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# EDITOR'S VOICE



#### Hello and welcome to the February issue of Tomorrow's FM.

"It's particularly hard to overstate the impact that COVID-19 has had on the economy in 2020," begins Mark Robinson, Group Chief Executive at SCAPE, in one of our leading features this month. Indeed. As the mass-vaccination programme continues, in the coming months attention is likely to turn to how the UK begins a long, and perhaps arduous, path to economic recovery.

Robinson believes the most important part of this recovery, and perhaps most relevant to FMs, will be the evolution of estates, particularly across the public sector. With the government having committed £900m this year alone to deliver projects across hospitals, schools and civil infrastructure as part of its £5bn 'New Deal', as well as a £4bn 'levelling-up' fund for regions needing urgent stimulus, 2021 may be the starting point for the next generation of public sector-led improvement to UK real estate.

A focus on opportunity runs throughout this issue. In our Cleaning feature, Jan-Hein Hemke, MD of Facilicom UK & Ireland, believes 2021 offers a chance for employers to continue to invest in people and support them with their progression, whilst UKWSL discusses how environmental performance and a more sustainable future can still occur whilst reducing business costs in our Recycling and Waste Management feature.

Elsewhere, we take a look at a new competency training course that promises to support safer and more productive water jetting, and Fooditude explores ways in which facilities teams can keep a connection with the wider company and boost morale whilst employees continue to work from home.

Enjoy the issue.

Ryan Lloyd, Editor

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#### FACILICOM SECURES EIGHTH YEAR WITH UNIVERSITY OF BRIGHTON

Cleaning and soft services provider, Facilicom UK & Ireland, has secured a contract extension with long-standing client, the University of Brighton.

The relationship, which began in September 2013 has seen the hygiene specialists deliver daily janitorial and cleaning services to the University's halls of residence.

The contract extension will see Facilicom's team of highly-skilled cleaning operatives continue to deliver these vital services into 2021.

Richard Roalfe, Residential Operations Manager at University of Brighton said: "Facilicom has provided cleaning services to the University of Brighton Halls of Residence for eight years. During this time, they have consistently provided a very high standard of service within a fixed price contract, offering a very cost-effective solution. This is, in part, due to the commitment of the Facilicom team to continually innovate the products, materials and systems in use on the contract. The fact that Facilicom have twice won the competitive tender process demonstrates their ability to provide both quality and value.

"When the time came to review the cleaning contract, Facilicom proved flexible and accommodating to our changing needs. Activating the contract extension option soon became the obvious choice. The flexibility and professionalism demonstrated by the Facilicom team throughout this very challenging time has proven this to be the right decision."

Jan-Hein Hemke, Managing Director of Facilicom UK & Ireland, said: "We have thoroughly enjoyed working with the dynamic University of Brighton for eight years now, and we are thrilled to have secured an extension to our contract.

"Maintaining the highest levels of cleanliness, particularly in the current climate as we live alongside Coronavirus, is vital to the health and wellbeing of the university's students. Our team on campus will continue to deliver the very best standards of hygiene as new and returning students begin to fill up halls in the coming months."

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# Can tech raise the FM game?

Join the discussion: FREE global roundtable feat. Mitie, Sodexo, Atalian Servest & others | 4th March, 3.00pm - 4.00pm GMT.

Demands on the facilities management sector have peaked. We're bringing together industry experts to explore the role tech must play in:

Real-time visibility
Meeting client demands

Remote monitoring & IoT

- Driving compliance
  - Reducing risk
  - Improving accountability

...and more.

With less people on the ground and a demand to keep operations efficient, we have to level up. Help shape the conversation and <u>sign</u> <u>up free today</u> to put your questions to those at the forefront of FM.

SafetyCulture powers over 600 million checks a year across 28,000 organizations worldwide: supporting businesses to do their best work every day.



Visit www.safetyculture.com/events to register today.

#### Something Young People can rely on – The CHSA's 2021 Undergraduate Bursary

Young people may not yet be certain of the detail of what's replacing A-Levels this summer but there is one thing they can rely on – the Cleaning & Hygiene Suppliers Association's (CHSA) Bursary.

"Young people are living in an uncertain world," said David Garcia, Vice President and Treasurer of the CHSA and the driving force behind the Association's Bursary programme. "The past 12 months have been incredibly challenging for them, with continual changes to their schooling. We know there will be no A' Levels but we still don't know the detail of what will take their place. In the midst of this uncertainty, young people can depend on our Bursary. Our commitment to supporting talented young people remains unwavering."

Every successful applicant is awarded a maximum of £4,500, receiving the Bursary in three instalments, £1,500 at the start of each academic year or for the first three academic years if the degree is longer. Only 'would be

#### FSI RETAINS CYBER ESSENTIALS PLUS CERTIFICATION

FSI, the Concept Evolution CAFM/ IWMS technology provider, has successfully retained the Cyber Essentials Plus certification.

The certification helps FSI to guard against a cyber-attack and demonstrates commitment to cyber security.

This government backed scheme protects FSI against a range of the most common cyber-attacks. It allows us to bid for central government contracts which involve handling sensitive and personal information, or the provision of certain technical products and services.

The usual hands-on technical verification was this time successfully carried out remotely and was further strengthened by FSI having a dedicated Cyber Security Engineer team. students', who are the children of CHSA members' employees, will be 18 years or over on 1st September 2021, and commencing their higher education studies this autumn are eligible to apply. David continued: "People working in the cleaning and hygiene sector are



the unsung heroes of this pandemic, supplying the PPE and cleaning and hygiene products so essential for keeping workplaces safe. It's a particular pleasure this year to give something back through this Bursary for the children of our members' employees."

This is the sixth year since the scheme was reintroduced the CHSA has awarded the Bursary to talented young people. Four young people have already completed their studies with the support of a CHSA Bursary. Seven are current recipients, two of whom graduate this summer. Together they will have received £49,500 from the CHSA by the end of their studies.

The assessment included the testing of the following five controls for correct implementation, with various simulated attack scenarios carried out:

- Secure configuration the measure required when building and installing computers and network devices to reduce unnecessary vulnerabilities
- 2) Boundary firewalls and internet gateways - providing a basic level of protection where an organisation connects to the internet.
- Access control and administrative privilege management - protecting user accounts and helping prevent misuse of privileged accounts.
- 4) Patch management keeping the software used on computers and network devices up to date and resisting low level cyber-attacks.
- 5) Malware protection protecting against a broad range of malware, including computer viruses,

#### FINANCIAL SUPPORT FOR YOUNG PEOPLE HEADING TO UNIVERSITY

Bursary

Applicants are assessed according to need, worthiness, endeavour, and overall performance. Each candidate also brings something unique, their 'X-factor'.

Applying is simple. Eligible young people need to visit the CHSA website and click on the link on the 2021 Bursary page. The form includes a 400-word statement and it is advisable to draft the statement prior to accessing the form.

The closing date for applications is 25th June 2021. Shortlisted applicants need to be available to meet the judging panel, to be led by CHSA Vice President David Garcia, on 21st July 2021.

#### www.chsa.co.uk

worms, spyware, botnet software and ransomware.

The certification is awarded through the National Cyber Security Centre's Cyber Essentials Partner, the IASME Consortium.

Dr Emma Philpott, CEO of the IASME Consortium said: "We're delighted for FSI and I congratulate them for continuing to recognise the key role cyber security plays in any organisation. This certification is also a true demonstration to their clients that FSI continues to consider the importance of their customers' security as much as their own."

Call: +44 (0)1708 251900 Email: info@fsifm.com www.fsifm.com



#### WHAT'S NEW?

#### NEW BUSINESS DEVELOPMENT MANAGER FOR PORTICO

Portico, a specialist provider of tailored guest services, has hired a new Business Development Manager to support the company's growth.

Richard O'Keefe has more than 14 years' experience in front-of-house and guest services roles.

O'Keefe will be instrumental in supporting director, business development, Amanda Baber explore new opportunities to aid business growth as the workplace changes as a result of Covid-19.

O'Keefe joins Portico after more than four years at Rapport Guest Services (part of the Compass Group), where he held the position of head of operations for the last 18 months. Previous to this O'Keefe held front of house management roles at the Millennium Hotel London Mayfair, K West Hotel & Spa, Thistle Royal Trafalgar. Richard O'Keefe, Business Development Manager at Portico said: "I'm delighted to be working with Portico and being part of such a dynamic, forward looking business that keeps people and relationships at the heart. With the corporate office landscape changing, I look forward to being able to use all of my previous operations and workplace change experience to positively influence new opportunities and ways of working to support existing clients and enhance business growth."

#### FIRST UK INSTALLATION OF KONECRANES' S-SERIES CRANE

Konecranes has supplied a material handling system, incorporating an S-series crane, at ABB Limited's Drives Service Workshop (DSW) in Coalville, Leicestershire. The contract represents the first installation of the new generation S-series model in the UK.

The system supplied comprises a 16.1 metre span overhead single girder gantry and a 3.29 t SWL S-series electric rope hoist. The crane has cross and long travel speeds of up to 20 metres per minute and a hoisting speed of up to 3.1 metres per minute, with a 4.29 metre height of lift. The crane is operated via a radio remote controller.

ABB is a worldwide leader in the fields of electrification, robotics, automation and motion technology, with an emphasis on energy saving and sustainability. Its UK operation employs 1,800 people, operating from 15 locations and supplies £0.5bn of innovative solutions. products and services to a broad range of market sectors. The DSW provides reconditioning, preventative maintenance, service, repairs, genuine spare parts and cleaning for low voltage variable speed drives and drive modules, which cannot be undertaken in the field. The company identified the need for a material handling system for the safe, ergonomic and efficient movement of drives within the workshop.



Initially, ABB's engineers had been considering a lightweight crane system, but the fact that an increasing number of large and heavy drives were being serviced prompted a rethink. The company specified the S-series crane on the grounds that its features are particularly suited to the DSW's maintenance operations.

The S-series crane uses synthetic rope, which requires no lubrication, eliminating the possibility of delicate electronic components within the drive units being contaminated with oil. Smooth movement and accurate load positioning, which are critical factors for the workshop's processes, are assured by the crane's infinite and stepless speed control. Other features of the crane design are its tilted drum and off-set reeving, which also ensure smooth and accurate load handling, whilst eliminating peak rope forces to reduce the wear on reeving components.

The remote radio control allows the operator to use the crane from anywhere within the workshop for increased safety and operational freedom. The compact nature of the crane met ABB's requirement for a heavy-duty lifting solution, which did not take up too much room in the workshop.

Call: 01295 676100 www.konecranes.co.uk

#### HYDRACHEM INTRODUCES CERT. – THE COVID-19 DESTROYER

A cleaning product used in 95% of UK hospitals is now available for use in the facilities management sector.

For the first time in the UK, Hydrachem, supplier of cleaning products to the NHS, has introduced Cert. a simple to use detergent combined with disinfectant cleaning product for use in business.

Cert. which is manufactured in the UK, offers a new level of clean for businesses in the fight against COVID-19. It works in just 60 seconds to kill 99.9% of all microorganisms and germs on surfaces including the SARS-CoV-2 virus which causes COVID-19.

Cert. is the same tablet used extensively across the NHS ensuring hospital hygiene clean for all kinds of businesses and by using Cert. within their premises, businesses also receive a Cert. Certified Hospital Hygiene certificate to display to customers and visitors giving peace of mind and demonstrating a proactive approach to ensuring all COVID-19 safety measures are in place.

It offers a safer alternative to liquid bleach as the dissolved solution has a pH 5 to 6 which is almost pH neutral and in tablet and liquid form extremely safe for handling and there is no need for gloves and hazard glasses.

Cert. is easy to use and is the first cleaner of its kind available in a handy tablet form that cleans in three easy steps:

- 1. Place a table in 500ml of water in a spray bottle.
- 2. Dissolve.
- 3. Spray.

The active Cert. solution can then be sprayed onto work surfaces throughout premises – from touchpoints to public areas destroying 99.99% of all microorganisms, germs and viruses. Importantly, it also complies with Public Health England's guidelines on how to protect hard surfaces against COVID-19.

Cert. is available in three specially designed business bundles:

- Cert. Certified for Business – Complete Clean and Disinfectant Mop, Spray Bottle and Tablets priced from £34.99.
- Cert. Certified for Business
  Floor Clean and
  Disinfectant mop and tablets priced
  from £24.99.
- Cert. Certified for Business: Surface Clean and Disinfectant Spray Bottle and Tablets priced from £17.99.

Robin Rough, Managing Director at Hydrachem, said: "At Hydrachem, we have taken all our knowledge. experience, research and specialised work in the area of disinfection to create Cert.; a revolutionary combined cleaner and disinfectant for businesses. The COVID-19 pandemic has forced us all to look at how we clean our premises and with what products.

#### "Cert. offers

reassurance to business owners that are using a product that works effectively in the NHS,

it does the job first time and offers peace of mind to staff and customers. It has a neutral PH of 6, it is noncorrosive and non-hazardous. The tablet easily dissolves without risk of splashes and cleans and disinfects so there is need to buy additional cleaning product to use alongside it."



Public Health England are very clear about what can destroy COVID-19 outside of a healthcare setting. They say you should use: "A combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine (ppm av.cl.)."

www.certcleaning.com





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#### FSI AND INTUITIVE BI SHARE LATEST INTEGRATION NEWS

FSI, the Concept Evolution CAFM/ IWMS technology provider, and Intuitive BI, specialists in data visualisation tools and dashboards. have been sharing the news of some recent successful integrations.

By integrating Concept Evolution CAFM/IWMS with the Intuitive BI dashboards, clients have access to the right data at the right time. Data drives businesses forward, but only if used effectively. This partnership of products allows complete insight to the information that matters to a company through clear and comprehensive display.

Data from Concept Evolution, and indeed other third-party sources, is presented in the easy-to-digest visual format that comes from Intuitive BI. From asset management and PPM, to resource efficiency and workload, clients can observe, assess and distribute key metrics from completely configurable dashboards.

#### **Recent successful** integrations include:

• A University in the Midlands with approximately 24,000 students from 80 countries, who have invested heavily in their estate, including a major expansion of their city centre campus, providing students with an enviable range of facilities. They use Intuitive BI from both a reactive and planned perspective to ensure that the services they deliver across their wide and diverse property portfolio can be graphically represented to enable early identification of issues and SLA

adherence with the ability to drill through to the tasks in hand.

- A client who undertakes research into understanding the biology of how our bodies work, including what changes as we age and during disease. They use Intuitive BI across their research campus to empower their users and provide live performance related information directly through a system that they trust.
- The estates team have created their own custom widgets to provide the specific information that each tenant requires. The driver behind this was to minimise the administration burden on the estates team having to create different reports and provide these on a weekly basis. Now they can provide their clients with the freedom to view their own data and the quality of the service delivery at any time directly through Intuitive BI.
- A national service provider, delivering FM services across schools, government and defence organisations. They use Intuitive BI to obtain an operational view across their contracts, managing a number of diverse contracts, some of which include PFI and require

a unique method of viewing data graphically. Decisions are made with confidence using intelligent data, and warnings are provided graphically. With the tight integration with Concept Evolution, users can drill down into the system to resolve issues immediately.

Roger Stocker, CEO of Intuitive BI, said: "FSI had a simply outstanding year with us in 2020, growing their sales by over 20% for the second year running. We continually receive fantastic feedback for the whole business.

"Starting with one very successful sales person in Karl Broom (our sales person of the year in 2019), the approach has been rolled out to the whole sales team with many successes in 2020. The FSI technical team regularly pull out all the stops to get solutions up and running quickly, and the finance department is exceptionally efficient in processing orders."

Contact FSI today to discuss how Concept Evolution, integrated with Intuitive BI, is the business tool of choice for an efficient, optimised and connected workplace.

www.fsifm.com

**tsi** 

www.weareintuitive.com

MACE ACHIEVES NET ZERO CARBON

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Mace, the international construction and consultancy company, has announced that it has achieved its ambition to be a net zero carbon business in 2020.

Following the statement in January 2020 that the company had

committed to the ambitious target, the executive board has confirmed that after driving down its carbon emissions as far as possible across its developments and operations it has offset the remaining emissions. The business has also set out its new targets as part of its 2026 business strategy which is due to be launched in February.

The announcement includes a 50% reduction in Mace's carbon emissions across the year, achieved through a variety of trials and solutions including a 75% increase in renewable energy, a 75% reduction in business travel emissions, a ban on diesel generators and an increase in the use of cement alternatives.

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# Access Maintain Property Maintenance Solution

An easy-to-use, cloud based CAFM solution. It enables you to see all maintenance work being carried out, and associated costs, in real-time. Through automating the entire workflow, you're able to reduce admin, manage costs and make speedy fixes.

#### Get effective oversight and control across all your sites:

### Easily control your maintenance work

All reactive, planned and in-house maintenance work is managed within one system

#### Increase efficiency and reduce costs

The process is quickly managed online and through apps, selecting from a list of pre-approved contractors

### Adhere to compliance obligations and reduce risk

Important documentation is stored within the system, meaning you're prepared for any inspections



#### TORK LAUNCHES TRAINING PACKAGE FOR HOSPITAL **CLEANERS AND FMs**

Tork manufacturer Essity has unveiled an interactive training and support package aimed at cleaners and facility managers in the healthcare sector.

