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July 2026



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Editor's Voice



It has been an absolutely sweltering summer so far, breaking records and leaving people like myself planning for an emergency Arctic holiday. However, I'm well aware that being strapped to a desk on hot days is very easy compared to the efforts of the tireless teams of cleaning and hygiene operatives out there working to keep the country safe and sparkling, no matter the temperature.

In the July issue of Tomorrow's Cleaning, we have a special combined focus on Food Safety and Steam Cleaning, as James Carroll from Kärcher explains to us why steam cleaning is becoming a more valuable tool for cleaning professionals, and lets us know why it deserves its place in the cleaning toolkit. We also hear from Essity's Jeremy Bennett, who looks at different ways to speed up kitchen cleaning and hand hygiene in order to ease the pressure on overstretched staff.

In our Sustainability section, Joel Quick, Sustainability Manager at Northwood, reveals how washrooms can help businesses catch up with their sustainability commitments by adopting a circular economy, while Delphis Eco's Mark Jankovich discusses with us why sustainable laundry starts before the wash cycle. Churchill's Hannah Dales also explores the challenges involved with measuring Scope 3 emissions in the cleaning and FM sectors, sharing advice with us on how firms can support their suppliers on the net zero journey.

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

A handwritten signature in black ink, appearing to read 'MJSW', written in a cursive style.

Martin Wharmby, Editor

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AWARDS

— 2026 —

Get your tickets!

The finalists have been announced. Now it's time to celebrate their success and crown our winners! Make sure to join us for an unforgettable evening.

Check out this year's finalists!



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Targeted hygiene pilot project wants Primary schools

Primary schools and trusts across the UK are being invited to express interest in potentially taking part in a pilot project starting in the Autumn term which aims to reduce absence rates using targeted hygiene.

The industry body for the UK's £72bn cleaning, hygiene and waste sector, the British Cleaning Council (BCC), working with sector partners including SC Johnson Professional, has designed the initiative to explore whether a practical, evidence-informed targeted hygiene approach can help schools support attendance at the time of the year when winter illnesses such as flu are most common.

Winter illnesses continue to create significant disruption for schools each year, contributing to increased pupil and staff absence, operational pressures, safeguarding challenges and learning disruption. Department for Education (DfE) figures for 2024/25 say approximately 42.2 million pupil days were lost specifically due to illness.

The initiative seeks to work collaboratively with a small number of schools to assess whether focusing hygiene interventions at key moments of infection risk can help reduce avoidable disruption. The pilot project will gather evidence on whether such an initiative could be introduced more widely.

Rather than increasing cleaning activity across all areas at all times, the targeted hygiene approach concentrates efforts on when and where infection spread is most likely to occur, such as when pupils and staff arrive and leave school, before they eat and after toilet use, and focuses on frequently touched, shared surfaces like door knobs and desks.

The pilot has been specifically designed to minimise any additional burden on schools, and will come at no extra cost. It relies only on routine attendance and absence data already collected through existing systems, with no medical testing, individual pupil monitoring or changes to attendance policies involved.

Schools could participate anonymously and results will be reviewed only at aggregated group or trust level. Findings of the pilot project will not be used for inspection, regulatory purposes or school-level performance judgements.

Schools expressing an interest will be given details of the proposal and there will be an opportunity for discussions and questions before any decisions are made. Around 14-16 schools of the right profile are required.

Jim Melvin, BCC Director for Government lobbying, said: "Schools continue to face major operational pressures during the winter illness season, and many are looking for practical ways to strengthen resilience without creating additional workload for staff. We hope that targeted hygiene could make a difference to this burden of illness on pupils, staff and school communities.

"This pilot is intended to work alongside normal school operations by focusing hygiene effort where it can



potentially make the greatest impact. We are keen to work with schools and trusts that are interested in contributing to an important piece of operational learning for the education sector."

Participating schools would implement a structured but flexible package tailored to their own environment. This includes school-specific hygiene mapping, support for hand hygiene infrastructure, targeted cleaning protocols for high-touch surfaces and simple behavioural prompts for pupils and staff.

Participating schools will contribute to a wider feasibility and learning exercise designed to assess whether targeted hygiene can be implemented consistently across different school environments and whether it demonstrates a clear direction of operational benefit that could support a wider future rollout.

The targeted hygiene approach is officially endorsed by public health groups like the International Scientific Forum on Home Hygiene (IFH) and the Royal Society for Public Health (RSPH), and it was developed with SC Johnson Professional in alignment with World Health Organization (WHO) guidelines as a simple, actionable and science-led framework for schools, workplaces and public facilities.

The regime aligns with the BCC's Strategic Framework for Achieving Cleanliness and Hygiene in Public Environments (2025), ensuring the approach reflects nationally recognised, evidence-informed principles for hygiene management in educational settings.

Schools and academy trusts interested in exploring participation in the targeted hygiene school pilot are invited to contact BCC Company Secretary Simon Hollingbery at **compsec@britishcleaningcouncil.org**.

www.britishcleaningcouncil.org

Winners revealed at CHSA Excellence Awards 2026

The Cleaning & Hygiene Suppliers Association (CHSA) has announced the winners of the 2026 CHSA Excellence Awards, recognising outstanding achievement, innovation and commitment across the cleaning and hygiene industry.

The winners are:

- **Manufacturer of the Year:** Cromwell Polythene
- **Regional Distributor of the Year:** Newhall Janitorial
- **National Distributor of the Year:** Jangro
- **Rising Star:** Emily Downing, Cleenol Group
- **Outstanding Contribution:** Paul Fleetwood, Cromwell Polythene

The CHSA also made the occasional award for Lifetime Achievement, naming Mike Stubbs. During his long career in the sector, Mike has played a pivotal role in developing the industry and driving up standards. He worked tirelessly to create and develop the CHSA's Accreditation Schemes, and in doing so transformed standards in the industry. He also mentored many individuals, recognising their talent and supporting their progress.

The winners were revealed at the CHSA's annual Gala Ball on Thursday 18 June at VOCO St John's, Solihull, in front of leading industry professionals.

CHSA members were invited to nominate their candidates for the awards, the final selection being made by a panel of industry leaders comprising Stephen Harrison, Jo Long, Mike Revell and David Garcia. Panel members were recused from the category relevant to their business.

The Distributors of the Year and Manufacturer of the Year were assessed according to their values, quality and commitment, and their approach to sustainability. Their values had to support and embody CHSA values, demonstrate their commitment to maintaining standards and ethical practice, and promote sustainability best practice.

Cromwell Polythene has been a long-standing supporter of the CHSA, active on the CHSA's Governing Council and the working group taking forward the Accreditation Scheme



CHSA Excellence Awards



for Plastic Sacks. Cromwell Polythene is also vocal about the value of its membership of the CHSA, and is an active contributor to the CHSA's Roadmap to Sustainability.

Newhall Janitorial was recognised as an outstanding independent distributor, operating with strong ethical principles and delivering exceptional service across all areas of its business. Under the leadership of the Powells, the company has successfully transformed a traditional janitorial operation into a modern, forward-thinking organisation.

Jangro was acknowledged as a highly active CHSA supporter, playing an important role in the ongoing development of the Association and the wider industry. They also demonstrate a strong commitment to sustainability, embedding it as a core pillar across its network.

The Rising Star evidenced exceptional performance, impact, rapid growth, initiative, a commitment to development, professionalism and collaboration. The Outstanding Contribution to the CHSA winner has a track record of going above and beyond, making a significant impact on the CHSA and industry.

Emily Downing joined Cleenol as the most junior member of the technical team 18 months ago, and is already developing an industry reputation. She consistently goes above and beyond her immediate responsibilities to identify improvements and new possibilities. Within three months of joining the business, Emily was representing the technical department in meetings with external suppliers and customers. When the person holding the post took maternity leave, Emily stepped into the role of Lead Chemist: her reliability, technical ability and maturity making her very capable despite her relative lack of experience.

Paul Fleetwood has been a long-standing, passionate and key influencer in the CHSA's Accreditation Scheme for Plastic Sacks, and has been on the CHSA's Governing Council since April 2009. He is committed to the Association, consistently attending and contributing to Council and panel discussions. His focus has always been and remains on the importance of the CHSA and what it represents.

Tracey Black of SC Johnson, CHSA Council member and the driving force behind the creation of the awards, said: "The CHSA Excellence Awards celebrate the individuals and organisations driving our industry forward. These winners exemplify exceptional performance, commitment and leadership, and we're proud to recognise their contribution."

www.chsa.co.uk

Meet Tesco's newest teammates – ICE

ICE has announced a new partnership with Tesco, launching a rollout of autonomous cleaning robots across 600 Tesco Express stores.

ICE is passionate about driving innovation and delivering smart solutions to transform operational environments. To celebrate this incredible milestone, the company officially presented Tesco with the ICE Innovation and Partnership Award – celebrating a collaboration that combines expertise, creativity and shared resources to support innovation and growth.

This marks the very first rollout of this scale in the UK convenience sector, showcasing how ICE's autonomous technology can truly change the game:

Supporting retail teams: These machines are designed as 'co-bots' to work alongside Tesco colleagues. By taking over routine floor cleaning, they free up valuable time for the store teams to focus on what matters most: serving customers.

Guaranteed, data-driven hygiene: ICE technology delivers a highly consistent, premium clean every single day, backed by intelligent data tracking and reporting to give store colleagues and customers peace of mind.

Driven by a decade of expertise: As long-standing pioneers in cleaning innovation, ICE brings over 10 years of experience in autonomous equipment.

Full-service support: ICE is providing the advanced machinery, comprehensive staff training and dedicated ongoing service support across all 600 locations.

Mark Bresnihan, CEO at ICE, commented: "As long-standing pioneers in cleaning technologies, ICE is delighted to



partner with Tesco on this project. We are providing not just our industry-leading autonomous machines, but also the comprehensive training and service support required to make this a success. Together, we are showing how data-driven automation can work hand-in-hand with retail teams to improve cleaning standards."

www.ice-clean.com

New MD at Cleanology

Commercial and office cleaning company Cleanology has promoted Juliet Widdicombe to be its new Managing Director.

Juliet joined Cleanology four years ago as Operations Director, before achieving a promotion to Associate Director two years ago. The top post is a reward for South African-born Juliet establishing herself as an integral member of the leadership team and impressing with her dedication, innovation and people-first approach.

Juliet said: "The most enticing factor about working at Cleanology is that it allows you to be brave. We have a dynamic leadership team which isn't scared to push forward and back bold decisions. We're constantly pushing boundaries to elevate the business as well as the wider industry and there is a real shared ambition across the business to keep raising standards for our clients and our people.

"We've also made a substantial investment into our new Learning & Development department this year to create

clear pathways for our staff. The feedback already from new staff is that they have never previously experienced training of such depth and support. We attach huge importance to this because we want a committed, motivated and happy workforce with genuine opportunities to progress."

Mark Little, recently appointed as Cleanology's Chief Executive Officer, added: "Juliet's promotion marks an exciting new chapter for Cleanology. She has made a tremendous impact since joining the business and brings real passion, operational expertise and a people-first leadership style to everything she does.

"As we continue our ambitious growth journey, Juliet will play a vital role in strengthening our Operations Team, supporting our people and ensuring we continue to deliver exceptional service and customer excellence for clients nationwide. There is fantastic momentum across the business right now and Juliet is absolutely the right person to help lead Cleanology into this exciting next phase."

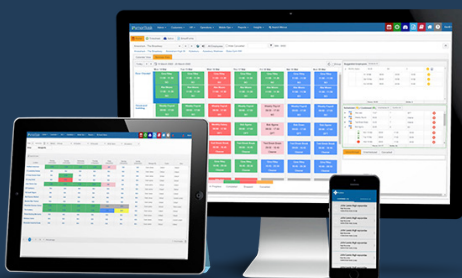
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2Pure launches game-changing OdorBac Air

2Pure Products has launched the game-changing OdorBac Air – an air-freshening system which destroys odours on contact, prevents them from returning and keeps areas fresh.

James Law, 2Pure Products' Director, said: "OdorBac Air's odour-neutralising technology works at a molecular level, eliminating malodours and delivering freshness without masking. The unique OdorBac Air odour removing solution is transformed into microdroplets and is projected into the atmosphere using specially developed air care dispensing systems, designed for use in different areas of a building.

"The technology attracts odour molecules into microdroplets and traps them. Specially formulated odour-destructive reagents within the patented formula then attack the odour compound on a molecular level. This instantly changes the molecular structure of the odour so it's no longer an odour."

OdorBac Air systems are available in a variety of dispensing models designed for use in different locations, depending on a venue's requirements.

