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John Shonfeld, Master of the WCEC, asks how cleaning professionals perceive the future of their businesses?

COVID-19 Update

C&M provides a round-up of the cleaning industry's continuing role in meeting the challenges posed by COVID-19.

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Hand Hygiene

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From Manchester to Westminster



To kick off this month, I'd like to extend thanks to all the exhibitors, speakers and visitors that took part in the Manchester Cleaning Show Virtual Event, staged on 14 and 15 October 2020. The primary goal of the event was to encourage networking - not just for the two-day duration of the event but also in the weeks and months ahead. The attendee list was extensive and packed with all the right people, and discussion within the conference theatre throughout both days was both lively and engaging.

Going forward, all the conference sessions will be available on-demand on the Manchester Cleaning Show website – www.cleaningshow.co.uk/manchester - and all exhibitor profile pages can be found there too, enhanced to include the PDFs and videos from each stand.

Everyone hopes that early next year we will start to see real progress against the COVID-19 virus, allowing us to begin attending physical events again. But in the meantime, please take a look at the Manchester Cleaning Show website to source product, connect and learn...virtually.

In other news, as Brexit preparations continue it would appear that the Migration Advisory Committee (MAC) has reviewed its Shortage Occupation List (SOL)...and has omitted cleaning operatives. As Lee Andrews points out in his Blog on page 17, if a trade or occupation appears on the SOL it greatly assists those employees in applying to work in the UK after freedom of movement ends next January. The MAC quite rightly includes care workers and nursing assistants on its list, alongside butchers and bricklayers. But no sign of cleaning operatives. Given all the heroic work done by cleaning operatives during 2020, and the excellent work undertaken by the British Cleaning Council in keeping these workers at the top of the government's agenda, it is hugely disappointing that they appear to have already been forgotten. Hopefully this is just an oversight, and the omission will be addressed in good time to allow cleaning businesses to continue to provide the sterling service we have witnessed throughout this pandemic.

I wish you a happy, clean, tidy and healthy month ahead.

Neil Nixon, Editor Cleaning & Maintenance Magazine

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Special Report: A new image for the cleaning industry?

John Shonfeld, Master of the WCEC, asks how cleaning professionals perceive the future of their businesses?



Industry News.

In the news this month... phs Group acquires Lindström's floorcare business, Innovise and Templa join forces to strengthen offering, Industry leaders develop guide for cobotics implementation in FM and cleaning.

People.

Personnel news and new appointments from across the cleaning and FM sectors.



Contracts. We take a look at all the latest contracts awarded across the industry.

Face to Face.

With James Gordon, new marketing director, UK and Ireland, at Kärcher Professional UK.



Special Report: COVID-19 Update.

C&M provides a round-up of the cleaning industry's continuing role in meeting the challenges posed by COVID-19. This month looks at the results of a recent British Cleaning Council audit of members and Stanley Security's Matthew Marriott considers how electronic security can enhance workplace safety.



New Products.

An overview of some of the new products available on the market this month.





Feature: Hand Hygiene. Long queues, sore hands, higher soap and paper consumption these are just some of the challenges posed by enhanced hand hygiene during the global pandemic. This feature looks at different solutions and ways of overcoming problems caused by upping the ante on hand-washing.

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A look at the cleaning sector this month.



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17 A job worth doing – a contractor's blog. Lee Andrews reports.





phs Group acquires Lindström's floorcare business

phs Group has bolstered its floorcare business with the acquisition of the floorcare and associated hygiene services division of workwear and industrial wiper rental services firm, Lindström UK. phs will acquire the floorcare business of Lindström which has traditionally provided spill and absorbent mats for industrial and commercial organisations.

David Taylor Smith, CEO of phs Group, said: "We are delighted to welcome Lindström's floorcare customers to join us at phs. We can assure these customers of a smooth transition and a commitment to a first-class, nationwide service alongside a wide range of quality products. phs's mats not only serve their purpose in reducing slip hazards and improving hygiene but also make a real difference to the planet by cleaning up ocean plastic waste. We look forward to our new customers becoming part of the phs family and servicing their needs now and in the future."

Lindström has been operating in the UK since 2001, with 150 employees at sites including Bedford, Manchester and Bradford, and serves over 4000 customers. Peter Jones, managing director of Lindström UK, said: "The sale of our floorcare business will enable Lindström UK to focus on our market-leading industrial wiper and workwear rental services. This includes investing over £11 million to build a brand-new laundry in Bradford to create a truly sustainable solution for industrial wipers."

Bruntwood launches new FM business

BRUNTWOOD, the commercial property specialist, is expanding its service offering with the launch of a new facilities management business, Unify. Unify will provide fully integrated FM services encompassing mechanical and electrical repairs and maintenance, energy, cleaning, and specialist cleaning.

It has already secured 30 new contracts, and enters its first full financial year with an £8 million contract value order book, as it seeks growth among occupiers of commercial office and public sector buildings, national retailers and the industrial and logistics industries, alongside Bruntwood's 2600 customers. Unify aims to leverage its client-side background and understanding of property management to deliver an excellent customer experience.

Employing 350 people, 250 of which have transferred into Bruntwood from existing FM suppliers, Unify is a Living Wage employer and committed to improving lives for its colleagues and driving a personable service for its customers. Bruntwood's chief operating officer, Richard Burgess, will assume the role of chief executive of Unify.

WWW.BRUNTWOOD.CO.UK

RCP releases 'Love Recycling' part II

RCP – Rubbermaid Commercial Products - has published the findings from its second Love Recycling study. The initial study, performed at the start of 2020, gave renewed insight into an important area of commercial life. Since then, the conditions under lockdown saw some sectors closed completely and others under increased operational pressure, creating greater volumes of waste, such as used PPE. The pandemic's effect on commercial recycling and waste management is a less discussed, less measured, but important area of commercial disruption.

The 2nd phase of the study, undertaken between July and September, sought to find out how commercial waste and recycling practices were disrupted by pandemic conditions, what new priorities it created and what specific effect lockdown (and the period since) has had on day-to-day practices as well as longer-term intentions.

The report contains a variety of findings: 56% of respondents said recycling practices had been impacted by the pandemic; 30% of businesses say that recycling has gained importance because of the pandemic; almost three-quarters of businesses indicate that their current recycling efforts are not always successful; 86% of businesses say they will give recycling greater focus in the coming years; and the number implementing dedicated PPE disposal may be as low as 20%. You can download 'The Changing Face of Commercial Recycling in Europe (part 2)' free from: WWW.LOVERECYCLING.COM

Innovise and Templa join forces to strengthen offering

TEMPLA, the software company behind TemplaCMS and a leading financial contract management system for cleaning contractors in the United Kingdom and Australia, has been acquired by Innovise, the UK subsidiary of TEAM Software. TEAM is a global technology leader specialising in software for security guarding, cleaning and facilities management businesses.



The acquisition brings together two UK market leaders: Innovise with its trusted workforce management software and Templa with its fully integrated financial contract management software. The combination creates a significant offering for cleaning and FM businesses, primarily in the UK and Australia.

Innovise is the U.K. arm of TEAM Software, a technology company with customers on five continents and approximately one million users under management. The combined group supports many of the leading cleaning and security companies in the U.K. and Ireland, North America and Australia.

Graeme Hughes, MD of Innovise, said: "Our mission is to extend our offering in the rest of the world to mirror the deep financial management capabilities provided by WinTeam to our North American customers. Adding TemplaCMS to the Innovise portfolio provides an immediate solution for our customers in the UK and Australia, and we will work together to broaden this globally while evolving modernising the TemplaCMS technology."

Rick Stoor, Templa's managing director, has joined the Innovise senior leadership team. He said: "After several decades of successful growth as an independent business, we are excited to be joining forces with Innovise and TEAM software. This is essentially a merger of committed, ambitious technology companies who want to serve the cleaning industry more effectively. We are excited to work alongside our new colleagues at Innovise and TEAM to set the standard for world-class solutions in our target markets globally."

WWW.TEAMSOFTWARE.COM

Educate

Engage Inform

Protect

In a Cleaning sector changed by COVID-19 UhUb is playing a significant role in supporting people, business and service customers.

Much more than a Training Solution

AS we continue to manage change brought on by COVID-19, we see how the cleaning sector is being impacted, with cleaning standards and their delivery under increasing scrutiny. At UhUb we know that proper training is the only way to ensure the highest standards are both achieved and maintained, and for us, our client community, and their customers this starts with demonstrable, whole workforce training & engagement. Something we know a lot about! Pre-COVID our clients already valued the benefits UhUb provides (they kept telling us!), and now these benefits have grown in importance.

Here's just some of the things our clients have to say about how UhUb has helped during COVID...

How did you use UhUb to help during the pandemic?

Simon Duke (MD) NuServe:

During the lockdown period, we found UhUb invaluable, both in delivering coronavirus specific training material, and in keeping furloughed team members engaged. As our people have returned to work, I've felt a lot more comfortable knowing

that we've been able to prepare them for a different set of challenges, and to protect their safety and that of our customers. NuServe's mission is to uphold the right to good work and fair pay, to protect our planet, and to deliver quality services that honour the trust afforded us. UhUb is one of the tools we rely on to help us realise our vision. **Iain Fraser-Jones (MD) Greenzest:** We were able to share additional training on COVID-19 procedures and processes as well as specific training on using the equipment employed in our

coronavirus sanitising tasks. This was a significant advantage as it ensured that we knew the teams involved were trained in using the equipment before being deployed. The equipment items themselves are costly and we were able to ensure staff knew what they had to do and how, thereby saving time and cost.

