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August 2026




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# Editor's Voice



The second half of the year always starts to pick up following a bit of a summer lull, and as people return from their holidays the cleaning sector looks to the busy months ahead. With all manner of new technologies, formulations and ideas being implemented across every corner of the market, we're here to bring you all the latest news and developments from the industry.

In our August edition of Tomorrow's Cleaning we've got a bumper focus on Leisure and Hospitality, as Essity's Jeremy Bennett looks at how some festivals are providing VIP toilets for those willing to pay extra, and considers how organisers could work towards making standard festival facilities more comfortable instead. We also hear from BICSc, who reveal to us how they can help provide brilliant guest experiences, and we learn how a top-class hotel got an upgrade thanks to SEKO.

In our Robotics and Automation section, ToolSense's Alexander Manafi discusses why the future of robotics in FM isn't going to be won on the showroom floor, but on the dashboard. We find out more about Robert Scott's new AI-powered cobotic cleaning models, CleanManager explain how a Danish municipality went from one to 430 cleaning robots, and Tennant lets us know why automation is a must in hospitality.

Finally, in our Pest Control feature, the BPCA's Rosina Robson talks to us about a new independent report which sets out the scale and impact of professional pest control, while Sophie Thorogood from Pelsis discusses how bed bugs have evolved and adapted over the years – and why understanding behavioural changes is essential.

Thank you very much for reading, and I hope you enjoy the issue!



Martin Wharmby, Editor

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* On average, compared to the average of all Tork PeakServe® (H5) refill carbon footprint before commencing purchase of renewable electricity, verified and matched through Guarantees of Origin, for our paper making operations. The resulting carbon footprint reductions were quantified in a third party reviewed cradle-to-grave Life Cycle Assessment.

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## Tork introduces Inclusive Hygiene category to Loo of the Year Awards

Entrants to the 2026 Loo of the Year Award will have the chance to compete for a brand-new award from headline sponsor Tork.

The Tork Inclusive Hygiene Award recognises providers of washrooms which are particularly comfortable and welcoming for people with a wide range of needs.

Amelia Baker, Brand Activation Manager at Essity, said: "Our research shows that 54% of people experience some form of difficulty when using a public washroom, depending on their individual conditions and circumstances.

"The design and environment of the toilets can create barriers which limit comfortable use for around half of all washroom users. Conditions such as anxiety, sensory sensitivities or paruresis – also known as shy bladder syndrome – are often not visible, and washroom design can influence how easy and comfortable the space is to use. When facilities don't meet user needs, businesses risk their reputation and may lose revenue and customer loyalty."

Everyone who enters this year's Loo of the Year Awards will be invited to tick a box on the application form confirming they would also like to be considered for the Tork Inclusive Hygiene Award.

'Hygiene for all' is a core pillar of the Tork sustainability policy, says Amelia. She continued: "We want to celebrate organisations which go beyond compliance to create washrooms that are comfortable, welcoming and considerate for the majority of users. This includes thoughtful design, availability of essential supplies, privacy, sensory-friendly features and support for cleaning teams. By recognising these efforts, we aim to inspire best practice and raise the bar for washroom experiences everywhere."

Tork is leading a global initiative to make public spaces more welcoming, comfortable and functional for all. The aim is to remove barriers to hygiene and ensure publicly-used washrooms meet the needs of as many people as possible.

The Tork Inclusive Hygiene in Public Washrooms Initiative received an Amsterdam Innovation Award in the 'Sustainability & Environment' category. Further recognition has come from the European Cleaning & Hygiene Awards 2026, where both Tork and the Loo of the Year Awards have been named finalists in the Best Initiative Raising the Profile of the Cleaning Sector category.

The Loo of the Year Awards is open to all away-from-home facilities in the UK, Republic of Ireland, Isle of Man and the Channel Islands. Customers, visitors, staff members, managers, owners and contractors are invited to nominate a facility for any one of the 63 individual awards categories. These include hospitality, retail, healthcare and transport which means the winning toilets could be situated anywhere from a shopping centre, hotel, restaurant or school to a doctor's surgery, airport or service station.

Becky Wall, Managing Director of Loo of the Year Awards, added: "We're delighted to be introducing the Tork Inclusive Hygiene Award as part of the 2026 Loo of the Year Awards programme. Inclusive washroom provision is becoming increasingly important as organisations strive to create facilities that are welcoming, comfortable and accessible for all users, regardless of their individual needs or circumstances.

"At the Loo of the Year Awards, our aim has always been to recognise excellence and encourage continual improvement in washroom standards. This new award category aligns perfectly with that objective by highlighting the importance of thoughtful design, user comfort and the removal of barriers which can prevent people from confidently using public facilities.

"We're proud to be working alongside Tork to raise awareness of inclusive hygiene and to celebrate organisations leading the way in creating washrooms which genuinely meet the needs of a diverse range of users."

The awards event will take place on 13 January 2027 at the National Motorcycle Museum in Solihull. Entries can be made via the Loo of the Year website.

***www.torkglobal.com***

***www.loo.co.uk***






## CHSA Accreditation Schemes see continual improvement

Publication of the audit results of the Cleaning & Hygiene Suppliers Association's (CHSA) Accreditation Schemes for Manufacturers and Distributors for the first half of 2026 show independent inspection is driving continual improvement.

The results show purchasers of product from CHSA Accredited members trust the CHSA mark: 'Our Standards. Your Guarantee'.

For members of the CHSA, this strengthens their reputation for providing quality, fit-for-purpose product and delivers real competitive advantage. Their customers gain confidence in their supplier and reduced risk in purchasing.

Nicky Biggart, Chair of the CHSA's Accreditation Schemes, said: "The credibility of our Accreditation Schemes is critically important to our members. It is the evidence they stand apart from the competition. It differentiates our manufacturing members from those who make spurious product claims or inadequate products, and gives our distributor members the information they need to hold all their manufacturers to the standards we demand.

"This credibility is built on rigorous, independent inspection. Every product test, every label review and every piece of evidence we check strengthens the confidence buyers can have in CHSA Accredited products."

The auditing process increased in complexity in 2026 as the rigour of the Accreditation Schemes tightened. Auditing involves reviewing labelling to make sure 'what's on the box is what's in the box', assessing the members' quality systems, and ensuring product claims can be substantiated with appropriate evidence. For manufacturers, the Independent Inspector, David Luffman, is also checking members' Ethical Audit status.

During the first six months of 2026, the Independent Inspector completed 56% of the audits for the Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Sacks, Cotton Mops and Cleaning Chemicals. The auditing process for Accredited Distributors has also begun and will be a focus for the second half of the year.

Across the Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Sacks and Cotton Mops, 869 product labels have been examined, and 230 products independently tested against the relevant CHSA dimensional, weight and performance standards. The results have been positive, with only a minor historical issue currently being addressed. Audits of the Scheme for Manufacturers of Cleaning Chemicals involve a greater number of products and product types, and so are more complex. Again, results are positive with no warning notices issued.

Inspection itself has evolved in 2026. As well as verifying compliance, there's an increasing emphasis on supporting continuous improvement by helping members strengthen their processes. This approach delivers real value to members by improving efficiency, helping manage risk and reduce costs associated with non-compliance.

The Accreditation Schemes also continue to attract new members, reflecting the value of independent verification and the commercial advantage CHSA Accreditation provides.

Nicky continued: "The Schemes continue to evolve to reflect the changing needs of our industry. As expectations around product quality, transparency and responsible manufacturing increase, our audits give members the evidence needed to secure competitive advantage."

Members of the Accreditation Schemes for Manufacturers of Soft Tissue and Plastic Sacks are audited twice a year. Members of the Accreditation Schemes for Manufacturers for Cleaning Chemicals and Cotton Mops are audited once a year, as are Regional Distributors. For National and Group Distributors, five members of the group or branches of the national business are audited each year.

Every CHSA member is required to sign the CHSA's rigorous Code of Practice. The combination of the Code of Practice and Accreditation Scheme membership means that every member:

- Trades ethically and sustainably;
- Provides supporting information for claims made;
- Provides quality, fit for purpose products; and
- Makes sure 'what's on the box is what's in the box'.

***www.chsa.co.uk***

## NIC partners with Nottingham Forest FC

NIC FM Services Group has announced the successful mobilisation of its latest stadia partnership with Nottingham Forest Football Club, further strengthening its position as one of the UK's leading providers of facilities management services to the sports and leisure sector.

The partnership sees NIC delivering specialist stadium cleaning services, ensuring supporters, players and staff enjoy a clean, safe and welcoming environment throughout the football season.

The appointment represents another significant milestone in the company's continued growth, adding one of English football's most historic clubs to its expanding portfolio of prestigious stadia partnerships.

Every successful matchday relies on far more than the action on the pitch. Behind every fixture is a dedicated team working tirelessly to prepare concourses, hospitality areas, public spaces and supporter facilities, helping to create an exceptional experience for thousands of fans.

Gavin Glossop, National Operations Director at NIC FM Services Group, said: "We are incredibly proud to be partnering with Nottingham Forest Football Club. This appointment reflects the dedication of our people, the strength of our operational expertise and the trust we have built through consistently delivering excellence for our clients.

"Mobilising a stadium of this scale requires meticulous planning, teamwork and collaboration. I would like to thank everyone involved for their commitment and professionalism throughout the mobilisation process. We are also delighted to welcome our new colleagues to the NIC family and look forward to working together to deliver outstanding service throughout the season."

As part of the mobilisation, NIC welcomes David Nicholds, Stadium Cleaning Manager, and Kate Richards, Contract




Manager, who will lead the on-site operational team responsible for delivering the highest standards of service.

The successful mobilisation was made possible through the collaboration of colleagues across operations, mobilisation, recruitment, HR, training and support services, demonstrating NIC's ability to seamlessly implement complex contracts while maintaining exceptional service standards.

The Nottingham Forest partnership reinforces NIC FM Services Group's continued investment in the stadia sector and highlights the company's reputation for operational excellence, innovation and customer-focused service delivery across the UK.

***www.nicgroup.co.uk***

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## OCS recommends Mitie acquisition

Facilities management giant OCS has announced its recommended acquisition of Mitie in a £3.1bn cash deal, bringing together two complementary businesses specialising in facilities management and beyond.

In a release seen by Tomorrow's Cleaning, OCS said: "The proposed combination would create a UK-headquartered international FM group with broader sector expertise and geographic reach, bringing together two businesses with complementary strengths, a shared British heritage and an entrepreneurial spirit."

The proposed combination would, the company believes, strengthen the group's ability to support existing and new customers operating in increasingly complex, regulated and mission critical environments.

By broadening its portfolio of self-delivered specialist facilities services and continuing to invest in people, technology and operational excellence, OCS says the combined group would be better positioned to help customers navigate evolving operational, regulatory and compliance requirements while supporting long term resilience and performance.

Rob Legge, Group CEO of OCS, said: "While there is a long process ahead, both businesses remain focused on supporting customers and delivering the high standards they expect every day. Together, we can build something remarkable for our colleagues, our customers and the country."

Phil Bentley, Chief Executive Officer at Mitie, added: "As part of a larger group with a wider geographical footprint, Mitie would have an even stronger platform to invest in our people, technology and services, and to do even more for the customers and communities we support."

Completion of the acquisition is subject to terms and conditions made in the announcement, including approval by Mitie's shareholders and regulatory approval.

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# BICSc reveal 2026 Awards finalists

The finalists for this year's British Institute of Cleaning Science (BICSc) Awards have been revealed, after another record-breaking number of entries were submitted to the Institute.

The prestigious BICSc Annual Awards, which will be staged in September, saw another significant increase in nominations across numerous categories, with outstanding entries highlighting how standards continue to rise industry-wide.

The esteemed accolades shine a spotlight on the leading lights and unsung heroes in the global professional cleaning community, and remain a career highlight for nominees. Tickets are now on sale for the phenomenally popular awards ceremony, which will be held at Whittlebury Hall & Spa, Whittlebury, Northamptonshire, on Thursday 17 September 2026.

Neil Spencer-Cook, BICSc Group Managing Director, said: "We would like to congratulate all of those who have been announced as finalists for our prestigious awards.

"Once again we were delighted with the exceptional entries, which demonstrate the calibre and talent within the professional cleaning community. We are incredibly proud of how popular the BICSc Awards continue to be across the sector. We were inundated with fantastic entries, with nominations recognising the dedication demonstrated by professionals industry-wide. The exceptional quality of this year's applications will make the judging process tougher than ever, with entries showcasing remarkable innovation, dedication and excellence from across the industry."

The finalists for award categories include:

**Innovation Award:**

- CleanManager
- Berkeley Services UAE
- Total Clean

**Environmental (ESG) Award:**

- Intelligent Workplace Solutions
- King's College London

**Corporate Member of the Year:**

- CleanManager
- APEX Holding
- Elegancia Facilities Management – Qatar

**Accredited Training Member (ATM) of the Year:**

- Compass Group Qatar
- HMP Peterborough
- King's College London
- Mitie at Heathrow

**Assessor of the Year:**

- Byron Andagoya Manosalvas – King's College London



- Jonathan Bales – HMP Peterborough
- Lynsey Reed – HMP Bronzefield

**Accredited Trainer of the Year:**

- Solomon Maryson – APEX Holding
- Muhammad Rizwan – Whitespot Facilities Management Services
- Shankar Bahadur Sinkhada – Berkeley Services UAE
- Mihaela Nicoleta Oprita – Mitie at Heathrow

**Outstanding Candidate of the Year Award:**

- Antonia Pheysey – Mitie
- Krishna Prasad Timalsina – Berkeley Services UAE
- Prabhu Das Tatma – Acciona Facility Services Middle East

**Cleaning Operative of the Year:**

- Islam Kazi Saiful – Al Ghurair Facilities Solutions
- Andrzej Hanczaruk – Mitie
- Olagoke Olusomoka – Clarion Housing Group North London

**Lifetime Achievement Award:**

- Hernando Palacios – King's College London
- Ashiya Khatun – Whitespot Facilities Management Services

Neil added: "We have immense pride in what our awards represent, showcasing and recognising the outstanding dedication and achievements of the industry's best. The awards are an opportunity to showcase the essential work carried out every day across the widespread skilled cleaning community. Our outstanding group of finalists deserve recognition. We look forward to celebrating with finalists and guests at the BICSc Awards 2026."

Ahead of the glittering awards ceremony where winners will be announced, the venue will be hosting the BICSc Exhibition and Conference, where keynote speakers and industry leaders will be discussing the latest innovations, industry issues and developments impacting the professional cleaning community.

The evening will get underway with a drinks reception, followed by the awards and a three-course dinner with live entertainment on the night.

***www.bics.org.uk/awards/***

www.killis.co.uk









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## Upgrade boosts demand

Following a recent upgrade boosting solution pressure to 200psi, there has been growing demand for Prochem's **PR200 Steemeasy** extraction cleaning machine.

Prochem's Director of Operations, John Hattersley, explained: "We gave this product a boost in solution pressure from a standard 150psi up to 200psi, giving much better rinsing capabilities and allowing the cleaning solution to penetrate deeper into the carpet's pile.

"It keeps its reliable three-stage 5.7-inch tangential vacuum motor but crucially increases suction over the standard two-stage vacuum motor, with an extra stage fan allowing for increased air flow, greater suction and therefore quicker drying."

In UK production for almost two years now, the PR200 was designed to offer further machine options to an ever-demanding market, and during this time has proved a very popular and reliable unit offering portability, high pressure, good suction and great cleaning performance.

