



# EUROPEAN Cleaning JOURNAL

The pan-European magazine for the professional cleaning sector

[www.sca-tork.com](http://www.sca-tork.com)



Our carry boxes and carry bags are designed for your convenience



One-hand-grip for easy and ergonomic lifting



**EXHIBITION REVIEW**  
ISSA/INTERCLEAN  
Amsterdam

**BUSINESS REPORT**  
Public procurement

**ANALYSIS**  
Trends in chemical  
dispensing

JUNE/JULY 2012

incorporating the official journal of the  
EUROPEAN FEDERATION  
OF CLEANING INDUSTRIES



**KATRIN®**

**360°**

**Hygiene solutions with one system.**



Katrin offers you the ideal balance between hygiene, value for money and environmental awareness. As well as lowering the hygiene risk our products also reduce usage and thereby save resources.

Katrin's perfectly formulated product range includes absorbent paper, intelligent dispenser technology and reliable accessories. This all helps you to maintain your social, environmental and ecological responsibility.

Katrin looks at the whole picture: 360 degrees.

0845 601 8266 | sales.uk@metsagroup.com | [www.katrin.com](http://www.katrin.com)

*Katrin. At Hand.*

## Cover story

### 20 SCA

A new range of products.

## Special reports

### 23 The bigger picture

A look at the range of products needed to prevent cross-contamination in food areas.

### 33 Creative thinking

Why innovation in dilution and chemical dispensing systems is so important.

### 41 The wiper maze

Why are there so many different types of wiper, and do users know the differences?

### 44 ISSA/INTERCLEAN review

A look at the significant product launches.

### 56 Not just outdoors

Today's sophisticated window cleaning systems can be used indoors too.

### 61 Finding the right match

Advice on how to find the best strategic match when acquiring a business.



30

## Business

### 53 Public sector reform

Hartley Milner looks at proposals to make public sector tendering across Europe easier for all.

## Regular features

### 30 Case study - Hygiene vital to human health

ECJ editor Michelle Marshall visits Dako in Denmark, a company specialising in tissue-based cancer diagnostics.

### 37 Largest market in Europe

In the latest of our series focusing on the cleaning industry in the major economies of Europe, we look at Germany.



23

## Plus

### 3 News

### 12 European reports

### 64 Product review



**ECO** The new range of scrubber-dryers by EUREKA



**ECO**nomy +  
**ECO**logy =

labour savings +  
less water/detergents



**SWEEPING MACHINES**



**LET OUR SWEEPERS DO TODAY  
WHAT THE OTHERS MAY  
DO TOMORROW**



## Record breaking show

**THIS YEAR'S** ISSA/INTERCLEAN exhibition in Amsterdam has proved to be a real record breaker by attracting more visitors than ever.

This year's visitor number was 28,001, compared to 23,415 at the last event in 2010. And there were 669 exhibitors this time, compared to 651 two years ago - 25 of them at the show for the first time.

People from 130 countries attended, with 72 per cent of the attendance being international. Countries with the highest visitor numbers were Germany, United Kingdom, Italy, France, Scandinavian countries, Spain, Russia and United States. The biggest growth in attendance figures came from eastern Europe (Russia, Latvia, Estonia), South Africa, Asia (India, UAE, Japan) and Turkey.

Project manager Rob den



Hertog said the quality and quantity of visitors made for a "vibrant and busy four days".

He continued: "There was a great vibe throughout the event, and we are proud to host the global cleaning world under one roof here in Amsterdam, offering a complete range and overview of the industry."

The next ISSA/INTERCLEAN Amsterdam takes place from May 6-9 2014, when it will celebrate its 25th anniversary.

[www.issainterclean.com](http://www.issainterclean.com)

• Read the ECJ review of the show starting on page 44

## Hospital hygiene campaign 'saved 10,000 lives'

A GOVERNMENT-funded campaign in the UK to improve hand hygiene in hospitals across England and Wales has led to a significant fall in the rates of hospital acquired infections (HAIs), a report says.

After the CleanYourHands drive was launched in 2004 the amount of soap and alcohol hand rub bought by NHS trusts almost tripled, according to a study published in the *British Medical Journal* (BMJ).

Over the same period MRSA rates in hospitals were slashed by more than half, while there was a significant drop in Clostridium difficile infections.

The campaign, backed by the Department of Health, was introduced across the 187 acute NHS trusts in England and Wales between December 2004 and June 2005.

It encouraged visitors, patients and staff to wash their hands with soap or an alcohol gel when entering or leaving wards. People were also encouraged to clean their hands before touching patients or eating food and after going to the toilet.

Alcohol gels were put by bedside, posters reminded staff to wash their hands and regular checks were made.

The BMJ study, which analysed statistics between July 2004 and June 2008, found that the number of patients infected with MRSA fell from 1.88 cases per 10,000 bed days to 0.91 over the four-year period.

Rates of C.difficile infection dropped from 16.75 to 9.49 cases, while the number of cases of MSSA - a bacterium found on the skin - did not fall.

The study also found that hospital trust procurement of soap and alcohol hand rub rose from a combined 21.8 ml to 59.8 ml per patient bed day.

The increased use of soap in hospitals was linked to reduced rates of C.difficile infection, while rising use of alcohol hand rub was associated with a reduction in MRSA cases.

The report concludes: "The CleanYourHands campaign was associated with sustained increases in hospital procurement of alcohol rub and soap, which the results suggest has an important role in reducing rates of some healthcare associated infections."

Sheldon Paul Stone, senior lecturer at UCL medical school who led the study, estimated that around 10,000 lives were saved because of the campaign, which ended in 2010.

A spokesman from the Department of Health said: "The CleanYourHands campaign was successful in its aim to highlight the importance of good hand hygiene practice across the NHS."

"The challenge now is to ensure the NHS embeds the good practice highlighted in the campaign to achieve our ambition to wipe out avoidable healthcare-associated infection."

## DIARY DATES

To have your event included in the Diary, contact ECJ on +44 (0)1494 791222 or via email at [michelle@europeanjournal.com](mailto:michelle@europeanjournal.com)

### September 27-29

Pulire Eurasia  
Istanbul, Turkey  
T +39 02 67 44 58 1  
[info@pulire-eurasia.com](mailto:info@pulire-eurasia.com)

### October 10-14

WFBC congress  
Curitiba, Brazil  
T +44 20 7920 9632  
[alarge@cleaningassoc.org](mailto:alarge@cleaningassoc.org)

### October 16-19

ISSA/InterClean North America  
Chicago, USA  
T +31 20 549 1212  
[info@issainterclean.com](mailto:info@issainterclean.com)

### November 14-16

Expoclean/Pulire  
Moscow, Russia  
T +7 812 3806008  
[clean@primexpo.ru](mailto:clean@primexpo.ru)

### March 13-15 2013

ISSA/INTERCLEAN Latin America  
Mexico City, Mexico  
T +31 20 549 1212  
[info@issainterclean.com](mailto:info@issainterclean.com)

### March 19-21 2013

The Cleaning Show  
Birmingham, UK  
T +44 1895 454 438  
[martinscott@quartzltd.com](mailto:martinscott@quartzltd.com)

### April 1-3 2013

China Clean Expo  
Shanghai, China  
T +86 21 6437 1178  
[steven.lee@ubmsinoexpo.com](mailto:steven.lee@ubmsinoexpo.com)

### April 24-26 2013

ISSA/INTERCLEAN CEE  
Warsaw, Poland  
T +31 20 549 1212  
[info@issainterclean.com](mailto:info@issainterclean.com)

### May 21-23 2013

Pulire  
Verona, Italy  
T +39 02 6744581  
[info@pulire-it.com](mailto:info@pulire-it.com)

### September 24-27 2013

CMS  
Berlin, Germany  
T +49 30 3038 2035  
[cms@messe-berlin.de](mailto:cms@messe-berlin.de)

### May 6-9 2014

ISSA/INTERCLEAN Amsterdam  
Amsterdam, Netherlands  
T +31 20 549 1212  
[info@issainterclean.com](mailto:info@issainterclean.com)

• Une campagne financée par le gouvernement au Royaume-Uni pour améliorer l'hygiène des mains dans les hôpitaux a permis une baisse sensible du taux d'infections nosocomiales, indique un rapport.

• Le salon ISSA/INTERCLEAN tenu le mois dernier à Amsterdam a attiré 28 000 visiteurs de provenance de 130 pays.

• In Großbritannien hat eine staatlich geförderte Kampagne zum Thema „Verbesserung der Handhygiene in Krankenhäusern“ zu einem beträchtlichen Rückgang bei Krankenhausinfektionen geführt, heißt es in einem Bericht.

• Die im letzten Monat in Amsterdam veranstaltete ISSA/INTERCLEAN zog 28.000 Besucher aus 130 Ländern an.

• Un rapporto dichiara che nel Regno Unito, una campagna finanziata dal governo per migliorare l'igiene delle mani negli ospedali ha portato a una diminuzione drastica delle infezioni contratte in ospedale (HAIs).

• La ISSA/INTERCLEAN Amsterdam, che si è svolta il mese scorso, ha attratto 28.000 visitatori provenienti da 130 nazioni.

• *Le salon chinois de la propreté professionnelle, China Clean Expo (CCE), a attiré 10 000 visiteurs lors de sa dernière édition à Shanghai.*  
 • *Activeion Cleaning Solutions, qui commercialisait l'Ionator, un système de nettoyage à l'eau sans produits chimiques, a cessé ses activités.*

• *Die in Shanghai stattgefundene China Clean Expo (CCE), die Handelsmesse für die professionelle Reinigungsbranche in China, zog 10.000 Besucher an.*  
 • *Activeion Cleaning Solutions, die das chemikalienfreie, auf Wasserbasis arbeitende Reinigungssystem Ionator verkaufte, hat den Geschäftsbetrieb eingestellt.*

• *La fiera del settore del cleaning professionale cinese China Clean Expo (CCE), che si è tenuta recentemente a Shanghai, ha attratto 10.000 visitatori.*  
 • *La Activeion Cleaning Solutions, che aveva commercializzato il sistema di pulizia a base di acqua senza uso di prodotti chimici Ionator, ha cessato le sue operazioni commerciali.*

# China Clean Expo attracts 10,000

**CHINA CLEAN** Expo (CCE), the professional cleaning exhibition for the Chinese market, attracted 10,000 visitors when it took place in Shanghai last month. This, the organisers say, was the most successful event in the show's 10-year history.

With 250 exhibitors and a total area of 20,000 square metres, there was a 50 per cent increase in the number of visitors from outside China this year.

Organised by UBM Sinoexpo, Wings (Shanghai) Exhibition and Shanghai Indoor Contamination Control Industry Association, CCE 2012 is held in partnership with European organisations EUnited, Afidamp Servizi and VDMA.

Taking place for the first time was the China Clean Summit, designed to raise the profile of



the professional cleaning sector among the general public and emphasise its importance to the growth of the country's economy.

And the CCE Innovation Awards were presented at a gala ceremony - there were 10 awards over three categories.

CCE 2013 will take place from April 1-3 2013, when it will relocate to Shanghai World Expo exhibition and convention centre.

For more information visit [www.clean-china.com](http://www.clean-china.com)

Visit the *ECJ* website for regular news and updates - [www.europecleaningjournal.com](http://www.europecleaningjournal.com)

## Activeion Cleaning ceases trading

**ACTIVEION CLEANING** Solutions, which marketed the Ionator chemical-free cleaning system using only water around Europe and the rest of the world, has ceased trading.

A statement on the company website said: "Regrettably, while many customers continue to be satisfied with Activeion solutions, the business has been unable to achieve commercial viability during this time, and has exhausted its funding."

"We continue to strongly believe in the technology, and anticipate that the underlying technology will revolutionise the way the world cleans."

## V.I.P. Clean

Vetri Intelligentemente Puliti



### INTERNAL LINE COVER 8.16

- OFFICES
- MASS RETAILS
- HO.RE.CA
- HOSPITALS



### EXTERNAL LINE OUT

- WINDOWS
- FACADES
- SOLAR PANELS
- BOATS

**INTERIORS CLEANING SOLUTION**

**EXTERIORS CLEANING SOLUTION**

**SOLAR PANELS CLEANING SOLUTION**

**NAUTIC CLEANING SOLUTION**

**INTERIORS CLEANING SOLUTION**

**100%**  
Made in Italy

**WE ARE SEEKING DEALERS AND DISTRIBUTORS**

[www.vipclean.it](http://www.vipclean.it) • [info@vipclean.it](mailto:info@vipclean.it)

# ISSA/INTERCLEAN takes action over IP infringements

**THE ISSUE** of Intellectual Property Rights (IPR) and preventing infringements among exhibitors was a top priority for the organisers of ISSA/INTERCLEAN in Amsterdam last month.

This year, for the first time, a much stricter policy was implemented by Amsterdam RAI and ISSA following an initiative by ECJ. The aim - to protect the IPR of original manufacturers at the show and prevent products that may be infringing that IP from being exhibited. So the conditions of participation were revised and made more specific, so that in the case of serious doubt Amsterdam RAI was entitled to request the removal of that product or service.

In order to monitor the situation around the show, an inde-

pendent expert committee was installed to advise the organisers and act upon any disputes raised by exhibitors. That committee was made up of Bernd Heilmann from Germany, Peter Holt of the UK and France's Jean Claude Frezal. An IP legal desk was also available to all exhibitors, where an IP specialist lawyer was present.

### Three incidents

During the course of ISSA/INTERCLEAN there were three incidents on which the expert committee was asked to advise on whether there was serious doubt of infringement and intervene.

On one occasion the committee decided it was too difficult - because of the complicated chemical nature of the products

as well as a history of legal proceedings between the companies - to come to a conclusion.

On the other two occasions, the committee decided there was serious doubt of infringement, and in both cases the suspected infringing firms could not produce (in Europe) valid evidence that they were not infringing. In the first case, the suspected infringer blatantly refused to remove the products and has therefore been banned from all ISSA/INTERCLEAN exhibitions for three years, and from two ISSA/INTERCLEAN Amsterdam editions.

In the second case the infringed exhibitor contacted a bailiff independently, before Amsterdam RAI asked the (suspected) infringer to remove the products.

Register now for your monthly email newsletter from ECJ. Visit [www.europeancleaningjournal.com](http://www.europeancleaningjournal.com)

• *Pour la première fois de l'histoire du salon ISSA/INTERCLEAN, la dernière édition tenue à Amsterdam a fait appel à un comité d'experts indépendant pour régler toute question de propriété intellectuelle surgissant parmi les exposants.*

• *Erstmals gab es bei der diesjährigen ISSA/INTERCLEAN in Amsterdam einen unabhängigen Expertenausschuss, der ernannt worden war, um sich mit Problemen des geistigen Eigentumsrechts bei Streitigkeiten zwischen Ausstellern zu beschäftigen.*

• *Per la prima volta all'edizione di quest'anno della ISSA/INTERCLEAN Amsterdam è stato presente un pannello indipendente di esperti nominato per affrontare problemi collegati a IP (proprietà intellettuale) che emergono fra gli espositori.*



ecoflex™

## FIRST HYBRID COMBINATION MACHINE

The Nilfisk CS7000 presented on ISSA InterClean 2012 reinvents an entire class of equipment by reducing total cost of ownership while effectively increasing fuel economy and runtime efficiency.

First HYBRID combination machine, greener, cleaner and with the lowest cost of ownership of all comparative combination machines. Now the most economical solution is also the most ecological.

[www.nilfisk.com](http://www.nilfisk.com)

**Nilfisk**  
trusted since 1906

• L'Association britannique des services de propreté et commex a publié un rapport soutenant que l'emploi dans le secteur de la propreté contribue à la croissance économique.

• Suite à la reprise de Technical Concepts en 2008, Rubbermaid Commercial Products a redésigné l'ensemble de ses produits vendus sous la marque Technical Concepts et les a repositionnés sous sa propre marque.

• Die britische Cleaning and Support Services Association (CSSA) hat einen Bericht vorgelegt, in dem die These vertreten wird, dass sich eine Beschäftigung in der Reinigungsbranche wachstumsfördernd auswirkt.

• Nach der Akquisition 2008 durch Rubbermaid Commercial Products werden nun alle bestehenden Technical Concepts-Produkte unter dem Namen Rubbermaid verkauft.

• L'associazione britannica Cleaning & Support Services Association ha pubblicato un rapporto che perora la causa dell'occupazione nel settore delle pulizie industriali come generatore di crescita.

• La Rubbermaid Commercial Products ha fatto il rebranding di tutti i prodotti commercializzati con il marchio Technical Concepts utilizzando adesso il marchio Rubbermaid, in seguito alla sua acquisizione del 2008.

# CSSA makes case for UK job growth

**WITH UNEMPLOYMENT** figures in the UK now hitting 2.63 million - 8.2 per cent of the population - the Cleaning & Support Services Association has launched a report to make the case for employment in the cleaning industry as a growth generator.

The report is titled 'Employment Growth - The Case for Cleaning' and details the contribution that the cleaning industry makes to the economic growth of the UK.

It identifies the cleaning industry as a growth multiplier for the UK, and makes suggestions for policy initiatives the Government could embrace to support the industry and therefore the wider economy.

Among its recommendations it calls on government to make targeted investment in cleaning

services in areas such as the NHS, schools, care homes and transport networks. It would also like compensated no fault dismissal procedures to be introduced for all employers.

## TUPE reform

CSSA also calls for biometric residence permits to be introduced across all non EU workers - all insecure paper documents conferring the right to work in the UK to be withdrawn. And CSSA would like a reform of the TUPE regulations in order to smooth the transition of contracts between service suppliers, along with proportionate regulation of health and safety.

Download the report at: <http://www.cleaningindustry.org/filegrab/?ref=80&f=employment-growth-the-case-for-cleaning.pdf>

Don't miss this edition's comprehensive review of the ISSA/INTERCLEAN exhibition in Amsterdam - starting page 44

## Rubbermaid rebrands TC

**RUBBERMAID** Commercial Products is to rebrand all existing Technical Concepts (TC) branded products under the Rubbermaid name. The company acquired TC in 2008.

This means the TC brand will no longer be used in the range of away-from-home wash-room products - which includes touch-free dispensers, odour control solutions and refills.

The rebranding is part of Rubbermaid's strategy to communicate a global brand across its range of products.

[www.rubbermaid.eu](http://www.rubbermaid.eu)

## All your carpet cleaning requirements

from just one source

DISTRIBUTORS REQUIRED IN SOME EU AREAS



CLEANING SOLUTIONS



CLEANING MACHINES



TRUCK MOUNTS



ACCESSORIES



SPARE PARTS



TRAINING

One name.  
Over 2000  
products and  
spare parts.



BY APPOINTMENT TO  
HER MAJESTY THE QUEEN  
SUPPLIER OF CARPET CLEANING PRODUCTS  
PROCHEM EUROPE LIMITED  
CHESSINGTON SURREY



PROCHEM EUROPE

Visit [www.prochem.co.uk](http://www.prochem.co.uk) to see our full product range and specifications and the name of your nearest authorised distributor, or call 020 8974 1515.



## An Aussie back pack for every use.

Australia's leading commercial back pack vacuum cleaners are packed with world first technology. Effectively cleaning up to 700m<sup>2</sup>/hr, there are now four models suitable for every cleaning environment.



Superpro 700

Superpro duo700

Superpro wispa700

Superpro trans700

For product information and retail or distributor enquiries visit [www.pacvac.com](http://www.pacvac.com)

**READY TO GET CLEANING  
BEFORE OTHERS HAVE EVEN FINISHED CHARGING.**



**OPTIMA® YellowTop® batteries bring together everything you need for use in cleaning machines. Their unique Spiralcell® AGM technology ensures not only consistently high levels of power you can rely on, but also a service life that's several times that of conventional batteries and totally leak-proof design. They're also completely maintenance-free, quick to charge and suitable for regular top-up charging. And best of all, OPTIMA YellowTop batteries not only boast impressive performance, but can also be relied upon to provide exceptional value for money. Why not see for yourself?**

For more information contact the OPTIMA UK customer services team on 01753 480610, email [optima.uk@jci.com](mailto:optima.uk@jci.com), or visit our website at [www.optimabatteries.com](http://www.optimabatteries.com).

**OPTIMA®**  
**BATTERIES**  
THE ULTIMATE POWER SOURCE™

The OPTIMA logo, OPTIMA Batteries, The Ultimate Power Source, Spiralcell Technology and YellowTop are trademarks of Johnson Controls, Inc.

Johnson  
Controls 

# British advertising regulator declares Tennant ec-H2O advertising to be "misleading"

**THE ADVERTISING** Standards Authority (ASA) in the UK has ruled that cleaning equipment manufacturer Tennant can no longer claim in its advertising that the ec-H<sub>2</sub>O water-based technology used in its scrubber

dryers cleans better than traditional chemicals and methods.

"The ad must not appear again in its current form," said ASA. The ruling comes as a result of the complaint made by competitor Kärcher - it has also brought legal actions against Tennant in Germany and Belgium.

One of the reasons Tennant had given in support of the better cleaning result was that by using ec-H<sub>2</sub>O more bacteria had been proven to be removed than with detergents. As no robust evidence on the point was presented, this advertising message was deemed to be misleading.

However the ASA did consider that the evidence presented to it demonstrated ec-H<sub>2</sub>O saved money and reduced environmental damage in comparison to cleaning with detergents - as claimed by Tennant in its advertising. It concluded that the claim

did not mislead or exaggerate the benefits of the product and therefore that aspect of Kärcher's complaint was not upheld.

"We are happy with this ruling by the ASA," commented Markus Asch, deputy chairman of the board of management of the Kärcher Group.

## Satisfied with ruling

"Following the recommendation of the National Advertising Division (NAD) of the respected American Advertising Self-Regulatory Council, Tennant has now also been prohibited by the ASA from disseminating one of its advertising messages."

Chris Killingstad, president and ceo of Tennant Company, said he too was satisfied with the ruling. "Although competitors attempt to discredit our breakthrough technology through advertising challenges, the fact remains that

ec-H<sub>2</sub>O cleans effectively, saves money, improves safety and reduces environmental impact. The ASA's decision is consistent with these claims and the organisation has affirmed the central benefits of ec-H<sub>2</sub>O."

Asch continued: "Kärcher is willing to accept in principle a cleaning process free from chemicals has a lower environmental impact and saves costs, as all scrubber dryers are after all able to achieve satisfactory results even without detergents in the case of light soiling. Just like tap water, ec-H<sub>2</sub>O reaches its limits when tackling very stubborn dirt."

An initial court decision on the German legal action taken by Kärcher is expected at the end of June.

The ASA's comments about Tennant's advertising can be read on the organisation's website: [www.asa.org.uk](http://www.asa.org.uk)

*Au Royaume-Uni, l'Advertising Standards Authority (organisme de contrôle des normes publicitaires) a statué que le fabricant d'appareils de nettoyage Tennant ne pouvait plus prétendre dans ses publicités que la technologie à l'eau ec-H<sub>2</sub>O utilisée dans ses laveuses sècheuses nettoie mieux que des produits chimiques et procédés traditionnels.*

*In Großbritannien hat die ASA (Advertising Standards Authority, Werbeaufsichtsbehörde) entschieden, dass der Reinigungsmaschinenhersteller Tennant in seiner Werbung nicht mehr behaupten darf, dass die in seinen Scheuersaugmaschinen eingesetzte, auf Wasserbasis arbeitende ec-H<sub>2</sub>O-Technologie, besser als herkömmliche Chemikalien und Verfahren reinigt.*

*Nel Regno Unito, la Advertising Standards Authority (ASA) ha decretato che l'impresa Tennant non può più affermare nella sua pubblicità che la tecnologia ec-H<sub>2</sub>O a base di acqua usata nelle sue lavasciuga pavimenti pulisce meglio dei metodi e dei detergenti chimici tradizionali.*

**Trilogy**

**TTS**

... finally it is mine !

... a new dress in cleaning !

[www.ttsystem.com](http://www.ttsystem.com)

T.T.S. SRL - Tel: +39 049 9300710 - Fax: +39 049 9300720 - E-mail: [info@ttsystem.com](mailto:info@ttsystem.com)



# Choosing the right mat can save you money.

## Introducing the new 3M™ Nomad™ Aqua Series Textile Entrance Matting.

The true cost of entrance matting is not what you pay for the product but what it can save you in annual cleaning and maintenance costs over its lifetime.

