Tomorrow's Cleaning

November 2026



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Tork, an Essity brand

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Editor's Voice



With spooky season coming and going at breakneck pace, the Holiday season is in full swing. The shops are filled with seasonal schlock, the temperatures are plummeting and mornings and evenings are getting darker. There's not a huge amount of time left for the year, but there's still plenty of time for the cleaning industry to shine as we head to Christmas.

In the November edition of Tomorrow's Cleaning we take a look at Paper & Disposables, as Essity's Jeremy Bennett looks at different ways the hospitality sector can reduce their use of large quantities of paper wipers, napkins, hand towels and loo rolls. Northwood's Paul Mulready talks to us about what to look for when choosing a partner for your washroom's disposables, and we learn more about the expanded rMicrofibre range from Chicopee.

In our Cleaning Chemicals & Dosing Equipment section, SEKO give us more information about the chemical dosing and dilution systems which are keeping the world clean, while Fenton Packaging Solutions partners with Quadpack to bring UN-approved Bag-In-Box solutions to the cleaning and hygiene sector.

Finally, in our Floorcare & Maintenance section, ToolSense's Alexander Manafi reveals why utilisation decides whether a robot's ROI promise holds, and how daily care, documentation and a neutral fleet view can keep it on track, while we also find out more about Tennant's new X16 SWEEP.

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

MJW

Martin Wharmby, Editor

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CHSA members at the heart of ad campaign

The Cleaning & Hygiene Suppliers Association (CHSA) has launched a new advertising campaign which demonstrates the commercial value of membership.

With members front and centre, the campaign features manufacturers and suppliers explaining what CHSA membership means to them and, importantly, their customers.

Focused on the simple proposition – 'Our Standards. Your Guarantee' – the campaign showcases the role of the CHSA's Accreditation Schemes in providing independently verified assurance. This helps members differentiate themselves in the market and gives customers greater confidence in their purchasing decisions.

For Evans Vanodine, membership helps reinforce trust in its products. Nicky Biggart, UK & European Sales Manager at Evans Vanodine, said: "We are a proud member of the CHSA. The Scheme helps protect trust in our products and means customers can make confident buying decisions."

The campaign also highlights how membership can help businesses demonstrate they compete on quality, innovation and responsible business practices, rather than simply on price. Alastair Scott, Sales Director at Robert Scott, commented: "In a cost-driven market, CHSA membership is a guarantee costs are driven down by innovation and efficiency, not by cutting corners or unethical supply chains."

For customers, the value is equally clear. CHSA Accreditation provides reassurance suppliers are committed to standards which are independently verified and commercially relevant, helping to reduce purchasing risk. Alex Dyson, Managing Director of Greyland, explained: "Customers want reassurance suppliers are ethical, transparent and committed to quality. CHSA membership helps provide that assurance."

Customers also want confidence in their supply chains, and CHSA Accreditation delivers exactly that. Stuart Berry of International Tissue Company added: "Our customers can buy with confidence when they see the CHSA mark. It embodies our commitment to transparency, reliability and quality."

The new campaign is part of a wider CHSA programme focused on demonstrating the value the Association creates for its members. The CHSA's value proposition centres on four areas: strengthening competitive advantage, supporting business growth, representing members' interests and providing opportunities to engage and support employees.

For distributors, this includes supporting business growth through customer confidence in Accredited suppliers, sales opportunities, stronger market positioning, strategic networking and market intelligence. For manufacturers, the focus includes competitive differentiation, price justification, protection from unfair competition, greater market access and opportunities to develop stronger relationships with distributors and end users.

Nick Thompson, Chairman of the CHSA, revealed: "Membership must create value for our members. Putting members front and centre so they explain the value of membership in their own words really emphasises our relentless focus on delivering clear commercial benefits to our members and their customers."

www.chsa.co.uk

ASSIST FM joins the BCC

The British Cleaning Council (BCC) has welcomed ASSIST FM as its latest member, saying the addition will strengthen the cleaning, hygiene and waste sector's voice.

There is considerable synergy between the BCC and ASSIST FM, and the move will support the BCC's role as the voice of the UK's £72bn cleaning, hygiene and waste sector.

ASSIST FM is a non-profit association representing facilities management services across all 32 Scottish local authorities, so it has an extensive Scottish network.

It promotes good practice, service improvement and professional development and is committed to supporting the people who deliver essential public services and keep buildings and services running for local communities.

In 2024, ASSIST FM worked with BCC member the British Institute of Cleaning Science (BICSc) to establish a cleaning scholarship, creating development opportunities for future leaders in local authority cleaning services.

Beyond training, ASSIST FM's Cleaning with Class group helps council members share good practice, understand legislative implications and explore innovations, technology and new methods.

David Garcia, Chair of the BCC, said: "We warmly welcome our newest member. Together, ASSIST FM and the BCC have an even stronger platform to champion cleaning professionals in Scotland and across the UK.

"Like cleaning teams across the sector, ASSIST FM's cleaning staff play a vital role keeping people safe and well and contributing to the nation's health and wealth, often without receiving the recognition their skill and commitment deserve.

"Through stronger Scottish representation, we can make that contribution more visible and bring more frontline experience into the wider conversation about the UK sector's future. Our shared priorities include developing skills, supporting recruitment, improving standards and ensuring cleaning is recognised as essential work, so there is considerable synergy.

"ASSIST FM also brings knowledge, relationships and practical achievements which will greatly help us in our drive to achieve our aims. Its work in the cleaning sector has helped demonstrate the sector's professionalism and highlights the potential for rewarding industry careers.

"The scholarship illustrates what partnerships can achieve and that collaborative approach fits naturally with the BCC's belief in working together to advance the industry. We look forward to working together."

Nicky Joiner, Chair of ASSIST FM, added: "We are delighted to join the BCC and are excited by the opportunity to give Scotland's local authority cleaning services a stronger voice.

"Through our Cleaning with Class sub-group and cleaning scholarship programme, we're proud to share our experience and eager to learn from fellow members. Together, we can raise standards, develop skills and champion the essential contribution of cleaning teams."

www.britishcleaningcouncil.org

Churchill Group celebrates financial freedom

Three years after transitioning to an employee-ownership model, Churchill Group has fully repaid the loan that was taken out to fund the purchase of the shares on behalf of the Employee-Ownership Trust (EOT).

This is commonly referred to as 'financial freedom' day in the EOT world, as it marks the time when the business has more capital to invest in itself and its people.

As of October 2026, more than 70% of all its employees across all of its specialist businesses are employee owners. Staff turnover reduced by 17% in the last year, while length of service is on an upswing with both management and frontline communities sitting at more than five years.

