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JUNE/JULY 2011

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EUROPEAN CLEANING JOURNAL

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European Cleaning Journal has a new website at www.europeancleaningjournal.com. Visit for regular updates on industry news, archived editions of *ECJ* and directory of industry manufacturers

Global unions vow to organise cleaners

DELEGATES AT a global trade union meeting in Madrid have passed a proposal to organise cleaners around the world and to sign more Global Agreements with the biggest multinationals in the industry.

UNI Property Services is focusing on the cleaning and security industries with its ambitious plan – it says that these two sectors employ some of the world's most vulnerable workers.

"We want jobs with justice and better standards for cleaning and security workers," said head of UNI Property Services Alice Dale. "Global agreements and corporate social responsibility agreements are not enough. We have to go farther at multinationals and ensure all of their workers have

union contracts. We have to organise."

UNI has already signed global agreements in the property services sector with G4S, ISS and Securitas. With these companies, UNI is focused on enforcing the agreement and organising the companies' workers around the world.

The Property Services affiliates also unanimously endorsed UNI Equality's 40for40 campaign to increase gender equality in UNI and its unions and to ensure at least 40 per cent representation of both genders in all UNI leadership structures. Unions unanimously passed a motion to achieve this at the UNI World Congress in Nagasaki this November.

www.uniglobalunion.org

DIARY DATES

To have your event included in the Diary, contact *ECJ* on +44 (0)1494 791222 or via e-mail at michelle@europeancleaningjournal.com

July 17-19

Cleantex
Johannesburg, South Africa
T +39 348 4038759
ginospadoni@gmail.com

September 20-23

CMS
Berlin, Germany
T +49 30 3038 2035
cms@messe-berlin.de

September 27-28

Ausclean Convention
Gold Coast, Australia
T +64 2 8586 6115
melanie@intermedia.com.au

October 18-21

ISSA/Interclean USA
Las Vegas, USA
T +1 847 982 0800
info@issa.com

October 25-27

parts2clean
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November 10-12

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January 31-February 2 2012

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Valencia, Spain
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afidamp@afidamp.it

April 9-12 2012

China Clean Expo
Shanghai, China
T +86 21 64371178 384
sean.song@ubmsinoexpo.com

May 8-11 2012

ISSA/Interclean
Amsterdam, Netherlands
T +31 20 549 1212
info@issainterclean.com

Diversey in \$4.3 billion buy-out deal

CLEANING AND hygiene solutions giant Diversey has been acquired in a deal worth US\$ 4.3 billion. The buyer is Sealed Air Corporation, which specialises in food and industrial system solutions. Both companies have their headquarters in the US.

Under the terms of the agreement Diversey shareholders will receive \$2.1 billion in cash and an aggregate of 31.7 million shares of Sealed Air common stock. Diversey is currently a privately-owned company – controlled by members of the Johnson family and private equity investment firm Clayton, Dubilier and Rice.

Growth opportunity

Employing over 10,000 people in more than 60 countries, Diversey generated net sales of \$3.1 billion in 2010 and adjusted EBITDA of \$453 million. Sealed Air operates in 52 countries, employs more than 16,000 people and generated net sales of \$4.5 billion last year.

"This transaction represents a strategic growth opportunity that leverages Sealed Air's core competencies and positions our company to further capitalise on the megatrends that drive

both businesses," said William Hickey, president and chief executive of Sealed Air.

Diversey's president and chief executive officer Edward Lonergan echoed his sentiments. "We share a culture of



Edward Lonergan of Diversey

innovation and a global vision for our business. Like Sealed Air, Diversey is committed to sustainable solutions, both in terms of our business and in terms of helping our customers protect human health while reducing waste generation and consumption of natural resources."

Lonergan will continue to lead the Diversey business on completion of the deal, which is expected to be later this year.

www.diversey.com

• Diversey, le géant des solutions de propreté et d'hygiène, a été repris par la Sealed Air Corporation pour 4,3 milliards de dollars.

• Les délégués à la conférence syndicale mondiale de l'UNI à Madrid ont voté une proposition prévoyant d'organiser les nettoyeurs et de signer davantage de conventions mondiales avec les plus grandes multinationales.

• Reinigungs- und Hygienelösungsgigant Diversey wurde in einer geschäftlichen Transaktion mit einem Wert von 4,3 Milliarden US-Dollar von Sealed Air Corporation erworben.

• Delegierte haben bei der globalen UNI-Gewerkschaftskonferenz in Madrid einen Antrag verabschiedet, der zur Organisierung von Reinigungskräften rund um die Welt und zur Unterzeichnung von mehr zentralen Vereinbarungen mit den größten multinationalen Unternehmen der Branche führen soll.

• La Diversey, produttrice leader di soluzioni per la pulizia e l'igiene, è stata acquisita in un accordo del valore di 4,3 miliardi di dollari americani. L'acquirente è la Sealed Air Corporation.

• I delegati del meeting mondiale dei sindacati UNI che si è tenuto a Madrid hanno passato una proposta di organizzare gli addetti alle pulizie di tutto il mondo e di firmare ulteriori Accordi Mondiali (Global Agreements) con le multinazionali più importanti del settore.

• Trois des premiers prestataires du secteur de la propreté ont obtenu de beaux scores dans le tableau 2010 des meilleures sociétés d'externalisation de l'International Association of Outsourcing Professionals (IAOP). Il s'agit des sociétés ISS, Sodexo et Johnson Controls.

• D'après ses organisateurs, le salon français Europroppe, qui s'est tenu en avril, a attiré près de 11 000 visiteurs.

• Drei der führenden Dienstleister der Branche erzielten hohe Wertungen in der diesjährigen Rangliste der International Association of Outsourcing Professionals (IAOP) für weltweit führende Outsourcing-Dienstleistungsunternehmen: ISS, Sodexo und Johnson Controls.

• Laut Organisatoren hat die

Reinigungsmesse Europroppe, die im April in Frankreich stattfand, fast 11.000 Besucher angezogen.

• Tre dei fornitori leader del settore dei servizi hanno ottenuto un alto punteggio nella classifica di quest'anno dell'associazione International Association of Outsourcing Professionals (IAOP, classifica delle imprese di servizi di outsourcing leader nel mondo: la ISS, la Sodexo e la Johnson Controls.

• A detta degli organizzatori, la fiera del cleaning Europroppe che si è tenuta in Francia in aprile ha attratto quasi 11.000 visitatori.

Industry names rank highly in outsourcing table

THREE OF THE industry's top service providers have scored highly in this year's International Association of Outsourcing Professionals (IAOP) league of the world's leading outsourcing services companies. ISS is ranked at number two, while Sodexo comes in at number three and Johnson Controls at number 10 in the Global Outsourcing 100.

The Global Outsourcing 100 list is designed to help companies compare and select service providers using an objective methodology. Providers are ranked according to a rigorously judged application process that examines 18 criteria such as customer feedback, workforce skills and training, professional certifica-

tion, the track record of the management team and the quality of customer services.

The final rankings are based on a weighted average of the judges' scores of the company's demonstrated competencies, size, growth, management capabilities and customer references.

"The companies on The Global Outsourcing 100 and The World's Best Outsourcing Advisors lists are proven market leaders and rising stars. They are the companies you would want to partner up with to achieve success and better outsourcing outcomes," said IAOP chairman Michael Corbett, who also chairs the judging panel.

www.iaop.org/content/23/152/2040/

Numbers up



THE EUROPROPRE cleaning exhibition, which took place in Paris in April, attracted just under 11,000 visitors, say the organisers - a two per cent improvement on the last event two years ago.

Almost 10 per cent of those attending came from outside France, most of them from African countries.

Innovation awards were presented to Movework, Chicopee, Kärcher and Ecolab.

www.europroppe.com

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Italian cleaning products sector shows modest upturn

ITALIAN CLEANING equipment manufacturers' association Afidamp published its statistical data for 2010 during last month's Pulire exhibition in Verona. Its figures suggest modest growth.

Industry turnover in equipment, chemical, tools, paper and tissue, textiles and accessories amounted to just over 1,470 million euros - slightly higher than last year's figures. Equipment enjoyed the highest growth, at eight per cent, followed by tools at four per cent; and chemicals at three per cent. This, says Afidamp, is a partial recovery from the losses suffered in 2009 but the Italian industry is still lagging behind other nations such as Germany and France.



Italy is still one of the industry's greatest exporting nations, however, with 49 per cent of industry turnover accounted for by sales outside the country.

As expected, equipment sales make up the greatest share

of the market, at 33 per cent. Chemical products account for 19 per cent; tools five per cent; paper and tissue 27 per cent; fibres and textiles two per cent; accessories and parts five per cent; and other products make up nine per cent.

National importance

At this year's Pulire exhibition 76 per cent of the exhibitors were Italian, highlighting the continuing national importance of the show. The number of foreign firms exhibiting however, says the organiser, has been growing steadily. Germany and Spain represented the largest foreign delegations, with exhibitors from Turkey, China, Brazil, Russia and the USA also attending.

www.pulire-it.com

The next edition of *ECJ* is September. In the meantime keep up-to-date with news as it happens on the website at www.europeancleaningjournal.com

• *L'associazione italiana de la propreté Afidamp a publié ses données statistiques pour 2010. Elles font ressortir une croissance modeste par rapport à l'année précédente.*

• *Der Verband italienischer Reinigungsgerätehersteller Afidamp hat seine statistischen Daten für 2010 veröffentlicht, aus denen im Vergleich zum Vorjahr ein bescheidenes Wachstum hervorgeht.*

• *L'associazione italiana dei produttori di attrezzature per i servizi di pulizia Afidamp ha pubblicato i suoi dati statistici per il 2010 che mostrano una crescita modesta paragonata a quella dell'anno precedente.*



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CEE show has more visitors

THE FIFTH edition of the ISSA/INTERCLEAN Central and Europe (CEE) exhibition attracted almost 3,700 visitors when it took place in Warsaw, Poland recently - a 30 per cent rise compared to the last event two years ago.

Organisers say that visitors from outside Poland accounted for 25 per cent of the increase. Cleaning professionals from 57 countries attended to view products from 193 exhibitors representing 29 countries.

"Warsaw was the centre of attention for the cleaning sector from the Central and Eastern European region and is the most authoritative event of its kind for the entire region", commented Rob den Hertog, manager of ISSA/INTERCLEAN at Amsterdam RAI.

A conference programme accompanied the show. And in the Golden Broom Awards, Kiehl-Žegarski, Kärcher and Voigt were named winners.

• For a full report on the show, read news from Poland on page 18

• IntertechPira, un specialista de études de marché, a identifié les avancées technologiques présentant le plus de potentiel pour modifier l'orientation du secteur de la propreté ces dix prochaines années.
• Le prestataire de services Sodexo en Irlande a repris Zehnacker, qui propose des services spécialisés de gestion à des hôpitaux, maisons de convalescence et autres établissements de santé.
• Le salon ISSA/INTERCLEAN Europe centrale et orientale, qui a eu lieu à Varsovie le mois dernier, a enregistré une fréquentation en hausse de 30 pour cent, indiquent les organisateurs.

• Marktforschungsspezialist IntertechPira hat die technologischen Entwicklungen identifiziert, die das größte Potenzial zeigen, um die Richtung der Branche im nächsten Jahrzehnt zu beeinflussen.
• Dienstleister Sodexo hat in Irland das Unternehmen Zehnacker erworben, das spezialisiertes Facility Management für Krankenhäuser, Pflegeheime und andere Einrichtungen des Gesundheitswesens bietet.
• Die Messe ISSA/INTERCLEAN Central and Eastern Europe (CEE), die im vergangenen Monat in Warschau stattfand, konnte nach Angaben der Veranstalter einen Anstieg der Besucherzahlen um 30 Prozent verzeichnen.

• La IntertechPira, specialista in ricerche di mercato, ha identificato gli sviluppi tecnologici con il potenziale più alto per cambiare la direzione del settore nel corso della prossima decade.
• In Irlanda, il fornitore di servizi Sodexo ha acquisito la Zehnacker che offre servizi specializzati di gestione delle strutture per ospedali, case di riposo e altre strutture sanitarie.
• Gli organizzatori affermano che la fiera ISSA/INTERCLEAN Central and Eastern Europe (CEE), tenutasi a Varsavia il mese scorso, ha registrato un aumento del 30 per cento nel numero di visitatori.

Experts identify industry-shaping technologies



AN INTERNATIONAL panel of cleaning industry professionals has defined the technologies most likely to change the direction of the industry over the next decade.

From an initial list of 37 developments in the domestic and industrial sectors, the experts - invited by market research consultancy IntertechPira - identified 21 as having the biggest potential and greatest chance of being achieved. From that the 10-Year Forecast of Disruptive Technologies in Cleaning Products to 2020 has been compiled.

Among the key findings are:

- Textile surface treatments will reduce the need for washing
- The elimination of phosphates in domestic detergents will be extended to include detergents

- The detergent, REACH and biocide regulations will make it more difficult to introduce new substances into cleaning formulations

- The low-temperature performance of surfactants will improve

- Biotechnology will enable the molecular structure of renewable bio-ingredients to be modified to improve their cleaning performance

Wipes popularity

- The low temperature performance of enzymes will be improved

- The compatibility of enzymes with other detergent ingredients will be improved

- The concentration of cleaning formulations will continue to be increased, reducing the need for packaging

- The popularity of wipes will increase, particularly for surface

cleaning applications

- Research techniques such as high-throughput screening, and modelling and simulation technologies will be introduced

- The increased use of micro-processors, sensors and automatic metering of detergents will reduce the energy, water and detergent required.

Link to legislation

IntertechPira says the technologies with the greatest impact are those connected to legislation. For example, the panellists believed the detergent legislation banning the use of phosphate builders would be extended to automatic dishwashing detergents and eventually to institutional and industrial detergents cleaners within the next decade.

They also agreed legislation would restrict the introduction of new technology by dramatically increasing the costs of introducing new compounds.

IntertechPira says the panellists are all active in the cleaning products industry, working in different sectors - domestic and industrial detergents, ingredients suppliers, formulators and consumers - and are based in Europe, North America and the Middle East.

The full report is now available. Visit www.intertechpira.com/IntertechPira-market-reports

Sodexo makes Ireland acquisition

SERVICE SOLUTIONS provider Sodexo in Ireland has acquired Zehnacker, which provides specialist facilities management services for hospitals, nursing homes and other healthcare facilities.

The company will be renamed Sodexo Zehnacker Healthcare and the management team will remain the same.

Sodexo's Stuart Carter commented on the acquisition: "Our investment in Zehnacker marks a new and exciting phase for us here in Ireland. The new company will continue to trade separately but will now be working closely and alongside our existing management team and operations here, specifically in the area of new business development."

"The amalgamation will allow us further access into the European healthcare markets," said Zehnacker Ireland managing director John O'Carroll, "thereby increasing the exchange of technical advances, industry trends and benchmarks which may prove valuable to our customers in their pursuit of cost savings initiatives."

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Call for papers

A CALL FOR papers has been issued by the Cleaning Industry Research Institute International (CIRI) for its science and technology symposium in the USA later this year.

The event, entitled Cleaning Effectiveness and the Science of Antimicrobials and Disinfectants, will take place at the Institute of Technology Conference Centre in Georgia from November 9-11. The programme will address the science and effectiveness of antimicrobial technologies, disinfectants, sanitisers, antibacterial and other treatments, and how they relate to various cleaning and renovation technologies.

CIRI says its mantra is "only science can see" so all papers presented must focus on truth, science, data and analytical research - not marketing or product promotion.

For more details on submitting proposals visit www.ciri-science.org

ISS results show growth in profit

GLOBAL BUILDING services provider ISS achieved almost six per cent organic growth and a rise in profits of seven per cent during the first quarter of this year - according to its results which have just been announced.

Revenue from continuing business grew by 10 per cent in the period January 1 to March 31, while total revenue increased by eight per cent to 2.5 billion euros. Operating profit before other items went up seven per cent to 116 million euros.

Organic growth was 5.8 per cent, up from four per cent in the last quarter of 2010 and two per cent in the first quarter of 2010. Six of the seven ISS regions achieved positive organic growth with Latin America, North America and Asia deliv-

ering double-digit increases.

ISS Group ceo Jeff Gravenhorst commented on the results: "This was a quarter with a strong ramp-up in organic growth driven by contract wins, successful implementation of large Integrated Facility Services contracts, and continued strong development in emerging markets."

"We won important contracts with Statoil, Shanghai Pudong International Airport, New South Wales Government Schools and Royal Air Force during the quarter," Gravenhorst continued. "Asia and Latin America again delivered high double-digit organic growth for the quarter, and emerging markets where half of our staff is employed delivered 15 per cent organic growth."

• ISS, le premier prestataire du secteur de la propreté, a enregistré une croissance organique de près de 6 pour cent et vu son résultat net augmenter de 7 pour cent pendant le premier trimestre de l'année.
• Au Royaume-Uni, la Cleaning and Support Services Association (CSSA) a effectué un sondage pour établir les priorités de soutenabilité du secteur de la propreté.

• ISS, das branchenführende Dienstleistungsunternehmen, erzielte fast 6 Prozent organisches Wachstum und eine Profitsteigerung von 7 Prozent im ersten Quartal dieses Jahres.
• Die Cleaning and Support Services Association (CSSA) hat in Großbritannien eine Umfrage zu den Nachhaltigkeitsprioritäten der Reinigungsbranche durchgeführt.

• ISS - il fornitore di servizi leader nel settore, ha ottenuto quasi il sei per cento di crescita organica e un aumento dei profitti del sette per cento durante il primo trimestre di quest'anno.
• Nel Regno Unito, l'associazione dei servizi di pulizia Cleaning and Support Services Association (CSSA) ha condotto un sondaggio sulle priorità della sostenibilità del settore del cleaning.

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*Aspen Research Corporation and Elliot Affiliates studies and National Floor Safety Institute certification.



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Survey highlights sustainability priorities

A SURVEY INTO the sustainability priorities of the UK's cleaning industry carried out by the Cleaning and Support Services Association (CSSA) has found that environmental issues are seen as being by far the most important component of sustainability.

Within that, recycling and waste, chemical use and energy are the most important topics - according to those who participated in the online research in March. Wages, training and skills, and health and safety were cited as being the most important social issues. In terms of profitability, client relationships, supply of additional services and pricing are top priorities.

Respondents showed a clear preference for environmental issues when asked about their sustainability priorities. 57 per cent said that the environment was the most important issue, with one third saying that busi-

ness profitability was the most important and less than 10 per cent seeing social issues as being the most important. This is startling given that people issues are so important to the cleaning sector - with staff accounting for around 75 per cent of costs and the concern about wage levels and employment practices in the industry.

Guide for the future

However CSSA says this apparently low awareness of social issues may be partly due to the fact environmentalism has become synonymous with sustainability. And many successful cleaning businesses may see managing large numbers of people as simply being part of good management rather than including it in their sustainability policies.

Given that just 45 people took part in the survey, its findings could be said to be not entirely representative of the sector. Just over half of the respondents were providers of cleaning services, while the rest were product suppliers. Nearly three quarters came from the UK, with nearly one quarter coming from outside the EU and less than five per cent from other EU countries.

CSSA says it will use the research results to guide its future sustainability work in the UK.

www.cleaningindustry.org

• Au Royaume-Uni, la Cleaning and Support Services Association (CSSA) a effectué un sondage pour établir les priorités de soutenabilité du secteur de la propreté.

• Le Prix en ligne de l'innovation ISSA 2011 est désormais ouvert aux inscriptions de la part de fabricants. Le vote aura lieu entre juillet et septembre.

• IPC hat den Innovation Award bei der Pulire 2011 für sein Reinwasserreinigungssystem Green Tube gewonnen.

• Die Cleaning and Support Services Association (CSSA) hat in Großbritannien eine Umfrage zu den Nachhaltigkeitsprioritäten der Reinigungsbranche durchgeführt. • Der online ISSA Innovation Award 2011 ist jetzt für Nennungen von Herstellern geöffnet. Die Stimmabgabe erfolgt zwischen Juli und September.