Button controlled for day/time programming, and available in black or white, the compact Eko is simplicity and versatility defined, delivering OdorBac Air from anywhere there is a plug socket. Perfect for enhancing the atmosphere in hallways, bedrooms, meeting rooms, kitchens and anywhere else where a cleaner, fresher



environment is required. The Eko offers four scent intensities and can cover up to 75m³.

The battery-powered Fresha can deliver powerful odour eliminating OdorBac Air technology anywhere. Designed with washrooms in mind, the Fresha will remove malodours and provide a fresh environment, without the need to revert to dated conventional units using overpowering fragrances. Free-standing or wall-mounted, and made from anticorrosive and lockable plastic material, the Bluetooth app-controlled Fresha is perfect for use in public areas and offers 10 scent intensities, covering up to 90m³.

Fresha's big brother is Fresha XL, designed for larger washrooms or even more challenging environments. The Fresha XL design matches the Fresha design to compliment multiple unit installations, and comes with a larger product bottle plus more diffusing power, covering areas up to 150m³.

The Cilindro creates a pleasant and inviting atmosphere in any commercial setting and is ideal for lobbies, meeting rooms, retail spaces, spas and care homes. The modern, cylindrical design of the Cilindro comes in two finishes and features a large product bottle, with Bluetooth connectivity for easy control. The free-standing, lockable Cilindro offers 20 scent intensities with coverage up to 1200m³.

The beautiful, sleek, modern design of the Cubana complements and enhances any environment, delivering powerful, advanced scent technology and is ideal for medium to large spaces such as hotels, receptions, bars, restaurants, retail shops, meeting rooms and care homes. Large product capacity and Bluetooth app control make optimum results effortless. Free-standing or wall-mounted, the lockable Cubana features product-level monitoring and offers 20 scent intensities, while the built-in fan can cover up to 2700m³.

Available in 1L refill bottles, OdorBac Air oils deliver consistent and memorable fragrance. Options including Midnight Amber, Vanilla Ember, Pure Linen and Seraphine – keeping areas fresh and offering consistent odour-neutralising performance to suit different environments.

James commented: "Our customers agree that OdorBac Air is a game-changer in odour control, with comments such as: 'Our challenging rooms, with unpleasant smells before, now smell good'; and 'Once we started using the OdorBac Air unit, it changed the environment within a few hours. Then, the next day, the smell had vanished – it was amazing'.

"Beyond the proven efficacy of the OdorBac Air systems, 2Pure Products also deliver a measurable sustainability advantage. The refill packs for the non-hazardous, non-irritant, non-carcinogenic and environmentally-friendly OdorBac Air odour eliminator are designed to be used with 2Pure's LoopBox closed-loop refill system, to eliminate plastic waste and ensures empty bottles are returned, cleaned and reused."

www.2pureproducts.com



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Prochem sets out training course schedule

The UK's leading commercial provider of training to the cleaning industry, Prochem, has announced forthcoming courses which are to be held at its Chessington, Surrey training facility.

Various packages are available. For start-ups, the **C2 Two-Day Carpet Course** is ideal, covering the basics which all cleaning operatives should know on the first day, while Day Two applies this knowledge to practical experience of machinery and carpet identification. The next dates are **14/16 July** and **29/30 September**.

For cleaners looking for refresher training on the basics but without the hands-on practical time, then the **C1 One-Day Carpet Course** does the job. The next dates are **14 July** and **29 September**.

Expanding that knowledge to now include upholstery and sofas in your cleaning offer, the **U1 One-Day Upholstery Cleaning Course** explains how to identify different types of fabrics including weaves, pile and leather, along with how to clean them. The next date is **1 October**.

Stain and spills removal from carpets and upholstery is day-to-day for the cleaning professional – but what to use, and when? It's such a big topic that Prochem run the **SR1 Advanced Stain Removal Course**. Created to share hands-on experience, this course is ideally suited for those who have previously attended one of the cleaning courses. The next date is **16 July**.



Cleaning carpets? You're also going to be asked to clean hard floors. Prochem's **HF1 One-Day Hard Floor Cleaning and Maintenance Training Course** explains, through practical demonstrations, how to strip and re-polish, seal, clean and maintain a wide variety of flooring types including vinyl, linoleum, wood, nonslip, marble, ceramic and Bolon, amongst others. The next date is **20 October**.

Students receive a comprehensive reference manual and certificate of attendance. Dates are published on the website, where all courses can be booked, or by emailing training@prochem.co.uk or calling 020 8974 1515.

www.prochem.co.uk

Employers urged to review workplace facilities

UK employers are being encouraged to review their workplace washroom facilities following the introduction of Menopause Action Plans in April, and ahead of plans to make them mandatory for organisations with 250 or more employees from spring 2027.

The new legislation encourages businesses to outline the practical steps they are taking to support employees experiencing menopause and helping to create more inclusive and supportive workplaces for them.

This legislation comes as research highlights the impact menopause can have on women's working lives. According to the **Fawcett Society**, one in 10 women have left a job due to menopause symptoms, while a further 13% have considered leaving work altogether.

Meanwhile, research from the **CIPD** found that two-thirds (67%) of women aged 40-60 who experience menopause symptoms say it has had a mostly negative effect on them at work, while more than half (53%) have been unable to attend work at some point because of their symptoms.

Inter County Service Group provides washroom services and workplace hygiene solutions and is a member of the Independent Washroom Services Association (IWSA). The company says that while many organisations are improving awareness around menopause through policies and training, practical support within the workplace environment is often overlooked.

Symptoms such as hot flushes, heavier menstrual bleeding, gut issues and anxiety can all affect women during the working day, making access to clean, hygienic and well-maintained washroom facilities an important part of creating a supportive workplace.

Inter County is also encouraging employers to take a proactive approach to feminine hygiene provision, ensuring sanitary disposal bins are available in washrooms, providing access to period products, and maintaining clean and hygienic environments with effective handwashing and drying facilities. The company is also offering workplace washroom and hygiene reviews, helping organisations to identify opportunities to enhance employee wellbeing, improve hygiene standards and ensure ongoing compliance.

www.intercountyltd.co.uk

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

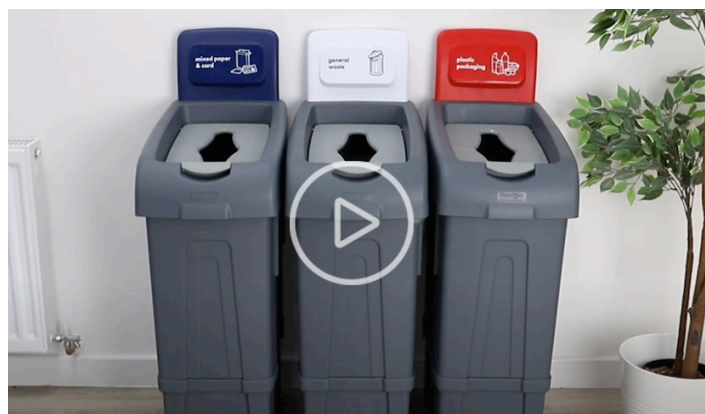


Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance.

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

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 Timalisina – 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."

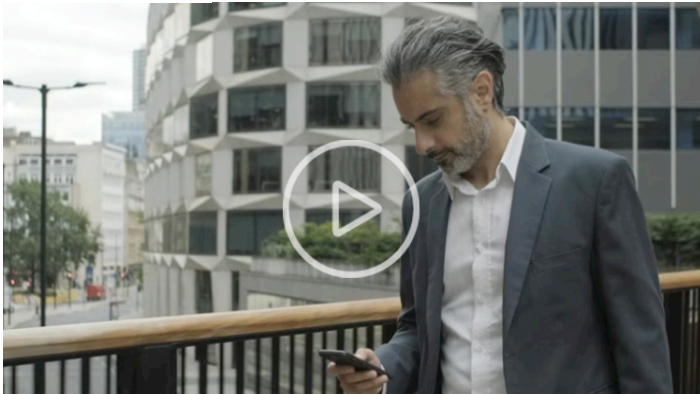
Ahead of the glittering awards ceremony where winners will be announced, the venue will be hosting the BICSc Exhibition and Conference, where keynote speakers and industry leaders will be discussing the latest innovations, industry issues and developments impacting the professional cleaning community.

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/

VIDEO SHOWCASE



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/>

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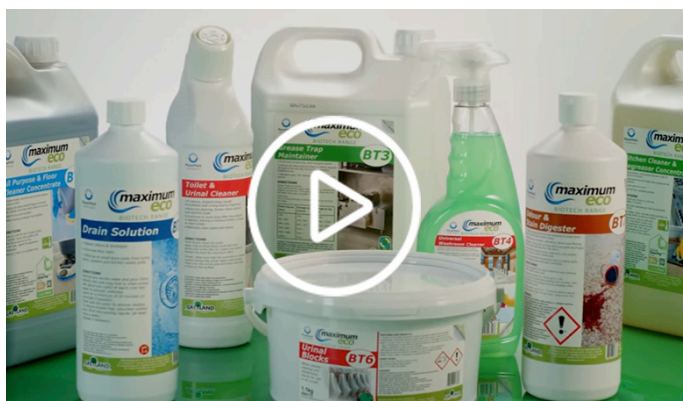
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www.greyland.co.uk

Full video here

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www.kaercher.com/uk/professional

Full video here

Water Jetting Association unifies code of practice

A new unified code of practice has been launched to promote the safety of all forms of water jetting.

The Water Jetting Association (WJA), which has developed the code, says it marks the biggest step forward in standardisation in the water jetting industry in decades. The unified set of standards is designed to help minimise all risks associated with water jetting, including fluid injection injuries that can cause serious harm and even fatalities.

The WJA Black Code, as it is being called, now sets safety standards for all types of water jetting including pressure washing, sewer jetting, industrial cleaning, surface preparation and hydrodemolition. It brings together standards previously defined in three WJA codes of practice.

WJA Chairman, Lee O'Callaghan, said: "Our new single code of practice represents the biggest step forward in defined water jetting standards since the WJA introduced its first code in 1982.

"It's an exciting and important milestone for the WJA, our members and for every organisation that uses water jetting. There is now one code for water jetting across all pressures.

"It will also be easier for procurement professionals and users of water jetting services to specify water jetting standards, which is critical given the hazards associated with the process. All they now have to do is to require contractors to comply with the WJA code of practice."

The Health and Safety Executive has advised on the development of the new code of practice, and will refer to it as industry best practice when carrying out its investigations into possible safety lapses. The WJA, the trade body for the water jetting industry, says this reinforces the importance for water jetting contractors of all types to adhere to the code when carrying out their work.

At all pressure levels, water jetting presents significant safety risks. It is why, over 30 years, the WJA developed its highly-respected codes of practice, each known by the colour of its cover.

The Blue Code for high and ultra-high pressure water jetting was the first, followed by the Red Code for water jetting in sewers and drains. The Purple Code for pressure washers was launched in 2024. The WJA Black Code, which has a black cover, brings these three codes of practice together in a fully-revised and updated format, which is designed to be easier to use.

Lee O'Callaghan continued: "In its digital format, via the WJA App, the new WJA Black Code is easier to search than ever before, so water jetting teams can rapidly find the guidance they need.

"We hope these significant ease-of-use advances mean the WJA Black Code will come to be used as a daily reference guide on worksites across the UK. We hope it will lead to many more companies, delivering all types of water jetting,



using it create their safe systems of work and their risk assessments and method statements."

All the relevant guidance and topics from the three codes has been retained, but in a more joined-up and more accessible format. They include:

- Organisation and duties of water jetting teams
- Personal protective equipment (PPE)
- Types of water jetting units
- Hose assemblies: inspection and testing
- Frost precautions
- Safe use of equipment

More guidance has also been added, with connections between different pressures and types of water jetting made clearer. This will help contractors when developing a range of water jetting services.

The new WJA Black Code will continue to underpin the WJA's City & Guilds-approved water jetting training programme, the most extensive in the UK, with more than 22,000 operatives trained every year. Every operative who attends and passes a WJA training course will be given access to the new code of practice, via the WJA App.

www.waterjetting.org.uk

NIC wins big at Co-op Difference Awards

NIC FM Services Group is celebrating a significant milestone after being named Environmental & Sustainability Pioneers Award winner at this year's Co-op Difference Awards.

The award recognises suppliers which have placed sustainability at the centre of their partnership with Co-op, supporting its ambition to create a more sustainable future for its member owners. The accolade celebrates organisations delivering measurable environmental improvements while working collaboratively to create lasting positive change.

Held under the theme Powered by Partnership, this year's awards showcased the strength of collaboration in driving innovation, responsible business practices and sustainable outcomes. NIC FM Services Group was recognised for embedding sustainability throughout its operations and for its strong alignment with Co-op's environmental vision and values.

As one of the UK's leading facilities management providers, NIC FM Services Group continues to invest in environmentally responsible cleaning solutions, sustainable operational practices and innovative technologies which reduce environmental impact while maintaining the highest standards of service delivery.