Launched in January 2021, Tork Interactive Clean Hospital Training takes FMs and staff through various real world cleaning scenarios in an engaging way.

The online package also incorporates a 'train-the-trainer' module to educate facility and contract cleaning managers on how to support their teams and demonstrate optimum cleaning techniques.

"In a healthcare system under pressure, the role of the facilities manager is just as critical in providing care as that of any other healthcare professional," said Essity's Professional Hygiene Marketing Director for Healthcare Thomas Bergin.

"Ensuring that the healthcare environment remains a clean and safe place for the patients needs to be a top priority."



The training takes place in a virtual hospital and incorporates a module on daily cleaning in an occupied patient room, and another on discharge cleaning protocols. Both modules focus on learning by doing and each takes the cleaner through the process in a logical fashion.

The cleaner is first reminded to wash their hands and don PPE before entering the room to be cleaned. Each step of the process is then addressed from picking up debris, emptying the bins and wiping down refuse containers before moving on to other tasks.

The cleaner's knowledge of frequently-touched surfaces is tested and various tips and tricks are provided such as the need to work from high to low so that no dirt is



Building on its considerable experience and success with the former PF330 and 220 range, Micronics has developed a new range of portable, clamp-on, ultrasonic flow instruments, incorporating the latest technology whilst still retaining the key feature of simple operation, to provide quick, out of the box results.

The PORTAFLOW PF333 offers the user quick and accurate flow and energy measurement and with its easy-to-follow menu and simple set up, results can be achieved within minutes of opening the case. The range continues to bring simplicity to the non-invasive measurement of liquid flow and now with the addition of hydronic liquid flow energy measurement for hot and chilled water applications.



The PF333 is a portable, simple to use ultrasonic clamp-on flow and thermal, heat/energy meter, that uses the latest cross correlation ultrasound flow measurement system to measure flow rate and clamp-on PT100 temperature sensors to measure flow and return temperatures. The PF333 measures dislodged, plus the importance of beginning with the cleanest areas to avoid the risk of recontamination.

Incorporated in the train-the-trainer section is a mini-microbiology school which deals with the dangers posed by the micro-organisms that are potentially present in the healthcare environment.

The training is available in more than 15 languages besides English including French, Spanish, German, Arabic and Somali.

The training modules are based on the Association for the Health Care Environment's (AHE) Practice Guidance for Health Care Environmental Cleaning.

The Tork Interactive Clean Hospital Training package is free to access at <u>tork.co.uk/surfacehygiene.</u>

energy rate and totalised energy and the Hydronic thermal energy, heat or cooling load is calculated from a combination of the flow rate and the flow and return temperature difference or delta T to comply with EN1434 section 6.

The integral Data Logging has a capacity of 100,000,000 data points with 12 named sites and can be downloaded via USB to CSV files and export to Excel for further analysis.

Compact, rugged and reliable, the PORTAFLOW range has been designed to provide sustained performance in industrial environments with the New cross correlation flow measurement system providing improved accuracy for flow and measurement audits of old and often challenging pipe-work in existing installations.

Call: +44(0)1628 810456 www.micronicsflowmeters.com

#### PEST PREVENTION IS VITAL ESPECIALLY WHEN BUILDINGS ARE EMPTY

Some businesses don't envisage employees returning to their offices to work until spring 2021 due to the risk of contracting COVID-19 and the difficulties of putting social distancing measures in place.

This means many buildings are being left empty, particularly in cities, and are becoming 'playgrounds' for mice and other pests.

Naturally, businesses and the premises owners will be looking at ways to reduce costs while their buildings are unoccupied. However, Cleankill Pest Control strongly advises maintaining or even increasing regular pest control service visits while pests are enjoying the empty buildings.

Alongside continuing or even increasing pest control visits, work outside, to keep vegetation cut back and sites clean and tidy, is equally important. This removes places where rodents can find food and safe harbourage.

Rubbish should be removed promptly and lids on containers should always be kept closed to stop rats from entering. Rats breed prolifically and quickly and infestations that start in rubbish storage areas can easily spread to nearby buildings and even residential properties.

Undeterred by people, pigeons and gulls have also been taking up residence in and on buildings in cities and towns. Cleankill's team of Harris Hawks and their handlers has been hard at work deterring these pest birds from buildings, especially around cities like London.

Cleankill Managing Director Paul Bates explains: "Prevention is always better than cure. The cost of a pest control prevention contract with regular visits is quite minimal compared to other services such as window cleaners - and there could be serious consequences if there are not regular pest control checks."



It is also worth considering that your insurance provider may decide not to pay out if you are considered to be negligent by not having a pest control contract in place.

For food premises, or buildings with cafeterias, re-opening could be delayed under the Food Safety Act 1990 by the issuing of closure and improvement notices. "Due diligence" pest control measures must be in place to ensure that food products are not contaminated or damaged.

A professional pest control contractor can help you to control any pest issues you might be encountering and also ensure compliance with legislative requirements including:

**Prevention of Damage by Pests Act 1949** –protects the community from the potential health and safety and hygiene hazards caused by various pests. Under the Act, any person authorised by a local authority, may inspect a premises or site at any reasonable time for infestation.

Animal Welfare Act 2006 – ensures pest control is carried out in a professional and legally approved manner that minimises distress to captured pest animals.

Control of Substances Hazardous to Health Regulations (Health and Safety at Work Act 1974) –

professional companies will provide current COSHH and Safety Data Sheets for any products the pest controllers use on your site.



Public Health Acts 1936 and 1961 – pest control helps to control all manner of vermin, including; rodents, insects and pest birds.

Wildlife and Countryside Act – ensures non-target wildlife and the local environment are protected by using safe and approved pest control procedures that are targeted only towards the pest species.

Award-winning Cleankill Pest Control deals with 'distress' pests such as wasps and fleas, as well as preventative maintenance against public health pests such as mice, rats, cockroaches and pest birds. With its efficient service delivery Cleankill is a market leader for innovation, 'green' and new pest control techniques. Cleankill is also a licensed waste remover. Operating across London and the South East, Cleankill has offices in Surrey, East Sussex, Buckinghamshire and Bristol.

**Email:** info@cleankill.co.uk www.cleankill.co.uk/



#### INTRODUCING THE MOBILE SHOWER CHANGE TROLLEY FROM PRESSALIT

Pressalit, the specialist Scandinavian designer of accessible bathroom solutions, has introduced a new height adjustable Shower Change Trolley, suitable for both adult and child environments in changing places facilities, schools and other institutions.

Providing safety and comfort for both changing and assisted showering, the new Pressalit Shower Change Trolley introduces a range of innovative features helping users and their carers, including foldable safety rails on all four sides and a vertical tilt mechanism.

The shower and changing trolley has been created by Pressalit's award-winning designers to combine a height adjustable changing table, with the option to use as a waterproof shower trolley. This flexibility is a valuable addition to any accessible changing place facility, in wet or dry environments.

Introducing foldable safety rails at the head and foot of the table, as well as on both sides, improves access for two or more carers to assist a user at the same time. The easy-to-fold rails not only provide security for the patient and help prevent falls, they can promote a greater sense of ease and calm by providing a real visible definition of space. The contoured laminate rails feature black trim edges to aid the visual definition, with integrated grab handles.

Waterproof, non-slip, and quick drying, the durable mattress which is produced from high quality, PVS coated fabric, provides a comfortable lying surface, and has gable ends acting as further security. With flexi-pipe and drainage, the shower water runs off and away quickly and efficiently.

The Pressalit Shower Change Trolley is free-standing and will fit neatly into the bathroom. It can be moved into position next to the shower when needed, its large diameter wheels ensuring easy manoeuvrability while the user is lying on the bed. The non-slip pressdown foot pedals provide a secure central locking system across all four wheels.

Its metal frame is lifted off the floor so that the wheels and lower frame of a mobile hoist can fit underneath if required.

As with all Pressalit products, hygiene is always a priority. Smooth surfaces and round edges ensure the table is easy to clean and keep safe. There is also a basket underneath the table for convenient storage of accessories.

With a height range of 550mm – 950mm, carers can adjust the table to suit their personal work preferences, including wheelchair transfer and minimising inappropriate lifts. It features a gentle vertical tilt, with two secure, telescopic legs. As well as user comfort, the tilt allows for efficient water egress. The height adjustable table is powered by an easy to reach battery with an intuitive hand control.

Andrew Lowndes, UK and Ireland Sales Manager for Pressalit, said: "Great care has been put into the design of the new Shower Change Trolley to ensure it not only provides a safe and secure changing and showering trolley, but with its flexibility allows users and their carers to adapt easily to individual situations.

"This is an excellent addition to the Pressalit range. Not just another blue trolley, its bespoke design has a flexible approach to care from start to finish."

The Pressalit Shower Change Trolley has a maximum weight of 200kg.

www.pressalit.com/



### Social distancing sign to help businesses operate safely.

To help businesses with social distancing measures a new Robert Scott floor sign is now available with 'Please keep your distance' message.







# **SEBO DART**



### **Target dirt with a DART**

If you're looking for a vacuum cleaner that's fast, powerful & easy to manoeuvre, the SEBO DART hits the target every time!



🔊 Quiet







Low maintenance





High filtration

Easy to use





#### OPTIMA ENERGY SYSTEMS POWERS UP ITS ANALYTICS WITH INFOR BIRST

Established in 1988, Optima Energy Systems develops and supports advanced software for managing and analysing energy data for some of the most significant energy users and consultants in the UK. Optima software is used to manage energy data for over 22,000 organisations and 250,000 sites—more than any other energy management software provider.

Optima Visualizer, developed using Infor Birst, delivers a unique set of capabilities unmatched in the Energy Management Software marketplace. Visualizer allows Optima's customers to build their own stunning dashboards and reports while also supporting fast data discovery.

Data is quickly becoming the standard tool for informing all types of energy management decisions. As the energy landscape becomes more complex, yielding more and more data for users to parse, it's not surprising that the needs of energy managers and consultants are growing alongside them.

Optima Energy Systems' core product is an energy management solution that validates bills sent from suppliers to customers. Many of its customers are large, multi-site organisations like supermarkets, water companies, telecom companies, and universities. Optima Energy Systems helps them to manage their energy portfolios and control costs.

The key reason why Optima Energy Systems sought to replace its existing reporting capability was to improve development efficiency. The old system has been in existence for some time. during which the company had built up an extensive collection of bespoke reports for customers. Every new customer that came on board required a different report, which meant either Optima Energy Systems had to build new reports from scratch or work from existing reports, which created a messy pile-up of options and settings. These, in turn, grew increasingly cumbersome and difficult to support.

To make matters worse, very few people were familiar with the original reporting technology, which meant Optima Energy Systems spent a disproportionate amount of time manually building reports rather than focusing on future product enhancements.

### A vision for modern self-service analytics

Faced with an inefficient and highly manual reporting situation, Optima Energy Systems decided to replace its existing reporting capability with a modern self-service reporting and dashboard platform. The aim was to allow customers to report on data themselves in a true selfservice manner.

"Large multi-site organisations such as supermarkets, universities, and more, get tremendous value in seeing accurate, real-time insights into how energy is being consumed. It enables our customers to take the actions needed to prevent overcharges and reduce usage," said Neil Turton, Product and Development Director at Optima Energy Systems.

#### **Business challenges**

- Transforming a manual and resource-intensive reporting environment.
- Building an infrastructure for customer self-service reporting.
- Migrating from a desktop product to a modern web-based user interface.
- Driving customer growth and adoption.

twitter.com/TomorrowsFM

#### Selecting a new analytics platform

Optima Energy Systems shortlisted three different business intelligence vendors when deciding how to replace its existing reporting system. Infor Birst consistently scored highest in the company's evaluation scheme.

Turton said: "Two areas Birst did well was the ease of application embedding and the ease of development. Because it was a cloud-based platform, it was also highly scalable."

Adopting a self-service approach to embedded analytics meant that Optima Energy Systems could avoid the lengthy process of submitting report specifications, as well as the subsequent design, development, testing, and release work. The aim was for Infor Birst to allow customers and their consultants to create reports in a fraction of the time.

Secondly, Optima Energy Systems wanted to improve the look of its reporting offering with a modern web-based user interface. The core system was already robust, and the numbers already accurate and trusted by customers, but a modern UI would improve ease-of-use and appeal to future customers—driving increased sales as well as further adoption.

The adoption of a modern webbased UI for analytics coincided with a new web front-end for the core product that Optima Energy Systems hoped that all customers would move to. Neil Turton, Product and Development Director at Optima Energy Systems, stated that: "Roughly 50% of our existing customer base is now on our web front-end thanks, in part, to the modern web-based analytics from Infor Birst."

Built on Birst's cloud-based analytics platform, Optima Visualizer offers a wealth of features to support data discovery and analytics, including:

- Fully white-labelled portal that is consistent with the Optima Energy Systems brand.
- Secure data access applied at the user level across all reports and dashboards.
- Fully customisable dashboards that deliver precisely the information customers need.



- Fully customisable user profiles to ensure users only see what they are authorised to see Geomapping shows site locations, helping visualise campuses and clusters of buildings.
- Displays of both dynamic and static data.
- Real-time capabilities.
- Support for all kinds of data, not just utility and process information.
- Comprehensive drill-down and drill-across functionality Integration of customers websites, video, and social media feeds.
- Image and document importing.
- Scalability to hundreds of thousands of meter points.

Optima Energy Systems also took advantage of Birst's multi-tenant architecture, which significantly speeds up the process of onboarding new customers. Optima uses Birst's networked BI capabilities to manage one master space that applies to all customers, and ensures that each customer inherits data and application changes whenever they are made.

Networked BI dramatically reduces the administrative costs of maintaining and growing the customer base and allows customers to extend their own analytics domains safely.

#### **Business results**

- 30% reduction in report development overhead.
- 50% increase in customer adoption.
- £1,000s of pounds of energy cost savings for customers.

#### Cutting energy costs with Optima Visualizer

Optima Energy Systems' typical user is an energy manager or energy analyst who spends their time looking at trends in consumption of energy, gas, electricity, and water. They track statistics like daily energy usage year-over-year, and then by using Birst, can monitor those trends throughout the day.

They might be able to see that somebody mistakenly left equipment running, leading to an unusual spike in overnight consumption. The main aim of using Birst is to monitor and reduce those costs.

Turton believes these kinds of insights can have essential impacts on business costs. He said: "For example, a supermarket with hundreds of sites around the UK: if they can find a behavioural pattern that can be changed, that will reduce their energy usage across many sites, and that is a huge saving."

#### Predicting the future

Optima Energy Systems hopes to grow its implementation of Birst's smart analytics technology by using it to integrate weather data in the analytics process. For week-toweek comparisons, for instance, the company may use AI to observe the correlation between temperature and gas usage patterns—predicting future costs based on current temperatures and weather forecasts.

Infor builds business software for specific industries in the cloud. With 17,000 employees and over 68,000 customers in more than 170



countries, Infor software is designed for progress.

#### www.infor.com

#### AUDIT SHOWS EXCEPTIONAL CONFORMANCE TO CHSA ACCREDITATION SCHEMES

The Coronavirus pandemic did not stop the Cleaning & Hygiene Suppliers Association (CHSA) auditing members, giving buyers of cleaning and hygiene products the certainty that 'what's on the box is what's in the box'.

During 2020, a total of 146 audits took place, equalling the number of audits conducted in 2019. Members across all the Schemes achieved compliance of 93% or more. The CHSA's independent auditor checked 11.969 product lines in distributors. He audited 1,160 individual cottonbased products for compliance. He checked more than 472 labels on plastic-based products and 126 individual products. 740 labels on paper-based products were audited and the dimensions of 242 paperbased products confirmed.

In addition, the Accreditation Scheme for Manufacturers of Cleaning Chemicals was launched in September 2020, 18 members being checked before receiving formal certification. These results make clear the importance of looking for the CHSA Certification Mark when buying cleaning and hygiene products.

The CHSA achieved its strategic ambition of accrediting all members with the launch of the Scheme

#### NEC AND IWFM LAUNCH FIRST BESPOKE PROCUREMENT SUITE

NEC, a specialist procurement contract provider in the construction industry, has announced a new suite of contracts developed specifically for the FM industry, developed with the support of the Institute of Workplace and Facilities Management (IWFM).

The new suite consists of four contracts, six user guides and two flow charts and is designed to cover most facilities management procurement and delivery strategies. These include total FM contracts,



for Manufacturers of Cleaning Chemicals. The combination of the Association's rigorous Code of Practice and its Accreditation Schemes guarantees its members trade ethically and work hard to maintain standards in the industry.

"Our rigorous process of independent inspection means buyers of cleaning and hygiene products can trust the CHSA Certification Mark," explained Mike Stubbs, Chairman of the CHSA's Accreditation Schemes.