During the pandemic how did UhUb help you communicate?

Gemma Bowers (HR & LD Director) Regular Cleaning:

As the pandemic began, we thought about what we might do to protect & reassure our colleagues and we knew UhUb would be fundamental to our communication as meeting & contacting people was going to be more challenging. We utilised UhUb to update our colleagues on constantly changing advice & guidance. Also, creating our own video content on UhUb gave our people the confidence & knowledge to deal with their ever-changing work environment in difficult circumstances.

lain Fraser-Jones (MD) Greenzest:

The ability to deliver whole workforce messages was a real asset when it came to communicating with our colleagues. Information on what the furlough scheme meant to our teams, how to ensure that they stayed safe, and messages around additional training available to deal with specific COVID-19 threats and tasks. All of these were delivered using UhUb saving huge amounts of time for our managers and was successful in



Steve Goodall - MD (L) & Paul Grittiths - Ops Director Client Community, constant improvement & doing better for the workforce, are at the heart of what UhUb is about

bringing the team together, at all levels. Because our UhUb engagement levels with staff are consistently above 95% of our workforce we knew that we were getting the fullest reach to our colleagues.

As you can see from these comments, UhUb is much more than a Training Solution, it's a fully adaptable Engagement Eco System that helps you easily Educate, Inform, Engage and Protect your people. With the ability to share not just industry standard skills training for Cleaning and Supervisory staff along with Product & Equipment training for those you use, you can also create and share Company, Customer specific and specialist task content across the workforce, all with real time reporting.

It has genuinely helped to ease the worry that COVID-19 has created and as one of our clients told us, "it has helped me sleep at night".



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Industry leaders develop guide for cobotics implementation in FM and cleaning

LEADERS from across the European FM and commercial cleaning industries have come together to develop the world's first practical guide to implementing cobotics. The 'Practical Guide to Implementing Cobotics in FM' provides FM companies and cleaning contractors with detailed, practical measures to ensure a smooth and seamless integration of cobotics into their operations.

A poll conducted as part of the study behind the guide found that 52% of FM leaders believe that the introduction of cobotics can accelerate re-entry to buildings post COVID-19. This is critical in enabling businesses to reopen and kick-starting an economic recovery.

Co-ordinated by the International Facility Management Association (IFMA) and SoftBank Robotics, the guide includes contributions from some of the leading thinkers within the European FM and commercial cleaning sectors.

Peter Ankerstjerne, chairman of the board at IFMA and global lead FM and experience services at JLL, and a contributor to the guide, said: "Cobotics can play a big role in delivering the higher and more consistent cleaning standards required to ensure people feel comfortable and confident at their workplace during the COVID-19 pandemic. As with any major technology project, organisations need to take a strategic approach and think beyond the technology itself. Cobotics requires significant upskilling, cultural and behavioural change and a shift to new operating and resourcing models. FM and cleaning industry leaders need to develop robust, holistic plans in order to achieve the full range of benefits that cobotics can deliver."

The guide covers a wide range of organisational and operational factors that need to be considered within a cobotic strategy, from early stage planning and proof of concepts through to training programmes, servicing agreements, commercial models and measurement.

Nils van der Zijl, VP sales and marketing, SoftBank Robotics EMEA, said: "Cobotics is an entirely new approach to innovation within the sector so it's important for industry leaders and innovative early adopters to come together to drive best practice from the outset. This guide will be a useful reference point for any business starting out on their cobotics journey. By following the 12 steps we have identified as critical to successful implementation, FM providers and cleaning contractors can avoid potential pitfalls, minimise their risk and reduce the time it takes to deliver ROI and wider benefits to staff and clients."

The Practical Guide to Implementing Cobotics in FM is available for download from: WWW.HELP.MEETWHIZ.COM/COBOTIC-GUIDE

2020 Loo of the Year Awards event cancelled

BECAUSE of COVID-19 restrictions on the numbers of attendees at events in England, the 2020 Loo of the Awards event, including Washroom Cleaner of the Year Awards, planned for Friday 4 December 2020 has been cancelled. Mike Bone, managing director of the Loo of the Year Awards, apologised for the disappointment this action will cause for the awards loyal entrants, sponsors, exhibitors, and other event supporters.

All 2020 entrants will receive full details of their award grading in October and award grade certificates will be sent to them in late November/early December. Winners of national awards for England, Ireland, Scotland, and Wales will be advised in early December as well as the UK/Ireland trophy winners. Arrangements will be made to present trophies wherever possible.

The 2021 Loo of the Year Awards will be launched early in 2021. Full details will be shown at:

WWW.LOO.CO.UK

Principle raises £25,000 for children's hospice

PRINCIPLE Cleaning Services has raised £25,000 for Richard House Children's Hospice in East London. Staff based at Principle's head office and throughout its many client sites supported the initiative, holding events such as office tuck shops, quizzes, sweepstakes, barbeques, sponsored bike rides, walks in Snowdonia, and more.

Richard House provides palliative care to children suffering from life-threatening and life-limiting conditions. Its CEO, Chris Baker, said: "Raising over £25,000 is a brilliant achievement for our first year of partnership and has gone towards helping Richard House expand its new services such as Hospice at Home, meaning crucially we can offer our families more choice in how they receive vital care. Huge thanks goes to all Principle staff who engaged in the partnership, and to their clients and stakeholders who also joined in the activities. We look forward to continuing our partnership into 2021."

Douglas Cooke, executive chairman of Principle Cleaning Services, said: "We are



An excellent fundraising achievement. The photograph was taken ahead of COVID-19 social distancing restrictions.

delighted to have raised these funds, which will help to support children and their families through some extremely challenging times. Richard House is dedicated to providing the best possible care and facilities for those in need and we are proud to play our part. This was a real team effort from all our staff across Principle and our many clients, and I'd like to add my personal thanks to everyone."

WWW.PRINCIPLECLEANING.COM

Royal visit for green cleaning pioneer

BURGESS Hill's Bio-Productions, an industrial cleaning manufacturer with a record for producing environmentally responsible products for customers across the globe, welcomed HRH The Princess Royal for a tour of its facility on Monday 12 October. Founded in 1986, the company has developed 'greener' alternatives to harsh chemical compounds, including, most recently, an alcohol-free hand sanitising gel to combat COVID-19.

HRH The Princess Royal was shown how proprietary formulas, developed in its Burgess Hill laboratory, use naturally occurring bacteria and enzymes to help sectors - including healthcare and hospitality - meet the heightened challenge for cleanliness posed by the pandemic.

The Princess Royal also heard how, as COVID-19 swept across Europe, the company pulled out all the stops to meet a surge in demand from customers looking to protect their workforces and clients with biocidal products shown to be more effective at combatting viruses. At the same time, it was coping with changes to the way its own workforce operated while also facing supply chain challenges.

MD Angela Gill, who helped lead a management buyout of the company in 2014 with co-directors Phil Karn and Avonia Bridge, paid tribute to the way staff responded under difficult circumstances over the past six months and introduced the Princess Royal to some of its key members.

The Princess Royal unveiled a plaque commemorating her visit after concluding a comprehensive tour of the company, including production lines, lab, warehousing, and administration departments.

Angela Gill said: "It was an incredible privilege to welcome Her Royal Highness the Princess Royal to Bio-Productions. It was an historic moment for our company and a day of huge pride for everyone who has been involved in its growth. Every single member of staff took pride in the moment – it was their moment. Without them, we wouldn't be the company we are."

WWW.BIO-PRODUCTIONS.COM





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Hygiene top of the 'getting back to business' agenda

A recent survey about how COVID-19 has affected perceptions of cleanliness and hygiene in the workplace shows that confidence is low in these early stages of businesses getting back to work. The survey conducted by Harris Interactive on behalf of Kimberly-Clark Professional showed that three out of four people in the UK do not feel safe going back to the workplace, while 86% said they would avoid a location if they didn't think it was COVID secure.

"Early experiences out of the home have not met expectations, so more must be done," said Olena Neznal, vice president, Kimberly-Clark Professional EMEA. "Fear and uncertainty have put businesses under pressure to balance the responsibilities of keeping everyone safe and staying up to date with protocols whilst getting businesses back on track."

As a leader in workplace hygiene, Kimberly-Clark Professional is keen to fully understand the concerns and issues around returning to work. The company commissioned Harris Interactive to discover how people really felt about returning to work and discovered that 80% of consumers are now more aware of hygiene practices when outside the home.



"Only businesses which win the confidence of their employees and customers will thrive, and from this research it is clear that hygiene is now top of the business agenda," added Olena Neznal.

When asked 'what are the most important areas to improve hygiene in an office building', 89% said the washroom is a key area where businesses can do more. Three in four thought the condition of the washroom was a reflection of how much the establishment cares about its customers/visitors, while equally 75% thought the condition of the washroom is a reflection of the hygiene standards for the rest of the establishment.

Kimberly-Clark Professional has introduced the 360° Hygiene and Protection programme to help businesses get back on their feet and restore confidence by demonstrating that they are protecting everyone, and keeping premises safe. The 360° programme identifies the need areas, through assessing a building's level of preparedness and identifying germ hotspots. Hotspots are objects such as door handles, sink fixtures, lift buttons, tables, and stair rails that are touched by many throughout the day and need frequent cleaning and disinfection to help break the chain in germ transmission. The next step is implementing cleaning and disinfecting protocols and introducing the correct hand hygiene and surface wiping solutions. Finally, Kimberly-Clark Professional promotes hygienic workplace practices by providing communication tools to help create awareness, which is a vital and important part of making people feel safe.