The award reflects the company's commitment to helping customers achieve their own sustainability ambitions through responsible resource management, waste reduction initiatives, environmentally conscious product selection and a culture where sustainability is embedded in everyday decision-making.

Sarah Robinson, Distribution Director at NIC FM Services Group, said: "Winning the Environmental & Sustainability Pioneers Award is a tremendous honour and a proud moment for everyone at NIC FM Services Group. Sustainability is not simply an objective for us: it is a responsibility that influences the decisions we make, the services we deliver and the partnerships we build.

"We're delighted that our close collaboration with Co-op has been recognised, and this award reflects the dedication of our teams who work every day to help create a cleaner,



greener and more sustainable future. We look forward to continuing this successful partnership and supporting Co-op's ambitious sustainability goals in the years ahead."

The award was collected on behalf of NIC FM Services Group by Pete Langsdale, National Operations Director, who added: "It was an honour to accept this award on behalf of the entire NIC FM Services Group team. This recognition reflects the dedication of our colleagues and the strength of our partnership with Co-op. We look forward to continuing to work together to deliver innovative, sustainable solutions that make a real difference for the future."

This latest recognition reinforces NIC FM Services Group's position as a trusted FM partner, demonstrating that sustainability is not simply an aspiration but an integral part of the organisation's strategy and service delivery. Through collaborative partnerships, continuous innovation and a commitment to environmental stewardship, the business continues to help customers create safer, cleaner and more sustainable environments across the UK.

www.nicgroup.co.uk

Jangro network raises £105K for Trussell

Jangro has announced its members and supplier partners raised more than £105,000 during 2025 for its charity partner, Trussell, helping provide emergency food and practical advice to people facing hardship across the UK.

The fundraising total was achieved through the collective efforts of Jangro's nationwide network. The significant donation could help Trussell's community of food banks provide more than 7,500 emergency food parcels to people facing hunger.

The announcement comes at a time when many households continue to struggle to keep their finances afloat as the cost of living remains high. According to

Trussell, food banks in its community distributed more than 2.6m emergency food parcels during 2025, equivalent to one parcel every 12 seconds. More than 912,000 parcels were provided for children, highlighting the ongoing impact of rising financial pressures on families.

Hannah Robson-Smith, Trussell's Head of Programme Funding, said: "Every day, food banks across our community meet people who are worried about how they're going to put food on the table or cover the cost of essentials. Fundraising efforts like this help ensure that support is available when people need it most."

www.trussell.org.uk

Holiday at home with Prochem

Holiday parks in the UK are ramping up to meet increased demand this summer as war in the Middle East makes holidaymakers nervous over travelling further afield.

Holiday parks face considerations outside those of most residential operators, including getting cleaning solutions from caravans and chalets simply and efficiently. One national holiday park in Norfolk is getting caravan cleaning turned around in good time thanks to Acle-based Hugh Crane Cleaning Equipment.

Asked to supply a cleaning system that could manage both the cleaning of carpets and upholstery, Sales Manager William Crane recommended the Steempro Powermax for its reliability and ease of use.

William said: "I knew that due to its robust build the Steempro was ideal for the holiday park cleaning team, as they often have to push the machine between caravans and chalets across sometimes uneven ground. The goal of the Steempro Powermax was to reduce the lifting of the smaller machines in and out of the caravans by running the extra hose lengths. This has prevented operator fatigue, machine damage and dramatically improved their cleaning standards."

Along with the Sapphire Upholstery Pro quick dry tool, they also improved their drying times and, therefore, turnaround times on the upholstery cleaning, which was a major issue for them.

William took one of the machines for an on-site demonstration at one of their parks, and promptly received an order for several units along with accessories such as extension hoses and upholstery cleaning tools.



The Steempro Powermax is one of Prochem's best-known and well-regarded carpet and fabric extraction cleaning machines, boasting a 35L solution tank, twin 5.7" vacuum motors and a powerful 200psi pump.

William added: "Looking ahead, we anticipate business growth from the UK leisure sector as operators prepare for more consumer demand in the coming months, and consequently face increased need for cleaning and hygiene of these environments."

www.prochem.co.uk

www.hughcrane.co.uk

Principle Cleaning joins Churchill Group

Churchill Group has welcomed Principle Cleaning into its group of businesses.

With more than 37 years of experience, a strong reputation and deep expertise across London's landmark buildings, Principle and Churchill's Portfolio business will merge. This will see the Principle brand continue, with Churchill's Portfolio brand transitioning into it over the coming months.

Churchill's employee-owned structure was a key factor in Principle's decision to join the group and merge with Portfolio, ensuring its people remain central to future success.

This integration strengthens and simplifies Churchill's specialist cleaning capability in London, creating a more innovative and enhanced offer for clients under a single, unified brand.

James Bradley, Group CEO of Churchill Group, said: "Principle has been a respected name in our sector for decades. What immediately stood out was the cultural alignment between our two businesses, our shared

focus on people, on doing the right thing and on building meaningful client partnerships. Bringing Principle into our employee-owned group means we can create even greater opportunity for our teams and deliver an even stronger specialist service for our clients for the long-term. This is two of London's best cleaning providers coming together to become something even better."

Douglas Cooke, Executive Chairman, Principle Cleaning, added: "Building Principle over the past 37 years has been an immense privilege. From the very beginning, we centred our work on people, the colleagues who brought their expertise and dedication, and the customers who trusted us to care for their environments.

"As we looked to the future, finding the right home for Principle mattered deeply. Churchill's commitment to people, quality and employee ownership aligns completely with the values on which Principle was built. Their specialist focus and their culture make this a natural and positive next step."

www.churchillservices.com



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New chapter for Lanes Group

Drainage and wastewater network maintenance service provider, Lanes Group, has announced a change in leadership, with Joanne Gretton taking over as Chief Executive Officer.

Jo joins the company with significant leadership experience, most recently serving as CEO of Telent Technology Services, where she led the business's successful sale to M Group. She brings a strong track record of leading a complex organisation through change, developing high-performing teams, creating an engaging and supportive workplace, and delivering enhanced shareholder value. Jo formally assumed her role on 29 June 2026.

Jo said: "I'm excited to be joining Lanes Group at such an important time for the business. The company has a strong reputation, fantastic people and a clear commitment to customers. I'm looking forward to building on that as we continue to grow and invest in the future."

For more than three decades, Lanes Group was guided by Wayne Earnshaw. Since joining in 1992, Wayne has played a central role in transforming the business from a team of 15 employees into a leading organisation employing more than 4,000 people, with annual revenues exceeding £650m.

With the business well-positioned for the future, and with the full support of the board, executive team and investors, Wayne decided to step back from the day-to-day management of the group.

Wayne Earnshaw says: "It's been a privilege to lead Lanes Group and I'm hugely proud of everything we've achieved together. I'm delighted that Jo is stepping in as CEO. She brings the right experience, energy and leadership to take the business forward. I'm excited to see her lead Lanes Group into its next chapter."

www.lanesgroup.co.uk

MSL celebrates 25 years

2026 marks 25 years of MSL Solution Providers, the UK microbiological testing and regulatory house for cosmetics, personal care and household cleansing products.

Since its founding in 2001, the company has built a reputation as a global compliance partner, supporting manufacturers, raw material suppliers and brand owners across more than 60 countries with a seamless, integrated approach to product safety and regulatory compliance.

MSL has helped customers navigate significant regulatory changes in the biocides sector, including the introduction of the EU Biocidal Products Regulation (BPR) in 2012, the establishment of the UK's post-Brexit regime and the heightened focus on disinfectant efficacy and claims during the COVID-19 pandemic. Alongside this, ongoing updates to standards and test methods continue to shape how efficacy is demonstrated.

This depth of regulatory and scientific experience strengthens its position as a trusted partner in biocidal product compliance, backed by ISO 9001 accredited regulatory services and UKAS accredited microbiological testing (No. 4045).

Following the retirement of founder Angela Davies, long standing board member Carolyn Burney became Managing Director in 2022, supported by Alex Fotheringham as Operations Director. Together, they continue to strengthen MSL's scientific capability, expand its global reach and uphold the company's commitment to high standards and practical, risk led regulation across the industry.

Carolyn commented: "Marking 25 years is a proud moment for everyone at MSL. The industry has changed significantly since 2001, and we've adapted with it, broadening our services, deepening our scientific expertise and helping customers respond to increasingly complex regulatory expectations. We're committed to leading the way on high standards and practical, risk led regulation, and we're excited about the role we'll continue to play in supporting safe, compliant and innovative products."

www.msl.io

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www.hse.gov.uk



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www.iicrc.org



www.issa.com



www.britishcleaningcouncil.org



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Proceed Strengthens Leadership Team *With Strategic Commercial Appointment*



Since its inception in 2018, Proceed has been on a remarkable journey of growth and retention. From a standing start to a projected turnover of £25M in 2026, the business has been built on a strong family ethos and a people-focused culture. Early on, Proceed identified a clear gap in the market for a well-run, agile, sustainable, and forward-thinking provider, bridging the space between the UK's largest TFM organisations and smaller regional operators.

This focused approach has enabled clients to benefit from far more than just a cleaning contractor. By developing a deep understanding of each sector's operational challenges, compliance requirements, occupancy patterns, and workplace expectations, Proceed has consistently added value through regular operational engagement, improved staff morale, innovative working practices, and the delivery of meaningful commercial savings.

The company's people-first philosophy has also helped create more stable and motivated frontline teams, leading to improved retention, stronger workplace cultures, and greater consistency in service delivery.

Complementing its core contractual cleaning services is Proceed's React division, a fully integrated specialist and reactive support service. Far more than an add-on offering, React gives clients access to rapid-response support for everything from flood and fire restoration to biohazard cleaning, specialist projects and emergency reactive works.

By self-delivering these services in-house, this helps Proceed maintain the same levels of control, accountability, and compliance clients experience within the wider contract delivery, removing the need for multiple subcontractors and providers.



Growth isn't about being the biggest. It's about adding value, protecting our people first culture and *delivering exceptional service.*



Proceed Solutions Managing Director Tom Richards (left) with new Commercial Director Guy Pakenham

Tom Richards, Managing Director at Proceed Solutions, said: "Our people-first approach and family-led culture made an immediate impact, helping us move away from the more transactional relationships often associated with our industry and instead build genuine, long-term partnerships. The fact that so many of our clients continue to work with us well beyond their original contractual terms is testament to this. Seeing our model resonate so strongly with both clients and colleagues has given us the confidence to become more ambitious, while still remaining true to the values and principles the business was founded on."

With an enviable client base, a strong pipeline of opportunities, and the appointment of respected industry figure Guy Pakenham as Commercial Director in June, Proceed shows no signs of slowing down.

Here's what Guy had to say:

"Proceed sets the standard that many others aim for. It's rare to undergo such rapid growth while still delivering outstanding customer experience. They genuinely care for their frontline teams, and that always ensures that personal touch. Having worked in both small and large organisations, I'm excited to be part of Proceed's journey and to use my experience to create real value for our customers."

Targeting school hygiene

Jim Melvin, British Cleaning Council (BCC) Director for Government Lobbying, asks: can targeted hygiene help keep children and teachers in the classroom?



Every winter, schools across the UK experience the same challenge: seasonal illnesses spread rapidly through classrooms, increasing pupil and staff absence and disrupting learning.

According to Department for Education figures, approximately 42.2m pupil days were lost due to illness during the 2024/25 academic year. While some level of illness is inevitable, growing attention is being given to whether smarter hygiene practices could help reduce the impact.

This autumn, the BCC, working with sector partners including SC Johnson Professional, plans to launch a pilot programme involving a small number of primary schools and academy trusts. It will explore whether a targeted hygiene approach can help reduce illness-related absence and improve resilience during the winter months.

Unlike traditional approaches which focus on increasing cleaning activity throughout an entire building, targeted hygiene concentrates effort where and when infection transmission is most likely to occur, focusing resources on the highest-risk moments and locations.

In practice, this means reinforcing hand hygiene at key times, such as when pupils and staff arrive at school, before eating and after using the toilet. It also involves prioritising frequently touched surfaces, including desks, door handles, taps, shared equipment and other high-contact areas that can contribute to the spread of infection.

For cleaning and hygiene professionals, this is a familiar concept. Effective hygiene is not necessarily about cleaning more frequently: it is about identifying risk and applying resources where they can achieve the greatest impact.

The pilot has been designed to fit within existing school operations and avoid creating additional burdens for staff. Participating schools will not be required to undertake medical testing, monitor individual pupils or change attendance policies. Instead, the programme will use attendance and absence data schools already collect.