"We are incredibly proud of the Schemes. Members' consistently high levels of compliance proves their commitment to maintaining standards in the industry, but we are never complacent. It's why we worked so hard in the face of the pandemic to maintain the rigour of

managing contractor FM contracts. and single and / or multiple supplier FM contracts.

The new contracts include the **Facilities Management Contract** (FMC), to be used by a client to appoint a provider to manage and deliver any type of facilities management services, and the Facilities Management Subcontract (FMS), which can be used by a FM provider to appoint a subcontractor to help deliver its service.

There is also the Facilities Management Short Contract (FMSC), which can be used to appoint a

our auditing process. Not able to go into every warehouse and on to every shop floor we increased our sourcing of relevant product on the open market to make sure we covered all members and product areas."

To join the Association, every member must first pass the initial audit of their product range and quality assurance procedures. Conducted by the CHSA's highly qualified Independent Inspector, it guarantees CHSA members are amongst the very best in the industry.

Committed to the integrity of the Schemes, the CHSA's governing Council will expel any Scheme member who, in spite of being offered the guidance required to correct issues, consistently fails to conform to the relevant Scheme Standard.

#### www.chsa.co.uk

FM provider to deliver any type of straightforward, low-risk services which do not require sophisticated management techniques, and the accompanying Facilities Management Short Subcontract (FMSS), which covers the same services for subcontractors.

. . . . .

The contracts have been updated from the NEC4 suite specifically for the FM industry, using tailored research, stakeholder workshops with IWFM members and individual consultations to ensure the suite was built fit-for-purpose, while retaining the best practice principles and features of NEC4 contracts.

#### WHAT'S NEW?

#### REACHING FOR THE PERFECT HYGIENE WIPING SOLUTION

The food and drink sector has experienced the most challenging period in its history, with the COVID-19 pandemic seeing thousands of outlets closed, and those still trading only able to offer click-and-collect, takeaway or delivery services. As the vaccination programme brings hope, some businesses are beginning to make plans for reopening.

Hygiene and safety, always the mainstay of catering, is now the top priority, and a survey by Harris Interactive, commissioned by workplace hygiene experts Kimberly-Clark Professional revealed that as a result of the Coronavirus pandemic, 80% of consumers are now more aware of hygiene practices when outside the home.

The survey looked at various sectors including dine-in restaurants, cafés, pubs and bars, and hotels, and showed that only 11% were confident with the levels of cleanliness and hygiene in restaurants, while only 46% said they would feel safe visiting a restaurant if it wasn't COVID-secure. The majority of the most important factors listed in the research were cleaning and hygiene related, with 61% saying that seeing cleaning in action was important.

From food preparation to front of house, frequent, thorough and visible cleaning restores confidence and Kimberly-Clark Professional has introduced the WypAll® Reach<sup>™</sup> Centrefeed System which provides the ideal solution for frequent hygiene wiping tasks.

The guidance from the World Health Organisation is to use a two-step Clean and Disinfect process. The recommendations are to routinely clean and disinfect all frequently touched surfaces, or hotspots, such as fridge and freezer door handles, worktops, doorknobs and shared equipment. Science indicates why these surfaces need daily hygiene protocols in addition to good hand hygiene standards in facilities.





The fully enclosed WypAll<sup>®</sup> Reach<sup>™</sup> Centrefeed System offers a reliable solution for all cleaning and disinfecting routines. It is ideal for spray and wipe sanitising stations, enabling self-service when people need to clean a surface. WypAll<sup>®</sup> Reach<sup>™</sup> is also perfect for dealing with spillages and mopping up in every foodservice environment.

The small, discreet and sleek smoked-grey WypAll® ReachTM Centrefeed dispenser protects the wiping paper, providing a safer alternative to traditional loose centrefeed blue rolls, where multiple users can handle a roll up to 70 times before it is finished. This creates major concerns in the foodservice sector, where some 80% of illnesses are transmitted on people's hands.

The easily portable WypAll® ReachTM Centrefeed dispenser has been designed to look professional and is supplied with a bracket for wall mounting – allowing for the most convenient and flexible usage. By using a controlled, single-sheet dispensing system, the WypAll® Reach™ Centrefeed System reduces paper consumption and cuts paper waste by over 20%.

"In the current climate, maintaining food hygiene and food safety standards needs to be at the top of the agenda for every foodservice operation," said Kimberly-Clark Professional EMEA Senior Brand Manager, WypAll®, Ed Borrini. "Visible and efficient cleaning and disinfecting reassures staff and customers alike.

"The WypAll® Reach™ Centrefeed System is convenient, portable and always at hand. It has been designed to look good and perform brilliantly, improving hygiene, and reducing paper usage and waste – so therefore saving money, while also contributing a positive environmental sustainability gain."

The vaccination programme is slowly bringing confidence back, and many companies are beginning to plan for a post-COVID world. When considering a comprehensive hygiene plan for re-opening, the WypAll<sup>®</sup> Reach<sup>™</sup> Centrefeed System from Kimberly-Clark Professional<sup>™</sup> provides a safe and efficient hygiene wiping solution.

Watch KCP's video here

www.home.kcprofessional.com/ Wypall\_UK\_281191\_5

#### SOLIDTEK<sup>™</sup> BRINGS **BIODEGRADABLE SOLVAY** TOLCIDE®PS BIOCIDES TO UK

Best known for disrupting the water treatment industry with its sustainable, safe and easy to use solid paste chemicals, Liverpoolbased manufacturer SolidTek<sup>™</sup> is now introducing biodegradable biocides to the market.

From the 1st January 2020, SolidTek<sup>™</sup> will be the UK distribution partner for world leading chemical manufacturer Solvay, and its range of Tolcide®PS biocides for cooling towers, and medium and large sized open and closed loop systems. The range will be available from SolidTek<sup>™</sup> in traditional liquid formulations, in addition to an innovative solid paste range, <u>SolCide™ PS160, which</u> has been developed by SolidTek™ in partnership with Solvay using Tolcide<sup>®</sup>PS products.

Boasting a better environmental profile than many biocides, the Tolcide<sup>®</sup>PS range is ideal for end-users and water treatment specialists looking to improve their green credentials without compromising on performance. Indeed, the range is market-proven to provide highly effective control of Legionella and host organisms, green algae, biofilms and SRB (Sulphate Reducing Bacteria), whilst demonstrating relatively low aquatic toxicity, and rapid degradation into non-active materials (with a typical half-life of six -12 hours).

Tolcide<sup>®</sup>PS biocide is available from SolidTek<sup>™</sup> in three liquid and

#### NG BAILEY SCORES SAINTS DEAL

NG Bailey has secured a three-year contract to provide maintenance services for Southampton Football Club.

The contract sees the independent services and engineering business providing a full range of mechanical, electrical and building fabric maintenance services at St Mary's Stadium and the club's Staplewood training facility.

two solid formulations. Tolcide<sup>®</sup>PS24E is specifically designed for HVAC cooling towers, Tolcide®PS50A for medium sized applications in open cooling and closed loops. and Tolcide®PS70A for large sized applications in open cooling and closed loops. Drums come in 5kg, 25kg and 200ltrs. SolCide<sup>™</sup> PS160, the solid version of Tolcide®PS. comes in in stick form as SolCide<sup>™</sup> PS160S. which is ideal for manual dosing of closed systems and 'catch up' dosing of cooling towers, and in jar form as SolCide<sup>™</sup> PS160, which is designed for automatic dosing into open evaporative cooling towers.

All versions of Tolcide<sup>®</sup>PS are low volatility, easy to handle, and simple to monitor and optimise with iodometric field test kits. Additionally, SolCide<sup>™</sup> PS160 stick and jar formulations feature fully recyclable packaging and are compact and lightweight, helping to reduce transport, storage and handling costs, as well as environmental impact.

The Tolcide<sup>®</sup>PS range has previously won the US Presidential Green Chemistry Award, which is quite an accolade, and the greener credentials of Tolcide®PS makes it the ideal biocide product range for SolidTek<sup>™</sup> to promote and distribute. Eco-

The contract award is part of the club's wider sustainability strategy which aims to reduce the carbon footprint of their sites and follows a year-long evaluation and competitive tendering process.

As well as St Mary's Stadium, a key part of the contract involves maintaining the club's extensive state-of-the-art Staplewood training facility which is situated on the edge of the New Forest. As well as training areas for the first team and youth team, the facility also features a gym,



innovation in the water treatment space has become the hallmark of SolidTek<sup>™</sup>, which manufacturers the UK's most environmentallyfriendly chemical system, in addition to numerous other products characterised by sustainability.

"We are delighted to be the UK distributor for Solvay's Tolcide<sup>®</sup>PS biocides. The products enable our clients to deliver better results, more easily, and with greater environmental responsibility," explained Steve Crick, Managing Director of SolidTek<sup>™</sup>.

www.solidtek.co.uk

restaurant, function and seminar areas alongside temperaturecontrolled rehabilitation and treatment facilities, medical areas and a hydrotherapy pool.

NG Bailey's bespoke flexible approach to building maintenance means problems can be identified sooner and fixed faster; information from building management is also captured and used to improve a building's carbon footprint by reducing energy and water usage.

#### WHAT'S NEW?



L Control Panel Valve Actuator JESTIC OFFERING FRONTLINE'S SMART OIL MANAGEMENT SOLUTION

With stories of fatbergs blocking water systems frequently hitting the headlines and businesses facing large fines if they don't dispose of used cooking oil responsibly, implementing an effective oil management system like Smart Oil Management from Frontline International, has never been more important, says the company.

Steve Morris, Sales Director at Jestic Foodservice Solutions said: "The good news for facility managers is that Frontline's Smart Oil Management can generate revenue from recycling waste oil into biofuels and renewable energy, in turn improving sustainability credentials, whilst reducing the very real risk of slips and burns associated with staff manually handling oil.

"Exclusively distributed in the UK by Jestic Foodservice Solutions, Frontline manufactures a range of equipment for the automated collection, storage, handling and disposal of cooking oil and grease from fryers, grills and rotisseries. Frontline equipment can pay for



itself in as little as 12 to 16 months, so it is perhaps not surprising that Frontline has completed over 30,000 installations worldwide, helping 250 clients to manage their waste oil and turn it into a profit centre.

"Frontline systems can either be plumbed-in allowing for the fully automated top up of fresh oil and the removal of waste oil to a storage tank ready for collection – all without a single drop spilled. To empty used oil from fryers Frontline has a plumbed-in, pump station option which can move oil along to a storage tank at the push of a button or if plumbing isn't feasible, wheeled caddies can be rolled under fryers to receive waste oil which can be pumped into the tank. A pumped caddy is also available.

"The used oil storage tanks are constructed from heavy-gauge

#### Trunk Line Direct Plumbed into Fryer

stainless steel, are available in a variety of sizes for either internal or external use and incorporate heat pads to keep the oil liquid. They also feature anti-theft electronic locking mechanisms and are linked to a data-fed web interface, so operators have full accounting of used cooking oil volumes and can maximise their used oil rebates."

Morris concluded: "Jestic's experienced sales team can advise on all aspects of implementing Frontline's Oil Management System including site audits, demonstrations and training tailored to suit the operators' precise needs. In addition, Jestic's dedicated Technical Services team of 45 factory-trained technical specialists, offer a wide range of preventative maintenance and reactive repair services 24 hours a day, 364 days a year so caterers can be confident they will receive the highest standard of aftersales service."

For more information on Frontline International Smart Oil Management or to find out about the other commercial products supplied by Jestic Foodservice Solutions visit the website, call or take a look at this **video**.

**Call:** 01892 831960 www.jestic.co.uk

#### MECHLINE DEVELOPS FOOD WASTE REDUCTION PROGRAMME TO SUPPORT FMs

Disposing of food waste generated by catering operations can be costly for businesses - both in terms of transportation and landfill charges and potential fines if food waste and fats, oils and grease (FOG) block sewage networks. In light of this a sustainable approach to managing food waste is essential.

Mechline has developed a Food Waste Reduction Programme to help facilities managers and caterers review and understand how much food waste their business produces, how to take action to prevent. reduce or redistribute surplus food, and how to engage with staff to implement these actions. Part of the Mechline Food Waste Reduction Programme package is an informative 18-page brochure, available to the industry at no cost, which outlines the steps to be taken, including how to create a food waste baseline and conduct a review of the waste a business produces.

As the Mechline Food Waste Reduction Programme outlines, the ultimate aim has to be to prevent food waste in the first place and the HyGenikx air and surface sanitisation system from Mechline has been independently tested and verified by ALS Laboratories to significantly extend the shelf-life of fresh perishable foods, notably fruit and vegetables by an average of 58% (approximately 7.5 days), with some produce proving to last as much as 150% longer.

Reducing the amount of food waste going to landfill saves on CO, CO2 and NOx emissions and the creation of Methane, as well as reducing operational costs. HyGenikx units are also kind on the environment in terms of energy efficiency as they require just 9-13 watts to operate and the integral lamp and back-up battery last 12 months before they should be changed. The HyGenikx range has models to suit every application, from food preparation areas, cold rooms and front of house, to washrooms, refuse areas and larger occupied areas.

Every catering operation will of course produce some unavoidable food waste but transporting and disposing it to landfill is a costly option for businesses which contributes to carbon emissions. Mechline's Waste20 is an economical and environmentally friendly on-site solution for dealing with unavoidable, end-of-life food waste, which reduces the number of collections needed and costly waste management fees.

The efficient Waste20 system can turn 180Kg of food waste to waste water in just 24 hours. Food is loaded into a chamber throughout the day, which is converted into waste water by naturally-occurring microorganisms and safely sent straight to the drain. This leaves no solids to deal with, which reduces odours and lowers the risk of infestation. Furthermore. unlike a lot of biodigesters, Mechline's Waste20 has very low energy usage. It runs on a normal 10amp single phase electrical supply and waste is pumped using an on-board drain pump, which means it uses the same services as a domestic washing machine.

Finally, operators are legally responsible if the discharge of FOG from their premises blocks a sewer, not to mention the negative impact FOG discharges can have on ecosystems. Traditional standalone grease traps require regular visits from contractors to collect and dispose of FOG which is often a smelly, unhygienic process and the truck journeys involved can negatively impact caterers' carbon footprint. Mechline's BioCeptor system combines GreasePak's proven biological treatment solution, in conjunction with the FOG, Intercept and Treatment unit (F.I.T) to retain and breakdown FOG - preventing it from entering drainage systems. It combines the traditional principles of entrapment and retention, with the natural process of bioremediation, to permanently degrade FOG onsite.





In field trials, the presence of GreasePak dosing into the F.I.T unit (versus without) extended the length of time between collections from 28 days to 12 weeks. The addition of Mechline's Food Waste Strainer reduces the build-up of food waste sediment in the drainage system, and in grease traps/ interceptors, which helps to prolong their service intervals even further. As a result, there is less FOG waste to deal with, fewer licensed waste collections required, and a reduced carbon footprint.

www.mechline.com/

#### WHAT'S NEW?

#### GOJO PLANS EXPANSION TO KEEP PACE WITH CHANGING LANDSCAPE

Recent research undertaken by skin health and surface hygiene expert, GOJO Industries-Europe, has revealed that eight in 10 people now expect to see hand sanitiser in public facilities and estimates that the majority (60%) expect to use it on a daily basis. With higher hygiene expectations from public health authorities and customers, GOJO is making substantial investments to increase its capacity and meet current and future demand.

GOJO has been able to shorten supply lines and increase production to historic levels, by running its facilities 24/7; working with existing suppliers to dramatically increase raw materials and packaging; and forging creative partnerships with new companies to source additional components such as bottles, pumps, and caps. For example, offering



round bottles instead of the iconic square bottles PURELL sanitiser is usually sold in enabled a 150% increase in the rate at which hand sanitiser was delivered to the market.

Chris Wakefield, Managing Director UK & Ireland, GOJO Industries-Europe Ltd, commented: "Last year, we shipped at a rate four times higher than the 2019 baseline, and this demand looks set to continue. The pandemic has prompted a major shift in attitudes, and when society begins to re-open, the need for safe and effective hand and surface hygiene products will expand dramatically. We have taken major steps to increase our capacity so that we can continue to serve our customers and ultimately, help people re-enter the world and workforce with peace of mind."

Despite a plethora of new products entering the market, PURELL remains the market leader, thanks to its focus on formulation without compromise. Dermatologically tested, its scientifically advanced formulation has been proven to maintain skin health, whilst killing 99.99% of the most common germs that may be harmful, including Coronavirus with a contact time of just 30 seconds.

**Call:** +44 (0)1908 588444 **Email:** infouk@G0J0.com www.GOJO.com

#### LITA GROUP LAUNCHES VENDMARKET

Lita Group, the established facilities management specialists, has officially launched VendMarket, its new nocontact vending service, as the next step in its automated retail model.

Designed as a hands-free canteen – a way to access food and drink without visiting a corner shop or supermarket - the new highly configurable system features a motorised vend compartment, antimicrobial glass lining, and the ability to completely bypass the input panel via a QR code or app.