• La IPC ha vinto il premio Pulire 2011 Innovation Award con il suo sistema di pulizia ad acqua pura Green Tube. • Nel Regno Unito, l'associazione dei servizi di pulizia Cleaning and Support Services Association (CSSA) ha condotto un sondaggio sulle priorità della sostenibilità del settore del cleaning. • Il riconoscimento 2011 online ISSA Innovation Award è ora aperto per le ammissioni da parte dei produttori. Le votazioni si terranno fra luglio e settembre.

IPC win in Pulire innovation award



Michele Redi of Afidamp (left) presents the Innovation Award to Walter Tomasi of IPC

THIS YEAR'S Pulire Innovation Award - presented during the recent Verona exhibition - has gone to IPC for its Green Tube pure water cleaning system.

Green Tube was the winner of the Equipment category, as well as being named the overall winner. Genesis Biosciences won the Chemical Products category for its Biosan E-Card, an eco-friendly feminine waste unit sanitiser. And in the Machinery category the winner was Ar-Co Chimica with Gynius Box chemical dosage control system.

The Clean Green Afidamp Award was also presented during the show, organised by the Italian cleaning association. This prize recognises new cleaning technologies that reflect sustainable and 'green' values while maintaining effectiveness and practicality.

In the Equipment category the winner was Vileda

Professional for its Evolon 100 per cent microfibre cloths. Ar-Co Chimica won the Chemicals category, again for its Gynius Ecolabel - which the judges said puts environmental impact at its core.

Reward sustainability

Kärcher was awarded the Machinery prize for its T12/i eco!efficiency vacuum cleaner, which boasts low energy consumption while maintaining high performance.

Special mentions went to Falpi for its MyPadDoc software and Raro for the QR system label.

Said Michele Redi, president of AfidampFAB: "The goal of this competition is to reward the ability to do business while encouraging the development of strategies to reduce waste gas emissions and the use of nonrenewable resources. The number of candidates this year confirms attention to these issues is increasingly high."

The next edition of
ECJ will feature a
special Hygiene for
Health supplement

ISSA online award entries invited

CLEANING INDUSTRY association ISSA is now inviting entries to its online Innovation Award, which is open to suppliers worldwide. The winners will be announced during the ISSA/INTERCLEAN North America exhibition in Las Vegas

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Olympic cleaning

Preparations for the 2014 Winter Olympic Games, which will take place in Russia, have already started. Oleg Popov of Cristanval explains how the cleaning contracts will be awarded shortly.

In 2014 the Russian Federation will be host the XXII Winter Olympic Games. They will take place over 36 days within two clusters, a coastal cluster in Sochi and a mountain cluster in Krasnaya Polyana.

What does this mean for the Russian cleaning industry? It means a great deal. The successful cleaning companies will serve 11 sports facilities, four mountain ski resorts, two training centres, three media centres, two Olympic villages and many smaller arenas. Between five and six million people (athletes, officials, press, etc) are expected to attend. In total 2,000,000 square metres, including 500,000 square metres of internal area, will have to be cleaned. A significant challenge indeed.

It's expected that cleaning companies will bring 750,000 people to all Olympic facilities. Around 1,200 cleaners will use 200 units of cleaning equipment. Waste management will be one of the most challenging aspects of the operation - due to the high number of people attending events and the high concentration of facilities in Sochi. Some events will be attended by 100,000 people in fact.

Statistics show the volume of Olympic waste increases games by games. For example 900 tons of rubbish were removed in Nagano in 1998, 1,250 tons in Turin in 2006 and 4,080 tons in Vancouver in 2010. The forecast for the Sochi Games is 4,500 tons!

It is important to note that during the Olympic Games all cleaning personnel will be 'depersonalised'. This means the operators will be without badges, which is a requirement of the International Olympic Committee. Only personnel from the main sponsor companies - Coca-Cola, McDonald's - will be given badges.

The cleaning companies will be chosen on the basis of tenders. Definitely they should be experienced enough to meet the high requirements. Inexperienced cleaning businesses could certainly not cope with the demands of this contract, since the time given over to cleaning at many sports facilities will be very limited. Often there will be just 45-60 minutes' break between sport events to make a stadium clean again.

In accordance with the organisers' plan, applications from those cleaning companies that would like to serve the Olympic Games will be accepted until this August. By April 2012 contracts with the main cleaning providers should be concluded.

In addition, there are three test ski competitions - complete with catering and cleaning - scheduled for January 2012. As the big day approaches the number of test competitions will increase, so the winning cleaning companies will have a chance to improve their skills at the Olympic facilities well before the Games start.

Looking for more info on important topics? Search back issues of ECJ online at our new website: europeancleaningjournal.com

Notre correspondant en Russie, Oleg Popov, rapporte que les appels d'offres pour les contrats de nettoyage pendant les Jeux Olympiques d'Hiver en 2014 sont presque tous conclus.

Unser Russland-Korrespondent Oleg Popov berichtet, dass die Ausschreibungen der Reinigungsverträge für die Olympischen Winterspiele 2014 bereits kurz vor dem Abschluss stehen.

Il corrispondente russo Oleg Popov ci informa che le gare d'appalto per i contratti di pulizia per i Giochi Olimpici Invernali del 2014 sono prossime al completamento.

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Time to take stock

In France, the cleaning associations have been holding their annual general meetings, reports Christian Bouzols.

It's been the time of the year when French cleaning associations, both national and regional, held their annual general meetings and took stock of their activities over the past 12 months. The Regional Chamber of Cleaning Companies in south-eastern France has just held its AGM. Daniel Herrero, the former French national rugby team coach, was its keynote speaker.

This assembly was an opportunity to reflect on the recent progress of the cleaning sector in a part of France which, despite its good weather, has a very high incidence of unemployment (1.4 per cent above the national average in the PACA Région and 3.4 per cent in the Languedoc Roussillon Région) which gives the cleaning sector added economic and social importance. The AGM was told the nearly 50,000 cleaning workers and over 2,100 cleaning businesses in the two regions represented 1.66 per cent of their workforce and 13 per cent of their companies.

The cleaning sector in the south of France has been very much involved in the social area. It has been constantly promoting the training of its workers to give them more employment security, particularly by offering them the opportunity to obtain professional qualifications. Minimum cleaning wages in that part of the country are, at 9.22 euros an hour, three per cent higher than the national minimum. Cleaning companies have also pursued their efforts to teach language and writing skills to their many workers of foreign origin.

As Daniel Herrero reflected on the challenges cleaning

companies had to face, many of which were recurring problems, but where companies often had to deal with issues beyond their control. Companies had to work together in the same spirit as a rugby team, inspired by similar values and the same sense of cohesion. He called on cleaning company bosses not to work in isolation but to join forces within professional organisations as this would be the best way for them to carry out their daily responsibilities.

Training responsibilities

On a national level, the federation of cleaning companies (FEP) also held its AGM and talked about similar issues. With a labour force of 433,000, the cleaning sector represents 2.65 per cent of the working population in France. The debates at this AGM showed the extent to which French cleaning companies take their social responsibilities seriously, particularly in contributing to the training of their workers. No fewer than 90,000 cleaners got some training across the country last year. In addition to training concerns, FEP also intends to fight for the environment. A third of the workers it represents, which is over 130,000 people, were involved last year in 51 sustainable development projects.

While cleaning representatives in the South got a motivational speech from a former rugby star, those in the North under the aegis of FEP heard a speech by the philosopher André Comte-Sponville, who is very well known in France. The title of his address was 'The meaning of work, happiness and motivation: philosophy of management'. This inspiring title pointed to shared values and also to the advantages of cleaning entrepreneurs not working in isolation but joining with professional associations.

Des associations nationale et régionale de la propreté ont tenu leurs assemblées annuelles en France, contemplant l'année écoulée et faisant le bilan de leur situation, comme le rapporte notre correspondant Christian Bouzols.

In Frankreich haben nationale und regionale Verbände ihre jährlichen Generalversammlungen abgehalten, um ihre Aktivitäten im Verlauf des letzten Jahres zu bewerten. Ein Bericht von Christian Bouzols, ECJ-Korrespondent.

In Francia, le associazioni nazionali e regionali hanno tenuto i loro meeting annuali per rivedere le loro attività dello scorso anno, come riferisce il corrispondente di ECJ Christian Bouzols.



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Hygiene traffic lights

The German government has decided to introduce a system indicating levels of hygiene in restaurants – reports ECJ correspondent Thomas Schulte-Marxloh.

In May of this year, after many years of discussion, the ministers for consumer protection of the federal states of Germany finally decided to introduce a system to indicate the hygiene level of restaurants. The system resembles the 'Smileys' in Danish restaurants and retail food enterprises introduced in 2001. Germany's consumers, however, will not see a Smiley but a colour bar with green, yellow or red.

"Green means good, yellow means shortfalls and red is really bad – and a business which is really bad should not be visited by consumers," Lucia Puttrich, minister for consumer protection in the federal state of Hessen explained the system being proposed. The ministers also expressed their wish for a respective national law which the national government has to work out now. Finally, the Bundestag (German parliament) will have to pass the law.

But it's not only the way of indicating the hygiene level of a restaurant that's different from Denmark. The subjects of investigation are limited in Germany. In Denmark all shops, restaurants and other companies selling food and beverages to the public are inspected on a regular basis – typically one to three times a year.

The respective reports are posted in all restaurants, pizzerias, grocery shops, supermarkets, kiosks, bakeries, butchers, greengrocers, canteens, elderly homes and hospital kitchens: even a hot-dog stand in the streets must show them.

In Germany the planned system is limited to regular restaurants or pubs. Of course, the

German Hotel and Restaurant Association (DEHOGA) is not amused that the system, in contrast to Denmark, is limited to their clientele. "A good hygiene practice should also be evident in all food processing enterprises," said Ernst Fischer, president of DEHOGA. In this respect the consumer organisation 'Foodwatch' agrees. It wants a control system which includes restaurants, retailers and food producers.

Not enough inspectors

Also different to Denmark, where businesses have to face a number of annual inspections, half of all German companies are not inspected at all whereas other enterprises are inspected several times. Martin Müller, head of the German Association of Food Inspectors, explains that already today the obligatory food inspections can hardly be carried out. About 1,500 new inspectors are needed. Currently 2,500 food inspectors have to control 1.1 million companies and the food inspectors are out of their depth. Furthermore, Müller explains, a lack of new blood is going to intensify the problem.

The so-called 'Hygiene-Ampel' (hygiene signal light) certainly means an advantage not only for consumers but also for the contract cleaning industry. The pressure on the food business regarding hygiene is increasing. Several scandals in the past (however, mainly outside of the restaurant business) created a higher public awareness. Hygiene has become of high value again and means healthiness or life. It is worth the prize. And the contract cleaning industry can deliver it.

Congratulations to the Danes: if there is "something rotten in the state of Denmark" it can hardly be found in the food industry.

Le gouvernement allemand a décidé d'introduire un système qui mesurera les niveaux d'hygiène dans les restaurants, rapporte Thomas Schulte-Marxloh, correspondant ECJ.

Die deutsche Regierung hat die Einführung eines Systems zur Angabe von Hygienestufen in Restaurants beschlossen, berichtet ECJ-Korrespondent Thomas Schulte-Marxloh.

Il governo tedesco ha deciso di introdurre un sistema che indica i livelli di igiene nei ristoranti, riferisce il corrispondente di ECJ Thomas Schulte-Marxloh.

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Mixed results on labour

The cleaning sector was closely monitored by the Dutch Labour Inspectorate in 2010. ECJ correspondent Anton Duisterwinkel reports on the results.

The Dutch Labour Inspectorate has changed its approach from random inspections of all companies and industries to a more targeted approach, focusing on sectors and companies that are likely to take the rules and laws for labour conditions less seriously. This approach is deemed to be more effective - on the one hand companies that uphold the laws are 'rewarded', as the number of inspections is reduced. On the other hand, inspections are more likely to find infringements on the laws.

In the end, the Labour Inspectorate hopes this will lead to better labour conditions, honest payment and fair competition between cleaning companies. Clearly the inspections are no end in themselves, they are a means of improvement that should benefit both the employees and companies with sufficient social policies.

In particular the Labour Inspectorate checks whether any illegal foreigners are employed and whether minimum wages are being paid. In 2010, it was observed that in most industries, these laws and rules were obeyed better or as well as in 2009. However, in the cleaning sector, the percentage of infringements rose from 22 to 27 per cent. This means in more than a quarter of the inspected cleaning companies, illegal foreigners were employed or less than the minimum wage was paid.

One should not jump to the conclusion this is true for all cleaning companies, since the Labour Inspectorate specifi-

cally targeted companies with known histories or that have high likelihood of not upholding the law. Although the average rate may be lower, this still was sufficient reason for the Labour Inspectorate to start a so-called intervention team, together with the tax authorities and other inspectorates for social and labour laws.

It is not all bad news, however, in the 2010 year report by the Labour Inspectorate. In the section on working conditions, all inspected cleaning companies had taken counter measures against 13 categories of labour related risk factors, including hazardous substances, noise risks, working at heights and so forth. Very few other industries appear to be so proactive in protecting their staff against labour related risks. Moreover, specific adjustments were made in train cleaning, which is physically very demanding. In particular, changes were made in railway shunting yards, allowing easier access to trains for cleaners.

Also, both the general cleaning and the window cleaning sectors have accepted labour conditions catalogues. These catalogues appear to be very valuable tools for translating the generic laws on labour conditions to actual labour practice. The laws define the objectives, such as 'no unacceptable exposure to hazardous chemicals'. The labour condition catalogue shows how to reach this objective, for instance by using only certain categories of chemicals or by sufficient ventilation.

All in all, labour conditions in the Dutch cleaning sector are a mixed bag. There is a relatively large number of illegal employees and of employees who are underpaid. But employers do appear to take the safety and wellbeing of staff seriously.

La propreté professionnelle a été suivie de près par l'inspection néerlandaise du travail en 2010 et vient de publier ses constatations, rapporte le correspondant ECJ, Anton Duisterwinkel.

ECJ-Korrespondent Anton Duisterwinkel berichtet, dass die niederländische professionelle Reinigungsindustrie 2010 eingehend vom niederländischen Gewerbeaufsichtsamt überwacht wurde, das die Ergebnisse jetzt veröffentlicht hat.

Il settore delle pulizie professionali è stato monitorizzato da vicino dal Dutch Labour Inspectorate nel 2010 che ne ha pubblicato i risultati, come riferisce il corrispondente di ECJ Anton Duisterwinkel.

Cleaning goes political

Correspondent Tom Crockford on how political trends in the Nordic countries could influence the cleaning sector.

It is perhaps hard to associate national politics with the everyday business of contract cleaning. However the recent parliamentary elections in Finland sent a reminder that if certain trends continue, they may have something of an impact on the future of the professional cleaning sector in this part of Europe.

The significance of the Finnish election is the anti-immigration, True Finns party won an astonishing 19 per cent of the votes, making it the country's third-largest political party with 39 of the 200 seats in parliament. This follows the rise of the far-right Sweden Democrats, who emerged from nowhere to gain six per cent of the vote and 20 seats in the Swedish elections of 2010. In Norway and Denmark, the two Progress parties and the Danish People's Party, have longer and already well established platforms of placing strict limits on immigration. Denmark is currently in dispute with the EU over its plans to increase controls on its borders with Sweden and Germany.

The consequences for cleaning contractors in Scandinavia, should these political attitudes harden and increase in popularity, are obvious. The cleaning industry here is very dependent upon foreign workers. In Sweden, immigrants account for 41 per cent of the country's cleaners, despite being only 16 per cent of the total workforce. In the larger population centres, the numbers are even higher; for example in Stockholm, 80 per cent of those working as office or hotel cleaners were born outside of Sweden.

The other Nordic countries

also depend heavily on immigrant labour for many of the lower paid jobs. For example, in the early 1990s Finland underwent a very severe economic recession, at which time unemployment rose to almost 20 per cent. But even in those difficult times, Finnish cleaning contractors had to employ workers from Estonia and Russia because they couldn't recruit sufficient workers locally. If it was difficult to manage without employing foreign labour in a time of economic crisis, just imagine how hard it is today when the country's level of unemployment is notably lower.

Of course, one of the problems is the welfare benefits are such that many would prefer to remain unemployed and wait for the 'right kind' of job, rather than clean offices or drive a bus for a living. Immigrants, on the other hand, are often only too happy to take whatever is available. As Gudrun Antemar, head of Sweden's National Audit Office, points out: "Foreign born university graduates have a harder time establishing themselves in the labour market than native degree holders." In Sweden, the fact is that after 10 years, only half of foreign born graduates have found work in fields corresponding to their degrees. Of the rest, many are employed in the cleaning sector.

If, and it may at this stage be somewhat of a big 'if', but if immigration into the Scandinavian countries does one day become significantly more restricted than it is today, where will the cleaning industry's workforce come from? The locals are obviously not too keen on this kind of work. This is not a question likely to carry much weight in political circles, but nevertheless it is maybe something that the heads of Scandinavia's service providers should be pondering.

Notre correspondant Tom Crockford entrevoit l'effet possible des tendances politiques dans les pays Nordiques sur le secteur professionnel de la propreté.

ECJ-Korrespondent Tom Crockford untersucht, welche direkten Auswirkungen politische Trends in den skandinavischen Ländern auf die professionelle Reinigungsindustrie haben könnten.

Il corrispondente di ECJ Tom Crockford prende in esame come le tendenze politiche nelle nazioni nordiche possano avere un effetto diretto sul settore del cleaning professionale.



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Success in Poland

Marek Kowalski from the Polish Cleaning Chamber of Commerce reviews the recent ISSA/INTERCLEAN CEE show in Warsaw.

We are through the fifth ISSA/INTERCLEAN Central & Eastern Europe (CEE) event - another successful show. The number of exhibitors grew by 10 per cent, the exhibition area by 20 per cent and the number of visitors by 33 per cent. Still, it is not the numbers that count here. More important was what was going on behind the scenes.

The highlight of day one was the *Professional Cleaning & Maintenance* book launch by Jolanta Sergot-Kowalska - the first attempt at developing a professional handbook for cleaning industry personnel in Eastern Europe. It attracted much interest not only from Polish companies, but also businesses from Russia and the Baltic States.

Jolanta Sergot-Kowalska has been working in the cleaning industry for 20 years. She started her career as a distributor for many industry-leading brands, and for the last 10 years has specialised in training and consulting.

A special mention should also be made of the conferences on standards of cleanliness maintenance in healthcare and at railway stations. It was the Polish cleaning industry that first set standards - making service provision and its control easier. It is a sort of guarantee that Polish railway stations will be clean and health service facilities safe. The standards will be made available in printed form by the end of September.

Day two's programme was dedicated to studying the eastern European markets. Yet from the beginning it was clear the problems presented at the con-

ference were not only specific to eastern Europe but also to western Europe and even the African continent. I have never heard such a lively discussion as that moderated by Keith Baker (ISSA), Andrew Large (World Federation of Building Service Contractors) and Andreas Lill (European Federation of Cleaning Industries). The discussion was also joined by Tibor Ritz (Hungarian Cleaning Association Matisz), Vera Ushakova (Russian Cleaning Companies Association), Helge Alt from Estonia, Clive Damonze from South Africa, and myself representing the Polish Cleaning Chamber of Commerce. In the course of the discussion most problems mentioned turned out to be common for all the participants. Still, the issues most often raised were the problem with public tenders (lowest price criterion) and lack of international standards of cleanliness maintenance. The latter was regarded as especially important due to the free flow of services in the European Union.

Representatives from Russia and Estonia pointed to the lack of professional training schemes in their countries, or publications on professional cleanliness maintenance technologies.

The participants decided that both ISSA and EFCI should get involved in helping Russia, Estonia and other post-communist countries. Polish and Hungarian federations' help in the enterprise seems only proper as these two countries seized the opportunity and effectively buried the gap between them and western Europe.

I think that fifth edition of ISSA/INTERCLEAN CEE can be summed up the following way: "Let there be more such successful trade fair events and as many interesting trade fair accompanying events."

Marek Kowalski passe en revue le récent salon ISSA/INTERCLEAN pour l'Europe centrale et orientale, qui s'est tenu à Varsovie en mai. La fréquentation y a augmenté de 33 pour cent, rapporte-t-il.