Schools taking part will receive support to implement a structured but flexible package tailored to their own environment. This will include hygiene mapping to identify key risk points, targeted cleaning protocols, support for hand hygiene infrastructure and simple behavioural

prompts designed to encourage positive hygiene habits among pupils and staff.

Importantly, the initiative is intended as a learning exercise rather than a performance assessment. Findings will not be used for inspection purposes or school-level judgements. The aim is to assess whether targeted hygiene can be implemented consistently across different educational settings and whether it demonstrates measurable operational benefits. We will also seek to start changing the cultural view of cleaning and hygiene held by both staff and pupils as they will also be actively involved.

The approach is supported by organisations including the International Scientific Forum on Home Hygiene and the Royal Society for Public Health, and aligns with World Health Organization guidance on risk-based infection prevention.

I have also had a number of communications with Dan Jarvis, who up until recently was the Security Minister, before being promoted to Defence Secretary. Dan had both specifically asked to be personally kept up to speed and also promised to get the Department for Education involved. The project also reflects the principles outlined in the BCC's Strategic Framework for Achieving Cleanliness and Hygiene in Public Environments.

For the cleaning and hygiene sector, the pilot represents an opportunity to further demonstrate its role in supporting public health, safety, wellbeing and community resilience. If targeted hygiene can help reduce even a small proportion of illness-related absence, the benefits could extend far beyond the classroom.

The BCC is currently seeking expressions of interest from primary schools and academy trusts potentially interested in participating. Schools and trusts wishing to learn more about the pilot or discuss potential involvement should contact BCC Company Secretary Simon Hollingbery at compsec@britishcleaningcouncil.org.



www.britishcleaningcouncil.org

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Raising standards

Neil Spencer-Cook, Group MD of the British Institute of Cleaning Science (BICSc), explores the defining role of professional cleaning in today's industry.



In today's fast-moving and increasingly complex environment, one theme sits firmly at the heart of the cleaning industry: standards. More than ever before, the sector is being judged not simply on visible results, but on the consistency, safety and professionalism that sit behind them.

For decades, cleaning has been an essential service. These days,

however, it has evolved into a critical function that directly supports public health, business resilience and organisational performance. As expectations continue to rise, standards are no longer a benchmark to aspire to: they are the foundation upon which the entire industry must operate.

Standards as the industry's backbone

Where once cleaning outcomes were largely subjective, they're now increasingly defined by measurable, auditable processes. From infection prevention protocols to documented service delivery and compliance reporting, cleaning has become a structured, evidence-based profession.

This shift is being driven by multiple factors. Heightened awareness of hygiene, particularly following the pandemic, has permanently altered expectations across every sector. At the same time, organisations are demanding greater transparency. Digital tools, reporting platforms and performance data are being used to prove that standards are consistently met, rather than assumed.

The result is clear: standards are no longer a 'nice to have': they're central to reputation, trust and long-term success.

The pressure on maintaining standards

While the importance of standards has never been higher, maintaining them has become more challenging. Economic pressures remain a significant issue across the sector, with rising operational costs placing strain on resources and margins.

At the same time, clients are understandably seeking greater value, often expecting higher standards without a corresponding increase in investment. This creates a critical tension within the industry: how to uphold professional standards while navigating cost constraints.

Professionalisation and the workforce

Central to maintaining standards is the workforce itself.

Cleaning professionals are the frontline of delivery, and their skills, knowledge and behaviours ultimately determine the success of any service. However, labour shortages and retention challenges continue to impact the sector, making it more difficult to sustain consistency and quality.

This brings into sharp focus the importance of professionalisation. Training, certification and clear career pathways are critical, not only to improve performance, but also to elevate the perception of cleaning as a skilled profession.

Organisations which invest in their people, provide structured training and embed clear standards into everyday practice are far better positioned to deliver consistent, high-quality services. In many respects, standards and people are inseparable – one cannot exist effectively without the other.

Standards and sustainability

Another area where standards are playing an increasingly important role is sustainability. Environmental responsibility is now embedded within client expectations, requiring cleaning providers to demonstrate responsible product use, waste reduction and alignment with wider environmental, social and governance (ESG) commitments.

Sustainable solutions must be carefully balanced with effectiveness, cost and operational practicality. Clear standards provide a framework for decision-making, ensuring that environmental responsibility doesn't come at the expense of cleaning outcomes or safety.

Leading through standards

As the industry continues to evolve, one truth remains constant: standards define the credibility of the profession. They underpin trust with clients, protect end users and ensure that cleaning delivers real, measurable value.

For organisations and professionals alike, the focus must remain on continuous improvement and raising standards, not simply maintaining them. The cleaning industry has an opportunity to lead by example, demonstrating that standards are not a constraint, but a catalyst for excellence.

By embracing this mindset, the sector can continue to enhance its reputation, strengthen its impact and secure its position as an essential, professional industry at the heart of modern society.

www.bics.org.uk



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Emily Downing: **The Rising Star** making her mark

In the first of a series of features from the Cleaning and Hygiene Suppliers Association (CHSA), we find out more about the winner of the CHSA Excellence Award for Rising Star 2026, Emily Downing.

Emily Downing joined Cleenol Group just 18 months ago as the most junior member of the technical team. Today, she is the winner of the CHSA Excellence Award for Rising Star, reflecting her technical expertise and her remarkable maturity, initiative and commitment to the wider industry.

The CHSA Rising Star Award recognises exceptional performance, impact, rapid growth, innovation and professionalism. Emily's journey at Cleenol demonstrates all these qualities in abundance.

From the outset, she looked beyond the immediate task in front of her. Rather than simply focusing on product formulation, she developed an understanding of the wider commercial, regulatory and customer implications of product development. This broader perspective has delivered tangible results for the business.

One of her most notable achievements came while working on a new hard surface cleaner project. Emily identified an opportunity to apply an active ingredient in a way that would enhance an existing product and support valuable biocidal claims in both the UK and European markets. After identifying the opportunity, she led the necessary testing, documentation and compliance processes required to bring it to market. The result was the relaunch of the product as Mould and Mildew Remover, which sold out in its first week and delivered a sales increase of more than 65%.

It's this combination of scientific understanding and commercial awareness that's set Emily apart. Her ability to challenge assumptions, ask insightful questions and identify new possibilities has made her an increasingly influential voice within Cleenol's product development activities.

Her progression within the business has been equally impressive. Within just three months of joining Cleenol, Emily was representing the technical department in meetings with customers and suppliers, delivering training and helping solve technical challenges. More recently, when Cleenol's Lead Chemist began maternity leave, Emily stepped up. Rather than recruit temporary cover, the

company placed its confidence in Emily, recognising her reliability, technical knowledge and leadership potential.

Beyond her core responsibilities, Emily has become a driving force for innovation and continuous improvement. She's led reviews of raw materials, to ensure alignment with the company's sustainability philosophy, investigated alternative manufacturing partners and worked closely with the marketing team to improve technical education. Her ability to translate complex scientific concepts into accessible language has helped customers better understand Cleenol's products.

Learning and development are central to Emily's approach. She regularly attends industry seminars, exhibitions and networking events, continually seeking opportunities to expand her knowledge. Whether participating in specialist fragrance training, researching new product categories or engaging with peers across the chemical sector, she demonstrates an enthusiasm for learning that extends far beyond her day-to-day role.

That same passion is evident in her commitment to supporting others. Emily tutors young people in STEM subjects, represents Cleenol at careers fairs and helps inspire the next generation of scientists and technical professionals. She also plays an active role in employee engagement initiatives and contributes to the company's wider community and charitable activities. Last year, she completed the Oxford Half Marathon, raising more than £700 for charity as part of Cleenol's Day to Make a Difference programme.

As the cleaning and hygiene industry continues to evolve, it's clear Emily represents the next generation of technical leaders. Her achievements over the last 18 months would be impressive at any stage of a career. For someone only just beginning their professional journey, they are nothing short of extraordinary.

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The true cost of clean

Mark Jankovich, CEO and Founder of Delphis Eco, explains why sustainable laundry starts before the wash cycle.



Laundry is often overlooked when contract cleaning companies, FM providers and other cleaning sector organisations review operating costs, but it represents a significant opportunity for savings. With energy prices continuing to fluctuate, we're seeing more operators focus on reducing wash temperatures, improving first-time wash success and extending textile lifespan as practical ways to reduce costs without compromising standards.

Laundry is essential to daily service delivery. Uniforms, microfibre cloths, mop heads, towels, bedding etc. all need to be cleaned safely, consistently and efficiently. However, with inefficient wash processes, costs can quickly add up through energy use, water consumption, labour, product waste, fabric wear and rewashing.

The true cost of clean isn't measured by detergent alone. It sits across the whole laundry lifecycle: water used, heating energy required, ingredients discharged into wastewater, plastic packaging, dosing accuracy, washing frequency, fabric impact and the need to rewash when needed.

The conversation around sustainable laundry often starts with choosing an eco-friendly detergent, and that's important. However, the bigger opportunity comes from looking at the full process before the wash begins.

Temperature is a significant factor. At Delphis Eco, we're seeing more businesses reassess traditional 40-60°C wash cycles and move to lower-temperature washing, reducing energy consumption without compromising hygiene standards. This is particularly relevant where laundry products are formulated to perform effectively at reduced temperatures.

A big misconception is that improving laundry efficiency requires new machinery investment. In reality, some quick wins can come from changing wash processes and using products designed to deliver strong lower temperature results. Saving 10°C on a wash cycle, multiplied across hundreds weekly loads, can make a meaningful difference to both energy costs and carbon emissions.

However, performance cannot be compromised and laundry isn't just about appearance: it's about hygiene, safety, consistency and trust. If products fail to remove soiling first time, the result is often rewashing, meaning additional water, energy, labour and detergent, undermining sustainability and cost-savings.

First-time wash success is central to responsible laundry management. Choosing products which deal effectively with everyday soils, stains and odours helps reduce waste within the process. Good stain removal, correct pre-

treatment, appropriate load sizes and accurate dosing all contribute to better outcomes.

Dosing is another area where small changes can make a measurable difference. Overdosing does not necessarily mean cleaner

results; it can lead to product waste, residue build-up, unnecessary chemical discharge and increased cost. Underdosing can result in poor cleaning performance and rewashing. Clear dosing guidance, staff training and suitable dispensing systems can help improve consistency.

The ingredients going down the drain also deserve attention. Businesses should consider the product formulation, looking for responsible, biodegradable ingredients wherever it's possible and avoiding unnecessary harsh chemicals. Independent accreditations and transparent product information can also help procurement teams make informed decisions.

Packaging is part of the picture too. Concentrated products, larger-format containers, recycled packaging and refill or closed-loop systems can all reduce plastic waste. For those managing multiple sites, these choices add up.

Textile lifespan should also be viewed as a sustainability issue. A product which cleans well but degrades fabrics too quickly is not truly efficient. Extending the life of uniforms, cloths, towels and bedding reduces replacement costs, cuts waste and lowers procurement pressure.

Sustainable laundry isn't one decision, but a series of connected choices. By reviewing wash temperatures, load sizes, dosing, product selection, stain treatment, packaging, staff training and textile care together, organisations can reduce waste, protect resources, improve efficiency and deliver the standards of clean that building users, staff, patients and residents rightly expect.

At Delphis Eco, we believe sustainable laundry starts long before the wash cycle begins. It starts with understanding the true cost of clean and making smarter decisions at every stage.

www.delphiseco.com



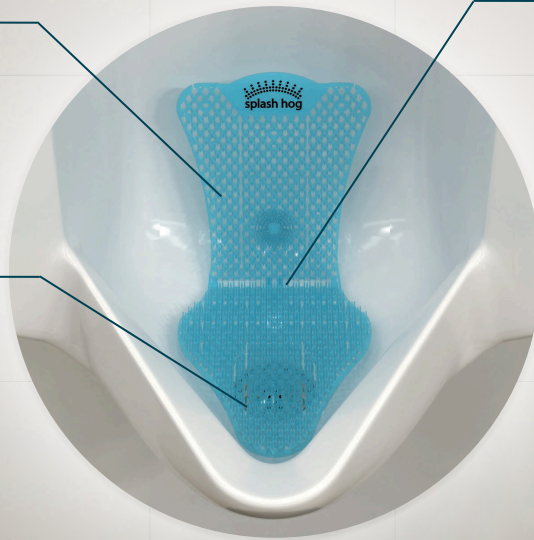
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How to support suppliers with **net zero**

Hannah Dales, Head of Environment at Churchill Group, explores the challenges of measuring Scope 3 emissions in the FM and cleaning sectors, and shares advice on how firms can support suppliers on the net zero journey.

For most cleaning and FM businesses, the bulk of the carbon footprint isn't found in their own operations, but with their suppliers. Scope 3 emissions typically make up more than 70% of a business's footprint, according to the **UN Global Compact UK**.