Churchill Group also launched a Transition Employee Council. The Council has been created to keep employees at the heart of the business, bring employee ownership to life, and provide a clear way to capture and share colleague voice. Committee members will represent wider colleague interests, share insight from across the business, contribute constructively to discussion, and help leadership make better informed decisions for the benefit of colleagues, clients and the future of the company.

www.churchillservices.com



BICSc hosts successful Home, Life & You sessions

Experts from The British Institute of Cleaning Science (BICSc) hosted knowledge sharing sessions and industry-leading discussions disclosing top tips, trends, home hacks and more at this year's Home, Life & You Show.

The team from BICSc hosted the Home Stage at the event which welcomed a diverse range of expert speakers, authors, practitioners and inspirational presenters, all offering practical advice and real-life experiences to attendees.

During the two-day event, BICSc led sessions and facilitated engaging panel discussions featuring experts, keynote speakers and content creators at the popular show staged at Excel, London in October.

The Home Stage focused on practical household topics, including home improvements, laundry management, floorcare, cleaning products and everyday home organisation, alongside brand demonstrations featuring the latest products available in the marketplace.

BICSc Group Managing Director, Neil Spencer-Cook, said: "It was a pleasure to hear insights from such a diverse range of speakers and panellists. The event also provided a valuable opportunity for BICSc to share our professional expertise with a consumer audience."

BICSc's exhibition stand, located next to the Home Stage, featured expansive graphic displays to help visualise and highlight how to clean different areas of the home with appropriate colour-coded cloths designated to use in each different living space. Event visitors were invited to take turns to 'spin the wheel' at the BICSc stand, with the chance to take home their own set of colour-coded training cloths.

The on-stand interactive activity proved phenomenally popular as visitors spun the wheel and then had the opportunity to identify where the corresponding colour-coded cloth should be used in a specific setting. The fun element helped to reinforce the message from the BICSc team, who highlighted how using the BICSc colour-coding system ensures safe, hygienic, effective cleaning. Savvy spinners who answered correctly and identified which area of the home required cleaning with which colour-coded cloth received a pack as a prize.

Neil added: "Engaging and educational, the activity was designed to raise awareness of the importance of colour-coding in cleaning environments and demonstrate how it helps reduce cross-contamination, minimising the spread of germs and bacteria.

"BICSc prides itself in bringing together likeminded individuals who want to celebrate the cleaning industry and ensure effective and efficient cleaning takes place in all environments, to keep the cleaning operative and anyone using an area safe. This show was the perfect platform to get our message across to thousands of consumers.

"Throughout the two-day event, the team had numerous positive, engaging conversations with visitors, helping them understand how colour-coding can improve hygiene standards and support safer, healthier environments in everyday life."

BICSc is the largest independent, professional and educational body in the cleaning industry. Established over 60 years ago, the Institute's mission is to raise the standards of education and to build awareness of the cleaning industry through professional standards and accredited training.

www.bics.org.uk

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Place your bets and stack AI odds in Las Vegas



Ceris Burns, one of the UK cleaning industry's best-known voices on artificial intelligence (AI), is heading to Las Vegas this month to help contractors from around the world get more out of AI and waste less money on it.

Ceris will deliver a speaker session on the final morning of Contracting Success 2026 (CS26). The annual event of the Building Service Contractors Association International (BSCAI) runs from 17-19 November at the Mandalay Bay Resort and Casino, Las Vegas, Nevada. This year, BSCAI is hosting the World Federation of Building Service Contractors (WFBSC) Global Executive Congress alongside CS26, bringing international leaders and industry professionals together.

Her session, 'Are You Investing in the Wrong AI?', starts at 9.10AM on Thursday 19 November. Since this is Vegas, she is running it as a roulette table. The AI you can see, like robots, sensors and smart buildings, sits on red. The AI you can't see, like ChatGPT, Copilot and their rivals, sits on black.

Ceris said: "Most of our industry has stacked its chips on red, and I understand why. You can put a robot in your client's lobby and it looks fantastic in the brochure. You can't put a chatbot in the lobby. My tip is free – it's not red or black. It's both, but the order matters."

Ceris will take the room through early results from CBAi's AI Readiness Scorecard, completed by industry professionals at events across the UK and Europe this year. Seven in 10 have no formal AI policy or only part of one. 81% aren't confident their team can write effective prompts, and just 23% scored as AI Ready.

Ceris continued: "Use is running ahead of the rules. People try it, type one line, get something bland back and decide AI doesn't work. It does work. Nobody showed them how."

Delegates will also see live examples of everyday AI used on real cleaning jobs. In one, a 5AM sick call gets cover found and messages drafted in English and Spanish in under two minutes, with a person in charge throughout. In another, a cleaner's phone photos are checked against the site spec so supervisors can see which site needs a visit first.

Ceris added: "With the Formula 1 Las Vegas Grand Prix grandstands going up on the Strip, it's a good reminder that the fastest car doesn't win with a driver who hasn't practised. Whichever way you bet, AI only pays off if your people know how to use it."

Directly after her keynote, Ceris chairs the Technology Leadership Panel: Disruption, Risk and Opportunity in the Digital Age. The panel brings together three continents and both sides of the technology conversation:

- **Tanja Čujić**, CEO and Managing Partner of Berlin-based Čujić Gebäudedienste and a board member of the German building service contractors' association.
- **Dominic Drumm**, founder and Managing Director of New Zealand's Westferry Property Services.
- **Janelle Bruland**, founder and CEO of MSNW Group, providing facilities services across the Pacific Northwest, USA.

The panel will explore how cleaning and facility services businesses around the world are using technology and AI, what's working, what to watch out for and where the next opportunities lie.

Ceris stated: "I'm not a techie; I come at this from the business side. So I'm delighted to share the stage with three business leaders in facilities services who've invested in technology in very different markets. Between them, they'll bring real-world experience the whole room can learn from.

"It's a privilege to fly the flag for the UK industry on a world stage. If every professional in that room goes home with one job to hand over to AI, one good prompt saved and one thing to try on Monday, it will have been a good morning's work."

Ceris is Founder and Managing Director of CBAi, which provides AI training and consultancy for the cleaning, facilities management and environmental services sectors.

www.cbai.co.uk



www.killis.co.uk









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Green Loop delivers at top London Music Festival

The Green Loop closed loop end of life recycling solution from paper hygiene products manufacturer Northwood was used at a key UK music event this summer.

Green Loop successfully collected over 500,000 used paper hand towels which would otherwise not have been recovered for recycling.

Northwood collaborated with cleaning service supplier and contractor Nu Group, waste collection provider B-Sure Recycling and end user BST to recycle over 790kg of hand towels at American Express presents BST Hyde Park – a major festival, which brought thousands of attendees together for eight days of live music.

Green Loop supported American Express presents BST Hyde Park in meeting its commitment for all waste to be either recycled, composted or processed through waste-to-energy by collecting the hand towels and recycling them back into new paper hygiene products.

Helping the whole event to operate more sustainably, the project engaged with attendees and encouraged them to be more mindful when disposing of hand towels. Festival-goers simply disposed of used hand towels in dedicated collection bins, whilst the cleaning teams incorporated the waste into their existing routines, ready for collection by Northwood's third-party waste partner B-Sure Recycling.