In addition to the no-contact vend offering, VendMarket will also operate a no-contact marketplace offering. With a variety of products on shelves, shoppers can choose their items from the market 'stalls' and pay – cashless - with no human contact.

With over 50 years' experience in the catering industry, the new VendMarket offering has been created to deliver what employees want, when they want it, whether that's hot or cold food, tea, coffee, soft drinks, toiletries, vegetables



or more. The bespoke product from VendMarket means that businesses can stock precisely what their staff want, while providing a consistently safe experience.

Ed Walker, General Manager of VendMarket and overall Head of Sales for Lita Group said: "This is a fantastic undertaking and a true testament to the needs of the market today. Businesses across the UK are clamouring for an upgraded vending and market-based solution beyond canned drinks and snacks – something that can serve staff needs without them needing to go off site. And at the moment, something that is – ultimately – COVID safe. "Our new partnership model – a revenue share system with businesses – means that vending machines no longer need to benefit only a third party. The most productive relationships in business are ones that are profitable for all parties, and this is exactly what we have achieved here."

Unlike traditional models where vending organisations place their own systems and claim the profit, the new service from VendMarket operates on a revenue share model for a more partnership-based approach to hyperlocal shopping.

www.vendmarket.co.uk/



#### A NEW ERA OF WASHROOM SOLUTIONS: INTRODUCING SATINO BY WEPA

WEPA Professional, a specialist provider of sustainable, environmentally-friendly paper and washroom solutions in Europe, is introducing Satino by WEPA, a new brand of cleaning and hygiene products for the UK market.

Available now, the extensive range offers everything from paper towels to washroom accessories and provides

#### PRINCIPLE AWARDED IRATA INTERNATIONAL ACCREDITATION

Principle Window and High-Level Cleaning (PWHLC) has been awarded full accreditation by IRATA International (Industrial Rope Access Trade Association), the world's leading authority in rope access.

The accreditation is a major milestone for PWHLC, which has grown significantly since its inception in 2013 and whose 90 plus-strong team includes eight full-time abseilers, a manager devoted to rope access activities and a technical lead, along with full safety backup.

Industrial rope access has been developed by IRATA International over the past 25 years, to a point where it is the chosen means of access for much of the work in the offshore oil and gas industry as well as a range of projects in construction, civil engineering, the built and natural environment and more. Abseiling as a method of operation for window cleaning continues to thrive and rope a variety of functional options to meet the needs of customers and washroom users alike. Highlights include touch-free soap and paper towel dispensers, toilet roll dispensers, and waste bins.

Satino by WEPA has been designed to appeal to people's desire for a positive

and comfortable experience when using the washroom, whilst meeting demand for innovative cleaning solutions. Consultation with the trade made it clear that a reliable, longterm, alternative partner was needed for the UK's away-from-home (AFH) market.

Ralph Kaufmann, head of Sales and Business Development at WEPA Professional, commented: "Tapping into our 70-year history as a manufacturer of high quality,



access is often the preferred choice, particularly for complex structures.

David Saville, Window Cleaning Operations Director at Principle Cleaning Services, said: "Our team is amongst the best and most highly trained in the industry so we are particularly proud to have been sustainable papers, and having worked closely with our existing UK customers, we are very pleased to say that Satino by WEPA is now available in the UK.

"We know that sustainability and style go hand-in-hand. Satino by WEPA provides the perfect solution for businesses looking to enhance their facilities and offer a clean, pleasant environment for hygieneconscious users," he continued.

A traditional family business with big ambitions, WEPA Professional is part of the WEPA Group. Headquartered in Germany and the driving force behind the Satino by WEPA brand, the company has a rich, 70-year history, supplying wholesalers, cash & carry, and office supply customers with paper hygiene, dispenser systems and other washroom products across European markets.

Email: alasdair.sharp@wepa.co.uk www.satino-by-wepa.co.uk

officially recognised by IRATA. In areas of high risk, such as industrial rope access, IRATA accreditation gives a company the confidence to trust a particular supplier. There are many excellent organisations operating in the London window cleaning market, few of which are accredited by IRATA."

He added: "IRATA's success is based on thorough training and strict work guidelines that deliver an unrivalled safe working record year after year. The environmental, efficiency and economic benefits have resulted in growing international support for industrial rope access ahead of alternative means."

Initially recruiting four window cleaning operatives from the East London Business Alliance, a nonprofit making organisation giving local people the opportunity to get back to work, PWHLC now directly employs 85 full-time staff, a management team of five plus full-time safety and administrative support. It has an annual turnover of over £5m.

www.principleclean.com

🎐 twitter.com/TomorrowsFM



#### A RISK OR A CLIMATE EMERGENCY OPPORTUNITY?

David Lewis, Managing Director at ista UK, discusses the Heat Network (Metering and Billing) Regulations – amended 27th November 2020.

The updated Heat Network Regulations requires that operators of all unmetered shared heating systems must, where possible, charge residents for their measured heat use. So what does this change do for the global climate emergency? And, can FMs help property management companies comply on time?

### Compliance to the legislation timelines are challenging.

#### Heat Network (Metering and Billing) Regulations 2014 Updated 2020

- Updated Regulations November 2020
- Updated Documentation Submitted to BEIS by November 2021
- Where feasible metering installed by September 2022

### The penalty for non-compliance could be an unlimited fine

It is proven in numerous studies across the world that the introduction of consumption-based charges reduces energy use, and hence carbon emissions, by an average of 20%. So, while this seems like a further compliance demand in a property sector, that is already burdened with legislation, it could offer tangible benefits if a suitable solution for retrofit installation can be implemented.

Many of the heating systems that are covered by these regulations are managed or operated by organisations that are not aware of the obligations and hence risk being non-compliant. In addition, the residents in these properties are paying more for the their heating than necessary and they are certainly not paying for what they use – which is clearly not fair.

FMs are therefore in a unique position to advise customers of their responsibilities and to work with the metering companies to implement the appropriate retrofit solution for the properties.

It would be reasonable to assume that installing metering for all properties in an existing building is a daunting, expensive, and highly disruptive major works project, however this is not the case. A specifically designed solution for retrofitting to almost any traditional heating systems is available and has

### been used successfully in over 50 million homes worldwide.

Heat Cost Allocation is the proven technology adopted for existing buildings and the process is both straightforward and cost effective.

The purpose of the legislation is a contribution towards the climate emergency: save energy and reduce carbon emissions. In addition to lowering carbon and reducing costs there are further benefits of the improvements, which are all very relevant in the current unusual circumstances in which we find ourselves:

- Residents are charged fairly. At a time when the use of the home is changing at an unprecedented rate paying only for what you use is very important to all.
- Each month the actual cost of operating the heating system is recharged to the residents, reducing the risk of a shortfall in operating budgets.
- The installation is not disruptive, with works in each dwelling typically completed in less than an hour.

ista provides a complete end to end retrofit metering service for local authorities, social housing providers and resident management companies, this includes all the necessary compliance steps. In partnership with ista, FMs can assist their customers, the residents of the property and contribute to lowering carbon emissions.

ista is an international energy services business, specialising in the management of information for the property sector. With over 5,800 employees, the company operates in 22 countries and has installed 60 million measurement devices in 13 million homes.

Contact ista on **hca@ista-uk.com** and one of the specialists will be able to guide you through the full requirements of the new rules and demonstrate the benefits of consumptions-based billing.

www.ista.com/uk/

# **A CLEANER FUTURE**

Nina Wyers, Marketing Director at The Floorbrite Group, discusses the options for a more sustainable future.



The contract cleaning and FM market is highly competitive and increasingly focused on green solutions, therefore new innovation that provides environmentally sustainable solutions, improves speed, efficiency and – most importantly keeps standards high – is highly prized.

In 2021, we expect to see further innovation and enhancements in several areas, driven not only by client expectations, but also by external technological, social and political factors.

#### Social purpose beyond box ticking

While there has long been interest in sustainable and ethical cleaning methods and products, 2021 will see expectations step up a notch, with clients expecting to see evidence of social purpose and effectiveness.

Wider societal awareness around the green agenda and public concern for living more sustainably is seeing changes being made within the contract cleaning and FM industry – those businesses that give sustainability a cursory nod may find that minimal efforts are no longer adequate.

Sustainability has moved beyond box ticking and our industry isn't immune from societal expectations. Clients

look for solid statements of intent, keen to demonstrate that commitment to the green agenda extends to their supply chain.

We have focused on making small changes that make a big difference, sourcing ethical products and introducing more environmentally friendly cleaning methods, giving our clients confidence they're working with a business conscious of its social purpose, with a green agenda commitment equal to their own.

#### **Chemical free cleaning**

Tersano and iClean turn your ordinary tap water into a highly effective chemical free cleaner, deodoriser and sanitiser that kills up to 99.999% of bacteria and viruses, including those similar to the one that causes COVID-19. Tersano performs stronger than bleach and hydrogen peroxide, using only water and oxygen.

The award winning, patented Stabilised Aqueous Ozone (SAO) dispenser, uses electricity to add an extra molecule to O2, creating O3. This O3, or ozone, is infused into cold tap water to create safe, high performing SAO. The ozone is attracted to germs, stains and bacteria yet is harmless to people. It



quickly attacks and eliminates contaminants, leaving only pure oxygen and water after cleaning and sanitising.

Containing no toxins, carcinogens, or chemical residue, since the introduction of SAO millions of litres of toxic chemicals are no longer emptied into landfill, groundwater, streams and rivers each month.

The Floorbrite Group has been introducing our customers to Tersano for a while now. Why not book a demonstration at our new HQ Training Centre? Alternatively, we can trial the solution at your premises, proving the results with an Adenosine Triphosphate Hygiene Monitoring System (ATP Swab Testing), measuring residual organic matter that may remain after a surface is cleaned.

#### Reduce your water usage

#### Ureco urinal sleeve and Uretech water management system

Winning 'The Queen's Award for Enterprise in Innovation' in 2018, the market leading, patented technology in Ureco stops smells by trapping odours below the surface and reduces blockages through the patented enzyme system. This enables the Uretech system to reduce urinal flushes from around 96 times to just four times a day – saving money by reducing water consumption by up to 96%.

### Eco-consciousness – becoming plastic-free

Plastic production is forecast to more than double by 2050 – increasing to 756m tons. 40% of plastic manufactured today is disposable packaging. The global campaign to gain control of plastic waste is one of the fastestgrowing environmental causes ever mounted. Ultimately, manufacturers require a fundamental change in thinking about how plastics are made, used, and a responsibility to consider how they are discarded.

Initiatives to reduce the use of plastic have dominated the last couple of years, with McDonalds' introduction of paper straws and Glastonbury operating a plastic-free festival just two examples among many.

"Our industry will need to adapt, making every effort to source products stored in containers produced from alternative, more sustainable materials."

The drive to eliminate single-use plastic will have a significant effect on the contract cleaning industry into 2021 and beyond, bringing both challenges and opportunities.

It's no secret that the vast majority of cleaning products are currently contained in plastic packaging – whether bottles, bags or sachets, it's usually plastic. Our industry will need to adapt, making every effort to source products stored in containers produced from alternative, more sustainable materials.

#### Waste and environmental management

Achieve your corporate and environmental responsibility with sustainable waste management from Floorbrite's award winning Waste and Environmental Management division. We offer a range of services covering trade waste removal, recycling, food waste removal, secure shredding, hazardous waste and diversion from landfill.

"The drive to eliminate single-use plastic will have a significant effect on the contract cleaning industry into 2021 and beyond, bringing both challenges and opportunities."

Our Environmental Consultants can offer a bespoke waste management package unique to your requirements with a focus on achieving your specific environmental goals. We create programmes for managing internal and external recycling and can offer baling and compaction equipment on site to reduce your waste footprint before it even travels.

Accurate environmental reports can also be produced for your business, showing tonnages per month produced by your site and a breakdown of each waste stream. By measuring waste on a monthly basis, we can ensure a reduction of your landfill disposal.

#### International Green World Ambassadors and Award Winners

Since 2015, Floorbrite has entered The Green Organisation's prestigious Green Apple Awards and consequently won each year since, with presentations at The Houses of Parliament. Through our innovation in delivering bespoke, recycling led waste and environmental management services to our clients. we have now become Green World Ambassadors and gone on to win



further International Green World Awards each year, collecting the first in Dubai in 2017. Our winning projects for environmental best practice are also published in the annual Green Book, which is produced each year.

www.floorbrite.co.uk

# UNDER CONSTRUCTION: A BETTER UK

With government infrastructure investment on the increase, Mark Robinson, Group Chief Executive at SCAPE, explores the role of public sector construction projects in the UK's economic recovery.





It's particularly hard to overstate the impact that COVID-19 had on the UK economy in 2020. For those operating in the world of facilities management, it was a case of reacting and adapting to a constantly moving target – ensuring organisations remain open for business while keeping their employees safe. The challenges were immense but were met with resilience.

Now, as we hopefully move towards the post-COVID era via mass-vaccination, the focus of government and business has already shifted.

The agenda has moved from one of reaction to recovery and making sure the economy is best positioned to grow in the long-term, while doing so in a way that levels the playing field across society.

#### One project at a time

Key to this recovery – and perhaps most relevant to facilities managers – will be the evolution of estates, particularly across the public sector. We've already seen this playing out in both government rhetoric and policy with the rallying cry to 'build back better'. For many, that will be viewed in the context of wideranging infrastructure projects such as HS2. However, the truest impact will be felt both in terms of the recovery and its environmental benefits if we can do so in aggregate across smaller construction projects.

This 'marginal gains' approach is widely backed by academics, including those at the University of Oxford who have advocated for standardised, fast and frugal projects as the way to inject immediate impetus over slower national initiatives. Facilities managers therefore have an important role to play in supporting and implementing construction projects, whether they are new build or retrofit.

Of course, this can't just be building for building's sake – and the same sentiment stands whether applied to the public or private sector. It's about creating better ways of working, living and enjoying life for the long term whilst immediately stimulating the economy through procurement.

There is an opportunity for 2021 to be looked back upon as the starting point for the next generation of public sectorled improvement to UK real estate.



#### Next generation funding

We are already seeing local authorities across the UK revisiting their masterplans for civic spaces and much needed economic hubs, like retail and leisure complexes. COVID-19 has ultimately brought into question the long-term viability of some these spaces and their role within communities.

There is now an opportunity through increased central funding to reshape and repurpose them. This is public sector spending at its best – designed to aid communities, stimulate the private sector and accelerate the wider recovery.

For example, we've already seen £900m committed to shovel-ready projects to be delivered within this financial year as part of the government's £5bn 'New Deal'. This is translating to improved hospitals, schools and civic infrastructure like roads.

"There is an opportunity for 2021 to be looked back upon as the starting point for the next generation of public sector-led improvement to UK real estate."

The Government's Spending Review in the Autumn provided further evidence that an increase in public sector spending will be sustained throughout 2021 and beyond. At £4bn, the Chancellor's new levelling-up fund promises much for those regions of the UK in need of stimulus to balance out our economy.

How local authorities access and utilise the funding, and at what speed, will be incredibly interesting as parts of the civil service, most notably the Treasury, move north.

This move will also see the new National Infrastructure Bank being run from the North, indicating a long-term commitment to steady infrastructure investment. Sceptics though have some reason to suggest that more will inevitably be needed to address historic underinvestment as the NIB was in some parts a necessity given it will replace lost funding from the EU's European Investment Bank.

Of course, this huge increase in funding and subsequent development needs to be harnessed effectively if we

are to truly build back better. That process starts with better procurement.

With the right approach, we can ensure there are no accusations of 'chumocracy' at play and that every penny spent in the battle against COVID and its economic impacts are to the benefit of the taxpayer, creating social value along the way.

#### **Construction Playbook**

Perhaps less widely-documented than the increase in government investment – but incredibly important to it – is the welcome introduction of the Government's new Construction Playbook published in December.

At its core, the Playbook sets out a roadmap for how central government projects and programmes are commissioned, procured and delivered. In more aspirational terms, it provides a guide for ensuring that projects large or small leave a legacy that benefits local communities and economies. The hope is that contracting authorities, the wider public sector and their construction and consultancy delivery partners will follow this bible for best-practice as standard too.

With the UK having left the EU, it also provides a vision for how the public sector and its suppliers can support the transition to the low carbon economy. This sits alongside creating the foundations for new Public Contracts Regulations that simplify procurement processes and bake issues like social value, job creation, collaboration, value for money and investment in skills and innovation into the process.

It is with these elements in mind that we recently tendered our £14bn suite of frameworks for public sector projects across the UK. This pipeline of activity indicates that the public sector and the construction industry together have the intention and the opportunity to act as the beating heart of the national recovery through the next economic cycle.

Whether working within a public or private organisation, facilities managers should embrace this approach and the momentum it will give to transforming estates and making them fit for purpose for the brave new world in which we now find ourselves. By working in collaboration with teams that share your vision and can match it with a strong heritage in delivery, they can use COVID-19 as the catalyst for creating a world that everyone deserves.

www.scape.co.uk/





# **CHAIN REACTION**

David Jennings from door hardware specialist, UAP Limited, discusses the importance of resilience planning and ensuring an efficient supply chain for building maintenance, repairs and upgrades.