Those supply chains are made up overwhelmingly of small firms. SMEs account for 99.9% of **UK businesses**, and most have no sustainability lead, no carbon calculator and little spare time to build either. Yet if you are serious about net zero, this is precisely the group you must reach.

Why asking for data isn't enough

When Scope 3 data is needed, the instinct is simply to ask for it: issue the questionnaire, set a deadline and chase whoever fails to reply. However, that request lands very differently on a 12-person cleaning contractor than on a large managed-service provider with its own ESG team.

If a supplier has no way of measuring its own emissions, asking for the figures tends to achieve very little. Smaller suppliers need their FM partners to engage proactively, giving them the tools and the confidence to do the measuring themselves, rather than assuming they already can.

A free platform, built around suppliers

That thinking shaped the supplier resource hub we built at Churchill Group alongside sustainability consultancy Acclaro Advisory, after a six-month research phase which examined how ready suppliers were and how reliable the data coming back actually was.

The result is a free digital platform that brings together a greenhouse gas calculator, a target-setting tool and reduction guidance, all underpinned by GHG Protocol methodologies so the numbers stay consistent across the chain. Cost and complexity were the two barriers our research kept surfacing, so the hub costs nothing to use and is deliberately stripped of jargon, designed around the real problems suppliers face.

Behind the platform sit in-person workshops, webinars and one-to-one sessions, where our environmental and procurement teams help suppliers input the right data and make sense of the results. It takes longer than firing over a link, but it builds lasting capability.

Focus on where emissions are

You cannot reach a thousand suppliers at once, and there's no need to. We segment ours by spend, by how material their emissions are, and by whether they already hold

targets aligned with the Science Based Targets initiative (SBTi). Roughly 100 suppliers account for almost half of our in-scope emissions, so that's where the work starts.

For any cleaning or FM business, the first move is to map the chain and rank suppliers by their emissions impact. Avoid the temptation to treat every supplier the same.

“You will not decarbonise by offloading the burden onto suppliers who lack the means to carry it.”

Results, and the lesson for cleaning

The results speak for themselves. Having engaged suppliers responsible for 32% of our supply chain emissions, the proportion of our supplier emissions covered by targets aligned to or validated by the SBTi has climbed from 48.1% in FY23/24 to 70.6%, also as a result of broader progress in mapping and engaging our supply chain.

The programme has now reached its second round, and this year it has been shortlisted for Supply Chain Project of the Year at the UK Green Business Awards, and Supply Chain Sustainability Project of the Year at the edie Awards.

For a cleaning sector defined by long, fragmented and SME-heavy supply chains, the takeaway is simple. You will not decarbonise by offloading the burden onto suppliers who lack the means to carry it, nor reach net zero by looking only at your own operations.

You need your supply chain, so bring it with you. Businesses which treat supplier decarbonisation as something to support rather than demand will move faster on their own Scope 3 emissions, and build a stronger, more resilient supply chain in doing so.

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Sustainability in healthcare

The NHS is the first healthcare system in the world to commit to becoming net zero. Liam Mynes from Tork manufacturer Essity looks at how reducing the use of disposables in hospitals can result in more sustainable healthcare outcomes.

Healthcare in England contributes to between four and five per cent of all national emissions, according to estimates. So the National Health Service (NHS) has a clear responsibility to minimise its environmental impact.

This is why the NHS has become the world's first healthcare system to commit to net zero. It made this pledge in 2020 and is aiming to deliver better patient care while minimising costs and reducing environmental impact on future services through the creation of a more sustainable business model.

Part of the new NHS strategy involves reducing the amount of waste produced in hospitals. The Design for Life Roadmap, published in October 2024, includes radically reducing the number of single-use medical items used in healthcare.

According to the government, tens of millions of disposable items are currently being binned after just one use, with disposable medical devices substantially contributing to the 156,000 tonnes of clinical waste that the NHS produces every year in England alone.

NHS chiefs now plan to work with manufacturers to produce more sustainable products in a bid to cut down on waste and reuse, remanufacture and recycle whatever products they can.

One way in which hospitals can work towards improving their sustainability goals is by cutting down on paper waste. Hospitals use a great deal of paper for various applications

such as couch rolls, hand wiping and surface cleaning. So, all efforts need to be made to control the consumption of such products.

Of course, it is imperative that healthcare workers should never skimp on their hand hygiene regimes or cut corners on cleaning protocols, but paper systems which naturally reduce overconsumption will make it difficult for the user to take more product than they need. Not only will this be good for the environment, it will also reduce costs at a time when facilities are strapped for cash.

For example, Tork dispensers are designed to give out hand towels, cloths and wipers one at a time. This means that each healthcare worker will only take out the amount of paper they need when wiping their hands or surfaces.

The dispensers are also designed to protect the paper inside before use. Loose wiping rolls could easily become damp, soiled or contaminated in a healthcare environment which means the entire roll might need to be discarded, creating unnecessary waste. This will dramatically push up the costs of the facility's paper supply.

The hands of healthcare workers need to be washed and dried frequently during every shift, and disposable towels are recommended for hand drying in healthcare. This is because each user is supplied with a fresh, clean sheet of paper every time and the drying process is swift, thorough and hygienic.



C-fold towels were once the standard hand drying medium in hospitals – but these have multiple disadvantages. It is relatively difficult to take out only one towel at a time from a C-fold dispenser, for example, which means that most users will extract a clump of towels. The unwanted products will then be discarded and ultimately wasted, driving up costs while having a negative environmental impact.

All hand towel dispensers should therefore be designed to give out only one sheet of paper at a time to help to reduce paper waste. For example, the Tork PeakServe Continuous Hand Towel Dispenser gives out sheets of paper singly so that washroom users are discouraged from taking out more than they need. The dispenser holds up to 2,100 towels, which means it is particularly suitable for general hospital washrooms attended by both patients and visitors.

The Tork Matic Soft Hand Towel Roll is ideal for use in washrooms and wash stations used by healthcare staff because the extra-soft towel will help prevent chapping and soreness, even with frequent use. Again, the dispenser has been designed to give out one towel at a time.

Hospitals can achieve further sustainability gains by changing their toilet roll systems. Jumbo rolls are often provided in large institutions because these ensure a long-lasting supply of paper. However, it is all too easy for the user to tear off an extra-long strip of paper from a jumbo roll which leads to overconsumption and potentially blocked toilets as well. It can also be hard for the cleaner to predict when the paper is likely to run out, which means they might be tempted to change a roll before it is entirely empty, discarding and ultimately wasting the remainder.

The Tork SmartOne Twin Mini Toilet Roll System reduces consumption up to 40% compared with jumbo roll dispensers since it delivers the paper one sheet at a time. A second roll may be inserted into the unit at any time to fit in with the cleaner's schedule. The Tork SmartCore core removal system enables fast and easy refilling.

New from Essity is Tork OptiServe, a toilet paper system which allows managers to use the same coreless toilet paper refills across an entire facility. The product has been designed to enhance efficiency and reduce environmental impact in the washroom.

It is becoming increasingly important for customers to improve their sustainability and reduce their environmental footprint. However, the huge amount of data available can make it difficult for customers to make informed decisions for their businesses and support their own sustainability goals.

Essity has responded by launching Tork Focus4 Sustainability, a programme which promotes transparency and helps customers meet their goals with accessible and reliable sustainability information. Tork Focus4 Sustainability provides a comprehensive summary of the key sustainability benefits of selected Tork systems.

Healthcare staff are keen to help support the environment. In April 2024, Nursing Times polled staff about their own ideas for sustainable change and their suggestions included stricter recycling policies, higher levels of telehealth and increased sharing of consumables to reduce waste.

The drive towards sustainability is gathering momentum. The NHS has reduced its carbon footprint for emissions by 14% since its net zero strategy was published in 2020, and since 1990, carbon emissions in the NHS have been cut by a massive 68%.

So, the NHS is greatly improving its practices to achieve a higher level of sustainability. The implementation of a raft of new emission-reducing measures – along with measures to reduce the amount of paper used – will play an important part in reducing the impact on the environment created by healthcare.

www.tork.co.uk

Making sustainable progress in washrooms

Joel Quick, Sustainability Manager at Northwood Hygiene Products, looks at how washrooms can help businesses catch up with their sustainability commitments by adopting a circular economy.



Governments across the globe are cracking down on their expectations around sustainability, putting added pressure on businesses to minimise waste, reduce carbon emissions and control energy usage, whilst also showing measurable progress towards sustainability. Buildings account for over 30% of global energy demand and nearly 40% of carbon emissions, and the way these buildings are managed can have a huge impact on meeting sustainability goals.

What does circularity mean?

A circular economy is a closed-loop system aimed at eliminating waste and preserving the earth's resources. It prioritises the re-use of materials, prevents the overextraction of natural resources and reduces the number of usable materials that end up in landfill. It's a resilient system that's good for people, business and the environment.

When it comes to washrooms, businesses can adopt this approach by using products that are part of the circular economy.

So, for example, instead of disposing of used paper hand towels from washrooms, these towels can be collected separately and recycled to make new material for the production of new hygiene paper. As well as significantly reducing waste, using this type of paper towel also minimises the need for fresh pulp fibre.

How does Northwood contribute to circularity?

As a true UK manufacturer with a domestic supply chain, Northwood is proud to now manufacture more than 95% of its paper products in the UK. We're part of the full circle economy, which means that we're involved throughout the supply chain – raw material supply, manufacturing, end user product converting, storage and transportation.

That's a huge advantage because reduced waste and longer cycles mean less input of new raw materials into the loop, which in turn reduces the impact on the environment. This means we are very well placed to help customers achieve their sustainability goals by delivering a unique cradle to grave process for them.

Our established Northwood companies are involved at every stage in the supply chain.

We're able to provide warehousing and distribution services for waste paper, parent reels and finished products, as well as converting and supplying professional paper hygiene products for both the retail and away from home market. We also supply both recycled and pure pulp parent reels and manufacture various grades of tissue and towel parent



reels and recycled wastepaper. Our recycling division also recovers, collects and processes wastepaper.

We are a true circular manufacturer – no other manufacturer is able to provide this comprehensive end-to-end service.

Furthermore, by minimising the import of products from overseas and not transporting raw materials or products unnecessarily in the UK, we're also able to significantly reduce the number of miles goods must travel, which means our products are more sustainable.

Where does responsible sourcing come into circularity?

Responsible sourcing is all about purchasing products which are renewable, biodegradable, recyclable or have high recycled content. It aims to reduce the carbon footprint, water usage and pollution throughout supply chains with the aim of delivering a closed-loop system where products and materials can be continuously reused or recycled.

Washrooms should be as sustainable as possible, so my advice would always be to partner with an environmentally-conscious provider. Choose suppliers which use Forest Stewardship Council (FSC) certified base sheet paper and have products made from recycled content. Examine their packaging and how they're reducing the amount of plastic they use.

Northwood is committed to sustainable and responsible sourcing and uses FSC-certified paper, as well as offering 100% recycled paper options. Furthermore, all packaging – including plastic – is fully recyclable.

Sustainable washrooms are more than the products and consumables they contain. They are defined by how the circular economy functions, and a few small changes can add up to a big impact.

For further information, please visit the website below or call 01952 236 930.

www.northwood.co.uk

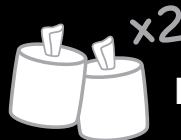
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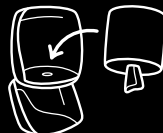
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Kitchen hygiene: **at the double**

Food service needs to be swift and efficient in order to satisfy today's discerning diners but, at the same time, cleaning and hygiene must never be compromised. Jeremy Bennett from Tork manufacturer Essity looks at ways of speeding up kitchen cleaning and hand hygiene to ease the pressure on overstretched staff.

The commercial kitchen is a fast-paced environment. Staff members need to prepare several meals at a time, chopping vegetables, assembling ingredients, adding garnishes and decorating plates. Chefs must also work swiftly and efficiently to ensure that every dish is perfectly cooked and served piping hot.

Throughout this process, they will need to adhere to strict cleaning and hygiene protocols. It's important for all kitchen staff to wash their hands frequently and to 'clean as they go' in order to maintain a safe and hygienic working environment.

Any lapses could be disastrous. The results of an oversight could include a poor health inspection, cross-contamination, food poisoning on the part of the customer and bad reviews. Any of these outcomes could cause the business to fail.

So, kitchen staff need to balance speed and efficiency with meticulous hygiene at all times. How can this be achieved?

Many kitchens use the 'mise en place' principle, which involves organising all tools and ingredients before the service begins. A well-prepared kitchen will speed up the service and result in fewer mistakes. This will improve customer satisfaction and staff morale.

The workspace should be kept clutter-free to ensure that operatives can lay their hands on the right utensil or ingredient when they need it, since this will save valuable time. A tidy and well-organised kitchen will allow staff members to move around effortlessly and carry out their jobs efficiently.