American Express presents BST Hyde Park enabled segregation at source, NU Group incorporated collection into its existing cleaning operations, B-Sure Recycling collected and weighed the material, whilst Northwood returned the recovered fibre into its recycling and paper manufacturing operations.

The project achieved some impressive key, measurable outcomes, which included a potential carbon reduction of 0.61tCO_2e.

Northwood's Life Cycle Assessment shows recycling the hand towels through Green Loop leads to a 38% reduction in carbon emissions compared with traditional disposal routes, highlighting the benefit of retaining valuable fibre within the circular economy.

Green Loop is typically used in conventional washrooms, rather than mass public events, where people may not follow the guidance on how to dispose of waste. However, only 25 kilos of paper were lost due to contamination.

After the success of this project, Green Loop will be used at another large-scale event at the end of this year.

Suzanne Johnson, Senior Site Manager at LS Events, said: "We were delighted with the results of Green Loop. The service was incredibly straightforward to facilitate within our existing event operations, with 790kg of used hand towels recycled back into paper hygiene products.

"We were pleased with the low levels of contamination in the material collected. At an event of this scale, seeing the public engage with the system and correctly dispose of their used hand towels was encouraging and reflected growing awareness of recycling and more responsible waste choices."

Joel Quick, Sustainability Manager at Northwood, added: "The project demonstrates meaningful sustainability improvements don't always require a completely new system. Sometimes, they come from closer collaboration, better segregation and finding a more circular destination for a material which was already being generated. American Express presents BST Hyde Park had already set the ambition. Green Loop helped to turn that ambition into measurable action."

Green Loop is a comprehensive end to end recycling initiative, which was created to help customers lower their waste footprint by making it easier than ever before to recycle waste products in washrooms.

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The Cleaning Show returns to London in 2027

The Cleaning Show will return to Excel London from 16-18 March 2027, bringing suppliers, buyers and operational leaders together as cleaning teams face rising expectations around hygiene, staffing, sustainability and cost control.

The event will give professionals responsible for cleaning and hygiene the opportunity to compare products in person, test new equipment, hear how other organisations are tackling shared challenges and identify solutions for their own operations.

The 2027 show follows a record London edition in 2025, which welcomed more than 8,000 visitors. Its return comes as the UK cleaning and hygiene sector approaches £72bn in value (British Cleaning Council, 2026), with cleaning recognised as an increasingly important part of infection control, workplace experience, environmental performance and efficient building management.

The 2027 conference programme will cover the economic and regulatory forces impacting the sector, including employment legislation, ESG strategies and net zero commitments.

Panels and keynotes will explore the use of data, software and connected equipment to improve productivity, visibility and workforce management, alongside practical sessions on training, skills development and attracting the next generation of cleaning professionals.

Sustainability and social value will also remain central themes in the 2027 agenda. Speakers here will talk on the impact of environmental regulation, how businesses can involve employees in sustainability work, and the role the sector can play in creating more accessible routes into employment through partnerships with schools and local communities.

The exhibition will feature suppliers across machinery, chemicals, consumables, washroom hygiene, software, robotics and facilities services.

Visitors will be able to assess developments in autonomous equipment, data-led cleaning management, connected washroom systems, sustainable consumables and concentrated chemical systems. Live equipment demonstrations will enable buyers to see how products perform before committing budget or changing established processes.

Confirmed exhibitors for 2027 already include Kärcher, Nilfisk, Numatic, SEBO, Freudenberg Home & Cleaning Solutions, WEPA Professional, Essity, Kimberly-Clark Professional, SC Johnson and Bunzl.

The Cleaning Show will also strengthen its partnership with the British Institute of Cleaning Science (BICSc) for 2027, to support educational content around cleaning science, technical competence, qualifications and workforce development.

Paul Sweeney, Event Director of The Cleaning Show, said: "The cleaning sector is one of the UK's most capable industries, with growing responsibility for public health, sustainability and the experience of buildings used by millions every day.

"The Cleaning Show gives the industry the time and space to build on its own strength. Visitors can see what's new, compare suppliers, learn from people dealing with the same opportunities and challenges, and leave with practical options for their organisations. We look forward to hosting the biggest edition yet in March 2027 and hope to see you there."

For more information and to register your interest to attend, please visit The Cleaning Show website here:

www.cleaningshow.co.uk/london

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.

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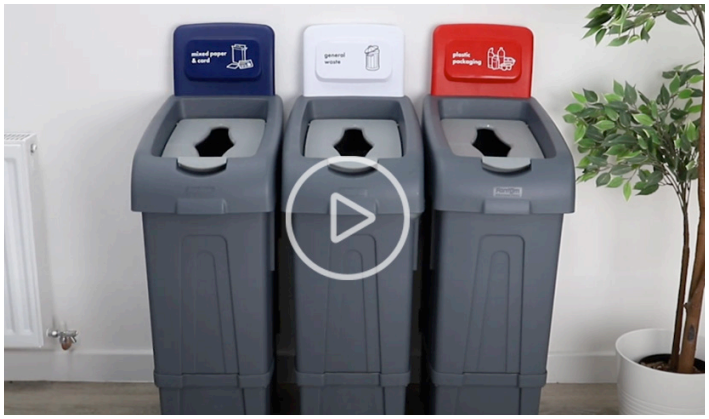
By combining innovation with practical application, Greyland demonstrates how its products deliver powerful results while reducing environmental impact, offering viewers a clear insight into the future of professional cleaning technology.

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



All change at BICSc

The British Institute of Cleaning Science (BICSc) has announced a number of key council changes including its new Chair, who has been joined by new council members.

At the recent BICSc AGM it was all change, as Soo Bartholomew stood down as Chair following her three-year tenure and she was joined by Frank Veneman, who also departed after his triple-year service as an individual council member.

Soo passed on the baton to Yvonne Taylor, who has gone from joining the profession as a cleaning operative to becoming the latest Chair of BICSc Council, demonstrating the wide-ranging opportunities available within the industry. She rose through the ranks having started her career as an operative and pot washer, going on to lead global cleaning operations before taking on her latest role. On being appointed, Yvonne said: "It's an absolute honour."

She revealed one of her key ambitions as Chair is to continue highlighting the value and professionalism of the cleaning industry, adding: "Chairing BICSc represents an opportunity to champion the standards, professionalism and training that has played such an important role throughout my career."



Former Chair Soo stepped down from the position having spent 40 years in the industry, including 35 years of association with BICSc, during which time she said she "had the privilege of training countless cleaning operatives, supervisors, managers and directors", before being elected to the BICSc Council in 2011, which she called "a tremendous honour".

Soo commented: "I have always strived to uphold the responsibilities of the role, promoting BICSc and championing the safety and professionalism of cleaning operatives in everything I do. It has been a privilege to serve as Chair, and I wish Yvonne every success as she takes on the role."