Marek Kowalski berichtet von der im letzten Monat in Warschau stattgefundenen Messe ISSA/INTERCLEAN Central and Eastern Europe, die einen Anstieg der Besucherzahl um 33 Prozent verbuchen konnte.

Marek Kowalski fa la recensione della recente fiera ISSA/INTERCLEAN Central and Eastern Europe tenutasi a Varsavia il mese scorso e ci informa che il numero dei visitatori è salito del 33 per cento.

Hospital infections focus

Italian cleaning association Afidamp has organised a series of seminars focusing on the healthcare sector - reports Anna Garbagna.

Afidamp, the Italian association of producers of machines, tools and equipment for professional cleaning and environmental hygiene, is 30 years old and it wanted to celebrate its anniversary with past and present associates and anyone else who has accompanied its progressive establishment as association of reference for the diffusion of values which have validated its creation.

In April Michele Redi, president of AfidampFAB, welcomed guests for a discussion which gathered the past presidents - men who created the association - as well as today's protagonists who are writing the new history of the association - a new history filled with many initiatives.

Among the events it is worth talking about the conference in Milan entitled Cleaning and Sanitisation in Health and Socio-Health Facilities, organised by the International Institute of Research and sponsored by AfidampFAB among others. Delegates there heard that "between six and eight per cent of Italians who are admitted to hospital contract a hospital infection, which affects approximately 700,000 people per year, of whom 1.1 per cent never recover".

Experts representing healthcare management authorities, nursing offices, finance/superintendency offices, prevention and protection services, hospital pharmacies, hospital hygiene services and microbiology took turns over the two-day event to review the state of cleaning in hospital buildings and other healthcare facilities. They then

also suggested feasible solutions to tackle a problem that causes more deaths in Italy than road accidents.

Starting from the existing regulations - with particular reference to the main changes introduced by the New Regulation for Contracts which comes into force in June - the speakers analysed all the aspects that concern cleaning services and environmental sanitisation: those performed in-house by members of the health staff as well as those being outsourced. In both cases it is vital to be able to implement within the facility a number of procedures, protocols and guidelines which are, as far as the cleaning and sanitisation procedures are concerned, agreed at all levels (from operators to doctors) as well as checking the service in order to guarantee high quality and safety standards.

To be precise, it is necessary to organise and adopt regular and periodic hygiene measures in order to reduce micro-organisms carried by air, dirt and environmental dust to an acceptable level, and it is necessary to set up a protocol of management of environmental sanitisation services that includes delivery and monitoring procedures. Obviously this must be done while taking into consideration new solutions offered by science such as: use of microfibre, dry steam cleaning, alcohol-based solutions for hand scrubbing, hydrogen peroxide dry fog and silver ion nanotechnologies.

A number of case histories have ultimately shown that, despite initial intentions to implement compulsory changes to tackle the problem of hospital infections, first rate solutions are already in place in a number of Italian hospitals.

L'association italienne de la propreté Afidamp célèbre son 30^e anniversaire cette année et a organisé une série de séminaires, dont un consacré au nettoyage dans le secteur de la santé. Anna Garbagna en rend compte.

Der Verband der italienischen Reinigungsindustrie Afidamp feiert in diesem Jahr sein 30. Jubiläum und hat aus diesem Anlass eine Reihe von Seminaren veranstaltet, darunter eines zum Thema Reinigen im Gesundheitswesen. Ein Bericht von Anna Garbagna.

Anna Garbagna riferisce che l'associazione italiana del settore delle pulizie Afidamp celebra quest'anno il suo 30° anniversario ed ha organizzato una serie di seminari e fra questi uno sulle pulizie nel settore sanitario.



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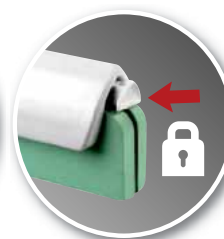
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Take advice on training

Latest news on from the UK's cleaning sector from ECJ's reporter - including a look at the importance of effective training.

We were pleased but a little disappointed by the coverage of The Cleaning Show. Pleased because, on the face of it, the show was a success. For some companies it undoubtedly was. It does not explain the comparatively small attendance nor the absence of most of the big names. There were no doubt commercial reasons but there is a question of duty to the industry and the customers. A little more effort all round is needed, which ought to ensure a better show in 2013.

Only the local election and the AV debate have been keeping the media awake domestically. So many pointless words have been said and the way to run the country discussed ad infinitum. Certain truths are emerging: The National Health Service reorganisation appears to be on hold which is a pity, for something must be done about this bloated and partly politically motivated organisation.

One hears much of the trades unions in the NHS but not one of them has produced a constructive idea since 1947. Negativity abounds, reflected by the media, since failure and chaos make the best stories.

Vincent Cable, who is in the coalition government but clear-

ly not part of it, endeared himself to the elite of our industry by suggesting that apprentices are more use than graduates (they're cheaper too) but how many service companies or manufacturers in our industry have a graduate training scheme? It is up to the employer to develop and get the best out of his employees. Nothing wrong with apprentices but they are not cheap labour, and they deserve all the help we can give them.

Key words of today

Training forms an essential part of the new employee's kit bag. With training being used as a useful tool to bring down unemployment figures many companies enter the training business boasting high ethical standards and great results. Employers need to check the quality of the training company tasked with delivering well trained, certificated staff at a reasonable cost. It appears anyone can appoint themselves as an awarding body which by no

means the same as an awarding body approved by OFQUAL, the government body designed to regulate and qualify such organisations. Take advice on where to go for training from your particular association.

Training is one of the key words of today but 50 years ago it wasn't - when the British Institute of Cleaning Science was formed. More respectable now and even appreciated. In recognition of the anniversary the institute organised a service at St. Olave's in London, very much the cleaning industry's church, followed by a luncheon.

Nowadays the cleaning industry claims to be a professional industry with all the standards you would expect. Of those invited, including Fellows, industry leaders and a sprinkling of the great and good, 25 per cent not only failed to turn up but did not even bother to reply to the invitation. (There was no charge in case that is what stopped them writing.)

You can tell this is an industry with real class.

L'actualité du secteur de la propreté britannique et un regard sur l'importance de la formation, par le reporter ECJ.

Unser ECJ-Reporter bringt uns auf den neuesten Stand der Ereignisse in der britischen Reinigungsbranche und wirft einen Blick auf die Bedeutung der Schulung.

Il corrispondente di ECJ ci fa un aggiornamento sugli eventi del settore del cleaning nel Regno Unito e prende in esame l'importanza del training.

Dr. Gansow Gmatic AG



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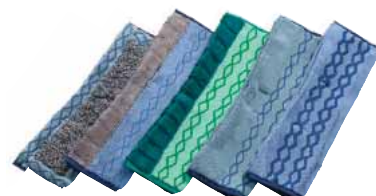
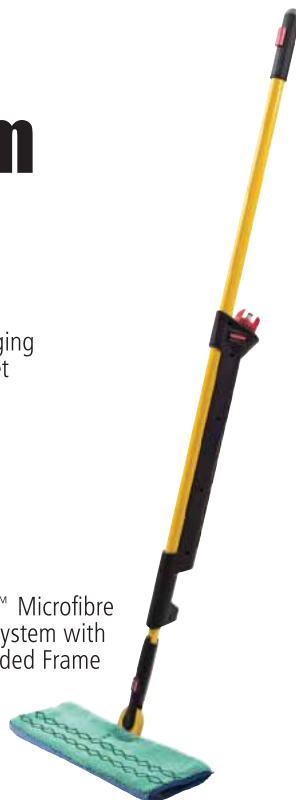


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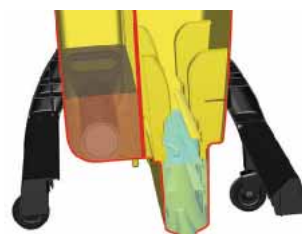
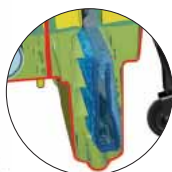
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Food hygiene - can it be sustainable?

In this article written exclusively for *ECJ*, Neil Brown from leading contract cleaner Hygiene Group asks just how sustainable cleaning in the food industry can be.

Totally sustainable, environmentally friendly cleaning in the food production industry is currently not achievable – as no matter how ‘green’ the substances used, the material removed remains a potential pollutant.

While dust from packaging, for example, is simple to remove using a brush or vacuum cleaner, the nature of soiling within food handling and production is almost invariably more complex – with various fats, proteins, firming agents, sugars and metals all needing different reactants to be broken down and removed.

Cleaning anything more than a small smear therefore usually requires a chemical – as there are still very few truly ‘green’ cleaning products.

Proteins in food will oxidise and denature, forming an ‘open matrix’ which is highly adherent to surfaces, while fats are not only very difficult to shift, but effectively ‘conceal’ other food ingredients from the detergent, reducing its effectiveness.

Surfactant needed

The established way to remove inorganic scales is with an acidic product, while fats usually require an alkaline cleaning agent; in addition to wetting and suspending fat particles, this can produce a soap that can be rinsed and removed more easily.

For other types of matter, a surfactant is generally needed to reduce surface tension; this allows it to be wetted then suspended and dispersed by the detergent. As an example, a facility handling raw meat generally needs to use a strongly alkaline chemical containing chlorine and a surfactant to break up protein, saponify and suspend fats, and dissolve salts and sugars present in the meat.



Chemical use, therefore, is hard to avoid in any environment handling chemically complex products – and it simply isn’t realistic to reduce chemical use by using hotter water or more physical energy – ie, manpower – due to the additional cleaning time, facility downtime and therefore cost involved.

Whatever the cleaning medium, everything

removed will enter the environment, whether washed down a sink or placed into a bin. These are organic pollutants, with significant chemical and biological oxygen demands.

Reusable microfibre cloths are often suggested as a solution, but these must be washed before reuse, with debris entering

Continued page 26

the wastewater system, while a totally biodegradable microfibre cloth, with a process which allows recovery of all materials held within, has yet to be invented.

Cleaning with eco-chemicals is achievable on a small scale – but will require the use of locally produced crops to generate the components of cleaning materials, which must be produced without using chemical energy while being fully biodegradable.

Eco-chemicals can have a larger carbon footprint than conventional detergents. A 'green' detergent produced from sustainably managed biomass sounds good – but not if the raw material is flown in from overseas, and requires significant energy in local processing. And as the laws of chemistry are the same for everyone, to do the same job, the eco-chemical will often have the same pH as conventional materials, the same suspended solids and the same level of COD and BOD when rinsed away.

It is not much of an exaggeration to say that the most sustainable way of cleaning is



not to clean at all!

Production equipment can often run for extended times without requiring cleaning – it is generally only when production stops that bacteria can build up and create a problem. Of course, introducing this to existing processes can require extensive testing and risk assessments, but there can be significant environmental and commercial benefits

in cleaning only when needed. For example a meat mincer working constantly does not require much cleaning on an ongoing basis. But as soon as production stops, a thorough clean is needed almost immediately to remove adhering meat particles before the next shift. This typically also requires an effective disinfection regime.

One solution is to review production schedules and run the facility continuously for say, three days a week, with a complete clean only required at the end of the intensive production cycle, rather than five or six shifts on separate days which mean machinery and surfaces need daily cleaning.

The need for frequent surface disinfection is also questionable. If cleaning is thorough then most microbiological contamination is removed, so if the equipment or surface is to be reused within a few hours, routine disinfection may offer no practical benefit.

The traditional view of cleaning is an 'end of shift' process to ready equipment and surfaces for the following day, but that needs to change if food handlers and producers are serious about maximising sustainability.

By simply removing the need for cleaning and disinfecting so regularly, the sustainability of cleaning operations can be maximised, while costs on both material and manpower can be simultaneously reduced.

La propreté peut être plus durable - mais pas totalement. Tel est l'avis exprimé par Neil Brown, de l'entreprise de propreté Hygiene Group, dans un article exclusif pour ECJ.

Reinigungsverfahren können nachhaltiger ausgeführt werden - aber nicht vollständig. Diese Meinung vertritt Neil Brown von der Vertragsreinigungsfirma Hygiene Group in seinem exklusiv für ECJ verfassten Artikel.

Le pulizie possono essere sostenibili, ma non totalmente. E' questa l'opinione di Neil Brown dell'impresa di appalti di pulizie Hygiene Group come rivela in esclusiva nel suo articolo per ECJ.

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• La laveuse sècheuse B 60 W de Kärcher a reçu la certification HACCP.
• Ophardt présente un distributeur de savon conçu spécialement pour un usage dans le secteur alimentaire.
• Teknomek, un spécialiste des équipements en acier inoxydable, propose une rigole pour le drainage de balais humides pour milieu à hygiène critique.

• Die Scheuersaugmaschine B 60 W von Kärcher wurde mit der HACCP-Qualifikation ausgezeichnet.
• Ophardt bietet einen Handseifenspende, der speziell für den Einsatz in Lebensmittel verarbeitenden Bereichen konzipiert wurde.
• Teknomek, der Spezialist für Edelstablausrüstungen, hat eine Moppabtropfwanne für den Einsatz in Bereichen vorgestellt, in denen Hygiene besonders wichtig ist.

• La lavasciuga pavimenti B 60 W della Kärcher ha ricevuto la certificazione HACCP.
• La Ophardt produce un dispenser di sapone per le mani progettato appositamente per essere usato nelle aree di preparazione di alimenti.
• La Teknomek, specializzata in attrezzature in acciaio inossidabile, ha lanciato la vasca di drenaggio per mop per gli ambienti dove l'igiene è della massima importanza.

HACCP certified



Kärcher's B 60 W scrubber dryer has HACCP certification, making it suitable for use in HACCP-relevant areas and by food retailers without any restrictions. The award recognised the company's development of detailed cleaning instructions that were checked by a microbiological institute.

The spread of bacteria in the food industry can only be prevented by compliance with hygiene regulations and careful cleaning of all machine parts in accordance with the cleaning procedure. Instructions complying with HACCP specify the right disinfectant to use, the cleaning process, cleaning intervals and inspection procedures.

Kärcher says the B 60 W is particularly suitable for the food sector because it has roller brushes that clean hard and flexible floor coverings quickly.

Tel: +49 7195 14 0. Email: info@karcher.com

Flat surface

Ophardt Hygiene has developed a soap dispenser that complies with HACCP requirements. The flat surface of the stainless steel case means it can be cleaned easily and the bacteriostatic properties prevent the growth of bacteria.

The sloping top complies with hygienic design standards for cleaning and sanitising, says Ophardt, while the long-life pump can dose liquid soap, alcoholic disinfectants and hand washing lotions.

Both dispenser and pump can be autoclaved, sterilised or dish washed. And the unit is mounted with the Ophardt wall backplate system which means it can be unlocked with one finger.

Tel: +49 283518 0. Email:

info@ophardt.com

Stainless steel

Stainless steel equipment specialist **Teknomek** has launched a mop draining trough for use in hygiene-critical environments.

The unit is manufactured from 304 grade stainless steel and measures W1460 x D430 x H400 mm, with adjustable feet. The bucket section features a wall-mounted backsplash and a hinged grid to maximise cleaning efficiency and hygiene whilst minimising potential spillage.

Teknomek says the trough is designed to meet all relevant food hygiene and microbiological standards.

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Brushes go silver

According to **Salmon Hygiene Technology** it has developed a significant improvement in brush filament retention, whereby each tuft is anchored into the brush back with food grade stainless steel staples and then silver based antimicrobial epoxy resin is floated in.

The resin permeates the bottom of the tuft hole, covering the filaments and staples as it goes. The resin seals the face of the brush, secures the filaments, and prevents the accumulation of bacteria, dirt or moisture in the tuft holes.

The Salmon trademark is owned by Hill Brush Company, which offers a range of brushware in three quality levels. The entry level Premier line is suitable for restaurants and catering environments providing total colour coding as standard in five colours. The Professional range is heavier duty, suitable for use in food production factory environments and is offered in eight colours. The Ultimate line

consists of a level of equipment designed for the ultimate food safety environments. This line is available as metal detectable and dissipative products, resin-set brushes in eight colours and anti-microbial products.

Tel: +44 1747 860494. Email: sales@hillbrush.com

No-Touch alternative



Kaivac says its No-Touch Cleaning systems can be used as an alternative to sweeping and mopping kitchen floors. Its units combine automatic chemical metering and injection, an indoor pressure washer and a wet vacuum. Cleaning operatives can deep clean and sanitise without having to touch

contaminated surfaces.

There are three steps in the process. Firstly, cleaning agent is applied to floor areas. The floor is then rinsed with the machine, loosening floor debris. The built-in vacuum then picks up debris and cleaning solution.

Tel: +1 513 887 4600. Email: info@kaivac.com

Recycled glass

Specialising in cleaning blocks made from 100 per cent recycled glass is **Polydros**. These blocks can be used to clean griddles, grills and other iron and steel surfaces.

Non-toxic, non-irritating and ecologically safe, the blocks can be used with cleaning agents if necessary and come in different sizes and colours.

Tel: +34 9166 10042. Email: cleaning.block@polydros.es



• La gamme d'outils de nettoyage hygiéniques Salmon, de la société Hill Brush, est proposée en trois niveaux de qualité : Premier, Professional et Ultimate.

• Kaivac propose divers systèmes de nettoyage sans contact combinant le dosage chimique et l'injection, le nettoyage haute pression et le suçage humide.

• Pour le nettoyage de grills, galettères et autres surfaces de fer ou d'acier, Polydros propose des blocs de nettoyage fabriqués en verre recyclé.

• Die Produktreihe Salmon mit hygienischen Reinigungsgeräten von Hill Brush ist in drei Qualitätsstufen erhältlich: Premier, Professional und Ultimate.

• Kaivac bietet eine Reihe berührungloser Reinigungssysteme, die die Dosierung und Einspritzung von Chemikalien, Hochdruckreiniger und Nasssauger kombinieren.

• Zur Reinigung von Grillpfannen und -rosten sowie anderen Eisen- oder Stahlflächen bietet Polydros Reinigungsblöcke aus Recyclingglas.

• La linea di attrezzi di pulizia igienica Salmon della Hill Brush è disponibile in tre livelli di qualità - Premier, Professional e Ultimate.

• La Kaivac propone una serie di sistemi di pulizia no-touch che abbinano contatori di prodotti chimici e iniezione, idropultrici ad alta pressione e aspirapolveri ad acqua.

• Per la pulizia di piastre, griglie e altre superfici di ferro o di acciaio, la Polydros propone blocchi di pulizia prodotti in vetro riciclato.

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• Tork SCA a lancé une nouvelle serviette bleue pliante destinée au secteur alimentaire.
• Birchmeier propose une gamme d'appareils à mousse et à pulvérisation variant de 0,5 à 100 litres.
• Le fabricant de brosses hygiéniques Brosserie Thomas a lancé la ligne CHR, qui est conforme au standard HACCP.

• Die SCA-Marke Tork hat ein neues blaues Handtuch mit Zickzackfaltung zum Einsatz in der Nahrungsmittelbranche vorgestellt.
• Das Angebot von Birchmeier umfasst Schaum- und Sprayprodukte in Größen von 0,5 bis 100 Litern.
• Brosserie Thomas, der Hersteller von Hygienebürsten, hat die HACCP-Richtlinien entsprechende Produktreihe CHR vorgestellt.

• La novità della SCA, produttrice dei prodotti Tork, è l'asciugamano blu piegato a zigzag per il settore alimentare.
• La Birchmeier propone una gamma di erogatori di schiuma e spray disponibili in misure da 0,5 a 100 litri.
• La Brosserie Thomas, produttrice di spazzole igieniche, ha lanciato la linea CHR conforme al sistema HACCP.

Zigzag for food sector

New from Tork manufacturer SCA is a blue zigzag-fold towel for use in the food sector. Tork Universal Blue ZigZag Hand Towel is aimed at food manufacturing and preparation areas.

The dispenser gives out one towel at a time to reduce over-consumption and improve cost



in use. The fact that the towels are dispensed singly also reduces the risk of cross-contamination in the food

environment since each towel is touched only by the user.

Designed for busier food preparation areas is the Tork Advanced Blue Hand Towel, housed in a dispenser that cuts the towel to length and provides a large enough portion to dry both hands.