Hands and surfaces need to be cleaned regularly to optimise kitchen hygiene. Failure to do so could lead to cross-contamination, unhappy customers and a significant loss of reputation on the part of the restaurant. Plus, hygiene protocols could be compromised – or even skipped altogether – if the right products are not always available to hand.

One study we at Essity carried out revealed that many chefs were typically spending 20-30% of their time on cleaning their hands and surfaces because the appropriate products were not always to be found in logical places. This meant operatives were wasting valuable time hunting them down.

Cleaning and hygiene products should therefore be in plentiful supply and all soap and paper products should be easily accessible, ideally with one hand, since the other hand may be occupied in cooking or dishing up.

When a spill occurs in a kitchen it is important to remove it swiftly to avoid issues such as slipping hazards, cross-contamination and food spoilage. Time will also be wasted if no-one can lay their hands on a wiper.

Loose paper rolls are often provided for general kitchen wiping, but these are constantly being moved around the premises as the need arises. This makes them hard to locate when a spill occurs. It therefore makes sense to ensure that wipers are located in fixed positions and are easy to spot.

The Tork Reflex Single Sheet Centrefeed system has been designed specifically for use in food preparation areas. The dispenser has a rotating nozzle which allows the paper to be pulled out swiftly with one hand and from any angle, speeding up cleaning when time is of the essence. The Tork Reflex dispenser is available in both a wall-mounted and a portable version and comes in glossy black and turquoise and white options to provide an eye-catching contrast to the kitchen backdrop.

All kitchen cleaning products should be quick and easy to use. For example, the Tork 2 in 1 Scouring and Cleaning Cloth has been designed to save time and effort when cleaning. The non-scratching scourer can be rinsed and reused, and is compatible with all common detergents.

When it comes to hand hygiene, soap and paper dispensers should be both plentiful and ergonomic. High-capacity systems housing skin-friendly products will ensure a long-lasting supply and prevent the hands of staff members from becoming sore with frequent use. They should also be designed with the food operative in mind. For example, Tork Odour-Control Liquid Soap is skin-friendly and helps remove common food odours from the hands.

The dispenser for Tork Soap has been designed to require a particularly low push-force and has been certified Easy to Use by the Swedish Rheumatism Association, promoting good hand hygiene for all users. Each refill comes in a factory-sealed bottle with a new pump to help reduce risk of contamination. A new cartridge takes just seconds to snap into place to ensure a constant supply.

Drying is a vital part of any hand hygiene regime, but the wrong type of paper towel dispenser can slow up the hand drying process. For example, it can be hard to pull out a single C-fold towel from a dispenser, which means staff will struggle to access one when needed. They will all too often end up pulling out a clump of towels, causing frustration and wasting valuable seconds while also contributing to higher costs.

Tork Reflex systems can also be used effectively for hand drying, offering controlled single-sheet dispensing that helps to reduce waste and improve hygiene. The Tork Matic Hand Towel Roll dispenser is a good alternative at a dedicated hand wash station because this gives out towels



singly in a seamless operation and holds sufficient towels for up to 1,400 hand dries.

The washrooms of any restaurant should also be equipped for speedy use. Diners are more likely to skimp their hand hygiene if they have had to queue, and this will spell bad news if they then go on to share bread rolls or tapas with a dinner companion.

Washrooms should therefore be equipped with long-lasting systems that ensure a continuous supply of soap and paper. Tork Foam Soap is again a good option, and a high-capacity paper towel system will help to prevent the queues and logjams that will inevitably form in washrooms where hand dryers are installed.

For example, the Tork PeakServe Continuous Hand Towel Dispenser caters for over 1,000 washroom visitors between refills. Each towel is delivered in just three seconds, allowing the user to take a towel and move on, freeing up the unit for the next washroom visitor.

Valuable time can be saved in the commercial kitchen through a combination of good organisation, smart processes and the right products. However, when it comes to cleaning, corners should never be cut. It is therefore crucial that all cleaning and hygiene products should be designed to work quickly and efficiently and are located in logical places. This will make it easier for staff to adhere to optimum cleaning and hygiene protocols.

www.torkglobal.com

Why steam cleaning deserves its place in the cleaning toolkit

James Carroll, Product Manager at Kärcher, explains why steam cleaning is becoming an increasingly valuable tool for cleaning professionals looking to enhance hygiene standards while supporting more sustainable cleaning practices.

The cleaning industry is constantly evolving, as organisations seek to raise hygiene standards while improving operational efficiency and reducing environmental impact. For cleaning professionals, this means delivering better results with smarter, more sustainable methods.

Against this backdrop, steam cleaning is an increasingly valuable tool. By using high temperatures to dislodge dirt, grease and grime while sanitising surfaces, steam cleaning can help eradicate bacteria and viruses without the need for harsh cleaning chemicals. Once viewed as a specialist solution for specific applications, it's now recognised for its versatility across a broad range of professional environments. From facilities management and public sector buildings to transport depots, vehicle workshops, industrial sites and hospitality venues, steam cleaning offers an effective solution wherever high hygiene standards and operational efficiency are priorities.

The effectiveness of steam cleaning lies in the science behind it. While viruses, bacteria, yeasts and other pathogens can survive for long periods on surfaces such as metal, stone, wood, ceramic or plastic, they're highly sensitive to elevated temperatures.

Steam cleaners and steam vacuum cleaners produce hot water steam that escapes from nozzles at temperatures of 100°C and above under high pressure. Even extremely short contact times are sufficient to reliably kill or inactivate bacteria and viruses. In fact, an independent laboratory was able to prove that, with a slow traversing speed of 30cm per second, bacteria and viruses are disinfected – by up to 99.999% for bacteria and 99.99% for viruses.

Thermal sanitation with hot steam therefore provides a reliable and practical means of inactivating or killing microorganisms without the use of chemical disinfectants. Steam can also penetrate difficult-to-access areas, such as crevices and joints, helping operators achieve a more thorough clean where cloths or mops may struggle. This can be particularly beneficial in vehicle workshops and service bays, for facilities managers maintaining washrooms and communal areas, local authorities

responsible for public buildings, and industrial businesses tackling areas where grease, dirt and high-touch surfaces require regular cleaning. As with any cleaning method, coarse dirt should be removed beforehand, as germs can be concealed beneath surface debris.

Alongside its cleaning performance, steam also supports organisations looking to reduce their environmental impact and improve operational efficiency. As water is the primary cleaning medium, businesses can reduce their reliance on chemical products, helping to lower packaging waste, minimise the transportation of consumables and reduce chemical storage requirements. Fewer cleaning chemicals can also benefit operatives by reducing exposure during routine cleaning tasks and cutting the time spent preparing or diluting cleaning solutions, contributing to safer and more streamlined operations.

Steam cleaning is also straightforward to integrate into existing cleaning programmes. As only water is required and there's no need for chemical additives, it's particularly well suited to food preparation areas, as well as smaller to medium-sized spaces such as kitchens, sanitary facilities and changing rooms where maintaining high hygiene standards is essential.

Like any professional cleaning method, achieving the best results with steam relies on selecting the right equipment and ensuring operators receive appropriate training. Understanding suitable surface types, correct steam settings and recommended cleaning techniques helps maximise cleaning performance while protecting delicate materials. Steam should also form part of a broader cleaning strategy rather than being viewed as a universal solution for every application.

As organisations continue seeking ways to improve cleaning outcomes while reducing environmental impact and operating costs, steam cleaning is well positioned to play an increasingly important role. Its ability to support effective, targeted cleaning across a wide range of applications makes it a valuable addition to the professional cleaning toolkit.

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Goodway Technologies Acquires OspreyDeepclean



Goodway Technologies, a global supplier of industrial maintenance and cleaning solutions for more than 60 years, announces the acquisition of OspreyDeepclean, a UK-based manufacturer and supplier of professional and industrial dry steam cleaning equipment. This acquisition expands Goodway Technologies' European footprint and strengthens its portfolio in cleaning and sanitation technologies.

Both companies have a shared commitment to innovation, performance, and customer service and the partnership brings together two organizations known for delivering high quality solutions to industries ranging from food and beverage processing to manufacturing, transportation, and facilities maintenance.

This acquisition marks an exciting step forward in our global growth strategy, OspreyDeepclean has built an exceptional reputation in the dry steam cleaning market, and their expertise aligns with our mission to provide safer and more efficient cleaning technologies.

Tim Kane
President and CEO
Goodway Technologies

Dry steam cleaning systems are used worldwide to deliver powerful cleaning and sanitation performance across many commercial and industrial applications. This acquisition will help Goodway Technologies bring their solutions to customers in the UK while providing OspreyDeepclean with expanded resources and capabilities.

Our partnership with Goodway Technologies creates a new chapter for our company and our customers, We're committed to delivering best-in-class dry steam solutions, and with their additional resources and support, we'll be able to accelerate innovation while maintaining the quality and service our customers rely on.

Thomas Stuecken
MD
OspreyDeepClean

Goodway Technologies will integrate OspreyDeepclean into its global portfolio while continuing to support existing customers and partners across the UK and Europe, marking another milestone in its 60-year legacy of worldwide innovation built on reliability.



About Goodway Technologies

Founded in 1966, Goodway Technologies has spent 60 years engineering innovative industrial maintenance solutions that help customers improve efficiency, safety, and performance worldwide. Goodway Technologies provides innovative maintenance solutions for a wide variety of industries, including commercial HVAC, food and beverage processing, power generation, and manufacturing. Over the decades, Goodway has worked with our customers to create better solutions for tube cleaning systems, industrial vacuums, cooling tower maintenance systems, dry steam solutions, conveyor belt cleaning, descaling systems, coil cleaning products, and practically everything else for the care and maintenance of commercial and production facilities. Further information is available at www.goodway.com. Goodway is recognized as an ISO 9001:2015 certified company.



About OspreyDeepclean

OspreyDeepclean was originally established in 1995. Since then the company has continued to go from strength to strength with innovatively designed, cutting-edge dry steam technologies - from validated and award-winning steam cleaning solutions for HealthCare, the world's first battery-powered GumBusters' gum-remover machines and a large range of dry steam machines for the Food Manufacturing sector. OspreyDeepclean is now recognised as the leading manufacturer & supplier of professional and industrial dry steam cleaning equipment.

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Consistency in the care home kitchen

Gemma Christie, Business Account Manager at Miele Professional, explains the role of dishwashing in protecting health across care environments.

Care environments depend on consistency. Every meal served relies on a chain of processes functioning without interruption, and dishwashing sits at the centre of that chain. Plates, cups and utensils move continuously between use and cleaning, and each item must return to service in a hygienic condition. For residents, particularly those with heightened infection vulnerability, even a minor standards lapse can have significant consequences.

Kitchen teams operate to demanding schedules, often managing several meal services a day while accommodating different dietary needs. Within this pace, dishwashing cannot become a weak point. Equipment reliability and each cleaning cycle's effectiveness play a direct role in maintaining safe conditions throughout the care setting.

Equipment choice and its impact on hygiene

Not all dishwashing systems are suited to a care home's demands. Domestic machines, while familiar and relatively inexpensive, are built for intermittent household use. When placed under continuous pressure, they're more prone to wear, inconsistent results and unplanned downtime.

Commercial dishwashing equipment is developed with sustained use in mind. These machines are capable of reaching and maintaining the temperatures required for disinfection, often aligned with guidance placing thermal sanitation at around 82°C for two minutes. In practice, many systems exceed this, delivering final rinse temperatures closer to 85°C to support thorough bacteria removal.

Water handling is another critical factor. Systems relying on reused water can carry traces of previous loads, particularly under heavy use. By contrast, freshwater dishwashers introduce clean water during each cycle, ensuring residue and contaminants are flushed away consistently. For example, Miele Professional's PFD 404 WB Hygiene dishwasher adopts a freshwater approach, alongside high temperature rinsing, to support stringent cleaning requirements in care environments.

Design details also influence hygiene outcomes. Features limiting manual handling after washing, like automatic door opening or integrated drying, help reduce the likelihood of recontamination. These points may seem small in isolation, yet together support a more controlled and dependable cleaning process.

Supporting staff and maintaining pace

A dishwashing system's effectiveness is closely linked to how well it supports the people using it. Care home kitchens often face staffing pressures, so equipment simplifying daily routines can make a meaningful difference. Fast cycle times allow items to be returned to service quickly, reducing the need for large reserves of crockery and helping kitchens keep pace with tight service windows.

Ease of use is equally important. Clear controls and straightforward programme selection reduce the need for extensive training, ensuring both experienced staff and new starters can operate equipment with confidence. When combined with reliable performance, these features create a working environment that feels more manageable, even during peak periods.