Its clean solution tank capacity of 22L positions it neatly in size between Prochem's **AX500 Galaxy**'s 18L and **SX2000 Powerflo**'s 35L. Another advantage is the addition of an electronic float switch. This automatically cuts power to the vacuum when the waste capacity is reached, prolonging the life of the vacuum motor.

The PR200 Steemeasy is widely used by carpet cleaners across the UK and can be found in use by cleaning teams in holiday parks, hotels, care homes and even two football stadiums.




***www.prochem.co.uk***

## TSA appoints Andrew Glassford as Projects Director

The Textile Services Association (TSA) has appointed Andrew Glassford as its new Projects Director.

Andrew spent 20 years at Paragon Laundry in a variety of roles, ending up as Operations Director. He then moved to become a consultant at NewGen, where he offered his expertise on the industry to businesses around the world, helping them to establish best practice where laundry wasn't their main focus.

Andrew said: "I'm seriously impressed with the work of the TSA. They provide their members with plenty of resources that would have been incredibly helpful to me and my teams back in the Paragon days, and having the chance to support the industry is something I'm really looking forward to."

In recent years the TSA has been focusing on helping the laundry sector evolve in a number of ways, such as meeting its Net Zero commitments, strengthening diversity, improving the culture of health and safety, promoting careers and supporting vital research in collaboration with De Montfort University.

Andrew continued: "It's been a fascinating process rediscovering the industry from a new perspective. Some aspects of it are almost unrecognisable compared to when I started. In many ways, change is the only constant and I'm relishing the chance to work with the team here to support our members with the challenges that the next few years present us."

One thing that has struck him already is the collaboration within the laundry industry. He added: "There's a general feeling of collegial competitiveness that could well be our secret weapon. Everyone wants to work together on the important issues, creating a culture where people compete to raise standards rather than to diminish each other."

Andrew's aims will be to maintain the momentum behind the TSA's existing projects and initiatives while identifying new opportunities. In the short and medium terms, he says his key priorities will be safety and sustainability.

Emma Kiviniemi Wilson, Managing Director of the TSA, commented: "We are delighted to welcome Andrew to the team. His knowledge of the industry and enthusiasm for developing projects to help it develop will be a huge boon. He's quickly found his feet here and we're sure that he's going to have a positive impact as we continue to find innovative ways to help our members."

***www.tsa-uk.org***

# VIDEO SHOWCASE




Duplex Cleaning Machines has been supplying high performance cleaning equipment throughout the UK since 1987 and our knowledgeable and friendly staff have between them many years of experience in the cleaning industry.

Duplex machines are as popular today as they have always been with their clever design and robust manufacture; their performance on carpets and hard floors is hard to beat and sure to impress.

We provide free on-site, no obligation demonstrations anywhere in the UK, backed up by certificated installation and training. With knowledgeable after-sales service and support, we aim to give you complete peace of mind when choosing a cleaning machine.

With their water and chemical saving capabilities making them ecologically friendly and economically sound, why not book a demonstration today?

**https://duplex-cleaning.com/**

**Full video here**

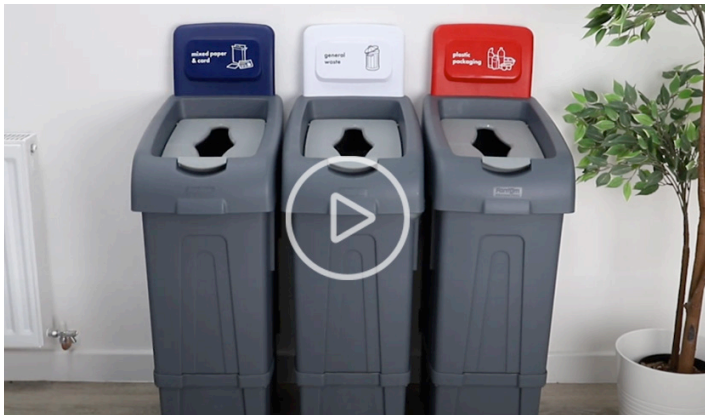



Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance.

By combining innovation with practical application, Greyland demonstrates how its products deliver powerful results while reducing environmental impact, offering viewers a clear insight into the future of professional cleaning technology.

**www.greyland.co.uk**

**Full video here**



New 80L Procycle recycling bin to reduce waste and increase compliance

We're delighted to launch the new Procycle Recycling Bin range that's designed to simplify waste management, enhance recycling efficiency, and comply with new legislative requirements.

"With the recent legislation in Wales and upcoming changes across England, the new system provides an effective solution for businesses to stay ahead of regulations and enhance their recycling efforts."

Made from hardwearing and robust polypropylene, the bins are easy to assemble and are available with seven different colour-coded back panels that simply slot into place.

For more information, please visit **www.robert-scott.co.uk/new-procycle-recycling-bin**

**www.robert-scott.co.uk**

**01457 819400**

**Full video here**



ICE pioneered video support calls in 2016 with ICE Smartcall, allowing onsite operatives to connect with our Technical Smartcall team for remote fault diagnosis, reducing engineer visits and emissions. Building on this, our new ICE Smartcall Assist integrates AI, a language interpreter, and a carbon calculator for faster support and sustainability. This innovation enhances responsiveness while measuring carbon savings from remote resolutions, reinforcing our commitment to ESG and technological advancement.

**www.ice-clean.com**

**Full video here**

## Essity and IPP collaborate on Lidl display pallet

Leading global hygiene business Essity has collaborated with European supply chain experts IPP to introduce a display pallet to support increasing demand from Lidl.

IPP supplies more than two million pallets per year for Essity, which owns tissue and paper towel brands including Cushelle, Tork and Plenty. The two businesses have collaborated for nearly two decades, a partnership which has now been extended to include display pallets on the aisles of Lidl, the UK's fastest-growing bricks and mortar retailer.

Essity uses IPP's wooden Dusseldorfer pallets for displaying its products, which provide ease of use with seamless integration into the supply chain. One of the main strengths of the display pallet is its capability to support product growth and promotional peaks within a demanding retail model, enabling Essity's expansion within this arena.

As part of IPP's pooling network, pallets are consistently maintained and managed to reduce environmental impact and improve transport and storage efficiency across the supply chain.

Paul Vale, Essity's UK Logistics Manager, said: "Our long relationship with IPP is down to its excellent service, agility and transparency, along with trust and reliability. It has an in-depth understanding of our business and can respond and react as and when we need. IPP is on hand to provide support with promotional peaks and has been instrumental in helping launch our display pallets in Lidl.

"It's been an exciting year so far for us at Essity, and we're glad to have a reliable supply chain provider which continues to invest in solutions to drive performance."

The two companies have developed a strong partnership focussed on innovation and sustainable ways of working, with IPP establishing an operational presence at two of Essity's largest UK manufacturing sites in Trafford and Prudhoe, to mitigate costs, reduce $CO_2$ emissions and help operations run smoothly. This work includes incentivising transporters




and identifying empty running legs where additional Essity products could be decanted and trans-shipped.

IPP specialises in providing reusable wooden pallets for major manufacturers and fast-moving consumer goods brands. It is constantly evolving and investing in digital and data-led solutions to improve visibility and efficiencies across customer supply chains, ensuring partners receive the best support as they continue to grow.

Andy Maddock, Regional Managing Director for IPP UK&I, added: "IPP's long relationship with Essity is testament to our quality and dependable supply, and ability to grow alongside the company. We're excited to have helped Essity provide display pallets in budget supermarkets this year and renew our contract. We look forward to seeing where the future takes our partnership."

***www.ipp-pooling.com/en***

## ISS expands global energy technology customer partnership

ISS has strengthened its partnership with a global energy technology customer through a new five-year contract covering two European markets.

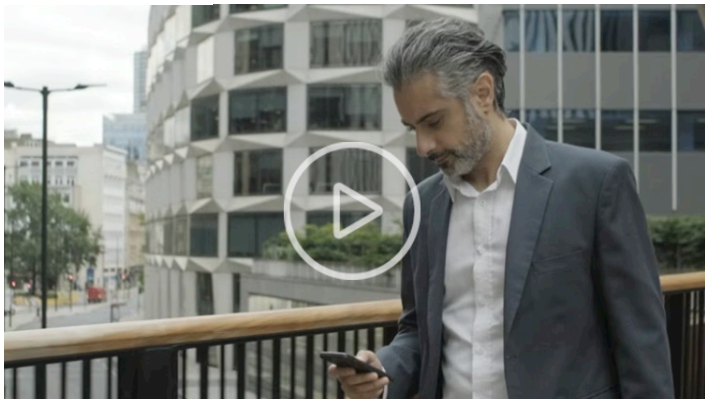
ISS already delivers services to the customer in certain countries across Europe, the Americas and Asia. Under the expanded agreement, ISS will provide integrated facility services including cleaning, technical services such as maintenance and repairs, and project management services. The services are expected to commence in Q4 2026.

Carl-Fredrik Bjor, Group Chief Commercial & Revenue Officer at ISS, said: "I'm very excited about this expansion, which reflects the strength of our partnership, built on mutual trust and shared values. Growing with our customers is a key strategic priority for ISS, and we look forward to continuing to drive service excellence and innovation to support the customer's ambitions in the years ahead."

***www.issworld.com***

# VIDEO SHOWCASE

CleanLink Software Ltd



CleanLink Software Ltd was established in 2006 and has steadily grown to become one of the leading suppliers of site management software for the UK contract cleaning market.

CleanLink's award-winning software helps companies efficiently manage and grow their business on a site-by-site basis. The comprehensive functionality covers Site, Staff & Stock Management; Work Scheduling; Payroll, Quality Control and Invoicing.

Our award-winning mobile App is a very cost-effective and reliable means of maximising your Managers' productivity whilst they are on site.

The UK-based CleanLink Team takes great pride in our commitment to a high level of customer service and along with our products, puts us in an enviable position as a leading software service supplier to the UK Contract Cleaning sector.

**https://www.cleanlink.co.uk/**

**Full video here**

VECTAIR




Splash Hog redefines urinal protection with a patent-pending vertical design that helps reduce splashback, keep fixtures cleaner, and support efficient maintenance. Built-in debris catchers, adaptable drain compatibility, and 60-day fragrance performance deliver reliable results for high-traffic washrooms while harmonizing with Vectair's aircare and hygiene fragrance portfolio for consistent facility freshness.

**https://www.vectairsystems.com/**

**Full video here**

GREYLAND



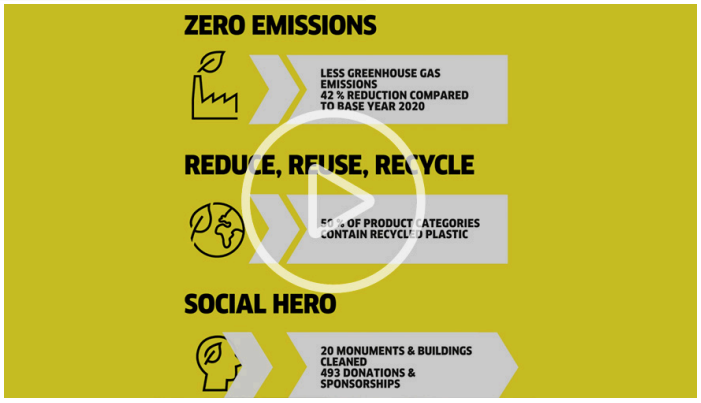

Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance.

By combining innovation with practical application, Greyland demonstrates how its products deliver powerful results while reducing environmental impact, offering viewers a clear insight into the future of professional cleaning technology.

**www.greyland.co.uk**

**Full video here**

KÄRCHER




Kärcher is committed to contributing towards a greener future and leading the way in corporate responsibility through powerful, zero-emission initiatives. This includes, renewable energy sources for electricity, reducing machine $CO_2$ emissions through energy efficiency measures like eco!mode, and ensuring that all paper-based packaging materials are made from at least 80% recycled paper. Kärcher's efforts to be a social hero extends to projects worldwide, of which 92% are dedicated to preserving cultural and historical value, ensuring a better world for future generations.

**www.kaercher.com/uk/professional**

**Full video here**

## Juniper celebrates staff with Awards for Excellence




Juniper Ventures marked its first ever Awards for Excellence on Friday 17 July, bringing together 200 colleagues, guests and sponsors at The Old Town Hall to recognise the people behind its catering, cleaning and health and safety services across schools and public buildings.

The evening celebrated achievement across 11 categories, from Cleaning Team of the Year and Catering Team of the Year through to Health and Safety Compliance Champion, Unsung Hero, Making a Difference and Colleague of the Year. Each award recognised colleagues who go beyond the everyday demands of their role, whether that's running a busy kitchen, keeping a building safe and compliant, or simply being the person others rely on.

Among those celebrated was Jackie Patterson, Acting Chef Manager at Calverton School, who took home the Unsung Hero award for the quiet reliability and care she brings to her role every day. Anna Iluta, Chef Manager at Central Park Primary School, was named winner of Outstanding Contribution to Juniper, recognised for the lasting impact of her work across the organisation. The Results Rockstar award went to Rachel Hamilton and Kerry Powell of the Training and Development Chef team, whose work has helped drive measurable improvements in catering standards.

Michael Hales, Chief Executive Officer at Juniper Ventures, said: "Our first Awards for Excellence was a chance to properly celebrate the people who make Juniper what it is. Every day, colleagues across the business go quietly about the work of feeding people well, keeping buildings safe and making sure standards never slip, and it was fantastic to bring 200 of them together to say thank you.

"What struck me most on the night was how many of these stories are about teamwork and care, rather than individual achievement. That is exactly the culture we want to build on."

***www.juniperventures.co.uk***




## Q3 lands Jersey Opera House contract

Q3 has been appointed to deliver cleaning services at Jersey Opera House, one of the Channel Islands' most recognisable landmark venues.

The contract, which started on 6 July, will see Q3 provide daily housekeeping, pre- and post-event cleaning, and periodic deep cleans across the historic St Helier venue.

Opened in 1900, Jersey Opera House has recently undergone a major refurbishment and has returned to its role at the heart of the island's cultural life. The venue's programme ranges from theatre, music and comedy to community performances and special events, creating a varied and sometimes unpredictable operating environment.

Q3 worked closely with the Opera House management team to develop a bespoke cleaning specification that reflects both the heritage of the building and the flexibility required by a live events venue. Unlike a conventional hospitality or commercial setting, the Opera House is not in constant daily use, and every month's performance or event programme can place different demands on the cleaning programme.

The service will be delivered by two dedicated housekeepers, supported by an additional post-show team as required. This approach gives the client a consistent core team, while providing the agility to scale cleaning resources around the venue's performance schedule.

Q3 worked with the Opera House to shape a solution that met the building's specialist requirements while remaining aligned with the client's budget.

***www.q3services.co.uk***

# Research reveals value leads professional hygiene purchasing

New international research from Mulberry has revealed that professional hygiene buyers are demanding more from their suppliers – combining traditional expectations of value and reliability with growing demands for transparency, credible sustainability evidence and consistent communication.

'The New Hygiene Buying Model: What influences supplier selection, trust and loyalty in the professional hygiene industry' is based on responses from 1,320 professionals working across health, hygiene and facilities management in the UK, European Union, non-EU Europe and North America.

The report finds value for money remains the leading consideration when selecting a supplier, identified as a top-three priority by 71% of respondents. Reliability follows at 59%, with customer service selected by 43%.

However, the findings suggest that buyers are looking beyond initial price to consider the broader cost and operational impact of supplier performance. Product availability, service continuity, responsiveness, equipment uptime and the ability to reduce operational risk can all influence perceptions of value.