For anyone waiting for consignments of products arriving from overseas, the news coverage of stationery lorries marooned nose-to-tail at British ports in December was a worrying sight. Those scenes may have been the result of a perfect storm that has, for now, abated, but they were also a premonition of what may lie ahead for FMs working with contractors that rely on an international supply chain.

As we've been told more than once by both media and Government over the past year, these are unprecedented times. During 2020, we all navigated the challenges of COVID-19, with lockdown restrictions, reduced staffing, social distancing and PPE requirements. Uncertainty and changing rules made it difficult to plan. With the end of the Brexit transition period on 1st January and the continuing battle against the pandemic, those challenges remain in 2021. Both COVID-19 and stockpiling

strategies to safeguard against potential 'no deal' shortages have already caused chaos at UK ports, and a number of shipping lines have been avoiding consignments to the UK as a result. Now that the EU trade deal has been agreed, confusion over new import rules and paperwork requirements are having an impact on goods entering the UK from beyond Europe too and outbreaks of the virus amongst customs personnel or logistics teams could exacerbate delays further still.

It was clear from the earliest stages of COVID-19 that supply chains would be affected and that the effects would last beyond the peak of the pandemic. As time has gone on, the impact has been cumulative. Breaks in production, demand for warehousing and logistics and port delays



have all had a profound and lingering impact on lead times and the supply chain difficulties faced by contractors have affected FM delivery goals. Looking ahead, it's essential to source products from manufacturers that have implemented effective contingency planning to maintain viable lead times.

## How what happens in China affects the UK

Even when the disruption of the pandemic has subsided and the dust has settled following the new EU trading relationship, the consequences of the past 12 months will continue to affect supply chain efficiency, particularly for any goods imported from China.

The Chinese manufacturing landscape is one we know very well at UAP Limited because we have been working with trusted manufacturing partners there for many years. Our products are designed, developed and tested by us in the UK, but manufactured to our exacting quality assurance standards by Chinese factories, so we understand how the sector operates over there.

Just as the Christmas and New Year break punctuate production schedules and influence the timing of maintenance shut downs in the UK, Chinese New Year is a time of celebration that has a major impact on manufacturing capacity in China. Every year, workers who have travelled to the cities to work in factories return home for Chinese New Year, often spending a two-week break with their family, which is bookended on either side by a journey of at least a week.

Each year, a proportion of the Chinese workforce opts to stay in the provinces after the celebrations and the need to replace them can cause further production delays and reduced capacity. That annual cycle has a significant effect on production schedules, for which UK companies importing goods from China need to prepare by ordering in advance and managing their UK stockholding. This year, the fall-out from Chinese New Year is likely to be even greater than usual because lockdown restrictions prevented the 2020 celebrations so Chinese factories are anticipating a longer hiatus and an increased worker drop off this year.

Against this backdrop, changes in the Chinese manufacturing sector are also affecting capacity. For example, the drive to meet international environmental standards has reduced the number of metal plating operators, cutting capacity for plating of hardware products. As a result, UK companies must have established relationships and diligent lead time planning in place if they are to meet demand and offer acceptable delivery terms to customers.

The good news is that none of these challenges are insurmountable. At UAP Limited, we began the pandemic in a position of strength with long-established manufacturing partnerships and a good understanding of how the Chinese market operates. Indeed, our relationships in China meant that we were faster than most in recognising how severely it was likely to affect the UK.



Because of those insights, we were able to plan and implement a strategy for maintaining stock levels and mitigating the risk of delays. Product development and investment continued, and we looked at where we needed to add more warehousing capacity in order to build resilience for the company and our customers. As a result, we started 2021 with an additional 25,000 sq ft of warehousing space, with a further 35,000 sq ft planned for this year, and our stockholding currently sits at £7m, and will increase to £8m by the end of 2021.

Because we anticipated delays and production capacity issues in China during February and March 2021, we ordered our products months in advance and ensured that consignments for Q1-2 were either received or en route by the end of 2020. Products for Q2-3 are already on order and we will continue to build the likelihood of extended lead times and shipping delays into our production planning.

#### **Capitalising on potential**

It's been a tough year, but buildings need to be maintained, repaired and upgraded, whatever the supply chain challenges. Supply chain resilience is central to the FM sector's ability to deliver routine activities and improvement projects. That's why UAP Limited has been so focused on planning ahead with high stock levels and advance orders, not only to underpin our own business continuity, but also to ensure FMs and their contractors can rely on consistent service levels and short lead times.

www.uapcorporate.com/

# TUAL HOSPITALITY

Fooditude, explores ways in which facilities teams can keep a connection with the wider company and boost morale whilst employees continue to work from home.



Albert Einstein once said: "In the midst of every crisis, lies great opportunity". Since the pandemic began, the recurrence of crises certainly has not been in short supply for facilities managers. Whether it's dealing with surprise lockdowns or keeping up with government guidelines, facilities teams have been in the thick of it since March 2020.

Despite the uncertainty, we think that this crisis has seen facilities managers get more involved with workplace culture in these unchartered waters of working from home (WFH). Knowledge is power, that's why we'd like to equip you with a few useful ways to boost morale with a few fun activities that can be done over a video call.

Not only can these activities be used with employees within your wider company, they're also a great way to keep the connection going within the facilities team itself. As a workplace catering company, we've stuck to our guns and kept all the activities food related. Afterall, what else is as universally loved as food?

Without out further ado, here are our top activities:

#### Build-your-own smørrebrød

It's time for your employees to get 'scandi' in the kitchen with Danish smørrebrød: a highly instagrammable open faced sandwich that's traditionally made with rye bread as a base, then topped with a generous serving of meats, fish, spreads and garnish.

The challenge here is to see who can make the most delicious-looking combo. In Denmark, common toppings include pickled herrings, boiled eggs, pork liver paste and diced carrot. Creative license should be allowed in the selection of not-so-Danish ingredients, after all, pickled herring isn't everyone's idea of a tasty treat.

What we love about it: The rules of the game can easily be adapted to fit whatever ingredients people have in their cupboard. A beautifully presented 'smørrebrød' on a slice

of Hovis whitebread is just as valid as one using a slice of an artisanal Danish rye.

#### **Fridge foraging**

Challenge your employees to a 'fridge forage' just as the lunch hour starts. For this they'll need to throw together a salad using only the ingredients that they have available at home. You can award those that conjure up the more beautifully presented, most healthy looking or even the downright oddest salad in the group.

What we love about it: This activity often leads into interesting conversations about how people approach cooking at home. Even better, participants might discover new ideas on how to use up old ingredients and save on food waste.

#### **Cocktail and Mocktail challenge**

Alcoholic, low or no. Employees should never have to suffer a boring drink when socialising with colleagues online. A playful way to remedy uninspired drink choices during online meetups is to create cocktail and mocktail challenges that puts your employee's mixology skills to the test.

There's tons of resources out there, including Fooditude's mocktail recipes from this year's Dry January and the simple cocktail recipes listed on BBC Good Food.

What we love about it: It's a way for the whole team to connect over a drink, whether they enjoy their booze or strictly tee-total.

#### Once it's safe to return to the office...

The canteen will be a FM's secret weapon in contributing to their company's happiness once they return to work. If lunches are varied and exciting, with the occasional special food event thrown into the mix, employees will have one more reason to choose the office over their home kitchen table.

www.fooditude.co.uk



# **SmartTask for Mobile Operations**

SmartTask's new Mobile Operations module was designed and built in collaboration with the UK security sector. Mobile Operations provides all the tools necessary for both the control room and officers for mobile patrols, alarm response and Keyholding services as part of our flexible workforce management system.

#### Be more efficient, provide better customer service and demonstrate BS7984 compliance

- Easy to use so quick to roll out.
- See if officers are falling behind or need help through Real Time Reporting.
- Instantly flex Runsheets and delegate alarm responses.
- Remove admin tasks with Reports automatically sent straight to your customers.
- No more paper so no more missing reports.

- Auto-invoicing integration ensures you're paid for the services you deliver.
- Improved data protection with secure mobile access to Assignment Instructions.
- Simple to deploy, works on Apple or Android Smartphones.
- Key register shows current location of keys.
- Provides keys audit and late key return alerts.



#### **Mobile patrols**

Quickly schedule and plan client commitments with Runsheets detailing locks/unlocks, void property inspections and check-point patrols before sending them to an app on your officers' phones. Your control room is automatically updated in real-time with progress and notified of check call status. Easily reassign jobs/activities, add site notes as well as assignment instructions. Efficiently process jobs with invoicing and payroll integration.

#### **Alarm Response**

Easily find the location, create the call-out and dispatch it to the right officer. Officers get the job details, navigation instructions and access to the site's assignment instructions & notes in the app on their phone. Once onsite they use electronic forms to take photographs, capture any information needed and submit it all in real-time. Effortlessly record and report on SLAs with the automatic dispatch timer on alarm responses.

#### Keyholding

SmartTask helps manage Keyholding services in line with BS7984-3 2020. Covering the full lifecycle of key management from initial receipt to disposal. Book keys onto the system, track their seal numbers, location and sign keys in and out to create an audit trail.

- Stores audit trail of all key movements
- Report on current location for keys
- Late key return alerts
- Integrated with Alarm Response dispatch





For further information please visit **www.smarttask.co.uk**, call 01494 444044 or email us at: **tellmemore@smarttask.co.uk** 

# THE SUSTAINABLE **FAST-FOOD RESTAURANT**

With an increasing number of people striving to become more eco-friendly, Jeremy Bennett from Tork manufacturer Essity, looks at ways of making fast food restaurants more sustainable - in the kitchen, at the table and in the washroom.

The sustainability movement has gathered pace over recent years. The prominence of groups such as Extinction Rebellion coupled with widespread concerns about climate change, CO2 emissions and the overuse of plastic have prompted many people to strive to become more eco-friendly.

For most of us it is now second nature to recycle our household waste and replace our plastic shopping bags with reusable ones. It has also become important to many of us to reduce our use of disposable items. However, this has proved to be particularly difficult during the COVID-19 pandemic when equipment such as disposable gloves, aprons and masks have become important weapons in our defence against the virus.

The pandemic has also led to a greater reliance on fast food outlets and takeaway restaurants by members of the public. With lockdowns resulting in the closure of pubs and restaurants in many places, anyone seeking an awayfrom-home dining experience has been forced to head for a takeaway.

However, the use of disposable products tends to be particularly high in this sector where convenience is allimportant. Takeaways tend to make extensive use of items such as throwaway cups, single-use cutlery and paper napkins when serving customers. In the kitchen, surface wiping is usually achieved with the aid of disposable cloths and wipers since these can be used to sanitise units in a swift and convenient way.

However, this high consumption of disposable products does not sit well with the public in today's more eco-friendly world. This became clear in a recent report by restaurant review site Yelp which claimed to have noted a 100% increase in references to the term 'eco-friendly' on its website over a two-year period. Mentions of drinking straws had also risen by more than 1,000%.

According to Essity's own research, 80% of diners believe it is important that restaurants behave in a sustainable way. Our study also revealed that 74% of consumers find singleuse cutlery off-putting when ordering a food delivery, while 58% of diners said they routinely avoid taking single-use plastic items such as forks, spoons and straws.

And the advent of COVID-19 seems to have firmed up our views on the subject according to a recent poll by the Sustainable Restaurant Association. This revealed that concern for the environment among British diners had grown by nearly 40% since the start of the pandemic.

So, what can be done to make the fast food industry more sustainable? Efforts can be made to encourage recycling and reusing food containers wherever possible and to deter people from wasting disposable items. If this is combined with smart dispensing concepts that limit consumption, it can lead to a much more sustainable fast food experience.

Fizzy drinks and milkshakes served in throwaway cups with a straw are commonly offered in fast food venues. Many outlets are attempting to phase out the use of straws by offering discounts as an incentive to do so. For example, the 4FINGERS takeaway in Singapore has introduced signage on its straw dispensers nudging people to avoid using them.

Other chains are moving away from disposable tableware altogether, again using customer incentives as a prompt. Just Salad in the US runs a reusable bowl programme where customers who buy a bowl for a dollar receive free toppings on each visit. So far the programme has been a success with around a guarter of all customers participating in the scheme.

### "Just Salad in the US runs a reusable bowl programme where customers who buy a bowl for a dollar receive free toppings on each visit"

In cases where disposable containers are more practical, it is often possible to make them in a more sustainable way. Macrobiotic and vegan restaurant 2Y in Barcelona uses recycled trays and cutlery made from corn starch and serves its takeaways in recycled bags and boxes manufactured out of sugarcane pulp.

In London, fast food chain LEON has teamed up with recycling group Veolia to install a reverse vending machine at King's Cross station. This encourages people to recycle their plastic bottles and aluminium cans, offering a voucher for 10% off at the nearest LEON restaurant as a reward for each bottle or can recycled.




Fast food restaurants are also heavy users of paper products in the form of disposable napkins, kitchen wipes and of course, washroom products. Many napkins are often wasted because the design of napkin dispensers makes it difficult to withdraw a single napkin at a time. So, the customer will take out a clump of napkins and use just one or two of them, which means the remainder will be wasted.

Essity has responded to this issue with the Tork XpressNap and new small footprint Tork XpressNap Fit napkin dispensers which are designed to allow one napkin to be pulled out at a time. This reduces napkin consumption by up to 25% which is good for the environment – and for the restaurant's bottom line.

Behind the scenes in the kitchen, members of staff respond quickly to spills by mopping them up, often using long lengths of paper taken from a centrefeed roll to do so. However, a switch to a product in a welldesigned dispenser can dramatically reduce consumption. For example, the Tork Reflex hand and surface wiping dispenser gives out only one sheet of paper at a time, reducing paper consumption by up to 37%.

During lockdowns the toilets of fast food outlets may be off limits to customers. But where they remain open, footfall could be higher than ever because many pubs and public washrooms remain closed during the pandemic. Where there is a high throughput of visitors, heavy usage will be made of the soap and paper supplies.

Consumption can be reduced in the washroom by means of dispensers such as the Tork Foam Soap Dispenser and the Tork PeakServe Continuous Hand Towel, since these give out single shots of soap and individual sheets of paper respectively.

The Tork SmartOne toilet paper dispenser automatically limits the amount of toilet paper that people take out, reducing consumption by up to 40%. And the Tork Coreless system also offers sustainability benefits because the compact roll lasts up to five times longer than conventional toilet rolls while resulting in 88% less waste.

There is no denying that disposable products are hygienic, convenient and practical – all factors that make them ideal for the fast food industry. However, wellchosen disposable options that limit consumption and minimise waste will provide all these benefits, while also contributing to the venue's overall sustainability.

Please click on the link below to download the new Tork reports helping to create safe restaurant experiences as we navigate the new normal.

www.tork.co.uk/reach



# WHERE CAN (AND SHOUL TECH TAKE US?

Rising client expectations, remote site monitoring and decreased on-site populations, in addition to growing safety pandemic protocols, means demands on FM are peaking. Here, SafetyCulture explores the growing role of technology in the sector.

It's 4pm when security takes another round of the premises, but they fail to clock the temperature warning on the internal freezer. There's been an electrical fault and the backup generator hasn't kicked in.

Thanks to lockdown, the normal population of staff aren't on-site and regular checks are being missed. It's not security's job, but they're our only eyes on the ground so it's defaulted to their remit to spot things that go awry. They're not properly trained and they don't know what to look for. For management, there's no way of seeing what's happening from afar.

By 5pm the temperature has fallen out of range and all stock is lost. To top it off, there's leakage and potential water damage to follow.

It's just one of many potential scenarios that can prove costly to both client and facility, and it's a risk we're seeing increase in the current climate. Getting real-time visibility and monitoring from afar is a growing challenge for the sector, and a pain point that's being felt even more acutely with less people on the ground.

Couple this with increasing demand for accountability from clients and the growing pressures resulting from the pandemic, and it's clear FM must up its game to not only survive, but thrive in 2021. Is tech the answer?

#### Our facilities are talking are we listening?

Remote monitoring solutions, sensor technology, HVAC and fire suppression systems, equipment monitoring and digital inventory management: we're already seeing adoption of digital solutions at scale. IoT technology also continues to advance. The trouble lies with getting visibility of, and making sense of, all the data coming from those solutions.

Customers tell us the pain of 'all the data with no place to flow' continues to be an untapped opportunity in FM. It's exacerbated by managing multiple client contracts, each with their own unique systems, platforms and tools: so even if data does 'flow', there are often risky delays and it's far from streamlined.

Once we have that information in our hands, there's still the struggle to turn those excel spreadsheets into something meaningful that can drive decisionmaking. Getting a complete real-time picture of all that information still feels, for many, like a far-off utopia.

But the industry is catching on. An emphasis on 'playing nice' between different systems has seen new integration functionality rolling out across all areas;





we're understanding, more than ever, that data is king. Investment in analytics and intelligent modelling that can identify trends, risks, and predict where we need to focus our attention is also taking off. We're seeing a shift from reactively addressing problems, to predicting them before they even arise.