Long term value

Cost remains an important consideration for care providers, yet short term savings can lead to longer term challenges. Equipment struggling under sustained use is likely to require more frequent maintenance or replacement, creating disruption and additional expense.

Commercial dishwashers are designed for durability, with components built to handle repeated daily cycles. Many also incorporate energy-conscious systems which manage water usage carefully without compromising cleaning performance.

Over time, these factors contribute to more predictable running costs and fewer unexpected interruptions. Equipment delivering the same standard of cleaning across every cycle reduces disruption risk and helps maintain confidence in daily routines.

A critical part of everyday care

The influence of effective dishwashing is felt across every part of a care home kitchen. Clean, sanitised equipment supports safe food service, protects residents and allows staff to carry out their roles with confidence.

Investing in systems designed for hygiene critical environments means care providers place a reliable foundation beneath their daily operations. With dependable dishwashing processes in place, kitchens are better equipped to meet daily demands, safeguarding both care standards and the people relying on them.

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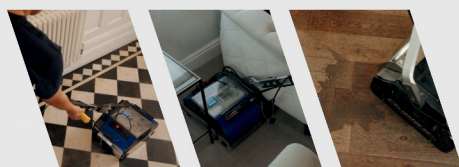
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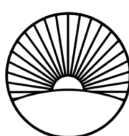


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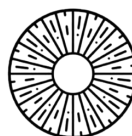
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INTEGRATED HYGIENE SOLUTIONS

Careers from cleaning

SBFM's Kelly Dolphin discusses the importance of career progression in the cleaning industry.

In the UK today, there are **9.2 million people** aged between 16 and 64 not in work nor looking for a job. That statistic reflects a societal failure – a huge talent pool is wasting away, unnoticed. Employment upskilling schemes can provide long-term career progression opportunities for these people.

SBFM's Evolve scheme supports workers from disadvantaged backgrounds, including care leavers, the long-term unemployed, refugees, people experiencing homelessness and ex-offenders. Recruiters take time to understand these peoples' struggles, get them into employment and provide them with pathways for growth.

“Many [ex-offenders] want opportunities to work and prove themselves.”

For many ex-offenders, the transition from prison to society is not streamlined; societal stigma, personal struggles and unemployment can all contribute to instability and re-offending. Employers should change their approach to these people. Many want opportunities to work and prove themselves, and employers can help them by taking the time to listen and adapt work schedules for their needs.

Natural progression should be prioritised. Employees can begin as cleaners and then be given catered and structured support to move into roles within partnered companies. Client collaboration is paramount. For example, many of SBFM's clients are Evolve partners, including PureGym. Some ex-offenders work at PureGym whilst receiving training to become personal trainers at the same time.

Ex-offenders, care leavers and other groups all possess the skills needed to plug the **UK's labour gap**. Upskilling employment schemes can transform the industry by realising this untapped potential.

Kial's story

Kial Henry first found out about Evolve when he was serving the final months of his sentence in prison. Previously, he'd found that even though he had relevant qualifications and a background in painting and decorating, his criminal history meant that many turned him away. He met with Evolve recruiter Ian Tidswell, Learning and Social Impact Manager at SBFM. Straightaway, Kial saw Evolve as a lifeline.

He had intended to jump right into work when he was first released, but he was still in the process of finding his feet and himself – who he was, what he liked and what he wanted to do. Once he was ready to take the step into employment, he reached out to SBFM again and the recruiters were still there, ready to support him.

Kial started out as a cleaner at PureGym, which gave him a routine he thrived in. In his personal life, Kial enjoys exercise and goes to the gym regularly, so the placement aligned with his passions and meant he had a new space to work out.

Evolve's impact

Compared to his previous work, PureGym was a lot more sociable and it took Kial some getting used to. He found that the regular routine helped establish a perfect blend of his home and work life. He did not see the work as a 'cleaning job' but rather an extension of the housework he would do at home, and completing it was satisfying.

“Upskilling employment schemes can transform the industry by realising untapped potential.”

Now, Kial has transitioned to working at the helpdesk of SBFM's headquarters in Leeds. This head office role provides further learning opportunities and skill development. It has new challenges but a similar social element to his previous PureGym role – greeting people throughout the day and helping with any issues they may have.

Kial's outlook on life has changed too. Previously, he felt stress relating to his upbringing, and he found himself dwelling on the past. Now, he can talk to his mum and train away his stress. In his new work and routine, he's much more relaxed than he once was.

Kial is like so many people in the UK who possess the skills, resilience, determination and potential that the dwindling UK workforce desperately needs. Cleaning can be an entryway into not only a new job, but a new future. If the industry can incorporate upskilling schemes, a whole new workforce awaits.

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Transforming recycling

West One Shopping Centre has partnered with Churchill, Weightron and Carrot to implement a digital waste tracking platform. Hannah Dales, Head of Environment at Churchill Group, explains how the platform offers real-time data collection, improved recycling rates and potential cost savings.

At Churchill, we're always looking for practical, innovative solutions that deliver real results on the ground – and our work at West One Shopping Centre is a great example of that in action.

Located on Bond Street in London, with an annual footfall of 22m, West One is a busy and high-profile retail destination with complex operational needs. Managing waste for a site like this isn't easy. Multiple retailers, high volumes of foot traffic, diverse waste streams and physical constraints behind the scenes all make consistent waste segregation challenging. Yet getting this right is crucial to reduce environmental impact and also to manage costs, improve reporting and ensure compliance with new legislation.

Why we needed change

Before this project, waste management at West One faced issues common across the retail sector. Inconsistent waste reporting made it difficult to measure true volumes or benchmark performance. Without clear data, it was hard for the management and retailers to identify opportunities to reduce contamination or improve recycling rates.

Multiple tenants also made fair cost allocation tricky. Contamination in shared bins could result in charges being passed onto tenants who were doing the right thing, causing frustration and limiting buy-in.

At the same time, retailers were under growing pressure to improve sustainability credentials, both to meet their own corporate ESG goals and to satisfy increasingly environmentally conscious customers. All this was set against the backdrop of the Simpler Recycling legislation, which mandates consistent separation of waste streams across the UK. West One got ahead of these requirements, not just to ensure compliance, but to demonstrate leadership in sustainable retail.

Simpler Recycling, introduced by DEFRA, requires businesses to segregate waste into defined streams – including dry mixed recycling, paper and card, food waste and general waste – using dedicated containers to reduce contamination. It's a major shift designed to improve the quality of recycling across the country.

For a multi-tenanted site like West One, this created an urgent need for a clear, fair and easy-to-use system. We knew that simply asking retailers to do better wouldn't work unless they had the right tools, training and incentives in place.

Collaborating for success

That's why our approach focused on genuine partnership

and shared goals. Churchill worked closely with the landlord and waste data technology company Carrot to design a solution tailored to the centre's specific challenges.

Our first step was a thorough review of waste management processes. We analysed individual retailer waste flows, identified common contamination risks and assessed physical constraints such as narrow back-of-house corridors and limited storage space. We wanted to understand where waste was being generated, how it was being handled and what barriers existed to better segregation.

We engaged directly with retailers, listening to their concerns and practical limitations. This collaborative approach built trust and made it easier to secure their buy-in when new processes were introduced.

We also worked closely with Veolia, West One's waste management partner, right from the start. By involving them early, we ensured they could handle the new segregated waste streams effectively and that all our data stayed aligned. This kind of supplier collaboration is essential to making change stick.

Digital innovation at the heart of the strategy

A central pillar of the project was the introduction of the Carrot digital waste management platform. This system, proven in retail parks in Norway, combines intuitive software with integrated weighing hardware (Weightron scales).

Here's how it works in practice at West One: when retailers dispose of waste, they use a digital scale with a touchscreen interface to register the type and weight. The data syncs automatically to the Carrot dashboard in real time, both for the operations team and for individual retailers.

This delivers several major benefits:

- **Transparency:** each retailer sees their own data on waste volumes, recycling rates and categories.
- **Accountability:** clear tracking reduces disputes about contamination charges.
- **Competition:** by introducing a 'leaderboard' mentality, retailers are encouraged to improve recycling rates.
- **Reporting:** the landlord can easily access detailed data for sustainability reporting, helping meet ESG targets and investor expectations.

We also made sure the technology was accessible and easy to use. In fact, every participating tenant said the instructions and display were easy to understand. This level of user satisfaction has been critical in building lasting engagement and changing habits on the ground.

Education and engagement

Technology alone isn't enough. We knew that success depended on changing behaviours across the site. That meant investing in training and communication.

We ran a dedicated retailer engagement programme to explain the new system, using clear educational materials and visual aids. Every retailer was trained on how to use the platform and encouraged to share that knowledge with their teams, so the burden didn't fall on a single staff member.

Churchill's on-site waste champion also ran a work shadowing and training programme, identifying real-world challenges in back-of-house and kitchen operations. This hands-on approach was critical for uncovering the small but significant barriers that often lead to contamination and waste going to landfill.

Real results on the ground

Since launching the Carrot platform in December 2024, we've seen consistent and measurable improvements. Coffee cup recycling alone rose from just 0.0093 tonnes in April 2025 to 0.28 tonnes in May 2025, after retailers like ITSU, Pret, McDonald's and HOP Vietnamese redirected items such as soup pots, sushi boxes and ice cream cups into the correct recycling stream.

Mixed recycling volumes increased by 47% since the project began, while food waste recycling rose by 20%. Most impressively, general waste has been reduced by over 40%, saving around £1,500 per month in waste management costs.

For a centre with 22m annual visitors, that represents a significant environmental and operational impact. The project has also delivered a cultural shift among retailers, who now see waste segregation as a shared environmental mission rather than a compliance obligation.

This work aligns with broader sustainability frameworks, supporting progress toward the United Nations Sustainable Development Goals by promoting responsible consumption and production practices.

Financial and operational benefits

Beyond the obvious environmental wins, this project demonstrates that sustainability and cost savings can go hand in hand. The entire programme was funded via the service charge, with an annual cost of around £9,000 – equivalent to just six months' savings of the previous annual waste budget.

In the longer term, accurate tracking and reduced general waste can also support eligibility for green tax incentives or sustainability grants from local or national government. This will help the landlord and its tenants strengthen their business case for further investment in sustainable practices.

That kind of ROI is compelling. It shows that with the right approach, investing in better waste management isn't a cost burden, but an opportunity to drive long-term savings, meet compliance requirements and strengthen relationships with tenants.



Leading the way for retail sustainability

We believe this approach is scalable. There's potential to roll this out across other retail schemes, estates and office buildings, replicating the environmental, operational and financial benefits we've seen at West One.

Of course, waste management is never a one-time fix. We're committed to continuous improvement, exploring new waste streams such as straws and coffee grounds, and helping retailers maintain momentum.

We're determined to keep driving that change by supporting our customers, protecting the environment and showing that sustainability is simply good business.

www.churchillservices.com

Understanding innovation and **best practices**

Jen Bates, Sector Managing Director – Retail at OCS UK & Ireland, discusses contract cleaning in retail spaces, and why hygiene is so important in a post-pandemic landscape.

Maintaining an inviting, hygienic and safe environment is vitally important for retailers. Today's customers expect pristine store floors and spotless facilities. For facilities management (FM) providers, they must strike the balance of delivering consistent results whilst adopting innovative technologies, all whilst controlling the budget. The evolving demand within this sector is driving significant changes in how FM providers are approaching contract cleaning.

Post-pandemic retail cleaning

Largely, this change lies in the aftermath of the COVID-19 pandemic. The events of the early 2020s fundamentally shifted the public's perception of cleanliness, and today it's now a key factor in customer decision-making. **Research in 2022** found that 58% of shoppers have changed their habits due to how unsafe they believe the shops to be, highlighting a greater need for businesses to demonstrate excellence in hygiene.

Although sanitisation levels required during the height of the pandemic have relaxed significantly, visible cleaning activities have become a permanent fixture. For example, at OCS we heighten the visibility of our cleaning teams during peak traffic periods.

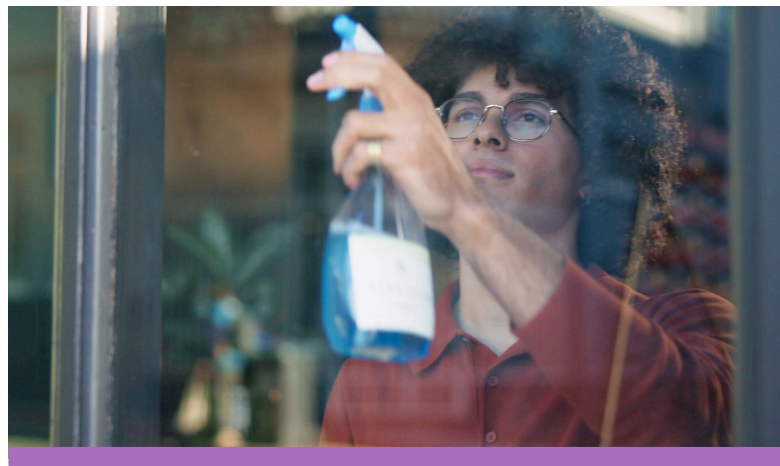
Leveraging technology

To achieve best practise for contract cleaning, FM providers are increasingly turning to data-driven solutions and innovative technologies to optimise cleaning efficiency. Occupancy and Internet of Things (IoT)-enabled sensors can monitor foot traffic patterns, helping to identify areas of high traffic during peak trading times.