WWW.KCPROFESSIONAL.CO.UK

Investment by Northwood set to boost capacity by over 300%

NORTHWOOD Consumer Ltd, formerly Freedom Paper Products, a division of Northwood, has made a number of significant investments in its manufacturing capabilities to further facilitate growth of its rapidly expanding retail and cash and carry market sectors.

Demand for Northwood's consumer products has increased by 30% year-on-year, led by established brands and spearheaded by the Freedom Inspirations toilet tissue range and Rhino Kitchen towel, both of which have recently undergone brand design relaunches. The £7 million investment in the Birmingham plant includes a new converting line. The new machine will boost capacity in toilet tissue and kitchen towel by over 300%.

The investment features new technology in paper converting. It facilitates high speed rewinding, multi-pattern flexible embossing and new thickness enhancing embossing technology with lotioning capability, along with adaptable packaging and palletising equipment. The benefit of the new converting line has been enhanced by further investment in new automated systems and employee training.

Peter Foy, Northwood's manufacturing director, said: "This investment marks an

exciting new chapter in the development of our consumer business. Not only does it enable significant gains in capacity, but also big improvements in product quality and performance."

WWW.NORTHWOODCONSUMER.CO.UK



BICSc announces 2020 Thumbs Up award winners

WHILST unable to deliver the physical 2020 BICSc Annual Awards Dinner, BICSc presented its Thumbs Up awards virtually. With the support of Rubbermaid Commercial Products, BICSc recognised and rewarded five frontline cleaning operatives with an engraved Thumbs Up trophy, a £250 gift voucher and a ticket to attend next year's BICSc Annual Awards event.

A spokesperson for BICSc said: "Our winners are shining examples of frontline industry excellence, who have each clearly demonstrated, throughout an exceptionally difficult time, their dedication, commitment and passion, all of which are part of 'being BICSc."

The award winners are: Rebecca Partridge, Aston University; Kylie Inman, Aston University; Steven Leeks, OCS; Leon Dole, ISS Facility Services; and Norlida Stanton, Nuffield Health.

"The commitment to the BICSc ethos and raising standards continues to overwhelm us," said Neil Spencer-Cook, chief operating officer, BICSc. "This year particularly has shown us how what we do as an industry is imperative. The



qualities of the Thumbs Up award winners and the examples they set for others is nothing short of outstanding. Keep up the good work."

Stan Atkins, CEO, BICSc, said: "Since the outbreak of COVID-19, the cleaning industry has received a lot of attention. It has long been my assertion that we are the invisible workforce. The argument over key worker status continues, but there is no doubt that without the cleaning teams, the country would have ground to a halt. Our winners should be proud of their contribution to the greater good and I would like to take this opportunity to thank every one of them for a job well done." WWW.BICS.ORG.UK

New appointments strengthen CSSA

THE CSSA (Cleaning and Support Services Association) has recently made new appointments within its team. Daniel Cross, UK marketing manager for Tennant and its subsidiary Vaclensa, has taken on the role as chair of the marketing executive, and Paul Ashton, CEO of Birkin Cleaning, has been appointed deputy chair of the CSSA.

Daniel Cross said: "I'm excited and thrilled to be taking on this role and becoming more involved in promoting the great work and actions of the CSSA, as well as communicating the many benefits of membership to the professionals working within our industry. Right now the role of cleaning and support professionals has been elevated, and just like the ethos within Tennant and Vaclensa, and we are here to support these professionals in the vitally important work they are carrying out".

Paul Ashton said: "It's a great opportunity to inject some of our Birkin passion into the industry."

WWW.CSSA-UK.CO.UK

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Biotech cleaning products strike the right chord at V-Festival

ENVIRONMENTALLY-friendly products made by global biotech cleaning solutions provider, InnuScience, were chosen to maintain the highest standards of hygiene at major live music event, V Festival.

Due to the ongoing pandemic, V-Festival, which in its heyday attracted crowds of 170,000 across two sites in Essex and Staffordshire, returned this year as a one-off digital event in August and was live-streamed as a three-part television special from the original festival site at Hylands Park in Chelmsford, Essex.

Commercial eco-friendly cleaning company, Priority Support Services, was hired by TwoFour Broadcast Ltd to manage the temporary structures at the event as well as the cleaning of Hylands House, a neoclassical villa situated on the Hylands Estate.

Owner and director of Priority Support Services, Tony White, said: "One of the key elements of the job was to clean Hylands House where the production crew, celebrities and other VIPs were staying. It was critical that the right cleaning products were used which would protect the furnishings and flooring in particular. It was critical the owners of the Hylands Estate knew exactly what was in the products being used. Using the InnuScience products was wholeheartedly approved due to their environmental and quality credentials, and the transparency of the make-up of each product. It was an exciting challenge to ensure production crews, performers, TV presenters, security personnel, and our own staff were safe and secure and knew we were in control of all cleaning and deep cleaning requirements for the event."

Paul Twiss, marketing director at InnuScience, said: "We were delighted when we heard that Priority Support



Services had won this prestigious cleaning contract and that our eco-friendly, plantbased products played a key part in ensuring the highest levels of hygiene and cleanliness were maintained throughout this high-profile event."

WWW.INNUSCIENCE.COM

Contract extension with the OU

FACILICOM UK and Ireland has secured a new, one-year contract with The Open University (OU). This follows a decade-long relationship with the supported open learning and research expert.

Facilicom began working at OU's Nottingham site over 10 years ago, delivering hygiene and window cleaning services. It has since won contracts, over a number of years, with seven additional regional sites. This includes its headquarters in Milton Keynes and sites in Northern Ireland and the Republic of Ireland. All these sites are included in the contract extension. There are approximately 60 operatives working at the headquarters, and 25 operatives working across the regional sites.

Jan-Hein Hemke, managing director of Facilicom, said: "We are delighted to be extending our contract with The Open University across multiple sites in the UK. We have enjoyed a long-standing relationship with the organisation for many years now and feel we have developed a real partnership approach to cleaning operations. This contract extension really is testament to the hard work and dedication of our teams across the country. They have consistently delivered the highest standards of cleaning, and more recently have adapted to the challenges that COVID-19



has brought, to ensure each campus is safe and hygienic. I would like to thank everyone involved in securing this relationship for another year, and we very much look forward to working with the teams at the Open University in the coming months."

WWW.FACILICOM.CO.UK

Churchill and Pareto partner with Hearst UK

PORTFOLIO by Churchill and Pareto FM have been appointed by Hearst UK to provide soft and hard services to its London portfolio. The terms of the deal will see Portfolio by Churchill deliver daily office cleaning, deep cleans and event management, whilst Pareto will deliver all associated mechanical, electrical and fabric related planned and reactive maintenance as well as project management services.

The deal includes a number of innovative

service solutions including a workplace hygiene programme - PRISM - and COVID-19 mitigation services from Portfolio, and Pareto expanding its women in engineering programme with an electrical apprenticeship.

Hearst UK publishes 25 brands including Elle, Harper's Bazaar and Cosmopolitan, and sells over four million magazines a month.

Sophie Wilkinson, head of operations and PMO, Hearst UK, said: "Since moving to Leicester Square in 2018, we have been keen to align our service partners to our new way of working - being able to deliver high cleaning and maintenance standards, whilst also operating as efficiently and effectively as possible. In Portfolio and Pareto we found two service partners that completely understood our ethos, high standards and approach to inclusivity and were able to demonstrate that we could create a true partnership."

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Potty parity

THE first time I came across the phrase 'potty parity' was in the mid '90s when I was doing some research into 'away from home' toilets for Eurotunnel. It is, as you might have already guessed, an American expression which for some reason has

not gained favour in the UK. To understand the issue, as I am not a woman, I took a look back at the history to look forward.

The very first public toilets were introduced in 1851 in London's Crystal Palace. George Jennings, who was a plumber, installed what he called 'Monkey Closets'. People were excited by them because they were the first public toilets that anyone had ever seen - and they flushed!

In Victorian Britain, women were unable to travel long distances due to the fact that the overwhelming majority of public toilets could only be used by men. Women living in Victorian Britain were deemed to be too modest to answer the call of nature when



they were not at home. The first ladies lavatories were opened in London's West End in the late 1800s, meaning women could go to shops and cafes for longer. But conveniences for women remained rare until after the First World War when public toilets were opened in

railway stations, parks, etc.

If you look up 'potty parity' in a search engine on the Internet, Wikipedia has a very good explanation. But from a historical perspective, they show a plan with public toilets in Charing Cross Road, London, 1904. The men's facilities comprise 12 cubicles and 13 urinals whereas the women's facilities comprised just five cubicles. This was also referred to as the 'urinary leash'.

Then there is 'spend a penny', which comes from the earliest public toilets which had locks on the doors which cost a penny to open. This practice appears to have begun in the 1850s, although the phrase wasn't recorded in literature until nearly a century later. In any case, it caught on rather better than phrases such as 'powder my nose', 'use the little girls room', or 'I'm going to see a man about a dog', although these are all now in decline.