Also for the food environment is Tork Premium 530 Blue, tough enough to be used as a

dishcloth but more hygienic since it is thrown away after use. Tork also offers a two-ply Tork Advanced 420 Blue centrefeed roll for high-capacity use.

Tel: +44 1582 677400. Email: charlotte.branwhite@sca.com

Foaming range

The food industry often uses foam cleaning and **Birchmeier-Sprühtechnik** specialises in foaming and spraying equipment - offering a range of foamers in plastic and stainless steel tanks from 0.5 to 100 litres.

The smallest unit is the McProper Plus Foam at 0.5 litres, while the Clean-Matic 1.25 P has a 1.5 litre capacity with an inclinable foam nozzle. For larger areas there is the five-litre Foamer Clean-Matic 5 P with foam nozzle. The largest models are the stainless steel Indu-Matic Foamers, available with 20, 50 or 100 litre tanks and equipped with a foam mixing station that produces a foam quality from dry to wet.

The Vario-Matic 1 P is a robust foam gun with integrated mixing ration dial that works with normal mains pressure.

Tel: 41 56 485 8181. Email: info@birchmeier.com

Hygienic tools

With its range of colour coded cleaning equipment and hygienic brushes, **Brosserie Thomas** is well placed to serve the food industry. Colour coding can be by the colour of fibres or handles, it says.



The latest launch is the CHR line of cleaning tools and brushes, which complies with all HACCP

regulations and comes only in white. Brosserie Thomas says the products in this range are lighter, so easier to clean.

Tel: +33 1 640 52023. Email: contact@brosseriesethomas.com

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Pop and grab



Brightwell says its wall-mounted wet wipe dispenser has been designed for hygiene-conscious environments. Thanks to the 'pop and grab' spring loaded lid, the wipes are kept fresh, hygienic and available for sanitising.

Mounted permanently on the wall, the unit offers one wipe at a time, keeping consumption to a reasonable level while preventing theft. The dispenser can be used with different types of wipe to serve a variety of applications. Units can also be locked to the wipes of the customer's choice.

Part of the Modular washroom range, this wet wipe dispenser complements the soap and paper dispensers in the line.

Tel: +44 1273 513566. Email: sales@brightwell.co.uk

Disposables dispenser

Specialising in dispensers for disposable articles used in food preparation areas is **Jurine**. Its most popular dispensers are those for gloves, caps, shoe covers, visitor kits and masks.

All units have been developed in accordance with HACCP



systems and come in stainless steel - some are also available in lacquered steel. The universal size means any brand of disposable product can be used.

Tel: + 33 4 77 47 45 45. Email: info@jurine.com

Approved water

Activeion says its ionator EXP ionised water cleaning technology is used in hotel food preparation areas throughout Europe, and has gained HACCP certification and NSF registration.

The spray bottle system converts tap water temporarily into ionised water which, Activeion says, kills most pathogens found on work surfaces used for food and beverage processing, preparation and serving.

The container is filled with half a litre of tap water, with no added chemicals or additives. When the trigger is pressed, a spray of temporarily ionised water breaks down dirt on the surface. The ionator EXP can be used on glass, stainless steel, and most other hard surfaces.

Tel: +41 22 533 00 32. Email: karin.mugnaini@activeion.com

• Le distributeur mural Brightwell de lingettes humides ne livre qu'une lingette à la fois et peut s'utiliser avec des lingettes de types divers.

• Jurine produit des appareils distributeurs pour des articles jetables tels que des gants, coiffes et couvre-chaussures dans les zones de préparation alimentaire.

• Activeion affirme que sa technologie du nettoyage à l'eau ionisée Ionator EXP peut être appliquée aux aires de préparation alimentaire.

• Der an der Wand befestigte Feuchttuchspender von Brightwell bietet jeweils ein Tuch und kann mit verschiedenen Tucharten bestückt werden.

• Jurine produziert Spender für Einwegartikel, wie etwa Handschuhe, Mützen und Überschuhe, die häufig in Lebensmittel verarbeitenden Bereichen verwendet werden.

• Laut Activeion kann Ionator EXP, die Reinigungstechnologie mit ionisiertem Wasser, auch in Bereichen eingesetzt werden, in denen Lebensmittel zubereitet werden.

• Il dispenser di panni imbevuti montato a parete della Brightwell eroga un panno alla volta e può essere usato con tipi diversi di panni.

• La Jurine produce dispenser per articoli monouso come guanti, copricapo e sovrascarpe per aree di preparazione alimentare.

• La Activeion afferma che la sua tecnologia di pulizia ad acqua ionizzata, ionator EXP, può essere usata nelle aree di preparazione alimentare.

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A different point of view

If I can take one small step at a time I will be satisfied, and my initial feeling is that the members are ready to take those steps forward." Dutchman Hans Simons, who is now nine months into his role as president of the European Federation of Cleaning Industries (EFCI), has modest ambitions for his term in the job. And realistic ones, considering the cleaning sector is not an industry renowned for its fast pace of change. Simons views the industry from an independent and slightly detached point of view, having known nothing of it until relatively recently. This, he hopes, enables him to offer a fresh new perspective in guiding EFCI forward.

Simons spent his working life in public services and politics - he has been vice mayor of Rotterdam on two separate occasions and was also a member of the Dutch Cabinet, acting as secretary of state for health from 1989 until 1994. So he has a great deal of experience in the public sector: for example he was responsible for the merger of the Netherlands' two main hospitals.

Having now officially retired from that life, he performs a variety of different roles and became involved with the contract cleaning industry through the Dutch national association OSB, of which he is chairman. Apart from that - and now his presidency of EFCI - he is involved in the ambulance service, lectures at a university in Tilburg and acts as a board member for a number of organisations. This gives him a varied life, which he clearly finds highly rewarding.

Share experience

"I have the perfect opportunity to share what I have learned with other people, and I also continue to learn a great deal," he says. "It's so important to always remain open to new developments."

The invitation to become OSB chairman came two years ago as a total surprise to Simons, he explains. "I was absolutely not familiar with the cleaning industry but I had a longstanding interest in issues such as social affairs and labour market developments. So I felt I could bring a new agenda,

ECJ editor Michelle Marshall speaks exclusively to Hans Simons, who was recently appointed president of the European Federation of Cleaning Industries (EFCI). EFCI is the pan-European organisation representing the contract cleaning sector, and is made up of national associations from EU member states.



and a new outlook to the association."

On entering the cleaning industry in the Netherlands, then, what were his first impressions of it? "I observed the employers in the sector - those running the cleaning businesses - as being very pragmatic people, with no abstract philosophies: they were very close to the ground. For them day-to-day business is the key focus, there is not very much long-term planning.

"I quickly learned cleaning is a huge sector in this country and very much under-rewarded as an industry. What is also most interesting is the huge variation in company size. This is an industry with small, medium and very large sized businesses - the whole

spectrum. And I could very quickly see the increasing trend for companies to not only offer cleaning, but other related services."

Having taken on the role as chairman of OSB, Simons set about meeting as many of its members as possible. Common issues right across the market quickly became apparent to him: "I identified the main challenges as being market development, integration of migrants, improvement of education and price pressure," he explains. "We had a long period of industrial action by cleaners here in the Netherlands last year and that really opened my eyes to those price pressures."

The unprecedented strike action by Dutch

Continued page 34



cleaners a year ago is well documented and although it was obviously a difficult period for both employers and cleaning staff, Simons feels a great deal of good has come from it. "I believe the strike action was handled very well by everyone involved," he says. "Essentially this strike was about respect – better working conditions, training, etc – as well as those obvious issues of wages, pensions and holidays. It was also very much about the quality versus price equation, and striving for improvement there."

The strike ended with an acceptable outcome for the cleaners, and it also prompted OSB to make some significant changes within its own organisation. For example it has changed its board and council to facilitate better representation of SMEs and has also agreed to have a more 'normal' communication with the trades unions.

At a higher level the association has established a new commission through which

government, clients, trade unions and employers are formulating a code for fair trade from all parties. "This is currently in its final planning stages and is due to be published shortly," Simons says. He also speaks about the implementation of a new code for good employment, a quality standard which all OSB members will eventually have to adhere to. "This will cover areas such as social and environmental policy, and all aspects which can make a contract cleaning company a better employer."

Having clearly already made his mark on a national level in the Netherlands, Simons was then elected president of the EFCI. He has already attended a number of board meetings and set some goals. "My main effort is in trying to bring new inspiration to the agenda. Traditionally EFCI's activity has been about lobbying in Brussels

and focusing on issues in the European Commission agenda. But in my opinion we are not learning enough from each other, exchanging experiences and offering each other an overview of the national issues we face. I would like EFCI to be not just a lobbying organisation, but a platform from which all members can learn something from each other."

Better communication

Communication is another area where Simons would like to see improvement. "The European agenda is often secondary in the day-to-day business of a national cleaning company in any country, of course. But I would like to see a more proactive EFCI in terms of its communication with the industry – and in turn more respect for the EFCI across the sector."

He has ambitions for the markets of central and eastern Europe too. "In those countries we must establish a good, professional

cleaning industry and EFCI can surely play a truly useful role in helping initiatives to start at ground roots level. I see great potential to involve more members and more people in the industry."

In his quest to further his knowledge about the contract cleaning sector Europe-wide, Simons has also been meeting with EFCI's national association members in their own countries. "From those discussions I have learned that our problems and challenges are the same, and often our solutions are different. Therefore we have so much to learn from each other."

The common themes Simons has identified in the EU member states are price pressure; labour market; education; and the trend towards integrated services. And he feels that building up EFCI as a platform for knowledge exchange and good practice can only

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help to further progress in all of these areas.

Although he has spent only a relatively short period of time in the industry, it's clear Simons already has a comprehensive understanding of the sector and he will undoubtedly be a most valuable ambassador for it. He firmly believes the cleaning industry deserves a great deal more respect than it often gets. "The cleaning industry gives work to low-skilled people, working mothers can fit it in around their other commitments, and it has offered many migrants the chance of a working life in a new country. Those are all such positive characteristics," he emphasises.

"We must also acknowledge that not everyone is suited to university qualification or 'highly skilled' jobs. Why as a society do we put much higher value on those people who are? What is termed to be 'low-skilled' work deserves to be rewarded just as much."

Simons has a clear agenda, then, of what he would like to achieve during his term as EFCI president. "Of course I have set a number of objectives but it's crucial we move forward together, as an organisation. My initial feeling is that the members are ready to take those steps forward."

He concludes: "EFCI in Brussels should be regarded as THE organisation for the cleaning industry. To achieve that, we must modernise our activities."

Michelle Marshall, rédactrice en chef de la revue ECJ, s'entretient avec Hans Simons, qui a récemment été nommé à la présidence de la Fédération européenne du nettoyage industriel (FENI) Fort d'une carrière dans la fonction publique et la politique, Hans Simons parle de son expérience et de ses idées - qui pourraient être pertinentes pour le secteur européen de la propreté.

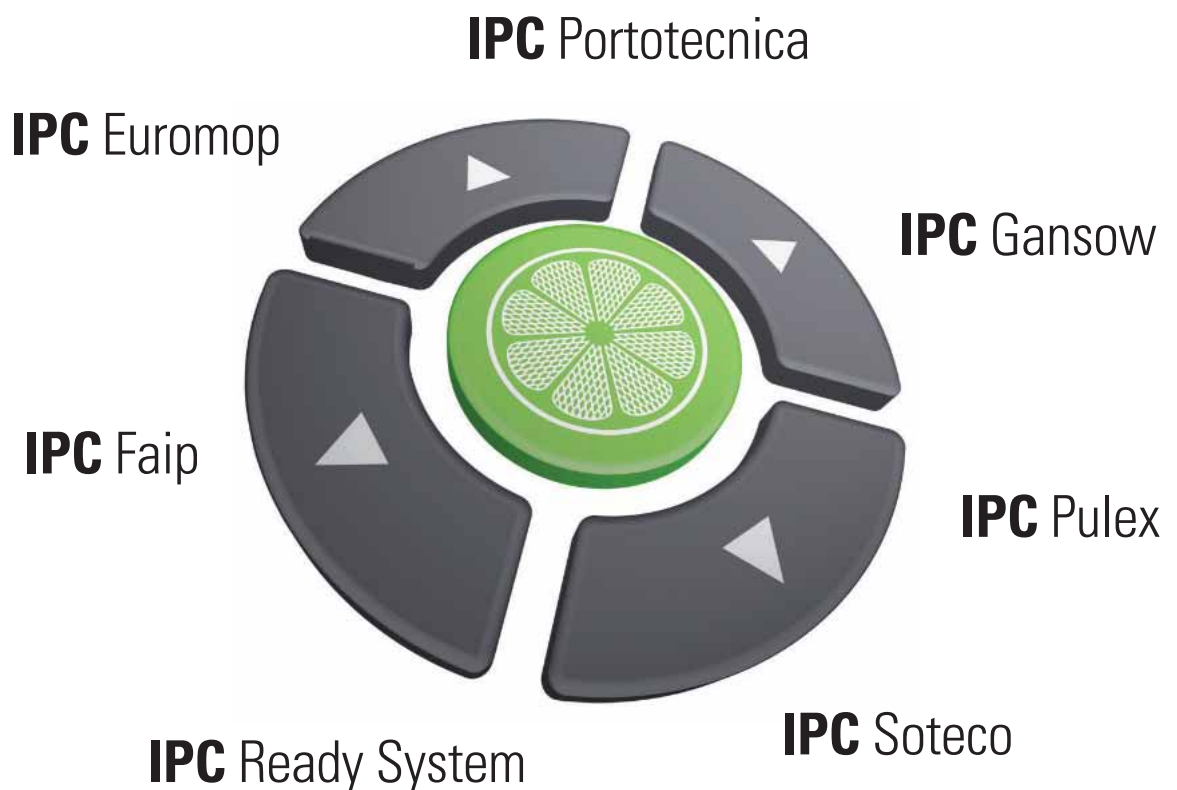
ECJ-Redakteurin Michelle Marshall spricht exklusiv mit Hans Simons, der kürzlich zum Vorsitzenden der European Federation of Cleaning Industries (EFCI) ernannt wurde. Simons, der Erfahrung im öffentlichen Dienst und der Politik gesammelt hat, spricht darüber, welche Relevanz seine Erfahrungen und Gedanken für die europäische Reinigungsbranche haben können.

La redattrice di ECJ Michelle Marshall intervista in esclusiva Hans Simons che è stato recentemente nominato presidente della federazione European Federation of Cleaning Industries (EFCI). Hans Simons, che viene dall'ambiente dei servizi pubblici e dalla politica, parla della sua esperienza e delle sue idee che possono essere rilevanti per il settore europeo del cleaning.

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Wipers are vital to the smooth running of a whole range of businesses. Industrial spills in a factory should be cleaned up swiftly; healthcare environments need to be kept hygienically clean, and catering surfaces must be kept free from organic matter to avoid cross-contamination.

Wiper manufacturers place a significant emphasis on the dispensers in which these wipers are housed. In fact if one were to believe them, the dispensing system would seem to be at least as important to the smooth running of a workplace as the wipers themselves.

But a dispenser may add to the factory's overall costs while also taking up workspace. So are manufacturers simply promoting their dispensers because these are a valuable add-on for them? In fact manufacturers argue that dispensers can actually save a company money while smartening up their premises.

According to Metsä Tissue's away-from-home workplace category manager Christian Tanzer: "Without a dispenser the wiper rolls can become dirty, wet and damaged and this can result in wasted product and wasted budget. The rolls can also become contaminated and this contamination will be passed from surface to surface. A dispenser will overcome these issues."

Missing wipers

He claims that using a dispenser makes everyone aware where the product actually is. "Having a portable product might seem like a good idea, but wipers can go missing and valuable time may be wasted looking for the roll – or the rolls may be pilfered for alternative use," he said.

Metsä offers floor-standing dispensers and wall stands that can also be fitted inside vehicles for mobile applications.

A dispenser will ensure an improved return on investment for the product, according to Tanzer. "Having allocated products in the right dispensers means that the right product is being put to the right use and is available to hand at all times," he said. "Consumption is much more easily controlled from a dispenser too, since free-hand dispensing almost always results in too much product being taken because it is difficult to gauge how much you have in your hand."

Wiper dispensers have a range of vital uses according to international marketing executive of Brightwell Dispensers Suzanne Gardent. "A loose roll might sound like an easy way of distributing wipes, but it brings many problems that a wiper dispenser prevents," she said.

"For example, a dispenser for industrial wipers will help the factory or industrial environment retain a clean image. And a simple pop-and-grab lid system ensures an easy and hygienic wiper supply since there will be

All part of the system

How large a part does the dispenser play in a successful wiping system? And do the benefits offered by a dispenser in terms of consumption control and product protection offset the investment costs involved? *ECJ* finds out.



no dirty hands grabbing the loose roll."

She concedes that wiper dispensers require some initial investment on the part of the customer. "However, this investment will pay off very quickly since the dispenser will prevent thefts while helping to control consumption and reduce transport costs," she said. "Employees will also spend less time looking for wipes if they are supplied through a dedicated dispenser on the wall."

Brightwell's Modular Wet Wipe dispenser is designed for use in hygiene-critical environ-

ments such as healthcare facilities, leisure centres, catering units and industrial workplaces. The dispenser can be permanently wall-mounted in a designated location.

"Wall-mounting a wet wipe dispenser avoids the issue of wet wipe tubs 'walking away' and makes the wipes easier to find," said Gardent. "A dispenser also enables the user to take out just one wipe at a time, which helps to prevent waste and additional ongoing costs."

Continued page 38

"A wet wipe dispenser, too, usually has some kind of closure that prevents the wipes from drying out. For example our systems have sealed pouches with an automatic 'pop-and-grab' lid closure."

She claims this system also generates less waste and takes up less space than plastic wet wipe tubs. "This is an environmental advantage and one that also helps to reduce transport and logistical costs," said Gardent.

Michel le Borgne, EMEA wiper category manager at Kimberly Clark, concedes that a dispenser is not always strictly necessary for a wiping system. "However, different issues must be considered depending on the industry and workplace environment," he said. "For example, manufacturers need to protect wipers against external conditions so that they don't become dirty. Also, when not

"However, cost control and product efficiency are also major benefits," he said. "For example, some dispensing systems have a one-handed feature so that users can access them more easily in the workplace. Dispenser systems are also very efficient because they can be integrated within a workspace so users always know where they are."

Dispensing value

He claims that any cost involved with installing a dispensing system can be offset by the savings and value gained from the dispensing unit itself. "It is well worth a customer's while to opt for a wiper in a dispenser rather than a loose roll since the dispenser provides the end-user with so many benefits compared to using a loose product," he said,

Kimberly-Clark offers wiper dispensers as well as packaging solutions that incorporate

He said loose wiper rolls could often be found lying on work surfaces and food counters where they could potentially become contaminated with dirt, grime or bacteria. In one workshop an oilcan had spilled on to the work surface and the lower half of the wiper roll had soaked up the mess, making the roll unusable.

"In some cases we were told that several loose rolls were currently in use but we were unable to locate any of them," said Riley. "Presumably staff would have the same issue and productivity would suffer while they hunted around the premises when a wiper was needed."

According to Riley where wiper dispensers were actually in use, most were performing a useful function – but added that in some cases they were not. "In one kitchen we came across a plastic wiper dispenser that had cracked which meant that the paper roll inside was exposed to foodborne contamination in the atmosphere," he said.

"Key-lockable dispensers could also be a problem. These are designed to prevent pilferage but we came across dispensers where the key had long since been lost which meant that staff had had to break into the dispenser in order to use it."

Protect from contamination

He said SCA had considered all these potential issues before developing the Tork Performance range. "Our dispensers are durable and easy to load and all our lockable units have a push-button option so that the key can be discarded if required," said Riley.

He agrees with other manufacturers that a good dispensing system can save the customer money since it will protect wipers from contamination before use – an issue that could lead to loose rolls having to be thrown away.

"Dispensers can also help to control consumption since they tend to present wipers one at a time and discourage over-use," he said. "The dispensers themselves are also free on loan provided customers buy our products, so no initial outlay is required."

According to Riley a good wiper dispensing system is so important that it can actually form part of a successful business model.

"One of the most commonly-used business models of the last 20 years has been the Japanese 5S methodology which decrees that premises should be clean and uncluttered while promoting a consistent workflow," he said.