In other BICSc council developments, Gytis Kuliavcevas, Jay Adderley and Stacey McAlister were all voted in by members, with Mike McCarthy returning to reside for another three years.

BICSc Group Managing Director, Neil Spencer-Cook, stated: "We are incredibly grateful for the years of dedication Soo has demonstrated for BICSc, and wish her well in the future as we welcome Yvonne as our new Chair. We look forward to the exciting new developments Yvonne will bring in her role for BICSc and the wider professional cleaning community."

With 80,000 members worldwide, BICSc is the largest independent, professional and educational body in the cleaning industry. Established over 60 years ago, the Institute's mission is to raise the standards of education and to build awareness of the cleaning industry through professional standards and accredited training.

www.bics.org.uk

Environmental Cleaners Military Awards 2026 recognise outstanding contributions

On 22 September 2026, the Worshipful Company of Environmental Cleaners (WCEC) held its annual Military Awards at Drapers' Hall, recognising outstanding contributions to environmental health and wellbeing across the Armed Forces and cadet organisations.

More than 170 guests attended, making it one of the best supported events in the Company's calendar. The Environmental Cleaners were joined by their Military Affiliates: the Royal Army Medical Service, the Royal Air Force Environmental Health Cadre, TS Narvik Bromley Sea Cadets, 75 Detachment (Royal Army Medical Service) Southeast London Army Cadet Force, and 50F (Camberwell & Lambeth) Squadron of the Air Training Corps.

The afternoon also saw the Company welcome two new affiliates, St John Ambulance cadets and the London Scouts, extending its support to even more young people in uniform.

Following lunch and speeches from the Master Environmental Cleaner, Kevin Meighan C.Env.Cln ACA, and Brigadier Vicki Moorhouse, 11 awards were presented:

- Lieutenant Colonel Edward Sellon, Dr Huw Walters and Dr Krishnaa Pandya – Environmental and Social Excellence Award. Recognised for reducing the environmental, financial and administrative cost of managing radiological data.
- Major Ronnie Harley – recognised for a 32-year career, including delivering force health protection training to the Ukrainian Armed Forces.
- Sergeant Kerry-Ann Shuel – recognised for taking on aircraft drinking water purification across the P-8 Poseidon and E-7 Wedgetail fleets.
- Sergeant Kelly Rose – recognised for redesigning the Environmental Health degree assessment framework at the Defence Medical Academy.
- Captain Ciaran Cassidy – Postgraduate Medical Officer Prize.
- Corporal Kirbie Davison – recognised for her outbreak investigation work.



- Cadet Awards – Ordinary Cadet Brooke Spencer, Marine Cadet Max Owen, Cadet Gloria Akinsemoyin and Cadet Corporal Tarigan.

The Environmental and Social Excellence Award was presented for the first time this year. Its trophy, crafted by Linley from waste glass and Thames river shells and mounted on London Plane offcuts, is a striking piece, visually resonant of environmental stewardship.

Among the most moving moments of the afternoon was the presentation of the St John Ambulance Cadet Young Achiever Award to Cadet Amelie Burnside. Amelie helped a frightened young road accident casualty by keeping pressure on his wound under paramedic instruction until they were able to take over.

It was also a day of milestones for the Company's own members. Four new Liverymen were welcomed – Louisa Clarke, James Glass C.Env.Cln, Gareth Leverton and Merci Marosi C.Env.Cln – along with three new Chartered Practitioners – Donivaldo Antonio Lopes de Oliveira C.Env.Cln, Sushma Thapa C.Env.Cln and Jolanta Wayling C.Env.Cln.

The Royal Marines Association Brass Ensemble and Columbus Sandor provided music throughout the afternoon, rounding off a proud and memorable day for everyone involved.

www.wc-ec.com

Welsh cleaning company receives CX Excellence Mark

Commercial cleaning company Mrs Buckét has become the second company in Wales to be awarded the Insight6 CX Excellence Mark, recognising its commitment to customer experience.

The accolade, awarded through the Insight6 CX Excellence Recognition Scheme, celebrates businesses which put customers first, actively listen to feedback, invest in their teams and embed high service standards into everyday practice. Bluestone was the first Welsh company to achieve the award earlier this year.

Mrs Buckét, founded by Rachael Flanagan 21 years ago, has been recognised for demonstrating the high standards and commitment to customer experience required to achieve the mark.

Insight6 is a customer experience specialist with a team covering the whole of the UK and Ireland, working with more than 1,000 businesses to transform the experience of their teams and customers.

Mel Evans, Director of Insight6 South Wales, said: "I'm incredibly proud to award Mrs Buckét with the CX Excellence Mark. They demonstrated everything needed to achieve this recognition, showing a genuine commitment to listening to their customers, investing in their people and continually looking for ways to improve the experience they provide."

Three industry bodies launch global AI Readiness Toolkit

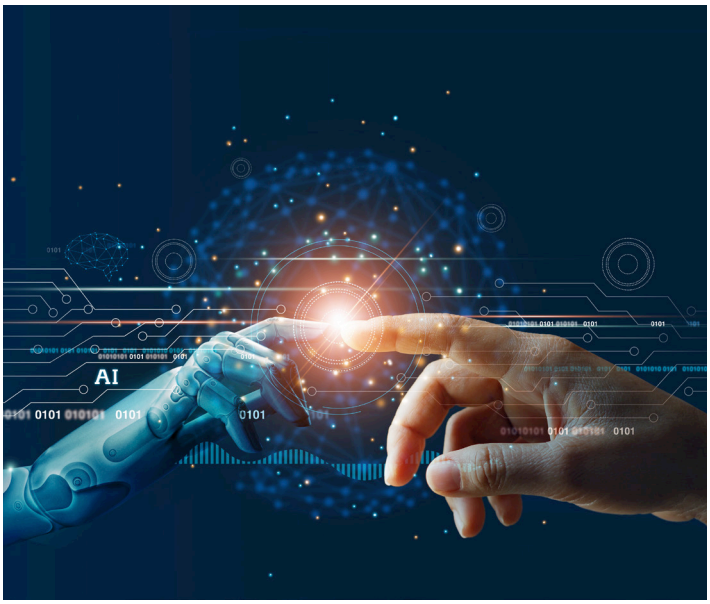
Three leading industry bodies representing the cleaning and FM sectors have launched a new global 'AI Readiness Toolkit' to help businesses navigate the opportunities and challenges of artificial intelligence (AI).

The European Cleaning and Facility Services Industry (EFCI) has partnered with the **World Federation of Building Service Contractors (WFBSC)** and the **Building Service Contractors Association International (BSCAI)** on this new international collection of resources, which offers practical guidance to businesses at every stage of AI development.

The toolkit gives businesses a structured approach to assess their AI readiness, establish appropriate policies and governance, and implement AI confidently and responsibly. The toolkit was developed for the three associations and their members by specialist AI training and consultancy provider for essential industries, CBAi. It reflects the associations' shared commitment to providing practical AI education and resources to support the global cleaning and FM industries they represent.