Very little consideration is given to the planning stage of public conveniences - in fact, the queues are a result of centuries of gender bias in architecture and design. Studies show that women take twice as long to use a toilet as men: about 90 seconds for women, 40 seconds for men. In a survey, 59% of women said they regularly have to queue, compared with 11% of men. This makes sense: women usually have more clothes, more bags and sometimes (more often than men) small children to deal with. Most architects provide men's and women's toilet areas of equal size and capacity when, to reduce queues, women would need a third more cubicles as men to account for the extra time

And don't even get me started on 'away from home' toilets for children! WWW.BICS.ORG.UK

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Choosing your 'new normal' - the BPCA reflects on lockdown

By Ian Andrew, CEO, British Pest Control Association (BPCA).

THERE is no map for what organisations are facing at the moment because none of us has been through anything similar in our working careers. Like most businesses, we went into lockdown almost overnight. At BPCA, we're a small team but that doesn't lessen the logistical issues we had to overcome. Getting all the right kit to the right people, so that everything worked as it did when we were sitting in the office was no small task.

We then had an overload of Government information we had to sift and sort in a manner that worked for members. At the same time, we had to get our public affairs work from 0-to-60 due to our initial lack of inclusion in the key worker categories. It was a game of two quite different halves as the communications team was rushed off its feet with updates, guidance and letters to elected members in Westminster and the devolved governments.

Our technical team was swamped with members seeking advice on whether they could continue working, how they could work safely and what risk assessments they should undertake.

We completed a digital transformation of our training offering in four months. We launched

digital classroom courses, e-learning packages and online qualifications.

The important thing is getting back to business - even if this is not getting back to normal. But it's not just about doing what we did before. There is duplication in workload to cover off contingencies.

Looking more generally at some of the unintended consequences of lockdown, some of these features we need to ensure don't remain in the new normal. The boundaries of work/ life balance have blurred and there has been a near expectation of availability beyond typical working hours. That's not good for people's wellbeing. How many of us have been answering emails and texts, posting on social media while participating in a Zoom meeting? We have all spent longer staring at screens, often ignoring good practice. This isn't sustainable in the long term. Consultation has at times gone out the window because we had to be fleet of foot. That's OK in a crisis. While agility is good, the checks and balances of governance are also good!

Trade associations will go down one of three routes. Some will disappear or merge. Some have gone into hibernation. Others, including BPCA, have been busier than ever. We had corners to fight for our members, our sector being recognised as essential and our workers being recognised as key. Being the voice of our members in the sector and beyond has helped prove our worth during this crisis. That, alongside all the guidance and support we've provided, has hopefully been of value.

Having a voice is vital for all our engagement with Governments - whether that's the ongoing efforts to avoid a ban of glueboards in Scotland or the issues over bird licensing generally across Westminster and the devolved nations.

We have a lot more still to offer. Our investment in delivering services digitally has been significant. Making as much as possible accessible online will continue. Additionally, we'll shortly launch a new suite of updated codes and guidance documents.

What makes all this happen? Our members. Our main sources of income are our member subscriptions, the revenue from our training courses, qualifications, and our events. Members are what being a trade association is all about. Our members share their ideas and guide our decisions.

There is much to reflect on as we come out of lockdown - some of it positive, some less so and some we hope we never have to repeat again! WWW.BPCA.ORG.UK



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When did bricklaying trump cleaning?

Lee Andrews, CEO of DOC Cleaning, reports.

WHILST putting on a brave face last month after the PM's U-turn on working from home, I came across another headline to fan the flames of my confusion. 'Migration Advisory Committee (MAC) reviews Shortage Occupation List (SOL)'. Just to remind you, if an occupation appears on the SOL, it greatly assists those employees in applying to work in the UK after freedom of movement ends next January. Top of the MAC's jobs to be added to the list were care workers and nursing assistants. Fair play, we are all acutely aware of the difficulty in attracting applicants to that sector. Then, as I read on, they recommended that butchers and bricklayers should also be added. Any sign of cleaners? None at all.

Has all the heroic work done by cleaners during 2020 been forgotten already? Or, to put it in another, slightly more self-critical way, has our industry failed to capitalise on the positive publicity we generated before, during and after lockdown? For a few brief months our industry was treated as a saviour, keeping Britain's workplaces safe. Now, it seems as though normal service has resumed. Any notion that our staff demonstrated skills, let alone bravery, has evaporated and we are behind bricklayers in the queue for recognition. Essential yes, but skilled, or in short supply? Afraid not.

Ironically, with or without COVID, 2021 was shaping up to be a year of potential labour shortage in cleaning. A combination of the government's Immigration Bill, due to come into force in January, along with the significant return of EU workers to their home countries, was threatening to restrict the supply of frontline labour in the UK. We were contemplating a situation where upward pressure on pay rates might actually make cleaning work more attractive. Then came COVID and its depressing effect on the economy. Widespread redundancies in retail and hospitality have thrown many, often younger, people out of work. Add to this the redundancies now on the cards amongst our own industry due to the continued closure of offices and we now face a potential oversupply of people looking for cleaning work, with the sad but rather inevitable effect this will have on pay rates - totally opposite to where we were thought we were heading earlier in the year. Maybe I'm being a bit cynical, but I wonder whether these thoughts went through the minds of the MAC when they chose to ignore cleaning as a potential SOL occupation last month. The timing is also awkward for the upcoming minimum wage reviews. With the Living Wage Foundation due to announce this month and the Low Pay Commission set to make its own recommendations for next April soon, I sincerely hope that forward progress on pay rates is not stopped in its tracks.

I couldn't write this column without commenting

on the state of play with government job support schemes. In a rather similar way to tapering furlough, the JSS and £1000 bonus do not feel as though they were designed with cleaning in mind. Maybe they'll work in certain situations, but there are many contractors out there, particularly those who major on office cleaning like ourselves, for whom a lack of client revenue effectively kyboshes the idea of hanging on to staff and topping up wages to the tune of 22%, in the hope that revenue may soon reappear. Whilst at DOC we have mitigated the worst effects of redundancy, supported by some very understanding clients, I'm not sure how much longer the office cleaning side of the industry can withstand the uncertainty of not knowing when buildings will be fully occupied again.

So, as we put our shoulder to the wheel for another four, five or six months of unpredictability, let's not lose the opportunity to build on the sterling work our industry has delivered in 2020 so far. Let's show that whilst we may not be in short supply, neither are we short on resilience or short on determination to show how skilled and valuable we are.

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Face to Face

Neil Nixon speaks with **James Gordon**, new marketing director, UK and Ireland, at Kärcher Professional UK.

What is the key objective for you in your new role, particularly looking at the professional and retail sectors?

My priority is driving the Professional arm of the Kärcher business across the UK territory to generate incremental business, whilst maintaining our strength in retail channels. The potential for continued growth in professional is huge and will be the driver our total company growth.

Kärcher offers much more than just pressure washers. Can you give an overview of the breadth of the range?

Kärcher is about much more than pressure washers! The Professional product range incorporates steam cleaners, industrial vacuum cleaners, floor scrubbers and scrubber dryers, municipal equipment such as sweepers, vehicle cleaning systems, window and surface cleaners - I could go on... We are actually about more than just the products, as our service team identifies tailored cleaning solutions for individual businesses that may involve more than one product, or a configured product.

What technologies has Kärcher developed to assist end-users in meeting their environmental objectives?

Kärcher has introduced a number of environmentally-friendly innovations. Our ecolefficiency mode, which can be found across almost all of our products, introduces energy and resource saving measures. For example, ecolefficiency mode on our hot water pressure washers limits the maximum temperature to 60 degrees, a temperature at which the majority of cleaning tasks can be carried out. It also reduces fuel consumption by up to 20%. On our scrubber dryers, ecolefficiency mode lowers the power consumption of the vacuum and brush motor, reducing energy consumption and noise levels whilst increasing battery run times.



What service and training offerings does Kärcher offer the professional market?

Karcher has a dedicated support team to provide bespoke training on our machines, as well as safe working procedures, operation and application. Our service team provides onsite or remote support and interim servicing for the entire life of a Kärcher machine. Since the onset of the COVID pandemic, we've introduced a virtual training resource to deliver support from a safe distance through online training videos, as well as live customer consultations - www.kaercher. com/uk/professional/academy-live.html. It is filmed at the Kärcher Academy, using Kärcher Professional machines, so customers have direct access to our cleaning experts.

How do you transact with your customers do you offer a range of purchase, lease and hire options?

We work with our partner Cleansweep to offer the hire of cleaning equipment anywhere in the UK with next day delivery. Kärcher hire equipment can be replaced at the start of each hire term and by hiring, businesses can ensure regular updates on their cleaning machines without additional expense.

Do you offer any fleet management solutions for large professional customers?

Kärcher has a full suite of digital solutions, including Kärcher Fleet for machine monitoring and [SQ] One for managing cleaning staff. Kärcher Fleet enables the remote monitoring of cleaning equipment, so customers can see where it has been used and when, and set up tailored notifications on things like location, usage and repair. The integrated reporting system will even make recommendations on the machine fleet, for example if a machine is being underutilised versus one that is being over used, it can suggest swapping these machines out.

Looking at the current COVID-19 situation, how does Kärcher equipment help building owners ensure a safe environment for building users?