Effective, smart data management from our facilities operations will top the priority list for clients, FM providers and tech companies alike in 2021: we will, in time, build digital ecosystems that can truly tell us what's happening on the ground, in any facility, at any time.

### How do we prove what's being done and when?

The cleaning crew argue they've fulfilled their obligations but 10 minutes into the lunchtime rush, the hospital canteen looks like no-one's emptied a bin or taken a brush in there in weeks. Complaints are raised; you're not delivering on contractual agreements and there may be financial repercussions. There's a paper checklist on a clipboard somewhere with some boxes ticked, but that's not going to help resolve the dispute.

"We will, in time, build digital ecosystems that can truly tell us what's happening on the ground, in any facility, at any time."

It's one of the biggest pain points for anyone charged with delivering on contracts for clients in facilities management: particularly if you're navigating third-party contractors, or deploying staff from afar.

Technology has a growing role to play here too. If we equip frontline workers with digital auditing solutions straight on their mobile devices, we can not only provide that all-important validation for client contracts, but create accountability cultures from the ground-up.

GPS functionality provides proof that workers have physically checked-in to a site. Photo evidence captures

the true picture, while issues are raised and surfaced centrally for management to address in real-time.

Imagine a reality where the cleaning staff can raise a ticket for maintenance to check the damaged floor tiling and an action is immediately raised to address it. Management has visibility and the client gets a report for complete transparency. Technology can make our operations safer, more efficient, compliant - and ensure we can demonstrate accountability higher up the management chain.

#### **Beyond care and maintenance**

There are growing demands outside the historical 'core' responsibilities for FM, adding even further pressures. **The European Commission framework for sustainable buildings, Level(s)**, the **Renovation wave** and a review of the National Energy and Climate Plan (NECP) are all pushing carbon neutrality and energy efficiency up the FM agenda. Currently, 75% of EU building stock is energy inefficient: going (and staying) green is going to be a critical competitive edge.

Can technology help here too? Research suggests many inefficiencies are addressable and fall under the FM remit: whether that's through temperature monitoring, automated sensors or simply ensuring critical audits, checks, and maintenance are completed in a timely manner.

Clients are also asking for new ways to see and demonstrate the environmental impact of their buildings: making that connectivity question around our data even more important. We'll expect to see continued growth of sensors and real-time monitoring alongside the likes of ultra-efficient LED lighting, a growth in solar energy and the likes of displacement ventilation - all feeding information into central eco data 'hubs' to measure and mitigate impact.

The coming twelve months and beyond pose many challenges and opportunities - all at a time when the industry is being asked to do more with less. Investment into the right technologies will not only ensure we can rise to the challenge, but futureproof ourselves to be resilient in the face of change.

#### Join the discussion

Interested in understanding more about the potential role of tech in FM? SafetyCulture will welcome global industry leaders from Sodexo, Mitie, Atalian Servest and more to its **virtual industry roundtable on 4th March, 3-4pm.** 

Register for free to be a part of the discussion as the panel deliberates the biggest challenges and changes facing the industry - and the critical role technology must play in taking facilities management to the next level.

SafetyCulture is a global technology company which supports businesses to do their best work every day. Used by over 28,000 organisations its flagship products, iAuditor and EdApp enable teams to perform checks, train staff, report issues, capture data and communicate fluidly.

www.safetyculture.com/

# **GRADE A CLEANING**

Danny Peat, General Manager at LITA Group looks at the possibilities for adopting new strategies of cleaning in schools to protect both students and staff alike.

COVID specialist school cleaning is, in many ways, a brand-new discipline. With the growth of the virus early last year, there have been huge shifts in the methods, realities, and demands for the new service-demands that add pressure to both staff time and on the quality of the end service.

For schools in particular, remote activities have proven to be a challenging nut to crack. There is clear motivation from the highest levels of government to keep children in school where possible, with the onus on headteachers and those with responsibility to commission these new cleaning strategies to ensure the safety of school staff and pupils in doing so.

The COVID school cleaning process, while not quite starting from scratch, certainly didn't begin in an optimal state. In 2019, teaching unions in Scotland collectively claimed that 80% of their schools had "suffered a drop in the frequency or quality of cleaning due to budget cuts in the past three years". Around a sixth of the respondents labelled the conditions "dirty".

It's no surprise that there's a struggle. Last year, research from the National Foundation for Educational Research (NFER) found that primary schools' spending on cleaning could increase to an average of £280,000 per school per year, and secondary schools could spend as much as £720,000 per school. This is 20% of an average Local Authority primary budget, and 12% of an average secondary budget.

As seems to be a constant narrative, schools are being asked to do more with less. In this case, lives are guite literally on the line. The question, then, is how do you integrate an 'all-hands-on-deck' approach when it's those very hands, noses and mouths that are the issue?

#### New technology for new challenges

The technology supporting this dramatic change in cleaning strategy is incredibly useful. Fogging machines - not widely used in schools ahead of COVID - have now become standard equipment. Moreover, this is equipment teachers are actively being trained on so they can continue to keep classrooms safe even without a cleaning specialist available. One newcomer to the market is aerosolised electrolysed water - an electrically altered solution of salt, water and vinegar - that claims to be as effective as bleach with none of the drawbacks.

Cleaning specialists using new systems have dramatically risen in importance in your average school, and it's enabled far more effective work.

Previously, school cleaning schedules would follow a simple pattern: top-up cleans through term-time, clearing away rubbish, cleaning bathrooms, and removing any trip

hazards. Traditionally the school deep cleans would take place during holiday time such as half terms or where the spaces would be clear of children.

"Primary schools' spending on cleaning could increase to an average of £280,000 per school per year, and secondary schools could spend as much as £720,000 per school."

Today, we don't have that luxury. Every day is a deep clean scenario, and it's necessitated a huge relationship shift between education and cleaning specialists.

#### **Changing relationships and** greater prioritisation

Cleaners used to follow the playbook of Victorian children: out of sight, out of mind.

Prior to COVID, cleaning in schools was something that happened before the pupils arrived, and after they had gone home. Today, it's a case of when cleaning needs to be done regardless of class interruptions. There's a real sense of calm and security in being able to visually notice a member of the cleaning team doing their jobs. It's a visual aid for something that's a distinctly non-visual problem.

Currently we see two types of strategy emerge in meeting the challenge COVID poses in schools – at least from a cleaning perspective. The first is to increase budget. This equates to more school cleaning contractor hours, a greater





range of areas that can be covered, and ultimately a more effective service. The challenge comes when an increased requirement for cleaning services is needed under a similar – if not identical – budget.

"The challenge comes when an increased requirement for cleaning services is needed under a similar – if not identical – budget."

The latter strategy is possible but proves a more difficult one to roll out.

The industry as a whole, and the relationships between schools and cleaners, have by necessity changed hugely over the past year. For schools, academy chains, nurseries and universities without that necessary budget, there's a lot of learning to do to make the most out of what they have. There's a time investment that has to take place to improve communication. If, for example, a sports hall has not been used or entered since the last clean, that cleaning resource can be better spent elsewhere. Ultimately, it comes down to a shift in priorities and a realistic understanding of what can – and what should – be done in a day.

### When the dust settles: long-term strategy changes

At the moment a large proportion of schools are relying on increased budgets through government grants to increase the amount of cleaning they can secure. Long term, that money is going to reduce as the percentage of people vaccinated in the UK increases. Combining effective cleaning services with existing processes such as bubbles, masks, hand sanitisers and social distancing is certainly the most effective strategy to date.

As with all new strategies, however, there is a beddingin period before the actions become automatic and unconscious. One of the most interesting trends that has emerged in the past year is teachers and school staff taking a more active role in the cleaning process. It's no longer enough to rely exclusively on a twice-a-day cleaning service. The cleaning industry has changed, as have the actions of internal staff.

In 2021 and beyond, school staff building a communication-based shorthand with cleaning specialists will be vital – if only for the education on highly effective systems to quickly and easily disinfect a space. Communication, direction, and foresight are going to be the three key factors in boosting the efficiency of school cleaning processes long term; a shorthand I suspect will far outlast the pandemic.

www.litagroupfm.co.uk/

# **DATA: DEMONSTRATING** THE POWER **OF CLEANING**

How is technology shaping the future of the cleaning industry, asks Mark Hazelwood, Director and Co-founder of Clenetix.



Historically, the pervading view of cleaning is that it is a low skilled, non-core service, leaving it at the mercy of procurement teams' cost-cutting efforts. This view could not be more incorrect. But we have seen how, since early last year, the industry is increasingly being viewed as mission-critical and demonstrating its value in a way that feels unprecedented. The pandemic has permanently changed the way cleaning is perceived.

Now, however, clients are forced to approach cleaning in much the same way as they do the security sector: with a focus on expertise and risk mitigation. The return to the office is an ongoing process which may last long into the coming year and cleaning is high up on organisations' list of priorities. This is where data comes in. Like many other industries, cleaning is eager to embrace the exciting elements of technology. But the cleaning industry must learn to walk before it can run. As long as the service cannot break free from its unsophisticated

reputation, client organisations are unlikely to make such extravagant investments.

Instead, cleaning providers need to get to grips with the basics. Measuring what they do and where they do it will help these organisations elevate cleaning, transforming it from a commoditised and much-maligned service into a critical service that supports organisations in myriad ways.

#### Demonstrating the value of cleaning services

Many traditional elements of cleaning provisions have already changed. Rather than scheduled rounds of buildings, cleaners are paying extra attention to high-risk areas and sanitising as needed.

Cleaning services may be a top priority, but organisations need to balance it with other factors such as efficiency. Cleaning and disinfection services need to take place



#### CLEANING

more regularly, potentially placing a strain on resources, but any slip-ups will compromise an entire building. Comprehensive cleaning services have, in just a few months, become mission-critical.

In addition to keeping everyone safe, demonstrating excellent cleaning regimes is reassuring to members of the public and employees who may be experiencing 'hygiene anxiety'. What was once very much a behindthe-scenes service will now provide a necessary and reassuring presence throughout the day.

Services that have been able to adapt to the pandemic's challenges demonstrate how vital they are, and this resilience will be valued more so than ever before. Features of services that offer hard evidence to guide decision making will also become crucial, especially in cleaning. And this shift is set to highlight the power of technology and data analysis in matters of health and hygiene.

#### Technology in modern cleaning services

High-end cleaning has been working to increase the value and efficiency of their services for years. Data-driven insights and innovative technologies have been driving these developments. Now, these technologies will become fundamental to cleaning in the post-COVID world.

"Services that have been able to adapt to the pandemic's challenges demonstrate how vital they are, and this resilience will be valued more so than ever before."

Technological innovation has been guiding efficiency in cleaning for some time. Integrated sensors, for example, can update cleaning staff when disposables such as paper towels are running low or when bins are full. Rather than taking time to check the resources at regular intervals, staff can attend to an issue only when necessary.

Occupancy sensors can inform cleaning staff when an area has been used by more people than usual and may need additional cleaning. These technologies are flexible and have been adapted to address a number of challenges. Now, they are being turned to those posed by the pandemic, with great effect: software as a service, designed to revolutionise cleaning in the workplace.

#### The value of data

Data analytics is the best way to demonstrate excellence in cleaning. As measures and risk change, organisations will need to alter the demand on their cleaning provision. Collecting real-time data enables facilities managers to make more informed decisions. For example, if an organisation works with limited areas of their portfolio, data collection can create a picture of cleaning across their buildings. It can be used to find the average cleaning



provision required for spaces of different size, usage, and capacity, and to guide which spaces are opened accordingly.

Collecting data is the most reliable means of ensuring that all relevant compliance measures are met, too. In addition to streamlining the compliance process, these metrics can be used to demonstrate cleaning service excellence to staff members and clients, allaying any anxiety about returning to the workplace. Any issues that do arise or changes that need to be addressed will be spotted before they become an issue as real-time data collection can identify trends over weeks and months.

Cleaning is no longer a behind the scenes role. The very perception of cleaning services in the workplace has altered. Historically, innovation and creativity in the cleaning sector has been underappreciated, with many clients opting for basic, traditional services. This won't be the case going forward.

Workplace productivity and wellbeing is strongly linked to environment but many of the factors involved are subconscious. For as long as precautions are necessary, building users will be constantly made aware of their environment. Potentially adding to employee stress, many workplaces will have changed in order to make the return possible. Certain areas may be closed, desks may be moved to ensure social distancing, one-way systems may be in place, and hand washing reminders may be dotted about the place. Smart technology, combined with wellbeing surveys, can be used to analyse how various protocols impact productivity and wellbeing.

The pandemic has revealed our vulnerabilities, but data insights give us back control and predictability. The cleaning industry now has a significant opportunity to decommoditise cleaning services and demonstrate its value and the importance of professional cleaning. The solution is in data. By monitoring and measuring what they do, cleaning teams can build a more solid business case and demonstrate to client organisations the numerous ways in which they can support and enhance business objectives, whether that's keeping buildings virus-free or improving the long-term health and wellbeing of staff.

Cleaning is no longer an invisible service. Using data to great effect will ensure that it stays that way.

www.clenetix.com/

# **KEEPING CLASSROOMS COVID-SECURE**

James White of expert cleaning consultants and equipment supplier, Denis Rawlins shares his top tips to ensure classroom cleaning gets top marks this spring.

The impact that COVID-19 has had on society is devastating and the education sector has felt this more than many. After months of closures, and a short-lived return to classrooms in September, most children are now back to home learning, after the government closed schools amid rising infections.

Schools have faced one of the hardest battles against Coronavirus. Trying to COVIDproof classrooms and safeguard pupils brings multiple challenges with it. However, despite the desperation to reduce the virus's impact on our children's education, these measures remain absolutely vital.

Schools have always been hotbeds for germs, with classrooms providing the perfect environment for bacteria to thrive. The close contact of pupils (often with poor hand hygiene) combined with multiple shared, commonly touched surfaces, makes it easy for viral infections to spread rapidly from child to child. But today, the infection risks carry far greater consequences for pupils, teachers, and their families.

Classroom hygiene has never been more important and, as schools brace themselves for reopening this spring, it is vital that hygiene efforts are not relaxed. A robust, scienceled approach to cleaning should be adopted.

At Rawlins, we firmly believe that it's high time to ditch the mop and bucket, go easy on the disinfectant, and invest in a process that actually eliminates bacteria and protects against it returning. We call this our 'Remove, Improve and Protect' method. Here are our five top tips to ensure classroom cleaning gets top marks this spring:

#### Stop relying on disinfectant

This over-used chemical may claim to kill most bacteria, but it doesn't remove them. In fact, it leaves dead microbes, along with any surviving germs, spread across the surface, serving as a food source for the next wave of bugs. Some bacteria also produce biofilms that can effectively defend them from cleaning agents like disinfectant. So, there is a real danger that it only increases the bacterial resistance, rendering it ineffective after consistent use.

#### **Remove dirt**

It is crucial that any traces of the virus are removed by adding water, and the correct chemistry in the form of a pure cleaning solution that is uncontaminated by previous use. With some dwell time and agitation where necessary,

> high-flow fluid extraction can then be used to take away the used solution, storing it separately for disposal.

#### **Measure the cleanliness**

Cleaning with the above process will show remarkable results, even from first use. Then, every time the process is followed, it further improves the cleanliness of any hard surface. The effectiveness of this process can then be proven by taking ATP (Adenosine Triphosphate) measurements before and after cleaning.

#### **Protect surfaces**

Once all dirt has been removed, the next step should always be to protect surfaces with an anti-microbial shield. This offers active protection for any treated surface, significantly reducing the spread of harmful bacteria and viruses, and providing long-lasting defence. The solution can be applied to a surface by spraying, wiping, or 'fogging', leaving behind a mono-molecular layer that permanently bonds to the surface, forming a protective barrier. Regular, routine cleaning can continue without disturbing the effectiveness of the coating.

#### **Breathe easy**

Of course, we now know that COVID-19 isn't just carried on surfaces. In fact, recent studies have suggested that the majority of coronavirus infections – up to 80% – have actually been transmitted through the air, through respiratory droplets from an infected person. This is why we have recently added the Ilimex Air Steriliser to our portfolio, which promises to kill 99.9999% of airborne pathogens. Ideal for classroom settings, the unit rapidly eradicates viruses and bacteria on the first pass through the unit's unique kill chamber and continues to sterilise the air five times every hour. Combining this measure with our three-step cleaning method provides customers with a complete COVID-secure cleaning solution.

www.rawlins.co.uk/remove-improve-protect-covid



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# TRENI SET

Alastair Scott, Sales **Director at Robert** Scott, identifies some of the opportunities and challenges that will characterise 2021.

It's fair to say that the importance of cleaning has been reinforced over the last 12 months and little looks set to change in 2021. Maintaining high standards of cleanliness has always been a key practice for facilities management, but COVID-19 has amplified the need for impeccable cleaning processes and systems. Protocols were developed and established early on in the pandemic and have played a valuable part in reducing transmission but what does 2021 have in store for cleaning?