Avril McCarthy, President of the EFCI, said: "AI adoption will look different from company to company and market to market. What contractors share, however, is the need for trusted, practical guidance. This collaboration allows us to combine expertise and perspectives from across the industry to create resources contractors can adapt to their own organisations."

The AI Readiness Toolkit is designed to support companies at different stages of their AI journey, from organisations just beginning to explore AI to those already incorporating AI-powered tools into their operations. The initial toolkit will include a customisable AI policy template, readiness checklists, a sector-specific prompt library, an AI governance essentials guide and more.



The launch is particularly timely as businesses navigate an evolving regulatory landscape, including the EU AI Act, and face growing expectations around responsible AI use. The toolkit will be available in six languages as a standard offering, and officially launched at EFCI Connect 2026 in October. The initiative will also be highlighted in November during BSCAI's Contracting Success Conference in Las Vegas, which will also host the 2026 WFBSC Congress.

Stan Doobin, CBSE, Chairman and President of the WFBSC, added: "AI is changing the way businesses operate around the world, and the contract cleaning industry is no exception. Our goal is to move beyond simply talking about AI and give contractors practical resources they can put to work in their businesses. By collaborating across organisations and geographies, we can help companies of all sizes approach AI with greater confidence and purpose."

www.efci.eu

www.bscai.org

www.wfbsc.org

SBFM appointed to GCA framework

Soft services cleaning provider SBFM has been named as a supplier on Government Commercial Agency's (GCA) RM6378 Facilities Management and Security Services framework. This strengthens SBFM's ability to support public sector organisations in the UK.

GCA is the UK's central commercial and procurement organisation, connecting public and private sectors to achieve the best outcomes for the UK and its citizens. GCA uses its commercial expertise to create a simpler procurement experience which redirects valuable resources into essential public services – creating value for the nation.

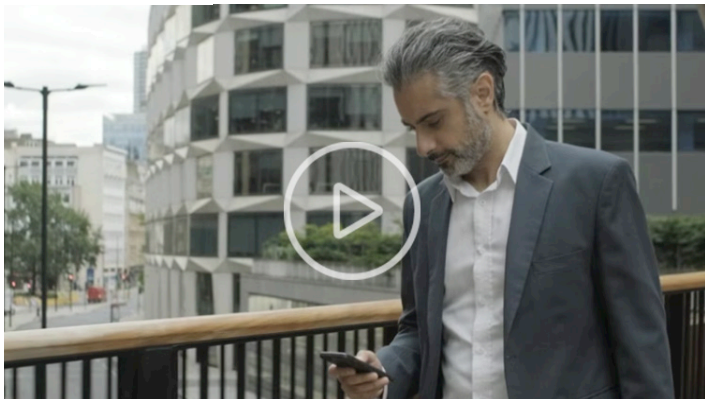
SBFM was appointed across two Lots: Lot 3a Soft Facilities Management £0-£2m average annual contract value, and Lot 3b Soft Facilities Management £2m+ average annual contract value.

Through Lots 3a and 3b, public sector organisations can access SBFM's soft FM services, including cleaning. SBFM has extensive experience delivering cleaning services across retail, corporate, logistics and industrial spaces.

Colin Shute, SBFM Founder, said: "Our appointment to RM6378 is a testament to the extensive work of our team and the specialist capabilities we have been delivering across both the private and public sectors. The framework gives public sector buyers a straightforward route to our soft FM services, and we look forward to building partnerships across it."

VIDEO SHOWCASE

CleanLink Software Ltd



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

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

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

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

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

Full video here

VECTAIR



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

https://www.vectairsystems.com/

Full video here

maximum eco By GREYLAND



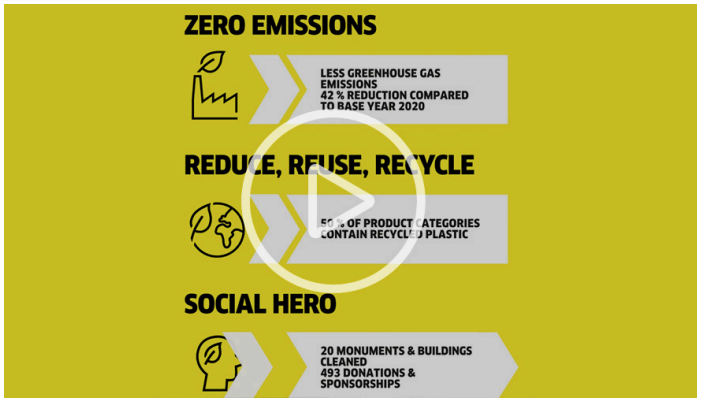
Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance.

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

www.greyland.co.uk

Full video here

KÄRCHER



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

www.kaercher.com/uk/professional

Full video here

Inspiring the future of STEM with new Award

Genesis Biosciences has launched a new award designed to inspire the next generation of scientists.

The Young Scientist of the Year Award challenges secondary school students across Cardiff and the Vale of Glamorgan to investigate how microbiology could help address a real-world challenge of the future.

The competition, which has categories for both GCSE and A-level students, is designed around scientific research, reasoning, evaluation and communication.

Students from participating schools, including Cowbridge School, will be required to identify a meaningful challenge, explore the relevant microbiology and consider a potential solution in a scientific paper or presentation which ultimately answers the questions 'Can microbes change the world?' and 'How could microbiology help solve the challenges of tomorrow?'

Each participating school can submit one finalist in each category. The entries will be assessed by a panel of expert scientists at Genesis Biosciences, with the winners being announced after Easter.

The winning students will be awarded a prize bundle worth over £300 including a Waterstones book voucher to help fund their reading list for sixth form or university, a 12-month subscription to BBC Science Focus magazine and an Amazon voucher.

In addition to the prize bundle, the winners will also be able to visit Genesis Biosciences for an immersive, hands-on day of work experience in its Cardiff facility, learning more about the company's work developing environmentally responsible solutions and building practical experience in applying scientific principles to real-world challenges.

Dr Emma Saunders, General Manager at Genesis Biosciences, said: "As a local biotechnology company, we're committed to investing in STEM education and strengthening connections between schools and the scientific community. Launching our Young Scientist of the Year Award felt like a natural next step in our school outreach programme and we're really excited to see what students in Cardiff and Vale of Glamorgan choose for their contributions for this competition.

"We have designed this competition to encourage the development of scientific curiosity, critical thinking and an understanding of how scientific knowledge can be applied beyond the classroom. The award is a fantastic opportunity to hear from passionate young scientists and hopefully inspire the future of STEM professionals."

Harrisons refreshes brand

Harrisons, a UK manufacturer of nonwoven wipes, has unveiled a new brand identity, strapline and website.

The change marks the next chapter in the company's 135-year history, while staying true to the values which have carried the business through several generations.