The foundation of any safe environment for building users is cleanliness. If you do not start with a clean environment (tables, desks, chairs, kitchens etc) then it is very difficult to prevent the spread of viruses or bacteria. Our extensive range of Professional cleaning equipment ensures that our customers have the right solution to solve their cleaning challenges. And our field support teams continue to consult, troubleshoot or support our customers on all their cleaning needs. "We are actually about more than just the products, as our service team identifies tailored cleaning solutions for individual businesses that may involve more than one product, or a configured product"

What immediate plans does Kärcher have for developing its Professional range?

Kärcher is a trusted household name that is usually associated with the well-known yellow consumer retail products. I am determined to create equal brand association for the anthracite Professional products with a drive to increase brand awareness, drive market share gains and extend our distribution network. There is a huge opportunity for Kärcher Professional and the exciting new products we have in the pipeline will be a game-changer in 2021.

How will you use your experience from the US and Mexican markets to benefit Kärcher in the UK?

In the US I managed the engineering, operations, and sales and marketing teams across the USA and Mexico. My time there included a restructure of the consumer retail business, while maintaining revenue and tripling the gross margin, principally by repositioning Kärcher as a true premium player in the market. I would like to use my broad commercial marketing experience to drive the Kärcher Professional business in the UK to new heights.

What will be a measure of your success in your new role in three years' time?

Our business today is stronger with our B2C offer in retail channels, yet we have such an outstanding Kärcher value proposition in the B2B professional channels. I would measure success in three years' time being a significantly larger share of the B2B market in the UK and Ireland, balancing our share between the channels. WWW.KARCHER.CO.UK

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COVID-19: Cleaning remains a frontline service

Neil Nixon reports.

Following on from the features in the previous six issues of *C&M* looking at the frontline role the cleaning sector continues to play in tackling the COVID-19 pandemic, I am continuing to migrate any news, new product information or video interviews/webinars online to allow for the more immediate dissemination of any updates. Please take a look at www.cleaningmag.com – content is changing on a daily basis. As the pandemic shows little sign of abating, I will continue to utilise the pages of *C&M* to focus on cleaning during the pandemic in detail

and, as with this month's column, to seek advice on best practice from recognised industry experts, and to learn from the experience of others.

CLEANING OPERATIVES WIN PRAISE AS INDUSTRY ASSESSES THE EFFECTS OF COVID-19

The cleaning and hygiene industry has been assessing the huge impact of Coronavirus and the lockdown on different sectors, businesses, and operatives. A **British Cleaning Council (BCC)** audit of members last month shows that organisations and individuals are having to adapt rapidly to the major changes brought by the virus.

A consistent theme throughout is praise for the dedication of the cleaning and hygiene operatives who have been doing vital work protecting the health and wellbeing of others and keeping key industries going since the pandemic began.

The Association of Healthcare Cleaning Professionals (ahcp) represents many of the cleaning and hygiene key workers who have been on the frontline fighting the virus. Delia Cannings, ahcp national lead for education and training, said: "Cleaning operatives in the healthcare sector played a key role during the pandemic and have done an incredible job, with many going above and beyond, working longer hours, taking on extra responsibilities and adopting new standards and practices to prevent COVID-19 contamination. ahcp members played a vital role getting the Nightingale Hospitals set up and staffing them and will continue to operate them in the coming months as we strive to recover and avoid spikes in Coronavirus cases."

Jim Melvin is a director at the Cleaning and Support Services Association (CSSA) and deputy chair at the British Cleaning Council. He echoes praise for cleaning operatives and highlights the uncertainty caused by the virus among cleaning contractors. He said: "Coronavirus has changed the contract cleaning market significantly but it is different for every business. A great many buildings and businesses remain closed and many staff are furloughed. When clients have returned, they are at significantly reduced staff levels, which by definition reduces the service. Clients are changing their requirements on an almost daily basis and members are needing to be agile and flexible enough to reflect that. Our cleaning and hygiene operatives have faced an unbelievably difficult and fearful time responding both bravely and magnificently to all this."

BCC member the Cleaning and Hygiene Suppliers Association (CHSA) represents manufacturers and distributors of cleaning and hygiene products where, like in much of the industry, the impact of Coronavirus has varied from business to business. Demand for cleaning products for the catering, leisure and hospitality industries has collapsed, leading to employers furloughing workers. But other industries continue to be very busy, for example, manufacturers of hand and hard surface sanitiser along with plastic sack, apron and soft tissue makers. Demand for some products has soared while supply has simultaneously shrunk, forcing many companies to take new measures to carefully manage the exceptional situation.

CHSA chairman, Lorcan Mekitarian, said: "The cleaning and hygiene supply chain has proved itself to be responsive, flexible and adaptable. We expect the majority of members to perform well in future as the economy recovers. But distributors serving primarily or solely the catering, hospitality, leisure, retail and similarly hard hit sectors may not survive the severe economic shock created by the pandemic."

Lauren Kyle representing the Business Services Association (BSA) added: "Our members operate in a wide range of sectors, some of which - such as sports and leisure, transport, and retail - have seen a downturn, while others - such as schools, and hospitals - have seen heightened demand for cleaning and disinfection. In the longer term, FM industry insights suggest that corporate clients will look to review and rationalise property portfolios to adapt to an increase in agile working, with many employees working more from home. This indicates that there could be changes in the delivery of day to day cleaning at client sites in the long term as they review their use of space."

Window-cleaning and hospitality have both been hard hit. The UK Housekeepers Association (UKHA) represents cleaning operatives and managers in hotels, and their suppliers. Angela Jaquiss of the UKHA said that most hotels had been closed from March and most cleaning staff were on furlough. She said: "It could be a slow climb back to some sort of normal."

The Federation of Window Cleaners (FWC) said that 80% of members were furloughed, and 20% were working. FWC chairman and safety officer, Andrew Lee, who is also director at JA Lee Window and General Cleaning, said: "In my own business, we had literally hundreds of our customers temporarily cancelling their work. We laid eight out of our 10 window cleaners off. Since then, we have introduced a socially distanced domestic service and have also diversified into sanitising and fighting the Coronavirus on client premises, public transport, buildings and offices. It has been a long, hard and frustrating period and whilst I believe things are starting to improve, it is going to be some time and a lot of hard work before we get back to normal or the new normal, as it is called."

But some sectors were looking to the future with more optimism. Ian Andrew, CEO of the British Pest Control Association, said: "We think pest control will perform well in the future. Pests don't realise there is a global pandemic, although some have changed their behaviour since the pandemic began."

The National Association of Wheeled Bin Washers (NAWBW) said it had seen workloads increase since March by an estimated 10% thanks to more commercial organisations taking up their services.

When the Domestic Cleaning Alliance (DCA) surveyed its membership in August, it found almost all respondents had stopped providing all services on the day of the lockdown



announcement or had stopped earlier - but prospects have improved recently. Stephen Munton from the DCA said: "Our industry sector was significantly affected initially, but as business has returned in recent weeks, there has been an overwhelming sense of positivity."

Members are taking extra steps to reduce the risk of Coronavirus contamination while they are in other people's home, for example by implementing social distancing measures, and using additional PPE where appropriate, he said.

Other members also expect the way their sector operates to change in future because of the Coronavirus pandemic. The UKHA expects there to be much more cleaning and sanitising in future, to a higher level, in hotels, while some CHSA members are developing facilities in the UK and Europe to avoid a repeat of supply-lines from the Far East being restricted. Several BCC members also said that government action or improved regulation would help their sectors adapt to the 'new normal'. Among them was the NAWBW. Marius Coulon, managing director of the NAWBW, said: "It is time the government started to regulate our industry and encouraged both the water companies and Environment Agency to police their own rules and guidelines."

Andrew Lee of the FWC said: "The window-cleaning industry needs clear guidelines on internal cleaning within hospitals and nursing home environments. Something else would be a clear statement, perhaps from the Health and Safety Executive that misting, fogging, spraying of disinfectant and sanitising should not be carried out without cleaning."

Jim Melvin of the CSSA and BCC said: "We believe that there is an opportunity for both government and the industry to review the lessons learned during the pandemic (both good and bad) to collectively increase skills training for operatives. After the vital work they have done during the pandemic, cleaning operatives can surely no longer be considered to be low-skilled."

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AUTONOMOUS CLEANING THROUGH INNOVATION



How electronic security can enhance workplace safety

Matthew Marriott, general manager UK, Ireland and Portugal, Stanley Security, reports.

If you are planning to reopen your business or, indeed, have already done so but are looking at reviewing your safety measures to protect staff and visitors from COVID-19, no doubt you will already have put in place the more basic measures, such as extra cleaning, sanitation stations, 2m distance markings etc.

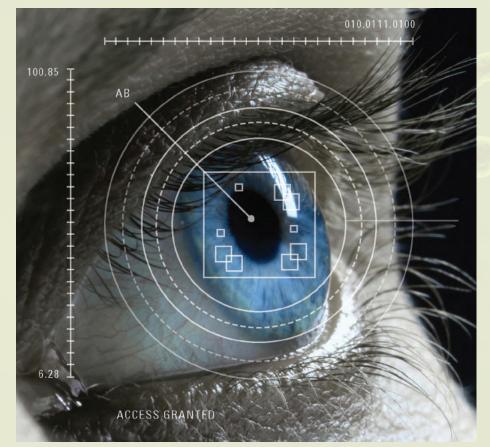
However, you may not have considered using your security systems to assist in making your business safer. Electronic security is prevalent throughout business premises, most frequently used to deter crime and keep people out of places they shouldn't be. These systems are often multi-functional and may be leveraged to reinforce COVID-19 workplace policies and mitigate health, safety and security risks.