Nearly three-quarters of respondents, 74%, say a supplier's sustainability strategy is important when making selection or procurement decisions. Yet only 25% place sustainability or ESG alignment among their three leading supplier-selection priorities.

Mulberry believes this apparent tension shows that sustainability has become an expected component of a credible hygiene proposition, rather than a standalone reason to choose a supplier.

Environmental benefits are likely to carry greater commercial weight when connected to tangible outcomes such as reduced energy or water use, lower consumption, less waste, longer product life, safer processes and lower total cost.

The research also identifies a growing demand for evidence. When respondents were asked how a supplier could demonstrate it was credible and responsible:

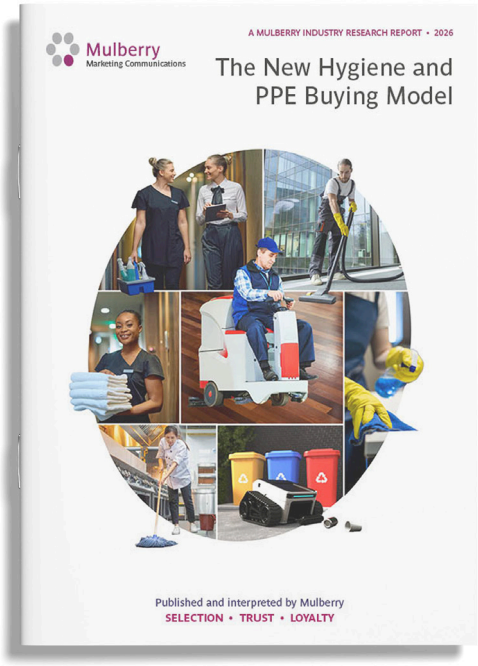
- 53% selected third-party certification
- 38% selected transparent reporting or dashboards
- 38% selected independent case studies or benchmarks
- 32% selected explicit contractual environmental or social goals
- 30% selected innovation in sustainable practices

The report concludes that unsupported sustainability claims are becoming less persuasive. Hygiene brands increasingly need a connected evidence system combining certification, measurement, transparent reporting and real customer outcomes.

Mulberry's Matthew Howells said: "The research shows hygiene buyers aren't choosing between value, performance and responsibility – they increasingly expect suppliers to deliver all three.

"Price will always matter, but buyers are taking a broader view of value. They want dependable performance, clear communication and evidence they can trust and defend internally. For hygiene brands, the opportunity is to make their value easier to understand, their claims easier to verify and their customer relationships easier to maintain.

"This report establishes the first benchmark in what will become an ongoing Mulberry research series. By tracking the findings over time, we will be able to see how buyer priorities evolve and help hygiene brands respond to the changes which genuinely influence selection and loyalty."




Consistent service delivery was identified as the strongest potential driver of increased supplier loyalty, selected by 41% of respondents. Other important loyalty drivers include greater transparency around ESG impact and certification (37%), more innovative solutions (34%), lower prices (33%) and improved communication and reporting (30%).

The survey's open responses reinforce the importance of communication. Buyers repeatedly called for clearer updates, quicker answers, improved delivery information and easier access to certification, audit findings and sustainability data. The report argues that communication should be treated as an integral part of service delivery, rather than an activity taking place around it.

The findings also point to a significant change in how suppliers are discovered and evaluated. 78% of respondents use at least one of the listed AI-powered platforms or tools when researching suppliers or potential partners. ChatGPT is used by 59%, followed by Gemini at 39% and Microsoft Copilot at 36%.

Mulberry warns that hygiene brands are no longer competing for visibility solely through conventional search engines, trade media, distributors and procurement channels. They increasingly need authoritative, clearly structured and independently supported information that can be found, interpreted and referenced by AI platforms.

The report introduces a new three-stage framework for understanding the supplier relationship:

- **Selection:** Can the supplier deliver the right outcome at the right value?
- **Trust:** Can the buyer believe and defend the claims being made?
- **Loyalty:** Does the relationship continue to deliver after appointment?

'The New Hygiene Buying Model' is the first in a planned series of Mulberry reports tracking changing buyer expectations and their implications for professional hygiene brands.

***www.mulberrymc.com***

## Churchill wins RoSPA's President's Award

Churchill Group has been awarded the President's Award from the Royal Society for the Prevention of Accidents (RoSPA) for its health and safety performance, in recognition of 10 consecutive Gold Awards.

Churchill Group won the award for an exemplary health and safety record during the 2025 calendar year, where it demonstrated its long-term commitment to the health, safety and wellbeing of its people.



2026 marks the 70th anniversary of the RoSPA Awards, which began as a small event to recognise the achievements of companies prioritising the safety of workers in the UK. It has grown into one of the biggest and most prestigious health and safety awards programmes in the world, with the 2026 awards attracting 2,000 different entries from nearly 60 countries.

The application process encourages reflective practice and the importance of ongoing learning in reducing workplace accidents. In receiving a RoSPA Award, Churchill Group is part of a proud legacy of organisations dedicated to keeping workers and the public safe.

Dave Baimbridge, Churchill's Group QHSE&S Director, said: "The President's Award is a prestigious honour from RoSPA that places us among the highest performing organisations which have sustained excellent operations for a decade. I am proud of all colleagues across our business, whose year-on-year hard work to sustain the safety and wellbeing of our people has been recognised again, on such a significant scale. Each year, we aspire to receive the top-level award available to us, and this accolade is testament to the effort everyone has put in."

Julia Small, RoSPA's Growth Director, commented: "RoSPA congratulates Churchill Group on its RoSPA Health and Safety Award. The high standards Churchill Group achieved are the result of hard work and dedication, of which it should be rightfully proud and which RoSPA is delighted to honour. 2026 is a landmark year for the RoSPA Awards as we reflect on how far workplace safety has come in 70 years. It is because of the commitment of health and safety leaders like Churchill Group that people today are safer at work than in the past, and sets an inspiring example for the future."

***www.churchillservices.com***

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## Peartree makes fourth SNAP donation

Peartree Cleaning Services has made its fourth annual £5,000 donation to Special Needs and Parents (SNAP), taking its total support for the Essex-based charity to £20,000.

SNAP supports families with children and young people who have additional needs or disabilities, offering advice, counselling, activities and therapy sessions to help children, young people, parents and carers access the guidance they need.

The charity provides a welcoming, non-judgemental space where children and young people can build confidence, develop friendships and take part in specialist activities, while giving parents and carers access to a vital support network.

Brad Reames, Managing Director at Peartree Cleaning, said: "What started as a single donation has become one of the partnerships that matters most to us as a business, and we are committed to continuing it. SNAP does incredibly important work for families across Essex, and we are pleased to play a small part in helping the charity continue to provide that support."

Callum Boath, Partnerships Manager at SNAP, added: "Peartree's support over the past four years has made a real difference to both SNAP and the families we work with. Their support has helped thousands of families across Essex access the guidance, specialist services and community they need to navigate life with an additional need or disability. Long-term partnerships like this are invaluable as they also give us the confidence and stability to plan for the future, develop new opportunities and reach even more families across Essex. We are incredibly grateful to Brad and everyone at Peartree for their continued support and belief in SNAP."

***www.snapcharity.org***

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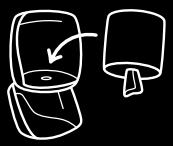

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## New Director of Operations at Bidvest Noonan

Bidvest Noonan has appointed Marielle Howitt as Director of Operations, leading service delivery across its Education and Public Sector portfolio in the UK.

Howitt brings more than 15 years of senior leadership experience gained across complex, highly regulated and technology-enabled organisations. She has held operational leadership roles with responsibility for large teams, major transformation programmes and the design of high-performing operating models.

James Gates, Managing Director for Southern Solutions at Bidvest Noonan, said: "Marielle brings substantial experience in leading complex operations and delivering transformation at scale, together with a genuine commitment to people and service excellence. Her appointment strengthens our Education and Public Sector business in the UK and supports our ambition to deliver outstanding outcomes for our clients."

Howitt added: "I am delighted to be joining Bidvest Noonan, a business with a strong reputation for looking after its customers. I look forward to working with our teams and clients, building on strong foundations and creating an environment where our people can perform at their best. My focus will be on delivering reliable, high-quality services and lasting value for the organisations and communities we support."

***www.bidvestnoonan.com***

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## Cleanology launches sixth hygiene poverty fundraiser

Cleanology has launched its annual fundraising event, now in its sixth year, in aid of The Hygiene Bank.

The fundraiser, which attracts almost 200 guests each year, has raised in excess of £151,000 in its first five years.

This year the event is being held on Wednesday 11 November at the chic art deco-style Bloomsbury Hotel in Central London, just steps away from Tottenham Court Road station.

Last year Cleanology was awarded the highly coveted Gold Partnership status by charity The Hygiene Bank, in recognition of its ongoing efforts to champion the movement to tackle hygiene poverty in the UK.

Dominic Ponniah, Chairman and Co-Founder of Cleanology, said: "Sadly, the demand for support is going up not down as the cost-of-living crisis worsens. I'm so proud that we are building a coalition of businesses willing to support our efforts to tackle hygiene poverty, and together, we can make a much-needed difference to help those in need."

Ruth Brock, CEO of The Hygiene Bank, added: "I'm thrilled that the partnership between Cleanology and The Hygiene Bank has gone from strength to strength – they're now one of our highly valued gold partners and this year's event looks set to be the most exciting yet. We will be ready to share some critical new research into hygiene poverty, and we look forward to meeting with partners old and new to discuss what more we can do, together."

Sponsors include Evans Vanodine, Liberty Hygiene, Foremost, Kimberly-Clark Professional, Metsä Tissue and, new for 2026, Planet Mark. Guests can look forward to an informative panel discussion, live auction hosted by a celebrity auctioneer, an extensive raffle, entertainment and networking.

The Hygiene Bank is a people-powered charity and social movement, committed to tackling hygiene poverty in communities across the UK. They believe that no one should have to choose between staying clean and meeting other basic needs. Through their network of projects, they provide essential hygiene products to those experiencing poverty or crisis. You can support The Hygiene Bank through the website below.

***www.justgiving.com***

## USEFUL CONTACTS

- Association of Healthcare Cleaning Professionals — www.ahcp.co.uk
- ETS — www.europeantissue.com
- A·I·S·E — www.aise.eu
- FWC — www.f-w-c.co.uk
- bachefm — bachefm.co.uk
- HSE — www.hse.gov.uk
- BCA — www.bcaorg.com
- IICRC — www.iicrc.org
- ISSA — www.issa.com
- bcc — www.britishcleaningcouncil.org
- iwfm — www.iwfm.org.uk
- bdma — www.bdma.org.uk
- Keep Britain Tidy — www.keepbritaintidy.org
- BICSc — www.bics.org.uk
- Loo of the Year Awards — www.loo.co.uk
- BPCA — www.bpca.org.uk
- ncca — www.ncca.co.uk
- BTA — www.britloos.co.uk
- SOFHT — www.sofht.co.uk
- CHSA — www.chsa.co.uk
- UKCPAS — https://www.ukcpas.org.uk/
- ukcpi — www.ukcpi.org
- UKHA — www.ukha.co.uk
- CSSA — www.cssa-uk.co.uk
- The Worshipful Company of Environmental Cleaners — wc-ec.com
- DCA Domestic Cleaning Alliance — www.domesticcleaningalliance.co.uk
- Woolsafe Approved — www.woolsafe.org

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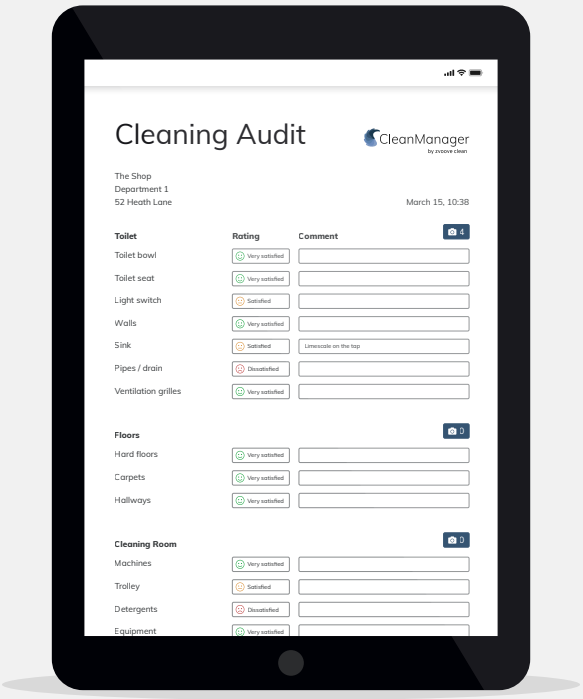


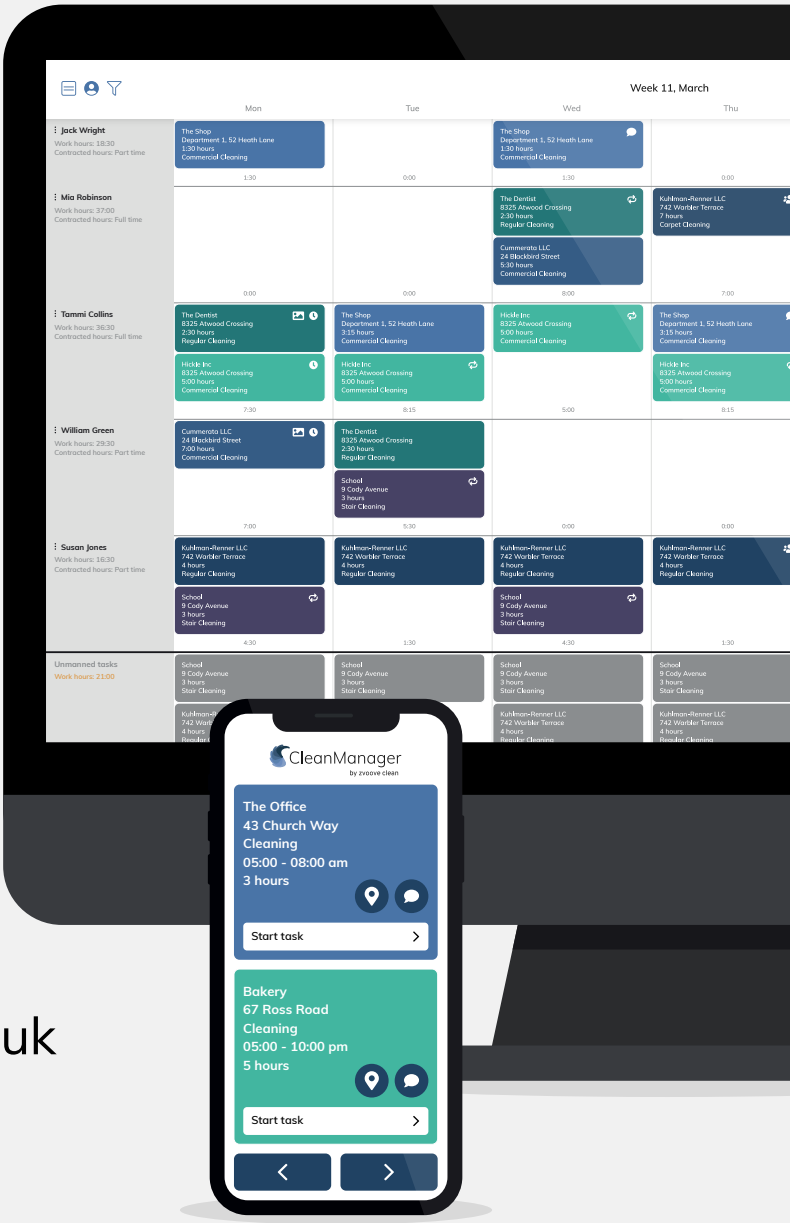


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# Building on **success**

## ICE builds on record-breaking growth with £1m investment in the future of cleaning.

The cleaning industry is changing fast. Advances in automation, growing sustainability targets and increasing expectations around hygiene are reshaping how organisations approach cleaning operations. As a result, businesses across every sector are looking for smarter, more efficient ways to maintain high standards while improving productivity and reducing costs.