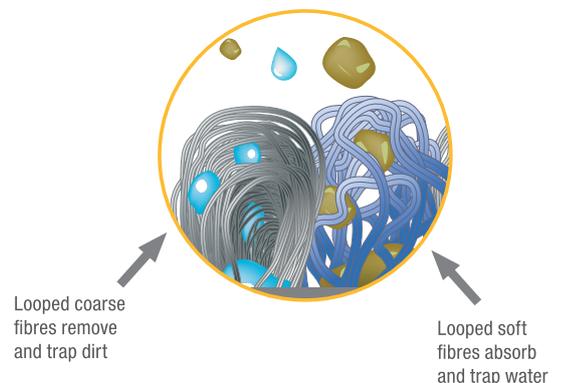
By stopping up to 80% of dirt and moisture at your door, 3M's new Nomad Aqua Series gives you longer lasting floor protection at a total lower cost when compared to conventional matting. Based on Nomad's tried and tested dual-fibre loop system, Aqua Series mats are ideal for use in offices, hotels, restaurants and retail outlets.

**Start saving money today.**

Call us now on **0845 601 5499**  
or visit **[www.3M.eu/AquaTextile](http://www.3M.eu/AquaTextile)**



### How does Nomad's dual-fibre loop system work?



# Amsterdam Innovation Award win for Vermop's Mag

**THE MAG SYSTEM** from Vermop was declared the best innovation for the cleaning industry when it was named the winner of the Amsterdam Innovation Award at the opening ceremony for ISSA/INTERCLEAN 2012 in the Netherlands.

It was chosen to be awarded the overall prize from the three category winners - the other two were Kärcher and Alpheios.

The results of this year's competition were announced at a gala ceremony hosted by Dutch television celebrity Pernille La Lau. Chairman of the judges Michelle Marshall, editor of *European Cleaning Journal*, revealed the winners. Keynote speaker was Prof Dr Michael Braungart, pioneer of the Cradle to Cradle concept.

Vermop's Mag System pre-

sents a new way of attaching mop covers to the holder. Mag stands for magnetic, and that's how it works. The system uses magnetism to facilitate attachment of the mop. In addition the traditional mop holder has been done away with in



this system - instead the mop comes with a flexible interior piece which gives it stability in use. The Mag holder can also accommodate a number of different mops which means

various types can be used as needed, with the same handle and holder.

Michelle Marshall explained: "The judges decided that Vermop's Mag system was the overall winner because it brings an entirely new way of attaching mop covers to the mop holder. In an industry that is evolutionary rather than revolutionary, it was felt the Mag system represents what appears to be a fairly simple step forward for an everyday tool.

## Ingenious design

"However this is actually a well executed and ingenious design that has the potential to make a truly significant difference to a tool used so widely in the industry.

"Its ease of use, hygienic touch-free operation, flexibility, intuitiveness and ergonomics all

impressed the panel. And the fact the Mag holder can be used with different mop types makes it a practical solution for today's result-oriented cleaning operations - the best mop for each job in a practical and trouble-free way."

Winner in the category Machines, Accessories and Components was Kärcher for its B 80 W scrubber dryer. This features the Intelligent Key operating system that enables every user to set up an individual profile. Alpheios won the Cleaning Management and Training Solutions category prize for its Infection Prevention Monitor (IPM), which provides healthcare institutions with an overview of how they are dealing with protocols for infection prevention.

• Le système Mag proposé par Vermop a été déclaré gagnant du Prix de l'Innovation au récent salon ISSA/INTERCLEAN à Amsterdam.

• Plus de 200 industriels ont participé au sommet de la gestion des risques organisé par Diversey au cours du récent salon ISSA/INTERCLEAN à Amsterdam.  
• L'inscription au prochain congrès de la World Federation of Building Service Contractors (WFBCS), prévue du 10 au 14 octobre au Brésil, est désormais ouverte.

• Im Rahmen der kürzlich in Amsterdam stattgefundenen ISSA/INTERCLEAN veranstaltete Diversey eine Konferenz zum Thema Risikomanagement, an der mehr als 200 Geschäftsführer teilnahmen.  
• Die Registrierung zum internationalen Kongress der World Federation of Building Service Contractors (WFBCS), der vom 10. bis 14. Oktober in Brasilien stattfindet, ist jetzt offen.

• Il sistema Mag della Vermop è stato dichiarato il vincitore del premio Amsterdam Innovation Award 2012 tenutosi durante la ISSA/INTERCLEAN Amsterdam.  
• Oltre 200 attività leader hanno partecipato al summit Risk Management Summit condotto dalla Diversey durante la recente esibizione ISSA/INTERCLEAN di Amsterdam.  
• Sono ora aperte le iscrizioni al congresso World Federation of Building Service Contractors (WFBCS) International Congress che si terrà in Brasile dal 10 al 14 ottobre.

## Risk management meet

**OVER 200 BUSINESS** leaders from companies in the building care, retail, lodging, and food & beverage industries were at the recent Risk Management Summit organised by Diversey in Amsterdam.

The delegates came from 18 countries to hear presentations from speakers representing global companies such as ISS, Metro, Coca Cola, Compass Group, AutoGrill and McDonalds.

The attendees were polled on the question, what is the single biggest challenge for the food distribution chain? A majority of 55.8 per cent cited the complexity of differing regulations across borders, 13 per cent were strongly critical of the sheer cost of implementing food safety measures, while for 31.2 per cent the biggest issue was the practicalities of ensuring collaboration between all parties in the food chain.

When polled on what was the biggest opportunity for

food safety compliance, attendees recognised technology as the greatest enabler (40 per cent) while common regulations and common sourcing were also popular choices as the single most important factor for 34.3 per cent and 25.7 per cent respectively. 18.7 per cent of attendees admitted they did not consider, and therefore were not focusing on infection control as a food safety risk or a threat to their businesses.

When asked what the biggest challenge they faced on labour safety was, 33 per cent of attendees said reducing injuries was the biggest challenge - trailing behind 52.2 per cent voting for increased employee engagement as their biggest challenge. For 52.7 per cent, improving the consistency of customer service was the prime result of improved labour safety, ahead of the other popular answers of optimising operational productivity and reducing employee downtime.

## WFBCS open for registration

**REGISTRATION TO** the World Federation of Building Service Contractors (WFBCS) International Congress - taking place in Curitiba, Brazil from October 10-14 - is now open.

The congress takes place alongside the Higiexpo cleaning exhibition and ENEAC, the national meeting of cleanliness and maintenance companies. Among the themes are management, administration, sustainability and risk management.

Sponsoring the event are Diversey, Kärcher, Becker Industries, Alfa Tennant, UPS Services, Seven Uniforms, Leone Equipment, Sutter Professional and the Brazilian Confederation of Commerce (CNC).

For registration and more details visit the website [www.wfbcs2012.com](http://www.wfbcs2012.com)

The organisers have arranged a discount for international flights through Star Alliance, visit [www.staralliance.com](http://www.staralliance.com)

## Victory for Dutch cleaners

**AFTER 105 DAYS** of action, cleaners in the Netherlands have won their battle for better pay and conditions.

They are to be awarded a pay increase of 4.85 per cent, better training, regular monitoring of their workload and more security for temporary workers. Progress has also been made in the treatment of cleaners on sick leave.

On May 1 the cleaners got a two per cent pay increase, with a further 1.6 per cent year-end bonus to follow in December. On January 1 2013, they will receive another two per cent rise. Funds have also been set aside for skills training.

All temporary employees will receive a permanent contract of employment with their employer after one year of employment. And employers are to pay 1.4 per cent more in pension contributions.

## October London conference

**THE BRITISH** Cleaning Council (BCC) has announced that its 2012 annual conference will take place in London on October 23, at the Coin Street Conference Centre on the South Bank.

The theme for the one-day event is Business Efficiency and Innovation.

BCC chairman Mark Woodhead commented: "The conference is now one of the key dates on the industry calendar, and is a real showcase for the latest business thinking and innovation. We look forward to welcoming delegates to what is sure to be another engaging and stimulating day, in addition to its position as one of the best opportunities for networking with industry figures and sponsors."

Tickets are now available on the website: <http://britishcleaningcouncil.org/cleaningconference>

## Armitage retires from ISSA

**MARK ARMITAGE**, director of exhibition services (Europe) for cleaning industry association ISSA, is retiring on June 30.

Mark has been a popular figure around exhibitions and indeed throughout the industry since he joined ISSA in 1998 - he moved there from the US Department of Commerce based in the Netherlands where he helped American compa-

nies to become established in the European marketplace.

Having opened ISSA's first office in Europe Mark has helped to develop many alliances, as well as supporting US exhibitors at trade shows. At ISSA/INTERCLEAN in Amsterdam he said farewell to his many colleagues and friends.

Everyone here at *ECJ* wishes him a healthy and happy retirement.

The next edition of *ECJ* is September. In the meantime, keep up to date with industry news at [www.europeancleaningjournal.com](http://www.europeancleaningjournal.com)

• La conférence 2012 du Conseil britannique de la propreté aura lieu le 23 octobre à Londres, sur le thème de l'efficacité et de l'innovation dans l'entreprise.

• Mark Armitage, directeur des services d'exposition (Europe) de l'association industrielle ISSA prendra sa retraite pendant le mois en cours.

• Après 105 jours de grèves, les agents de nettoyage aux Pays-Bas ont remporté leur combat pour obtenir de meilleurs salaires et conditions de travail.

• Die diesjährige Konferenz des British Cleaning Council unter dem Thema „Geschäftliche Effektivität und Innovation“ wird am 23. Oktober in London stattfinden.

• Mark Armitage, Leiter der Exhibition Services (Europe) beim Industrieverband ISSA, wird im laufenden Monat in den Rubestand treten.

• Nach 105 Streiktagen haben Reinigungskräfte in den Niederlanden ihren Kampf für bessere Gehälter und Konditionen gewonnen.

• La conferenza British Cleaning Council di quest'anno si terrà il 23 ottobre a Londra con il tema Efficienza d'Impresa e Innovazione (Business Efficiency and Innovation).

• Mark Armitage, direttore dei servizi alle fiere (Europa) per l'associazione di settore ISSA, andrà in pensione questo mese.  
• Dopo 105 giorni di sciopero, gli addetti alle pulizie nei Paesi Bassi hanno vinto la loro battaglia per una paga migliore e migliori condizioni di lavoro.



We would like to thank all of our customers and guests for some great days at ISSA/ Interclean in Amsterdam. Our stand was so well visited during the show, that we hope you did find space to enter it and experience our products and services designed to meet your needs and daily working environment.

We hope to see you again in 2014, and in the meantime we ensure to keep you up to date with new products and services that works for you!

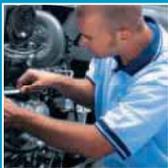
Nilfisk-Advance A/S · Sognevej 25 · DK-2605 Brøndby · [www.nilfisk-alto.com](http://www.nilfisk-alto.com)

**Nilfisk  
ALTO**  
works for you

Rely on Tennant  
Quality Products  
for your peace of mind



Tennant has set the standard for high performing floor care solutions since 1870. Our insight-driven technologies such as ec-H2O™ electrically converted water technology help support your image by providing cleaner, safer and more attractive facilities. Achieve required productivity and exceptional results with reliable cleaning machines from Tennant.



Expert Services



Innovative Technologies



Unparalleled Customer Experience

**TENNANT**  
Creating a cleaner, safer, healthier world.

TENNANT EUROPE NV • Plantin & Moretuslei 220  
2018 Antwerp • BELGIUM • Tel: +32 (0)3 217 94 11 • Fax: +32 (0)3 217 94 19  
E-mail: europe@tennantco.com

## Fuel costs escalate

**German correspondent Thomas Schulte-Marxloh reports on how rising fuel costs are affecting cleaning businesses.**

The German public is currently talking about the constantly increasing price of fuel and the ways of cutting respective costs. These costs do not only affect the man in the street but also the economy in general. All businesses in which mobility is a prerequisite have to find ways of avoiding an increase of their own prices in order to remain competitive.

This is true for highly export-orientated companies like producers of cleaning machinery or chemicals as well as for locally operating companies, for example companies in the contract cleaning business for which logistics expenses can be a costly factor.

German news magazine *Der Spiegel* recently reported a general price increase for petrol from about 1.34 euros to 1.61 euros per litre in the last 18 months. Apart from that, the German public has to face unpredictable ups and downs in petrol prices every day. Service stations are connected by computer to the oil companies - which determine the prices of each individual petrol station, some days up to five times. This means that prices vary from town to town and from hour to hour.

A refill is, in general, more expensive in the morning or evening - up to 14 cents per litre - or before holidays and at weekends. Despite the solemn assertions of the oil companies that petrol prices are only based on the real prices on international oil markets, not only the public is sceptical. Sometimes even the Anti-Monopoly Office wonders if there are certain agreements by the multinational oil companies. However,

according to official investigations no evidence for a price monopoly by the oil companies has been found yet.

Oil companies never become tired of repeating that in fact more than 56 per cent of the gasoline price is tax - consumers not only pay a petroleum tax (65.45 cents per litre) but also, on top of petroleum tax, the regular VAT of 19 per cent. Germans seem to pay the highest petrol prices in Europe.

Politicians, when not in office, frequently demand strict laws to control the power of the mighty multinational oil companies or to adjust existing regulations. Presently, for instance, some politicians are asking for an adjustment of the tax relief for commuters. However even politicians from the opposition will hardly ever demand a reduction in petroleum taxes.

Politicians, when in office, develop their talent in inventing new taxes on petrol, like the so-called 'ecological tax reform'. The increase of 15 cents per litre in 1999 was justified as a political measure to save the environment; instead the extra money was used to save on National Insurance.

Luckily modern automotive technology has significantly reduced petrol consumption - and apart from battery powered cars, more and more people drive with LPG (liquid petroleum gas). LPG is about 50 per cent less expensive than petrol. The cost of carrying out the relevant modifications of existing cars usually pay off within a year. Unfortunately, though, very few petrol stations offer LPG as well.

Present fuel prices certainly present a challenge to the contract cleaning business where mobility is as vital as competitiveness - and flexible thinking.

•Read the ECJ special focus on the German cleaning sector starting page 37.

*Notre correspondant en Allemagne Thomas Schulte-Marxloh examine l'impact de la hausse des combustibles sur les entreprises, y compris celles de la propreté.*

*Unser Deutschland-Korrespondent Thomas Schulte-Marxloh untersucht, wie sich die steigenden Kraftstoffpreise auf Unternehmen, einschließlich denjenigen in der Reinigungsbranche, auswirken.*

*Il corrispondente tedesco Thomas Schulte-Marxloh esamina l'impatto che il costante aumento del prezzo dei carburanti ha sulle varie attività, incluse quelle del settore del cleaning.*

## Agreement at last

**Nico Lemmens at ISS Facility Services, ECJ's reporter in the Netherlands, brings news after a new collective agreement. This comes after a long period of dispute between trades unions and employers.**

In April, trades unions and employers in the Dutch cleaning sector have agreed in principle upon a new collective labour agreement for 2012 and 2013. The deal consists among other things of a substantial wage increase. Parties also entered into agreement about respect, training, pensions, work pressure and a structural approach towards sickness absence.

At a meeting of the Dutch cleaning association OSB a considerable majority of its members agreed with the deal.

A wage increase of well over five per cent in two years is part of the package. Considering the economic recession, the shrinking Dutch cleaning market and the expected substantial cut-backs in government expenditure, the agreement in principle can be called remarkable.

### Training budget

Each year a budget will be available for vocational training of 6,000 employees and Dutch language courses for 500 employees. Better collective agreements for employees in administrative functions and in specialised cleaning will be taken into consideration.

The most difficult subject during the negotiation process was the issue of sickness

absence. Parties agreed upon a broad study to develop ways and means to reduce absence drastically. The study is to be conducted by an independent research institute. Part of the research will be a representative pilot scheme. A representative list of customers will be composed by unions and employers. For cleaning personnel working with these customers, the existing system in which the first few days of absence are not paid is to be abolished, to measure the effects on absenteeism.

### Results binding

The design of the study and the selection of the independent research institute is still to be completed. However the study and pilot are to be conducted before the end of 2013. The results will be binding for unions and employers.

During the last few decades, the Dutch cleaning sector has seen high workloads, low quality of working conditions, questionable treatment of cleaning personnel, fierce price competition and hardening of industrial relations due to decreasing cleaning budgets. For a long period of time, cost reduction was the single most important factor in awarding contracts, to the detriment of both quality of work and quality of working conditions.

Together with the Code of Responsible Market Conduct (see ECJ issue April/May 2012) and the OSB Quality Mark (effective January 1 2013), this collective agreement could well result in a structural qualitative improvement of the sector.

If you're looking for up-to-date information on the professional cleaning sector across Europe, visit the ECJ website at [www.europeanjournal.com](http://www.europeanjournal.com). The site is updated daily with latest industry news, blogs and authoritative comment

*Des Pays-Bas, Nico Lemmens rapporte que les syndicats et les travailleurs de la propreté sont tombés d'accord sur une nouvelle convention collective.*

*Nico Lemmens berichtet aus den Niederlanden, dass sich Gewerkschaften und Reinigungspersonal auf eine neue Tarifvereinbarung geeinigt haben.*

*Dai Paesi Bassi, il corrispondente Nico Lemmens ci informa che i sindacati di categoria e i lavoratori del settore del cleaning si sono accordati per un nuovo contratto collettivo di lavoro.*

## ACTIVA METHOD CONTROL SYSTEM

Press the button and impregnate the mop directly in the mop box!



A patent pending and completely unique system mounted on a traditional cleaning trolley.

Saves time, reduces costs and minimizes the use of cleaning detergents.

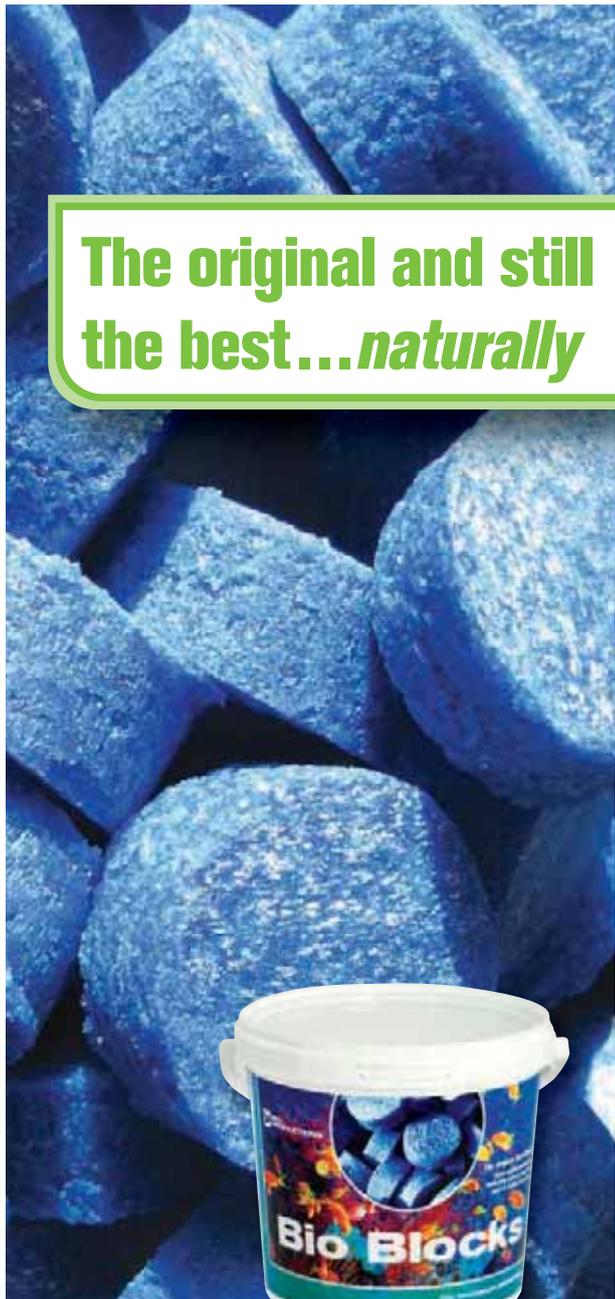
Extremely simple to handle!



Please feel free to contact us for further information!

 **Hygienteknik**

[www.hygienteknik.se](http://www.hygienteknik.se)  
+46 21 104100



**The original and still  
the best...*naturally***

Often emulated, never equalled, the original, award winning Toss Blocks remain the firm choice of washroom facility providers.

Powerful, effective and with real water saving benefits, Bio-Productions Bio Blocks are more valuable than ever.



**For further details contact us on:-**  
**Telephone** +44 (0) 1444 244000  
**Email** sales@bio-productions.com  
**www.bio-productions.com**

## Towards a better future

**Italian correspondent Anna Garbagna reports from the Forum Pulire in Milan.**

The Forum Pulire – First National Congress of Integrated Services, which took place in Milan recently, was an opportunity to take stock of the situation in the cleaning sector and it was declared a great success.

Over 280 delegates attended the debates hosted during the two-day event and the participants received great interest from the entire production chain. The sector's leaders and the main players among manufacturers, distributors and service companies gathered together to tackle topics of discussion on the current situation, and future of the sector.

There was excellent representation for the sector from the institutions that attended the event – namely the vice president of the European Parliament Gianni Pittella and president of Confcommercio Carlo Sangalli. The meeting focused on the great potential of the integrated services market for creating stable qualified employment, without forgetting the importance of training, professional motivation and dignity in a market sector in which the workforce is the key component.

It was noted there is considerable potential growth for cleaning companies as well as manufacturers. A survey presented by Renato Mannheimer on the topic of management of cleaning services in companies, revealed that 68 per cent of Italian companies manage the service in-house and 95 per cent of them use non professional, domestic or commercial products.

Outsourcing and specialisation have therefore become two key points for the development of a market which, if correctly trained, will not only be able to overcome the economic crisis

but will also grow.

"Forum Pulire was the first real opportunity for the sector's players to exchange views, where it was possible to define everybody's expectations and to identify a line of comparison for the development of the entire sector," declared Toni D'Andrea, managing director of Afidamp Servizi, who organised the event on behalf of Afidamp.

"The fact that all the main sector's companies were present and that the associations of the supply chain actively contributed to the success of the event only reconfirmed the need to reflect and to share critical information and solutions."

The meeting was also an opportunity to discuss some figures: the turnover in 2011 was 1.5 billion euros (up 3 per cent compared to 2010) and it rose to 2.3 billion including related industries according to data from Afidamp (the Italian association of machines, products and tools manufactures for professional cleaning and environmental hygiene).

"The theme 'cleaning as absolute value' was meant to provoke debate, because obviously the common perception was not leaning in that direction," said D'Andrea. "Thanks to the number of threads of discussion which emerged during the Forum Pulire it was clear that cleaning is truly an absolute value. A cleaner town lowers the level of micro crime; a clean and healthy background attracts visitors giving a boost to trade and tourism.

"These are factors that have been widely quoted and which the entire supply chain cannot disregard in the future. Therefore we will put ourselves to work immediately for the second edition, planned for 2014, so that it alternates with the Pulire exhibition in Verona, which takes place every uneven year," he concluded.

*Notre correspondante en Italie, Anna Garbagna, fait rapport sur le récent congrès Forum Pulire à Milan.*

*Unsere Italien-Korrespondentin Anna Garbagna berichtet über das Forum Pulire, eine Tagung, die vor kurzem in Mailand stattfand.*

*La corrispondente italiana Anna Garbagna ci aggiorna sul congresso Forum Pulire tenutosi recentemente a Milano.*

## Recruitment initiative

**Reporting from Sweden, our correspondent Petra Sjouwerman examines a new government proposal on recruiting people with disabilities.**

The Swedish minister for Labour Hillevi Engström from the Liberal-Conservative party has recently announced that she wants to encourage companies to hire people with disabilities.

According to recent research carried out by the weekly business journal *Veckans Affärer* and the Swedish Organisation for Managers, employers have not been particularly good at hiring people with disabilities and reduced working ability. Therefore the minister has announced that the government will increase its budget allocation, making it possible to receive 100,000 kronor (11,000 euro) per workplace and per worker to help with the necessary adjustments. At the same time the government wants to reduce the number of different kind of budget allocations in order to simplify the procedure for employers.

Remarkably enough, this will probably make life harder for Samhall, one of the biggest companies in Sweden. It provides services and goods in a range of sectors like cleaning, assembly and packing and manufacturing. Samhall employs 20,000 people in 250 localities throughout Sweden and has an annual turnover of approximately 765 million euro.