Taking advantage of geo-tagging systems can further enhance operational efficiency for cleaning. By tracking the movements of colleagues, FM providers can not only identify inefficiencies, but they can adjust cleaning schedules and zones to improve performance in real-time. For instance, cleaners might unknowingly lose up to 30 minutes of their shift traveling unnecessarily between areas.

At OCS, we strive to stay ahead of the curve, harnessing emerging technologies to provide personalised, efficient and immersive retail experiences. By adopting targeted interventions, such as geo-tagging technology, FM providers can significantly enhance productivity, whilst bringing operational costs down.

Autonomous robotics and cobotics are also having a notable contribution to cleanliness, particularly in large-scale retail environments such as DIY and food retailers. Automated floor-cleaning machines, which can handle routine tasks, are not only improving the efficiency of



cleaning rates, but they're reducing the physical strain on cleaning teams, fostering a healthier workforce.

It's not surprising the adoption rate of this technology is growing. In 2023, it was **estimated** that the global robot cleaning market is set to increase massively by 2030. As businesses continue to seek ways to reduce operational costs whilst maintaining high standards, expect to see more cobotics gracing shop floors in years ahead.

Looking ahead

The future of contract cleaning for retailers lies in the seamless integration of technology, tailored services and a customer-centric approach. As FM providers continue to embrace the benefits of innovative technologies, they must be adaptable to the evolving needs of their customers whilst being vigilant to market trends.

Additionally, the growing emphasis towards the use of sustainable cleaning products and practices present a real opportunity for FM providers to adopt green cleaning practices to make a lasting impact. Using eco-friendly products, minimising water and chemical usage, and investing in energy-efficient technologies can help both FM providers and retailers meet their sustainability goals whilst enhancing their brand reputation at the same time.

As customers continue to value cleanliness as a vital component of their shopping experience, the role of FM providers in shaping this experience cannot be overstated. Contract cleaning should not just be solely focused on maintaining hygiene. Through leveraging smart technologies and establishing cleaning teams as a core aspect of a retailer's facility management, this service will create environments that inspire satisfaction and loyalty.

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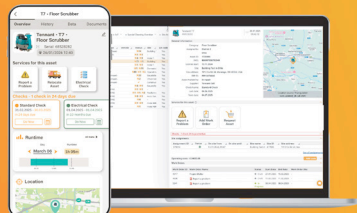


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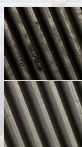
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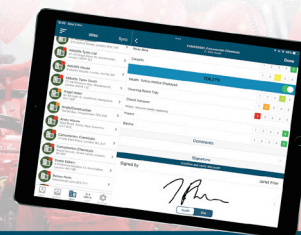
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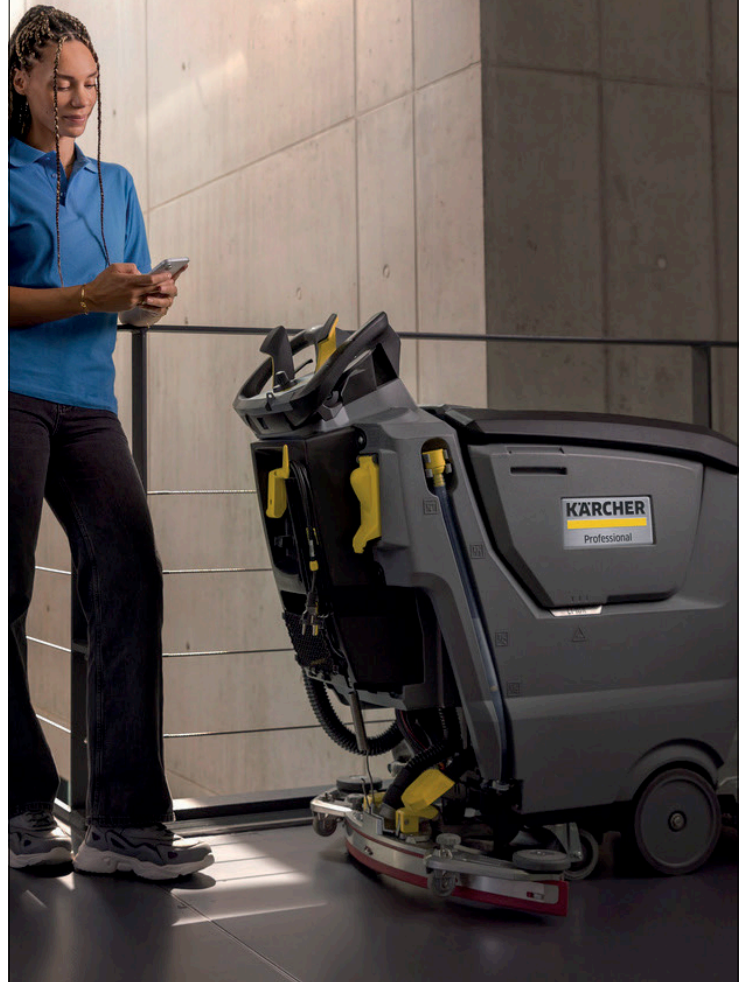


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<https://kennedy-hygiene.com/>

FLOOR CLEANING MACHINES

www.karcher.co.uk
www.duplex-cleaning.com
www.tennantco.com
www.nilfisk.co.uk

FLOORCARE

www.britanniagroup.co.uk
<https://chicopee.com/en-eu/>
www.duplex-cleaning.com
www.floorbrite.co.uk
www.karcher.co.uk
www.syrcclean.com
www.nilfisk.co.uk
www.tennantco.com
www.rotowash.com
www.vileda-professional.com

FLOOR PRODUCTS

<https://chicopee.com/en-eu/>

FLOOR FINISHES

www.karcher.co.uk

FOOD HYGIENE

<https://kennedy-hygiene.com/>
www.trojanbins.com

GRAFFITI REMOVAL

www.britanniagroup.co.uk
www.karcher.co.uk

GREEN PRODUCTS

www.bio-productions.com
<https://chicopee.com/en-eu/>
www.greenwashrooms.co.uk
www.metsagroup.com/katrin
<https://kennedy-hygiene.com/>
www.pmcpolythene.co.uk

GUNS AND LANCES

www.gspen.co.uk

GREEN CLEANING

www.floorbrite.co.uk

HAND CLEANERS

<https://kennedy-hygiene.com/>

HAND WASHING & OCCUPATIONAL SKINCARE

<https://kennedy-hygiene.com/>

HEALTHCARE & HYGIENE

www.floorbrite.co.uk



HOSPITAL & HEALTHCARE PRODUCTS

www.karcher.co.uk
<https://kennedy-hygiene.com/>
www.pmcpolythene.co.uk
www.metsagroup.com/katrin
www.trojanbins.com

HOSPITAL & HOUSEKEEPING PRODUCTS

www.brightwell.co.uk
www.karcher.co.uk
www.robert-scott.co.uk
www.trojanbins.com
www.vileda-professional.com

HOUSEKEEPING & LAUNDRY

www.brightwell.co.uk
www.pmcpolythene.co.uk

HOUSEKEEPING PRODUCTS

www.floorbrite.co.uk
www.pmcpolythene.co.uk
www.trojanbins.com

HYGIENE BRUSHWARE

www.wsbrushes.co.uk

HYGIENE PRODUCTS

<https://kennedy-hygiene.com/>
www.metsagroup.com/katrin

INDUSTRIAL CLEANING MACHINES

www.karcher.co.uk
www.nilfisk.co.uk
www.tennantco.com

INDUSTRIAL CLEANING PRODUCTS

www.chicopee-europe.com

INFANT CHANGING FACILITIES

<https://kennedy-hygiene.com/>

INSURANCE SERVICES FOR THE CLEANING INDUSTRY

www.darwinclayton.co.uk

JANITORIAL PRODUCTS

www.bio-productions.com
www.pmcpolythene.co.uk
www.trojanbins.com

https://kennedy-hygiene.com/ JANITORIAL SERVICES

www.vileda-professional.com

JANITORIAL SUPPLIERS

www.bio-productions.com
www.pmcpolythene.co.uk
www.metsagroup.com/katrin
www.robert-scott.co.uk
www.wsbrushes.co.uk

LAUNDRY DOSING PUMPS

www.brightwell.co.uk

LITTER/RECYCLING BINS

www.trojanbins.com

MICROFIBRES

www.karcher.co.uk
www.fullcleancentre.com
www.vileda-professional.com

MOPS, BRUSHES & SQUEEGEES

www.robert-scott.co.uk

OUTSIDE CLADDING CLEANING

www.britanniagroup.co.uk

OFFICE CLEANING

www.floorbrite.co.uk

PEST AND BIRD CONTROL SERVICES

www.pestcontrolservices.co.uk

PAPER DISPOSABLES

www.lucartgroup.com
www.fourstonespapermill.co.uk
www.startissueuk.co.uk

PRESSURE WASHERS & EQUIPMENT

www.dualpumps.co.uk
www.karcher.co.uk
www.nilfisk.co.uk

PRESSURE WASHERS, ACCESSORIES & SPARES

www.dualpumps.co.uk
www.gspen.co.uk
www.karcher.co.uk

PR & MARKETING SERVICES

www.cbipr.com

PUMPS & COMPONENTS

www.dualpumps.co.uk
www.interpump.co.uk

REFUSE/POLYTHENE SACKS

www.pmcpolythene.co.uk
www.rpc-bpi.com

REFUSE SACKS & HOLDERS

www.pmcpolythene.co.uk

RETAIL AND OFFICE CLEANING

www.britanniagroup.co.uk

RIDE ON FLOOR CLEANING MACHINES

www.karcher.co.uk
www.nilfisk.co.uk
www.tennantco.com

SALE OF EQUIPMENT

www.f-w-c.co.uk

SANITARY DISPOSAL BINS

<https://kennedy-hygiene.com/>

SCRUBBER DRYERS

www.rotowash.com
www.karcher.co.uk
www.nilfisk.co.uk
www.tennantco.com
www.killis.co.uk

SOAP & PAPER DISPENSERS

www.brightwell.co.uk
<https://kennedy-hygiene.com/>

SPRAYERS & DISPENSERS

www.brightwell.co.uk
www.robert-scott.co.uk

SUSTAINABILITY

www.lucartgroup.com
www.metsagroup.com/katrin
www.startissueuk.co.uk

STEAM CLEANING

www.duplex-cleaning.com
www.karcher.co.uk
www.nilfisk.co.uk
www.steamcleanuk.com



SWEEPERS

www.karcher.co.uk
www.nilfisk.co.uk
www.tennantco.com

TRAINING & EDUCATION

www.3ees.uk.com
www.bics.org.uk
www.britanniagroup.co.uk
www.f-w-c.co.uk
www.prochem.co.uk

TUB & CANISTER VACUUMS

www.karcher.co.uk
www.nilfisk.co.uk
www.tennantco.com

UPRIGHT VACUUMS

www.karcher.co.uk
www.nilfisk.co.uk
www.tennantco.com

VACUUM CLEANERS

www.dualpumps.co.uk
www.karcher.co.uk
www.killis.co.uk

VACUUM CLEANERS & ACCESSORIES

www.gspen.co.uk
www.karcher.co.uk

WASHROOM HYGIENE

www.bio-productions.com
www.brightwell.co.uk
www.britanniagroup.co.uk
www.plastics.co.uk
www.mirius.com
www.pmcpolythene.co.uk
<https://kennedy-hygiene.com/>
www.trojanbins.com

WASHROOM HYGIENE PRODUCTS & EQUIPMENT

www.baywesteurope.com
www.brightwell.co.uk
www.lucartgroup.com
www.metsagroup.com/katrin
<https://kennedy-hygiene.com/>
www.startissueuk.co.uk

WINDOW CLEANING

www.britanniagroup.co.uk
www.f-w-c.co.uk
www.floorbrite.co.uk

WILDLIFE MANAGEMENT

www.pestcontrolservices.co.uk

WINDOW CLEANING KITS

www.fullcleancentre.com
www.robert-scott.co.uk

WINDOW CLEANING POLE

www.fullcleancentre.com
www.f-w-c.co.uk

WIPES

<https://chicopee.com/en-eu/>
www.vileda-professional.com

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