At ICE, we have spent the past year helping customers navigate this changing landscape, and in doing so, achieved the strongest financial year in our history. FY25/26 was our strongest year yet, driven by growth, innovation and investment. From record deployment figures and business expansion to major customer projects and new service capabilities, we've continued to build on our ambition to deliver smarter cleaning solutions backed by the service and support our customers rely on.

Most importantly, this success has been built on the trust of our customers. From long-standing partners who have worked with us for many years to organisations that have recently joined us on their automation journey, every milestone achieved this year has been made possible through strong customer relationships and a shared commitment to innovation.

One of the standout highlights of the year has been the continued growth of our Co-Botics division. Autonomous cleaning is no longer an emerging technology: it's becoming a practical, everyday solution for organisations looking to improve productivity and consistency. Over the course of FY25/26, we deployed 1,706 Co-Botic machines, demonstrating the growing confidence that businesses have in automation as part of their cleaning strategy.




This growth has culminated in our partnership with Tesco, where we're supporting the rollout of autonomous cleaning robots across 600 Tesco Express stores. As the largest deployment of its kind ever seen in the UK convenience sector, it demonstrates how autonomous cleaning has moved firmly into the mainstream.

We've been investing in autonomous cleaning technology for more than a decade, so it's incredibly rewarding to see organisations across the UK embracing automation as part of their long-term cleaning strategy.

However, technology alone is never enough. Successful deployments depend on training, service support and ongoing customer engagement, which is why our teams continue to provide comprehensive support both before and after implementation.

While automation has been an important growth driver, customer satisfaction remains at the heart of everything we do. One statistic we're particularly proud of is our customer retention rate, which now stands at 98%. We believe retention at that level comes down to delivering what we promise, supporting customers when they need us and building long-term relationships based on trust.

It reflects the dedication of our people and the importance we place on building genuine, long-term partnerships rather than simply supplying equipment. That commitment to service is also reflected in the 607 five-star Google reviews we have received. Positive customer feedback continues to be one of our greatest measures of success, and provides invaluable insight into the impact our teams have on customers every day.

Supporting this growth has required significant investment in our people. During FY25/26, our overall headcount increased by 13% as we expanded multiple areas of the business to meet growing demand. At the same time, our Business Development team grew by 150%, enabling us to support more customers and strengthen our presence across key sectors.

Investment in recruitment has been matched by investment in training and development. Over the past year, we delivered more than 3,470 hours of training across the organisation, ensuring colleagues at every level continue to develop their skills and expertise. As cleaning technology continues to evolve, investing in our people is just as important as investing in our products. From engineers maintaining advanced equipment to customer-facing teams supporting large-scale deployments, training plays a crucial role in ensuring we provide the highest possible levels of service and support.

We have also continued to invest heavily in external training initiatives, helping customers maximise the performance of their equipment while ensuring our engineering teams remain equipped to support an expanding range of innovative technologies.

Alongside growth and innovation, sustainability remains an increasingly important priority for our customers and our business. During the past year, we introduced 10 fully electric Kia PV5 vehicles into our fleet, increasing the proportion of electric vehicles to 38%. This investment helps reduce operational emissions and supports our




customers' decarbonisation goals by lowering the environmental impact associated with our service delivery. When combined with our equipment refurbishment, repair and responsible end-of-life recovery programmes, these initiatives also support our customers' transition towards a circular economy by extending product life, maximising resource recovery and reducing waste.

Our confidence in the future is reflected in one of our biggest investments to date: the launch of a dedicated Solutions and Deployment team, backed by more than £1m of investment.

The team has been created to manage proof-of-concept programmes and large-scale deployments across our growing Co-Botics portfolio, providing end-to-end support from implementation and training through to successful rollout and ongoing support. As customer projects increase in scale and complexity, the ability to provide specialist deployment expertise becomes increasingly important. The new team will ensure customers benefit from a seamless experience throughout their automation journey, while enabling us to support some of the largest and most ambitious projects in the market.

Commenting on the investment, our CEO Mark Bresnihan said: "This has been a fantastic year for our business, but more importantly it's been a fantastic year for our customers. The growth we've achieved reflects the trust they place in us and the hard work of our people across the UK and Ireland. The opportunity ahead is huge, particularly as more organisations begin to see the benefits of autonomous cleaning technology. Our investment in the Solutions and Deployment team is about making sure we continue to provide the very best support as our customers embrace that change."

While FY25/26 has delivered record-breaking results, we believe the most exciting opportunities still lie ahead. Customer demand for automation continues to grow, businesses are increasingly embracing data-driven cleaning strategies, and the industry is becoming more focused on productivity, consistency and sustainability.

While the numbers tell an impressive story, they're only part of it. The real achievement has been strengthening our team, investing in our capabilities and continuing to help customers embrace new technologies that make a meaningful difference to their operations.

As we move into our next financial year, we do so with significant momentum, a growing team, a strong pipeline of opportunities and a clear ambition to remain at the forefront of cleaning innovation. Together with our customers and partners, we're excited about what comes next. As more organisations embrace automation and data-driven cleaning, we'll continue investing in the technology, people and support that help our customers succeed.

The growth of our business is creating opportunities for talented people to join us on the journey. We're currently recruiting for a range of roles across the UK and Ireland and are always looking for passionate individuals who share our commitment to innovation and customer success.

To view our latest vacancies, visit: **Explore Careers at ICE.**

***www.ice-clean.com***



# Welcoming young people with open arms



**David Garcia, Chair of the British Cleaning Council (BCC), implores young job hunters to pick the cleaning sector for a great future.**

With both A-Level and GCSE results due to be published in August, this is a time of year when many young people will be considering their next steps into education, training or work. Many of those who have left school, college and university this summer will still be trying to get their foot onto the first rung of the career ladder.

All around the UK, young people are writing to prospective employers, sending in their CVs and applying for jobs, with their eyes set on embarking on a chosen career. Unfortunately, it is tougher than it has been for many years for young people to get their first start.

There are more than one million young people currently not in education, employment or training (NEET) and the situation has been labelled as a nationwide crisis, and with good reason. The jobs young people would once have relied upon to get a foot on the ladder are disappearing.

For young people struggling to find that first job, my message is simple: come to work in the cleaning and hygiene industry. We need you.

The cleaning sector still struggles with recruitment and that's set to get worse as the workforce ages, so we welcome young applicants with open arms. We have a lot to offer ambitious young people.

The cleaning, hygiene and waste industry is one of the largest industries in the UK, worth £72bn and employing 1.51m people, and there are endless career opportunities.

You don't always need formal qualifications to get started. Many roles can be entered at frontline level, with training available while working, so no experience is needed, only a positive attitude, reliability, willingness to learn and pride in doing a job well.

The industry can offer rapid career progression – for example, from frontline roles to supervisory and management – and there are job opportunities in varied roles and across many sectors. Someone starting as a cleaning operative could move into team leadership, supervision, contract management, health and safety, training, specialist cleaning, pest management, facilities management, sales, marketing, customer service, operations or business ownership.

Young people can create a flexible career that fits around their lifestyle – such as working part-time during college or while caring for family. You can even start and grow your own cleaning business. The industry offers recruits the scope to develop the skills, qualifications and industry credentials to increase their earning potential.

Helping attract young people to the sector was always part of the thinking behind the **UK Cleaning Career Development Zone**. Now we have developed that further by launching two new UK CCDZ social media channels, on Instagram and Facebook, specifically to tell young people what cleaning sector careers could offer them.

Of course, the announcement that the Level 2 Cleaning Hygiene Operative apprenticeship is being defunded at the end of the month hampers our drive to recruit more new staff, but nevertheless the cleaning and hygiene sector is doing a huge amount to engage with young people.

Both the Cleaning & Hygiene Suppliers Association (CHSA) and the Worshipful Company of Environmental Cleaners (WCEC) offer bursaries to support young people going to university, while the Cleaning & Support Services Association (CSSA) actively engages young people through its Clean Start initiative, which tours UK schools to showcase modern career paths in sector.

Our colleagues at the British Institute of Cleaning Science (BICSc) have also focused on this area, through initiatives such as the Cleaning Industry Careers Guide, which it launched on the Youth Employment UK website.

We hope young people heed our message that the cleaning industry is a fantastic place to launch your career.

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# The new competitive advantage

**Nick Thompson, Chair of the Cleaning & Hygiene Suppliers Association (CHSA), lets us know why getting an 'ethical assurance' is essential for customers.**



Trust sits at the heart of successful business relationships, and for over 25 years the CHSA's Accreditation Schemes mean buyers of cleaning and hygiene products can have confidence product from accredited suppliers is fit for purpose and of the right quality. This is a key differentiator for CHSA members in a market too often driven by prices achieved by suppliers cutting corners.

Today, customers increasingly want more. They want to know their supplier trades ethically, that they embody their social and environmental responsibilities throughout the supply chain. Ethical assurance is the new competitive advantage.

Procurement teams are under pressure to demonstrate due diligence and reduce the reputational risk almost certain to result from poor working conditions or environmentally destructive behaviours down the supply chain. Policies and written procedures might show intent, but they are not evidence. They do not offer the guarantees purchasers need if they are to reduce their risk and protect their reputation.

A valid, independent ethical audit provides the verification buyers need to be certain their manufacturers are responsible for and scrutinise their supply chain, and their distributors take the time to do the same. This is an important differentiator and by embedding the requirement for an ethical audit in our Accreditation Schemes, we are giving our members a real competitive advantage.

Achieving effective ethical assurance is not an easy or uncomplicated process, and so we are giving members time to achieve compliance. There are a variety of ethical auditing schemes available. We have conducted in-depth research, and not all are equal. Some are robust and detailed: they involve site-based audits and cover the key issues, while others are broadly paper-based.

To offer the commercial differentiation our members and their customers expect of the CHSA, our inspection regime assesses the quality and scope of the evidence, not the ethical audit scheme alone. Rather than simply state a recognised ethical audit scheme, our members must evidence: site-based activity; assessment of labour standards; assessment of health and safety; worker interviews where appropriate; audit findings and corrective actions where relevant; and coverage of all steps in the manufacturing process. Written policies are not enough.

The CHSA inspection process asks one clear question: does the evidence demonstrate what is happening at the manufacturing site, or just what the company says should happen?

However, as I've said, this can be a complex and challenging process, so we offer members additional support to help them achieve the standards we expect. The first step is to make sure members fully understand what is required.

To make sure this is the case, we have produced clear, comprehensible guidance, which explains the requirement and helps members begin the process. It details the scope of the ethical audit required for compliance with the CHSA Accreditation Schemes, and details the necessary evidence. We have also run webinars during which members can pose specific questions relevant to their circumstances.

Finally, members can commission the Independent Inspector to guide them through the process, which can reduce their risk and potential costs further down the inspection process, and improve their efficiency.

By embedding ethical auditing within our Inspection Scheme and supporting members throughout the process, we are ensuring members are not simply responding to changing market expectations – they are staying ahead of them.

***www.chsa.co.uk***


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# Building on strong **foundations**

Here, SmartTask reveals how choosing the right workforce management software helps you grow your business.

As any successful business owner will agree, to achieve company growth relies on having strong foundations in place. Whether growing organically or by acquisition, unless you have good existing working practices, it can be challenging to take on extra cleaning operatives or manage new clients or locations.

It's important to invest in the systems to enable you to standardise and streamline working processes. Making your management team aware of the tools that they have at their disposal, and the capability that they offer, can also help run efficient operations. From supporting daily admin processes, such as managing working hours and payroll, to providing reports that can give insights into the business.

## Choosing the right system

Choosing the right system that's scalable and can grow as your business demands is vital. It means that your workforce management platform will easily accommodate more users and data as you add new teams, regions or business units.

System performance and reliability are key to manage your service delivery and it's important to check a system provider's performance on downtime/outages. As an example, SmartTask customers benefit from 99%+ uptime and the ability to scale up, thanks to flexible hosting arrangements with Amazon Web Services (AWS).

When going for growth, you also want the assurance that your investment will keep pace with technological advances, to avoid costly platform migrations later. Many providers which have cloud hosting models provide this flexibility for futureproofing.

## Automating processes enables growth

Flexibility within a system allows for adaption to support any new working process to help make expansion into new areas easier and more profitable. At SmartTask, we have worked with many clients who have invested in our software to automate and standardise working practices, achieving successful growth as a result.

As an example, Outsource Support, a leading company in Ireland providing facility and support services to over 700 clients, has been using SmartTask software for over 10 years. It adapted its systems successfully to manage similar requirements for new business streams, including environmental pest control and cleaning services.

Graham Hughes, Managing Director, Outsource Support, commented: "SmartTask has everything we need to manage our workforce, meeting all of our workforce management and scheduling needs."

## Expanding into new areas

In the same way, SmartTask's standards-based approach has helped City Group Security (CGS) to expand its services into the cleaning sector. SmartTask workforce management software has been a key factor in helping the business both strategically and operationally to achieve its success. Using SmartTask to manage shifts for cleaning operatives meant it could deliver the same attention to detail to services for which it was already known in the security industry.

Cara Clarke, Group Commercial Director, CGS, said: "The flexibility of SmartTask's software has been a significant factor in helping us manage the business through the complex challenges that rapid expansion brings. We've been using SmartTask software to manage daily operations, changing the way that we work with it to support different requirements as they emerge."

## Innovation and support along the way

At SmartTask, much of the positive feedback we receive from clients is not only about the functionality of our solution. We also keep abreast of evolving industry issues, gathering feedback from users to continue to innovate and develop our software.

This diligence in product development, combined with regular updates, ensures that our software aligns with business needs. We also place importance on customer support – having a UK-based team on hand to answer calls and questions can aid your growth journey.

***www.smarttask.co.uk/smarttask-cleaning***









AI-generated content

# The Clean Start Initiative

## Inspiring the Next Generation of Cleaning Industry Professionals

The Clean Start Initiative is reshaping how people see the cleaning industry, to change outdated perceptions and show the true potential of careers in professional cleaning.

By highlighting the technology, skills and career opportunities within the sector, we're helping young people discover a future in one of the world's most essential industries.

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# NEW Biodegradable Exel® Mop Socket

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BioSphere

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Scan to view ASTM D55 results.



# Paul Fleetwood: An Outstanding Contribution

In the second of our features from the Cleaning and Hygiene Suppliers Association (CHSA), we find out more about Paul Fleetwood, who took home the CHSA Excellence Award for Outstanding Contribution.




The CHSA Excellence Award for Outstanding Contribution is designed to recognise the individual who has gone above and beyond, who has made a significant impact on the cleaning and hygiene industry. Paul Fleetwood of Cromwell Polythene is that person.

Paul's reaction embodied his straightforward approach. He said: "I was very happy, surprised and appreciative."

Formal recognition for Paul in these inaugural CHSA Excellence Awards is perhaps overdue. Over decades he has played a huge role in first helping establish and then evolve the Accreditation Scheme for Manufacturers of Plastic Sacks. He was instrumental in shaping standards in the industry, making sure the Scheme has stayed relevant and today reflects modern manufacturing. As such, it supports members' business growth by offering customers complete confidence in the product, differentiating members from those who make spurious and exaggerated product claims and adding credibility to members' brands.