Maintaining social distancing

We are all now familiar with the 2m social distancing rule and all businesses will have put in place measures to make people aware of this, such as markings on the floor. In some cases, you may need to monitor this to ensure the distancing is being observed. Manned guarding is an option, but it's expensive and adds to the number of people in the area. An alternative is to use CCTV video analytics software for footfall counting and/or crowd video analytics to identify when people are congregating in too small an area. The systems can generate an alert at a pre-set threshold and an operative can then communicate with those people advising them to move apart or away from the area.

Elevated temperature detection

Thermal cameras can have a role to play in helping prevent the spread of COVID-19 - they are solely able to identify and alert users to someone who has an elevated temperature. This could be for a number of reasons, so you must put in place a well-defined protocol for dealing with a potentially unwell person. Don't forget that many people with the virus are asymptomatic, so a thermal camera will not help in these instances.



Access denied

For staff who should be self-isolating, it's essential they do not come into the workplace. An electronic access control system is the obvious solution here, but ensure it's one that's easy to manage. You need to be able to instantly, but temporarily, remove access rights to an individual as soon as you have been informed of their health status. A cloud-based system is a good option as this can be done securely from afar.

The new guidance provides recommendations for managing contacts, including limiting visitor times to a specific time window, restricting access to required visitors only and keeping a record of visitors. An access control system can readily achieve all of this with minimum fuss.

Look, don't touch

Government guidance specifies that you should be 'providing alternatives to touch-based security devices such as keypads'. When it comes to access control systems, proximity systems that enable users to present a card or tag at a reader, without needing to touch that reader, are an ideal, well-established alternative. These are relatively inexpensive in terms of capital outlay, but they do come with the ongoing cost of issuing and managing tags/cards. To avoid that you could look at a biometric based system instead, such as readers that feature iris recognition. Whilst these involve a larger capital outlay, the ongoing costs are minimal.

Access control readers can be removed altogether from the equation if you instead opt for facial recognition through a CCTV system. Facial recognition relies on matching a live facial image from a camera to a database that holds a biometric 'map' of each individual authorised to be on that site, using artificial intelligence.

Handle with care

In many instances, access control and facial recognition systems can be integrated with other on-site equipment to help reduce the number of people touching equipment. In offices, this could be printers or scanners.

You could also look to link your access control system to automatic hand sanitiser dispensers

mounted at the entrances to your premises. It could be set so ensure that people cannot gain access into your building or past reception if they haven't sanitised their hands. Equipment already exists for use in high risk areas, where a very strict hygiene level is required. These systems require both hands to be placed within the sanitation machine and only when the sanitation is completed will the door open.

Remote monitoring

With the aim being for the minimum number of people to work on site, businesses should consider the safety, security and peace of mind of those that are. Here, remote monitoring services may be advisable. For example, CCTV monitoring combined with the latest video analytics can monitor employees who are working either alone or in high risk/high security locations from a remote monitoring centre.

For a comprehensive remote solution, all your on-site security - intercoms, access control and CCTV - can be used to take over the duties of some, if not all, manned guards on site. Monitoring centre operatives have full control over the security systems and can activate/deactivate alarms, alert the



emergency services, and direct people or vehicles to specific areas. It's an around the clock service, plus comes at a far lower cost than employing a team of security guards on site. This solution could also help to monitor the new drop off points or transfer zones that have been recommended, to prevent people passing things directly to each other.

Review and revise

To ensure the safety of all those on your premises it's vital to review your health and safety procedures and take a long term approach. Employing appropriate technology now to help you manage the pandemic is an investment in your company's future. WWW.STANLEYSECURITY.CO.UK



A new image for the cleaning industry?

John Shonfeld, Master of the Worshipful Company of Environmental Cleaners, asks how cleaning professionals perceive the future of their businesses? What changes do they expect to see in the industry?

IN the current climate, whatever cleaning industry business owners are currently offering to clients, it's likely that they're operating at about 50-60% output. Of course, in some sectors, like food retail, healthcare, education, and transport there has been increased demand for more frequent and enhanced deep cleaning. However, one thing is for certain, the coronavirus has affected our client landscape and service ability because of the major change in commercial and office use (not to mention hospitality and leisure). So, we really need to look at the new future, where it is very possible that a majority percentage of office workers will remain working at home. New research already indicates that as many as nine out of 10 workers would rather homework after this quarantine experience. $^{(1)}$

With socio-economic changes like this occurring, I believe that diversification will be top of the list for the cleaning industry to adapt - which is inevitable. Businesses will have to look at progressing holistically, encompassing more than before, taking on other services like catering and laundry for example. Some cleaning companies which already have their own laundry groups may focus on those parts of the business and augment the service. The bigger companies that don't have them may look to acquire laundry and catering businesses. It reminds me of the adage - we cannot 'have all our eggs in one basket' - in order to prevail in this kind of sudden and business altering crisis.

Acute action for business survival

Of course, part of the adaptation requires seeking a new customer base. This could be sought outside the usual remit of the regular offering, like in train and bus cleaning, for example. It might even entail looking abroad for new clientèle in Ireland and Europe.

Compounded by the UK recession, companies will downsize and re-train staff in different roles. Some will wait for as long as





John Shonfeld

possible, but a great many companies will be scrutinising costs moving forward so that they remain in operation this time next year. Unfortunately, I think that the companies that are not cash rich will be feeling the pinch now. They will be taking the most extreme measures, if not folding, which is a travesty. No one wants to see their peers suffering, even in the healthy climate of expected competition.

Think 'multi-service'

There's also extending one's thinking on how to improve an existing service in a given sector. For example, another way that the cleaning industry can support the hospitality industry is by getting contract cleaners to run the housekeeping functions, instead of having separate staff doing the bed linen, laundry and housekeeping - provide a combined service. This could also apply to the private hospital sector as well. Why not use trained cleaning professionals to deliver the entire package of service required? It's worth a thought.

The reason I mention this is that businesses that have a backup plan and adapt are the ones who are more likely to prevail. It means thinking outside the comfort zone and redirecting existing skills in new directions.

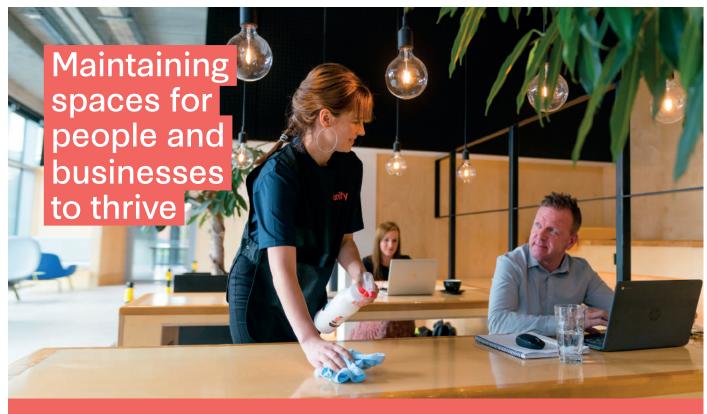
Changing perception

The opportunity for the cleaning industry to get more involved in facilities management could enhance the reputation of the cleaning industry as well. It's a matter of perception -'cleaners', even those who are highly trained in specific skills like the much-needed deep cleaning, remain at a perception disadvantage. By shifting the offering to include more FM services, this may well influence more appreciation of the servicing. Amalgamation between large cleaning companies, sharing of skill sets and extending service offerings are probably ways that the cleaning industry will transform in the post-COVID world.

Recognition of the importance of cleaning and hygiene during COVID-19 has helped raise the cleaning industry's profile but more needs to be done to maintain this, and this kind of collaboration may be the way forward. Even as part of its survival strategy, there's strength in numbers and working together. It may be the only way that our industry remains a viable economic force and a sector of continued valuable service to the changing landscape of our communities.

WWW.WC-EC.COM

^[1] www.independent.co.uk/news/uk/ home-news/home-working-lockdowncoronavirus-office-grant-shapps-borisjohnson-a9693051.html



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A fresh approach to facilities management

Enhanced hand hygiene: the challenges

Long queues, sore hands, higher soap and paper consumption - these are just some of the challenges posed by enhanced hand hygiene during the global pandemic. **Essity's Stuart Hands** looks at ways of overcoming problems caused by upping the ante on hand-washing.

THE need for optimum hand hygiene is more important in 2020 than it has ever been before. And it seems that many of us are finally getting that message. A recent study carried out for Essity revealed that around 78% of people are now washing their hands more frequently than they used to do. According to the survey of 1035 UK adults, most of us have begun washing our hands an average of 10 times a day compared with around eight times a day before the pandemic began ^[1].

Now that the nation's shops, restaurants, gyms, bars, and workplaces have started to reopen it is logical to assume that some of these extra hand-washing events are taking place in away-from-home washrooms. The fact that people are practising good hand hygiene in public spaces is excellent news since soap and sanitiser are both powerful weapons in the fight against COVID-19. However, increased handwashing brings with it a number of issues.

For example, when people are washing their hands more frequently it is inevitable that soap supplies will run out more quickly. And in a publicly-used washroom this will lead to escalating product and labour costs since staff will need to check the supply levels more frequently.

Another issue is that social distancing requirements coupled with the government's advice to wash the hands for at least 20 seconds has led to the lengthening of washroom queues. This is because fewer people are allowed to enter the washroom at once and each visit is likely to last longer once inside. And handcleansing with increased frequency can lead to skin problems since harsh soaps, hot water and hand sanitiser all take their toll on the hands, leading to painful conditions such as dermatitis and eczema.