"A good dispensing system can help to achieve this. It will keep cloths and wipers protected and out of the way, but in a convenient place where they are easy to locate when needed. And it also avoids the issue of wiper rolls and solvent-soaked cloths left to clutter up the workplace which can cause a safety hazard and present an unsightly appearance."



using a dispenser there is often the potential for increased usage and waste and therefore greater disposal costs."

He says manufacturers in today's economic environment are constantly seeking ways to increase the productivity and profitability of their processes. "Wiping dispensing solutions can help do both," he said.

Lack of control

Loose rolls offer no control over how many wipers are taken, claims le Borgne. "They are also messy and do not reflect a professional work environment when it comes to health and safety issues," he said.

According to le Borgne the main benefits of a dispenser system are protection, consumption control and a cleaner image.

an integral dispensing system. "Both types of dispenser protect the wipers and control usage while reducing waste," says le Borgne.

One company that has recently invested in a new range of dispensers for industrial wipers is Tork manufacturer SCA. The Tork Performance range was launched after extensive market research into what was actually required from a wiper dispenser from a customer's point of view.

"Before developing the range we conducted an extensive market research study to better understand our customers' needs," said SCA product and segment manager Mark Riley. "We discovered that many customers were not using a dispenser and that wipers were being spoiled or wasted because there was no protection for them."

Quel est la place d'un distributeur dans un système d'essuyage satisfaisant ? Les avantages d'un distributeur en termes de contrôle de la consommation, protection du produit, etc. suffisent-ils pour compenser la mise de fonds impliquée ? Nous cherchons à l'établir.

Welchen Anteil hat der Spender an einem erfolgreichen Wischsystem? Und wiegen die vom Spender in Form von Verbrauchskontrolle, Produktschutz usw. gebotenen Vorteile die verbundenen Investitionskosten auf? Wir finden es heraus.

Qual è l'importanza dei dispenser in un sistema di pulizia di successo? E i benefici offerti dai dispenser in termini di controllo dei consumi, protezione del prodotto ecc. compensano i costi di investimento necessari? Scopriamolo.

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- Chicopee propose des lingettes humides pour de nombreux secteurs, toutes proposées en cinq couleurs.
- La gamme Perform d'essuyeurs proposée par Peter Grant Papers est produite en versions à une ou deux plis et fait appel à un système de distribution spécialisé.
- Actalys produit de nombreuses lingettes privées à label pour les grands succursalistes européens.
- Les Vermop propose une gamme de tissus en différents coloris pour toutes les zones du nettoyage de surfaces.
- Une nouvelle lingette désinfectante sans alcool pour les mains a été développée par EcoTech (Europe) à l'intention du secteur de la santé.
- Les distributeurs Tork Performance de SCA sont conçus pour améliorer le débit d'utilisation et réduire les coûts.

- Chicopee bietet ein breites Produktangebot an Wischtüchern zum Einsatz in vielen verschiedenen Bereichen, die alle in fünf verschiedenen Farben erhältlich sind.
- Die Produktreihe Perform mit Wischtüchern von Peter Grant Papers ist als ein- oder zweilagige Ausführung in einem speziell entwickelten Spendersystem erhältlich.
- Actalys produziert viele Handelsmarken-Wischtücher für die großen europäischen Vertriebsgruppen.
- Vermop bietet eine Produktreihe mit Tüchern in verschiedenen Farben für alle Bereiche der Oberflächenreinigung.
- EcoTech (Europe) hat ein neues alkoholfreies Hand- und Desinfektionswischtuch zum Einsatz im Gesundheitswesen entwickelt.
- Die Wischtuchspender Tork Performance von SCA wurden zur Verbesserung des Arbeitsablaufs und zur Kostensenkung entwickelt.

- La Chicopee vanta una vasta gamma di panni per uso in numerosi settori diversi, tutti disponibili in cinque colori diversi.
- La linea di panni Perform della Peter Grant Papers è disponibile in versione a uno o due strati ed ha un sistema dispenser appositamente progettato.
- La Actalys produce molti panni di marche private per i grossi gruppi di distribuzione europei.
- La Vermop propone una gamma di panni in vari colori per tutte le aree di pulizia delle superfici.
- Un nuovo panno disinfettante senza alcool per le mani è stato sviluppato dalla EcoTech (Europa) per essere utilizzato nel settore sanitario.
- I dispenser di panni Tork Performance della SCA sono stati progettati per migliorare il flusso del lavoro e ridurre i costi.

Purpose engineered

PGI says its Chicopee wiping range features purpose engineered solutions for the food & service, floor & surface, and industrial & automotive sectors.

Within the food & service range, for example, there are disposable solutions for one shift usage or durable wipes that



can be washed several times. J-Cloth/Lavette, J-Cloth 3000, Lavette Plus and Lavette Super are FCC approved according to EN regulation 1935/2004 and all are available in five colours.

The latest addition is the J-Cloth 3000, which is biodegradable and compostable. This means it can be disposed of in the industrial composting waste stream.

Tel: +31 485 398 459. Email: chicopeeurope@pginw.com

Tackle spillages

The Perform range of cellulose wipers has been developed by **Peter Grant Papers** to safely absorb and remove water-based chemicals, dyes and inks, as well as dry powders, dust, lint and other dry particles.

The nonwoven wipes in the line are suitable for general spills in controlled environments, and can also carry and release solvents to surfaces. This makes them suited to surface preparation as well as cleaning.

There is also a dedicated dispensing system for the wipes, the Perform Silver Carton. This portable waterproof carton unit can be used in dirty and damp areas where fixed systems are



not an option, and has won a packaging design award.

Tel: +44 1952 292200. Email: sales@petergrantpapers.com

Hand wipe

New from **Actalys** is its Hand Cleaner Wipe, which comes in a bucket of 90 towels. Featuring a paraben-free cleaning formula, a box of 18 towels is also available.

The company specialises in industrial cleaning wipes and offers private label products for some of Europe's most important distribution groups. And its Quickly microfibre cloth boasts high resistance and absorption capacity.



Tel: +33 1 64 27 02 82. Email: actalys@orange.fr

Pictograms sewn in



For clearer identification of the area of use of its cleaning cloths, **Vermop** offers its premium Softtronic I and Softtronic II microfibre cloths with sewn-in pictograms for

the area of use in the matching colour.

In this way, the company says, the cleaning operative can see at a glance which cloth is intended for which purpose, eg, blue cloth for general surface cleaning.

A wide selection of cloths is available in the range, along with Tuboxxes, so colour coded cleaning systems can be implemented easily.

Tel: +49 8105 77 88 9 100. Email: info@vermop.com

No alcohol

New from **EcoTech (Europe)** is an alcohol-free hand and disinfectant wipe for use primarily in the healthcare sector. This has been tested to EN13727 standards, it says.

The company claims the wipe is also suitable for use in a range of other industries, such as food processing and bakeries.

Tel: +44 2476 471894. Email: sales@ecotech-europe.com



Efficient in workshops

Tork Performance dispensers from **SCA** have been designed to improve workflow and reduce costs in the workshop. The dispensers, which can house the full range of Tork industrial wipers, help to increase efficiency while also reducing waste and over-consumption.

Made from ABS plastic and coated steel, the dispensers protect the wipers before use and make them easy to locate when needed. SCA says they are easy to clean, fill and operate.

The W1 floorstand saves time spent reloading since the spring-loaded spindle allows a giant wiper roll to be changed within seconds.

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WHAT THE OTHERS MAY
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In today's era of Apples, Androids, tablet PCs and similar portable technology I can't help but be surprised at the low level of adoption within our industry of such easily available resources. Despite the numerous vendors of standard or customised internet based solutions I have seen some facility management companies and executives struggle with key tasks such as workforce planning, service programming or online purchasing automation.

For a service deployment manager one of the least desirable things is to have a poorly programmed day with resources sitting idle. And for a procurement vp, dealing with more than 100 product and equipment suppliers, the net provides such amazing opportunities for automation. Let me explain where I see the two biggest potential areas for facility management companies.

Front end applications for improved service quality

In my years of experience working with the leading actors in this great stage where we play, I have seen the best innovation coming from tools such as computers or hand-held devices that are simple to operate. Centrally managed and locally deployed, such tools offer a powerful way to achieve optimal work-loading and allocation, labour and cost estimation, inspection, and optimisation:

- Work-loading and allocation: scheduling routine/daily tasks, balancing workloads, generating and printing assignments
- Labour & cost estimation: calculating employee and budget needs, managing inventory, supplies and equipment.
- Inspection: PDA and PC-based inspections helping to capture critical observations and identify areas demanding immediate attention
- Optimisation: real-time reporting, employee performance analysis and continuous improvement.

These workforce planning tools allow facility management companies to do more with less. They significantly differentiate you and your business, elevate the professionalism of the cleaning team, enhance productivity, and improve the level of cleanliness within a building. Not to mention labour savings...

Back end applications for efficient and profitable procurement

Knowing that the number of tools used to deploy a good facility management task is just too big, we see there is a level of complexity that needs to be managed efficiently. There is a need to enhance cleaning operations through optimisation of the supply chain and this is something E-procurement systems are good at. Whether within procurement, finance, operations or general management, E-procurement systems have the capability to deliver significant benefits

Use technology for efficiency

In his third article for *ECJ*, Diversey's Pedro Chidichimo explains the benefits for facility management companies of implementing and running IT systems and procedures to improve their front and back office operations. He says internet based applications can differentiate a business from its competitors through improved service quality, and efficiency and profitability of back office procurement tasks.



by streamlining processes and improving financial performance.

There are very few dedicated online procurement systems for building service contractors. My suggestion is to create a small team to research the options available and ask your chosen vendor to customise a good system that is right for you.

The main benefits of an E-procurement system are:

- Standardisation and harmonisation of product ranges to streamline business processes
- Control and visibility of spending to lower operating costs
- Robust reporting to deliver powerful business intelligence
- Improved operational efficiency and supply chain management.

I recently had access to a case study from a building service company with approximately 2,500 customer locations and 17 million euros spend with 58 suppliers for janitorial, uniforms, office supplies, etc. Using

a procurement system designed for cleaning operations supplies and consumables the company achieved no less than a total annual product spend reduction of 10 per cent, reduced admin processing costs by 80 per cent (resulting in over 346,000 euros per year savings), and increased manufacturer compliance levels from 40 per cent to over 85 per cent. And most of all, in the director's own words, "the real advantage came from a system that has been built for our needs, rather than us having to adapt our processes to match a system".

I also met not so long ago a European building service contractor who was able to reassign 16 full time employees in its accounts payable department by using electronic invoice matching capabilities.

This is a call for our industry to start adopting such tools. The benefits at stake are there to be grasped and the bigger the size of your business, the bigger the potential rewards. There is nothing more risky than doing things the same old way.

Dans le dernier de sa série d'articles exclusifs pour ECJ, Pedro Chidichimo, de la société Diversey, souligne les avantages pour les administrateurs de services d'immeuble de recourir aux systèmes informatiques pour leurs activités de guichet et arrière-guichet. Il pense que l'emploi d'applications Internet peut faire la différence entre une société et ses concurrents.

In seinem neuesten, exklusiv für ECJ verfassten Artikel, erläutert Pedro Chidichimo (Diversey), welche Vorteile für Facility Management-Unternehmen entstehen, wenn sie zur Verbesserung des Front und Back Office-Betriebs IT-Systeme und -Verfahren einführen und ausführen. Er vertritt die Meinung, dass sich Unternehmen mithilfe von internetbasierten Anwendungen von ihren Konkurrenten abheben können.

Nel più recente dei suoi articoli scritti in esclusiva per ECJ, Pedro Chidichimo della Diversey spiega i benefici per le imprese di gestione delle strutture nell'implementare e gestire i sistemi IT e le procedure per potenziare le loro operazioni front and back. Chidichimo crede che le applicazioni internet possano differenziare un'impresa dai suoi concorrenti.

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A healthier dose



A chemical dispensing system may require some initial outlay, but do the safety and sustainability benefits of an automated dosing system outweigh these set-up costs? Ann Laffeaty finds out.

Few would argue that a chemical dispensing system makes sense from a safety and sustainability point of view. Any system that avoids human contact with neat chemicals – while also minimising the risk of those chemicals being used in higher concentrations than necessary – has to be preferable than the traditional 'glug glug' method of dispensing.

And where chemicals are dosed manually by employees the margin for error is high. Operatives typically add more of the chemical than is actually required to ensure that the solution is strong enough to work.

Furthermore, cleaning solutions that are too concentrated could represent a potential health and safety risk to staff while also

leading to excess chemical discharge into the water system. They may also be less effective than solutions that have been diluted to the correct degree.

But do such safety and sustainability benefits outweigh the financial implications of a chemical dosing system? Or is cost still king in today's difficult economical climate?

In fact according to international marketing executive of Brightwell Dispensers Suzanne Gardent, traditional dispensing methods have cost implications of their own.

"The glug-glug method is an expensive, dangerous and non-accurate way of dosing chemicals into water," she said. "There is no way of knowing how much of the chemical you should add to the mix so there is inevitably a risk of either under- or overdosing."

"The problem with underdosing is while you may think you're sanitising a surface, you're not – so there's a risk of propagation of bacteria. And the problem with overdosing is an economical one since you may actually be throwing away any of the savings you were making by buying concentrates."

She adds that dosing systems present a lower risk of spillage since the chemical passes through a pump rather than being handled

manually. "With some systems – such as our own SuperC system – the chemical can actually be locked inside the dosing system and there is a time delay to help prevent the risk of overdosing," she said.

Cost concerns

Where super-concentrates are used in place of diluted products, argues Gardent, fewer deliveries are required which leads to lower freight costs and consequently less paperwork, which can result in further financial savings. Meanwhile other sustainability benefits include lower transport emissions and less waste packaging. And these advantages easily offset any financial implications for the customer, according to Gardent.

"We sell our dosing systems to chemical companies who usually provide our dispenser free to their customers," she said. "They can then install it on the wall and the customer is locked into a contract for a specific period."

Brightwell's SuperC Chemical Concentrate dosing system is available in bottle, bucket and sink versions. It can be placed anywhere on a wall and requires no electricity or water source, says Gardent.

Continued page 46

She claims that customers are slowly warming up to the idea of sustainable solutions, although safety awareness is generally more widely considered.

"Most customers have cost concerns but tend to feel that if a solution can also help the environment, then why not?" she said. "It also depends on the market. Concern for sustainable equipment is growing in Germany and France, but in the UK customers are still mainly concerned with cost."

Vice president marketing of Dema Engineering Dan Gillespie agrees that cost has always been a key driver for customers. However, he claims safety and sustainability are increasingly being cited as reasons for switching to dosing equipment.

"More and more people are willing to pay extra for products and systems – particularly if you can quantify the safety and sustainability gains," he said.

According to Gillespie the benefits of dosing over glug glug mixing are directly related to accurately diluting the product and minimising exposure to concentrated chemicals. "Accurate dilutions avoid exposing employees to potentially harmful chemical concentrations while ensuring surfaces are left cleaner with no slippery or potentially harmful residue," he said. "Accurate dilutions also minimise the environmental impact of the used solution in the water stream, while the super-concentrating of products adds to sustainability gains in terms of packaging."

Costs of equipment vary

He says the cost of dosing equipment varies considerably depending on the application and features of the system. "Typically the cost of the equipment will pay for itself within six months of installation," he said. "However, while free-on-loan equipment has been a common approach among chemical suppliers, some companies are 'unbundling' free-on-loan equipment so that they can understand the hardware cost, installation cost and service cost as well as the cost of the chemical."

Dema's latest chemical dosing product is the Safe Link system which consists of a bottle insert and cap assembly that attaches to the dosing system. Safe Link is designed to improve the interface between chemical packaging and dosing equipment.

Though chemical dosing systems are widely claimed to be more sustainable than glug-glug dosing, the sustainability or otherwise of a dosing system is by no means a clear-cut issue according to Diversey's sustainability manager Ed Roberts.

"If you look at the typical sustainability model you need to take into account three factors – namely the environmental, the social and the economic aspects of any product or system," he said. "The benefits of the various different dispensing systems available will vary depending on the customer."



He claims that sophisticated dilution control systems are generally the best option in terms of the environment because they provide chemical solutions at the right concentrations. "This means they do their job very effectively and with very little wastage," he said. "They are also better from a social point of view because staff are not exposed to neat chemicals which would represent a health and safety risk."

"However, the downside is that dilution control systems tend to be more expensive than traditional methods since they need plumbing into the mains plus the services of an engineer. And if a dilution control system blows the monthly budget, it won't make financial sense for a smaller company."

He says dilution control systems tend to be the most sustainable choice in establishments such as schools, universities, hospitals, drug factories and large offices. "Besides being more accurate, such systems are also generally lower in cost than if you were, say, to buy trigger bottles from the local supermarket," he said. "Meanwhile, the

fact that they are super-concentrated means that there is less packaging and less waste."

However he said dilution control systems may prove to be less sustainable in lower-use areas. "One bottle of a super-concentrated chemical is equivalent to around 10 five-litre containers of a ready-to-use solution," said Roberts. "Depending on the product, the shelf life of this super-concentrate may be around two years. In a large establishment such as a hospital this product will be used up relatively quickly but in, say, a high street bank, the amount of chemical used on a daily basis will be much lower and one bottle may last for three or four years. This may result in some of the chemical being thrown away, which will not be sustainable."

Most sustainable?

According to Roberts a simpler portion control system can be a good "middle ground". A portion control system involves a pelican pump that delivers a set volume of chemical where it is required.

"While portion control systems take out the guesswork, there is nothing to stop you from putting in a little extra, however," he added. "Some systems have a time delay to discourage people from putting in an extra dose, but time delays can be a pain in the neck if you are actively trying to add more chemical. And with a portion control system, people will have access to the neat chemical which is a health and safety issue."

He says traditional 'glug-glug' methods have the obvious safety and sustainability disadvantages of exposing workers to neat chemicals while providing erratic chemical concentrations. But he adds these are still generally more sustainable than trigger spray bottles. "Trigger-sprays involve a great deal of packaging and add to the transport burden since the products inside the bottles are pre-diluted," he said.

"However ready-to-use products may be the most sustainable option in certain circumstances. A trigger-spray bottle is safe; involves no manual handling issues and does not allow operatives to over-dilute or under-dilute. So trigger-sprays may be the best option on smaller sites where there is a high turnover of staff who are not well trained."

According to Roberts dilution control systems are generally the most sustainable option followed by portion control options, then glug-glug dispensing, and then ready-to-use trigger spray bottles.

"But this is by no means cut-and-dried – and in fact as we have seen, in certain situations this order will be reversed," he said. "Dilution control systems are the ultimate in sustainability because they provide chemicals at the right concentration which means they provide the right level of germ kill and carry out the job effectively and with very little wastage. But due to budget constraints they are not for everyone."

Un système de distribution de produits chimiques peut nécessiter un investissement initial, mais les fabricants soutiennent que celui-ci est compensé par de grands avantages de sécurité et de viabilité. ECJ examine des facteurs tels que la sécurité des employés et la réduction de la consommation en produits chimiques pour savoir si ces avantages suffiront pour persuader les entreprises d'investir en systèmes de distribution de produits chimiques.

Ein Spendersystem für Chemikalien erfordert wohl gewisse Anschaffungskosten, aber die Hersteller argumentieren, dass sie durch die großen Vorteile hinsichtlich Sicherheit und Nachhaltigkeit aufwogen werden. ECJ untersucht Faktoren wie Mitarbeitersicherheit und Senkung des Chemikalienverbrauchs und findet heraus, ob sie ausreichen, um Unternehmen zur Investition in Spendersysteme für Chemikalien zu überzeugen.

Un sistema di dispenser di prodotti chimici richiede sì una spesa iniziale, ma i produttori sostengono che questa spesa viene compensata dai benefici enormi in materia di sicurezza e sostenibilità. ECJ prende in esame fattori tipo la sicurezza dei dipendenti e la riduzione dell'uso di prodotti chimici e scopre se questi sono sufficienti a persuadere le imprese a investire in sistemi di dispenser di prodotti chimici.