Samhall is wholly owned by the Swedish state and is the leading company in providing meaningful work for people with disabilities. Roughly 60 per cent of its employees have some kind of physical disability as a result of an illness or an accident. The other 40 per cent have intellectual or socio-medical disabilities, ranging from

dyslexia to ADHD or mental or stress related illnesses.

One of the ultimate goals of the company is to match these people to jobs in the ordinary labour market outside Samhall. Every year some 1,000 of Samhall's 20,000 employees are hired by other companies.

All employees have an active role in their own development process that consists of a regular reassessment of abilities, long-term goals, and plans to achieve those goals (Dare to Win). Other actions involve strengthening of self-confidence and motivation, individually or in groups (Dare More) and training for job seeking, individually or in groups (Dare to Move on).

Since the early 1990's Samhall has been financed by an annual appropriation from the state without clear performance criteria. Now the minister proposes to reimburse Samhall under the same rules as other employers, by budget allocations and not by an annual lump sum.

Some labour market analysts fear this might mean the end of Samhall. But the former minister of social affairs, who was one of the driving forces behind the new proposal does not agree.

"It is not right that Samhall receives a lump sum and that we cannot see where the money goes. Samhall is still an important company with a strong balance sheet and it has made profits in recent years," Cristina Husmark Pehrsson said. She underlined that the EU Commission has pointed out that state aid is not compatible with EU competition rules.

In Sweden 16 per cent of people of employable age (between 16 and 65) have some kind of disability. Unemployment among people with reduced work ability is double that of the rest of the labour force and it is rising.

*Dans son reportage de Suède, la correspondante ECJ Petra Sjouwerman examine une nouvelle proposition gouvernementale concernant le recrutement de personnes handicapées.*

*In ihrem Bericht aus Schweden untersucht ECJ-Korrespondentin Petra Sjouwerman einen neuen Vorschlag der Regierung zur Einstellung von Menschen mit Behinderungen.*

*Dalla Svezia, la corrispondente di ECJ Petra Sjouwerman prende in esame una nuova proposta del governo sull'assunzione di personale con disabilità.*

## ACTIVA FLEXI MOVE

The adjustable mop frame.  
Reaches longer!  
Simple to adjust and reset!



The adjustable mop frame Activa Flexi Move reaches further, making it simple to clean floors under low furniture without having to bend your back. No accessories required. When the guider rail is back in its original position, Activa Flexi Move works like any other mop frame.

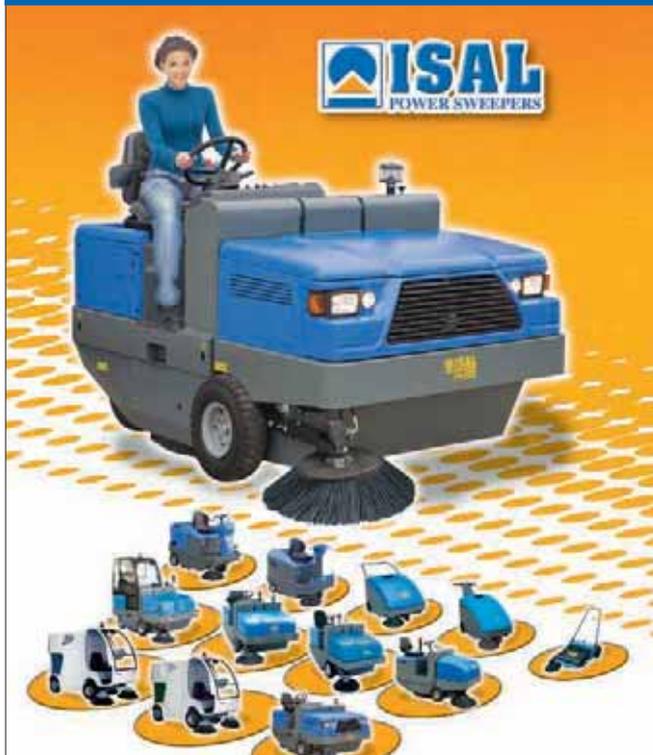


Please feel free to contact us for further information!

 Hygienteknik

www.hygienteknik.se  
+46 21 104100

PROFESSIONAL SWEEPERS FOR EVERY NEED



**ISAL**  
POWER SWEEPERS

12 MODELS IN 28 VERSIONS

ISAL srl - via Modena, 42/B - CORREGGIO (RE) Italy  
Tel. +39 0522 694718 • Fax +39 0522 631191 www.isalsrl.it • E-mail isal@isalsrl.it

## Value of associations?

**Companies in the USA are increasingly questioning the value of association membership, explains ECJ correspondent Ron Segura.**

Here in the United States, the issues impacting the majority of building service contractors (BSCs) can be overwhelming. Many are seeing the value of being a member of industry associations that provide them a voice and resources to survive in a down economy.

For example Curtis McLemore, ceo of McLemore Building Maintenance in Houston, Texas, has been a member of Building Service Contractors International (BSCAI) for several years. His father was a past president of the association, and has been able to perceive a tremendous value in the membership.

"If a member attends the conventions, seminars, networks with other members, becomes involved in committees and or joins the leadership ranks the ROI or value can be tremendous," he explained.

BSCAI annual membership for my company's size are \$1,650.00 (1,320 euros). Five years ago at BSCAI's annual convention I attended a session on operational efficiencies. When we implemented the operational efficiencies learned in the session the ROI on an annual basis was one per cent.

You might say, one per cent, big deal! Well one per cent on \$24 million (19 million euros) annual revenue = \$240,000 (190,000 euros) annually. Over five years that's \$1.2 million (960,000 euros).

Chris Mundschenk, executive vice president of BSCAI states "Our new Purchase Advantage Program is a purchasing programme that allows BSCAI members to save substantially on name brand jan and office supplies, gather useful data on purchases and

streamline utilisation, ordering and delivery. It is saving our members more than the cost of membership after their first order in some cases!"

Because in the USA there issues specific to each region, associations such as the Pacific Association of Building Service Contractors (PABSCO) were formed. From the very inception of the organisation, its top priority was to hire a state lobbyist to represent the BSC in addressing the issues of tax on services, illegal subcontracting and high workers' compensation insurance base rates for janitorial services.

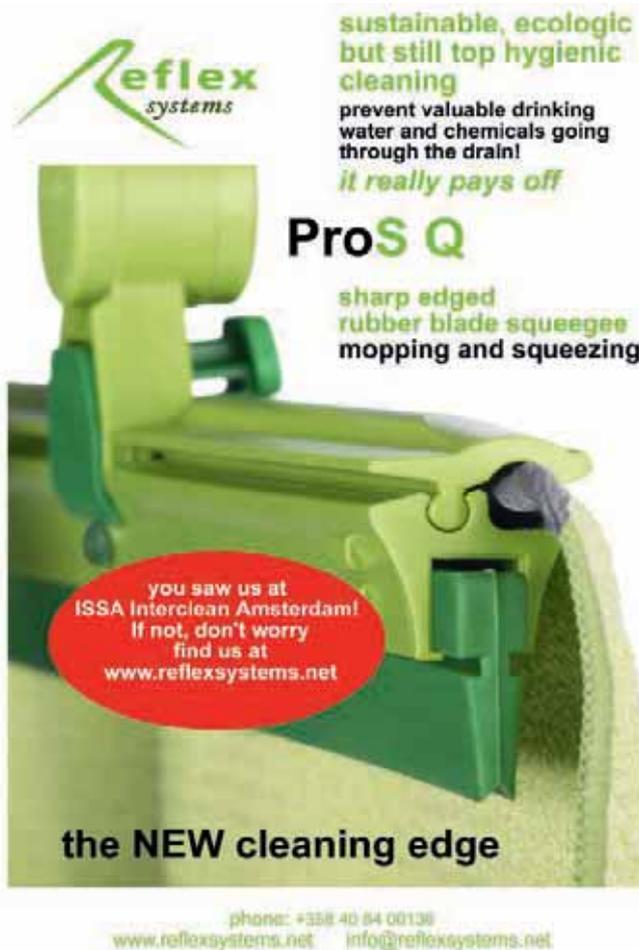
Today, according to Chris Waldheim of J's Maintenance in California and current PABSCO president: "There are new laws to prevent mis-classification of employees as subcontractors and there are state entities which have developed a deeper understanding of the underground economy and the threats and challenges faced in the janitorial industry.

"Catching, convicting and collecting from these companies will continue to be the goal. States are desperately looking for revenue and there is much to be gained from 'under the table'."

"Regional groups provide greater accessibility to more members," adds Curtis McLemore. "Their value to national and international groups is they are the feedstock to greater membership."

With regard to alliances with other associations Chris Mundschenk explained: "BSCAI has a great relationship with the World Federation of Building Service Contractors (WFBSC) and we have had a rich history with the organisation since it was formed."

Here in the US there seems to be a shift in the interest of a BSC as to the ROI of an association and the associations are seeing the value of partnering.



**Reflex systems**

sustainable, ecologic but still top hygienic cleaning  
prevent valuable drinking water and chemicals going through the drain!  
it really pays off

**Pro S Q**

sharp edged rubber blade squeegee mopping and squeezing

you saw us at ISSA InterClean Amsterdam! If not, don't worry find us at www.reflexsystems.net

the NEW cleaning edge

phone: +338 40 84 00138  
www.reflexsystems.net info@reflexsystems.net

*Rapporteur des États-Unis, Ron Segura examine ce qu'il en coûte aux entreprises de propriété d'adhérer à des associations professionnelles et s'interroge sur la valeur de cet investissement.*

*Ron Segura untersucht in seinem Bericht aus den USA die Kosten, die für Reinigungsunternehmen aus der Mitgliedschaft in Fachverbänden entstehen, und stellt ihren Nutzen in Frage.*

*Dagli Stati Uniti d'America il corrispondente Ron Segura prende in esame il costo che le imprese di pulizie devono affrontare per diventare membri di associazioni di categoria e solleva dubbi sul loro valore.*

# Recruitment initiative

**Oleg Popov of cleaning company Cristanval in Russia explains why the country's cleaning companies must deal with a shortage of staff each spring, and what kind of people join the industry as professional cleaners.**

In Russia, working in the cleaning industry is not prestigious, in fact it is just the opposite – it is very difficult to find Russians, particularly Muscovites or Moscow area residents, to fill a vacancy as a professional cleaning operator. The overwhelming majority of the lower level personnel are migrants from the countries of Central Asia (Kyrgyzstan, Tajikistan, and Uzbekistan).

Since 2000, when economic growth began in Russia, a flow of temporary work migrants from the countries of the former USSR was activated. They took first the 'bad' work positions and the ones that are unattractive (low pay, difficult work conditions) for the Russian population.

### Migrants necessary

Migrants travel to where there is work, and agree to the payment and conditions that are offered. In fact the local population does not apply for difficult and low-skilled work. The illusion of unfair competition for work from the guest workers is gradually receding into the past.

Migrants are necessary for the development of the Russian economy and support of demographic stability. Without large-scale migration, the population of Russia in 2011 would have been 7.5 million fewer people. The growth in migration has compensated for almost 60 per cent of demographic losses, since the mortality rate in Russia exceeds, as before, the birth rate.

It is interesting that a seasonal factor has a very strong effect on the presence of workers at work sites. This is connected with the fact that the countries of the former USSR, as well as Moldova and Belarus are agrarian societies - they depend on agriculture. And this means that when the time comes for sowing, a mass exodus of staff begins. Each spring, all cleaning companies observe the same picture – the migrants leave their workplaces so they can plant their crops at home.

### Leave for the summer

A similar situation is also observed among the Russian staff. When the summer season arrives people quit, rent out their apartments and go to live for the summer at their dachas (second homes). And in the autumn, when it gets cold, they return to the city. Since there is always a lack of staff at work sites, they easily find new work.

Of course, in any department in any company, there is a natural turnover rate in the flow of staff. Cleaning companies know that spring is always accompanied by a shortage of staff, and prepare in advance. Recruitment professionals run additional announcements and advertising, and managers of work sites conduct motivational conversations with their best workers.

Much depends on the manager of a work site, and it is precisely this person who knows his workers well, and understands how he can retain them and what is important for them. But in time, it is easier to let them go home with the understanding that they will return in the autumn. If a manager understands what can be expected of the worker, then he will always come to a meeting of minds.

*Oleg Popov, correspondant d'ECJ en Russie et cadre de la société Cristanval, explique pourquoi les entreprises de propreté de son pays souffrent d'un manque de personnel à chaque printemps.*

*Unser Russland-Reporter, der bei Cristanval tätige Oleg Popov, erläutert, warum russische Reinigungsunternehmen jedes Jahr im Frühling einen Mangel an Personal erleben.*

*Il corrispondente russo Oleg Popov della Cristanval spiega il motivo per cui le imprese di pulizia in Russia subiscono la carenza di personale ogni primavera.*

# TECNOVAP

L'ARTE DEL VAPORE®

ITALY

IN THE WORLD

- ALGERIA
- ANTILLES
- AUSTRALIA
- AUSTRIA
- BULGARIA
- BELARUS
- BELGIUM
- CANADA
- CHILE
- COLOMBIA
- CROATIA
- CZECH R.
- CYPRUS
- DENMARK
- EGYPT
- ESTONIA
- FIJI ISLANDS
- FINLAND
- FRANCE
- GERMANY
- GREECE
- HUNGARY
- INDIA
- IRAN
- IRELAND
- ISRAEL
- JAPAN
- KENYA
- KOREA
- KUWAIT
- LATVIA
- LITHUANIA
- MALAYSIA
- MARTINIQUE
- MEXICO
- MOLDOVA
- MOROCCO
- NETHERLANDS
- NEW ZEALAND
- NORWAY
- PAKISTAN
- POLAND
- POLYNESIA F.
- PORTUGAL
- ROMANIA
- RUSSIA
- SINGAPORE
- SIRIA
- SLOVAKIA
- SLOVENIA
- SOUTH AFRICA
- SPAIN
- SRI LANKA
- SWEDEN
- SWITZERLAND
- TAIWAN
- THAILAND
- TURKEY
- U.A.E.
- U.K.
- U.S.A.

SINCE 1985...

...WE ARE THE STEAM!



Food industry



Mechanical industry



Hotel & beauty farm



Health care

Industrial

from 6 to 10 bar  
from 3,65 kW to 36 kW

Professional  
from 4 to 6 bar  
from 2,45 kW to 15,6 kW



SANIFICATION



DISINFECTION



EFFECTIVE CLEANING



RESPECTS HACCP REGULATION



WATER SAVING



DETERGENT SAVING



TIME SAVING

# The world's fastest vacuum cleaner is finally here!



**Upright Vacuum Cleaner**  
Cleans 2,239 square feet /hour



**Canister Vacuum Cleaner**  
Cleans 2,500 square feet /hour



**Back Pack Vacuum Cleaner**  
Cleans 7,273 square feet /hour



When it comes to the world's most efficient vacuum cleaner, Pacvac's Superpro 700 has the measure on all other vacuum cleaners. The results from independent testing by the ISSA ("The Official ISSA Cleaning Times") on how long it took the different types of vacuum cleaners to clean 1,000 square feet were:

Carpet Surface Vacuumed with:	Square Ft.	Minutes	Square Ft. per Hr.
<b>Back Pack Vacuum &amp; 12" Carpet Tool</b>	<b>1,000</b>	<b>8.25</b>	<b>7,273</b>
Tank Type/Canister Vacuum & 12" Carpet Tool	1,000	24.00	2,500
12" Upright Vacuum Cleaner	1,000	26.80	2,239

The results are clear. Back pack vacuum cleaners are much faster than either the canister vacuum or an upright vacuum cleaner.

## Australia's first choice

The Superpro 700's efficiency and durability is the result of over 30 years of innovative design and development, making it the Australian cleaning industry's first choice in back pack vacuum cleaners. Its performance is also matched by its comfort. Weighing just 5 kilos, the Superpro 700 is fitted with an ergonomically endorsed harness, providing cleaners with an effortless and healthy cleaning experience.

## A back pack for every use

The Superpro 700 is part of the Superpro 700 series. There are 4 back pack models available suitable for every commercial environment including; offices, schools, showrooms, department stores, theatres, resorts, cafes, hospitals, laboratories, aircraft, ships and trains. So no matter where you clean, your guaranteed a performance to increase your profit.

## Waiting for good news

**The general sentiment in the cleaning industry of the UK is currently not a positive one, explains ECJ's reporter there.**

We still appear to be in the darkest of night and those 'points of light' appear to be no more than that. We can reflect on the reported words of President Johnson who, when boarding Airforce One, is alleged to have said: "Go any place. We got troubles all over."

Let us begin with the NHS as promised in the last edition. There is good and bad news but let us warm ourselves first on the good. It is said that improvement in hygiene standards has saved 10,000 lives, though how this figure was arrived at is difficult to determine - but certainly MRSA and C.Difficile outbreaks have been much reduced. This has been due to tremendous efforts made by cleaning staff both in the private and public sector, though there has been little acknowledgement of the role played by the cleaning industry.

On the debit side reports on inadequate patient care arrive daily; some almost unbelievable. How can the doctors' and nurses' leaders live with this reflection on the work they do? Instead they complain about reductions in their pensions which are generous to the point of being almost unaffordable.

This giant behemoth is handicapped by political dogma. Yes, it is a health service of which we could be proud but is it good enough? The politicians provided a comfort blanket in the Care Quality Commission but this appears to be failing to step up to the plate when it matters. Cleaning standards have been driven upward by the industry but this is not as yet reflected across the board.

Asset Skills, the grande dame of training for our industry,

announces that it has secured £5 million (six million euros) for training from a variety of funds. This is all splendid but it would be useful to know how this money will be spent and what results are achieved.

The stock answer to this is: "Such information is commercially confidential", a device frequently used by ministers, government departments, councils and authorities of all kinds. However it overlooks one thing: it is our money. There is present here a strange and dangerous doctrine: "We have power to spend your money on whatever we like without investigation or justification." What the chief executive of Asset Skills can tell us is that: "The importance of our footprint is being recognised at high levels."

Training in cleaning skills has long been a battleground. Initially it was a cause of laughter bordering on contempt and little money was spent. Times have changed, everything is more structured and now contractors offer what they claim are fully trained staff, although I don't understand how they can make this claim where such training is not approved or verified by an outside body. A certificate from the employer and perhaps a mention in the company magazine is in no sense a step on the career ladder, however much the clients and insurers are impressed.

Employers like cost cutting and proper certificated training costs money. Politicians also like training, which they hope convinces us they are actually doing something to help the disgraceful youth unemployment level.

Is there any good news at all? Every day employers and workers in our industry are overcoming challenges without complaining, without headlines. Would that our leaders might do the same.

*Le sentiment qui prévaut généralement au sein de l'économie britannique et dans son secteur de la propreté n'est guère positif, explique le reporter ECJ dans ce pays.*

*Der britische ECJ-Reporter teilt mit, dass die allgemeine Stimmung in der britischen Wirtschaft und in der Reinigungsbranche nach wie vor nicht positiv ist.*

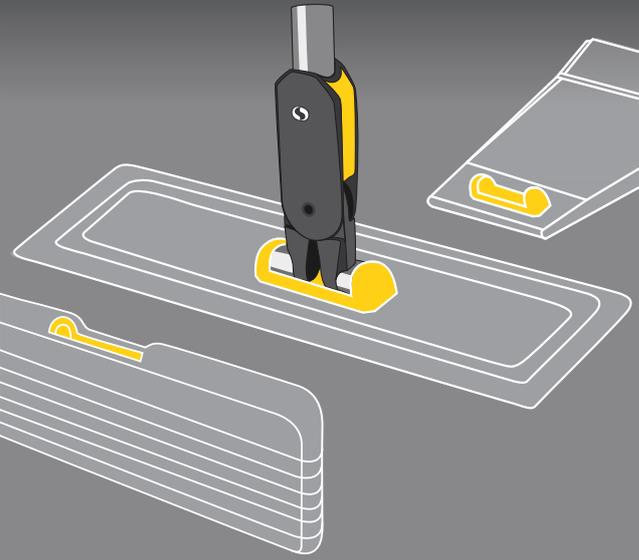
*L'opinione generale nell'economia del Regno Unito e nel settore del cleaning non è ancora un'opinione positiva, come spiega il corrispondente britannico di ECJ.*



# VERMOP®



## Change within seconds



**■ The new Mag System**

One holder for all the mops – with the Mag System and magnetic force different mop-types can be interchanged quickly, easily and flexibly.

CATEGORY WINNER  
**AMSTERDAM INNOVATION AWARD 2012**

OVERALL WINNER  
**AMSTERDAM INNOVATION AWARD 2012**

## Floor Cleaning **MAG SYSTEM®**

VERMOP Deutschland GmbH  
Tel. + 49 9342 878-800  
info@vermop.com, www.vermop.com

SALMON-GROUP



Our carry boxes  
and carry bags are  
designed for your  
convenience

**We know what facility staff  
face everyday at work.  
And did something about it.**



Perforated plastic  
wrapping for quick  
and easy opening



Smart handles for easier carrying



One-hand-grip for easy and ergonomic lifting



Perforated tag for quick opening without tools



### Unique study

It's no secret. Facility staff often work in tough environments and face work-related health problems in a higher degree than in many other sectors. As Europe's No. 1 hygiene paper brand for professionals, we know we can help improve their working environment. That's why we carried out an extensive observational study to gain a deeper understanding of what a facility staff's day looks like – and ultimately how we could make their working life easier.

### Solution: Tork Easy Handling™

A key learning from the study was that cleaners spend a lot of time carrying bags and boxes. This inspired us to develop Tork Easy Handling™ – an ergonomically designed packaging system designed to facilitate their job. By making it easier to lift, transport, carry, open, fold and discard boxes and bags, we improve ergonomics, save time and prevent stress injuries.

So if you want to improve working life for your facility staff, help them go from hard work to easy handling. Learn more about Tork Easy Handling™ at [www.sca-tork.com](http://www.sca-tork.com)

# Make an Appointment



## PVT-220A



### *HealthCare and CleanCare... You Won't Find Better...*

*Long corridors, big areas, plenty of stairs,  
long hours and lots to do...*

Today's answer is the ProVac-220, high efficiency filtration, easy to move, easy to use, everything on board, AutoSave 50% energy conservation pays for itself - yes more convenient, greater efficiency and lower cost.

*Cleaner and Better that's Provac-220*



Clever wand storage



Adjustable handle



[www.numatic.co.uk](http://www.numatic.co.uk) [www.numatic.de](http://www.numatic.de) [www.numatic.ch](http://www.numatic.ch) [www.numatic.fr](http://www.numatic.fr) [www.numatic.nl](http://www.numatic.nl) [www.numatic.co.za](http://www.numatic.co.za)

**Numatic International Limited, Chard, Somerset, TA20 2GB Tel: 01460 68600 Fax: 01460 68458**

*Numatic International Limited 2012. Specification subject to change without prior notice.*

# The bigger picture

Most of us accept the vital role that food-safe detergents play in keeping surfaces and equipment clean in the food preparation sector. But peripheral products such as gloves, wipers, colour-coded cloths, hand hygiene equipment and easy-to-clean dispensers all have their role to play in the hygienic food environment. And some manufacturers would argue that such products and systems are at least as important – if not more so – than kitchen chemicals.

For example, Evans Vanodine's international sales manager Peter Thompson believes that the use of hand sanitisers is the single most effective aid to controlling cross-contamination in the food sector.

"Around 70 per cent of micro-organism transmission in food preparation areas comes from the hands and clothing of the food handlers themselves," he said. "So it is essential that an effective barrier to such contamination is used throughout the work process - in addition to the typical entry and exit hand disinfection stations in the catering or food production area."

He says alcohol-based skin and hand disinfectants need to be placed at multiple points throughout the work area to help provide this security. "Food producers should also be able to satisfy themselves the product used meets the requirements of the EN1276 disinfectant test for food process areas," he adds.

Evans Vanodine's Handsan product - which meets this requirement - eliminates all food contamination bacteria and fungi as well as many pathogenic viruses according to Thompson. The product also contains a skin conditioner and pH buffers. "These help to prevent adverse reactions in high usage areas - a problem often associated with cheap unformulated alcohol solutions and sprays," he said.

Thompson adds that today's food processors are beginning to realise the limited effectiveness of bactericidal hand soaps. "Instead they are falling back on alcohol-based products which provide the hygiene security they need to produce safe food."

Sempermed head of marketing Birgit Schnetzlinger says gloves are another example of a product that is crucial to good hygiene in the food sector. "Wearing gloves is a visible sign of hand hygiene and shows that hygiene is a vital part of the company policy," she said. "And in areas where there are insufficient hand washing facilities, wearing gloves is the only solution to guarantee a proper hygienic standard."