There are three major trends emerging in cleaning this year. The first, predictably, is infection control. It has never been more important to ensure excellent infection control measures and there are no signs of this abating in 2021. The second trend is to do with frequency and visibility of cleaning. What was once an out-of-hours job is now highly visible, with all of us taking comfort in seeing increased cleaning protocols wherever we are.

Finally, the importance of improving sustainability will return in 2021. Last year saw a marked increase in demand for disposable cleaning products and chemical-based cleaners, reversing a trend towards sustainable alternatives which had been observed over the years preceding 2020. However, we expect to see sustainability return to the fore in 2021, driven by consumer demand for better practices and products that reduce environmental impact.

#### Infection control

The need to control transmission of COVID-19, as well as more general infection control subjects, will continue to be a high priority in 2021. Protocols have been tightened across the board and will continue to be rigidly controlled this year. In fact, a huge 85% of Robert Scott customers recently surveyed told us that their businesses had improved cleaning protocols in 2020. It's important that FM teams are ensuring every detail of their risk assessments and cleaning regimes are being adhered to, to reduce the risk of cross contamination.

As a general rule, cleaning processes should be carried out from top to bottom, working from the back to the front of the space. In practice, that means starting at the highest level in the furthest corner of the room and working down and towards the door. Floors should always be cleaned last, and the threshold to the room must be the trigger point to change equipment like mop heads and cloths so that rooms aren't cross contaminated.

Common touch points, such as door handles, handrails, sinks and even vending machines, should be cleaned frequently with a disinfecting agent to reduce the risk of infection spread. Where possible, doors should be left open to reduce the need for touch.





#### High frequency cleaning

Consumers are demanding higher frequency of cleans and highly visible schedules, as general public awareness of cleaning protocols has heightened. In our recent customer survey, 46% of respondents told us that the pandemic has made it more important to have greater visibility of cleaning staff, while 58% said there was a demand for more people to be cleaning every day.

Government guidelines also have a part to play, with 34% of respondents reporting that these had changed perceptions on the importance of cleaning. Higher frequency cleaning serves two purposes. Firstly, it is vitally important in the fight against the spread of COVID-19, particularly in areas with high footfall. But it also plays a reassurance role. The general public wants to see cleaning take place to put their own minds at ease and it encourages them to feel safe in that environment.

High frequency cleaning brings its own challenges, however. FM managers will need to consider how they clean businesses and buildings during working hours, with as little disruption as possible. It will be important to find the right balance between maintaining a safe and clean environment while not impacting their workforce. This will become crucial as vaccines are rolled out and restrictions are eventually eased, allowing more people to return to workplaces.

#### Sustainability in cleaning

Unfortunately, the pandemic has had a negative impact on efforts to increase sustainability in cleaning. More than two thirds (68%) of our surveyed clients told us that they or their own customers had increased orders of disposable cleaning products in 2020, and 66% had noticed an increase in the volume of chemical-based products purchased.

But sustainability is still pertinent, with a third (31%) of our customers reporting that sustainability was 'quite' or the 'most' important consideration for their customers.

"More than two thirds (68%) of our surveyed clients told us that they or their own customers had increased orders of disposable cleaning products in 2020."

Balancing sustainability with increased frequency demands clever cleaning solutions. The need for unobtrusive cleaning will remain important this year, as visible cleaning practices continue to be significant. That means that traditional out-of-hours cleaning practices such as bulky cleaning trolleys, buckets of chemicals and water and multiple mops and tools — are less desirable. Less harmful cleaning solutions with less associated hardware are preferred, such as microfibre, which was first sold by Robert Scott over 20 years ago.

Microfibre is a long-standing technology which is ideal for meeting all three of these cleaning objectives; it's highly effective against dirt and bacteria, unobtrusive as it doesn't require powerful chemicals and cloths can be washed at 60 degrees for re-use. A single microfibre cloth can be folded to create multiple separate surfaces, allowing the user to clean numerous locations without fear of carrying bacteria from one surface to another, and without excess product wastage.

Another effective solution is Toucan Eco. Distributed by Robert Scott, this innovative solution uses nothing more than salt, tap water and electricity — but delivers exceptional results. Passing an electrical current through salt water creates hypochlorous acid, a highly effective disinfectant and sanitiser which is proven to work against coronaviruses. This dynamic cleaning system is widely used around the world and we predict that it will become incredibly popular in the UK this year thanks to its ease of use, cost-effective ingredients, sustainability, safety and efficacy.

www.robert-scott.co.uk

#### CLEANING



# TIME TO THRIVE

With the nation's cleaners remaining firmly on the front line this year, Jan-Hein Hemke, Managing Director of Facilicom UK & Ireland, discusses the importance of motivating teams to handle whatever 2021 throws at them.

Last year was incredibly challenging for our industry. Many of our cleaning operatives had to put their own concerns to one side and get on with the task at hand. With a vital role to play in the fight against infection, the pressure was immense and we had to adapt our working processes, equip ourselves with new skills, and weather the storm.

Our colleagues showed great resilience and determination, but a year is a long time to keep that up. We cannot pretend that the lack of respite from the virus hasn't taken its toll. Many key workers ended December feeling worn out and very much ready to see the back of 2020.

Cue 2021. A year of hope. Treatment of COVID-19 was improving and the much-anticipated vaccine programme was getting underway. Yet just a week into January, another national lockdown was announced.

It is hard not to feel deflated. We're still living under the same COVID-induced restrictions that were introduced almost a year ago. The virus continues to determine the way we live and work and for some key sectors, including cleaning, the pressure remains. In fact, it never really eased. So, as we navigate yet another lockdown, and wait with bated breath to see what the next few months bring, how do we keep up the momentum without impacting mental health? How do we instil positivity when uncertainty continues to surround?

At Facilicom, we have always put the wellbeing of our colleagues first, but in today's world it is more important than ever. We need to safeguard their mental health, both in the short and long term, and ensure they feel supported and happy in their role. Many of the processes we already had in place served us well throughout 2020, ensuring our teams had access to the right support whenever they should need it. But we also launched a number of new initiatives in the wake of COVID, to inspire our people and help them to develop.

#### The opportunity to grow

Training and personal development was one of the areas that many companies put on the back burner in 2020. Many see this as an additional aspect. A nice-to-have. We view it as essential to the morale and self-worth of our colleagues. This is why, even though we couldn't always meet face-to-face, we continued to invest in our people and support them with their progression.





Even when it felt like the world was stood still, we wanted our colleagues to feel they were moving forwards. And that ethos will continue throughout 2021. Our 'Inspirational Toolkit', which features practical advice and training videos, and our electronic learning system, will continue to be available for all of our employees to access at any time.

#### **Celebrating success**

One positive thing to come from the pandemic is the recognition that the cleaning sector finally received. For many years, cleaners have been undervalued by those not in the industry, yet in 2020, they were front line heroes. Showing our colleagues their worth is really important. From glowing client feedback, to praise from a manager, recognising great work and rewarding those who have gone above and beyond makes a huge difference to morale. We always try and show our appreciation for our staff and one of the ways we do this is through our awards scheme. We have quarterly awards, where colleagues can nominate a team member, and then we crown an 'Employee of the Year' at our annual kick-off meeting, which includes a guest inspirational speaker. This year's event was virtual, but as important, rewarding and uplifting as ever.

#### **Wellbeing matters**

Supporting our colleagues with stress, whether it stems from work or home, is our responsibility as employers. There are so many factors, some outside of our control, that can impact our colleagues, and 2020 wasn't short of challenges. But one thing that we can ensure is that we have the right support in place should they ever need it.

Our Employee Assistance Programme, which has been in place for many years, offers 24/7 access to a trusted, compassionate health and wellbeing counselling service. Whether it's an operative struggling with the pressure of working in lockdown, to a furloughed team member concerned about the future, this service has brought great comfort to many and will continue to do so in the future.

When the pandemic started, we also assigned our first 'mental health first-aiders' who were there to talk to anyone in need. They have been keeping in touch with our furloughed colleagues, contacting them once a week to ensure they still feel part of the company, as well as supporting those juggling work and family life. It has brought us all together and is something that we will continue with when lockdowns are a thing of the past.

#### **Money talks**

Of course, the main priority for most of us throughout the pandemic has been to keep our colleagues and their families safe and supported. Providing stability during uncertain times is difficult but we have done everything in our power to ease the financial burden.

One way is through our support of the Living Wage scheme as a Recognised Service Provider. We firmly believe that those who are willing to work hard should be able to enjoy life and not be burdened by the stresses that come with financial hardship. This is why ensuring that our colleagues receive a fair wage, reflecting the real cost of living, has long been a commitment of ours.

For our furloughed colleagues, we have also tried to bridge the gap between the government funding and their usual wage. We do not underestimate the impact that losing 20% to 30% income overnight can have, which is why we have put provisions in place to ensure that almost all of our colleagues still receive 100% pay whilst on this leave of absence.

#### Boosting morale in 2021

Rigorous cleaning remains one of the first lines of defence against Coronavirus, and even after the vaccination programme has done its magic, hygiene will continue to play a vital role in our society. By showing our appreciation, and rewarding our colleagues for their unwavering commitment, we can make a huge difference to their morale and wellbeing. Our colleagues need us more than ever, but quite frankly, we need them more. After all, our businesses would be nothing without our people.

www.facilicom.com/home

# **SIX SIMPLE STEPS**

Paul Swift of Elis, outlines six questions business can ask themselves to help improve their washrooms and build employee confidence.

Since the start of the Coronavirus pandemic, research studies have found that many employees are less confident about their health and safety at work and more aware of hygiene practices.

The washroom is often viewed as a reflection of a business' overall hygiene standards. So, what can businesses ask themselves to help improve their washrooms and build employee confidence?

### How clean and tidy does your washroom look?

Employees want to feel confident that the washroom is being cleaned regularly and properly. Consider improving your cleaning regime and its frequency and communicate these improvements to your employees.

If you have over-flowing bins and messy, dripping soap dispensers, move to a larger bin, empty more frequently or consider a sustainable cotton roller towel or efficient electric hand dryer. For a mess-free basin area, choose soap dispensers with anti-drip design.

#### How does your washroom smell?

Making sure your washroom passes the 'nose test' is really important. Regular cleaning and waste disposal are important, but it's also easy to add effective air freshening or air purifying.

Wall-mounted air freshening units will release fragrances into the air, or you can use a cost effective and maintenancefree air purifier to kill bacteria and viruses and eliminate odours, without the need for chemicals or fragrances.

### Are you providing the best soap for your employees' needs?

We are all washing our hands more frequently, but are you providing the most appropriate soap for your employees? There are many liquid and foam soaps designed to meet the needs of different businesses, such as certified sanitising soap for the food industry, heavy duty cleaning soap for the removal of oil and grease and gentle hand soap that also kills bacteria.

It's also important to provide hand sanitiser in washrooms and other key locations around the business. A freestanding hand sanitising station, with no-touch, anti-drip sanitiser dispenser can make it easier to position exactly where it's needed.

## Are you providing good hand drying facilities?

Damp hands can spread more germs, so it's important to provide hand drying solutions that work for employees.



Elis' electric hand dryer options include fast and quiet Dyson dryers, with no-germ HEPA filter and antimicrobial coating, and Dyson taps that wash and dry. Paper towels are available folded or in rolls, and cotton roller towel comes in a dispenser that keeps the used and fresh towel separate, with the roll re-used after going through Elis' industrial laundry process, for a more sustainable alternative.

#### Are you maximising hygiene with notouch equipment?

It's important to minimise touch points in all areas, and it's easy to do this in the washroom. You can choose notouch soap and sanitiser dispensers which automatically dispense when hands are placed underneath, as well as no-touch electric hand dryers, paper roll dispensers and feminine hygiene bins.

#### Is your washroom always well-stocked?

Empty soap dispensers and cubicles with no toilet tissue are common frustrations for employees. The right products can make it quicker and easier to keep the washroom clean and functioning. Long lasting soap and sanitiser dispensers, with easy to use, refill pouches, and toilet roll dispensers with practical inspection windows and easy roll replacement are two examples.

Elis provides a cost effective, nationwide washroom service, with a wide range of products and regular, scheduled servicing to help businesses achieve high levels of hygiene for employees and visitors.

Elis also supplies and launders workwear, linen and mats for businesses of all sizes throughout the UK.

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# HELPING TO DO MORE

**UKWSL's Senior Corporate Account Manage Katie** Lawson, discusses how the company's MORE programme is supporting customers improve their environmental performance whilst reducing costs.





COVID aside, the hospitality sector is facing some significant commercial challenges. Consumers are faced with more choice than ever before and whether you're a hotel, pub, club, restaurant, café or service station, the need to be lean, clean and green is increasingly important.

In such a crowded and competitive space, developing the environmental aspect of a company's brand and demonstrating leadership on the issue is a great way to create a clear and distinct positioning. When it comes to climate change, leadership means doing everything possible to reduce emissions and work towards a 'net-zero' carbon status. This is not always as easy as it sounds.

In the hospitality sector, one size really doesn't fit all. For example, the waste composition of on-the-go businesses differs significantly to that of a casual or fine dining restaurant. As a result, you can't always benchmark businesses across these sub-sectors and compare them to each other. The differing types and volumes of waste produced require different service solutions and means that recycling performance can vary significantly.

In addition to the type of business you operate, your location can also limit the choices available to you in terms of who manages your waste and therefore the services available to you. This is where working with a broker can add real value. UKWSL, for example, has access to over 1,000 service partners across the UK ensuring your solution is driven by what's best for your waste and not what's the best fit for your contractor.

It's also important to recognise that any solution should offer a degree of flexibility, something I'll talk about more in relation to COVID-19. The trading patterns for the hospitality sector generally show seasonable peaks and dips and your service should reflect these needs. It's not all about bins and collections either: some situations may benefit from implementation of reverse logistics services for example.

#### **Hospitality help**

Doing more to improve your environmental performance doesn't have to cost the earth. Implementing the principles of UKWSL's MORE (Minimise, Optimise, Rationalise, Energise) programme provides businesses with a roadmap to deliver the environmental and economic improvements associated with increased recycling and operational efficiency.



#### **RECYCLING & WASTE MANAGEMENT**



Businesses that have benefited from this approach include the pub chain and brewer Marston's. With around 1600 pubs and six breweries, Marston's are keenly aware of their responsibility to minimise the environmental impact of their operations. In 2016, the company's environmental credentials were 60% recycling, 0% recovery (the use of waste to generate sustainable energy) and 40% landfill. By 2019, this had improved dramatically to 78% recycling, 22% recovery and just 0.5% landfill. This was accompanied by a 6% reduction in budget as a result of significant operational efficiencies.

Increased recycling services, often delivered by local suppliers, were supported by high levels of communication to ensure a long-term cultural change. A strong emphasis was also placed on developing closed loop solutions such as redesigning gardens using an innovative plastic material for all paths, fencing and benches. These products, made from low grade plastic, are 100% recycled and recyclable.

Another example of success is The Azzurri Group. The company operates some of the UK's best-known restaurant brands including ASK Italian, Zizzi and Coco Di Mama. Serving over 15m meals a year, the group are often recognised as doing more to recycle and recover waste than any of their major competitors. Their commitment to the recycling revolution means that just 0.1% of the waste they produce is sent to landfill. This was achieved through a full audit of the entire estate to rationalise and optimise the service for every site.

#### Managing the impact of COVID-19

As we continue to operate in uncertain and deeply challenging times, I thought it would also be useful to share some 'top tips' for managing waste through the pandemic: **Vary your collection requirements** - Your ability to trade is being directly impacted by the restrictions either nationally or in a specific area. Speak to your waste contractor to vary collection services for each waste stream to reflect your trading patterns.

**Buy-in from the team** - Numerous studies suggest that employees will be more loyal to and engaged with an employer that helps them positively contribute to the social and environmental issues they care about. To create a new culture within the business it's essential that the team wants to be part of the journey.

**Waste not, want not** - Look closely at the lead time on deliveries of short shelf-life products. If you're throwing food straight out of the fridge then you're incurring costs to purchase, store and dispose of products. It sounds obvious, but it's important to remember that reducing waste arisings has by-far the best financial and environmental implications for any business. Where you can't reduce it, reach out to local charities in your area. Many are able to collect surplus food so it can be used to feed your local community.

**Review current processes** - Some businesses may well have the doors closed and the lights turned off at the moment. Why not take some time now to consider what waste you generate, where it's generated and what you can do to improve source segregation when you reopen.

**Don't be afraid to ask for help** - Your waste contractor should be able to support you in finding the best service solutions. It shouldn't matter if it's about changing the quantity or size of the bins or changing the frequency of collections, flexibility of service is key to ensure we all get through this together.

www.ukwsl.co.uk/

# **POWER PLAY**

Paul Allen from power distribution specialist CMD Ltd, discusses the challenges of electrical distribution network installations in shallow floor voids and listed buildings.

