined. Secondly, the manufacturing process itself can be reviewed. Lastly, the supply chain involved in the manufacture, distribution and sale of the product can be brought into the spotlight. Carbon footprint is often used as a benchmark to measure how environmentally friendly a product is, and those with smaller supply chains that travel shorter distances are beginning to be seen as the 'greener choice.'

"The responsibility for manufacturing and selling environmentally sustainable products is being felt across the whole supply chain, with many larger businesses selecting supply partners based on their ability to provide environmentally friendly products with suitable green credentials. The main challenge the supplier faces is managing a balance between green

10 The main challenge the supplier faces is managing a balance between green efficiency and cost of the products."

> efficiency and cost of the products. Often, eco-friendly products can be more expensive. A way to reduce costs is for businesses to consolidate suppliers where

they can, offering discounts in other areas and therefore balancing the increased cost for the green products themselves.

"For professionals working within the facilities management and contract cleaning sector, cryptic labelling can often be a barrier to truly understanding the nature of the products they purchase. With such a large number of different accreditations and certifications being applied to a range of products, from cleaning chemicals to paper towels, it is essential that suppliers effectively explain and clarify the meaning behind the various product margues and labels. For instance, the FSC (Forestry Stewardship Council) is a familiar sight on a vast number or products, but how many people truly understand what it means from an environmental sustainability perspective?

"Aside from understanding 'eco-labelling' and what it means for individual products, businesses should take an introspective look at their own operations when trying to bolster their green credentials. Organisations of different sizes require solutions of different scales, especially where cleaning products are concerned - dosing equipment serves as a good example for this. For a smaller business, ready-to-use chemicals may be the most cost-effective option, but for a larger business, buying chemicals in concentrated form is likely to offer the best value.

"Dilution control offers cost reduction in a number of ways. Dispensers can be set to supply the correct amount of chemicals, reducing not only the amount of concentrate needed, but also the amount of water used in the cleaning or washing procedure. Buying cleaning chemicals in a concentrated form also relieves pressure on the supply chain, potentially reducing the number of deliveries needed and the

amount of packaging used.

"Aside from the chemicals and their individual composition, choosing the right cleaning equipment is also important for driving environmental sustainability. For instance, microfibre cleaning has been a long standing innovation which is constantly being reinvigorated and improved in an effort to move forward and offer a more 'green solution. This type of cleaning uses significantly less chemicals and water to achieve the same cleaning standard and can also can be laundered, meaning less

wastage and less need for disposal of old

"There is no single key to environmentally sustainable cleaning and 'green credentials.' >



MERTON

Michael Maybury is marketing and IT director at Merton Group and also had some interesting views:

"Since 1978 we [Merton Group UK Ltd] have used our commitment to sustainability and greener solutions as a major driving force for innovation. We believe that it should be the cornerstone for any manufacturer. Why? Because making something successfully and economically, that can do a job better whilst improving its environmental impact, not only makes the customer very happy and ticks lots of boxes, it has also made us happy too. Our ISO 14001 environmental accreditation is helpful with tenders and new contracts, and the pressure on everyone to be 'greener' has inevitably grown over the years, but, it is a focus on our commitment to "cleaning and hygiene products that don't cost the earth" that has continued to drive our success and make us feel good about what we do.

"Starting with recycled paper products all those years ago our focus on greener

approach has been reducing impact without inflating costs, this isn't easy and quite often, ideas that improve impact have delivered negative effects on costs. This used to be part of the course with greener solutions but like most manufacturers we have

strived to overcome what used to be the norm of inflated costs for greener products so they are no longer overlooked and can actually make a difference.

"Starting with an idea that will improve results or solve a problem is not always easy either, especially in an industry as old as ours. Technological advances are delivering interesting opportunities in the way we manufacturer paper products, and ensuring ethical sustainability throughout the chain of custody is much easier than

it used to be. Plus, how we package, store and deliver products is always benefitting from new technologies which all helps reduce carbon footprints, but when it comes to true innovation it may be some time before something market changing comes along. Some of the most exciting results and biggest leaps forward in recent vears have been made in cleaning chemical products. These innovations are now changing the way industrial products are being used in the market place.

"Chemical super concentrates have the potential to create a dramatic effect on the cleaning industries environmental impact and it is very easy to see why. The previous costly and cumbersome chemical dispenser systems have been replaced with smart bottles, and their ease of use coupled with achievable savings and comprehensive product ranges means they are extremely hard to ignore. We have supported some of the largest contract cleaning companies and FMC's for many years and the introduction of super concentrates has made significant improvements to their green credentials as well as their profit margins.

"When it comes to ticking boxes and accreditation these innovations are making a real difference. To help understand the difference we always compare innovations to traditional products. With our super concentrates, to deliver the same amount of active product, you need 84 per cent

less product (averagely across the range) when compared to 5 litre alternatives, and that means

incredible improvements like

40 per cent plus reductions in packaging waste, 45 per cent plus reductions in space required and 65 per cent plus reductions in weight (average figures across the range). In some instances, (Multipurpose Cleaner for example) a single bottle of Ecodosing Super Concentrate would replace 15 bottles of product normally used undiluted from 5

litre containers which means those environmental improvements are quite remarkable; 90 per cent plus reductions in waste, 97 per cent plus reductions in storage space and 98 per cent plus in weight!