Paul has been on the CHSA's Governing Council since April 2009 and is as big an advocate today as ever, recognising the competitive advantage a strong and active CHSA brings its members.




*Award collected on Paul's behalf by a colleague.*

Paul's journey into the cleaning and hygiene sector began thanks to an unlikely connection through cycling. He met James Lee, founder of Cromwell Polythene, through the sport and still laughs about the job interview. Paul joked: "He asked me why I wanted to work for him because he thought I could get a proper job."

The job quickly evolved into a determination to take the industry forward. Paul added: "It became clear the industry needed a body to champion quality and consistency and by doing so, drive forward standards. The CHSA took up the mantle, and I was proud to play my part. We've changed the industry. The CHSA and our members are now the standard bearers for standards in an industry in which too many have cut corners.

"As more companies have seen the difference our standards have made to buyers – reducing purchasing risk by guaranteeing quality – they've stepped forward to join the CHSA. Being a part of introducing this transparency which has transformed the market has been a privilege. Today, customers have a far better understanding of the products they're buying and the value they deliver. When customers talk to me about the minimum net box weight, I know we've made a difference. It's become part of our vocabulary."

Lasting change, according to Paul, is rarely achieved through one dramatic moment. Instead, it's built moment by moment. Paul continued: "There is real power in the everyday conversations I have explaining the CHSA standard and what it represents. This is as true within the business, where every team member understands the relevance of the CHSA Accreditation Scheme, as it is to our customers, who recognise it reduces their purchasing risk."

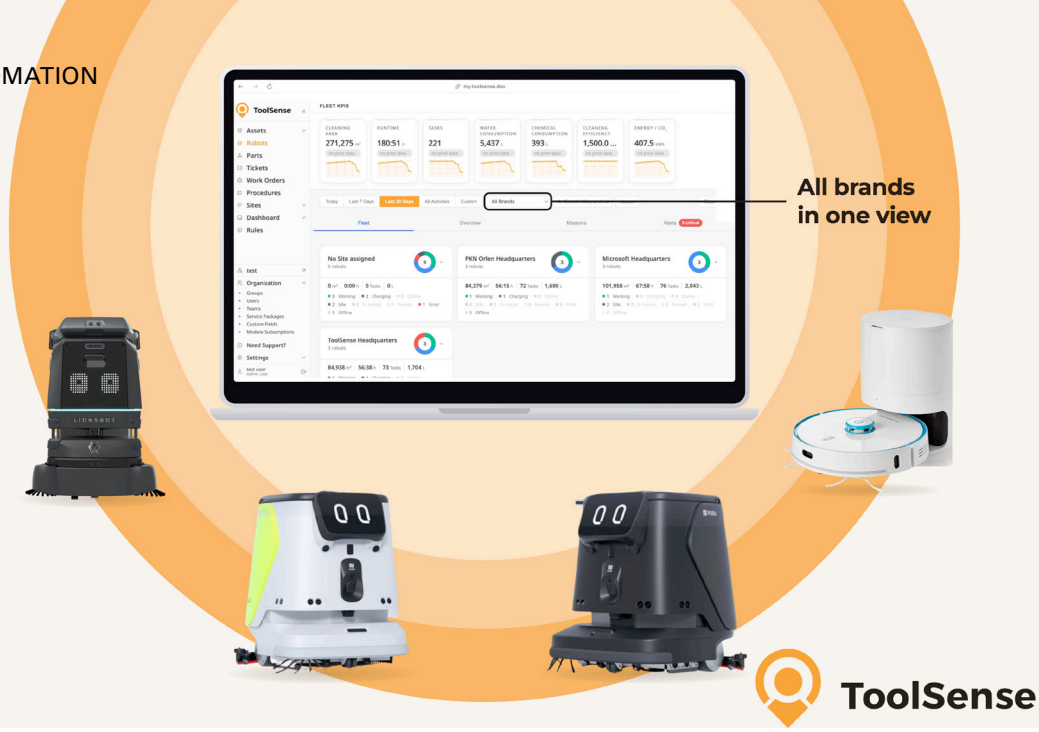
Away from work, Paul describes himself as a proud MAMIL – a Middle-Aged Man In Lycra. It's a reminder that beneath the respected industry figure is someone who still loves cycling.

Looking to the future, Paul hopes people will see in this award not simply that he's contributed to the industry he loves, but that he's done so with energy, care and a determination to do the right thing. His advice for the next generation of industry leaders is: "Get to know your competitors personally. You can learn a great deal from them and the connection brings strength and enjoyment. We're also much more effective when we work together to drive up standards."

Above all, Paul hopes people see what lies behind the award citation: a family man who genuinely loves the industry, values the people in it and has spent his career helping to make it stronger for everyone.

CHSA Excellence Awards

***www.chsa.co.uk***




# The measure of a machine

**Robots are the fastest-moving story in FM right now, but a robot only earns its place if it outperforms whatever it replaced, and on a mixed fleet, most operators can't actually see whether it does. Alexander Manafi, CEO of ToolSense, discusses why the future of robotics in FM is won on the dashboard, not the showroom floor.**



Walk any cleaning or FM trade show this year, and the robots draw the crowd. Autonomous scrubbers, sweepers and vacuum units, each gliding along a taped-off strip of floor while a rep explains how many hours of labour it saves. The technology is genuinely good and adoption is climbing fast. Robotics has become the headline act of FM, and for once the hype is mostly earned.

A new scrubber simply does the same job a little better. A robot is bought to replace something: a manual machine, or the hours of the person who used to push it. That changes the only question that matters. Not 'is it impressive?' but 'is it doing what we expected?'. A robot that cleans less area, or costs more to run than the labour it displaced, isn't automation. It's an expensive ornament.

The trouble is that most operators cannot answer this question, because they cannot see it.

A serious FM provider rarely runs a single brand. You end up with robots from three or four manufacturers, each arriving with its own cloud portal, its own login and its own app. To compare how one maker's machine performed against others this week, someone signs into two or three systems, exports two or three reports, and stitches them together in a spreadsheet, if they bother at all.

The data that would prove the business case is technically there, scattered across as many dashboards as you have suppliers. No single view, no like-for-like comparison, no answer.

Getting the value back starts with putting every robot on one screen. When a mixed fleet reports into a single dashboard, the numbers that decide whether automation is working finally sit side by side: cleaning area covered, runtime, tasks completed, water and chemical consumption, cleaning efficiency, and energy and $CO_2$ use.

Suddenly you can see that one robot is covering the square metres it promised while another is quietly idling at a third of the runtime you're paying for. You can compare consumption per square metre across brands. You can prove, to a client or to your own finance director, that the machine is beating what it replaced. Or find out fast that it isn't.

Plus, a robot only keeps beating it if it keeps running. The operators seeing real returns don't wait for a breakdown. With live data such as running hours, battery health and error codes, a service gets booked at the first warning sign. Reactive repair becomes preventive maintenance, and the downtime that quietly destroys the business case never happens. Across our customers' fleets, that discipline is worth around 80% less downtime and a fifth off machine costs over an asset's life.

This is the work we have put our weight behind. ToolSense now integrates with 15 robot brands, so an operator running a mixed fleet sees every robot, whoever built it, on one dashboard, with cleaning area, runtime, tasks, water and chemical consumption, efficiency and $CO_2$ all in a single view. No five logins, no stitched-together spreadsheet, no guessing which machine is actually pulling its weight.

The robots on the show floor will keep getting better, and they should, but the winners in FM won't be the operators with the newest machines. They will be the ones who can see, at a glance, exactly what every robot in the fleet is doing, and prove it is worth more than what it replaced.

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# Smarter cleaning for **modern hospitality**

## Tennant explains to us why automation is a must in the guest experience.

The hospitality industry has always been built on first impressions. Whether it's the spotless reception of a hotel, clean restaurant floors before service or pristine public areas in a conference venue, cleanliness directly influences customer perception.

Yet maintaining these standards has never been more challenging. Rising labour costs, recruitment difficulties, increasing sustainability expectations and longer operating hours are forcing hospitality businesses to rethink how they manage cleaning. Rather than replacing cleaning teams, many organisations are now looking at how technology can help staff work smarter.

Autonomous robotic cleaning machines are one of the fastest-growing developments within professional cleaning, and today's systems are a world away from the early generations of robotic equipment. Advanced navigation, obstacle detection, intelligent mapping and remote fleet management now allow robots to clean consistently, safely and efficiently while operating alongside guests and employees.

For hospitality environments, this offers significant advantages. Routine floor cleaning can be completed during quieter periods or overnight, helping facilities maintain consistently high standards while allowing cleaning teams to focus on detailed tasks that require a human touch such as washrooms, kitchens and guest rooms.

Compact autonomous scrubber dryers such as the **Tennant X2 ROVR** have been specifically designed for smaller, high-traffic environments including restaurants, hotel corridors, retail spaces and reception areas. Its compact footprint allows it to navigate narrow walkways and busy public areas while delivering consistent cleaning performance every time.

For larger hospitality venues such as exhibition centres, airports, shopping destinations or convention hotels, larger autonomous machines like the **Tennant X4 and X6 ROVR** can automate cleaning across extensive floor areas, helping teams maintain cleanliness over thousands of square metres while providing real-time visibility of cleaning performance. However, robotics is only one piece of the hospitality cleaning puzzle.

Commercial kitchens continue to present some of the most demanding cleaning challenges. Grease build-up, carbon deposits and food residue require specialist solutions that improve hygiene while reducing manual effort.

Innovative systems such as **The Decarbonizer** automate the removal of carbon and baked-on grease from cooking equipment including oven trays, grill components, fryer baskets and extraction filters. By reducing labour-intensive scrubbing, kitchens can improve productivity, extend equipment life and maintain consistently high hygiene standards.

Steam cleaning technology also continues to gain



popularity throughout hospitality. Using high-temperature steam to sanitise surfaces with minimal chemical usage, steam cleaners are ideal for washrooms, kitchens, food preparation areas and difficult-to-reach locations where hygiene standards are critical.

Pressure washers remain essential for external hospitality environments. Hotel entrances, outdoor dining areas, loading bays, waste storage zones and service yards all benefit from regular deep cleaning which removes dirt, grease, chewing gum and other contaminants while enhancing the overall appearance of the property.

Meanwhile, professional vacuum cleaners continue to play a vital role throughout hotels, conference facilities and restaurants. Modern high-filtration systems improve indoor air quality while efficiently removing dust and debris from carpets, upholstery and hard floors – contributing to both cleanliness and guest comfort.

By combining autonomous floor cleaning, specialist kitchen cleaning systems, steam cleaning, pressure washing and high-performance vacuums (all of which are readily available from Tennant in the UK), hospitality operators can create an integrated cleaning strategy which delivers consistent standards while helping teams overcome today's operational pressures.

The future of hospitality cleaning isn't about replacing people with machines. It's about giving cleaning professionals better tools to work more efficiently, maintain exceptional standards and focus their expertise where it matters most.

As guest expectations continue to rise, smarter cleaning technologies are becoming an increasingly valuable part of delivering exceptional hospitality experiences.

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# Asking the **right questions**

We learn from CleanManager how a Danish municipality went from one to 430 cleaning robots.

Cleaning robots can save time, reduce physical strain and support better quality – but only when they fit the task, the workplace and the people using them.

At Industry Day 2026, Lone Højgaard Petersen presented Faxe municipality's journey from its first robot trial to around 430 robots in operation. The lesson is simple: successful technology starts with everyday operations.

## Start with the problem

The first question shouldn't be 'which robot should we buy?', it should be 'which task are we trying to improve?'

Faxe Municipality learned this early with its first robot, nicknamed 'Mrs Cleaner'. The robot worked well in a sports hall. However, when it was moved to a school, it struggled and started pulling at the floor mats. The failed trial still provided useful lessons.

When funding later became available, the focus wasn't on finding the most advanced machine. Instead, the municipality looked at the tasks that took up the most time and caused physical strain. The clearest opportunity was daily sweeping and vacuuming.

## Choose tasks where the benefit is clear

Cleaning robots are often most useful for tasks which:

- Are repeated frequently
- Take up a lot of time
- Put physical strain on employees
- Take place in large or uniform areas
- Can be tested in a clearly defined location

The aim is to be using technology where it can make daily work easier.




## Robots support the cleaning team

A robot doesn't remove the need for skilled cleaning staff, it takes over some repetitive work. While a robot vaccuum can cover open floor areas, employees can focus on edges, corners, touchpoints and hygiene-critical areas. This can free up time, reduce physical strain and allow cleaning staff to focus on tasks which require experience and judgement.

## Involve employees from the start

Technology only creates value when people actually use it. Faxe municipality did not introduce robots across every location at once: it started with a pilot school, where employees had time to test the robots, ask questions and share honest feedback. This helped identify problems early, and gave employees a sense of ownership.

- Explain why the technology is being introduced
- Give employees time to test it
- Listen to their feedback
- Provide training and follow-up
- Adjust the process when needed

When staff understand the purpose and can influence the rollout, the technology is more likely to become part of everyday work.

## Look beyond time savings

Robots aren't only about efficiency: they can also support a better working environment. Sweeping and vacuuming can take a toll on the body. When robots take over some of that work, employees can use their energy elsewhere.

As Lone Højgaard Petersen explained: "If we don't do this, it'll probably just show up on another account, in the form of absence and burnout."

The value should not only be measured in minutes saved, but also in reduced strain, lower absence and a more sustainable working day.

## Test small before you scale

A limited trial is often the best place to start. Ask:

- Does the robot work in this location?
- Does it save the expected amount of time?
- Does it support the right level of quality?
- Do employees find it useful?
- What needs to be adjusted?

If the trial doesn't work, that is still useful information. Stopping or changing direction early is better than rolling out the wrong solution across the whole operation.

The main lesson from Faxe municipality is simple: Start with a clear need. Involve employees. Test the solution in practice. Adjust along the way.

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The human side of cleaning

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# The next generation

We talk to Alastair Scott, Sales Director at Robert Scott, and Peter Jones, Robotics Expert at Robert Scott Robotics, to find out more about the two new AI-powered robots which have been added to their steadily expanding cobotics range.

Automation, artificial intelligence (AI) and the Internet of Things (IoT) are evolving at a rapid pace, and with this the cleaning sector seeks smarter solutions to economic challenges. It is clear robotics will play a key role in the future of commercial cleaning.

## The next generation of MT1 Robotic Sweepers

Alastair Scott said: "For some time, Robert Scott has been championing the MT1, the world's first AI-powered sweeper robot for large-scale environments, such as warehouses, airports and shopping centres. Following its success, we have launched the new MT1 Max Vac and MT1 Vac.

"Expanding our offering in automated cleaning technologies marks a significant milestone in Robert Scott's 100 plus year history."

Built on the successful MT1 platform with enhanced capabilities and designed for indoor and semi-outdoor environments, including warehouses, loading bays, forklift spaces and car parks, the MT1 Max is equipped with advanced 3D LiDAR, dual chips for greater computing power, and improved obstacle management – adapting seamlessly to complex conditions.

Meanwhile, the MT1 Vac is the world's first AI-powered vacuuming robot for large-scale environments. It features a Visual Simultaneous Localisation and Mapping (VSLAM) system which enhances navigation in dynamic environments, while an ultra-wide scanning field allows efficient coverage of large areas.

Alastair continued: "The MT1 Max features a 3D lidar radar on the top of the robot, which improves its obstacle avoidance and location detection. This means it can also operate outside – although the built-in rain sensor will send it back indoors on wet days."