Washroom providers need to address these issues and come up with systems that help to ease washroom traffic while also ensuring that



a continuous supply of skin-friendly products remains accessible at all times.

The costs involved with the higher use of soap and paper can be successfully managed by installing systems that naturally control usage. Dispensers that give out only one measured shot of soap or a single hand towel at a time will help to prevent waste and over-use. And high-capacity units that can be topped up at any time will prevent supplies from running out too quickly, which will also help to ease the maintenance burden.

Queues can be shortened by installing systems that are quick, easy and intuitive to use. Automatic taps that are slow to work and quick to shut off before the hands have been completely washed will cause frustration and increase the time spent at the sink, while soap dispensers that require several pushes to operate will slow down the cleansing process. And air dryers will significantly lengthen the time it takes to dry the hands. Even the fastest of air dryers takes at least 10 seconds to dry the hands thoroughly, during which time the user is obliged to remain rooted to the spot. This will impact on washroom flow and prevent others from accessing the facilities.

Skin problems caused by hand hygiene create another area for concern. In one study it emerged that just over 40% of pupils in Danish schools - among the first to reopen in Europe after the lockdown - developed eczema on their hands soon after returning to classrooms because hand hygiene protocols had been stepped up ^[2].

Skin issues are a particular problem in the healthcare sector where frequent hand washing is vital to keep patients safe. A recent study carried out by the British Society of Cutaneous Allergy revealed that one in five hospital workers have at one time suffered from a skin condition that has required them to take time off work.

According to experts, warm water coupled with a mild soap is the safest combination for frequent hand washing since harsh soaps and hot water may aggravate the skin. Water in general has a drying effect so the hands should *Continued on Page 32.*

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Environmentally sensitive hand hygiene

Mark Jankovich, CEO of Delphis Eco – a company that has built its reputation based on 'clean and green' professional cleaning – reports.

RIGHT now the cleaning and maintenance sector is facing enormous challenges as the hospitality, leisure, retail, and other sectors are beginning to open their doors to customers post lockdown. Cleaning and maintenance teams are working hard to ensure customers are safe and hand hygiene will play a crucial part in that.

A key factor to help ensure users wash their hands correctly will be the provision of hand sanitiser within washrooms alongside the traditional washroom products. Hand sanitisers are seeing unprecedented demand and Delphis Eco is an expert in this area.

There are actually two main types of hand sanitiser available on the market - sanitiser gels, where alcohol is the active ingredient, and water-based sanitisers, containing Quaternary Ammonium Compounds (QUAT) as the active ingredient. You will find these types of foaming



sanitiser (QUATS) in many of our hospitals, for the use of staff and visitors, often chosen as they are considered safer than their alcohol-based counterparts. QUAT are the active substances found in the majority of surface sanitising and disinfecting products, chosen for their effectiveness against a wide range of bacteria, moulds, fungus, and viruses, whilst being relatively safe for users and the environment.

Very few hand sanitiser brands, whether alcohol-based or QUAT based, will have undergone efficacy testing against viruses and, at the moment, none will have been tested against COVID-19. One of the reasons for this is that it is widely accepted that enveloped viruses, such as COVID-19, are easily killed by correctly formulated alcohol sanitisers, but it is also the case that these virus types are easily killed by correctly formulated QUAT based products.

Delphis Eco's Hand Sanitiser Foam contains the maximum amount of QUAT allowed in 'leave on' products in accordance with the EU Cosmetic Safety Regulations. The product itself has not been tested against enveloped viruses, as there is already published information supporting the ability of QUAT to kill enveloped viruses, similar to COVID-19.

The important thing to note is that with alcohol-based sanitisers in the form of gel, a product has to contain a minimum of 60% alcohol. For a QUAT to work it needs to be at 0.003%. This is why QUATs are used to clean hospitals. They are effective yet much kinder to the environment.

One of the key challenges will be to ensure the effective supply of hand wash and products for the washroom and ensuring they are clearly displayed, easily accessible and kept topped up and clean, with effective hand dryers situated in close proximity to the sink. The stats are widely known - most people only wash their hands for six seconds (not the recommended 20 seconds for COVID protection) and around



33% of people don't use soap when washing their hands. Clean signage in washrooms to encourage people to wash their hands with soap and the reasons why will be helpful in changing this statistic.

Up to 80% of communicable diseases are transferred by touch. Perhaps what is less well known is that damp hands are 1000x more likely to spread bacteria than dry hands. Hand hygiene is one of the most important things in the prevention and control of many illnesses and as we all now know is crucial in minimising the spread of COVID-19.

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Hand hygiene – its critical role in beating COVID-19

THE central message from every public health and government campaign to combat the spread of COVID-19 has been 'wash your hands'. This is because we know that personal contact and touching contaminated surfaces - and then touching our own eyes, nose or mouth - are two of the main ways the virus can spread. Keeping hands clean helps to break this chain of infection and is something that everyone can do.

Since the emergence of the virus we have all been instructed to clean or disinfect our hands as often as possible. This includes when entering or leaving a building, when interacting with different people, and after touching any surface that could have been touched by someone else. These are just a few examples but there are many others. It is more than we are normally used to which means facilities need to make it simple and convenient to encourage maximum compliance.

Washing hands with soap and water for at least 20 seconds will work in any location with a sink. Correct hand washing with soap removes bacteria and viruses from skin. Any soap will work and does not need any additional disinfectant ingredients.

Sinks are, however, rarely found in every position where hand hygiene is required during the pandemic. The over-riding requirement at the moment is to provide effective hand disinfection products right where they are needed. The most practical alternative is often a disinfectant hand-rub that can be used on its own. Many facilities have placed handrub dispensers at their entrance and other convenient points throughout their buildings.

Diversey has a complete set of hand disinfection and hygiene products to help everyone take the best possible precautions against the SARS-CoV-2 virus that causes COVID-19. Its globally-trusted hand care formulations in the Soft Care and SURE ranges are widely used in hospitals, care homes and other settings where infection prevention is critical. They include a complete set of colourcoded soaps, disinfectants, sanitisers, and creams meeting a wide range of international infection prevention standards.

It is critical to make sure products are effective

against the virus. SARS-CoV-2 is an enveloped virus. These types of virus are generally easy to kill and disinfectants with virucidal claims such as EN14476 (either fully virucidal or limited virucidal - eg effective against Vaccinia virus) are effective against them. Suppliers should be able to show evidence their products meet relevant disinfection standards and provide additional supporting documentation such as user guides and wall charts that encourage frequent and proper use.

Diversey products meeting this standard include the Soft Care Des E and Soft Care Med H5 hand rubs. These both contain 71.5% alcohol. This is important because products containing more than 70% alcohol are not only more effective but work faster than those with lower levels. The formulations also contain skin moisturisers and other gentle ingredients that help protect the skin. They do not, however, contain any known allergens, fragrance or dyes. All of this helps make them pleasant and suitable for frequent use.

Another popular choice is SURE Instant Hand Sanitizer, part of the SURE range of innovative plant-based, 100% biodegradable cleaning products. This contains no alcohol and does not require water. Particularly popular with schools, it is a non-classified product that cares for the skin and contains a 100% natural perfume to create a refreshing fragrance. These hand care products - in fact most Diversey hand and surface disinfectants - meet the all-important EN14476 standard for virucidal protection when they are used correctly. Each is available in a range of formats to promote the flexibility and convenience that will encourage proper and frequent use.

While effective products are key, they are only part of the solution. The aim is to make it easy for anyone to disinfect their hands whenever they wish. Professional dispensers offer many long-term benefits. These include consistent individual dosing, higher capacity and number of doses thanks to concentrated formulations, and reliability. They also have features to help maintain continuous product availability and are less likely to go missing. They can be mounted on walls in key locations or on adjustable floor stands when portability is required. Floor stands offer the additional advantage of adjustable height which can be important for schools with younger or shorter children. They are also ideal for settings where people are likely to be in wheelchairs.

Diversey's new IntelliCare dispenser system, for example, offers contactless performance but switches to manual operation if its batteries become discharged, ensuring it can still be used. The risk of this ever happening is greatly reduced because the equipment can alert cleaning team members when the battery or product levels get too low. They can then take action to maintain product availability.

In the short term, however, it may be more convenient to use portable bottles with built-in dispensers that can be placed wherever they are needed at any time. Diversey offers these as well as smaller bottles for personal use.

Hand hygiene is always important because it is the first line of defence against so many infections. It is even more critical when one of these infections can be so deadly and spread so easily.

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Major investment results in proprietary washroom system

FOLLOWING a major investment in its Telford plant, Northwood Hygiene Products Ltd is launching a new proprietary washroom system featuring an 'industry first'. Offering hygiene, cost-in-use, performance and sustainability, the high capacity Raphael collection comprises two toilet tissue and four hand towel dispensers, along with a soap dispenser.

The range features what Northwood states is the industry's first twin high capacity toilet roll dispenser, the TwinJumbo, which holds up to 800m of product, precluding the need for frequent replenishment and ordering. This offers a significant advantage at a time when facilities management and janitorial teams are exceptionally busy, as they work to ensure that premises are kept hygienically clean.