"We are very proud of our approach to greener solutions and sustainability and the results we have seen over the years is why it continues to and will always drive us. For Merton Group it is less about the need to comply but more about the desire to improve."

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UNLEASHING 2000

Scrubber dryers earn the role of cleaning workhorse by virtue of their versatility alone. But going cordless leads to a raft of further advantages, says Stephen Pinhorne, UK national sales manager of Truvox International

The day is approaching when just about every machine we use may be cordless, given the leaps and bounds being made in battery technology. There are practical gains to be made, not least in convenience, across the board, but in the case of the scrubber dryer, the marriage of flexibility and versatility is especially productive.

Clients in many sectors tell us that their scrubber dryer has become the workhorse of the cleaning team as they wash, scrub and dry in one pass, leaving floors that are both clean and safe to walk on.

The variety of flooring in many buildings makes it harder to maintain consistent standards of cleanliness, particularly if operating a mixed fleet of specialist machines.

An advanced scrubber dryer – such as Truvox International's Multiwash or Orbis models - can take most floors in their stride: from timber, laminates and composite vinyl to concrete, terrazzo, slate and stone. The Multiwash can even clean escalators, travelators and entrance matting, as well as soft floors and 'difficult floors' like rubber-studded flooring.

In an intensively used building, some daytime cleaning is likely to be essential, which only adds to the high standards of professionalism that must be shown in all aspects of the cleaning operation. The shift to daytime cleaning is continuing for financial and other reasons, and the availability of quietly efficient cordless

machines is fuelling the trend. This is another dimension in which the scrubber dryer most clearly demonstrates its utility, and all the more so with the advent of modern battery power.

Cordless scrubber dryers are particularly well suited to hospitals, leisure centres, retail outlets, hotels and transport hubs where continual cleaning is required throughout the day, and contact with the public is guaranteed.

High manoeuvrability, ease of control and low noise levels are essential as the cleaning team work around the building - and often around customers.

Clients also recognise the safety benefits of going cordless. Trailing power leads stretching across rooms and corridors pose a tripping hazard for building users and operatives.

That risk shouldn't be under-estimated. The Health & Safety Executive says slips and trips are the most common cause of major injuries at work. Its information sheet on the importance of floor cleaning puts cables and leads from cleaning equipment top of its list of potential trip hazards.

The more corners, fixtures and narrow spaces, the greater the hazard of snagging cables, and the more valuable a flexible, cordless machine becomes. Productivity also benefits as operatives don't have to stop continually to unplug, coil the cable and find the next socket. While some in our industry have argued that the time spent recharging and/or swapping batteries can cancel out those productivity gains, the advances made in battery technology in recent years are addressing those concerns.

Short run times held back the adoption of battery power but their developers

> the market operate longer between charges and energy usage is also improving. They are faster to recharge so managing the downtime of a fleet is simplified. Past concerns about the reliability of battery-reliant equipment are also being

Multiwash 340/Pump Battery. This makes it lighter and highly

manoeuvrable, and scrubbing power is not compromised as its cylindrical brushes counter-rotate at 400rpm.

The initial capital cost of any machine should always be considered in the context of return on investment. As production of batteries and cordless machines rises,

are making great strides. The rechargeable batteries now on The shift to daytime cleaning is continuing for financial and other reasons, and the availability of quietly efficient cordless machines is fuelling the trend." allayed. Truvox adopted lithium-ion technology for the





are essential as the cleaning

team work around the building."

.......

pristine and minimising cleaning costs – seem to be conflicting. But that's not necessarily so. Striking the balance is all about efficiency and cost-effectiveness.

Whatever the current cleaning routine, even if it's mopping by hand, start with a few calculations: the size of the area(s) to be cleaned, including different floor types, and a measure of current cleaning costs. That should include cleaning hours, wages and labour on-costs, materials and expenditure on running the equipment used.

For mopping, the purchase cost of equipment may be low, but the consumption of cleaning solution may be arbitrary, and excessive. The cost of mopheads also adds up over a year, if they're replaced responsibly. This spending may seem frugal, but the cost of low productivity and low worker esteem is a constant drain on the cleaning budget, not to mention staff turnover and recruitment and training costs.

Hand-mopping is labour-intensive and menial work. With a scrubber dryer, operatives will get the job done quicker (and better), so they're freed up for other tasks, and the budget can be reduced or may fund additional activities.

The costs of the current cleaning regime need to be compared with (other) mechanised floor cleaning solutions. Managers can then make a more informed decision based on costs and efficiency, not neglecting hidden costs and the machine and method's effectiveness.

Floors are constantly under attack from grit and soil on people's footwear and other sources. Apart from the visual impact of dirt and stains, there is the toll of accelerated wear on flooring and also the contamination risk. Crevices and cracks in any floor, and

grout lines between tiles, are fertile breeding grounds for bacteria. Mopping is widely used but is the

least effective cleaning method, and also the most disruptive to building users and dangerous given the slip risk on damp floors.