The refreshed identity brings an updated colour palette and a cleaner, more modern look across the Harrisons family of brands, including Harrisons Hygiene and Harrisons Industrial. The visual change is deliberately evolutionary rather than a departure: the heritage, the UK manufacturing and the focus on proven quality customers rely on all remain firmly in place.

At the centre of the refresh is a new strapline: 'Set the standard with every wipe'. It reflects Harrisons' ambition to aim high across quality, innovation, sustainability and customer service. It also reflects the people who use the products: the cleaning operatives, engineers, chefs and healthcare workers who are themselves working to set high standards of cleanliness and hygiene, one task at a time. It sets a clear direction for the business – a commitment to keep improving for customers, and something Harrisons has always worked towards throughout its history.

Alongside the strapline, Harrisons has set out a new mission: to set the standard with every wipe by partnering with customers to deliver expert solutions, uncompromising quality and a cleaner world. In practice, that means treating distributors as long-term partners rather than accounts, and backing them with reliable supply, proven quality and expert advice.

USEFUL CONTACTS

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

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Innovative technology for site based businesses

Low impact **cleaning**

We learn more about Evans Vanodine's options for more sustainable and environmentally-friendly cleaning.

The environmental impact of products and processes, and the increasing demands of customers, means businesses are encouraged to adopt more sustainable practices. To help its customers achieve this, Evans Vanodine has introduced an EU Ecolabel range of professional hygiene products.

Assured is a fully accredited, EU Ecolabel-certified range. It has undergone independent verification and aligns with recognised third party, verified, environmental standards.

Evans' Assured range includes a variety of daily use products to cover cleaning schedules aimed at hospitality, tourism and food service sectors. The low dosage concentrates ensure the range is economical in use and, to further reduce impact on environment, the range is complemented by dedicated, reusable, multi-language, trigger sprays.

EU Ecolabel is the official voluntary environmental excellence label launched by the European Commission in 1992. It is internationally recognised and helps consumers identify products and services with a lower environmental impact across their entire life cycle, from raw material extraction to disposal. It also guarantees compliance with legislation on eco-design, sustainability labelling and green claims, which helps prevent greenwashing.

Having the EU Ecolabel logo on products indicates lower emissions, fewer harmful chemicals, more efficient use of resources, and real results. It's a label you can trust to meet strict environmental standards, whilst performing just as well as conventional alternatives.

There are restrictions for eco-labels and certain types of products cannot be included and classified as such. There is no category for disinfectants and biocides and, furthermore, Article 69 of the Biocidal Products Regulation (BPR) states that ecolabels are not allowed on biocidal products. Other products which have no category under ecolabels are air fresheners, drain cleaners, automotive cleaners and mould removers.

Responsible Tourism

As the desire, and need, for responsible and sustainable tourism increases, with travellers choosing it as one of their 'search criteria', many establishments are looking to validation certifications to achieve this. Having a hospitality sustainability certification lets customers know that the venue they are staying in is committed to good sustainability practices.

Third party accreditation schemes within the hospitality industry, such as Green Key, Green Tourism and Green Globe, specify a set of criteria which must be met in order to achieve certification.

These criteria, such as 'At least 75% of chemical cleaning products used for routine cleaning have a recognised eco-label' and 'Concentrated chemical cleaning products and safe dilution system are used for routine cleaning' should be adhered to and maintained through rigorous documentation and frequent audits. Using Evans EU Ecolabel Assured Range, together with safe and accurate dosing systems, will help support businesses applying for these hospitality accreditations.



For areas which require heavy duty cleaning, such as toilet descaling, or where disinfection is necessary and 'the disinfection cannot be replaced by other methods', alternative cleaning products will be required. Periodic cleaning can be carried out with products which are not eco-certified, but establishments are encouraged to utilise concentrated chemicals, 'received concentrated and diluted on-site' and 'to prevent overuse of chemicals and to ensure proper calibration for effective and efficient cleaning, automatic dosing systems are preferred'.

Using Evans' Assured range alongside its e:dose super concentrate range ensures all areas of the cleaning and hygiene schedule are covered, whilst keeping impact on the environment to a minimum. Assured will clean a variety of daily surfaces and then products such as EC4 Sanitiser and EC9+ Washroom, which are both bactericidal, and EC10 Toilet, a dedicated periodic toilet cleaner, can be used to ensure businesses stay within the schemes' parameters and maintain accreditation.

Both Assured and e:dose concentrate ranges are complemented with reusable trigger sprays, to help reduce single use plastic. The ranges can be dosed through a variety of auto, water-fed and manual dosing systems which Evans Vanodine also offer.

To view both of Evans Vanodine's low impact ranges, visit their website:

www.evansvanodine.co.uk.

Evans Vanodine
EST. 1919

EU Ecolabel
www.ecolabel.eu

Responsible Tourism

Using Evans EU Ecolabel Assured products alongside our e:dose super concentrate disinfectants ensure businesses meet criteria set by third-party accreditations within the hospitality industry.



Assured RANGE



e:dose

Discover how Evans Vanodine's cleaning solutions can help your business meet environmental accreditations.

Speak to our team today on sales@evansvanodine.co.uk

A massive new ASSIST

David Garcia, Chair of the British Cleaning Council (BCC), welcomes ASSIST FM as they strengthen the Council's voice in Scotland and across the UK.



We were delighted recently to welcome ASSIST FM as our 21st member, strengthening our connections in Scotland and the BCC's ability to speak up for the cleaning and hygiene sector across the UK.

Every addition to our ranks strengthens the collective voice of the £72bn cleaning, hygiene and waste industry. ASSIST FM's membership is particularly welcome because of its extensive Scottish network and its commitment to supporting the people who deliver essential public services.

A non-profit association representing facilities management services across all 32 Scottish local authorities, ASSIST FM promotes good practice, supports service improvement and encourages professional development. Its members bring practical experience of keeping buildings and services running for communities throughout Scotland.

For the BCC, this creates an opportunity to deepen our understanding of the priorities facing Scottish cleaning teams and employers. Closer connections with those delivering services will help us reflect their experiences more effectively in our campaigning, communications and discussions with decision makers.

A nationwide voice must be informed by experiences from across the country. Scotland's perspectives deserve to be heard clearly alongside those of colleagues elsewhere in the UK. Welcoming ASSIST FM will strengthen that representation and help us build a fuller picture of the challenges and opportunities facing our industry.

It also offers opportunities to share ideas in both directions. Scottish local authorities have valuable experience to contribute, while closer collaboration across the BCC membership can help successful approaches reach new audiences.

ASSIST FM's work on skills provides an excellent example. In 2024, it worked with BCC member the British Institute of Cleaning Science (BICSc) to establish a cleaning scholarship, creating development opportunities for future leaders in local authority cleaning services.

The first cohort comprised 18 learners, each representing a different Scottish local authority. Following positive feedback and continued supplier support, the programme continued in 2025 with 19 candidates enrolled.