The majority of Raphael's dispensers are contactless and the others are treated with BioKleen technology, inhibiting the growth of bacteria. Incorporating a single-piece shell, they are easy to wipe clean and all towels and rolls are enclosed. The system offers competitive

cost-in-use benefits. An infinity paper system, allowing users to replenish one roll at a time, ensures that waste is kept to a minimum. The units are free, with the exception of the Electronic Roll Towel Dispenser, which is subject to a loan agreement.

The collection is suitable for the most challenging washrooms, with high performance dispensers constructed from durable ABS plastic and so scratch and impact resistant. They are also lockable, preventing theft and untidiness.

The range consists of pure pulp and 100% recycled products, many of which are Forest Stewardship Council (FSC) certified, reflecting Northwood's commitment to environmental sustainability throughout its operation. Roll inserts are made from recycled bottle tops and can be recycled after use. A selection of products are wrapped in paper which may be recycled and all products are boxed in recycled and recyclable cardboard.

Paul Mulready, marketing manager at Northwood Hygiene Products, said: "Created

over-consumption and keep down costs. And it takes just three seconds for a visitor to take a towel and move on, freeing up the dispenser for the next person and avoiding the issue of queues and logjams.

The checking and refilling of dispensers can slow down throughput since fewer washroom users will be allowed in while refilling takes place. Here a system such as Tork EasyCube can be a good solution since it allows cleaners to remotely monitor washrooms via their smartphone or tablet. Staff can then tell from



with the end user at the heart of the design process, Raphael encapsulates the art of modern washroom dispensers. The sleek smoke and blue units are translucent, while the white one features a transparent rear panel, allowing stock checks to be undertaken swiftly. All have been engineered to enable quick refill."

Distributors stand to gain from the new proprietary range, which features a robust patented lock-out system facilitated by the investment, with mechanically fitted inserts that cannot be removed manually. A training academy has been launched in order to help them to effectively sell the range.

Paul Mulready continued: "We are excited about Raphael and the many benefits it offers to customers requiring hygienic, high capacity systems for high footfall washrooms. We've invested heavily in the new line and are confident that it will prove popular with end users and distributors alike."

WWW.NORTHWOOD.CO.UK/RAPHAEL

afar when a dispenser is running empty or when a washroom is attracting particularly high traffic and may need extra cleaning.

Hand hygiene is of paramount importance during the global pandemic and cannot be skimped, despite the challenges involved. We at Essity recognise this and have issued a series of Safe at Work toolkits providing hygiene information and support for people working in a range of industries in a bid to help keep people safe.

COVID-19 has posed problems for all of us in every walk of life, but experts are working flat out to come up with systems and solutions that ease us through the 'new norm'. As hand hygiene providers we at Essity will continue to do what we can to provide systems that cut costs, enhance efficiency, optimise hygiene and that look after our skin.

WWW.TORK.CO.UK/SAFEATWORK

- ^[1] 2020 Survey conducted by United Minds in cooperation with CINT in July 2020. The survey covered the UK and 1035 people answered the survey.
- ^[2] www.onlinelibrary.wiley.com/doi/10.1111/ bjd.19413

Continued from Page 26.

be gently patted dry with a towel after washing them. And the use of a moisturiser - such as Tork Non-Perfumed Hand and Body Lotion can further help to protect the hands.

The problems of soap and paper run-outs, lengthy queues and escalating product and labour costs can all be solved with the aid of two systems: The Tork Foam Soap dispenser and The Tork PeakServe Continuous Hand Towel Dispenser. The Tork Foam Soap dispenser gives out measured shots of soap to prevent over-consumption while each refill holds 2500 shots of soap compared with around 1000 in most liquid soap systems. This highcapacity system therefore helps to increase the time between run-outs. And the dispenser has been designed to be particularly easy to use, even for people with low hand strength - and this helps to speed up throughput.

The Tork PeakServe Continuous Hand Towel Dispenser caters for over 1000 washroom visitors - 600 more than most other dispensers - which means a long-lasting supply is assured. The unit also gives out towels singly to prevent

Products & Services Directory



RITEFLEX Handheld Dispensing Systems Introduced

HYDRO Systems has introduced its new family of RiteFlex portable dispensing products. The patent pending product range features the RiteFlex Handheld Dispenser available in single and dual flow, and the RiteFlex Foamer/Sprayer.

"Handheld dispensers offer numerous benefits, including versatility and the convenience of being ready to use without installation, training or additional equipment," said Matt Hayas, global product manager, Hydro Systems. "For end users who don't want the investment of a wall-mounted dispenser, or chemical suppliers who want to provide customers with convenience similar to



ready-to-use products, our RiteFlex products offer the perfect solution." RiteFlex dispensers work with any bottle or insert and include a tether with a tube. Its ergonomic tether design eliminates the need to carry a heavy chemical container and allows dispensing or foaming from any size container with any size thread.

WWW.HYDROSYSTEMSCO.COM



TOUCAN Eco has become one of the first cleaning products of its kind in the UK to receive both EN 14476 and EN 16777 certification, proving its virucidal efficacy against coronaviruses.

Following independent accredited laboratory testing,

Toucan Eco has been validated for use to EN standards and is certified to kill more than 99.99% (or >4-log) of viruses. Both certifications are virucidal tests targeted at a broad spectrum of enveloped viruses including coronavirus.

A spokesperson for Toucan Eco said: "This ground-breaking achievement is believed to be the first hypochlorous generator that uses just water, salt and electricity to be certified to both standards, making Toucan Eco the most effective hypochlorous solution currently available."

WWW.TOUCANECO.CO.UK

NILFISK EXPANDS Autonomous Ride-on Range

NILFISK has announced the launch of two high-performance additions to its portfolio of autonomous solutions - the Nilfisk Liberty SC60, a robotic floor scrubber powered by Brain Corp's BrainOS AI software platform, and a UV-C light-based solution for Nilfisk's existing robotic floor scrubber, the Nilfisk Liberty SC50, to target viruses and other pathogens. Both solutions will be available in the UK and Ireland in 2021. Hans Henrik Lund, Nilfisk CEO, said: "Years of development have introduced state-of-the-art robotic technology within professional cleaning, and as a leader in intelligent cleaning, Nilfisk is committed to operating at the forefront of this evolution. We are, therefore, very excited to add two new innovative solutions to our portfolio. Together with our strong technology partners, we constantly strive to deliver the market's best autonomous solutions, tailored to our customers' unique cleaning

requirements, and environments, in order to elevate their standard of clean. Today, we reinforce that commitment!" WWW.NEW.NILFISK.COM



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HAND SANITISING Gel Is Kind To Hands

BIO-PRODUCTIONS has launched an alcohol-free hand sanitising gel just in time for winter, with the power to keep hands safe and soft while killing 99.9% of germs. The advanced air-drying formulation quickly cleans and sanitises hands

without any sticky residue. Free from

alcohol and added fragrance, it helps to



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combat the dry and chapped skin that usually comes from multiple

applications of hand sanitiser.

"We're so excited to bring this alcohol-free hand sanitiser to market," said Angela Gill, managing director of Bio-Productions. "Anyone who has to regularly apply hand gel knows how tough it can be on skin. This product still provides first-class protection yet without dehydrating your hands or aggravating sensitive skin. Now safe, sanitised hands can be soft too."

WWW.BIO-PRODUCTIONS.COM



ZIDAC Laboratories, a manufacturer of personal care products, has announced the launch of two new products - a hospital-grade hand sanitiser and a multi-surface disinfectant to help companies continue the fight against COVID-19.

The new hospital-grade hand sanitiser improves upon Zidac's previous

formula by adding more ethanol and active ingredients to now kill 99.99% of germs, up from 99.9%, while still protecting the skin. The new formulation has been specifically designed for use in hospitals and healthcare facilities, as well as providing other businesses with hospital-grade protection. Zidac's multi-surface disinfectant - also hospital grade - has been created in response to increased customer demand for products to clean high touchpoint surfaces such as desks and handles, to help keep users safe alongside hand sanitiser facilities.

WWW.ZIDAC.CO.UK

PPE WASTE Diverted from Landfill with Launch of New Bin

 phs Group has launched a
new service
which will see
COVID-19 PPE, such as singleuse masks,
being managed
safely amid
warnings it is becoming



the latest danger to ocean life. PPE waste collected from phs PPE waste bins will be diverted from landfill and converted into energy, ensuring it is disposed of both responsibly and sustainably.

The new PPE waste bin from phs was launched in response to the surge in use of PPE, including face masks, gloves and aprons, and the need for responsible disposal. As part of phs's Lifecycle sustainable waste strategy, PPE waste is diverted from landfill to energy-from-waste plants across England and Wales, converting it into energy to power homes. A designated bin also ensures PPE waste is disposed of separately therefore reducing the risk of cross-contamination and the hands-free bins are treated with an effective germicide to combat harmful bacteria.



EDITOR

Neil Nixon neilnixon@quartzltd.com 07957 713316

SALES DIRECTOR

Stuart Dacre stuartdacre@quartzltd.com 01737 855041

BUSINESS DEVELOPMENT MANAGER

Michelle Andrews michelleandrews@quartzltd.com 01737 855086

PRODUCTION MANAGER

Carol Baird carolbaird@quartzltd.com 01923 437619

MANAGING DIRECTOR Tony Crinion

CEO Steve Diprose

CO-CHAIRMAN Paul Michael

PAID SUBSCRIPTIONS & CIRCULATION ENQUIRIES

Elizabeth Barford subscriptions@quartzltd.com 01737 855028



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