The company offers a range of nitrile gloves aimed at the food preparation sector. Semperguard Nitrile Xtra Lite gloves - which are blue in colour - are designed for use in behind-the-scenes food production areas where HACCP standards are required, while Sempermed's recently-launched Semperguard Nitrile Xenon gloves are a thin white nitrile glove specifically designed for use in front-of-house areas.

"Disposable gloves are gaining more popularity in the food sector due to a higher awareness of hand hygiene," said Schnetzlinger. "The thin nitrile material offers wearer comfort and good tactile properties when cooking, while the white colour is appreciated when food handling in front of the customer."

## New applications

Nitrile gloves have traditionally been used mainly for industrial work safety applications until now, she said. "However, innovative technologies allow for the production of very thin nitrile gloves. These combined with new nitrile formulations - designed for higher comfort - open up new areas of application."

Another new product - this time from Tennant's Orbio Technologies Group - can actually be used in the place of traditional cleaning chemicals in the food sector according to the manufacturer. The Orbio 5000-Sc has been described as a cross between an on-site cleaning solution generator, a holding tank and a dispenser.

Based on Tennant's ec-H2O water technology it uses tap water plus electricity and a small amount of salt to create a multi-purpose cleaning system. This is said to be able to clean away most types of soiling including fats, proteins and organic oils which makes it particularly suitable for food environments, according to marketing director Jeff

Johnson. He compares the simplicity of the system to that of a domestic water tank. "The Orbio 5000-Sc doesn't require a high level of operator expertise - it doesn't even have an on-off button. It turns itself on and refills itself using low concentrations of sodium hydroxide to clean away substances such as oily fats and proteins."

The unit is around the size of an average fridge freezer - but this is because it is mostly tank, says Johnson. "It makes the cleaning solution at a rate of around three litres per minute so if someone comes along with a large scrubber dryer to fill, the solution needs to be made up and ready," he said. "The solution can be stored in the unit for months before use."

Tork manufacturer SCA argues that products such as user-friendly antimicrobial soaps - coupled with hand moisturising agents - are also crucial to food safety since they help to promote good hand hygiene practices among staff. The company has recently launched an antimicrobial foam soap aimed at the needs of the food preparation market.

"Tork antimicrobial foam soap is effectively

*Continued page 24*

## HYGIENE IN FOOD PREPARATION

a soap and hand sanitiser in one and is effective against various types of microbes as well as bacteria," said SCA product and segment manager Charlotte Branwhite. "It has been approved according to four EU standards and contains moisturising agents to ensure that it doesn't cause skin conditions such as dermatitis, even when used frequently."

The company also offers a moisturising agent - Tork Premium Hand and Body Lotion - for food areas where frequent washing could dry out the hands of staff and cause skin conditions such as dermatitis. The lotion is perfume and colour-free and comes in a drip-free dispenser to avoid the safety hazard of trips and slips in the kitchen.

Gojo Europe offers a hygiene management system specifically developed for the food processing and preparation sector. The system, which comprises soaps and hand sanitisers in purpose-designed dispensers,

uses colour coding to easily identify hand washing and hand sanitising products.

"This breaks down language barriers and makes the system simple to use with a choice of touch-free or manual dispensers," said European marketing manager Suzanne De Maine.

### Critical points

The range, launched in December 2011, is designed to simplify a complex range of regulations and worker compliance issues. "There are many opportunities for cross-contamination in a food processing plant and this has the potential to cause untold damage," said De Maine. "For instance it could lead to plant shut-down due to contaminated product; products that are unsuitable for sale; loss of reputation; damage to brand image and loss of customer loyalty.

"By ensuring that effective, easy-to-use

hand hygiene products are readily available at all the 'critical points', food companies can guard against these risks. While also providing the added benefit of supporting their employees by demonstrating their commitment to safeguarding their personal health and well-being."

Gojo's products for the food sector include manually-operated FMX food processing dispensers and TFX touch-free versions. These can be used to dispense antibacterial foam soap or mild foam handwash, or the company's Purell hand sanitiser. The refills are sealed as opposed to bulk fill, and a fresh valve is included with each refill.

"Good hand hygiene systems are not merely 'extras' for food processing companies - they are essential to the smooth running of their entire business," said De Maine. "If just one employee doesn't follow proper hand hygiene procedures that one person could put the entire workforce - and company - at risk."

And she says the Gojo hygiene management system has been designed to complement the various other hygiene procedures that need to be followed in food processing companies. "We work closely with manufacturers in this sector to make sure that our products deliver the right results for them," said de Maine.

*L'équipement d'établissements hygiénique de préparation alimentaire ne peut se passer de détergents ne causant pas de danger pour les aliments, et de bonnes installations pour le lavage des mains. Cependant d'autres questions doivent être prises en compte, notamment: surchaussures; gants; résilles; désinfectants des mains; nettoyeurs et essuyeurs à codage couleur, conditionnés dans des distributeurs étanches et faciles à nettoyer.*

*Lebensmittelechte Reinigungsmittel und gute Einrichtungen zum Händewaschen gehören bei der Einrichtung von Umgebungen zur hygienischen Verarbeitung von Lebensmitteln zur Grundausstattung. Es müssen jedoch viele weitere Aspekte berücksichtigt werden, wie etwa Überschube, Handschube, Haarnetze, Händedesinfektionsmittel sowie farblich gekennzeichnete Systeme und Wischtücher in pflegeleichten, versiegelten Spendersystemen.*

*Detergenti sicuri per gli alimenti e valide strutture per il lavaggio delle mani sono fondamentali quando si attrezza una zona igienica per la preparazione alimentare. Ma ci sono molte altre questioni a cui pensare per esempio le sovrascarpe, i guanti, le retine per i capelli, i sanizzanti per le mani, i sistemi codificati in base al colore e i panni in sistemi dispenser facili da pulire e sigillati.*

BROSSERIE  
**thomas**  
FABRICANT



## Gamme Brosshygien Plus... Color

Alimentaire certifié - Sécurité - HACCP



## Gamme C.H.R

Alimentaire certifié  
Sécurité - HACCP



Route de Férolles - BP 14  
77173 Chevry Cossigny - France  
Tél. : 33 (0) 1 64 05 20 23  
Fax : 33 (0) 1 64 05 83 22  
[www.brosseriethomas.com](http://www.brosseriethomas.com)  
[contact@brosseriethomas.com](mailto:contact@brosseriethomas.com)

## versatility **loves** reliability

Perfect hygiene in food and beverage processing is crucial in order to ensure top level safety for consumers. The specific needs in this I&I market segment require effective and efficient, but also safe and sustainable solutions. Dehydrem® Supra and Lutropur® MSA from BASF are multifunctional ingredients with an extensive sustainability profile combined with fast and high cleaning performance. When versatility meets reliability, it's because at BASF we create chemistry.

© = Registered trademark of BASF group

# Food and Beverage Processing

BASF SE • Care Chemicals • 67056 Ludwigshafen • Germany  
[www.basf.com/care-chemicals](http://www.basf.com/care-chemicals)

 **BASF**  
The Chemical Company

• 3M propose de nouveaux tampons très résistants Scotch-Brite, homologués HACCP, qui nettoient sans rayer ou laisser de résidus métalliques.  
 • Lotus Professional a introduit la gamme Impact Performance de lingettes hygiéniques jetables.  
 • Le tue-mouches Edge, de la société P + L Systems, repose sur une technique brevetée à planche collante.

• Laut 3M reinigen die neuen leistungsstarken HACCP-amerkanen Scotch-Brite-Pads ohne zu kratzen oder Metallrückstände zu hinterlassen.  
 • Neu von Lotus Professional ist die Produktpalette Impact Performance mit hygienischen Einweg-Wischtüchern.  
 • Edge, die Fliegenfalle von P + L Systems, wurde auf der Grundlage von patentierter Klebetafeltechnologie entwickelt.

• La 3M afferma che Scotch-Brite, il suo nuovo tampone per le pulizie industriali approvato HACCP pulisce senza graffiare e senza lasciare residui di metallo.  
 • La novità della Lotus Professional è la gamma di panni igienici monouso Impact Performance.  
 • Lo sterminatore di mosche Edge della P + L Systems è progettato in base alla tecnologia brevettata a piastre collanti.

**Steel alternative**



3M has launched what it claims to be an efficient alternative to stainless steel scourers - the Scotch-Brite Commercial Purple Grooved Laminate NS2020 and 3M Scotch-Brite High-Pro Commercial Grooved Laminate NS2030 heavy duty scouring pads.

The company says steel wool is detrimental to food safety, while these new scourers have been certified by HACCP International.

The NS2020 pad combines a heavy duty but low scratch abrasive web with an absorbent foam for high efficiency scouring of stainless steel plates, glass, ceramic hobs and cutlery.

The NS2030, meanwhile, is designed for heavier duty clean-

ing of burnt-on food - making it suitable for pots, pans and griddles.

[www.3m.eu/sponges](http://www.3m.eu/sponges)

**Food wiping**

New from Lotus Professional is the Impact Performance range of hygienic disposable wipers aimed at restaurants, hotels and caterers.

Currently available in two quality levels, the high absorbency reusable wipes are made from a blend of non-woven fabrics, including cotton, giving them the benefits of a linen



towel in a disposable, biodegradable product.

Said to be durable, highly absorbent and low linting, the wipers are suitable for a range of tasks - from drying glasses and cutlery to general wiping.

Having been tested for heat resistance, they are also suitable for carrying hot plates and pan handles.

Tel: +44 114 285 6666. Email: [info@lotusprofessional.eu](mailto:info@lotusprofessional.eu)

**Patented glueboard**

The Edge fly killer is designed around patented technology, whereby the glueboard self-folds

as it is inserted into the unit, creating a particular shape

around the high efficacy Synergetic UV tubes.

Manufacturer P+L Systems says the board forms edges - known to be more attractive for flies to land on - and creates a 30 per cent larger glueboard area than a standard one.

Other features include a swing down guard and removable catch tray for easy servicing; three-way mounting options; and contemporary styling.

Tel: +44 800 988 5359. Email: [info@pandlsystems.com](mailto:info@pandlsystems.com)



Pico *S*

Small outside

Large inside



The smallest sensor dispenser to hold a 200 mm roll.



STEINER SYSTEM

To know more: [www.steinersystem.com](http://www.steinersystem.com) / [info@steinersystem.com](mailto:info@steinersystem.com)

BIRCHMEIER

Simply right with red and blue

The correct colour for your application

- Red for acid
- Blue for alkali
- 1.25 or 5 liters
- spraying or foaming



Tel: +41 56 485 81 81  
 Fax: +41 56 485 81 82  
[info@birchmeier.com](mailto:info@birchmeier.com)  
[www.birchmeier.com](http://www.birchmeier.com)



Made in Switzerland

# reliability means everything



Today's maintenance professionals face many challenges including tight budgets, limited staff and increasing green initiatives. The last thing you need to worry about is the performance of the battery in your floor cleaning equipment.

Trojan Battery understands that **reliability means everything to your operations** day in and day out. That is why we offer the broadest portfolio of quality, deep-cycle batteries to fit your every need.

*Put our 85 years of battery expertise to work for you – Trojan Battery - for maximum productivity and worry-free operation.*



Trojan products are available through our worldwide distribution network.  
For more information, call (800) 423.6569 or +1 (562) 236.3000 or visit us at [www.TrojanBattery.com](http://www.TrojanBattery.com)

• Roebic Laboratories propose une gamme de traitements bactériologiques pour pièges à graisse et pour la désodorisation de canalisations.  
 • Outre sa gamme de brosse hygiéniques, Hill Brush Company propose des raclettes et des systèmes à suspension pour le rangement d'outils.  
 • Vileda propose le Breazy comme moyen d'essuyage hygiénique et économique dans toutes les aires de préparation alimentaire.

• Roebic Laboratories bietet eine Produktreihe mit Bearbeitungsverfahren für Fettsabscheider und deodorierende Mittel für Abflüsse auf Bakterienbasis.  
 • Hill Brush Company bietet neben der Produktpalette mit Hygienebürsten auch Abzieher und Aufhängesysteme zur Aufbewahrung von Geräten.  
 • Laut Vileda handelt es sich bei Breazy um eine hygienische und wirtschaftliche Wischlösung für alle Bereiche, in denen Lebensmittel zubereitet werden.

• La Roebic Laboratories offre una gamma di trattamenti a base di batteri per i sifoni e deodoranti per i tubi di scarico.  
 • Oltre alla sua gamma di spazzole per l'igiene, la Hill Brush Company propone tergivertri e sistemi da appendere per riporre gli attrezzi.  
 • La Vileda afferma che Breazy è una soluzione di pulizia igienica ed economica per tutte le aree di preparazione alimentare.

**No harsh chemicals**

Drain and Trap Deodoriser (DTD) can be used to oxidise bad odours without using bleach, disinfectants or any harsh chemicals. Formulated by **Roebic Laboratories** it works via chemical oxidation of odorous organic materials, changing them into non-odorous by-products.

DTD can be used in drains, as well as to deodorise other items such as mops and buckets.

Specifically for the food service industry Roebic has developed Grease Trap Treatment, GT Max and Trap Sak. These are bio products that can be used in grease traps, drains, septic tanks and cesspools.

Tel: +1 561 799 3380. Email: jmpeters@bellsouth.net

**Prevents accumulation**

**Hill Brush Company's** resin-set brushware under the Salmon Hygiene Technology brand boasts a significant improvement in brush filament retention called Dual Retention



System (DRS).

This means each tuft is anchored into the brush back with food grade stainless steel staples and then epoxy resin is floated in to seal the face of the brush. This prevents the accumulation of dirt and moisture in the tuft holes, along with the release of tuft fibres into the food or beverage environment.

There is an option to enhance the resin with a silver-based additive to create further microbial and bacterial resistance.

The range also includes 'over-moulded' squeegees - which do not absorb moisture like conventional designs - and hanging systems. These are said to promote workplace organisation and facilitate easy cleaning by stowing tools when not in use.

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

**Semi-disposable**

Breazy is a semi-disposable cloth suitable for food preparation areas - whether it's for wiping up spillages or removing dirt from counter areas. Manufactured by **Vileda Professional** it uses patented Novolon technology to offer maximum absorption and



pick-up. In fact the company says it can pick up 40 per cent more particles than a conventional cloth.

Available in four colours, Breazy is claimed to remove 96.3 per cent of bacteria in one wipe and its open structure slows for easy rinsing.

Tel: +49 6201 80 871 000. Email: vileda.professional@fhp-ww.com



**Introducing the new STEAMFORCE range**

When the best can only get better. Targeted at cleaning professionals both within general contract cleaning and industrial applications alike, the new SteamForce range is a logical, well thought out range of Dry Steam Vapour machines.

From the entry level SF Eco and the versatile SF3 on single phase, to the compact SF6 and the heavy duty SF20 on three phase, there is a model to suit even the most challenging cleaning applications across multiple sectors.



SF Eco



SF 3



SF 3 Vac



SF 6



SF 20

Tel: +44 (0) 1242 513123  
 www.ospreydc.com



## Underneath it all—clean.

When it comes to making your guests feel comfortable, no detail is too small—and every surface matters. That's why for over a century, hotels around the world have trusted Diversey to deliver the cleaning, sanitation, and hygiene solutions they need. In guest rooms, public areas, and restaurants and bars, we're creating safer environments and sparkling interiors that help your guests feel right at home.

We're Diversey, and we're leading the world toward a cleaner, healthier future.

Learn more at [www.diversey.com](http://www.diversey.com) or call 1-800-842-2341.

  
for a cleaner, healthier future™

# Hygiene vital to

**D**ako's mission is to fight cancer and from its base in Glostrup, Denmark it provides reagents, instruments and software that give fast and accurate answers for cancer patients. It occupies 387,500 square feet encompassing a number of buildings constructed at various times over the company's history. In total 550 people work there.

In order to focus on its core business, Dako first outsourced all its service and support functions in 2009 – so cleaning; running the canteen, reception and meeting rooms; sorting waste; window cleaning; maintaining green areas; security; maintenance of production equipment and installations; buildings; telephones; office supplies; utilities. Market-leading facility services group ISS has been working at the plant since that time, with the first contract running from 2009 to 2011. The contract was renewed at the beginning of this year and will run for a further four years.

Henrik Branth, facility service manager for ISS at Dako explained: "We manage everything on this site that is not core to Dako's business and there are between 40 and 45 employees working here at any time of day.

"For example, much of the highly special-

ECJ editor Michelle Marshall visits Dako in Denmark, a company specialising in tissue-based cancer diagnostics, to find out how ISS manages a wide range of facility services there.

In the cleaning team there are nine operatives, with the first shift starting at 6.00 am. "We do have daytime cleaning in some of the office areas," explained Branth, "but cleaners cannot access the production areas in the morning so another shift starts there at 3.00 pm and continues until 11.00 pm."

## Strict protocols

In the areas where reagents are actually produced, strict hygiene protocols are in place which have to be followed by Dako staff, visitors and, of course, cleaners. When entering these zones of the building cleaners must wear white laboratory coats and specific shoes – it is forbidden to wear the same clothes within that zone as outside.

"The cleaning methods and products used within those production areas also follow a strict specification and our cleaners must work in a very specific way", Branth went on. "For example, vacuum cleaners cannot

be used because of dust risk, so they can only use mops and cloths. They must also not move any objects when cleaning surfaces – they cannot even tidy papers so we rely on Dako staff tidying their work surfaces before we arrive – and they have to take extra care at all times."

These requirements apply too in areas such as fluid bottling rooms and those where the bottles are put into boxes – also a series of laboratories. Each room must be cleaned exactly according to the specification and cleaning staff never touch the highly sensitive and expensive machinery. "ISS technical staff help with the cleaning of that," explained Branth, "along with the Dako lab staff."

Cleaning staff are also frequently entering temperature-controlled rooms containing large containers of reagents and they are

under strict instruction not to touch those. "Damage to containers could result in damage costing thousands of Danish kroner."

One of the most specialised areas for the cleaning team is the laboratory wash. Here, tools such as glass beakers, cylinders and other objects used in the production of reagents are placed in a highly technical, and costly, washing machine. Once washed, the operative unloads the machine and is responsible for returning each object to the right place. "This task requires much more skill than the other cleaning jobs so we have two specially trained operatives carrying out that role," Branth pointed out.

Among the nine cleaning staff on the site there is very low turnover and many of them have been at Dako since the ISS contract began. "Overall it's a very good place for the cleaners to work," explained Branth. "The basic salary is good, and there are additional benefits such as pension, holiday pay and health insurance.

"As well as that, each operative knows exactly what is expected of them when they arrive at work every day, and they are all appreciated and respected by Dako. The relationship between Dako and ISS staff is open and friendly – for example, ISS staff are always invited to the Dako Christmas and summer parties."

Environmental concerns are high on Dako's list of priorities, added Branth, and he explained the environmental department must be consulted by ISS if the company wants to change any product it is using in cleaning operations. "All the products we use must comply with Dako standards. For example we changed our paper supplier for the washrooms and Dako specified no bleaching agent must be used in the paper production."

Naturally the nine cleaning operatives at the Dako site enjoy the benefits of being part of the global ISS organisation – one of the most important of them being training. All ISS employees work through the company's own training modules, which takes place on site at Dako. The service manager decides what level of training each new employee requires, starting from basic cleaning.



ised equipment is monitored 24 hours a day because of diagnostic fluids called reagents being stored in refrigerated containers," Branth continued. "If the temperature of those fluids rises too much, they are ruined and must be destroyed. If temperatures fall below a certain level in those crucial areas, an alarm sounds that is linked to an ISS technician. There is a member of the team on duty round the clock – that's the level of service we must provide."

# human health



Cleaners have also benefited from the ISS Centre for Competence – based at the company's headquarters in Copenhagen. "Two trainers from the Competence Centre visited the Dako site and assessed the cleaners' work for two days, monitoring how they carried out each process," explained Branth. "Having done that they formulated a plan and returned in order to train our cleaners how to work differently. We describe this as 'lean cleaning', the smartest way to clean, and we are definitely working more efficiently as a result of that knowledge."

An added benefit from Branth's point of view is that the cleaners have learned a new way of doing things, and this goes a long way towards reassuring them that ISS is keen to enable them to progress, and to invest in that progression and development. "Every year there is a satisfaction survey among ISS cleaners so we're hoping this initiative will rate positively."

Kim Christophersen is director and facility service manager for Dako and he explained why the company decided to outsource so many functions to ISS in 2009 having handled a number of them in-house until then. "We wanted to focus on our core business and decided to employ a company that had

FM as its core business so we could improve our own functions. We did make savings as a result of outsourcing, but that was not the primary goal."

## Many areas of expertise

What does he feel are ISS' key strengths as a company? "Its main advantage for us is that it can handle so many different facility services, it is not just a cleaning company. It has developed many areas of expertise that we have benefited from – waste handling for example.

"We have also implemented an ISS computer system that enables us to manage control of all Dako equipment. As a company we must comply with so many legal requirements and this software helps us to succeed."

*Dako, société installée à Copenhague, spécialisée dans les techniques de diagnostic du cancer, produit des réactifs, instruments et logiciels. Ses opérations de nettoyage et de gestion bâtiminaire ont été externalisées à ISS. Michele Marshall, rédactrice en chef ECJ, s'est rendue dans ses établissements pour en mieux apprécier les exigences de nettoyage.*

*Das in Kopenhagen, Dänemark, ansässige Unternehmen Dako ist auf Krebsdiagnose auf Gewebebasis spezialisiert und produziert Reagenzien, Instrumente und Software. Das Reinigungs- und Facility Management wurde an ISS vergeben, und ECJ-Redakteurin Michelle Marshall besucht den Standort, um sich vor Ort über die besonderen Herausforderungen zu informieren, die hier an die Reinigung gestellt werden.*

*La Dako di Copenhagen in Danimarca, è specializzata nella diagnostica del cancro dei tessuti molli e produce reagenti, strumenti e software. La Dako ha dato in appalto le operazioni di gestione del cleaning e delle strutture alla ISS. La redattrice di ECJ Michelle Marshall ha visitato lo stabilimento per scoprire le sfide specifiche di pulizia che il luogo presenta.*

For Christophersen precision and accuracy are crucial in the running of the Dako business, and he expects those same exacting standards from his facilities management contractor. "There must be no cross-contamination in our washing-up unit for example," he emphasised, "because the worst scenario could be that a patient gets an incorrect cancer diagnosis. Everything critical to our operation must be monitored and measured including our washing-up unit".

"I would characterise our relationship with ISS as a partnership," concluded Christophersen. "We both work to the same high standards, however we also both appreciate there must be an element of flexibility and continuous dialogue in working together."

# nobody likes dirty laundry



The intelligent Total Eclipse laundry system complete with the latest controller technology.

Capable of dispensing up to 8 products and handling 20 different wash formulas, you will have peace of mind with the Total Eclipse. Easy to install with a pre-wired pumpstand and USB data port enabling simple PC based programming and reporting, you will get the right results - every time.

**Hydro**  
systems europe

for further details call  
+44 (0)1344 488880  
or visit our website  
[www.hydrossystemseurope.com](http://www.hydrossystemseurope.com)

The mop and bucket may still be with us, but there's no doubt that in today's commercial and industrial cleaning sector, the growing number and complexity of cleaning tasks facing industry professionals call for the best possible use of available technology. The challenge has been made greater still as the pressures to improve performance, enhance safety standards and cut costs continue to grow.

For dispensing equipment providers, creative thinking in the product design process has been the driver behind the development of efficient and cost effective solutions and remains the best way of meeting the changing needs of customers. In the current economic climate, it has an increasingly important role to play in helping develop products and systems which successfully resolve the sometimes conflicting demands of maintaining high standards of cleanliness, ensuring operator safety and controlling labour costs. A flexible approach to customer needs is essential and this means maintaining an ongoing dialogue with both chemical producers and end users to ensure an effective response to changing market conditions.