## Is there anything a robot can't do?

Peter Jones commented: "As automation becomes more visible across everyday operations, we're often asked: 'Is there anything a robot can't do?' In the world of commercial cleaning, robotics has moved rapidly from early-stage novelty to practical, high-performing solution.

"From smarter navigation to AI-driven efficiency, today's cleaning robots are transforming how spaces are maintained, while still working best alongside the people who keep standards high."

## The human dimension

Despite their growing sophistication, robots are not designed to replace cleaners, and the industry increasingly recognises that the goal is not to eliminate the human element, but to support it.



Robots are most effective at repetitive floor cleaning tasks in open spaces. Challenges can still arise in highly cluttered environments or where detailed cleaning is required, such as stairs or vertical surfaces.

Peter added: "Robotic cleaning technology has developed rapidly in recent years and continues to evolve. The most effective deployments are those where robots work alongside cleaning teams, taking care of repetitive floor cleaning so staff can focus on tasks which require attention to detail and human judgement."

## How smart will tomorrow's robots become?

Alastair concluded: "Robots will become increasingly intelligent and connected. Future machines may incorporate more advanced AI capabilities, allowing them to better recognise surfaces, adapt cleaning methods automatically and integrate with smart building systems.

"However, the future of cleaning will almost certainly remain collaborative, with automation supporting skilled cleaning professionals to deliver higher standards of hygiene and efficiency.

"Through Robert Scott Robotics, we provide a range of autonomous floor cleaning solutions designed for commercial environments. These combine intelligent navigation, automated charging and refilling, and remote management tools to deliver consistent cleaning performance while reducing the manual workload on cleaning teams.

"Our focus is on delivering practical robotic solutions that integrate easily into existing cleaning operations, helping organisations improve productivity while maintaining high hygiene standards."

***www.robertscottrobotics.co.uk***

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# The festival washroom **experience**

**An increasing number of festivals are providing VIP toilets for people willing to pay that little bit extra for such luxuries, but surely event organisers should be working towards making standard festival toilets more comfortable for everyone instead? Jeremy Bennett from Tork manufacturer Essity considers how this could be done.**

Nobody relishes the experience of visiting a festival toilet.

These facilities are notorious for being crowded, messy, unsanitary and unpleasant. As a result, many festival-goers are now opting to pay a premium for a VIP washroom package.

The Latitude Festival, for example, offers visitors an upgrade that provides access to flushing toilets, warm showers and hair styling stations along with bespoke toiletries.

Visitors to Reading and Leeds festivals can buy a Refresh wristband which admits them to flushing toilets, hot showers and a 'pamper parlour' with mirrors and hair straighteners. Download Festival's Gold Package offers similar facilities, plus secure lockers and USB charging.

A poor washroom experience can colour one's whole experience of a festival. Bad washrooms ranked higher on people's lists of festival negatives than factors such as crowd disorder and poor food and drink in a series of surveys commissioned by Tork. One study revealed that 44% of visitors avoided using the washrooms altogether when attending an open-air event.

Plus, 20% said they deliberately refrained from drinking to avoid having to use the loo. Besides potentially leading to dehydration in hot weather, such a move cannot fail to have an impact on bar profits.

Using a public washroom can be a stressful experience in general – particularly when there is a mismatch between people's needs and the environment itself. This was revealed in a recent Tork study which polled 11,500 people in 11 countries.

Limited washroom privacy can create an invisible barrier to people with paruresis, or shy bladder syndrome, for example. Similarly, a restricted space or a lack of appropriate disposal options can be challenging for those with a catheter or ostomy bag.

A degree of dexterity is often required to use the dispensers for soap, toilet paper and hand towels which means people who have low hand strength or who experience joint issues may struggle.

Wash hand basins tend to be situated at a uniform height, which can be a problem for the very tall and the very short. Even temporary factors, such as a broken leg or an arm injury, can make standard facilities hard to navigate. So, what can be done to improve festival washrooms for everyone?

Dispensers for soap and paper should be easy and intuitive to use, while hand basins should ideally be placed at different heights to ensure that everyone can reach them. All units should be designed to reduce the risk of waste and mess to prevent product run-outs and to keep the facilities looking clean and tidy.

High-capacity washroom dispensers that naturally reduce consumption will minimise the risk of dispensers running out between maintenance checks. They should also be quick to refill and easy to use to prevent queues and logjams.

The sheer volume of people wanting to use the washrooms at once will inevitably create peaks in traffic, and this will put pressure on supplies of toilet paper, hand towels and soaps.

Hand drying often leads to queues. Some venues opt for supplying loose hand towels and leaving them on the units for visitors' use. However, these create a messy environment since visitors will pick up one or two in a hurry and perhaps drop others on the floor in their impatience to return to the action.

Soap bars and bulk-fill soaps often result in sticky residues left behind on the basins while C-fold towels – which tend to come out of the dispenser in clumps – will lead to soggy discarded towels on the units and floors. Conventional toilet rolls are all too easy to throw around, leave on the floor to become soggy or drop down the toilet. These scenarios will lead to blockages, waste and mess.

The Tork SmartOne Twin Mini Toilet Roll System works well at festivals because it comes in a sturdy, lockable dispenser which delivers one sheet of paper at a time. This helps to prevent runouts, vandalism and blockages while also reducing usage by up to 40%. A new roll can be inserted at any time to ensure a continuous supply, while the SmartCore core removal system enables fast and easy refilling for staff.

Tork Foam Soaps are another good option for large, busy venues because each cartridge caters for up to 1,650 visitors, helping to reduce consumption by up to 50% compared with a liquid refill of the same size. This prevents runouts while the fact that the sealed cartridge can be replaced in seconds speeds up the task of refilling for the cleaner. The dispenser also requires a particularly low push-force, which makes accessing the soap both quick and easy.

A high-capacity hand towel dispenser will allow visitors to take a towel and move on, drying their hands as they go while freeing up the unit for the next user. The Tork PeakServe Continuous Hand Towel Dispenser caters for more than 1,000 guests between refills and delivers each towel in just three seconds, reducing the user's waiting time. The dispenser has been designed to give out sheets of paper singly to avoid excess use and prevent run-outs.

Digital technology can further help to ensure that the dispensers in a busy festival washroom are kept topped up at all times. Tork Vision Cleaning allows the cleaner to remotely check on which dispensers are running low via



'connected' washroom dispensers. This allows them to top up the units at any time, avoiding run-outs.

Venue managers need to consider a wide range of needs when equipping their washrooms. The Tork Better Hygiene for All initiative aims to help businesses strengthen their brands and increase performance by meeting the washroom needs of as many people as possible. Essity is inviting business leaders, facility managers, cleaners, designers and washroom users to join the company's movement to improve public washrooms and provide better hygiene for all.

Paying a premium price for use of a VIP washroom might be a step too far for many cash-strapped festival-goers.

However, one US event this spring made a bold move by offering upgraded women's washrooms free of charge.

The Coachella Valley Music and Arts Festival in California provided a sponsored Refresh Room complete with phone-charging stations, bag hooks, a perfume bar, mood lighting and music. Perhaps this is the way forward: hygiene companies could sponsor washroom provision at festivals and create pleasant spaces that serve to highlight their own products.

In this way, everybody wins: the venue which will be able to offer enhanced facilities; the provider who will gain valuable publicity; and the end-user who will have access to much better washrooms.

***www.torkglobal.com***




# An upgraded dose

## A SEKO solution is brought in to upgrade a top-class hotel's warewash dosing.

When a luxury European hotel offering wedding packages and fine dining needed to replace its warewash dosing system, a bespoke SEKO solution was chosen to maintain the kitchen's impeccable standards.

The hotel's excellent reputation, built up over half a century, meant that guests had heightened expectations over their dining experience which made a reliable, high-performance warewash dosing system a must.

After serving an automatic pot washing machine for several years, the existing detergent dosing system failed and engineers found that it was difficult to swap out for an identical replacement due to the connection being soldered to the PCB.

On top of this, the old unit had only one input voltage option, so it was therefore decided to upgrade detergent dosing to a new system that would offer simpler installation along with additional operational benefits.

One of the client's stipulations was that the dosing system selected must be able to cope with the aluminium-safe detergent they were using to protect catering pans and trays from pitting and damage, and to prevent aluminium transferring to food during cooking.

After carefully assessing the application and taking all requirements into account, contractor Evolution Hygiene recommended SEKO's WareDose 35 detergent and rinse aid dosing system as the ideal solution. This dual-pump system features a powerful microprocessor to enable intuitive programming and user-friendly operation, housed within a robust IP65-grade for superior protection against water jets.

Meanwhile, WareDose 35's premium-grade peristaltic tubing would provide precise, consistent dosing along with exceptional chemical compatibility to handle the aluminium-safe detergent without causing accelerated tube degradation.

When it came to installation, WareDose 35's quick connection meant that the engineer was able to fit the unit quickly and without trouble, leaving the operator free to benefit from the system's features, including:

- Probe check function to pause dosing in the event of detergent running dry
- Multi-language programming menu for inclusive use
- Cyclic dosing option for periodic injection of detergent or rinse aid
- Edgeless squeeze rollers for enhanced tube life

Another example of a SEKO solution helping customers achieve long-term, cost-effective improvements in their daily operations.

The Tomorrow's Cleaning Awards-nominated WareDose 35 is used in hospitality settings the world over, serving hotels, restaurants and other food-service environments where heavy demand means dosing time exceeds 50 hours per week.

SEKO has now enhanced WareDose 35 with internet of things (IoT) connectivity, allowing the device to link remotely to the SekoWeb app to bring operators closer than ever to their applications. This dedicated app – also available via web browser – provides managers with a personal dashboard where they can view live and historical wash statistics on demand whether they're at work, at home or on the move.

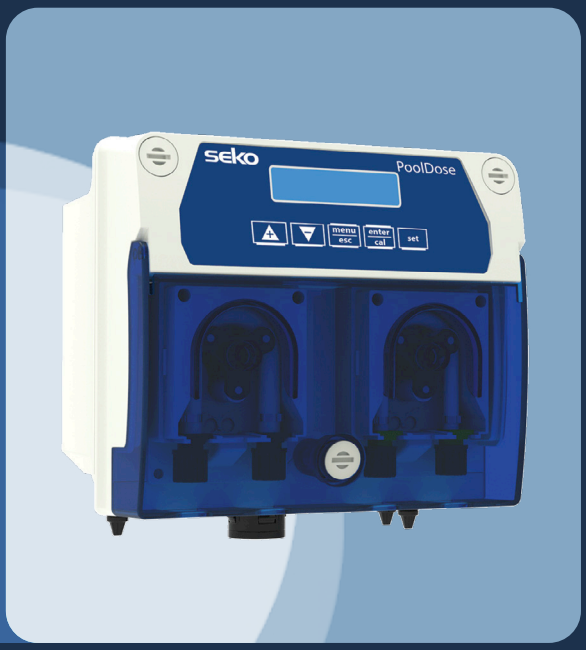
This feature includes the option to see chemical consumption data in spend-per-load terms, which allows users to identify chemical wastage and gain a detailed understanding of process cost.

Meanwhile, remote connectivity gives technicians 24/7 access to system status, letting them monitor equipment health and identify anomalies immediately. This allows maintenance to be scheduled and costly unplanned downtime avoided.

***www.seko.com***

# Swimming pool dosing in the palm of your hand




Including dedicated apps for technicians and users, SEKO's IoT solutions enable 24/7 access to data and settings for consistently clean, safe pools.

- Live and historical data on demand
- Adjust programmes 24/7 via smartphone
- Minimise chemical consumption
- Reduce technician visits and maintenance requirement



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# When the fragrance fades: **what guests really smell**

In this report from BioHygiene, we find out what guests really smell once the fragrance fades.

Walk into almost any hotel, restaurant, spa or leisure facility and you're smelling more than clean linen or freshly brewed coffee. You're smelling the brand.

From boutique hotels to global hospitality groups, scent has become a carefully curated part of the guest experience. Research suggests around **46%** of luxury brands now use signature scents to strengthen their identity and build emotional connections with customers. The wider scent marketing industry is expected to be worth more than **$7.28bn** globally by 2035, reflecting just how valuable businesses believe our sense of smell really is.

It's not difficult to understand why. Unlike any other sense, smell is processed directly by the **brain's limbic system**, the area responsible for memory and emotion. A familiar fragrance can instantly transport us back to a favourite holiday, memorable meal or special occasion. Before guests have noticed the décor, tested the mattress or admired the facilities, they've already formed an emotional impression based on what they've breathed in.

For hospitality and leisure businesses, that's incredibly powerful. However, there's a catch: fragrance fades.

When it does, guests are left with the true condition of the environment. Just as pleasant scents evoke positive emotions and lasting memories, unpleasant odours create equally powerful reactions. We've all experienced that instinctive response when encountering a bad smell. That's because our sense of smell bypasses the brain's normal processing route, triggering an emotional response before we've consciously thought about it.

If the odour beneath the fragrance hasn't been addressed, guests are just as likely to remember the musty corridor, stale washroom or lingering kitchen smells as they are the carefully curated signature scent. Fragrance can enhance a brand, but it can't protect it from unwanted odours.

## Clean doesn't always mean odour-free

Creating a positive first impression is only half the challenge. Maintaining it is where hospitality and leisure operators often face their biggest obstacle. One of the industry's biggest misconceptions is that if a space looks clean, it must also smell clean.

In reality, many persistent odours have very little to do with visible dirt. They originate from microscopic **organic residues** left behind after cleaning; proteins around washrooms, fats and grease in kitchens, body oils and skin cells embedded within soft furnishings, and moisture trapped inside grout, drains and other porous surfaces. As these materials naturally break down, they release the compounds responsible for many of the odours guests notice.

That's why an immaculate bathroom can still develop an unpleasant smell later in the day, or why freshly vacuumed corridors can still feel musty. Cleaning may have removed what guests can see, but not necessarily what they can smell.

Hospitality and leisure environments present unique challenges. Guest rooms are turned around in limited

time, restaurants operate continuously throughout the day, while spas, gyms and leisure facilities contend with constant moisture and high levels of organic contamination. Housekeeping teams are often expected to deliver exceptional standards in as little as **20-30 minutes** per room, leaving little opportunity to tackle contamination that exists beyond the visible surface.

The result is a familiar cycle: clean, disinfect, fragrance... only for the odour to gradually return before the next cleaning schedule begins. Rather than addressing the source, many businesses find themselves repeatedly treating the symptom.

Yet guests don't separate fragrance from cleanliness. A space either feels clean, or it doesn't. That's reflected in online reviews, too. Guests rarely leave five-star reviews because a room smelled pleasantly of citrus or fresh linen, but they'll quickly mention a musty bedroom, lingering bathroom odours or stale corridors if something doesn't feel right. In hospitality, first impressions quickly become online reviews, repeat bookings and ultimately, brand reputation.

## You wouldn't sweep dirt under the rug

Guest expectations have evolved. Increasingly, people are looking for spaces which feel naturally fresh rather than heavily fragranced. This reflects a wider shift across hospitality and leisure, where wellness, indoor air quality **(IAQ)** and healthier indoor environments are becoming just as important as design, comfort and service.

For some guests, particularly those with asthma, allergies or fragrance sensitivities, heavily scented environments can be uncomfortable or even trigger adverse reactions. For others, an intensely fragranced room prompts a different question altogether: "What's the fragrance trying to hide?"

Housekeeping teams wouldn't sweep visible dirt under a rug and describe the room as clean. The dirt may be out of sight, but hasn't disappeared. Yet when it comes to odours, the industry often accepts a similar principle, masking symptoms rather than addressing the source. The fragrance may temporarily dominate the space, but if the odour's cause remains, it will inevitably return.