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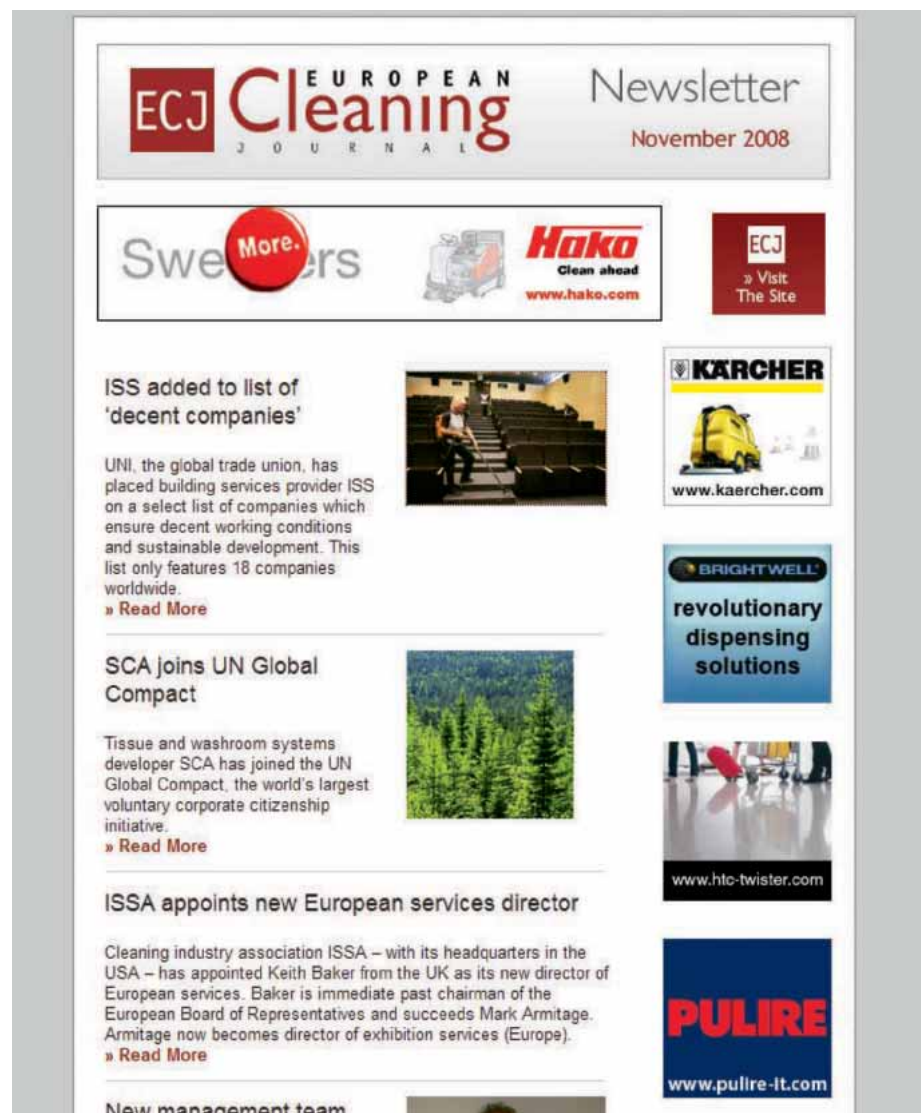
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Why buy original?

In January of this year, *ECJ* hosted a round table discussion in Amsterdam - attended by cleaning industry manufacturers and exhibition organisers - which highlighted the growing problem of intellectual property infringement. As the sector's producers seek to protect themselves from the issues surrounding 'copycat' products, we explore the reasons why distributors and end users should only consider buying from original manufacturers.

Many of the industry's leading manufacturers of cleaning equipment have already been victims of intellectual property infringement - or copying of their products. Research suggests the offending companies are most often Chinese but there have also been cases from India, the USA, and the European countries.

The products on offer may seem tempting, as they are always significantly cheaper than their original equivalents. But there are many reasons why distributors and contract cleaners/end users should only purchase from reputable industry names. *ECJ* spoke to a number of manufacturers that have first-hand experience.

"Copycats don't invest in development, so of course they can be cheaper," explains Markus Asch, president of EUnited Cleaning, the European Association of Cleaning Systems Manufacturers and deputy chief executive officer of Kärcher. "But if we don't fight this we lose the drive for innovation from quality manufacturers."

"The market is in danger of losing that innovation so buyers have a responsibility to buy from original manufacturers," Asch adds. "Buyers are actually disrespecting original manufacturers' investment in the market if they buy counterfeit machines."

Hako's Ralf-Hendrik Steinkühler agrees. "From an economic point of view IP rights are there to enable manufacturers to invest in innovation - bringing more effective and more sustainable products onto the market. Otherwise, it would all be about price."

Dirk Salmon from mopping systems specialist Vermop also believes it is vital for customers to buy from original equipment manufacturers. "When buying from original manufacturers, customers can be sure to continuously receive the high product quality they require in a demanding professional cleaning environment," he said.

"Thus, they can be sure to deliver the high cleaning standard their end customers expect. Products will have the expected high lifetime, saving customers having to reinvest ahead of scheduled reinvestment cycles."

"A facility management company's profit-

ability depends on the product's performance and the productivity it provides," Sergio Pupkin, global facility management sector director at Diversey points out. "It relies on perfect functioning and minimal downtime. Cleaning utensils that do not stand the rigours of the demanding cleaning environment, and machines which malfunction and cause service breakdowns, must be avoided. And just like in any other industry, these benefits are optimal in original manufacturers' equipment."

"Copycat manufacturers do not take the time to understand the critical details around equipment and frequently make poor trade-off decisions in their manufacturing process," said Tennant's product marketing team. "Only original manufacturers understand product applications and they design the machine around those applications."

Practical benefits

Aside from the important principles behind buying original equipment, manufacturers are keen to emphasise the practical benefits of avoiding 'copycat' products - no matter how tempting the purchase price may be. Pupkin sums it up: "The key benefit is peace of mind. The reason why companies like Apple or Mercedes Benz get chosen over cheaper alternatives is because their users are conscious of the benefits they provide: first, they don't break down, second, when they do, technical service is paramount."

Steinkühler adds: "Original products come with back-up service, software etc. Copycat products don't come with anything else - just the machine." According to Asch: "When there's any problem with a copycat product, the user often cannot trace back to where it has been manufactured. It's a matter of taking responsibility, and quality manufacturers do that."

"Cleaning equipment in particular needs reliable service and continuity of equipment availability in order to remain a reliable partner for service companies," says Kai Stolzenberg of Stolzenberg. "Copycat products might pop up the market for a year or two and then disappear..."

Salmon stresses the importance of origi-

nal manufacturers providing certain guarantees to their customers. "Customers can rely on the long lifetime of his investment and the support his supplier will deliver - such as consulting, training and local presence with quick reaction times. We develop and sell not only products but systems."

Quality manufacturers also always respect norms and legislation in their manufacturing processes, explained Asch, which is essential in ensuring technical safety. When a CE mark has been put on a piece of equipment from an original manufacturer, the end user can trust in the fact it has been subject to thorough evaluation and risk assessment. "Copycats, on the other hand, often place a quality mark on their products because they are simply copying the mark from the original machines. Anyone who copies that will not respect those values and norms we adhere to."

"Buying from a certified original manufacturer guarantees products were produced from safe materials and under working conditions that adhere to strict laws and regulations," summarises Salmon.

So, how easy is it to identify a counterfeit product, and what should the customer look out for? "This is a quite challenging task," replied Stolzenberg, "as copies are becoming more and more identical to the original equipment. For industrial products it is most important to check for the machine label (CE), where the manufacturer needs to be stated. The quality of materials (mainly plastic parts) is often quite poor compared to the original product."

Check serial numbers

"Most manufacturers apply a serial number to each piece of equipment," Tennant points out. "These serial numbers are designed to be readable for the life of the machine. If a user suspects the serial number has been removed or altered, or is simply unsure if the equipment is original, they should contact the manufacturer directly." Salmon advises: "The first thing to check is the logo and brand name on the actual product."

Even taking all these considerations into account, there may be users who make the

Continued page 50

conscious decision to purchase counterfeit products as they become more widely available. After all, prices are often between 30 and 50 per cent of the original product purchase price – and with cost playing such a significant part in purchasing decisions during these difficult times that can be an extremely tempting proposition.

However, as Steinkühler points out: "The initial investment in the machine is the tip of the iceberg – what counts is the total lifetime cost. Copycat producers have no structure in place to support customers who need products that do the job with as little downtime as possible and minimal cost asso-

ciated with repairs and maintenance."

"The buyers of machines will save some money up front but will often pay more over time because of the need to frequently service the machine or even buy a replacement machine much sooner than they would expect," adds Tennant. "They generally will also not achieve the same level of clean that a reputable manufacturer can provide."

Serious implications

Health and safety considerations must also be taken into account, says Salmon. "There is a danger to cleaning staff from using malfunctioning products. And a longer term pitfall may be a loss of image in the

eyes of the customer for the contractor."

Segio Pupkin agrees that saving money up front can only result in higher costs further down the line. "In my experience in this business, short product life and spare parts availability are two of the main risks associated with using copycat equipment."

Beyond that, the implications could be more serious says Steinkühler. "Companies that make copies of machines may face lawsuits, which is a potential risk for the dealer distributing those products. There may be implications for distributors dealing with convicted companies – confiscation of products for example.

"From our point of view, Hako would certainly take action against dealers who sell copies of our machines. We have not seen any being sold in Europe so far but we do know the guilty companies are trying to enter the market – and we will continue to take legal action."

All the manufacturers we spoke to agree that counterfeit products entering the European market present a real threat to its future. And while this might not be a significant problem in Europe now, the sector as a whole must be more aware of the potential threat. "We do need to see a more proactive approach because the short term and longer term consequences of counterfeit products will take hold," Markus Asch emphasises. "Copying is an opportunistic approach but if you're serious about the market you need to build up structures in order to support your distributors and end user customers. Counterfeit equipment producers simply cannot do that."

Le problème du vol de droits de propriété intellectuelle est devenu un sujet de conversation dans les milieux du nettoyage. Les organisations de salon et fabricants se sont unis pour réagir à la situation. ECJ interroge de grands fabricants sur les raisons pour lesquelles il importe vraiment que les clients n'achètent que des équipements d'origine auprès de sociétés de bonne réputation.

Das Problem der Verletzung der geistigen Eigentumsrechte entwickelt sich in der Reinigungsbranche verstärkt zu einem Anknüpfungspunkt, und Messeorganisatoren und Hersteller schließen sich zusammen, um aktiver dagegen vorzugehen. ECJ fragt einige führende Hersteller, warum es für Kunden so wichtig ist, nur Originalausrüstung von namhaften Unternehmen zu erwerben.

Il problema della violazione dei diritti di proprietà individuale sta diventando un argomento di discussione nel settore delle pulizie professionali, con gli organizzatori delle esibizioni e i produttori che uniscono le loro forze per un approccio più proattivo. ECJ chiede a diversi produttori leader del settore perché è così importante per i clienti acquistare solo attrezzature originali da imprese con ottima reputazione.

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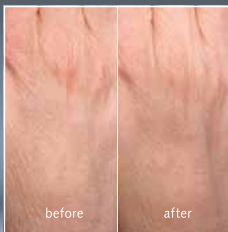
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Eurozone growth accelerates

THE ECONOMY of the 17 countries in the eurozone grew by 0.8 per cent in the first three months of 2011, up from 0.3 per cent in the previous quarter. Germany was largely responsible for the figure - which was better than expected - reporting growth of 1.5 per cent.

Debt-laden Greece surprisingly showed growth of 0.8 per cent, while France grew by one per cent, and Italy and Spain by 0.1 and 0.3 per cent respectively. Portugal slid into recession after contracting for the second quarter in a row.

"This is almost certainly as good as it gets for the eurozone and growth seems likely to moderate over the coming months in face of significant headwinds," said Howard Archer at IHS Global Insight.

Italy's growth figure was worse than expected, with the 0.1 per cent rate the same as it was for the last three months of 2010. Last month, the country's government cut its growth forecast for the whole of 2011 from 1.3 per cent to 1.1 per cent.

The rise in Spain's latest quarterly growth rate to 0.3 per cent from 0.2 per cent in the previous quarter is more encouraging as the country tries to avoid a third consecutive year of contracting GDP.

Figures from Germany showed exports and imports had both risen to their highest monthly level since records began in 1950. Domestic demand is said to be one of the strongest drivers for growth.

Good news from France too - its growth rate was the fastest it's been since the second quarter of 2006.

Dutch labour law

FROM JULY 1 it will be a condition for companies bidding for Dutch state tenders over 286,000 euros that at least five per cent of their staff are registered disabled or employed directly from the unemployment register.

This policy will be elaborated further during the next two years and eventually enshrined in legislation.

EU patent fight goes to court

ITALY AND SPAIN have lodged a complaint with the European Court of Justice against attempts by other member states to introduce an EU patent without them.

The EU patent scheme is backed by 25 member states but viewed as discriminatory by Rome and Madrid. In a statement the Italian Foreign Ministry said it had lodged the complaint with the court to defend the values of the union against abuse.

The statement said the use of enhanced co-operation procedure was "never intended to be stretched to nullify the original aims of the European treaties".

It added: "The use of enhanced co-operation within the patent sector is contrary to the spirit of the single market, because it tends to create division and distortion within the market, and will thus prejudice Italian businesses."

Supporters of a single EU patent say it is time for the Union to replace the current system, which forces firms to patent their designs in every one of the bloc's 27 member states and in 23 official languages, at huge expense.

Ministers are set to discuss the issue at a special meeting late in June. Internal market commissioner Michel Barnier said: "I am confident

the enhanced co-operation procedure presented by the Commission is not discriminatory. We are assured that Italian and Spanish business will suffer no discrimination."

Patent titles are currently granted by the European Patent Office (EPO), which was set up in 1977 and now covers 38 countries, including all EU member states. But the so-called 'European patent' offered by the EPO is in reality a bundle of national patents, with each country having its own set of different rules.

Common system

In February the European Parliament gave its approval for member states to make use of the enhanced cooperation procedure for setting up a common patent system. The agreement among 25 member states concerns the creation of the European patent - which in legal jargon is known as a 'unitary patent title' - as well as the use of English, French and German as the three main working languages.

However another potentially more difficult issue is not covered by the ministers' agreement. This concerns the idea of setting up a common jurisdiction system, including a tribunal to resolve legal disputes, for example concerning the scope

of individual patents.

Before the agreement on enhanced co-operation had even been reached, the European Court of Justice ruled the creation of a Community Patent Court would not be compatible with the provisions of EU law, casting doubt over plans to establish a Europe-wide system.

• L'Italie et l'Espagne ont recouru devant la Cour de Justice européenne en vue de bloquer les tentatives d'autres Etats membres pour introduire un brevet UE sans leur participation.
• Des économistes éminents sont convenus que l'Allemagne aura tout à gagner de l'ouverture de ses frontières aux travailleurs en des plus récents Etats membres de l'UE, qui y ont adhéré au début de mai.
• Les économies des 17 pays de l'Eurozone ont crû de 0,8 pour cent pendant le premier trimestre de l'année, en progression de 0,3 pour cent par rapport au trimestre précédent.
• A compter du 1er juillet, les entreprises soumissionnant pour des marchés publics de plus de 286 000 euros aux Pays-Bas devront garantir qu'au moins 5 pour cent de leurs employés sont des personnes handicapées enregistrées, ou des personnes employées directement à partir du registre du chômage.

• Italien und Spanien haben beim Europäischen Gerichtshof Beschwerde gegen die Versuche anderer Mitgliedsstaaten eingelegt, die ein EU-Patent ohne sie einführen wollen.
• Führende Wirtschaftswissenschaftler sind einer Meinung, dass Deutschland von der Öffnung seiner Grenzen für Arbeiter aus den acht neuesten EU-Mitgliedsstaaten profitieren wird - diese geschah Anfang Mai.
• Die Wirtschaft der 17 Länder in der Eurozone wuchs in den ersten drei Monaten dieses Jahres um 0,8 Prozent im Vergleich zu 0,3 Prozent im vorausgegangenen Quartal.
• Ab dem 1. Juli müssen Unternehmen, die in den Niederlanden Angebote für staatliche Ausschreibungen im Wert von über 286.000 Euro unterbreiten, sicherstellen, dass mindestens fünf Prozent des Personals als Körperbehinderte registriert sind oder direkt aus dem Arbeitslosenverzeichnis eingestellt wurden.

• L'Italia e la Spagna hanno sporto un reclamo alla Corte di Giustizia Europea contro i tentativi di altri stati membri di introdurre un brevetto UE senza di loro.
• Gli economisti leader concordano che la Germania trarrebbe dei benefici aprendo le sue frontiere ai lavoratori provenienti dagli otto stati che sono diventati di recente membri dell'UE, questo è avvenuto ai primi di maggio.
• L'economia delle 17 nazioni della zona euro è aumentata dello 0,8 per cento nei primi tre mesi di quest'anno e fino allo 0,3 per cento nel trimestre precedente.
• A partire dal 1° luglio le imprese che partecipano alle gare per gli appalti pubblici olandesi che superano i 286.000 euro devono garantire che almeno il cinque per cento dei loro dipendenti sia registrato disabile o assunto direttamente dalla lista dei disoccupati.

Open borders advantages

LEADING ECONOMISTS agree that Germany will profit from openings its borders to workers from the newest EU member states. Restrictions were lifted on May 1 to allow people from the eight central European countries to enter the country.

The opening of the German labour market comes at the right time, according to Michael Hüther, president of the Cologne Institute for Economic Research, who believes immigrants can help to address the current lack of professionals, and to reduce the impact of demographic change.

The institute expects a maximum of 800,000 immigrants to enter Germany in the next two years. Another 400,000 could follow by 2020. As large as these numbers may seem, the figures are not actually very high - over three million immigrants entered the country between 1991 and 2000.

According to a study carried out by the Expert Council of German Foundations on Integration and Migration (SVR), almost 60 per cent of Germans support increased immigration of highly skilled foreigners. However the majority reject the arrival of low-skilled job seekers.

Don't fall foul of discrimination laws

The law on workplace discrimination is a minefield for the unwary, with employers who fail to watch their step risking becoming embroiled in costly and time-consuming disputes that can be as damaging to their reputation as their bottom line. Hartley Milner reports on the pitfalls of the legislation for businesses.

A notice of claim from an employment tribunal is perhaps not the most welcome of communications a busy CEO would wish to have landing on their already groaning desk. So it is vital, and not only for the sake of their stress levels, that employers keep up with all the latest legislation on workers' rights to reduce the risk of it happening.

Discrimination has long been a focus of EU legislators, who have produced a torrent of directives over the years on everything from working time to bullying and the harm a thoughtless remark can have on someone's feelings.

More generally, EC directives in this area call for:

- Equal treatment in employment and training, regardless of racial or ethnic origin, religion or belief, disability, sex, age and sexual orientation
- Accommodation of the needs of disabled people, including measures to provide them with access to employment and training
- Equal access to employment, selection processes and recruitment conditions, vocational guidance and training, including practical work experience and membership of organisations
- Non-discrimination on the grounds of sex in relation to pay.

Employment tribunals have seen a sharp rise in their workload in recent years as

employees become increasingly savvy about their rights under the EU's Equal Treatment Framework Directive, so employers need to be very much on the ball themselves.

Naeema Choudry, employment partner at international law firm Eversheds, explained: "The law does recognise that an employer will not be able to prevent every act of discrimination from occurring. All they can do is take reasonable steps to stop it happening – and that is a form of defence. The problem is it places quite a heavy burden on an employer to show a tribunal they had taken these steps before the alleged discriminatory act took place, and not all have got the measures in place so that they can successfully rely on that defence.

Have policies in place

"Some of the things employers should think about therefore, are – do you have an effective diversity policy, are your people aware of their rights and obligations under the legislation, have they been trained adequately and do they appreciate the spirit of what the legislation requires?"

But on top of existing regulations, the EC

has now thrown in some more confusing laws for employers to deal with.

"One of the things brought in last year was that an employer can be liable for an act of harassment against an employee by a third party, and that can lead to difficult situations," said Choudry. "For instance if you have an important client or customer and one of your people claims they, or one of their employees, has harassed them in some way, while you may not want to upset the client of customer, it is an issue you are going to have to deal with.