The scholarship combined tailored online learning with two days of leadership training. Its curriculum covered subjects including cleaning science, environmental considerations, purchasing decisions, robotics and building inspections.

This breadth matters. Effective cleaning requires technical understanding, sound judgement and the ability to manage people and resources. Investment in these capabilities helps



demonstrate the professionalism of our workforce and the potential for rewarding careers within the sector.

The scholarship also illustrates what partnership can achieve. ASSIST FM, training specialists and supporting suppliers have combined their expertise and resources to help people develop. That collaborative approach fits naturally with the BCC's belief in working together to advance the industry.

Beyond training, ASSIST FM's Cleaning with Class group helps council members share good practice, understand legislative implications and explore innovations, technology and new methods. Its work supports services across settings including schools, nurseries, libraries, leisure centres and council buildings.

These are environments at the heart of community life. The cleaning teams supporting them play a vital role keeping people safe and well and contributing to the nation's health and wealth, often without receiving the recognition their skill and commitment deserve. Through stronger Scottish representation, we can make that contribution more visible and bring more frontline experience into the wider conversation about our sector's future.

Our shared priorities include developing skills, supporting recruitment, improving standards and ensuring cleaning is recognised as essential work. ASSIST FM brings knowledge, relationships and practical achievements which will enrich those efforts for communities throughout the country.

We warmly welcome our newest member. Together, we have an even stronger platform to champion cleaning professionals in Scotland and ensure the voice of our sector is heard across the UK.

BRITISH CLEANING COUNCIL
bcc
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www.britishcleaningcouncil.org

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BioSphere

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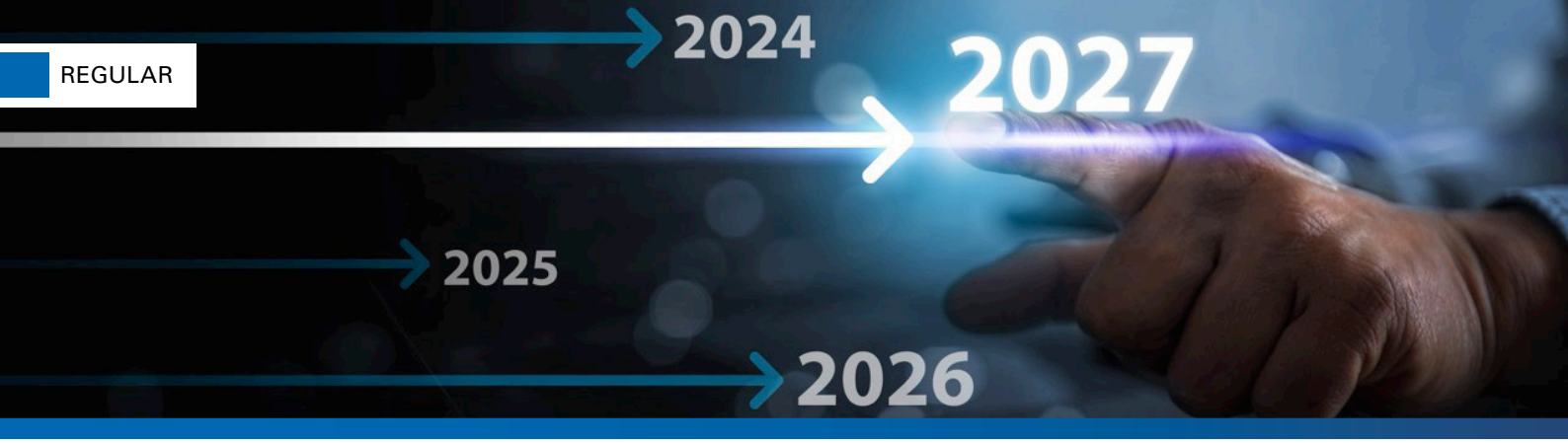
Scan to view ASTM D55 results.





Building for the future

Neil Spencer-Cook, Group MD of the British Institute of Cleaning Science (BICSc), looks ahead to the bright future of the Institute.



There's a great deal happening across BICSc as we continue to develop our services, strengthen our team and prepare the organisation for its next phase of growth.

Much of this work is taking place behind the scenes, but every project has the same purpose: ensure our members, training partners, assessors, candidates and the wider cleaning community receive the highest possible standard of support. The months ahead will bring important developments across our training, commercial and digital activities, and we're looking forward to sharing more as each project progresses.

A key area of ongoing work is our review of the Cleaning Professional's Skills Suite (CPSS). As the needs of the industry continue to evolve, we aim to evolve our offering with them, improving the experience, strengthening the value we deliver and making BICSc more accessible than ever. The review is considering how we can better support today's cleaning professionals and employers, while creating clearer and more flexible opportunities for people to develop practical skills and achieve high professional standards.

There are some exciting changes in development, designed to enhance our offering and provide even greater support to those in our industry. We're not ready to reveal the full details just yet, but this is a significant and positive piece of work for the Institute. More information will be shared in the future as the review progresses and the next stage takes shape.

Alongside this development, we're also investing in the people who help make our work possible. We will shortly be welcoming a new member to our sales team, strengthening our capacity to support customers, develop relationships and connect more organisations with BICSc training, membership and services. This additional resource will help us respond to enquiries, identify new opportunities and continue building valuable partnerships across the cleaning and FM sectors.

We'll also welcome a new Training Logistics Advisor; a role focused on helping coordinate those all-important training dates. Effective scheduling is essential to a smooth training experience, and this position will provide dedicated support to ensure dates are arranged efficiently and communication remains clear. Whether you're planning training for an individual or organising delivery across a wider team, this strengthened resource will help move bookings forward and make it easier to put the right training in place at the right time.

Our team's already been supported by the recent appointment of a new web designer. This role will help us further modernise the business, improve our digital presence and create clearer, more engaging online experiences. Our website and digital platforms are important touchpoints for members, customers and industry professionals, so having dedicated design expertise will support more consistent communication and help people find the information and services they need more easily.

This appointment is about more than refreshing how BICSc looks online. It will also help us consider how digital design can support the customer journey, strengthen campaigns, showcase our expertise and make our resources more accessible. Combined with our wider operational improvements, this work will ensure the Institute continues to move forward while remaining focused on the practical needs of the industry we serve.

These developments represent only part of the current activity at BICSc. Several exciting projects are in progress, each contributing to a stronger, more responsive and more modern organisation. Some will enhance established services, while others will open new ways for us to support professionals, employers and partners throughout the sector. Careful planning is taking place now so each initiative can deliver meaningful, lasting value.

It's an exciting time for BICSc, and the energy across the team reflects the scale of the opportunity ahead. From reviewing CPSS and expanding our customer support to improving training coordination and advancing our digital platforms, we're investing in the areas that matter.