Over the past 30 years, the amount of tech used in commercial buildings on a day-to-day basis has increased dramatically as working practices have made occupiers more and more reliant on IT equipment and the need to charge portable devices. This means more sockets are required across the floor plate, with sufficient capacity for resilience and futureproofing.

In new builds, floor voids are usually designed with sufficient capacity for the level of services required. But

even here, obstacles in the void, architectural features or a focus on maximising headroom can result in challenging congestion or inconsistencies in the floor void.

In existing buildings, constructed before technology became such an integral part of the way we live and work, capacity in the floor void can be more of an issue. Heritage buildings in particular often feature varying void depths but a consistent approach to installing the power distribution is preferred throughout.



It's a dilemma that facilities managers face repeatedly when planning the installation or upgrade of electrical infrastructure for commercial buildings. Electrical engineers will most often recommend a busbar powertrack system as the solution of choice for electrical distribution in commercial buildings, because this type of system offers speed and ease of installation.

Powertrack is a 'plug and play' system, which simplifies the electrical infrastructure, making it easier to maintain and reducing the installation programme. It also provides plenty of flexibility for reconfiguration, additional tap-offs on the network and parallel UPS distribution, contributing to futureproofing strategies for changes in occupier requirements. At 51mm, the CMD Betatrak powertrack system is suitable for most floor voids, but additional clearance is required to access tap-offs for maintenance or reconfiguration.

While this does not present any challenges for many new build properties, for older buildings with more restricted floor voids or inconsistent void clearance, there is often insufficient space for a functional powertrack system. Often, consultants assume that this leaves a choice of two onerous options: either to raise the floor and increase the void, or to opt for a hard wired electrical network. Both of these choices would add time to the programme and raising the floor could compromise headroom and heritage features.

That's why there is an increasing appetite for a third option for refurbishment and heritage electrical distribution installations: power hub systems.

#### Adaptable, compact and compliant

Designed to offer comparable plug and play ease and speed of installation to powertrack, along with the excellent flexibility and futureproofing benefits, hub systems are an ideal alternative where space is limited.

The CMD 32A Power Hub has been specifically designed for buildings where a conventional powertrack system cannot be installed due to lack of void depth or obstacles in the void. It is also ideal for use in buildings where the slab is uneven, which would result in lengths of powertrack lying at different heights or angles, preventing consistent connections. With a height of just 38mm and tap-offs to the side of each unit rather than above, the CMD Power Hub is suitable for use in shallow and undulating floor voids and offers ease of installation, ease of maintenance, future flexibility and compliance.

Power hub systems combine compact hub units with flexible metal conduits or 'umbilicals', which connect the hubs together to create the electrical distribution network. The metal flexible conduits provide cables with mechanical protection, allowing compliance with Wiring Regulation 543.7 "Earthing requirements for the installation of equipment having high protective conductor currents". They also protect cables from dirt ingress and rodents, which, as many FMs are all too well aware, can cause significant maintenance issues. This ensures a similar level of resilience to powertrack systems and enables the installation of an electrical distribution system that offers a low maintenance, fit and forget solution. CMD Power Hubs are available in 4-way and 6-way units, which can be wired in a series circuit in the required configuration. Tap-offs are made to the side of the power hub unit, using BS EN 61535 compliant connectors in a metal housing to ensure a secure and safe tap-off connection. A choice of tap-off units allows electrical supply to be routed to the required locations, regardless of how densely populated the floorplate will be, while minimising the number of hub units required, thereby keeping costs and installation time down, reducing maintenance and optimising space in the void.

Additional hub units or tap-offs to existing units can be retrofitted to the installation at any time, providing the flexibility needed in contemporary commercial buildings for changing occupier requirements, change of occupier or change of use. No additional space is required for plugging in or unplugging tap-offs and multiple power hubs can be configured together on a single circuit.

#### **Creative thinking**

Finding the right solution to match the needs of the building and the client, while working within a tight programme are challenges that contractors must constantly overcome. A power hub system provides an ideal solution, with rapid, cost-effective plug and play installation for a wide variety of projects. For example, for a recent installation at a film and TV production company, the CMD power hub was found to offer the most compact unit to meet the needs of a shallow floor void and 900 units were installed to provide the flexible distribution network in an environment where needs will continue to change.

In another example of how power hubs can overcome architectural challenges, CMD's power hub system has recently been installed in the ceiling void to service the void-free concrete floor of the level above. Once again, the compact units and potential for reconfiguration were key benefits of using a power hub system.

A power hub is not always the most appropriate specification, but, where powertrack is not suitable, a power hub is often the best alternative.

www.cmd-ltd.com/



# REIMAGINING FM OPERATIONS FOR 2021

The lessons we learn from the global pandemic will shape the way that future buildings are designed, maintained, and operated, says Prabhu Ramachandran, Founder and CEO of Facilio Inc.

A growth in telecommuting has been one of the most noticeable outcomes of the COVID-19 pandemic. While only 3.6% of the US population worked from their homes, prior to the crisis, by the first week of April 2020, over 30% of those employed had switched to working remotely.

In fact, the general consensus is that this trend is here to stay for the long term, as workers and businesses adopt new technologies and processes in response to the contagion.

What then, does the future hold for office buildings? They won't go away, but they'll surely need to be reimagined, and here's why.

#### Remote work is not for all

The technology industry - and startups in particular were quick to adapt the idea of working remotely. With effective structures and systems in place, they have shown better signs of resilience and recovery. They were able to overcome the initial obstacles and quickly upskill employees across new functional models, facilitating workforces to adjust comfortably.

Leading tech giants, such as Microsoft, Google and Twitter, have supervised an unparalleled migration of quite a

substantial part of their workforces, to working from home today. Facebook was among first companies to allow employees to work remotely, and are likely to continue to do so at least through all of 2020. But making such a drastic transition is not as easy for many other industries.

On the contrary, sectors such as manufacturing, retail, hospitality, and government organisations are inherently limited in their ability to absorb remote working. Amidst the growing work from home shift in the tech and higher education industry, there are still many who simply cannot follow the trend.

#### The curious case of productivity

According to a survey conducted by Monster.com, more than 69% of US employees, who had adopted a work-fromhome approach during the pandemic, are experiencing burnout symptoms. Without the regimentation of 'office hours', many are unable to switch off from their workday. The extra hours might seem to suggest that more work gets done, but only at the cost of a more burned-out workforce. 73% of working professionals express feeling more fatigued in April, compared to 61% in mid-February.





What are the top reasons for this exhaustion? For 27%, it was the lack of work-life balance, followed by unmanageable workload (20.5%), and job security concerns (nearly 19%).

#### The way forward

In spite of having shifted some of their services to digital platforms, many businesses still require a physical presence, for a number of their functions. The early enthusiasm among employees seems to have been tempered with time as well. According to a survey conducted by Digital.com, 70% of US employees, who worked from home during the pandemic, want to return to their offices, but with some critical changes.

Moving forward, workspaces will continue to focus on traditional objectives, like improving productivity and building company culture, but the COVID-19 disruption will likely leave its mark. The returning workforce will expect their employers to bring them back to work safely and they will want the safety efforts to be clearly communicated.

Here are some of the primary factors, which facility managers will need to address, if tenant organisations are

to successfully pass on the benefits of pandemic-proof buildings, to their employees:

**Safety and hygiene:** It goes without saying that a safety plan is at the forefront of all the things the buildings should have before they reopen. It is necessary to introduce measures like frequent disinfection, air quality monitoring and social distancing, to instil trust among occupants.

### "73% of working professionals express feeling more fatigued in April, compared to 61% in mid-February."

A contactless environment: As people move through buildings, the more touch-points you can remove, the lower the risk. Automatic doors and contactless signins could help do this, as would adding mobile-enabled controls to comfort settings like lighting and HVAC.

**Resize the footprint:** Creative ways to resize the onsite footprint, such as rotating days and strategic relocation of offices, will be required to ensure social distancing. Facilitating remote working, or a staggered return of employees, can help implement optimal workplace health and safety.

**Re-consider BAS operations:** To improve efficiency and trim operating costs, rethinking building operations plans will be an essential plan in 2021. Technology can be leveraged to eliminate health and safety issues even before they appear by remotely making changes to HVAC schedules and sequences based on dynamic occupancy and compliance. Having condition-based and predictive maintenance measures on building systems will help building owners and operators stay compliant to indoor air quality, HVAC regulations, and changing operational hours.

#### Adapting to the new normal

Regardless of the recent surge in remote work, physical work environments are still the future. Well-defined office spaces offer key advantages to occupants and operators alike.

The lessons we learned from the global pandemic will shape the way that future buildings are designed, maintained, and operated. Property operators and building managers will need to toss out old methods and move forward with agile data-driven operating models. There is no single strategy that can address rebuilding a safe and comfortable post-COVID-19 office environment. CRE businesses and stakeholders will need to proactively assess feedback from both employers, as well as employees, to help create a frictionless and secure workplace experience, for their occupants.

www.facilio.com/

# WATER JETTING TRAINING GOES UP A LEVEL

A new competency training course promises to support safer and more productive water jetting. Water Jetting Association Vice-President John Jones explains why it's a game changer.



Being able to demonstrate competency in carrying out a task is a key benefit for any individual or team delivering a service. It gives customers confidence that the task will be performed safely and to a high standard.

As such, it provides a business with a distinct commercial advantage. It is also very much a benefit for, say, FM clients commissioning the service. They can be more confident they have selected the right supplier. They also have a record of the selection process that demonstrated due diligence.

When the service being delivered is both essential and, without the correct controls, potentially very hazardous, passing such a competency test becomes an even bigger benefit for all concerned.

That is why the Water Jetting Association has launched a new Level 2 Water Jetting Technician Certificate.

Accredited by the Awarding Body for the Built Environment (ABBE) and regulated by Ofqual, it is the UK's first competent water jetting qualification.

It also automatically qualifies the holder for a CSCS card. As such, it sets the bar for water jetting training at a new, higher level, and has already been welcomed by contractors and service users.

Water jetting is increasingly used in construction, building refurbishment and building maintenance for a range of tasks, including surface preparation, drain and sewer jetting, material cutting and hydrodemolition.

It has important benefits over other methodologies. Water jetting is highly sustainable. It can be used without chemicals. It significantly reduces hand and arm vibration risks linked with mechanical devices, such as jackhammers.

Unlike shot blasting, it does not create large amounts of waste that needs to be disposed of, usually in landfill. Hydrodemolition of concrete can be faster than mechanical techniques.

Water jetting does also present risks. A jet of water at 7 bar (100psi) of pressure can penetrate skin, causing a fluid injection injury. Consider, then, that even pressure washers can be bought that deliver jets at up to 207 bar (3,000psi) and that ultra high water jetting reaches 3,000 bar (43,500psi).

The new Level 2 Water Jetting Technician Certificate is designed to eliminate, reduce and control the risks associated with this level of performance. We see it as a game changer for our industry. For the first time, it creates a Level 2 water jetting qualification that combines tested theoretical and practical learning with guided learning.

It also clearly establishes water jetting as a skilled occupation, which we hope will help elevate the perception of the process within the many commercial and industrial sectors that our members operate in.

#### **Class-based and guided learning**

The qualification has, in effect, two parts. First, candidates must undertake directed study by attending and passing the WJA City & Guilds accredited Safety Awareness course. This is a one-day class-based course that covers key aspects of safe water jetting operation, including types of equipment, site set up, risk assessment, and emergency procedures.

Delegates must then pass two practical WJA training modules, both also City & Guilds accredited. The Surface Preparation module is mandatory, as this teaches the use of both semi-automatic and manual water jetting techniques. Delegates must then select one of three other modules: Drain and Sewer Cleaning, Tube and Pipe Cleaning, or Hydrodemolition.

By this time, delegates will have had 52 hours of structured learning. They then move on to a period of guided learning, using a WJA handbook to take them through four mandatory units and two optional ones.

#### Mandatory level 2 units:

- Setting up and preparing water jetting equipment.
- Conforming to general health, safety and welfare.
- Confirming to productive working.
- Moving, handling and storing resources.

#### **Optional units:**

- Cutting and breaking materials by water jetting.
- Removing of deposits and materials by water jetting.

This period of vocational assessment is expected to last for at least 122 hours, but it could be longer. Some candidates will progress faster than others for a lot of different reasons. The qualification is designed to allow them to learn at their own speed.

The guided learning will be supervised by WJA approved training instructors who have, themselves, been trained to carry out workplace assessment. This will be undertaken in a number of ways, including: site visits; reviewing job records; requesting written work; and professional discussions with the candidates and their employers.

Once the candidate has been assessed as achieving the required standard, they will receive their qualification certificate and a new WJA competent water jetting

technician card. The qualification is for life. No further assessment will be required.

However, like all other operatives, they will have to attend and pass the Competency Safety Awareness course every three years to retain their standard operator's card and stay in the WJA's international database.

#### Structured measure for competency

The new qualification is a key step in upskilling the water jetting industry, maintaining confidence in water jetting services. This is important as water jetting becomes more widely used.

The WJA's Codes of Practice stipulate that any water jetting task must be carried out by a team with at least a 50% level of competence. For example, if two personnel are involved, at least one must be competent. If it is three, at least two must be.

Until now, water jetting contractors made their own assessment of competency, based on experience, skills demonstrated, and attitudes to critical issues, such as safety. This will remain important. But now, the new WJA level 2 certificate gives both contractors and their customers a more structured, measurable way to assess competency.

This is important because competency underpins good service as well as safe practice. Competent water jetting operatives, in our experience, can be up to 50% more productive than a less experienced one. They have the confidence and authority to set high workplace standards, supporting a strong safety culture and customer-focussed service.

The new qualification places another rung on the career ladder, improving motivation and succession planning, both of which underpin team building, skills retention and identifying new leaders in our industry.

Many service users already require water jetting operatives to have WJA jetting cards. I expect some to build this new competency qualification into their contract specifications as well.

For the first time, they have an opportunity to select individuals and teams who have been through a rigorous and proven process to prove their ability to carry out water jetting safely, productively and consistently. There is no reason they won't want to take it.

#### www.waterjetting.org.uk/



# COMMUNICATION DURING CRISIS

Jess Pritchard, Head of Corporate at Moneypenny, looks at how communication in a world of hybrid working is changing.



When lockdowns were first introduced in March 2020, an estimated 300 million office workers across the globe made the shift to remote working. With little warning and no time to prepare for seismic operational change, business leaders made quick decisions in their endeavour to keep running.

Almost a year later, many businesses have really embraced the shift to homeworking. Leaders have recognised that they're able to operate effectively even with a dispersed workforce and that productivity hasn't dropped like so many anticipated. According to Gartner, 74% of organisations plan to permanently shift to more remote work post-COVID-19, but with another lockdown underway – there has been little time to plan – which has been one of the trademarks of the pandemic so far. FMs are working hard to facilitate effective hybrid working in the here and now.

"According to Gartner, 74% of organisations plan to permanently shift to more remote work post-COVID-19."

One of the very first questions asked by businesses when shifting to remote working was 'how will clients and prospects contact us?' and the solutions rolled out were far-ranging. Some companies invested straight away in technology or extra resource to keep communications flowing but for the majority, who like most of us didn't expect the impact of COVID-19 to be quite so long-lasting, quick fixes were put in place to keep things ticking over until normality resumes. Unfortunately, many of these temporary measures simply don't constitute a sustainable long-term solution and failure to step up the game now could lead to poor external communications and bad sentiment.

We've heard of one business fielding all office calls to one mobile and working on a rota system with the office manager delivering the phone to staff members by car. This approach creates a dangerous single point of failure that, if it did fail, would completely breakdown the inbound phone connection to a business.

The public was very forgiving in the first lockdown and understanding of teething pains but we're almost a year down the line now and people expect business as usual. FMs are under pressure to keep the wheels of business turning and ensure customer experience isn't compromised.

The most common solution for handling calls remotely, if a phone system allows it, is to reroute calls to mobile phones. However, relying on mobiles depends on good signal in employees' homes and their availability to answer. Inevitably, callers will get through to the wrong people and have to wait for a call-back or even worse, reach a voicemail. It makes for a clunky client experience and opens firms up to missing valuable leads. The inability to screen calls or manage status via mobile is problematic too and can hamper productivity. A more professional solution ensures only genuine and relevant calls are transferred to boost efficiency and remove the frustration of nuisance introductory cold calls.

Outsourcing has been a popular pandemic solution for FMs and telephone answering is no exception. Making it a specialist supplier's responsibility to ensure every call is answered and handled professionally frees up FMs for bigger challenges. This approach allows calls to be transferred to staff in any location at any time, so firms can be contacted outside of the traditional nine to five – an ever-growing requirement during lockdown.

The Coronavirus pandemic has brought about a complete shift in worker habits and team dynamics. With little time to prepare, businesses naturally went into survival mode and adopted short term fixes. However, in the long run, these create bottlenecks and hinder productivity, which in turn puts reputation at risk. By acting on the lessons of the last 10 months and trying to think long-term when choosing remote working solutions, FMs will not only help organisations survive the current lockdown, but futureproof their operations.

www.moneypenny.com/uk/







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