### Efficient automatic systems

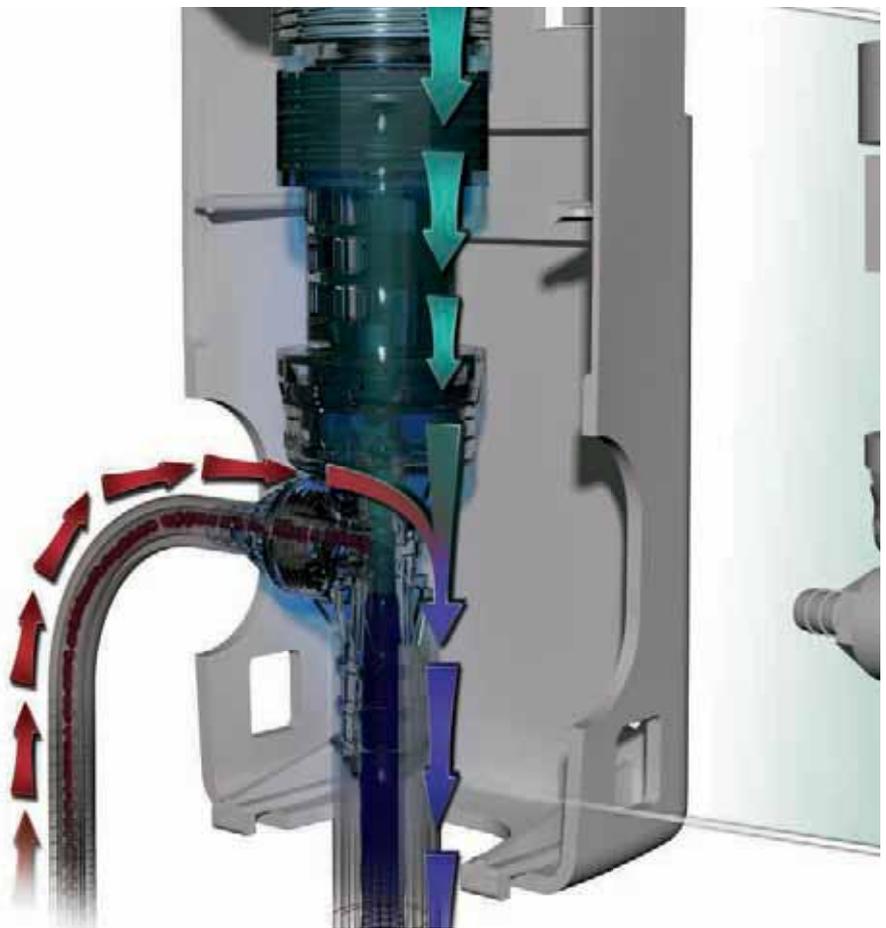
The success of the leading technology providers in demonstrating the efficiency and cost benefits of advanced systems is evidenced by the steady growth of automated dosing and dispensing systems for all types of applications. They are now available to clean all types of surfaces and are suitable for various environments. They also optimise the efficient use of chemicals and can substantially reduce labour costs. Although manual systems are better than traditional methods, units only dispense a single chemical and accurate dilution is largely dependent on the operator who still has to add water manually.

Automatic dilution systems normally incorporate venturis and are directly connected to the water supply. Built-in selector valves allow up to five chemicals to be dispensed, at different flow rates if necessary, from the same unit. Dilution control is extremely accurate and, being fully automatic, requires no operator intervention. Equipment can be supplied for a full range of applications including spray bottles, mop buckets, sinks, drains and autoscrubbers.

### Innovation and flexibility

Modern dilution control systems incorporate flow and pressure control devices to ensure optimum efficiency and consistent dilution ratios, regardless of water pressure. (Hydro's systems can operate at pressures down to 0.6 bar). Also, because they are now fitted with closed eductors (venturi) as well as traditional air gap eductors, they can handle particularly hard or soft water and eliminate scaling.

# Creative thinking



As well as being efficient and flexible, automatic systems are generally less expensive than comparable manual systems. For instance, an automatic unit with a multi-select valve to dispense four chemicals from a single unit, would certainly cost less than four separate single-chemical manual units. Chemical costs are also reduced and the scope for human error is minimised. Safety is enhanced too – the operator rarely comes into contact with the concentrate and spillage is eliminated.

*Continued page 34*

In today's challenging economic environment, innovation in dilution and chemical dispensing technology is more important than ever, believes Hydro Systems' managing director Andrew McQuillan. He writes exclusively for *ECJ*.

## CHEMICAL DISPENSING

Given that the most expensive resource used in any cleaning operation is labour, automated systems provide substantial benefits. It is self defeating to have operators spending time on tasks such as mixing water and chemicals to achieve the required dilution or having to repeat cleaning procedures because they were not done properly in the first place. The automatic systems now available offer increasingly high standards of performance and economy and deliver a return on investment which make them increasingly attractive to users.

Environmental factors are important too. The trend towards reduced packaging and freight costs means an increasing use of concentrated chemicals and a shift from the dilution requirements of 2-50:1, seen historically, to more frequent requirements of 200-500:1 seen today. Such a change puts far greater pressure on dispensing equipment manufacturers to design and develop much more precise and efficient systems to avoid either waste of detergent from over-use and potential damage to the surface being cleaned, or under-use entailing having to repeat the task.

### Growing range of products

Dispensing systems are becoming more accurate and sophisticated and specificity is



Andrew McQuillan

a key element in the design of the latest systems. This means there is no need to compromise and use old style systems for multiple tasks. For example, the system required to dispense multiple chemicals into housekeeping spray bottles needs to be completely different to that required for an automated car wash or to fill scrubber dryers.

The continued investment in innovative design and engineering maximises the versatility of dispensing systems and positively impacts upon performance and efficiency. For example, advances in incubator tech-

nology for biological products now ensure that bacteria is at its most active before being dispensed. Historically, dosing systems have been used for the removal of fats, oils and greases from drain traps. The release of under-active bacteria into the trap meant largely unsatisfactory performance from the product. Now, thanks to a 24 hour incubation period, incubators ensure the chemical is fully active before being dispensed and, as a result, guarantee the best results.

Also within venturi systems, automated multi-product dispensers (such as Hydro's own MultiFlex which dispenses up to eight separate products) are now available and substantially reduce the cost per product dispensed. Advanced valve technology ensures that there is no accidental mixing of the chemicals in the dispensing process when changing products. In the water valve too, the design enables water to flow instantly at a consistent rate which will generate the vacuum immediately, so the accuracy of dilution is guaranteed in accordance with the chemical manufacturer's instructions for that cleaning task.

In peristaltic pumps, used extensively in applications such as On Premise Laundry (OPL) and warewash machines, new developments in tube design mean maintenance

**MotorScrubber**  
THE BATTERY PACKIN' DIRT ZAPPIN' CLEANING MACHINE!

**T. L. KILLIS**  
Quality Cleaning Machines & Supplies

### Battery Powered

No mains cables required

### Four Hours Runtime

From a single charge

### Optional Extras

Accessories to suit all cleaning requirements

### Cleans Five Times Faster

Than manual methods

### Versatile

Will clean, scrub, polish & even grind most surfaces

### Easy To Use

Lightweight & adjustable

### Rechargeable

Quick charge dry battery

### Sole Importers

Made in the USA



PLEASE CONTACT US FOR FURTHER INFORMATION

**TEL: 0044 (0)114 273 1502**

**EMAIL: sales@killis.co.uk**

**WEB: www.killis.co.uk**

6 Orgreave Road, Dorehouse Ind. Estate,  
Handsworth, Sheffield, S13 9LQ, UK

## HEALTH & SAFETY AT ITS BEST



**AN ESSENTIAL PART OF YOUR CLEANING PROGRAM**



requirements have been reduced dramatically. There are a number of important developments taking place in this area. Hydro Systems, for example, is currently developing a new control system in partnership with a leading machine manufacturer, designed for OPL applications. It enables the dosing system to proportion the right amount of detergent and other chemicals required for the wash. Pumps are running for a shorter period so less energy is used. The quality of the wash is also improved ensuring longer life of the fabrics being cleaned. Again, as well as providing a major boost to efficiency, it also means substantial environmental and cost saving benefits.

There have also been a number of developments in volumetric technology which is used increasingly for spraying and foaming. In high flow applications in particular, such as car wash, volumetric pumps are taking the place of peristaltic pumps as they offer lower maintenance and more attractive life cycle costs. It's yet another example of where technology is being tailored and developed to provide specific benefits for particular applications.

**Dialogue vital**

The ability of the leading technology providers in the cleaning and hygiene sector to

develop increasingly innovative products is clearly good news for both chemical companies and equipment users.

To work best however, all parties need to maintain an ongoing dialogue which will enable application-specific solutions to be developed which will improve efficiency and operator safety. Cost effective use of resources - chemicals and most importantly, labour - is of course a critical factor. When choosing a system for a particular requirement, users need to bear in mind that the cheapest is not necessarily the best. Total lifetime cost, dependable product performance and minimising labour cost are the best indicators of true value for money.

In fact the relative cost of even the most sophisticated systems has been progressively reduced in recent years and advanced dis-

persing systems are now a viable option for even small users. A relatively modest investment in an automatic chemical dispensing system will save time, eliminate waste and ensure a consistently high standard of hygiene and cleanliness, regardless of the application.

For technology providers the key to success remains continuing innovation and providing a fully integrated package for customers tailored to meet their specific needs. However the focus must not only be on driving up standards of quality and usability, but also on reducing total cleaning costs. Well designed, efficient and reliable dispensing systems - available at the right price - now play a major role in improving cleaning standards, even in difficult economic times.

[www.hydrossystemeurope.com](http://www.hydrossystemeurope.com)

*ECJ examine les tendances dominantes du dosage chimique. Quels sont les systèmes préférés du marché, quelle est l'évolution des besoins et de la demande du client, et quels ont été les développements technologiques les plus significatifs des dernières années ? Regardant vers l'avenir, nous songeons aux moyens de dosage que les utilisateurs de produits chimiques pourraient utiliser demain.*

*Das ECJ wirft einen Blick auf die vorherrschenden Trends bei Spendern für chemische Reinigungsmittel. Welche Systeme sind die beliebtesten auf dem Markt, welchen Änderungen sind die Bedürfnisse und Anforderungen von Kunden unterworfen, und was waren die bedeutendsten technologischen Entwicklungen in den letzten Jahren? Außerdem prognostizieren wir, wie die Benutzer chemischer Reinigungsmittel zukünftig ihre Reinigungslösungen ausgeben werden.*

*ECJ prende in esame i trend più diffusi nel campo dei dispenser di prodotti chimici. Quali sono i sistemi più richiesti sul mercato, come cambiano le necessità e le richieste dei clienti e quali sono stati gli sviluppi tecnologici più importanti degli ultimi anni? Facciamo inoltre un pronostico su come gli utilizzatori dei prodotti chimici useranno le soluzioni dispenser per i prodotti detergenti nel futuro.*

**Parts for  
SWEEPERS AND  
SCRUBBERS**

[info@tvh.com](mailto:info@tvh.com)

DEALER OF






**TVH**  
Brabantstraat 15 • BE-8790 Waregem  
T +32 56 43 42 11 • F +32 56 43 44 88  
[info@tvh.com](mailto:info@tvh.com) • [www.tvh.com](http://www.tvh.com)

06/2012. All sales are subject to the general terms & conditions of sale on [www.tvh.com/sav](http://www.tvh.com/sav).

*Give your floor the  
care it deserves...*



**With Soluclean's new and innovative  
Machine Floor Cleaning pre-dosed sachets**

**Soluclean®** The Daily Cleaning System

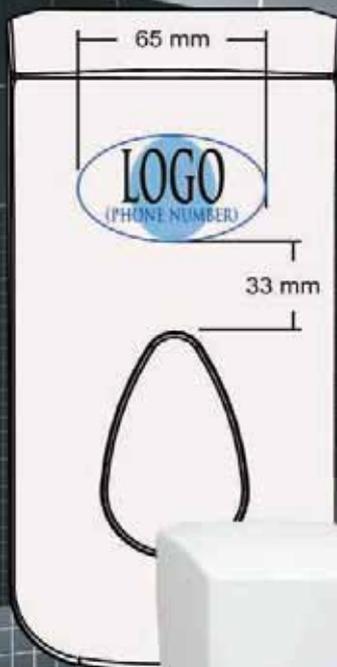
For further information on the range or to request a free trial contact  
**T: +44 (0) 161 776 4312**  
**E: [info@soluclean.co.uk](mailto:info@soluclean.co.uk)**  
**W: [www.soluclean.co.uk](http://www.soluclean.co.uk)**

Innovator • Designer • Manufacturer

**collaborate**

with our design engineers for

**bespoke systems**



**brand**

our dispensers with

**your own logo**

Tel: +44 (0)1273 513566 Fax: +44 (0)1273 516134 Email: [sales@brightwell.co.uk](mailto:sales@brightwell.co.uk) [www.brightwell.co.uk](http://www.brightwell.co.uk)

Europe's leading innovator, designer and manufacturer of dispensing solutions for liquid chemicals and paper products



revolutionary dispensing solutions

The commercial cleaning trade is the most employment intensive sector in Germany, with a turnover of more than 11.4 billion euros in 2010. With its total turnover volume, the German cleaning industry ranks first in Europe before Britain, France, Italy and Spain. The 2,500 members of the Federal Trade Guild Association (BIV) cover roughly 87 per cent of the turnover and of the employees and it told *ECJ*: "Latest figures indicate there were 17,194 German cleaning companies in 2010, employing a total of 532,144 people." The number of companies is still increasing - it was 15,746 in 2009 and 14,276 in 2008. The number of employees, however, is decreasing - from 540,248 in 2009 and 549,591 in 2008.

The German building cleaning market is, like in most other European countries, made up of mainly small and medium-sized companies. The operating range goes from small specialists who serve niche markets to large service providers who offer all services in and on buildings, and in some cases they have up to 40,000 employees. Small businesses with less than 500,000 euros annual turnover are by far the largest number of companies (about 80 per cent) however, they account for only approximately 15 per cent of industry turnover. At the top end of the market, made up of firms with over five million euros turnover, around two per cent of the companies generate over 46 per cent of total industry sales. In the medium-sized category - between 500,000 euros and five million euros turnover - 17 per cent of the companies share 39 per cent of sales.

BIV says its main concern for 2012 is the EU's eastward enlargement. Fair competition must be guaranteed, it says, by member states with lower social security contributions and tax limits. No competitive advantage should arise through deployment of people from these countries.

It continued: "On the other hand, the European legislator has to make sure that in the future all domestic and foreign companies can be checked likewise by Customs, if they are in compliance with the minimum wage corresponding to the assignment act. A revision of the deployment of workers directive aimed at improving cross-border cooperation of the law enforcement agencies is essential, because such an administrative cooperation is not working so far, according to our findings."

Another trend which is adversely affecting the cleaning industry is the intense competition in the field of commercial trade which is leading to huge cost, performance and profit pressure on the sector's businesses. There has also been a displacement of private enterprise through an increasing trend towards in-house cleaning in municipal buildings.

# Largest market in Europe



In the latest of our special country focus reports, *ECJ* takes a look at the cleaning sector of Germany. With the help of industry experts we focus on the contract cleaning sector, its potential for growth and the structure of the market. We also report on the latest statistics related to cleaning equipment manufacturers.

The possibilities for growth are almost exhausted among commercial clients, with outsourcing of maintenance cleaning at 79 per cent and window and glass cleaning at 92 per cent. This means cleaning companies have to expand their range of services.

This expansion of services results in a more comprehensive offering comprising pick-up and delivery services, catering, gatekeeper and concierge services, etc as part of modern building and integrated facility management contracts.

In combination with the core competencies of 'management of tasks', 'management of works' and 'people management', the new image of the industry is now emerging more clearly. Five of the current top 10 companies in facility management have their origin in the cleaning trade. This shows clearly the importance of the industry.

## Employment

The distribution of male and female work-

ers in the German cleaning sector corresponds to the European trend with a percentage of 79 per cent women. The number of foreign workers is about 35 per cent according to BIV. Demographic change and the recruiting of qualified specialists are the most important challenges.

The proportion of the population that will be available to the labour market in Germany will go down twice as fast by the year 2050 according to the forecasts of different research institutes, like the number of inhabitants. As a labour intensive industry, the cleaning sector will be particularly hard hit.

At the same time, the number of workers is not only decreasing, but they are also becoming older. Therefore an interest in their personnel's health is becoming more and more a focus for companies in the industry. "The creation of a good professional perspective in a modern service trade is a basis to attract

*Continued page 39*

WINNER  
AMSTERDAM  
INNOVATION  
AWARD  
2012

Winner



## Take the more efficient path to success.

Cleaning service providers need the right solutions for their diverse tasks. The Kärcher System provides professionalism from one source: cleaning machines, cleaning agents and accessories with exemplary cleaning effectiveness and efficiency. Progressive services from the global market leader. And innovations such as the new B 40 C/W, B 60 W and B 80 W. These machines are trendsetters which excel as well as produce outstanding results. **Kärcher eco|efficiency – achieve more with less.**



makes a difference

and keep qualified professionals for the sector," said BIV.

**Clients**

The interest of the customer remains strongly focused on the lowest price, says BIV. "Therefore a fair price has to be pursued for cleaning services in the sense of an economic offer, ie, a feasible square metre performance, taking into account sustainable social and environmental components," it told ECJ.

"The Federal Trade Guild Association of National Confederation of Guilds has developed a system in cooperation with customers, which enables us to evaluate the cleanliness condition of each object. But implementation often and surprisingly fails due to the complexity of apparently simple cleaning."

The industry's most important step forward over the last five years was the introduction of cleaning into employee assignment law. "By installing nationwide minimum wages, fair conditions of competition have been created on the German market, and this is an important signal against wage dumping," said BIV.

"The biggest challenges for the coming years are the preservation of fair competition by the same European framework for com-

mercial trade, as well as the promotion of economic, ecological and social sustainability by means of close cooperation of machine manufacturers, the chemical industry and the cleaning service providers," concluded BIV. "This is how we can seek to implement holistic 'sustainability'."

**Manufacturing**

According to VDMA, the trade association representing manufacturers of cleaning machines, 2012 had been expected to be a difficult year in view of current economic conditions across Europe and in the USA. "However the first quarter of the year showed double-digit growth for the vacuum cleaner sector," Peter Hug told ECJ. "In other floor care machines, growth of between two and six per cent was achieved so the industry still remains optimistic."

Hug continued: "The German manufacturers are internationally very well positioned, especially due to positive development in the

important home market."

In 2011 the cleaning machine industry saw a significant increase in its domestic market, up by five per cent compared to 2010. The volume of the German cleaning machines industry amounts to approximately 840 million euros. "For 2012 a cyclical sideways move slightly above 2011 is expected - an increase of up to three per cent - as long as the downturn due to the base effect in the first half of the year is compensated by slight increases in the second half of the year," explained Hug.

"The European export markets where, due to the financial and debt crisis it is difficult to gain growth, are a challenge for the industry. Major export countries outside Europe in the first quarter of this year were Brazil, Russia, India and China (BRIC countries). Trends show that Indonesia is going to become the next major market for the cleaning machine manufacturers due to its population and its economic growth."

*Dans le cadre d'une série d'articles sur les principales économies d'Europe, nous étudions le secteur de la propreté allemand, signalant ses statistiques essentielles et ses problèmes particuliers.*

*Im Rahmen der ECJ-Serie, die sich auf die wichtigsten Wirtschaften in Europa konzentriert, nehmen wir die Reinigungsbranche in Deutschland unter die Lupe: ihre statistischen Daten und besonderen Herausforderungen.*

*Per la serie di articoli che si occupano delle principali economie in Europa, ECJ osserva da vicino il settore del cleaning in Germania, le sue statistiche demografiche e le sfide particolari.*

# BERK WIPER CONVERTING & PACKAGING

Professional converting and packaging of:  
TAD Premium Toweling • DRC • Spunlace • Airly • Scrim • Hydro-entangled products • Tissue, Toweling & more

“We have the widest line of wipers in the industry”

- Jan/San
- Foodservice

- Automotive
- General Industrial

- Healthcare
- Medical

Excellent crossover with Kimberly Clark products.

Thank you for visiting us at ISSA Interclean Amsterdam, stand 09.101D

Visit our website at [www.berkwiper.com](http://www.berkwiper.com) • E-mail: [jeffberk@berkwiper.net](mailto:jeffberk@berkwiper.net)  
Call for product information and samples.  
Phone: 011-1-215-412-8181 • Fax: 011-1-215-412-4010



**NEW**

**“ A new generation of urinal screens...”**  
**keeps urinals smelling fresh for 30 days**  
**Innovative angled anti splash texture keeps urinal area cleaner**

- Keeps urinals smelling fresh for up to 30 days.
- Innovative angled anti splash texture keeps urinal area cleaner.
- Service handle to aid quick & easy replacement.
- Hygienic disposable large service glove supplied with screen.
- Centre target for identification of fragrance & promoting better aim.
- Unique anti-slip feature helps keep optimum position.



Vectair Systems Ltd.  
Trident Centre, Armstrong Road, Basingstoke,  
Hampshire, RG24 8NU  
Tel: +44(0)1256 319500 Fax: +44(0)1256 319510  
Email: [info@vectair.co.uk](mailto:info@vectair.co.uk) Web: [www.vectair.co.uk](http://www.vectair.co.uk)

**VECTAIR**  
SYSTEMS

# The wiper maze

Choosing an industrial wiper used to be a simple process. In the old days it was traditional to keep an assortment of rags in a factory or workshop to wipe up any unexpected messes and to clean machinery and other equipment.

But many industries today are choosing to buy purpose-designed wipers instead. However over the years the choice has expanded so rapidly that the number of wiper options available is enough to make anyone's head spin. These days factory managers can choose from various through-air dried, spun-laced, non-woven and paper products or they could opt for microfibre or colour-coded cloths instead.

But most customers simply want a product that takes the pain away – one that will quickly clean up surfaces, hands and spills. So do the vast number of products on offer simply complicate the issue for customers? And how do they choose between wipers?

Metsä Tissue's UK and Ireland sales director Mark Dewick admits that the 'wiper maze' can be confusing for customers. However he adds that a fairly wide range is needed to cover the vast number of applications for which they are required.

"For example certain environments require low-linting products that will avoid the problem of dust or paper fragments interfering with the process," he said. "Also some products offer an abrasive function for tough wiping requirements, though this would clearly be inappropriate in a polishing situation. And some bonding agents react with certain chemicals or cleaners which means they cannot be used in certain circumstances."

## Sufficient research

"So the key questions for customers looking for wiping products should be 'what is the product application, and where will it be used?'"

He says inexperienced buyers have a tendency to either buy one type of product for all their wiping tasks, or choose a wiper online without carrying out sufficient research. "If they make the mistake of not buying the best product for the job it could prove to be an expensive one," said Dewick.

"The wrong type of product in a sensitive environment will quickly come to light - but perhaps not before a paint finish has been damaged. And if a customer does not seek the most cost-effective solution it could lead

them to waste budget over a long period of time before being advised by an expert."

He says products that appear to be cheap on paper should be scrutinised carefully. The buyer should also take into account cost-in-use factors such as sheet size, roll length and the number of rolls per case.

"Absorbency and wet strength are also key," he said. "High absorbency products will be more efficient and less paper will be used as a result, making them more cost-effective. And dispensing requirements are also important – for example, are the products required to be mobile or fixed, floor-standing or wall-mounted, or even vehicle-mounted?"

## Consider the task

He says it is impossible to suggest specific wipers for tasks such as polishing, heavy-duty cleaning or cleanroom use without looking at the specific application.

"Before making a recommendation we would consider the actual processes and

equipment involved; the environment in which the product will be used; usage volumes and the dispensing system needed," he said. "When selling Katrin wiping products we would always offer an on site survey covering environment, usage and corporate expectations."

However he admits that companies are sometimes guilty of complicating the picture by offering a 'maze' of different products. According to Dewick the fact that each wiper manufacturer has its own technologies and individual naming conventions – and may include historic products in their mix – can cause confusion for the customer. "Market acquisitions can also result in a confusing array of products and these need to be rationalised," he said.

"Certainly within the Katrin range we attempt to maintain a core set of products and if we introduce a new one, there is usu-

*Continued page 42*



Non-woven, colour-coded, microfibre, through-air dried - why are there so many different types of wiper on the market? And do customers really understand the difference between them - or do they simply want something to clean up the mess? *ECJ* finds out.

ally a market-driven reason for it."

Kimberly-Clark takes the opposite approach and is actually expanding its range of wiping products rather than streamlining them. "We are seeing an increasing demand for more specialised requirements," explains senior category manager Sylvia van Oevern. "This means that overall the market is expanding in terms of formats and new technologies."

"For example we have recently launched a range of precision engineering cloths which are particularly strong and ultra low-linting for cleaning in small spaces, and we are also about to launch a range of wiping cloths aimed at the aviation segment to reflect the high standards required in that field."