For hospitality and leisure businesses, genuine freshness doesn't come from stronger fragrances. It comes from creating environments which are genuinely clean, support healthier IAQ and allow any signature scent to complement the guest experience, rather than compensate for it.

## The science behind persistent odours

The challenge isn't that traditional cleaning products don't work. They do exactly what they're designed to do: remove visible soiling, disinfect surfaces and leave areas looking clean.

The difficulty is many odour-causing contaminants don't remain on the surface. Organic residues become embedded within grout, carpets, upholstery, drains and other porous materials, where routine cleaning can struggle to reach them. As these deposits break down, they release the compounds responsible for the odours.

Not all odours originate in the same way. Washrooms are dominated by proteins and uric acid, commercial kitchens by fats, oils and food residues, while guest rooms, carpets and upholstery accumulate body oils, skin cells and moisture over time. Warm, damp environments like spas, changing rooms and showers encourage microbial growth, while drains and waste areas generate sulphur compounds responsible for the familiar 'drain' smell.

Understanding where an odour originates is the first step towards eliminating it, because different contaminants require different biological approaches. If the source isn't identified, the solution is often limited to masking the smell rather than removing the cause.

## Working with biology, not against it

**Biotechnology** is the use of naturally occurring biological processes to solve practical problems. In professional cleaning, this means harnessing carefully selected beneficial microorganisms and the enzymes they produce to remove the organic contamination responsible for persistent odours.

While the idea of using bacteria in cleaning may initially seem surprising, biotechnology doesn't rely on any bacteria. It uses carefully selected, non-pathogenic bacterial strains which have been extensively researched for their ability to produce specific enzymes. Different strains produce different enzymes, and these break down different types of organic matter. Some target fats and oils found in commercial kitchens, while others are better suited to proteins, uric acid or starches commonly found in washrooms, guest rooms and leisure facilities.

That research is critical because persistent odours aren't all created in the same way. Matching the right biological strains to the right contamination allows the odour's source to be broken down rather than covered up.

Unlike traditional cleaning, which removes contamination from the surface during the cleaning process, biological cleaning continues working after the cleaner's moved on. Carefully selected microorganisms work deep within microscopic pores, fibres, grout lines and drains where organic contamination can remain after routine cleaning. By producing enzymes which break these deposits down into smaller molecules before consuming them as a food source, biotechnology removes odours at their source before they have the opportunity to return.

The result isn't simply a room that smells fresher immediately after cleaning. By continuing to break down organic deposits between cleaning cycles, biological cleaning can provide ongoing cleaning and odour control for up to **72 hours**, reducing reliance on repeated fragrance application while supporting healthier IAQ through lower VOCs.

Hospitality has spent years perfecting the science of fragrance. Perhaps the next evolution is understanding the science of odour. The most memorable guest experiences aren't created by masking what's beneath the surface: they're created by ensuring there's nothing unpleasant there when the fragrance fades.

***www.biologicalpreparations.com/biohygiene***

# Raising **standards**

Here, the British Institute of Cleaning Science (BICSc) reveals how they can help deliver exceptional guest experiences in the Leisure and Hospitality market.

In the leisure and hospitality sector, first impressions matter. Whether it's a luxury hotel, a holiday park, a spa, a fitness centre, a visitor attraction or restaurant, cleanliness is one of the most visible indicators of quality.

Guests may never notice a perfectly cleaned environment, but they'll instantly notice when standards fall short. From reception areas and washrooms through to bedrooms, dining spaces, changing rooms, kitchens and back-of-house facilities, every area contributes to how a guest feels about the organisation they're visiting.

As customer expectations continue to rise, organisations across the leisure and hospitality sector are under increasing pressure to provide safe, hygienic and welcoming environments whilst controlling costs and improving operational efficiency. This is where BICSc can make a significant difference.

For many operators, cleaning is often seen as a necessary cost. However, when it's delivered professionally, consistently and to recognised standards, it becomes much more than that. It becomes a tool for protecting reputation, supporting compliance, improving customer confidence and creating environments where guests, visitors and staff feel safe, valued and comfortable.

## Why cleaning standards matter more than ever

Cleanliness is no longer simply a housekeeping function: it's a critical business driver. Guest reviews, customer retention, employee wellbeing, regulatory compliance and brand reputation are all influenced by the quality and consistency of cleaning provision.

For hospitality operators, a single negative review mentioning poor cleanliness can impact booking decisions. For leisure venues, maintaining safe and hygienic facilities is essential for customer confidence and operational success. The challenge is ensuring standards are delivered consistently across multiple locations, different teams, varying shift patterns and seasonal fluctuations in demand.

This challenge is amplified by the nature of leisure and hospitality environments. High footfall, quick room turnarounds, extended opening hours, event schedules and peak seasonal trading periods all place pressure on cleaning teams. Without clear standards, effective training and the right level of supervision, even committed teams can struggle to maintain the consistency guests expect.

## How BICSc supports the leisure and hospitality sector

BICSc has been developing professional cleaning standards for more than 60 years and is recognised as the largest independent, professional and educational body within the cleaning industry. BICSc provides organisations with accredited training, auditing services, consultancy, productivity reviews and operational support designed to improve cleaning performance and business outcomes.

Its approach is built around recognised standards, practical skills development and independent expertise, helping organisations move from reactive cleaning management to a structured, measurable model.

## 1. Professional training and skills development

People are at the heart of every successful hospitality operation. BICSc Cleaning Professional's Skills Suite (CPSS) provides structured, accredited training which equips cleaning operatives, supervisors and managers with the knowledge and practical skills required to deliver consistent cleaning results.

> "Cleanliness is no longer simply a housekeeping function; it is a critical business driver."

Training helps organisations:

- Improve cleaning effectiveness
- Reduce inconsistencies between sites and teams
- Increase staff confidence and engagement
- Provide recognised career pathways
- Support employee retention and professional development

For businesses facing recruitment and retention challenges, offering accredited training demonstrates an investment in employees and helps raise the profile of cleaning teams within the organisation.

The CPSS also allows organisations to tailor training to the environments their teams work in. For example, hospitality teams may require competence in washroom cleaning, floorcare, bedroom areas, kitchen-adjacent spaces, touchpoint cleaning and safe chemical use. By building training around practical tasks, businesses can ensure operatives understand not only what needs to be cleaned, but why the correct method matters.

## 2. Independent cleaning and hygiene audits

Many organisations believe they know how well their



cleaning operation performs, but independent verification often reveals opportunities for improvement. BICSc cleaning and hygiene audits provide an objective assessment of:

- Cleaning standards
- Hygiene performance
- Health and safety compliance
- Documentation and procedures
- Equipment and resource utilisation
- Training requirements

These audits provide clear, evidence-based recommendations which help organisations understand where improvements can be made and how they can demonstrate due diligence to guests, customers and stakeholders.

For leisure and hospitality providers, this independent view is particularly valuable. It can help identify whether standards are being met consistently across guest-facing and operational areas, whether staff have the right equipment and knowledge, and whether current processes are robust enough to withstand busy periods. A clear audit report also gives senior leaders practical evidence to support decisions around investment, training and operational change.

## 3. Productivity and resource optimisation

One of the biggest challenges facing leisure and hospitality businesses is balancing service quality with operational costs.

BICSc productivity and allocation reviews assess cleaning schedules, frequencies, staffing structures, equipment and site requirements to ensure resources are being used effectively. These reviews can help organisations:

- Eliminate inefficiencies
- Improve productivity

- Reduce unnecessary costs
- Align staffing with actual site demands
- Develop realistic cleaning specifications and service level agreements

Rather than simply reducing hours, the focus is on ensuring the right resources are deployed in the right areas at the right times.

This can be especially useful for venues where cleaning requirements change throughout the day. A hotel may need to balance bedroom servicing with public area cleaning, while a leisure centre may need greater focus on changing rooms, washrooms and high-touch surfaces during peak usage. Productivity reviews help translate these demands into realistic, evidence-led plans that support both service quality and cost control.

## 4. Supporting compliance and risk management

The leisure and hospitality environment presents numerous compliance challenges, from public health considerations through to COSHH requirements, risk assessments and safe working practices.

BICSc supports organisations by helping ensure cleaning operations are underpinned by appropriate documentation, procedures and best practice guidance. This reduces risk, supports compliance and provides confidence cleaning teams are operating safely and effectively.

This is not only about meeting minimum requirements. Effective compliance protects people, reduces the likelihood of incidents, supports insurance and due diligence processes, and gives managers confidence teams are following safe systems of work. In a sector where customers, contractors and employees all share the same spaces, a structured approach to cleaning risk management is essential.

## 5. Driving consistency across multiple sites

For organisations operating multiple hotels, leisure facilities, restaurants or visitor attractions, consistency can be difficult to achieve. BICSc standards provide a common framework which can be adopted across entire estates, creating:

- Standardised cleaning methodologies
- Consistent training programmes
- Measurable performance indicators
- Improved accountability
- Greater visibility for operational managers

This allows businesses to maintain the same high standards regardless of location or team structure. BICSc highlights standardised practices, accountability, visibility for supervisors and recognised professional standards as key benefits of its approach.

A consistent framework also makes it easier to onboard new staff, introduce new contractors, compare performance between sites and respond quickly when standards fall below expectation. For growing hospitality groups or leisure brands, this consistency can become a competitive advantage, helping protect the customer experience as the organisation expands.

> "Cleanliness is one of the most visible indicators of quality."

## Beyond cleanliness: Protecting brand reputation

In the age of online reviews and social media, cleanliness directly influences customer perception. Guests increasingly associate cleanliness with professionalism, safety and overall quality. A well-maintained environment encourages repeat visits, positive reviews and stronger customer loyalty.

By implementing professional cleaning standards and investing in training and auditing, organisations can move from a reactive approach to a proactive strategy that protects both reputation and revenue.

There's also a strong commercial argument. Clean, well-maintained environments can influence dwell time, repeat bookings, customer recommendations and staff pride. In contrast, poor cleaning standards can result in complaints, lost revenue, reputational damage and increased pressure on management teams. Professional cleaning should therefore be viewed as an investment in the customer experience, rather than simply an operational expense.

## Continuous improvement

Whether through accredited training, operational reviews, productivity assessments, hygiene audits or implementation support, BICSc helps organisations identify opportunities, raise standards and achieve measurable improvements in service delivery. BICSc describes its role as providing trusted, independent support designed to improve operational efficiency, develop people, optimise resources and deliver commercial benefits.

Guest expectations change, buildings evolve, occupancy levels fluctuate and new risks emerge. By working with BICSc, organisations can create a culture of continuous improvement where standards are reviewed, teams are supported and cleaning operations remain aligned with business objectives.

***www.bics.org.uk***

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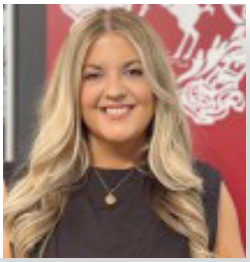
# Taking centre **stage**

Samantha Dent, Marketing manager of Miele Professional GB & IE, explains how the company helped Gillmans support Costume Source to keep dance costumes show ready.



**Costume Source** is the UK's leading provider of dance costume hire, working with schools, studios and production teams across the country. The company looks after a large and varied collection of costumes. Sequins, tassels, glitter, layered fabrics and delicate trims are all part of the daily workload. Each piece needs to look sharp when it reaches a customer, so the laundry process plays a central role in the service they offer.

Although a costume may only be worn for a short time on stage, it still needs to be ready to shine, performance after performance. Colours need to stay bright. Shapes need to hold. Embellishments need to stay intact. For Costume Source, the laundry is not a back-office function. It's the star of the show that keeps the whole operation moving.

## When high demand put the domestic setup under the spotlight

In the early days, Costume Source relied on a small set of domestic machines. They served their purpose for a time, but as bookings increased, the limits became obvious. Turnaround times tightened and the team often found themselves working around the equipment rather than with it. Costumes arrived back in a wide range of conditions. Some needed only a quick refresh, while others required more careful handling to protect their detailing. With little time between hires, the domestic setup could no longer keep pace.

The pressure on the garments added to the strain. Sequins, tassels and glued trims are easily damaged in cycles not designed for such delicate garments; and repeated washing made gentle, controlled processes even more important. To maintain quality and scale sustainably, the business needed a commercial system which could protect every costume and deliver predictable results.

As the business continued to grow, increasing capacity was only one part of the requirement. The costumes being processed are made from a variety of materials, many of which need careful handling to help maintain their shape and appearance over repeated hires. The move to commercial equipment also created an opportunity to look more closely at the laundry processes themselves, introducing equipment with additional programmability and access to wet-cleaning processes designed for more delicate garment care. Alongside the greater throughput the business needed, this provided a stronger foundation for preserving the quality and longevity of the costume collection.

## Expanding the laundry setup into the next act

Costume Source began upgrading its laundry in 2022 by installing **Miele Professional** equipment, a step which reshaped the way the team worked. So, when the business moved into a larger unit in 2025, they chose to build on





the same system. The extra space allowed for greater capacity and a more efficient workflow centred on the Miele equipment they had come to trust.

Aleksis Gailans, founder of Costume Source, said: "Miele offered the blend we needed; gentle handling for delicate garments, consistent performance and sustainability credentials that match our own. We have costumes made from mixed fabrics with embellishments and specialist trims, and we needed equipment which could process everything without compromise."

As part of the laundry process, the costume hire team will also be moving to **WetCare:** Miele's gentle, water based alternative to dry cleaning, which they see as the future of specialist garment care. Early tests have shown how WetCare can offer the delicate handling their varied costume collection needs, and the team expects to use it more widely as they refine their processes. This shift naturally complements the rest of the setup, where predictable cycle times help keep the workflow steady and the equipment's resource efficiency supports the company's long term goals.

Aleksis continued: "As a hire business, longevity is everything. If we look after the costumes properly, they stay stage worthy for much longer. That helps everyone."

## Why Gillmans: taking a leading role behind the scenes

When Costume Source moved to commercial equipment, Miele introduced them to **Gillmans**, one of its long standing partners. Gillmans approached the project with a clear understanding of how the business operated and what the laundry needed to support. They reviewed how the space worked day to day, the mix of garments handled and the pace of the operation. They also considered how the system would need to evolve as the business grew.

Aleksis added: "We wanted a partner who understood that this was not just another laundry installation. Gillmans recognised this system is the core of our business. From planning through to installation, everything felt well considered."

Working closely with the team, Gillmans installed a set of Miele Professional machines, including four 11kg PWM 511 washers and two 12kg PWM 912 washers, supported by four 14kg PDR 514 dryers and drying cabinets for more fragile pieces. Gillmans were able to manage some of the installation requirements by installing drainage pumps and a water tank with booster pumps to stabilise the water supply to the machines and reduce wash times. The layout was designed to make loading and unloading simple and efficient for the team.

Explaining their approach, Hugh Howes from Gillmans stated: "We treated this as a major installation. By surveying the site with our lead engineer beforehand, we ensured the layout and services were exactly right."

## The results: a stronger performance across the business

The expanded setup has made the operation smoother and more predictable. With dependable cycles and greater capacity, the team can move through each day with more certainty, keeping turnaround times steady even during busy show periods. Garments are holding up better too. WetCare, supported by a specialist detergent mix supplied by Gillmans, has helped costumes retain their colour, structure and detailing across repeated hires, while drying cabinets provide extra care for tasselled and more fragile pieces.