"There is also discrimination by association. If, for example, someone is treated less fairly because they have caring responsibilities, perhaps for a disabled child, and you do not include them for consideration for promotion, you can again be liable."

A recent survey of 251 employers in one EU country found that most have faced an employment tribunal claim, and many said they had aimed to settle before the dispute reached the final hearing stage.

"Obviously, this is something a large listed company will not want because of the adverse effect on their reputation and the





implication that it could deter people from wanting to deal with them," said Choudry. "A tribunal can decide that a company's diversity policies are inadequate and they need to update them and re-train their people about diversity. And if they don't comply, it can make a further compensation award and finally impose unlimited compensation, including an award for any injury to feelings that someone may have suffered as a result of the harassment. Equally, the harasser may also be held to be personally liable."

There can also be implications for the member state where the company is based. A tribunal may refer a case to the European Court of Justice for a judgment on a point of national law before it gives a ruling on an employee's claim. If the court finds a country is in breach of a EU directive, it may direct the legislation of that country is amended to comply with the directive. A failure to do so could ultimately result in the imposition of hefty financial penalties on its government.

Member countries have incorporated EC discrimination directives into their own legislation, so there may be regional variations in how the laws are implemented.

In Germany, consultants, freelancers and other independent contractors are not covered by anti-discrimination legislation, and there are several grounds on which unequal treatment on the basis of age is not unlawful, such as if a collective agreement is in place between employers and unions.

Germany found itself in the 'dock' recently in the case of Gisela Rosenblatt, who was employed as a cleaner at an army barracks for 39 years. Since 1994 she worked for a private firm, Oellerking. A collective agreement in the sector allowed for automatic retirement when workers reached 65 or when they became entitled to a pension.

On turning 65, Rosenblatt told her employer that she wanted to keep her 10-hour a

week cleaning job, but her employment contract was terminated in accordance with the agreement. She claimed this was discrimination on grounds of age.

The court acknowledged that the agreement amounted to a difference in treatment based on age. But it said this was not the same as compulsory retirement because it was an agreement between Rosenblatt and her employer to end her employment contract when she became eligible for a pension.

The justices ruled that automatic termination when an employee reaches retirement age does not amount to discrimination.

Huge strides made

A less favourable ruling for a member state emerged in another case before the court. Under Danish law, employees who have worked for an organisation for more than 12 years must be paid up to three months' salary if they are dismissed, unless they are entitled to a pension from their former employer.

Ole Andersen had worked for a local authority for 27 years when he was let go, unfairly, as it was later determined at arbitration. He applied for severance pay, but his former employer refused, saying that because he was 63 years old he could draw a pension that would see him through any period of unemployment. Not wishing to retire, Andersen registered as a job-seeker.

The equal treatment directive allows some

discrimination on the grounds of age, provided it is reasonable, proportionate and supports a wider objective, such as providing young people with the opportunity to work.

The court ruled, though, that depriving the employee of severance allowance because he was entitled to draw a pension served no purpose and constituted discrimination on grounds of age.

Inequality between men and women is another area where employers need to step with care, as illustrated by the case of a Spanish worker whose claim against her employer was referred to the European court.

María Paz Merino Gómez was employed in a factory when she took maternity leave. On returning to work, she applied for annual leave, but was refused because her absence had coincided with the fixed works holiday.

The court found that maternity leave had a different purpose to an annual holiday, as it was designed to "protect a woman's physical condition and enhance the special relationship between a woman and her child". This must not result in less favourable treatment, such as the inability to take other leave, and was discriminatory, the court ruled.

The EC asserts it has made huge strides in achieving equality between the sexes, but concedes the employment rate for women remains lower than for men, at 60 per cent. It is now aiming for a rate of 75 per cent for men and women by 2020. Women also continue to earn on average 17.4 per cent less than men for every hour worked and are significantly under-represented in decision-making positions.

These anomalies in the way women are treated are being vigorously targeted in a new Commission strategy to 2015, which aims to:

- Promote female entrepreneurship and self-employment
- Encourage more women to enter new-age professions, such as the 'green' sector
- Assess workers' rights regarding leave for family reasons
- Assess childcare provision in member states
- Improve the transparency of pay.

And to achieve these targets, it is drawing up fresh legislation that employers and governments will need to keep pace with.

• You can get advice on the laws in any EU country using the Enterprise Europe Network (EEN) at www.enterprise-europe-network.ec.europa.eu

Le discrimination sur le lieu de travail occupe une place croissante au programme de la Commission européenne depuis quelques années, donnant lieu à un torrent de directives sur la manière dont les patrons ont à traiter leurs personnels. Cependant, toute cette législation a créé un champ de mines que les entreprises ont à négocier avec grand soin, ou payer le prix.

Diskriminierung am Arbeitsplatz ist auf der Agenda der Europäischen Kommission in den letzten Jahren nach oben gerutscht, und aus Brüssel kommt ein Strom von Direktiven zur Behandlung der Mitarbeiter durch Arbeitgeber. Diese Gesetzgebung hat jedoch ein Minenfeld erzeugt, das Unternehmen mit viel Vorsicht durchqueren müssen - oder es kommt sie teuer zu stehen.

Negli ultimi anni la discriminazione nei luoghi di lavoro ha una posizione sempre più di rilievo nell'ordine del giorno della Commissione Europea, con numerosissime direttive generate da Bruxelles su come i datori di lavoro dovrebbero trattare i loro dipendenti. Tuttavia, l'emaneazione di tutte queste norme ha creato un campo minato nel quale gli imprenditori devono negoziare con grande attenzione oppure devono pagarne il prezzo.

Duct cleaning benchmark

A new European standard creates a benchmark for the cleanliness of heating, ventilation and air conditioning (HVAC) systems and ductwork. Hartley Milner takes a closer look.



Photo: Triventek

I nput from the cleaning and hygiene sector has helped shape a new standard for safeguarding the well-being of people in buildings across the EU. The document from CEN, the European Committee for Standardisation, creates a benchmark for the cleanliness of existing and new heating, ventilation and air-conditioning (HVAC) systems and ductwork.

As well as being important for comfort and health, regular cleaning of ventilation systems helps keep down energy consumption, preserves unit service life and enhances activities or processes carried out in the areas they serve.

Major contaminants leading to air quality issues include dust and debris, lubricant oil residues from duct manufacture and harmful micro-organisms. Poor air quality is thought to be a contributing cause of the condition known as 'sick building syndrome', explained here by Craig Booth, director of cleaning equipment supplier Triventek and contributor to the new standard.

"The ill effects of so-called sick building syndrome are often minor but can cause chronic fatigue, headaches, lethargy, upper respiratory tract infections and irritation of mucous membranes such as the eyes. These are most significant to health and productivity in air-conditioned buildings where intellectual work such as banking, insurance,

software development and customer service is carried out.

"Typically, dirt from the outside air and recycled from within the building builds up over years of operation, and it is also not uncommon for new HVAC systems to start off contaminated with materials associated with their manufacture and site installation.

"Since 1992 European workplace health, safety and welfare regulations have stipulated mechanical ventilation systems should be cleaned 'as appropriate'. The purpose of these standards was to help building managers get some clarity as to what is appropriate, ie, what is clean and what is dirty."

The scope of the CEN document is broad and includes system inspection for air quality and contamination issues, assessment of the need for cleaning, cleaning procedures and after-clean evaluation. Plus it sets out requirements for maintaining the cleanliness of ducted ventilation and touches on the design, build and installation of units for ease of cleaning. Installations for industrial processes are not included.

There is also flexibility for revisions and additions at a later date. It is envisaged that kitchen extract systems will be included in due course.

As well as building managers, target groups include system designers who specify the means of access to units, and services

and maintenance companies.

For the first time, there are three classifications of building, with the quality of system cleanliness varying according to the site's vulnerability to contamination – low, medium and high. Typical examples of the cleanliness quality classes are shown below.

Low: rooms with only intermittent occupancy, eg, storage rooms, technical rooms.

Medium: offices, hotels, restaurants, schools, theatres, residential homes, shopping areas, exhibition buildings, sport venues, general areas in hospitals, general working areas in industries.

High: laboratories, treatment areas in hospitals, high quality offices.

The level of cleanliness required in these categories is aligned to the building's use and type of ventilation system installed.

In a true spirit of co-operation, extensive work was undertaken by the European cleaning industry towards a consensus on measurement methods for cleanliness quality, where previously each country operated its own system.

The preferred method derives from the Finnish vacuum test model, whereby a result is achieved using a high volume air sampling pump and then measuring the weight of dust collected. This procedure is suitable for circular, flat-oval and rectangular sheet metal duct types. Other measurement methods for less common configurations such as internally-insulated ducts are also included.

To comply with the classification, samples should show results below acceptable cleanliness levels specified in the CEN document.

"More stringent limits are applied to supply and return ductwork where the air handled goes to the served area rather than to extract ductwork where the air is simply vented into the atmosphere," Craig Booth said. "Measuring cleanliness or dirtiness according to an agreed protocol is an objective alternative to, or support for, simple visual assessment. After all, one man's dirty is another man's clean."

Inspection

Systems should be cleaned only when it is demonstrated to be necessary, rather than at an inflexible, pre-arranged time.

While basic and subjective, visual inspection provides a good low-cost indicator of the condition of a system and the need for cleaning. It can be effective in detecting extreme microbial growth such as slime in water reservoirs and obvious deposits from faulty filters, as well as point to lack of maintenance. This method can be supported by technical aids – cameras, endoscopes or robotic cameras with video capability.

For a more objective approach, system inspectors should have knowledge of a range of ventilation units. A trained person who

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has the use of special instrumentation is also better placed to evaluate the clean on completion.

Inspection intervals are recommended for each of the cleanliness quality classes in months, ranging from 12 to 48. Extremely hygiene critical components such as filters and wet areas of systems like humidifiers and cooling sections should be inspected more intensively at a six-month frequency

The inspection plan should include information about the cleanliness quality class of the building and measurement methods being employed, plus confirmation that the inspectors have the qualifications and experience to do the job. There is also guidance for checking out new installations.

Cleaning need assessment

Assessing the nature of any contamination should be undertaken during the inspection process. This is important because it defines the required cleaning method.

System components are deemed polluted when visual inspection and analytical verification reveals unacceptable dust levels and microbial or other contamination. Dust accumulation and the type of pollutants present, such as bacterial growth, should determine the need for cleaning, cleaning methods and any environmental controls

that will be required.

The standard sets out acceptable and unacceptable contamination levels according to the preferred weight-based measurement method (g/m^2) in three different scenarios relating to existing HVAC systems, new duct systems and cleaned systems.

"In all three cases, the standard provides the clarity and a benchmark that building owners, builders and service contractors have been crying out for," Booth said.

Where hazardous dusts such as asbestos and radiological materials are suspected to be present, a specialist investigation is required.

Cleaning

Prior to any work being carried out, a cleaning plan should be drawn up detailing the work, targets and tasks. It should include:

- A summary of the assessment, including the systems and parts that need cleaning
- Detailed time schedule for the work
- Cleaning methods to be employed
- Description of how access will be gained to ducts and equipment not visible in rooms
- List of components to be removed for cleaning and those to be replaced
- Protection of the rooms in which the cleaning equipment is to be used

confirm that the outcome conforms to an acceptable cleanliness level according to a defined measuring method.

Unless otherwise stated in system documents, cleaning intervals are dictated by the state of the unit highlighted during inspection. Cleansing methods must be sufficient to achieve the required level of cleanliness without damaging the system or impacting on building users and the environment generally.

The final evaluation to ensure the work meets acceptable post-clean levels should be made after all parts of the ductwork or system have been visually assessed as clean. An objective verification may also be required using the preferred vacuum test method detailed in the document.

A signed cleaning report setting out details about the system and the methods and equipment used to purge it is also required, along with the results of 'before and after' cleaning assessments and any recommendations that follow, perhaps relating to a time for the next clean.

Manufacturers of air conditioning, ventilation and air handling systems are singled out as having a key role in reducing health and hygiene issues in buildings by making life easier for those who have to inspect the units and carry out any cleaning work.

The CEN document stresses the need for systems to be designed, constructed and installed so they can be maintained to an acceptable standard during their entire lifetime. For this it is necessary for handover documents to identify the cleanliness quality class of the building for which a specific unit is intended and any design and installation issues, along with the means for keeping it clean.

The standard is a parallel document to EN 12097, which specifies the access components needed to permit effective cleaning.

• The document (prEN 15780:2008) was prepared by technical committee CEN/TC 156 'Ventilation for buildings', the secretariat of which is held by BSI. It is due to be ratified on November 15 2011. The draft is available from each EU country's national standards institution or from www.triventek-ductcleaning.com/news.asp



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- Briefing of building occupants about the work, including health and safety considerations
- Microbiological considerations when relevant, including the use of disinfectants
- Assessment of the need for specialist help regarding microbiological issues and targets for cleanliness after the work is completed
- Evaluation of the after-clean to

Cet automne verra la mise en vigueur d'une nouvelle norme européenne, la norme EN 15780, relative à la propreté des canalisations de chauffage, ventilation et climatisation. Pour la première fois, un texte dans ce domaine définit trois classements de bâtiment pour déterminer les normes de propreté à appliquer. La qualité de la propreté y sera fonction du type d'établissement.

Im kommenden Herbst wird eine neue europäische Sauberkeitsnorm, prEN 15780, für Luftleitungen von Lüftungs- und Klimaanlage eingeführt. Zum ersten Mal werden drei verschiedene Gebäudeklassifizierungen bei der Bewertung des Reinigungsbedarfs berücksichtigt. Unterschiedliche Einrichtungen erfordern unterschiedliche Reinigungsniveaus.

In autunno entrerà in vigore un nuovo standard europeo di pulizia per condotte HVAC - prEN 15780. Per la prima volta tre differenti classificazioni di edifici vengono tenuti in considerazione quando si considera quale standard di pulizia deve essere applicato. Strutture diverse richiedono diverse qualità di pulizia.

Window cleaning is perhaps one of the most dangerous cleaning jobs around. While aggressive chemicals are rarely required for window-washing tasks, the risks of falling from height are very real.

Accidents can occur when using any high-rise equipment such as cradles and platforms, but the old-fashioned ladder is probably the biggest culprit. In fact an estimated two-thirds of accidents that occur when working at height involve the use of ladders.

This situation has improved following the implementation of the Work at Height Regulations 2005 which stipulate that if a high-rise task can reasonably be carried out from the ground, then that is how it should be done.

And in fact the advent of water-fed poles has made many window cleaning tasks achievable from the ground. But water-fed poles themselves present health and safety issues, such as pole sections falling to the ground and injuring passers-by, for instance; slips and trips in icy conditions, and operator injuries to the arm, hand or back. Other more serious implications can occur if, say, a window cleaner were to hit an overhead power line with his pole or contract Legionnaire's Disease from the water system.

But the risk of such incidents is relatively slight and it is still better to work from the ground wherever possible, according to Unger's marketing co-ordinator Axel Droste. "There are discussions ongoing with governments and regulators, but more and more people understand it is dangerous to work at height," he said. "However, ladders are part of the window cleaner's equipment and they are still used by more or less every company."

He added that attitudes to safety vary from country to country. "In most European countries ladders are widely used but poles are becoming very common in the UK," he said. "In Holland too, there are very strict regulations even when working with poles. For example it is forbidden to clean with water-fed poles above heights of 13 metres and there are also rules stipulating for how long you can clean."

According to Droste, window cleaning equipment is becoming safer all the time. "In the past water-fed equipment was generally confined to collapsible aluminium poles, but now there are various types of carbon fibre and glass fibre options on the market."

"These are safer, more ergonomic and more flexible since the weight is distributed evenly along the length of the pole. There is also less chance of trapping the fingers in these clamp systems than with traditional aluminium systems."

Managing director of CAM Specialist Support Matthew Johnson agrees great strides are being made in window cleaning safety. "The practice of working at high levels



Safer cleaning

What health and safety considerations need to be taken into account when developing a window cleaning system? In an occupation where the risks include joint pains, Legionnaire's Disease, back pain and even – in extreme cases – death, how can equipment manufacturers help to keep window cleaners safe?

has been transformed following the Work at Height Regulations 2005," he said. "Ladders may not be outlawed, but they can only be used for short duration work. New, safer and more technically-advanced methods of working at height have been developed."

Vital elements

CAM Specialist Support offers high-level window cleaning services along with site audits, risk assessments and courses on working from ladders and platforms. According to Johnson, well-maintained equipment and relevant training are vital elements in any high-level window cleaning task.

"Statistically many accidents occur while ladders are being used, but this is usually due to poor training of users and poor maintenance of equipment," he said. "Properly-maintained ladders can constitute a safe system of work subject to a risk assessment specific to the site in question."

He says the same is true of other high-rise window cleaning methods. "Properly-maintained cradles and suspended access equipment coupled with training of operatives minimises the risks," he said. "And abseiling accidents are rare due to the rigorous training of operatives and inspection of equipment competent companies undertake."

"Mobile elevated work platforms are constantly having their safety systems revised to prevent accidents, and rescue systems

continue to be revised to allow for the safe rescue of an operative in difficulties."

He applauds the advent of equipment such as water-fed poles to allow cleaning at heights up to 60 feet to be carried out from the ground. And equipment is improving all the time. "Manufacturers are continually seeking to make water-fed poles lighter and more rigid, and there are now systems that allow internal atrium glazing to be cleaned at high level using pole systems," he said.

But even with pole work training is required, adds Johnson. "Proper training in the use of squeegees and water-fed poles minimises the risk of Work Related Upper Limb Disorders (WRULD) injuries, and good health monitoring is required to avoid long-term chronic conditions developing."

One organisation that keeps a weather eye on the safety of operatives is the Federation of Window Cleaners. This UK-based body offers safety training courses and regularly sets up 'Ladder Exchange' initiatives allowing employers to exchange any broken, damaged or bent ladders for a new one at a discounted price.

The federation also warns against water-fed pole related injuries. "Consideration must be given to the location of the building, terrain underfoot, weather conditions and overhead power sources," it states. Less obvious risks include the consequences of

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world class

Ever since the invention of The Reach & Wash® System in 1997, Ionic Systems has been the global leader in the manufacture of high-level window cleaning systems.

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manually handling heavy tank systems and other equipment, and the potential for contracting Legionnaires Disease.

Legionella bacteria can be found in low levels in most water sources and problems can occur when these bacteria receive the nutrients they need to multiply. Substances such as the sediment, scale, sludge and biofilms that can build up in the filters used to purify water can provide these nutrients. Legionnaires Disease can be contracted by inhaling the aerosol droplets that contain the bacteria. But the federation states any risk of contracting the disease is slight, and this risk can be reduced still further by frequently replacing filters and by keeping the system stored in a cool place when not in regular use.

OCS's business support director Paul Thrupp agrees with the general view that falling from height is still the greatest immediate risk to the window cleaner. "However, the increased use of telescopic and water-fed poles has significantly increased challenges associated with manual handling," he said. "There are also many other health and safety issues that must be considered such as repetitive strain and the dangers of heat stress or sun exposure."

Proper training essential

He feels proper training is vital in order to reduce the risks of falls and of defective equipment being used. "This must also be supplemented by effective monitoring and management procedures," he said. OCS has dramatically reduced its use of ladders and has made significant investments in telescopic and water-fed poles to allow most external cleaning tasks to be achieved from floor level, says Thrupp. "Ladders above the height of three metres are simply not used," he said. "We also restrict the time that cleaners spend using water-fed pole systems, and our operatives take compulsory and frequent breaks to reduce the risk of musculoskeletal injury."

OCS is responsible for cleaning the windows of various difficult and demanding buildings that incorporate steeply curving facades and sloping glass exteriors. "For such a wide range of complex structures we need to adopt a variety of solutions including high-level abseiling, cradle-based access equipment, mobile alloy towers and mobile elevating working platforms," said Thrupp.

Training forms a major part of OCS's ethos. "This is followed by monitoring and, where required, further training," he said. "Refresher training is also provided on a frequent basis." According to Thrupp, OCS is actively looking for new techniques to eliminate working at height and to improve productivity. "The need to invest in work-at-height solutions cannot be avoided and this is clearly evident from the range of technologically-advanced access equipment such as equipment that can be used indoors, in restricted areas or on rough terrain, that is appearing with increased frequency."