She says the company's Wypall products require different specifications of base material because they are developed with specific tasks in mind. "For example, does the wiper need to be strong because of contact with sharp machine parts?" she said. "Is the wiping task focused on cleaning spillages, or are



we talking about contact with solvents?

"Choosing the right wiper from the start will help to reduce waste – both of material and of time."

She says that before recommending a product the company generally asks about the specific requirements of the application. "However for specific polishing jobs we would recommend our Kimtech Microfibre Cloths while for food processing we suggest a blue wiping cloths. And cleanroom tasks

are best serviced by our Scientific range of products."

She adds that the company's wipers are developed to satisfy customers' needs - and this can often lead to highly-tailored solutions. "Customers distinguish between these different wipers because there are many different applications and tasks to cater for," she said. "Having the wrong type of wiper may result in someone requiring two or three times as much material to clear up the mess."

She says that although it is occasionally possible to use the same wiper for multiple applications, in most cases customers will choose a different wiper for each wiping task. And she claims there is a growing awareness of the need to tailor the wiper to the task in hand.

### Knowledgeable customers

"With a stronger focus on lean processes in the manufacturing environment, customers are becoming more and more knowledgeable in identifying their needs and are able to seek the adequate solution to satisfy them," said van Oevern.

Greenspeed co-owner Michel de Bruin says that choosing a microfibre wipe is a fairly straightforward process compared with other wiping decisions. "We only have three main microfibre wipes and they are of different

Polishing & Grinding of concrete, marble, stone & terrazzo made easy .....

**ONE operator • ONE machine • ONE solution**

[www.pioneer-eclipse.com](http://www.pioneer-eclipse.com)

**Pioneer Eclipse**

Next edition of  
ECJ - September

qualities – Greenspeed Original is the highest performance product, then Greenspeed Basic and Greenspeed Easy,” he said.

“It is simple for customers to choose – they view the product, they try it out, see how well it cleans and then they make a decision. It all depends on the quality of the wiper they want and what they want to do with it.”

He says the decision as to whether or not to choose microfibre products over other types of wiper often depends on whether the customer has access to a washing machine to launder the cloths. “Also if they need to use chemicals such as disinfectants they would not choose a microfibre product because chemicals are not required with microfibre,” he said.

Product and segment manager of Tork manufacturer SCA Amelia Baker says: “The reason why there so many different types of wiper on the market is that each wiper has difference performance qualities suited to specific applications for ease of use.

“For example there are times when spills occur and products need to be close at hand, but there are also specialist applications

where certain qualities are required.”

She says customers who have fairly general needs will often prefer to reduce the number of products they buy and standardise the wipers they use. “However customers who have to carry out a wide range of tasks will find that buying in an assortment of several different products will prove beneficial,” she adds.

**Improve products**

According to Baker the customer’s selection will take into account the specific wiping application and whether they chiefly need strength, durability, absorbency, low-linting properties, heat resistance, softness or flexibility. For a heavy industrial task she would recommend the use of a stronger paper product or a durable non-woven wiper.

“This should also offer benefits such as protection from sharp edges and heat resistance,” she said.

“In a food processing environment I suggest a quality absorbent paper product for wiping and a durable non-woven for cleaning tasks. These should be used along with colour-coded, food quality-approved products to reduce risk of cross-contamination.”

According to Baker work is constantly under way to improve existing products and develop new ones. “For example, one of our most recent launches is Tork Premium 570 which is our strongest cloth to date. Wiper ranges continue to evolve in line with advancing technologies along with changes in the way people work. Our aim is to offer the right assortment that best meets the needs of the customer.”

*Microfibres lacées par filage, air-laid, imprégnées, séchées par pénétration d'air - pourquoi y a-t-il tant de types d'essuyeurs différents sur le marché? Les clients distinguent-ils parmi ces différentes exécutions ou se contentent-ils d'une longueur de papier donnée pour accomplir leurs tâches de nettoyage. ECJ demande aux fabricants s'il existe vraiment une demande pour les nombreux types d'essuyeurs qui existent sur le marché.*

*Spun-laced, Airlaid, Through Air Dried, imprägniert, Mikrofaser - warum gibt es so viele verschiedene Arten von Wischtüchern auf dem Markt? Und unterscheiden Kunden tatsächlich zwischen all den verschiedenen Wischtücherarten, oder möchten sie einfach nur ein Stück Papier, um aufzuwischen? Das ECJ fragt Hersteller, ob es eine echte Nachfrage für die vielen verschiedenen Wischtücherarten auf dem Markt gibt.*

*Panni spun-lace, panni airlaid, panni through-air dried, panni imbevuti, panni in microfibra, perchè sono disponibili sul mercato così tanti diversi tipi di panni? E inoltre, i clienti percepiscono veramente la differenza fra tutti i vari tipi di panni o semplicemente vogliono una quantità di carta per pulire lo sporco? ECJ chiede ai produttori se esiste una domanda reale per i numerosi tipi di panni disponibili sul mercato.*

# Hygiene.

## Do you accept compromises?



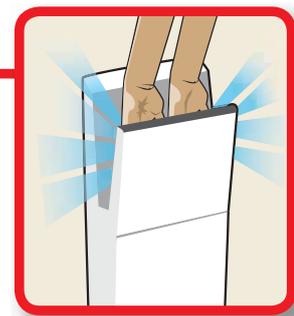
✗ Bacteria on finger pads **+194%\***  
 ✗ Bacteria spread **up to 0,25 m** from device  
 90% dry hands after 47 seconds

**Warm Air Dryer**



✓ Bacteria on finger pads **-76%\***  
 ✓ **No** bacteria spread at all  
 90% dry hands after 10 seconds

**Paper Towels Dispenser**



✗ Bacteria on finger pads **+42%\***  
 ✗ Bacteria spread **up to 2 m** from device  
 90% dry hands after 10 seconds

**Jet Air Dryer**



\* Source: University of Westminster, commissioned by ETS

www.europeantissue.com

WHO recommends to 'dry hands thoroughly with single use towels'  
 www.who.int/csr/en/

• La société américaine Tersano introduit sa technologie du nettoyage à l'ozone liquide en Europe.  
 • Greenspeed s'est vu attribuer une licence d'écotabélisation Nordique pour sa gamme de tissus à microfibres.  
 • Nipper-Plus est la nouvelle gamme de chariots de nettoyage de Crisp Clean, comportant des unités enfermées amovibles et de nombreux accessoires.

• Das in den USA ansässige Unternehmen Tersano führt seine auf Ozonbasis arbeitende Reinigungstechnologie in Europa ein.  
 • Greenspeed wurde für seine Produktreihe mit Mikrofasertüchern mit einer Lizenz des Nordic Ecolabel ausgezeichnet.  
 • Nipper-Plus ist die neue Produktreihe mit Reinigungswagen von Crisp Clean mit abnehmbaren, geschlossenen Einheiten und vielen Zubehörteilen.

• La Tersano, con sede negli Stati Uniti, sta lanciando in Europa la sua tecnologia di pulizia con ozono in soluzione acquosa.  
 • La Greenspeed ha ottenuto la certificazione Nordic Ecolabel per la sua linea di panni in microfibra.  
 • Nipper-Plus è la nuova gamma di carrelli prodotti dalla Crisp Clean che offrono delle unità chiuse rimovibili e numerosi accessori.

## ECJ's round-up of key product launches at ISSA/INTERCLEAN starts here....

### Ozone debut



Tersano demonstrated its Lotus Pro aqueous ozone cleaning technology in Europe for the first time.

This chemical-free system is said to clean and kill germs before turning back into water and oxygen. According to Tersano, initial problems with the technology meant the solution would lose its sanitising power within a matter of minutes. However the compa-

ny claims to have solved this problem using new stabilising technology which is said to achieve up to 24 hours of sanitising strength under laboratory conditions.

Tel: +1 519 5677535. Email: customerservice@tersano.com

### Ecolabel award

During the show the Dutch company Greenspeed was awarded a Nordic Ecolabel licence for its microfibre cloths.

To achieve this, the cloths have been manufactured without the addition of any chemicals, they have a production process that uses minimal quantities of water, high dust and direct reduction, and they are not abrasive on surfaces.

"We are very proud to have achieved this Nordic Ecolabel licence, proof of the focus our company has on environmentally sound, high quality products," Nada Handane, marketing and sales coordinator said.

Tel: +31 703 458 737. Email: info@greenspeed.eu

### Adaptable trolleys

The new Nipper-Plus line of trolleys from Crisp Clean Services has been developed to be fully adaptable according to user requirements. It offers enclosed secure storage, detachable enclosed units and a wide



range of accessories - all built around a fully modular stainless steel base.

The easy-to-operate detachable unit allows sections of the trolley to be removed for better productivity. Standard packages are available: i-Press compact solution for small areas; Hytech and Ringo for flat mop presses; and Solo for Crisp Clean's patented damp mopping system.

Tel: +44 1458 250385. Email: info@crispclean.co.uk



## LCD Fan Air Freshener Dispenser

### AF-200 LCD Digital Fan Air Freshener

**EASY-5** easy 5 steps program & LCD panel display Fan Air Freshening system.

WEEKDAY selection with various smart on/off outputting interval options. Loading with FPW-200 fan fragrance refill to ensure true 60-day performance. Elegant design to suit all environments. RoHS Compliant.



### FPW-200 Fan Aroma Refill

**Solid Fan Air Freshener Refill**, contents of high quality materials and luxury essential oil, last maximum **60-day** performance with adjustable output canister system.

- ◆ Forest
- ◆ Mango
- ◆ Grapefruit
- ◆ Zimt Orange
- ◆ Festival Fruits
- ◆ Clean Cotton
- ◆ Sweet Cookie
- ◆ Hawaii Breeze
- ◆ Christmas Cookie

BOBSON HYGIENE INT'L INC.

WWW.BOBSON.COM.TW . PO Box 17-23 Hsin-Chuang . Taipei 242 . TAIWAN . phone +886 2 8990 3388 . fax +886 2 8990 3700

# Cleans the Water SO YOU CAN CLEAN YOUR FLOORS

We all know clean water cleans better. Yet routine cleaning is still done with dirty mops and dirty water as it takes too long to keep changing the water. The inevitable result is a dirty floor – even when it has just been cleaned.

The HYGEN Clean Water System from Rubbermaid turns dirty water into clean water.

The bucket's integrated water filter takes the dirt out of the water while the 2-sided Microfibre Mops remove up to 99.9% of microbes\*. The result is dramatically improved cleaning performance and increased productivity, as well as significantly lower operating costs and greater environmental benefits.

**THE REVOLUTIONARY  
SYSTEM THAT CLEANS  
DIRTY WATER!**



Learn more at [www.rubbermaidcleanwater.eu](http://www.rubbermaidcleanwater.eu)  
or call +44 (0)844 4121192

\*For the Microfibre 2-sided Mop Plus range only

Rubbermaid Commercial Products is proud to be supporting WaterAid ([www.wateraid.org](http://www.wateraid.org)). WaterAid is an international non governmental organisation which uses practical and sustainable solutions to improve poor people's access to safe water, improved hygiene and sanitation. WaterAid currently works in 26 countries throughout Africa, Asia and the Pacific region.

For a period of no less than three years, Rubbermaid Commercial Products will donate a minimum of 1% of the value of sales of the HYGEN™ Clean Water System to WaterAid.

In support of  
**WaterAid**

[www.wateraid.org](http://www.wateraid.org)

Charity registration numbers 288701 (England and Wales) and SC039479 (Scotland)

**On the back**

**Pacvac** was demonstrating its Superpro 700 series of backpack vacuum cleaners, which it says are safe and comfortable to wear while offering HEPA filtration for optimum indoor air quality.

There are a number of models in the range. The Superpro 700 is a general purpose unit designed for commercial cleaning; the Superpro Duo 700 can be used in areas where accidental suction of spill-



ages may occur (cafés and bars); Superpro Wispa 700 is fitted with a high-low switch which means the noise level can be reduced where necessary; and Superpro Trans 700 is for use on aircraft with a 110 Volt 400 Hz power supply.

Tel: +61 8 9479 1444. Email: sales@pacvac.com

**Three in one**

Trilogy is the new mop from TTS that can dust, wash and dry both horizontal and vertical surfaces. It has two sides and can be used front and back, meaning the operator can clean twice the usual surface area.

This, says TTS, means cost savings because half the usual quantity of mops are required, with less detergent and water needed to launder them.

The quick opening and closing mechanism means mops

can be attached and released without the operator bending down and its small size enables it to reach into hard-to-access places. And Trilogy's patented block joint allows it to clean vertical and horizontal surfaces - such as stairs, skirting boards and walls - with a single action.

Tel: +39 049 930 0710. Email: info@ttsystem.com

**No more blockages**

New from **Sofidel** is the Papernet BioTech range of toilet paper designed to eliminate smells and avoid blockages. The product uses biochemical technology within the paper which is said to solve the problem of malodours and blockages in septic tanks.

"The toilet tissue system is particularly suitable for use in environments such as hotels, restaurants, on cruise ships and in motorway service stations," said Sofidel's AFH marketing manager Fabio Vitali. B ATP - or biologic active tissue paper - is said to result in cleaner toilets while also helping to keep pipes and septic tanks clean.

Also launched at the show was the company's Dry Tech range of through-air-dried hand towels and wipers, and the HyTech line of wash-room dispensers.

Tel: +39 0583 2681. Email: sofidel@sofidel.it

Cleaning Technology · Municipal Technology

**Hako**  
Clean ahead



*Round the clock:  
Hako is always there for you*



Hako provides more than first class technology. A comprehensive sales and customer service network ensures full availability and security. GPS controlled resource scheduling keeps 650 service engineers mobile throughout Europe, so you can reach them 24/7. Should the need arise, spare parts can be delivered overnight.

Find out more – at [www.hako.com/service](http://www.hako.com/service) or send an email to [infoECJ@hako.com](mailto:infoECJ@hako.com)



readable with QR Code Reader

Hako-Werke GmbH · 23840 Bad Oldesloe · Germany · Phone +49 (0)4531-806 0

- Les aspirateurs à dos Superpro 700 de Pacvac réunissent sécurité et confort d'utilisation.
- Trilogy est le nouvel outil de nettoyage signé TTS qui peut dépeussier, laver et sécher des surfaces horizontales et verticales.
- Recourant à la biobimie, les papiers hygiéniques Papernet BioTech de Sofidel éliminent les odeurs et les obstructions.

- Laut Pacvac sind die Rucksack-Staubsauger der Produktreihe Superpro 700 sicher und bequem zu tragen.
- Bei Trilogy handelt es sich um das neue Reinigungsgerät von TTS, das geeignet ist, um auf horizontalen und vertikalen Oberflächen Staub zu wischen und um horizontale und vertikale Oberflächen abzuwaschen und zu trocknen.
- Laut Hersteller nutzt das Toilettenpapier Papernet BioTech von Sofidel biochemische Technologie, um Gerüche zu eliminieren und Verstopfungen zu vermeiden.

- La Pacvac ha dichiarato che i suoi aspirapolveri dorsali della gamma Superpro 700 Back Pac sono sicuri e comodi da indossare.
- Trilogy è il nuovo strumento di pulizia prodotto dalla TTS in grado di spolverare, lavare e asciugare le superfici orizzontali e verticali.
- La carta igienica Papernet BioTech prodotta dalla Sofidel utilizza la tecnologia biobimica che elimina cattivi odori e previene intasamenti.

## Looking for partners

Claiming to be a cost effective and ecological way to produce a combined cleaner and disinfectant is the Toucan-Eco. Developed by **Centrego**, this device uses tap water, salt and electrochemical activation (ECA) to produce what it claims to be a substitute for most commonly used chemicals.



Toucan fluid is produced on the spot - meaning no transport costs, no packaging and no disposal of used containers. It is said to have a wide range of uses in the cleaning industry because it is effective against a variety of bacteria and viruses.

Toucan-Eco is available in 20 countries, however Centrego is still seeking new distributors.

Tel: +44 1373 812279. Email: robin.turner@centregoldtd.com

## Kills cloth bacteria

**Electrolux** claims its Abecs system for laundering microfibre cloths and mops will completely remove the risk of bacteria regrowing in the cloths.

The system is also said to save energy and prolong the life of cloths and mops.

Abecs works via a positive charge in the final rinse cycle when laundering mops and cloths. "Most bacteria have a negative charge, so by inputting a positive charge into the rinse cycle the bacteria are physically immobilised," said national account manager Kurt Fryer.

Once the bacteria are trapped inside the cloth the system uses a mild disinfectant to kill them. According to Fryer the system is particularly suitable for facilities management companies and healthcare institutions.

Besides eliminating the problem of bacteria growing within the microfibre, the system also has major sustainability advantages, said Fryer.

Tel: +39 0434 380 1. Email: els.info@electrolux.com

## Looking at washrooms

Clean Look is the new line of air, surface and skin care systems launched by **Rubbermaid** all carrying the same contemporary styling.

Each dispenser is available in black, white or chrome finishes and users can select the particular match or line-up of fittings that best suits washroom requirements.

Also debuting on the stand were the Pulse two-sided mop and the Flow backpack - designed for more productive mopping. Pulse is said to cover twice the surface area of a conventional single-sided mop. The Flow backpack is a seven-litre reservoir that comes with a connector to the Pulse. It can be worn on the operator's back so eliminating the need for a bucket or trolley. Featuring adjustable chest and waist straps it also has comfortable padding and built-in pockets.

www.rubbermaid.eu



## Agile alternative

Demonstrated for the first time on the **Wetrok** stand was the Discomatic Tango compact scrubber dryer, which the company claims is an agile alternative to mopping.

Designed for cleaning small areas like wet rooms, consulting rooms, small kitchens or entrance areas the Discomatic Tango has low vertical clearance so can reach under those areas that could otherwise only be accessed with a mop.



The machine features two circular brushes, a lithium-ion battery, and can clean backwards as well as forwards.

Also boasting compact design is the Discomatic Samba XT, another scrubber dryer model capable of cleaning up to 1,200 square metres per hour. This is aimed at filling station shops, take-aways, restaurants, bars and other rooms with similar dimensions. All components,

apart from the brush's aluminium housing, are made of stainless steel.

Tel: +41 43 255 5103. Email: info@wetrok.ch

## Battery operated

**Numatic** launched a new series of battery-operated vacuums aimed chiefly at the aviation industry, along with a motorised trolley for the hotel industry.

The new battery-operated vacuum range comprises a full-sized vacuum, a trolley-style machine and a backpack vacuum. The machines, which have a running time of 35 minutes, also feature a simple cable change system that can be carried out by the operator.

Numatic also introduced the concept of a trolley powered by a fifth wheel. This motorises the unit and reduces the force required by the operator to push it. This feature would be particularly useful in hotels where a heavily loaded trolley can weigh as much as 100 kilos.

Tel: +44 1460 68600. Email: sales@numatic.co.uk

## New hand generation

Hand hygiene specialist **Gojo** has developed two new dispensing systems.

The no-touch LTX - Lifetime Performance Dispenser - comes in 1200 and 700 ml sizes. Gojo claims the 700 ml size is the smallest sealed dispenser on the market. Meanwhile the Anywhere Design Dispenser - comes in 1250 and 700 ml sizes.



Both systems carry a lifetime performance guarantee and have been designed to reduce material used in manufacture, and packaging waste.

The company also debuted Purell Advanced hygienic hand rub - Gojo claims to have maximised the effects of alcohol in the rub to give it efficacy combined with skin conditioning.

And Purell Advanced is to be Europe's first certified sustainable alcohol hand rub, Gojo also announced.

Tel: +44 1908 588444. Email: info@gojo.co.uk

- Centrego recherchait des distributeurs internationaux pour son système de nettoyage Toucan Eco, qui n'utilise que de l'eau du robinet et du sel.
- Electrolux considère que son système Abecs pour le blanchissage de tissus et têtes de balai-éponge à microfibras élimine le risque de reprise de croissance de bactéries.
- Sur le stand Rubbermaid figurait le dispositif à dos Pulse Mop and Flow, qui permet au nettoyeur de transporter jusqu'à sept litres d'eau sans seau.
- Parmi les nouveaux produits Wetrok figurait la laveuse sècheuse Discomatic Tango, une machine compacte proposée comme alternative au balai-éponge.
- Numatic présentait de nouveaux aspirateurs à batterie destinés surtout au secteur de l'aviation.
- Comme produits nouveaux, Gojo exposait deux distributeurs haute technologie de savon pour les mains et le produit abrasif Purell Advanced pour le nettoyage des mains

- Centrego suchte internationale Händler für sein Reinigungssystem Toucan Eco, das ausschließlich mit Leitungswasser und Salz arbeitet.
- Laut Electrolux kann durch die Wäsche von Mikrofasertüchern und -mopps mit dem Abecs-System das Risiko des erneuten Wachstums von Bakterien eliminiert werden.
- Neu am Stand von Rubbermaid war der Pulse Mop and Flow Backpack, der es dem Reinigungspersonal ermöglicht, bis zu sieben Liter Wasser ohne Eimer zu tragen.
- Unter den neuen Produkten von Wetrok war die Scheuersaugmaschine Discomatic Tango, eine kompakte Maschine, die laut Hersteller eine Alternative zum Mopp darstellt.
- Neu von Numatic waren einige akkubetriebene Staubsauger, die vor allem für die Luftfahrtindustrie entwickelt wurden.
- Neu von Gojo waren zwei High-Tech-Handseifenspendler und das hygienische Händedesinfektionsgel Purell Advanced.

- La Centrego ha cercato distributori internazionali per il suo sistema di pulizia Toucan Eco che utilizza solo acqua del rubinetto e sale.
- La Electrolux afferma che il suo sistema per il lavaggio dei panni e dei mop in microfibra Abecs è in grado di eliminare il rischio della ricrescita di batteri.
- Sullo stand della Rubbermaid sono stati esposti i nuovi prodotti Pulse Mop e Flow Backpack che permettono all'addetto alle pulizie di trasportare fino a sette litri di acqua senza necessità di utilizzare un secchio.
- Fra i nuovi prodotti della Wetrok c'era la lavasciuga pavimenti Discomatic Tango, una macchina compatta dichiarata come alternativa al mop.
- Le novità della Numatic sono state degli aspirapolveri alimentati a batteria destinati principalmente al settore dell'aviation.
- Le novità della Gojo sono state due dispenser bi-tech di sapone per le mani e WEB igienico per le mani Purell Advanced.

### Bigger steam range

**Lavorwash** launched three new Lavorpro steam cleaning machines. The steam market is growing rapidly according to export manager Luca Gola. New were the Katla, the Vesuvio and the Graffiti Waster.

This is powered by a diesel boiler but runs on a battery, can be used for sandblasting walls, railings and roofing. The company claims it has several advantages over traditional sandblasting systems using air or water.



It is noiseless and leaves no residue - and there is also no water waste.

The Vesuvio, aimed at the food industry, has a removable vacuum unit which enables it to immediately collect the dirt. It also has non-marking wheels for use in food processing areas. The Katla is particularly suitable for use in hospitals for applications such as sanitising wheelchairs and cleaning surgi-

cal equipment.

Tel: +39 0376 55431. Email: info@lavorpro.com

### Lotus' nextTurn

New from **Lotus Professional** were the nextTurn Hand Towel system and the nextTurn Compact Toilet Tissue dispenser.

Lotus says the hand towel dispenser's low pull force and optimised cutting mechanism make it comfortable to use, while controlled dispensing makes for a reduction in unnecessary

wastage. Its compact dimensions mean it can fit in any washroom, particularly where space is at a premium.

The nextTurn brand also includes a compact toilet tissue dispenser, previously known as the enSure. Said to be easy to operate and maintain, this unit contains up to nine traditional toilet rolls. Both units are available in blue and white translucent finish.

Tel: +44 114 285 6666. Email: enquiries@gapac.com

### Based on water

Taking centre stage on the Tennant stand was the **Orbio 500-Sc**, a machine that uses tap water, a small amount of salt and electricity to create what the company claims to be an effective multi-purpose cleaning solution. This can be used in most cleaning equipment.

Employing Split Stream technology, the system eliminates the need for handling or mixing chemical concentrates. It is the latest in a series of water-based technologies launched by Tennant and its Orbio Technologies Group - ec-H<sub>2</sub>O is already well established.