The improved performance of the equipment also supports Costume Source's sustainability goals, using resources more efficiently and helping extend the life of each garment. The stronger foundation has created room for new opportunities, including specialist cleaning for customer-owned costumes. The biggest benefit is simple, Aleksis explained: "Consistency in garment care, in our workflow and in the experience we deliver to our customers."

The installation has also provided a platform for future development. The increased laundry capacity has supported the company's rapid growth since the first machines were installed in 2022, helping create the conditions needed for expansion.

As Costume Source continues refining its garment-care processes, including the use of specialist wet-cleaning chemicals and programmes, the team is focused on achieving even better results across its collection. The business is also exploring opportunities to offer specialist cleaning services for customer-owned costumes, building on the expertise and infrastructure already in place.

Looking to upgrade from domestic to commercial? Learn more about our laundry technology **here**.

***www.miele.co.uk/p/***

# What we need to know about **bed bugs**

**Sophie Thorogood, Technical Training Manager at pest control solutions manufacturer and supplier Pelsis, discusses how bed bugs have evolved and adapted over the years, and why understanding their changing behaviour is key to effective monitoring, prevention and control.**

Bed bugs have long been one of the most persistent challenges facing the pest management industry, but today's infestations present a very different picture to those of a decade ago.

Increased international travel, growing urbanisation and changing pest behaviours are all contributing to a rise in infestations, while evidence of insecticide resistance is making effective control more complex than ever before. For accommodation providers, facilities managers and pest professionals alike, this changing landscape demands a more proactive and specialist approach.

Bed bugs have often been associated with travel and temporary accommodation, such as hotels and hostels, but the reality is they can appear almost anywhere humans spend time resting. Today, these resilient pests are found across a wide range of commercial and residential settings, from student accommodation and care homes to offices, hospitals and public transport. Their ability to hitchhike unnoticed means they can be picked up in many different settings.

For cleaning and facilities professionals, this changing landscape presents both a challenge and an opportunity. While pest management companies remain responsible for treating infestations, cleaning teams are often the first to identify the warning signs. With the right knowledge and processes in place, they can play a vital role in helping to prevent a small problem from becoming a costly one.

Contrary to popular belief, bed bugs are not attracted to dirt or poor hygiene. Instead, they are attracted to people. As human activity has become increasingly mobile, so too have bed bugs, hitchhiking between cities, countries and continents with remarkable efficiency as human movement has expanded. A single introduction can quickly develop into a widespread infestation if not identified and managed promptly.

What makes bed bugs particularly challenging is their remarkable ability to remain hidden. During daylight hours, they seek shelter in cracks, crevices, bed frames, skirting boards, upholstered furniture, behind headboards – even in electrical sockets, emerging primarily at night to feed. Their flattened bodies allow them to squeeze into spaces little wider than a credit card, making thorough inspections both time-consuming and technically demanding.

Adding to this challenge is the growing evidence that many bed bug populations are becoming less susceptible to insecticides which have historically been relied upon for control. Through repeated exposure over many years, certain populations have developed resistance mechanisms that reduce the effectiveness of some active ingredients, meaning treatments that may once have achieved satisfactory control are no longer sufficient when used in isolation.

This evolution doesn't mean bed bugs are impossible to eradicate, but it does highlight why successful management increasingly relies on professional expertise, detailed inspections and integrated pest management strategies rather than a single product or one-off application. For example, steam can be used in conjunction with an insecticide application to target bed bugs effectively.

Early detection remains one of the most important factors in preventing a minor issue from becoming a significant operational and financial problem. Bed bugs reproduce quickly, with females capable of laying hundreds of eggs during their lifetime. As populations grow, they become increasingly difficult to contain, particularly in buildings where rooms, apartments or communal areas are closely connected.

For facilities managers and property operators, recognising the early warning signs can significantly reduce the scale of an outbreak. Occupants may report bites, although these should never be used to confirm the presence of bed bugs, as skin reactions vary considerably between individuals.

More reliable indicators include small dark spotting on mattresses or bedding caused by bed bug excrement, tiny pale eggs hidden within seams and cracks, shed insect skins as nymphs develop through successive life stages, or live insects concealed around beds and furniture.

Complaints should always be investigated promptly. Delaying action while waiting for additional reports allows infestations valuable time to spread, increasing both treatment complexity and associated costs. In hospitality environments particularly, swift investigation also plays an important role in protecting guest confidence and safeguarding business reputation.

Routine inspections should form part of wider pest management programmes, particularly in sectors where there is frequent occupant turnover. Housekeeping teams, maintenance staff and facilities managers are often best placed to identify subtle changes during routine cleaning and maintenance, making staff awareness an important first line of defence. Understanding what signs to look for



and reporting concerns early allows pest professionals to intervene before populations become established.

However, identifying the presence of bed bugs is only the beginning. Determining the true extent of an infestation requires specialist knowledge. Bed bugs rarely remain confined to the obvious areas around a mattress, and may disperse throughout a building via service voids, pipework, electrical conduits and adjoining rooms. Without a comprehensive inspection, they can easily be missed, allowing surviving populations to re-establish after treatment.

This is one of the primary reasons why DIY approaches frequently fail to deliver lasting results. Over-the-counter products may kill exposed insects, giving the impression that an infestation has been resolved, while eggs and hidden bed bugs remain protected within inaccessible habitats. Incomplete treatments can allow populations to recover rapidly, often resulting in repeated applications which increase frustration while delaying effective control.

Professional pest controllers instead adopt an integrated approach that combines detailed inspection, targeted treatment, ongoing monitoring and follow-up visits where necessary. By understanding bed bug biology, behaviour and movement patterns, technicians can develop treatment programmes tailored to the specific characteristics of each infestation rather than relying on a one-size-fits-all solution.

Professional-grade products also play an important role in supporting successful eradication. As bed bug control becomes increasingly complex, pest controllers require access to solutions specifically developed for professional use, alongside the technical guidance needed to deploy them effectively and responsibly. Product choice should always form part of a wider integrated pest management strategy rather than being viewed as a standalone solution.

As bed bug challenges continue to evolve, pest controllers need confidence not only in the products they use but also in the technical support behind them. Successful eradication relies on combining high-quality professional solutions with robust inspection procedures, accurate identification and a clear understanding of bed bug behaviour. It's this combination which delivers the best long-term outcomes for customers.

Education also has an increasingly important role to play. Raising awareness among facilities teams, accommodation providers and property managers helps ensure infestations are recognised sooner and reported without delay. Encouraging prompt reporting from occupants, maintaining clear inspection procedures and working closely with professional pest controllers all contribute towards reducing the likelihood of widespread outbreaks.

Ultimately, there's no single product capable of solving every bed bug infestation. Their ability to remain hidden, reproduce rapidly and develop resistance to some traditional treatments means successful control requires expertise, experience and a carefully planned strategy.

As infestations continue to evolve, so too must the industry's response. By combining early detection with professional inspection, integrated treatment programmes and access to trusted, high-quality pest control solutions, facilities managers and pest professionals can remain one step ahead of one of the industry's most persistent pests.

Through continued innovation, technical training and specialist product development, Pelsis is committed to supporting pest management professionals with the knowledge, expertise and solutions needed to tackle today's increasingly complex bed bug challenges.

***www.pelsis.com***



# Pest control is ‘No Small Matter’

**A new independent report sets out the scale and impact of professional pest control, and the key role it plays in allied sectors writes Rosina Robson, Chief Executive of the British Pest Control Association (BPCA).**

Commissioned by BPCA and published on World Pest Day in June, the No Small Matter report by Pragmatix Advisory found that professional pest management firms attended over 4.4m client jobs in 2025 – more than 12,000 every day, across homes, high streets, warehouses, farms and industry in every region of the United Kingdom.

Pest management touches almost every part of everyday life. It helps ensure food purchased on the high street is safe to eat, hospital wards promote recovery rather than illness, and workplaces and public services operate in hygienic and compliant conditions.

A key part of pest management is cleaning and hygiene. By ensuring environments are kept clean and waste appropriately disposed of, cleaners remove resources that can attract pests, alongside being the ‘first line of defence’ against infestation, as they’re often best placed to spot initial indicators of pest activity.

The work of cleaners and hygiene professionals blends with the role of pest professionals to support food safety, public health and operational resilience, as well as contributing to economic output and wider national priorities around growth, safe public services and community wellbeing.

## Professional pest management

Despite being a small sector pest control has a significant footprint, and the work of a pest management professional can take many forms, from protecting food supply and maintaining housing standards to supporting business continuity.

In 2025, there were around 2,040 companies within the pest management industry, with 47% sitting within the Standard Industrial Classification code of ‘disinfecting and exterminating services’. However, the report also found that the sector as a whole extends well beyond this single category, encompassing a wide range of related business activities including cleaning, facilities support, environmental consulting and forestry and trapping.

As much of the preventative work in the sector is invisible because its value lies in avoiding disruption before it occurs, the report also found that, despite its importance, pest management remains widely perceived as a reactive and problem-focused service, rather than a role that requires technical skill and environmental judgement.

On average, 64% of client jobs are reactive, meaning they involve responding to an identified pest issue or infestation, although a substantial share of activity, around 36% of

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BPCA British Pest Control Association

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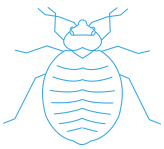
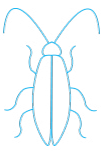
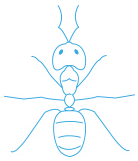

Bed Bugs


Cockroaches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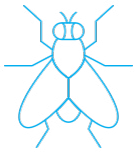
Flies


Birds


Rats & Mice


Moths


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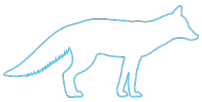
Silverfish

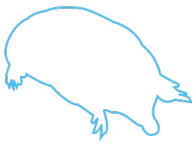

Wasps


Textile Pests


Foxes


Rabbits & Hares


Squirrels


Moles

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all client jobs, is preventative. This work includes routine inspections, monitoring, proofing, hygiene advice and ongoing contract services designed to identify risks early and prevent infestations from occurring in the first place.

While this represents a smaller share of total jobs, its economic and societal value is disproportionately high.

## The value of pest proofing and prevention

Despite its contribution to the economy, the sector's real value lies not in responding to infestations once they occur, but in preventing incidents which could otherwise lead to closures, financial loss or hygiene failures.

If pest control ceased to exist tomorrow, pest issues wouldn't just rise, they would escalate rapidly – and recent regulatory changes which have narrowed the range of pest management options available to professionals have prompted concerns across the industry around the 'shrinking toolkit'.

Currently, pest professionals are undertaking prevention work across homes, businesses and key spaces such as schools and hospitals as part of the wider public health infrastructure, rather than simply responding once harm has already occurred. They are actively helping to prevent disease and support environmental safety, maintaining hygiene standards and managing wildlife hazards.

Where an infestation has taken hold, pest professionals such as BPCA members have the skills, knowledge and experience to tackle the problem safely and effectively.

BPCA member businesses are endorsed by the Government via the TrustMark quality scheme, as they must carry the correct insurances and are trained and qualified technicians who are assessed to the British Standard in pest management EN 16636, and follow BPCA's Codes of Best Practice.

## Prevention is better than cure

A clear understanding of pest risk provides an additional level of protection for both clients and cleaning operatives, allowing early signs of activity to be detected and tackled swiftly, which also reduces potential exposure to pests and the pathogens some species may carry.

The BPCA's 'Pest Awareness for Cleaning Operatives' training course is a 20-minute online session, designed to give cleaners the knowledge they need to help prevent pest issues and recognise early signs of infestation.

The course sets out the vital role cleaning operatives have to play as the first line of defence in pest management, why pests need controlling and signs of pest activity. An overview of health, safety and legislation relating to pest management is included, along with advice on preventing and reporting pest problems, and the role of the professional pest technician.

There are no prerequisites for participants to take the online course, which they can access at any time from a computer or mobile device, and a certificate is available to download on completion.

Larger contractors providing pest management services can access the Royal Society for Public Health (RSPH)/ BPCA Level 2 Pest Management Award, which gives operatives the opportunity to develop the knowledge and skills required to operate safely and effectively as a public health pest control technician.

Covering techniques for managing common pests, this industry standard qualification is delivered by experts in pest management and teaches participants how to identify infestations and different methods of control. Learners must complete 60 hours of online learning over six weeks, and can then take part in a five-day residential week with classroom learning and exam.

The course fulfils the legal requirement relating to the training control technicians as set out in the Control of Pesticides Regulations 1986. Topics in the syllabus include:

- Legislation relevant to public health pest control
- Storage and transport of pesticides
- Biology, behaviour and control of rats and mice
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Alternatively, the BPCA also offers an online learning only-option, which participants can access for 12 months.

## The value of pest control

According to the No Small Matter report, pest control is estimated to help businesses avoid an average £2,000 in direct costs, with a further saving of £700 in cases with early intervention – which is often the result of a report from a cleaner who has spotted signs of pest activity.

The report also found around 32% of client jobs involve either significant infestations or emergency response, where disruption is already occurring or risks are acute, while around 26% of clients could face legal action or an enforcement notice in the absence of pest control.

Despite its importance, pest management remains widely perceived as a reactive and problem-focused service, rather than key to protecting public health, which can obscure the technical skill, environmental judgement and public health responsibility involved in the role.

The BPCA remains committed to strengthening professional skills and training pathways which enhance workforce capability and support the long-term sustainability of the sector, helping to position its members as a core part of the UK public health and environmental infrastructure.

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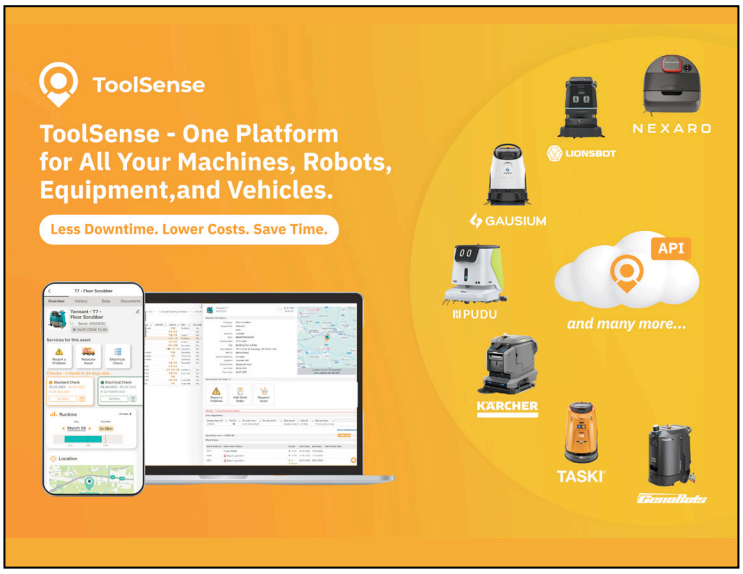


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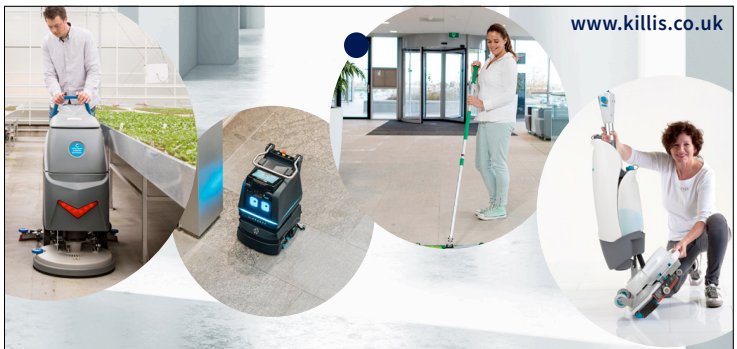

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