By contrast, a scrubber dryer equipped with cylindrical brushes counter-rotating at high speed makes it easy for the operator to apply the pressure needed to scrub down into grout lines and crevices coated with stubborn soil.

The scrubber dryer's brush action propels the contaminated liquid into a holding tank so only clean solution is applied to the floor. The efficiency of the process reduces the volume of solution required dramatically, so there are valuable savings in chemical consumption too.

And where the scrubber dryer has the added flexibility of cordless operation, it does not come at the expense of productivity.

Around 930m² per hour can be scrubbed and dried by the Multiwash 340/Pump Battery, which has a 34cm cleaning width. This boasts a continuous run time of 50 minutes, and a quick-change battery system. As well as being ideal for daytime cleaning, the unit has a low height and longarmed hand control for cleaning under desks and furniture

Cordless scrubber dryers are available in many shapes and sizes for most applications.

The Orbis Battery Scrubber has a 38cm brush/pad diameter and cleaning path with an output of 1100m² per hour on a battery run time of 80 minutes. Among the most compact, the Orbis MotorScrubber 20 is a 20cm battery scrubbing machine, ideal for more cramped

situations ranging from kitchens, stairs and toilets to leisure centres, changing rooms and hospital wards. Lightweight and easy to manoeuvre, using a 75cm telescopic handle, its 12V battery pack provides a four-hour runtime for maximum productivity.

A quick-change battery system allows the machines' range to be extended easily. Their sealed gel batteries are maintenance-free.

Scrubber dryers also need to be well balanced and ergonomically designed so they are easy to operate and control. Switching brushes or pads, filling and emptying solution and recovery tanks, and cleaning the machine are all straightforward. This makes it easy to train new team members, who can quickly get up to speed.

Brushes are easily interchangeable depending on the cleaning task and the surface. The Multiwash range has colour-coded brushes that prevent crosscontamination between areas such as washrooms and kitchens.

So to sum up, any equipment purchase – or cleaning plan – is best decided on a holistic view of cost-effectiveness and return on investment. When it comes to cleaning hard floors, a scrubber dryer not only offers a competitive advantage in terms of productivity and versatility, but the additional flexibility of battery power. That's a powerful combination.

CHTMAG.COM ADVICE & OPINION



CORDLESS FLEXIBILITY

Within the Morclean range of scrubber dryers the benefits that can be sought from using cordless equipment is abundant. From using either petrol or battery alternatives, each model is built for purpose and its own unique application.

Whereas previous models may have restricted versatility and freedom of movement, the cordless versions are now taking prominence on the market and it's becoming a rarity for cord versions to be chosen. For areas where an electricity supply is not available it is now possible for floor cleaning equipment to reach.

With the continuous development in floor care machines, these heavy and bulky pieces of equipment are now improving in design and are easier to

manoeuvre and move around tighter spaces. Machines now come equipped with fully adjustable handle systems and brush-assisted traction which helps make lighter work of big jobs that sometimes cover a wide floor space.

There is an increasing pressure on companies to be eco-friendlier and using battery powered alternatives supports the drive for businesses to be greener. Battery machines operate on far less energy than their petrol alternatives- our battery powered machines on average run on 24v when in use, whereas those with a cable can use up to 240v.

Here at Morclean we supply a broad range of scrubber dryers and sweepers that suit a whole host of applications. They are available with varying brush sizes and methods of use, including

pedestrian and ride-on. The smaller machines are useful for compact applications and where flexibility around corners may be required, this may include warehouses which have a lot of obstacles or shelving to manoeuvre around. Alternatively, the machines with bigger tanks are ideal for larger applications.

We have sent our range of floor care to various locations and sometimes places you wouldn't immediately expect to see a scrubber dryer or sweeper. The versatility of the range enables the machines to pick up various materials such as dust, tobacco and wet applications and we have been confronted by varying industries to supply our machines.

We have previously supplied a floor care machine to a tobacco plant in

Uzbekistan who needed machines capable of cleaning the warehouse floor and picking up fine pieces of debris and waste. Warehouses are a common place for scrubber dryer equipment to be found, but we've also been confronted by companies that need specialist equipment to deal with alternative floor types. An example of this was when we were contacted by an F1 team to supply a machine that would be suitable for the cleaning of their epoxy coated floors, this also included the supply of specialist detergent so they'd get the most out of their scrubber dryer and the finish they desired. Another example of where the machines have been used for a specialist application is a Hockey club which required equipment to maintain the cleanliness of their new, and very specialised, cushioned sports flooring.



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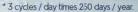
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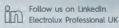












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When he was eventually discharged, having

witnessed the level of cleaning required to keep him safe and aid his recovery, he pledged to ensure the eradication of MRSA in hospitals. As his background was in the medical manufacturing and the chemical industry, over the years he had made many contacts around the world

who were specialists in their particular fields.

He secured the services of a renowned microbiologist and former head of research and development of a multi-national company. Between them they spent a total of seven years developing a cleaning solution specifically designed to kill MRSA and associated bacteria.

This research and development is estimated to

have cost 1.5 million Euro between cash input and sweat equity by those involved.

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