Tel: +32 3 217 94 11. Email: europe@tennantco.com

- Lavorwash a lancé trois nouvelles machines de nettoyage à la vapeur, désignées Lavorpro.
- L'offre la plus récente de Lotus Professional pour toilettes publiques est constituée par le distributeur à serviettes nextTurn et le distributeur compact à papier hygiénique nextTurn.
- La nouvelle Orbio 5000-Sc de Tennant est une machine qui utilise l'eau du robinet, du sel et de l'électricité pour créer une solution de nettoyage multiusage.

- Lavorwash stellte drei neue Lavorpro-Dampfreinigungsmaschinen vor.
- Das neueste Angebot für den Waschraum von Lotus Professional ist das nextTurn-Handtuchsystem und der kompakte nextTurn-Toilettenpapierspender.
- Bei der neuen Orbio 5000-Sc von Tennant handelt es sich um eine Maschine, die aus Leitungswasser, Salz und Elektrizität eine Mehrzweck-Reinigungslösung erzeugt.

- La Lavorwash ha lanciato tre nuove macchine per la pulizia a vapore Lavorpro.
- I prodotti per sale da toilette più nuovi proposti dalla Lotus Professional sono il sistema di asciugamani nextTurn e il dispenser di carta igienica nextTurn compact.
- La nuova macchina Orbio 5000-Sc della Tennant utilizza acqua del rubinetto, sale ed elettricità per generare una soluzione di pulizia multiuso.

PA

High pressure washing accessories

CLEANING THE WAY IT'S MEANT TO BE

PA S.p.A. HIGH PRESSURE WASHING ACCESSORIES Via Milano, 13 42048 Rubiera - Reggio Emilia (Italy)  
Tel: +39 0522 623611 Fax: +39 0522 629600 info@pa-etl.it www.pa-etl.it



# PERFORMANCE GUARANTEED



- Ecolabel certified, spa inspired foam soaps
- PURELL® Advanced formulation
- Smart electronics - no need to change pre-installed batteries\*
- Removable pumps for ease of recycling

**EASY TO SERVICE. BUILT TO LAST.**

The NEW GOJO® ADX™ and LTX™ DISPENSING SYSTEMS



For more information please call GOJO Industries-Europe Ltd on  
**+44 (0) 1908 588444**, email [info@gojo.co.uk](mailto:info@gojo.co.uk) or visit our website  
[www.GOJO.com/unitedkingdom](http://www.GOJO.com/unitedkingdom)

©2012. GOJO Industries – Europe Ltd. An affiliate of GOJO Industries, Inc. All rights reserved. Quote reference: ECJ0612  
\*In most installations



**BATTERY SUPPLIES**  
THE BATTERY SPECIALISTS

ALL BATTERIES, CHARGERS & ACCESSORIES

**CROWN DEEP CYCLE**

TRACTION BATTERIES

LITHIUM-ION BATTERIES

AG-TRON CHARGERS

AG-TRON HIGH FREQUENCY CHARGERS

GEL & AGM BATTERIES

CROWN DEEP CYCLE BATTERIES

SEMI-TRACTION BATTERIES

AG-FIT BATTERY PACKS

BATTERY SUPPLIES NV/SA  
Nijverheidslaan +50/56 | 8540 Deerlijk - BELGIUM | Tel. +32 (0)56 61 79 77 | Fax +32 (0)56 61 79 55  
info@batterysupplies.be | www.batterysupplies.be

**Smallest ride-on**



**Cleanfix** presented its new ride-on scrubber dryer, the smallest in the range. The RA 535 IBCT boasts a tight turning radius, narrow width and optimum manoeuvrability.

Designed to fit into a standard sized lift, this model can clean in congested areas such as supermarkets and schools. It is ready for operation at the push of a button while the brush and suction base lower automatically. Thanks to the charging indicator display on the control panel, the operator can see how much longer they can drive at all times, while the comfortable seat guarantees fatigue-free work, says Cleanfix.

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

Control System incorporates a micro-computer that allows the operator to choose how much liquid to use with the mop.

"The operator has five options from 20 ml to 100 ml depending on the type of floor you need to clean," said product manager Johann Storbjork.

Spray nozzles within the mop box spray the detergent into the box ready for use with the mop. The system can be used with all kinds of mops including flat mops, pocket mops, microfibre mops and pocket mops.

He adds that the patent-pending system is particularly easy to use since it only has two buttons - dose and spray. In environments where a choice of liquid levels is not required the 'intelligent' function can be switched off. And it can also be immobilised in situations where it could be abused.

"The system can reduce working hours by between five to eight per cent compared with traditional wet mopping systems, while also saving around 15,100 litres of water a year."

Storbjork says the system will be particularly useful in environments such as offices, shops and healthcare.

Tel: +46 21 10 41 00. Email: info@hygieneteknik.se

**Intelligent mopping**

**Hygieneteknik** claims its intelligent mopping system is one of a kind. The Activa Method

• *Cleanfix présentait sa nouvelle laveuse sècheuse, la plus petite de sa gamme, la RA 535 IBCT à conducteur porté.*  
 • *Le système de balayage humide intelligent Hygieneteknik utilise un micro-ordinateur indiquant à l'opérateur la quantité de liquide à utiliser.*  
 • *ProTeam entend encourager les utilisateurs d'aspirateurs en Europe à passer aux aspirateurs à dos.*

• *Cleanfix präsentierte seine neue Aufsitz-Scheuersaugmaschine RA 535 IBCT, die kleinste im Angebot.*  
 • *Der im intelligenten Moppsystem von Hygieneteknik eingesetzte Mikrocomputer ermöglicht es dem Benutzer, die Flüssigkeitsmenge auszuwählen.*  
 • *ProTeam hat sich zum Ziel gesetzt, die Benutzer von Staubsaugern in Europa zu Rucksack-Staubsaugern zu bekehren.*

• *La Cleanfix ha presentato la sua nuova lavasciuga pavimenti, la più piccola nella sua gamma: il modello con operatore a bordo RA 535 IBCT.*  
 • *Il sistema di mop intelligente della Hygieneteknik usa un micro-computer che permette all'operatore di scegliere quanto liquido utilizzare.*  
 • *La ProTeam mira a convertire gli utilizzatori di aspirapolveri in Europa a passare all'uso di aspirapolveri dorsali.*

**Turn on to backpacks**

**ProTeam** made its second visit to the show with its backpack vacuums. The US-based company aims to convert tub and upright vacuum users in Europe to using backpacks by promoting their productivity gains.

"Backpack vacuums are traditionally a niche market for applications such as stairwells and cinemas," said international business development manager Mike Harrington. "But we are pioneering it as a mainstream cleaning system."

"When adopting a 'scythe' motion an operator using the system can clean at a rate of around 95 sq m per hour, as opposed to 40 sq m per hour using an upright model."

He claims ProTeam's vacuums also offer sustainability benefits. "They are good for the environment since they use four levels of filtration."

Tel: +1 208 377 9555. Email: customerservice@pro-team.com

**Quality with a personal touch**

Clean Part provides brushes, vacuum motors, squeegees, filters and floor pads to all types of cleaning machines.

**Clean Part**

Box 159 | 310 44 Getinge | Sweden  
Phone +46 35-580 65 | Telefax +46 35-545 66  
info@cleanpart.se | www.cleanpart.se

## Easy handling

Tork products are 'designed for your convenience' – that was the key message from **SCA**. The show saw the official launch of Tork Easy Handling, an ergonomically designed packaging system being introduced in all product categories. SCA developed this after carrying out an observational study of cleaners



across Europe carrying out their daily duties. It found that they spend a significant amount of time refilling washroom paper dispensers, which involved carrying, lifting, opening and discarding packaging.

Incorporating the plastic container Carry Pack and the cardboard box Carry Box, it is designed to improve ergonomics, boost efficiency, save time and prevent stress injuries.

The new handle design means packages can be carried with one hand, and are easier to carry with two hands. There are new options for opening - taped, glued or perforated - and there is a new way of folding empty cardboard boxes. It is now possible to carry up to 10 empty boxes thanks to a new handle, and they are also more suitable for loading pallets.

Tel: +46 31 746 0626. Email: alexandra.grubb@sca.com

## Towel data

The Washroom Information Service (WIS) from **CWS** collects data from the company's cotton towel dispenser such as dispenser identification, filling level status or the need for maintenance. This data is sent by a radio module in the dispenser via a gateway and the mobile phone network to a CWS server.

It is then processed into real-time information such as 'dispenser almost empty' or 'dispenser empty', which is sent via text message or email directly to the relevant staff for an immediate reaction.

This, says CWS, results in satisfied customers, clean wash-

rooms, less waste and lower cleaning costs.

Longer term reports regarding roll consumption or user frequency can be produced to help with planning and budgets.

WIS is available as a complete dispenser system and can also be retrofitted to existing CWS ParadiseLine cotton towel roll dispensers.

Tel: +41 44 809 37 77. Email: info@cws-boco.ch

## Made from cartons

**Lucart** claims to offer a closed loop system with its range of tissue products made from recycled drinks cartons.

The company has made major investments into machinery to produce its Eco Natural Lucart range, which incorporates both toilet paper and hand towels.

"An average beverage container is comprised of around 75 per cent pulp while the remaining 25 per cent consists of aluminium, plastics and other materials," said marketing director Massimo Oriani.

Eco Natural Lucart products are natural brown in colour and are used in hotels, restaurants, schools and railway stations. Drinks containers are collected for recycling by a Lucart partner company.

Tel: +39 0583 83701. Email: www.lucartprofessional.com

*• Le message essentiel du stand SCA était que les produits d'hygiène pour les mains Tork sont conçus pour la commodité de l'utilisateur.  
• Le Système d'information de toilettes CWS collecte des données, notamment de taux de remplissage, en provenance de distributeurs de serviettes et envoie un message au personnel pertinent.  
• Lucart a investi en machines pour lui permettre de produire sa gamme de papiers mousses Eco Natural Lucart à partir de cartons à boissons recyclés.*

*• Die Kernmeldung am Stand von SCA lautete, dass Tork-Handhygieneprodukte „für unseren Komfort entwickelt“ wurden.  
• Der CWS Washroom Information Service (WIS) sammelt Daten vom Baumwollbandtuchspender, wie etwa den Füllstatus, und sendet eine Meldung an das entsprechende Personal.  
• Lucart hat in Maschinenanlagen investiert, die es ermöglichen, die Produktreihe Eco Natural Lucart mit Tissueprodukten aus wiederverwerteten Getränkekartons herzustellen.*

*• Il messaggio chiave dello stand della SCA era che i prodotti per l'igiene delle mani Tork sono progettati per la vostra comodità.  
• Il CWS Washroom Information Service (WIS) raccoglie dati dai dispenser di asciugamani di cotone, per esempio lo stato del livello della ricarica, e invia un messaggio al personale responsabile.  
• La Lucart ha investito in macchinari che le permettano di produrre la sua gamma di prodotti in carta Eco Natural Lucart utilizzando contenitori in cartone per bibite riciclati.*



## Discomatic Tango Small. Strong. Elegant.

Tango – the harmonious medley of posture, guidance and flexibility, all in synchrony – both forward and back!

Discover Tango the way Wetrok interprets it – we offer you the following innovations in perfection: lowest ground clearance – suction forward and backward – consistent performance thanks to lithium ion batteries.

www.wetrok.com



# Better cleaning for a better world

**IPC** Portotecnica

**IPC** Gansow

**IPC** Euromop

**IPC** Pulex

**IPC** Ready System

**IPC** Soteco



Making the world a better place is a challenge and a commitment for IPC, through the research and development of professional cleaning solutions in all sectors: from healthcare to retail, from hospitality to industry.

To help the job of those who do the work.

To improve the environmental quality of spaces where people work, travel, live.



**IPC**

**Integrated Professional Cleaning**

[www.ipcleaning.com](http://www.ipcleaning.com)

# Public sector reform

**N**o one can have any doubts about the crucial role the public sector has historically played in sustaining the European cleaning industry, with contractors depending on it for on average about 40 per cent of their turnover. Each year public authorities spend around 18 per cent of the EU's gross domestic product on goods, services and works and cleaning contracts form a significant part of this. Overall the public procurement market is estimated to be worth 420 billion euros every year.

However in recent years growing frustration has been voiced within the business community about the problematic nature of the tendering process. The EC has responded by taking a long hard look at the need to update the market to make it user-friendlier, and with an eye on boosting jobs and obtaining 'best value' for taxpayers.

In a consultation, most of the 620 stakeholders who took part complained that the laws governing the sector are not only slowing the process but also barring SMEs from accessing contracts.

The focus of existing directives on increasing competition had been highly effective, an EC report found, producing savings for the public sector of 21.6 billion euros. But it acknowledged the levels of bureaucracy are holding smaller businesses back.

## Problems for bidders

The rigid nature of negotiation procedures and the volume of paperwork involved in tendering are causing bidders significant problems. The average tendering process takes 108 days and costs 30,375 euros, of which 75 per cent comes from the cost of preparing tenders. The worst performing member states take three times longer than the best.

"This reform is necessary, ambitious and realistic," said Michel Barnier, commissioner for the internal market and services. "The current directives have proven their worth, but directives must move with the times. I would like to make sure that the public procurement directives become simpler and more effective and that they make life easier for those whose daily work involves public procurement." Key proposals are:

- Greater emphasis on negotiation so contracting authorities can purchase goods and services better tailored to their needs and at the best price
- Increased use of electronic communication as a means of simplifying the public tendering process

Public sector contracts have probably never been more hotly contested as swingeing cutbacks take their toll on government and local authority services across the EU. Now the European Commission has announced wide-ranging reforms aimed at making the tendering process easier for all. Hartley Milner reports.

- A drastic cut in red tape, including the number of documents required from economic operators (authorised parties involved in the international movement of goods), thereby making their lives easier

- Improved access to public procurement for SMEs through cuts in paperwork and strong incentives to divide tenders into lots and limit the financial capacity requirements for the submission of a tender.

In a move to reduce admin, suppliers will be allowed to self-certify that they meet the requirements to enter a bid. Only winning bidders will be asked to produce proof of this.

The EC claims these reforms alone will save 169 million euros a year.

The Commission has decided not to significantly raise the value of thresholds, arguing that to do so would reduce the level of transparency in the process and leave it in breach of open market agreements. Doubling values, as some governments had wanted, could have cost the EU 30 billion euros, it says.

Two other important reforms are:

- Safeguarding the integrity of tendering procedures with measures to counter conflicts of interest, favouritism and corruption
- The appointment by member states of a national authority responsible for monitoring, performing and checking public contracts to ensure the rules are properly applied.

Another aspect of the changes is that public bodies will have to take into consideration life-cycle costs or the "integration of vulnerable and disadvantaged persons" into projects rather than simply choosing the cheapest bid.

And price issues should no longer be the "determining" factor when choosing to award a contract. The default choice should be the most economically advantageous tender, incorporating economic, social and environmental benefits over the entire term of the project.

However, the lowest price should remain the deciding factor "in the case of highly standardised goods or services".

## The EFCI view

Price is an issue flagged up by the European Federation of Cleaning Industries (EFCI) in its representations on the proposals to the European Parliament.

Director general Andreas Lill told *ECJ*: "We are a highly labour intensive industry in which 75-80 per cent of employer costs are labour costs, which is very different to most other sectors. Other industries where the costs of labour are not so high favour the lowest price criterion. But they don't have the problems that we have – people working part-time, getting not so high wages, etc.

"We are constantly trying to professionalise our sector, enhance trading and encourage employers to better cater for their staff, but if public contracts are only based on price you can almost forget about doing these things. If you only get the contract because you quote the lowest price, you will not have the funds to do all the other things you would like to do. That's why it is a vicious circle for us and other industries with high labour costs.

"Of course, governments and public authorities argue that they are in a financial crisis and need to save money and cost must come first. They also prefer the lowest price criterion because it is easier to choose and also to defend in case a competitor in the tendering process goes to court and says their offer was better than the winning one."

But Lill stressed: "Yes, you have first the lowest cost, but then in the longer run you have a higher cost because the quality of the service provided at the site is not good and the people who work there are not happy with it, so the client has problems with his own employees. And there are many examples where the contract has to be re-awarded, which costs time and money. So we always say pay a little bit more and get a better quality service and then everyone is happy.

"The EFCI has stressed over the last 10 years that we want to get rid of the lowest price criterion in favour of public bodies

*Continued page 55*



## **New scrubbing machine L20/22: effort-free cleaning!**

Designed to offer all Comac quality and experience in few centimeters. With L20/22 you perfectly clean with only one pass and without any training. The new Comac walk-behind scrubbing machine makes you save time, costs and resources, because it was designed to be the most convenient answer

to your cleaning needs. **Choose the certainty to offer long-lasting quality performances: with L20/22 maintenance at the end of the work doesn't cost any effort, components sanitification is very quickly to assure constant cleaning standards.**

*Discover L20/22 on [www.comac.it](http://www.comac.it)*

accepting the most economically advantageous offer, which, of course, includes price, but also other criteria. 'Most economically advantageous' is defined in the proposals as including technical merit, aesthetic and functional characteristics, accessibility, design for all users and environmental and analysis characteristics.

"So we want this criterion to be the only one in deciding the awarding of a contract, focusing more on quality of service."

And the EFCI's case has received an early boost. The Belgium Socialist rapporteur appointed to look into the reforms has asserted in his first working paper that he too wishes to see the lowest cost element eliminated from the tendering process.

"The Socialists are more ready to take into account our arguments than the Conservative group of the European Parliament, which is more for the bigger industries," Lill continued. "I still don't believe that the rapporteur will necessarily have a sufficient majority on his committee to skip the lowest cost criterion, but at least he has said this is what he would like to do."

The move to encourage high value public sector contracts with a value exceeding 500,000 euros to be split into smaller, 'bite-sized' lots is aimed at making them more con-

testable by smaller operators. Contracting authorities would be required to explain why they had opted out of structuring a contract in this way.

### Contracts split up

But there are concerns that it may be more difficult to obtain external project finance for a multitude of smaller projects than for larger ones. There may also be efficiency reasons for an authority not to split up a project into smaller packages and in some cases the procurement costs may be higher. With the burden of proof being on the authority, it may opt for a more costly buying strategy for fear of being non-compliant.

Lill agreed this move could be a step too far. "If you have a contract worth 500,000 euros and when you consider that normal-

ly a contract runs over two, three or four years, then that figure is not very high," he said. "If you then go and split the contract into lots and give them to different, smaller companies, then we fear this could lead to fragmentation of the market. Therefore the contract value, above which public authorities have to explain why they did not split the contract into smaller lots, needs to be increased.

"On the other hand, we clearly support the intention of the Commission to favour a market accessible to SMEs. Their intention is to make the tendering process less complicated and with less red tape and we agree with this, along with getting away from price-based competition."

The Commission hopes the proposals will be adopted before the end of this year.

*Les contrats du secteur public n'ont probablement jamais été brigüés aussi äprement qu'ils le sont aujourd'hui en raison des coupes sombres des dépenses des pouvoirs publics et collectivités ä travers l'UE. Désormais, la Commission a annoncé des réformes élargies visant ä simplifier les procédures de soumission pour tous. Hartley Milner en rend compte.*

*Verträge im öffentlichen Sektor waren wobl noch nie so heiß umkämpft, während gewaltige Kürzungen staatliche und örtliche Behörden in ganz Europa stark strapazieren. Die Europäische Kommission hat jetzt weitreichende Reformen angekündigt, die die Ausschreibungsverfahren für alle vereinfachen sollen. Hartley Milner berichtet.*

*Hartley Milner riferisce che i contratti del settore pubblico non sono probabilmente mai stati così caldamente contestati da quando i drastici tagli hanno avuto un impatto negativo sui servizi delle autorità governative e locali in tutta l'UE. Ora la Commissione Europea ha annunciato delle riforme ad ampio spettro allo scopo di rendere più facile per tutti il processo delle gare di appalto.*



## We are Thomil Profesional

A new business opportunity



More than 50 years of experience manufacturing environmentally friendly products



THOMIL, S.A. Ctra. de Andalucía Km.18 - 28320 Pinto (Madrid) SPAIN  
In ☎ Miss Ana Santiago ☎ (+ 34) 91 691 01 75 - profesional@thomil.com

# Not just outdoors

Ann Laffeaty finds out about the increasingly sophisticated window cleaning systems on the market that can be used for cleaning the interior windows of offices, stores and other facilities without causing any disruption or water damage.



**T**raditional window cleaning systems involve buckets, squeegees, detergents and plenty of water. Even water-fed pole systems – which require no detergents – still result in water being sprayed on to windows with the excess left to run down the outside of buildings. Yet an increasing number of companies are opting to have their indoor windows cleaned by professional firms, sometimes while the buildings are still in use. So how do they avoid any run-off water dripping on to staff, equipment and furniture?

Indoor window cleaning systems are designed to closely target the windows to be cleaned. In general they only use a fine spray of liquid – usually pure water – to minimise the amount of moisture and eliminate the risk of water damage.

Unger offers an indoor system that allows window cleaning to be carried out at heights of up to 30 ft without the need for ladders. “Users simply fill their spray bottle with glass cleaner or – even better, deionised pure water – and attach their chosen pad to the pad holder,” said Unger European sales manager Dave Rogers. “They then spray the water directly on to the pad and begin cleaning.” The Unger system uses either a microfibre pad with shorter fibres for regular cleaning, or a pad with longer fibres for periodic wash-

ing and heavy soiling. The pad is attached to the aluminium swivel head pad holder via a Velcro backing that fits all Unger poles using a thread adapter.

Pure water is recommended since it leaves glass and surfaces spot and streak-free without the need for chemicals, said Rogers. “Water is sprayed directly on to the pad which means there is little or no excess that can splash on to other surfaces,” he said. “And because the water is pure, you can simply wipe the surface until it is clean and then leave it to dry naturally.”

## No buckets of water

However, he says it makes sense for building managers to take precautions to protect window sills, walls, furniture, computer equipment and personal possessions from water damage before interior windows are cleaned. “Though since our system does not rely on buckets of water as in traditional methods, there is less risk of any damage occurring,” he said.

According to Rogers demand is growing for easy-to-use, flexible indoor window cleaning systems. “Companies are looking for more efficient ways to keep their premises clean – and that means efficiencies in both time and money,” he said. “Methods of cleaning high interior windows that dispense with the

need for ladders – but still operate in a safe way – are becoming more popular.”

He says there are many organisations that require professional indoor cleaning systems. “From the blue-chip global company that needs to keep the glass atrium at its headquarters clean, to the school dining hall with its high windows and the printing works with its roof skylights – indoor cleaning is becoming increasingly important,” he said.

## Mineral-free water

“I think the sector will continue to make progress and take advantage of new technology and innovations both in engineering and materials to produce even more adaptable indoor window cleaning systems,” he said.

Managing director of Salki Leo van Hal agrees that indoor window cleaning is very much a growing business. The company offers the Aqua Clean window cleaning system which can be used for cleaning interior high-rise windows and surfaces.

Mineral-free water is transported to a microfibre glass pad cleaner at the end of a lightweight water-fed pole by remote control. “The system only delivers the necessary amount of water which means there is no mess,” said van Hal. “It also leaves a streak-free finish and the fact that minimal water is used helps to prolong the life of the microfibre pad.”

The Aqua Clean system can be used wherever there is a reach problem and where a conventional solution cannot be carried out, according to van Hal. “The system is easy to operate and it also saves time,” he said.

He claims the system is unusual because of its remote control operation and because it uses two fine-spray nozzles to deliver the water rather than just one. “The remote control system helps to control the flow of water to create an optimal result,” he said.

IPC Pulex has just launched a new indoor system which combines all the cleaning components into one hand-operated pole. Cleano, which requires no electricity or batteries, consists of a lightweight anodised aluminium frame weighing no more than 950 g; a 750 ml integral tank said to be sufficient for a day’s cleaning, and a telescopic extension enabling the operator to clean at heights of up to five metres from the ground.

A mechanical pump micro-nebulises the distilled or demineralised water while a cloth made from ‘honeycomb’ microfibre is said to

*Continued page 58*



Quality Tools for Smart Cleaning

# EVOLUTIONARY WATER FED POLE TECHNOLOGY FOR PROFESSIONALS

**PATENT PENDING**

**REACHING OVER 20M/65' HIGH, THE NEW HiFlo™ nLITE WATERFED POLES PROVIDE THE PERFECT BALANCE BETWEEN LENGTH AND RIGIDITY.**

3 grades of material – Hybrid, Carbon and HiModulus Carbon. Choose your Rigidity level, based on Length Deflection Ratio (LDR). Best features of telescopic and modular Pole concepts combined. Mix and match Pole sections to build a unique system. New features for superior performance, easy assembly and safety.