He added that telescopic and water-fed poles are improving and becoming increasingly ergonomic to reduce the impact of manual handling while increasing operating periods. "These have dramatically reduced the need for window cleaners to work at height, particularly on low-level buildings," he said.

"However there is still a need for reviewing the systems employed, particularly with regard to safety access equipment as a whole. There will always be a requirement to use platforms, cradle systems or rope descent methods of some sort, and effective training is required to ensure these activities are completed safely."

Quelles sont les considérations d'hygiène et de sécurité qu'il convient de prendre en compte en développant un nouveau système de lavage des vitres ? Dans un métier assorti de risques pouvant entraîner des affections aux articulations, aux mains et aux bras, des douleurs dorsales et, dans les cas extrêmes, la mort, que font les fabricants d'équipements pour garantir la sécurité des laveurs de vitres ?

Welche Sicherheits- und Gesundheitsaspekte müssen bei der Entwicklung eines Fensterreinigungssystems berücksichtigt werden? Wie sorgen die Gerätehersteller bei einem Beruf, der Risiken wie Gelenkschmerzen, Hand- und Armbeschwerden, Rückenschmerzen und sogar - in extremen Fällen - den Tod birgt, für die Sicherheit der Fensterreiniger?

Che fattori riguardanti salute e sicurezza devono essere tenuti in considerazione quando si sviluppa un sistema di pulizia delle finestre? In questo tipo di lavoro dove i rischi includono dolori alle articolazioni, disturbi alle mani e alle braccia, male di schiena e ancora peggio, in casi estremi, morte, in che modo i produttori di attrezzature aiutano a garantire la sicurezza degli addetti al lavaggio delle finestre?

Safe at height

For safe window cleaning at heights, Reach and Wash can clean up to 24 metres high. Developed by **Ionic Systems**, it uses a soft-bristled brush mounted on a long-reaching pole to scrub the dirt off the window, while at the same time jets of ultra pure water rinse the glass.



Ionic says that because the water is so pure, it can be left to dry naturally without leaving any marks or smears. The

system is mounted into a vehicle, which allows crews to access a supply of pure water to clean windows anywhere.

Tel: +44 1793 574 93. Email: info@ionicsystems.com

- Le système Reach & Wash de la société Ionic Systems utilise une brosse à poil tendre sur une perche pour nettoyer la crasse des vitres pendant que le rinçage se fait à l'eau pure.
- Exel produit trois types de perches télescopiques dans sa gamme Xtel, dont le nombre des sections va jusqu'à 10.
- Le système de chauffage de l'eau Aquafactors s'utilise pour le lavage de vitres à l'aide de perches alimentées.
- La poignée ContourPro+ pour nettoyeurs de vitres a été réalisée par Ettore dans un souci d'ergonomie et de multifonctionnalité.
- Baudoin Wash-Systems produit des appareils de filtrage d'eau pure et le système de lavage à perche Carbo.

- Das Reach & Wash-System von Ionic Systems bietet eine Bürste mit weichen Borsten an einer Stange, um Schmutz von Fenstern zu entfernen. Das Spülen erfolgt mit Reinwasser.
- Exel produziert drei Arten von Teleskopstangen in der Produktreihe Xtel, die mit bis zu 10 Teilen lieferbar sind.
- Das Wasserheizsystem Hot Wash von Aquafactors wurde für die Fensterreinigung mit Wasserdurchlaufstangen konzipiert.
- Der Griff ContourPro+ wurde von Ettore für Fensterreiniger mit Blick auf Ergonomie und Multifunktionalität entwickelt.
- Baudoin Wash-Systems produziert Reinwasserfiltereinheiten und die Stangenreinigungssysteme Carbo Clean Pole Wash Systems.

- Il sistema Reach & Wash della Ionic Systems utilizza una spazzola a setole morbide montata su un palo per rimuovere lo sporco dalle finestre mentre l'acqua pura riscalda.
- La Exel produce tre tipi di pali telescopici nella sua gamma Xtel disponibili fino a 10 sezioni.
- Il sistema di riscaldamento dell'acqua Aquafactors Hot Wash per il lavaggio delle finestre è progettato per essere usato con i pali con passaggio d'acqua centrale.
- Il prodotto ContourPro+ manico per il lavaggio delle finestre è stato progettato dalla Ettore prestando molta attenzione a ergonomia e multifunzionalità.
- La Baudoin Wash-Systems produce unità di filtri per acqua pura e sistemi di pali di lavaggio Carbo Clean.

Modular or telescopic

There are three types of telescopic pole in the Xtel series from **Exel**, which now comes in up to 10 sections.

Gxtel in glass fibre is designed for use up to 9.4 metres; Hxtel, a hybrid of glass and carbon fibre, will operate up to 12 metres; and for heights up to 22 metres there is the full carbon fibre Cxtel. All poles use Red Dot Award locking clamps, which for improved locking strength can be supplied with heavy duty collars.



Recognising frequent operation of the telescopic system can result in deterioration of the pole surface Exel introduced the Ntech series, which it says offers improved wear resistance while increasing strength.

Tel: +358 207541200. Email: handles@exelcomposites.com

Washing hot

Aquafactors has designed its water heating system for use with waterfed poles in conjunction with specialist manufacturer Krueger. The Hot Wash has a continuous flow rate of over 13 litres a minute to temperatures of 65°C. This gives enough output for two poles running at the same time.

The complete package can be supplied (and fitted) as part of an Aquafactors water fed pole system, or retro fitted.

The system draws fuel from the vehicle's diesel tank and water is produced at a consistent temperature even if the supply is interrupted or briefly turned off at the pole. Fuel costs are 40 per cent lower than some heat exchanger systems, Aquafactors says, and trials have shown an average consumption of 0.65 litres an hour.

Tel: +44 1256 844046. Email: alan.matthews@aquafactors.co.uk

More functions

The latest product from **Ettore** is the Contour Pro+ handle, which has been designed with



ease of use, ergonomics and multi functionality in mind.

The squeegee handle, which fits all Ettore extension poles, features a patented suspension system which ensures consistent pressure and eliminates streaks. The improved quick release allows for easy channel adjustment or removal while the low profile design prevents accidental channel release.

Ettore has incorporated a Super system in the handle which can be used to clean irregular shaped glass, as it adjusts to different angles without lifting it off.

The ergonomic handle means less operator fatigue, claims the company, while the moulded grip ensures good grip even when wet.

Tel: +31 35 5 38 53 90. Email: info@ettore.nl

Customised systems

Baudoin Wash-Systems builds complete Aqua Force Pure Water Filter Units and Carbo Clean Pole Wash Systems into trailers, commercial vehicles, tower wagons, electro wagons (City Washer), boats, marinas and onto large buildings for the cleaning of glass and other smooth surfaces. All systems are customised to user needs.

A number of light carbon wash poles have also been designed. As well as the Carbo Clean Pole and the Carbo Clean Pole Limited Lite, there is now the Carbo Clean Pole Trend Line pole. Also new is the Indoor Clean Pole.

A leasing option is now on offer to Baudoin customers, where a Carbo Clean Pole Wash-System comes complete with a commercial vehicle.

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Retirement laws subject to change

The question of how to deal with older members of staff, particularly those who have worked for a business for a long time, is a difficult one for managers. At present, employers must follow a fairly strict retirement process which penalises them for failing to comply, but which does allow them to choose to retire an employee without the employee having any say in the matter. That is all about to change, writes David Regan from Munday Solicitors.



The question of how to deal with older members of staff, particularly those who have worked for a business for a long time, is a difficult one for managers. At present, employers must follow a fairly strict retirement process which penalises them for failing to comply, but which does allow them to choose to retire an employee without the employee having any say in the matter. But across Europe this process will begin to fall away and it will become age discrimination to dismiss someone by reason of retirement.

Alternatives to default retirement age

1. Speak to the employee 'off the record' - whilst this option is tempting, trying to speak with an employee 'off the record' is fraught with difficulty. In brief, simply saying "this conversation is 'off the record'", or 'without prejudice', does not mean that the employee cannot use the conversation against the employer. Therefore an employee

could argue that these discussions are an attempt to force them out on the grounds of their age, and consequently sue for age discrimination.

2. Speak to the employee 'on the record' - The best time to do this is during annual appraisals, or at regular meetings. Indeed, it may make sense for employers to discuss future plans with all employees at appraisal time, as this will give the employer a better idea of who is looking for advancement, who is happy within their role, who is considering retiring, and plan accordingly.

3. Keep a close eye on performance: many employers are concerned that the change in law means that they will be stuck with staff members who cannot perform and who cannot be retired. This is not the case. In fact, under the new law, employers will have to keep a closer eye on who is performing well, and manage all employees' performance equally, regardless of age or length of service.

4. Set a corporate 'normal retiring age': contrary to popular belief, employers will still be able to set a 'normal retiring age' for employees. Although this will be age discrimination, this will be justifiable if the decision can be shown to be a proportionate means of achieving a legitimate aim.

Difficulties

Succession planning - The most obvious difficulty for employers will be that there is no longer a ready-made timetable for retirement, meaning the path to senior positions could be blocked. Employers may also feel unable to ask when an employee is intending to retire, leading to 'shock' retirements that leave the employer without a proven successor.

Employee relations - Employers may also find it difficult to start discussions about

retirement with employees as detailed above. Even if they do, many employees may not take kindly to the idea that they should retire if they are not ready to do so. In addition, under the 'old' law, employees have often been allowed to continue to retirement with managers overlooking lapses in judgment or incremental changes in performance which can be attributed to an employee's age. Moving forward, employers will be faced with the unpleasant task of performance managing longstanding, cherished employees if they are not up to task rather than allowing them to continue with the knowledge that retirement is just around the corner.

What is a 'legitimate aim'? Cases under the 'old law' have found legitimate aims to be workforce planning, enabling recruitment and retention of younger employees, avoiding adverse impact on pensions and benefits, ensuring continued competence, and having an age balanced workforce ensuring job opportunities amongst the generations. However, employers will need to be careful when implementing a normal retirement age and will need to show that they have balanced the employee's rights and dignity against the needs of the business.

Flexible working - In practice some employers may be happy to allow an employee to continue working as long as they choose, and many employees will most likely want to at least reduce their hours, if not finish working completely, as they age. It is important to note that the abolition of the default retirement age has no effect upon the flexible working law which is currently in place, and employers will not be under a duty to allow older employees to work reduced hours unless they are eligible for flexible working in the usual way.

Performance management - In addition



to the employee relations issues highlighted above, managers must ensure that performance management processes are implemented fairly across the entire range of employees in order to avoid any accusations of age bias, or trying to force out the older members of staff. In addition, managers will need to watch for age related disabilities and, if any disability is found, will need to consider whether or not any reasonable adjustments may need to be made in relation to the employee and their employment.

Exceptions

There are two exceptions to the abolition of the default retirement age:

1. It does not affect occupational pension schemes and the setting of a 'normal retirement age' for the purposes of occupational pension schemes.

2. Employers may withdraw benefits for employees at or over the retirement age (with the age at which withdrawal will be legal rising in accordance with the state pension age). This exemption deals with a key concern of employers, namely that the rising costs of benefits and insurance for employees over the state pension age could make the provision of these benefits prohibitively expensive.

Controversy with the draft regulations

The draft regulations abolishing the default retirement age in some countries have now been published. In the UK, for example, they appear to make it unlawful to issue a notice of intended retirement date to someone who reached 65 prior to April 6 2011 where that notice expires after April 6 2011. There has been a lot of discussion on this point by lawyers, however we take the view that this is likely an unintended consequence of poor drafting, and that the regulations will be amended to fix this flaw.

Conclusion

The abolition of the default retirement age has the potential to have a large impact on businesses, as staff may choose to remain in their position longer, hindering succession planning, and employers and managers will be forced in many cases to invoke discipli-

nary procedures to manage the performance of longstanding employees, with a subsequent negative effect on morale.

However, where there is clear ongoing dialogue between managers and staff, and all parties are open to sensible communication, there is no reason why employees continuing to work past the current default retirement age should prove to be a problem. Indeed, managers may find that retaining the services of a valued, longstanding employee for a reduced number of hours during the working week may allow more junior members of staff to learn from someone who would otherwise previously have retired and to gradually take over their role as they ease towards the date at which they intend to retire.

Employers are also still free to choose to set a retiring age for their business, provided that they are able to justify this.

Le traitement à donner aux employés âgés pose souvent des problèmes aux chefs d'entreprise. A l'heure actuelle, les employeurs sont tenus de suivre un processus de mise à la retraite leur donnant le pouvoir de remercier un employé sans que ce dernier y ait son mot à dire. Cette situation est cependant appelée à changer et les employeurs pourraient être poursuivis pour actes de discrimination par l'âge s'ils licencient des salariés en invoquant le seul fait qu'ils doivent être mis à la retraite.

Wie mit älteren Mitgliedern des Personals umzugehen ist, ist für Geschäftsführer eine schwierige Frage. Gegenwärtig müssen Arbeitgeber einem Ruhestandsverfahren folgen, das es ihnen erlaubt, Arbeitnehmer in den Ruhestand zu versetzen, ohne dass die Mitarbeiter ein Mitspracherecht hätten. Dies soll jedoch geändert werden, und Arbeitgeber könnten bei der automatischen Beendigung von Arbeitsverhältnissen bei Erreichen des Renteneintrittsalters der Altersdiskriminierung beschuldigt werden.

Il problema di come trattare le persone più anziane dello staff è un problema spinoso per i manager. Attualmente i datori di lavoro devono seguire un procedimento di pensionamento che permette loro di scegliere di mandare in pensione un dipendente senza che questa persona abbia la possibilità di replica sulla questione. Ma tutto questo sta per cambiare e i datori di lavoro potrebbero essere accusati di discriminazione per motivi di età per avere licenziato un dipendente con il motivo del pensionamento.

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• Rubbermaid Commercial Products a lancé le système à eau pure Rubbermaid HYGEN qui se compose d'un seau et d'une essoreuse à filtre à eau intégré pour le balayage humide.
• La nouvelle génération des laveuses sécheuses Cleanfix comprend, en option, un système de dosage avancé qui permettrait d'économiser de 50 pour cent produits chimiques.
• Le système de nettoyage à eau pure Green Tube a été conçu par IPC pour rendre la technologie de l'eau pure accessible à davantage de marchés.
• La société Flash a lancé la gamme FFast Mop de balais humides jetables convenant pour toutes sortes de sols résistants à l'eau.

• Rubbermaid Commercial Products hat das Rubbermaid HYGEN Clean Water System vorgestellt: ein Eimer- und Pressensystem mit integriertem Wasserfilter zur Reinigung von Wasser und Mopp.
• Die neue Generation von Cleanfix Scheuersaugmaschinen bieten ein optionales Advanced-Dosier-System. Damit, so heißt es, ist eine Einsparung von bis zu 50 % bei Chemikalien möglich.
• Das Reimwasserreinigungssystem Green Tube wurde von IPC entwickelt, um die Reimwassertechnologie weiteren Märkten zugänglich zu machen.
• Neu von Flash ist die Produktreihe FFast Mop mit Einwegmopps, die für alle Arten von wasserbeständigen Böden geeignet sind.

• La Rubbermaid Commercial Products ha lanciato il sistema Rubbermaid HYGEN Clean Water System - si tratta di un sistema di seccbio e strizzatoio con filtro per acqua integrato che pulisce sia l'acqua che i mop.
• La nuova generazione di lavasciuga pavimenti Cleanfix è dotata del sistema optional Advanced Dosing System, che vanta di risparmiare fino al 50 per cento dei prodotti chimici.
• Il sistema di pulizia ad acqua pura Green Tube è stato progettato dalla IPC per rendere la tecnologia ad acqua pura accessibile a più mercati.
• La novità della Flash è la gamma di mop monouso FFast Mop adatti per tutti i tipi di pavimenti resistenti all'acqua.

Dirty into clean

New from **Rubbermaid Commercial Products (RCP)** is the **HYGEN Clean Water System**, a mopping system with integrated water filter that cleans water as the operator works, as well as cleaning the mop head using built-in agitation blades.



The system consists of a filter bucket and wringer, with eight accompanying microfibre mops. Designed to promote more environmentally conscious cleaning and improve cost efficiencies, Rubbermaid claims HYGEN is the first product of its kind to incorporate a water filter. This eliminates the problem of cleaning operators working with water that becomes more and more dirty over the length of the shift.

When water becomes dirty, the operator simply tilts the 15-litre bucket backwards in order to get it from the dirty water chamber to the back chamber. It takes between three and four minutes for filtering to take place, saving on time needed for the operator to go back to the sink and refill.

Rubbermaid says the same bucket of water can be used for an entire shift, and there is no need to add more chemical after filtering - resulting in savings of up to 75 per cent on water and chemicals. The filter is back-flushable and should be changed every three to six months.

For cleaning the mop, the bucket has built-in agitators while the wringer features four adjustable settings.

A new double-sided folding mop frame has been launched, which makes mop attachment and removal easy and safe for the operator, says Rubbermaid.

And HYGEN is compatible with new Pulse microfibre mopping system, which enables dusting and damp mopping with one tool when used with the double-sided frame. Its high capacity refillable reservoir holds enough solution to clean up to 80 square

metres and the ergonomic trigger handle dispenses three streams of cleaning solution with each press.

To coincide with the launch, Rubbermaid has signed an agreement to support WaterAid, an international non-governmental organisation which uses sustainable solutions to improve access to safe water, improved hygiene and sanitation in some of the world's poorest communities. Under the terms of that agreement RCP will donate a minimum of one per cent of the value of sales of HYGEN to WaterAid for at least three years.

www.rubbermaid.eu

New generation

Cleanfix has developed a new generation of scrubber dryers featuring an integrated charger and with the option of adding the Cleanfix Advanced Dosing System (CADS). This, the company claims, can result in chemical savings of up to 50 per cent.



There are three models in the range. Designed for medium-sized level floor areas, the RA 505 IBC is equipped with a large disk brush measuring 510 mm and propels itself forward via brush rotation. Also with a 510 mm disk brush, the RA 505 IBCT features automatic propulsion and a speed-dependent detergent dosing system - CADS is available as an option. This model is suitable for medium-sized floor areas with an incline of up to eight per cent.

Finally, the RA 605 IBCT is equipped with two brushes of 318 mm to give a scrubbing width of 620 mm. Designed for larger floor areas with up to eight per cent incline, this scrubber comes with propulsion motor and speed-dependent detergent dosing system.

Cleanfix says all models are compact and manoeuvrable, with brushes being easy to remove and change.

Tel: +41 71 955 47 37. Email: info@cleanfix.com

Award winner

Winner of the Pulire Innovation Award at the Italian exhibition last month was the **GreenTube** from **IPC**, a system designed to bring pure water cleaning technology to new markets.

IPC set out to design a compact, light, practical and inexpensive unit that would not be limited to window cleaning applications. Current systems, the company says, are often complex and expensive, which restricts their use.

GreenTube is a simple unit with dimensions 33 x 28 x 145 cm and it weighs just under 13 kg. The number of components and connections has been minimised, and hoses have been eliminated. All functional components have been placed inside a single load-bearing cylinder which contains four purification stages: sediment filter; active carbon filter; reverse osmosis membrane; and deionising resin cartridge.

All types of surfaces can be cleaned, including those at height thanks to the range of accessories available (telescopic poles, for example).

Tel: +39 0421 205511. Email: info@ipccleaning.com

Three layers

FFast Mop is the new line of disposable mops being launched in September by **Flash** - suitable for all kinds of water-resistant floors.

The non-woven mops have three layers. The bottom layer is a perforated non-woven to give optimum cleaning and humidity regulation. The middle layer boasts high absorption capacity, while the top layer is for fastening the mop to the frame - and for protecting the frame against humidity and dirt.

Various sizes are available and the mops will come with either wings or Velcro top layer to fit most frames on the market. And the bottom layer can be produced with regular non-woven or microfibre non-woven for cleaning without chemicals.

Flash says FFast Mops incur no washing costs and offer logistical benefits as they don't need to be returned for washing.

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