### BRUSHES

Create hundreds of spray patterns using Fan or Pencil Jets in any combination, in up to 10 locations.



### GOOSENECKS

Superlight and superstrong carbon fibre Goosenecks are quickly attached and adjusted using Clamps.



### CLAMPS

Intelligent design for easy one handed operation, quick tension adjustment and hose management.

# nLITE HiFlo™

Follow us on facebook

[www.ungerglobal.com](http://www.ungerglobal.com)



## WINDOW CLEANING

**NEW**

# Moerman enters the PROFESSIONAL WINDOW CLEANING MARKET



### The best in:

- Durability
- Design
- Performance
- Ergonomics

**Leader in floor squeegees**  
**More than 125 years of experience**



Moerman nv - Schutterijstraat 25 - B-8760 Meulebeke - BELGIUM  
info@moerman.be - www.moermangroup.com

remove oil, grease and dirt without leaving marks or smears.

Luca Bertesi, product manager for IPC Pulex's Ultra Pure system division, who demonstrated the system at ISSA/INTERCLEAN in May said: "Everything is incorporated into one tool so there is no motor, no tank, no wires and no belts. It is also very safe since there is no need to use ladders."

Cleano was conceived specifically for indoor use and the structure of the tool has been designed to avoid drips, says IPC Pulex sales and marketing director Loris Giustetto. "It operates with a minimum amount of water and can be used for quick unplanned cleaning during work hours - even in offices where the desks may be strewn with files or computers or while people are present - without having to interrupt activities or cause a disturbance," he said.

### No moving furniture

Lehmanns' Lewi Indoor system is claimed to offer the best of all worlds - high-rise indoor cleaning capable of removing heavy soiling in difficult-to-reach places, but with no risk of water damage. The system comprises stabile telescopic poles, a vaporising system for demineralised water and a choice of microfibre pads depending on the level of soiling that needs to be removed.

"Cleaning is carried out directly from the ground and equipment such as buckets, washers and squeegees are not required," said Lehmann managing board member Joachim Supthut.

"There is no need to move furniture before cleaning takes place - the microfibre pads and special spray nozzles allow water to be distributed evenly and precisely on to the cleaning surface without dropping any on to the floor."

The telescopic poles allow cleaning to be carried out at heights of up to 10 metres, says Supthut, and the lightweight pump-and-spray system helps to conserve battery life. He says the system is widely in use in environments such as hotel reception areas, shopping centres, atriums and offices and can be used to clean staircases and other smooth surfaces as well as windows.

### Expanding sector

Brodex offers a portable indoor window cleaning system with a long reach option allowing cleaning to be carried out at working heights of up to 60 ft. The Misty system uses a fine mist of pure water that is sprayed on to the glass surface by 12v dc battery-powered water sprayers. The water is then mopped away from the glass by an absorbent cleaning head attached to a telescopic pole.

"The whole point of the Misty Kit is that it uses minimal amounts of water and there is no need to cover the area or move furniture," said Brodex machine services managing director Sean Burke. "The water is delivered in a misty spray which is wiped away immediately."

The Misty system comes in two formats: a low-level office internal Misty Kit and a high-level, heavy-duty Misty Kit using an eco trolley. According to Burke the system is particularly suitable for cleaning the reception areas of large offices and other establishments, particularly those with high atriums.

He says awareness of indoor cleaning systems is growing and he believes the sector is expanding. "I think all window cleaners will have an internal cleaning tool before long since this type of delivery can be used for various surfaces and applications," he said.

*Les entreprises sont toujours plus nombreuses à mettre au point des systèmes internes de lavage des vitres. ECJ examine le fonctionnement et cherche à savoir où ils sont utilisés pour l'exécution rapide et efficace de tâches de nettoyage internes, sans causer de dommages par eau aux mobiliers et installations à demeure.*

*Eine stetig zunehmende Anzahl von Firmen entwickelt Systeme zur Reinigung der Fensterinnenseite. Das ECJ findet heraus, wie sie funktionieren, wo sie eingesetzt werden und wie sie entwickelt werden, sodass sie Aufgaben in Innenräumen schnell und effizient erfüllen während gleichzeitig Wasserschäden an Innenbeschlägen und Mobiliar vermieden wird.*

*Un numero sempre maggiore di imprese stanno sviluppando dei sistemi per il lavaggio delle finestre degli interni. ECJ si occupa di come funzionano questi sistemi, dove vengono utilizzati e come vengono migliorati per svolgere il lavaggio dei vetri negli interni in modo veloce ed efficace ma nello stesso tempo evitando danni ai mobili, attrezzature e accessori di interni causati dall'acqua.*

# MR100 B



When the sq. m. to clean increase,  
also your savings increase!

For medium-large surface cleaning  
Fimap has widened the ride on scrubbing machine range  
with Mr100



100 cm working width  
to continue to save on commercial surfaces cleaning costs up to 10,000 sq. m.

Also Mr100 B offers you the same convenience as all Fimap scrubbing machines of the last generation



*Saves up to 50% on water and detergent*



*Reduction of energy consumptions to increase working autonomy*



*Operate in environments without noise disturbance*



*It guarantees a uniform solution quantity on the whole working width*



*24 months extended warranty*

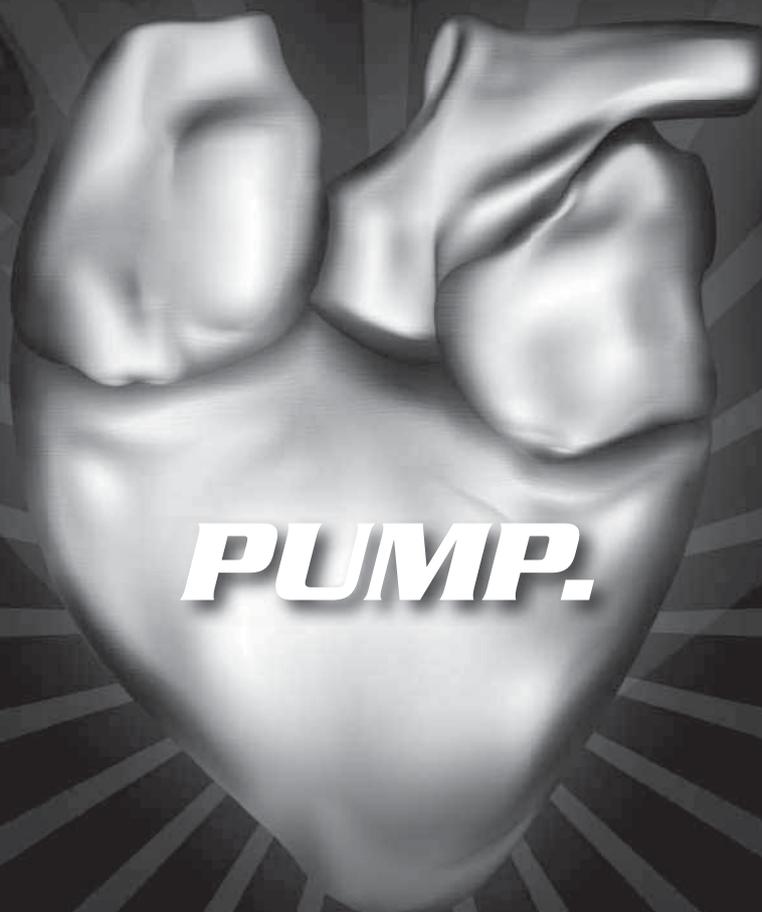


*Fimap Certified Quality*



*affordable cleaning*

[www.fimap.com](http://www.fimap.com) or follow us on



***PUMP.***

---

*Would you trust your own blood pressure to a mediocre pump?  
Probably not and Hawk is well aware of this. This is why it develops  
and manufactures high pressure piston pumps, components and spare  
parts of undisputed quality. Hawk painstakingly designs each single  
part so as to transform water into a perfect weapon.  
Technological research, presence in markets all over the world and  
valuable customer support: these are the cornerstones of the quality  
that distinguishes Hawk and of all its products.*



**M**ost companies considering an acquisition do so to complement the organic growth of their own business.

Acquisitions can provide companies with added skills and capabilities which enable them to service existing clients better and help win new contracts in a tough market.

Growing your business organically is difficult in the current economic climate. It's important to protect your existing customer and contract base, even before you start trying to secure new ones. Broadening your customer base through the right acquisition can provide a great growth opportunity. Your target business may have distribution channels and systems which you can use to promote your own services. Better production or distribution facilities are often less expensive to buy than to build.

As Europe faces a tough economic climate, a buyer with cash is going to be negotiating from a rare position of strength. Absorbing the competition may also be a good reason for acquiring another business.

Geographic reasons are a further factor for acquisition. A northern European company may want to obtain a UK base or a company based in the UK Midlands may want to acquire one based in the south east.

Companies might want to win more of the same type of business such as cleaning contracts in the same region, or in a different region. If you're struggling with regional or national growth it may well be less expensive to buy an existing business than expand internally.

### **New sectors**

You may want to expand into new sectors. For instance, if you're a cleaning company which is heavily involved in local authority work, you may wish to diversify into another sector such as contracts within the leisure industry to ensure you are not too dependent on one or two major customers. A daily office cleaning business may want to get into wash-room services.

A cleaning company may want to diversify into another soft service so it can offer clients a multi-service capability. A prime recent example is contract catering group Compass UK and Ireland buying cleaning firm, Integrated Cleaning Management (ICM).

A recent acquisition in the facilities management sector which my company helped facilitate, was Servest Multi Service Group acquiring Turners Cleaning and Support Services which gives the organisation access to new sectors, widening the customer range.

The reason for an acquisition might be opportunistic. For example, we supported a cleaning company that was tendering for contracts where it had an opportunity to

provide the security services for the same site. They found a suitable company, with the right strategic fit and won contracts as a result.

You may want to buy a company because it has a strong management team. Obtaining quality staff with good management can be beneficial to your own business. Perhaps you are nearing retirement as manager of your company and want a suitable team to succeed you and take the business forward.

### **Consistent strategy**

Be clear about what you expect from the deal. Buying simply because a company becomes available is a recipe for failure. Any merger or acquisition must be consistent with the strategic direction of the business. You need to know what you want to achieve and which type of company is going to help you meet this strategy. Keep the original strategic goal in mind throughout the acquisition process and avoid being side-tracked.

For instance, what size company are you looking for – one half the size of yours or a quarter? Can you realistically afford to buy the type of company you are considering buying? And can you find the funding? Once you have assessed your own business and its finances, you should be confident the deal produces a higher return than investing the same amount of money internally or, if not, that other factors justify the deal.

You also need to consider whether stakeholders such as your shareholders, employees and trade union representatives will support the proposed merger. When stakeholders know their views are listened to seriously this will contribute to the development of a consensual transition plan. Always consider the criteria of the type of business you are looking to buy including industry sector, product portfolio, turnover and location.

Finding the right company that meets your criteria isn't easy, which is where a business search specialist can help. There are five benefits of outsourcing the acquisition process:

### **Time to find the right company**

# Finding the right match



In light of recent mergers in the cleaning and FM industries, James Metzger of Metzger Business Search offers advice on how to find the best strategic match when acquiring a business.

Finding the right company involves detailed background research. If companies try to do the job internally, who will do this? Usually the task would be given to the finance director who may have to drop other important tasks. The search for a suitable organisation is a task they will have to pick up and put down again as other business critical tasks may take priority. Finding a suitable target isn't a project they will be able to give their full attention to and they may not have the time or the right deal making skills to drive an acquisition forward.

### **Confidentiality shield**

Businesses may prefer not to disclose to their competitors, the stock market or a number of other stakeholders that they are seeking an acquisition in a particular field. Only once there are clear signs regarding possible fit and a genuine preparedness to sell might they feel comfortable having their

*Continued page 62*

name made public. By using a specialist business search agency, discretion and confidentiality is maintained during the qualifying process, when evaluating the credibility and viability of each target.

### Experienced people

Using a specialist agency, managed by experienced business and financial experts who understand the sector and business relationships is key. Finding the right company involves a detailed qualification process. Firstly, is the company you have on your target list actually for sale? If so, do the owners intend to remain involved in the business and what are their motives for selling?

Is what you think you have already discovered about the company actually correct? What more can you find out about the management team and the financial strength of the company? What type of reputation does

the company have?

Another important aspect of the acquisition process is analysing whether the company you would like to acquire has a proper management structure. Are they serious about going into business with you and would they fit in with your corporate culture or walk out of the door? How will management, on both sides, get on post-merger? Who on your own team might be likely to leave and would the vendors want to stay on? Consider whether you could work well with the target company's managers and staff as personality differences often lead to mergers failing.

Understanding the financials is also important. Not just sales and margins but also the cash position of the company you are looking to acquire? Does it have cash on the balance sheet or is it in debt? Does it generate or consume cash from its

normal operations?

### Getting to the right people

The process is not as easy as mass mailing a wide selection of companies gleaned from the web. As we all know, business people get a lot of junk mail, which is usually binned, so getting through to the right people with the right message is vital. We need to be sufficiently confident, trusted and plausible to get through to the owner and strike a meaningful dialogue. This requires an unusual breadth of experience and empathy. It's important that the target business understands why you are interested in a deal and how you intend to finance it. Transparency is an important precondition for establishing a relationship of trust.

### Finding businesses not for sale

Experts who understand the sector have a strong network of contacts and can relate to owners will be able to uncover organisations that might not have initially been thinking about selling their business at the current time. With this knowledge, a deal may be secured before the company comes onto the marketplace. At the moment mergers are moving quickly, so getting to the right organisation fast is vital.

[www.metzgerbusinesssearch.co.uk](http://www.metzgerbusinesssearch.co.uk)

*Metzger Business Search, une organisation de recherche de partenaires, présente les avantages de procéder à des acquisitions pour réaliser la croissance des affaires. Trouver l'entreprise qui convient implique des recherches détaillées, et il est souvent avantageux de faire appel aux services de spécialistes.*

*Metzger Business Search schreibt über die Vorteile, die entstehen, wenn Akquisitionen mit dem Ziel der Unternehmensvergrößerung vorgenommen werden. Das richtige Unternehmen zu finden, erfordert detaillierte Recherche, und es kann empfehlenswert sein, die Dienste von Experten heranzuziehen.*

*La Metzger Business Search parla dei benefici nel fare acquisizioni allo scopo di ottenere un aumento nel giro di affari. Trovare l'impresa giusta prevede una ricerca dettagliata e può essere vantaggioso avvalersi del servizio di esperti.*



# Colour coded hanger system

**AVAILABLE IN 7 COLOURS**

SYSTEM **toolflex**®  
SYSTEM TOOLFLEX ORIGINAL • MADE IN SWEDEN

Delex Teknik AB Forsnäsavägen 11, SE-330 12 Forsheda, Sweden  
+46 (0)370-37 46 00 Fax +46 (0)370-37 46 29 [info@toolflex.com](mailto:info@toolflex.com)  
[www.toolflex.com](http://www.toolflex.com)



## ISSA/INTERCLEAN Events Worldwide International Trade Fairs for the Cleaning Industry

 <p><b>ISSA INTERCLEAN</b><sup>®</sup></p> <p>NORTH AMERICA</p>	 <p>THE ONE SHOW FOR THE CLEANING INDUSTRY</p>	<p>16.17.18.19 OCT <b>2012</b></p> <p>CHICAGO • USA</p>
---	--	---

 <p><b>ISSA INTERCLEAN</b><sup>®</sup></p> <p>CENTR./EAST. EUROPE</p>	 <p>INTERNATIONAL TRADE FAIR FOR THE CLEANING INDUSTRY IN CENTRAL &amp; EASTERN EUROPE</p>	<p>24.25.26 APRIL <b>2013</b></p> <p>WARSAW • PL</p>
--	---	--

 <p><b>ISSA INTERCLEAN</b><sup>®</sup></p> <p>LATIN AMERICA</p>	 <p>INTERNATIONAL TRADE FAIR FOR THE CLEANING INDUSTRY</p>	<p>13.14.15 MAY <b>2013</b></p> <p>MEXICO CITY • MX</p>
---	--	---

 <p><b>ISSA INTERCLEAN</b><sup>®</sup></p> <p>NORTH AMERICA</p>	 <p>THE ONE SHOW FOR THE CLEANING INDUSTRY</p>	<p>18.19.20.21 NOV <b>2013</b></p> <p>LAS VEGAS • USA</p>
---	--	---

 <p><b>ISSA INTERCLEAN</b><sup>®</sup></p> <p>AMSTERDAM</p>	 <p>1967 • ISSA/INTERCLEAN • 2014 • <b>25<sup>TH</sup></b> EDITION • AMSTERDAM •</p>	 <p>WORLD'S LEADING TRADE FAIR FOR CLEANING PROFESSIONALS</p>	<p>6.7.8.9 MAY <b>2014</b></p> <p>AMSTERDAM • NL</p>
---	---	---	--

- Les bottes de travail Bekina Steplite X sont conformes aux normes de résistance antidérapante européennes.
- Cromwell Polythene a repensé ses sacs à déchets cliniques pour en augmenter la contenance tout en optimisant leur résistance aux fuites.
- Vectair Systems a introduit un tamis à urinoir destiné à retenir les débris et à garantir l'écoulement des conduites.
- Le Jetty est un robot réalisé par Neovision qui assure l'inspection et le nettoyage d'événements et de gaines d'aération en utilisant une technique à la glace sèche.
- Pro Clean Systems est un outil de calcul et planification en ligne conçu par Digital Management systems pour les entreprises de propreté.
- Les deux nouvelles batteries de la gamme Sonnenschein de GNB Industrial Power sont destinées à des machines de nettoyage grandes et petites.

- Der Arbeitstiefel Bekina Steplite X entspricht europäischen Normen zur Rutschfestigkeit.
- Cromwell Polythene hat seine Abfallsäcke für Krankenhäuser neu entwickelt, um die Tragkapazität zu maximieren und die Beständigkeit gegen Undichtigkeit zu optimieren.
- Vectair Systems hat ein Urinalsieb vorgestellt, das Fremdkörper auffängt und Abflüsse frei hält.
- Bei Jetty von Neovision handelt es sich um einen Roboter, der Belüftungskappen und Luftkanäle mithilfe von Trockeneistechnologie inspiziert und reinigt.
- Bei Pro Clean Systems handelt es sich um ein Online-Berechnungs- und Planungsprogramm für Reinigungsunternehmen von Digital Management Systems.
- Zwei neue Akkus in der Produktreihe Sonnenschein von GNB Industrial Power wurden für den Einsatz in großen und kleinen Reinigungsmaschinen entwickelt.

- La calzatura da lavoro Bekina Steplite X è conforme agli standard europei per limitare il rischio di scivolare.
- La Cromwell Polythene ha riprogettato i suoi sacchi per la raccolta di rifiuti clinici per massimizzare la capacità di trasporto e allo stesso tempo ottimizzando la resistenza alla fuoriuscita di liquidi.
- La Vectair Systems ha introdotto uno schermo per urinatori che funziona da rete per bloccare i rifiuti e mantenere gli scarichi funzionanti.
- Jetty della Neovision è un robot che ispeziona e pulisce le bocchette d'aerazione e le condutture utilizzando la tecnologia del ghiaccio secco.
- Pro Clean Systems è uno strumento online di calcolo e progettazione per le imprese di pulizia fornito dalla Digital Management Systems.
- Le due nuove batterie della gamma Sonnenschein della GNB Industrial Power sono progettate per macchine per le pulizie di grandi e piccole dimensioni.

Safe boot

The **Bekina Steplite X** polyurethane safety boot features a sole profile that is SRC approved and thus complies with the European standard mechanical slip resistance test for footwear.

For better safety there is also a higher top, plus higher toecap for more security in the event of an impact. The boot is also



said to be comfortable at the toes, the instep and the centre.

The polyurethane used in the Steplite X boot is lightweight, thermally insulating and durable, says Bekina.

Available in a range of colours and safety levels.

Tel: +32 55 39 00 20. Email: info@bekina.be

Leak resistant

**Cromwell Polythene** is relaunching its clinical waste sacks range, using star seal technology to maximise carrying capacity while optimising leak resistance.



The new range encompasses yellow sacks for transporting hazardous waste for incineration; orange sacks, for waste that is disposed of by a licensed or permitted facility; and yellow sacks with a black stripe for waste collection and disposal that is not subject to special requirements in order to prevent infection and which are disposed of by deep landfill.

All use Cromwell's LOWCO<sub>2</sub>T technology to reduce the weight of the bags, resulting in CO<sub>2</sub> savings and other emissions.

And star seal technology means bags can be manufactured without gussets, eliminating gaps along the seals where leaks sometimes occur. It also leads to a less formed shape, allowing the sack to mould itself more easily to the contours of a container.

Tel: +44 1977 686 868. Email: info@cromwellpolythene.co.uk

Taking aim

A urinal screen that acts as a net to catch debris and keep drains and urinals free flowing is the latest addition to **Vectair Systems'** washroom range.

The V-screen has in-built deodorising technology that absorbs unpleasant odours and comes with a choice of four fragrances identified via a central scent spot. This gives an extra burst of fragrance when it comes into contact with fluid and also acts as a target for users, providing a neat way to promote better aim and therefore less splashing.

Made from hard-wearing EVA, it has an angled anti-splash texture to keep the surrounding area clean, an anti-slip feature to help keep it in position and a quick drain design that allows the urinal to flush quickly. A service handle makes it easy to replace and each product comes with a pair of gloves to help with hygienic disposal.

Tel: +44 1256 319500. Email: info@vectair.co.uk

Eco duct cleaning

Jetty is a robot that cleans and inspects air conditioning ducts, kitchen and industrial air vents. Developed by **Neovision** it uses dry ice blasting, an ecological method that cleans surfaces gently without causing damage.

The robot's body is positioned in the centre of the duct to allow maximum nozzle efficiency. The rotation velocity of the nozzle and the robot's speed can be adjusted according to the level of contamination.

The cleaning medium is sprayed from the nozzle at -78°C - it rapidly supercools



the surface and causes so-called thermal shock. Dirt is released because of the differences in tension between the contamination and the underlying surface.

Jetty can pass through and clean circular, rectangular, square and S-shaped ducts. It can clean horizontal, vertical or sloping ducting. The operator controls the robot using the control panel that also allows video recordings to be saved.

Tel: +420 225 273 665. Email: holejsovska@neovision.cz

Planning software



The Pro Clean System is a new online calculation and planning tool for the cleaning industry, which is available for use on PC, smartphone or tablet.

Developed by **Digital Management Systems**, it uses standardised rooms and times for planning work schedules and for calculating quotations. Standard times have been allocated to many tasks and elements, all based on cleaners' experience. This enables users to create an 'ideal' room that can be used for several spaces in a building.

Tel: +31 85 4011247. Email: info@procleansystem.com

Is your company launching a new product you'd like to tell our readers about? Email michelle@europeancleaningjournal.com

New batteries

Two new batteries for use on cleaning machines have been added to the Sonnenschein line from **GNB Industrial Power**.

The GF 12 076V offers improved high current toler-



ance and increased capacity, says the company, vital for cleaning machines that are used intensively for long periods of time. For smaller machines there is the new Sonnenschein GF 12 052 YO, a power pack that is compact in size.

GNB has also improved its spiral-wound block battery from the AS range, a valve-regulated lead acid maintenance-free model.

Tel: +44 1204 661 460. Web: www.gnb.com

# EUROPEAN Cleaning JOURNAL

Visit the new ECJ website at  
[www.europecleaningjournal.com](http://www.europecleaningjournal.com)  
The industry's most comprehensive information source.



- Up-to-date news
- Latest edition of ECJ
- Search the archives
- Exclusive content
- Business directory
- Different languages

# EUROLIANCE

Euroliance is a Pan European specialist for cleaning and associated services. We deliver services to all types of clients but our core strength is in Food Production, Pharmaceutical and Technology industries where we can provide Cleanroom cleaning, GMP area expertise, Laboratory Cleaning, Industrial Cleaning and Daily Office cleaning, alongside related services such as waste management, consumable supply and grounds maintenance.

Using our national and international knowledge combined with our central account management systems, we can bring true added value to your business processes!



**DAILY (OFFICE) CLEANING**



**CLEANROOM CLEANING**



**INDUSTRIAL CLEANING**



Scan this code with your smartphone to go through to our website and see what Euroliance can do for you.

[info@euroliance.eu](mailto:info@euroliance.eu)  
[www.euroliance.eu](http://www.euroliance.eu)