We look forward to sharing updates, revealing new developments and bringing these projects to life over the coming months. Above all, we remain committed to raising standards, supporting professional development and delivering services which make a genuine difference to the cleaning industry.

www.bics.org.uk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WHAT'S ON THE BOX IS WHAT'S IN THE BOX
CHSA

Accountability and integrity **at its heart**

In the latest Cleaning & Hygiene Suppliers Association (CHSA) Excellence Awards 2026 feature, we learn more about the approach of Newhall Janitorial, Regional Distributor of the Year.

Over the 40 years since its formation, independent, family-owned Newhall Janitorial has built its reputation on something which is difficult to quantify but of real value to customers: trust. This comes from the genuine commitment, embodied by its employees, to delivering good quality products supported by the best possible service.

As one customer recently said: "My Account Managers are fantastic ambassadors for the company, and after working with many suppliers over the years, Newhall truly stands apart."

It's this focus on delivering real value to its customers that earned Newhall Janitorial the title of Regional Distributor of the Year at the 2026 CHSA Excellence Awards.

The Welsh distributor supplies cleaning and hygiene products to organisations across Wales and the UK. Its philosophy is to combine the flexibility and personal touch of a local business with the expertise, product range and standards expected from a leading distributor.

With this approach, in which everyone is acknowledged as contributing to the customer's experience, it's no surprise the leaders of Newhall attribute the award to the whole team and the core values they bring to life – integrity, customer focus, reliability and accountability.

The success of this approach is evidenced by Newhall's customer base, some of whom have stayed with the company for decades, some even from generation to generation. One customer described Newhall as feeling 'like part of our team rather than just another supplier' – a compliment which neatly captures the company's approach.

Also at the heart of its business practice is Newhall's rigorous approach to quality, which extends into every corner of the business. Every employee is encouraged to understand how their roles impact the customer experience, making quality a shared responsibility.

The CHSA's core focus is to deliver tangible value to every member. For its distributor members, this means supporting their business growth. Key to this are the Accreditation Schemes, which reduce the purchasing risk for buyers and end users. The Accreditation Scheme logo, an independently verified mark of quality, gives buyers confidence they are getting a product fit-for-purpose.

Its Accredited Distributor status aligns perfectly with Newhall's philosophy, setting it apart from the competition and strengthening its market position. It substantiates their approach of supplying products which meet the specification, providing honest advice, maintaining ethical



business practices and ensuring customers receive genuine value rather than simply the lowest price.

Ethical and environmental sustainability is also part of Newhall's everyday approach. For them it means making responsible choices which benefit its customers, communities and the environment. The team at Newhall is particularly proud of helping its customers transition towards more sustainable product options without compromising on effectiveness or efficiency. Employees are at the heart of this, identifying efficiencies, reducing waste, improving processes and promoting sustainable alternatives to customers.

Looking to the future, Newhall sees the challenges ahead. They include increasing pressure from cost inflation, regulatory changes, evolving sustainability requirements and rising customer expectations. Supply change resilience, product traceability and supporting customers through complex procurement decisions are also going to become increasingly important.

In tandem, the company recognises plenty of opportunities made possible by innovation and technology advances, and is excited to help shape that future for itself and its customers. As it has been so for the past 40 years and will continue to be so in the future, Newhall's fundamental approach of being a trusted partner will be its guiding principle.

Newhall

CHSA Excellence Awards

www.chsa.co.uk

Disposing of waste in **the hospitality sector**



Hotels, restaurants and bars use large quantities of disposables every day in the form of paper wipers, napkins, hand towels and loo rolls. Jeremy Bennett from Tork manufacturer Essity looks at ways of reducing the use of disposables in the hospitality sector.

Textiles were once widely used in hotels, bars and restaurants everywhere. Cloths were the ubiquitous solution for wiping away those inevitable food spills from kitchen surfaces and floors. However, an increasing number of hospitality managers are now turning to disposable products instead for hygiene reasons.

In fact, the UK Food Standards Agency recommends the use of disposable cloths in the kitchen to reduce the risk of dirty textiles transferring pathogens, allergens or bacteria between surfaces.

Textile napkins on the tables and terry towels in the washrooms are also largely being replaced by paper versions. This is partly due to convenience and also because the rising costs of water and energy have made the laundering process more expensive.

As a result, the hospitality sector has become a huge consumer of disposables. In an age when sustainability is at the forefront of many people's minds, this is presenting the industry with a dilemma.

Recent research by consumer group Which? revealed that 44% of people want their restaurants to be proactive about sustainability, while 27% would like them to provide sustainability information on their menus.

So, how do hospitality managers continue to reap the hygiene and convenience benefits of using disposables while also sticking to their sustainability guns?

In fact, the amount of paper consumed in a hotel or restaurant is largely dictated by the dispensing system provided – if there is one at all. Centrefeed rolls or loose wiping rolls are often used in catering kitchens for mopping up spills and wiping surfaces, but these make it all too easy for operatives to tear off more paper than they need.

A great deal of wiping paper will be wasted as a result, while plenty more could become contaminated if, say, a loose wiping roll is discarded on a wet surface or is splashed by oil or grease.

In a café or fast-food restaurant, disposable napkins are often made available to customers in dispensers, but the design of many napkin dispensers makes it difficult for customers to withdraw a single napkin at a time. As a result, many diners are likely to take out a clump of napkins and then use just one or two, leaving the remainder on the tray or table to be wasted.

The washrooms are another major source of paper consumption but here again, a great deal of toilet paper and hand towels may be wasted depending on the way in which they are dispensed. For example, conventional toilet paper rolls are often supplied in bars and restaurants to save space and provide a home-from-home feel, but these have no dispenser to protect them from splashes, contamination or pilferage.

Where jumbo toilet rolls are supplied, cleaners will often be tempted to replace the roll before it has been completely used up to avoid a repeat visit. This further adds to the wastage.

Similarly, where C-fold paper hand towels are left lying in loose piles on the units, it is all too easy for visitors to drip their wet hands on to the entire pile of towels. These will eventually disintegrate into a soggy mess.

While dispensers are available for C-fold towels, these make it difficult to withdraw a single towel, which means most visitors will take out towels in clumps. Again, this leads to overconsumption.

So, it appears that significant amounts of paper is wasted every day in the kitchen, washroom and front-of house areas of bars and restaurants. However, this waste can be dramatically reduced with the aid of dispensers which have been designed to naturally restrict the amount of paper that each user takes out.

For example, the Tork Reflex Single Sheet Centrefeed system for kitchen wiping gives out sheets of paper singly, reducing paper consumption by up to 37%. The paper comes in either a wall-mounted dispenser or a portable unit with its own docking station. These eye-catching dispensers are easy to spot which means staff members will always know where the paper supply is when they need it, and will not be tempted to take more than they require.

The overconsumption of napkins can be a real problem in restaurants and cafes – particularly where communal dispensers are mounted by the tills or situated on tables. Tork Xpressnap countertop and tabletop napkin dispensers have been designed to allow only one napkin to be pulled out at a time, reducing napkin consumption by up to 25%. This is both helpful for the environment, and for the restaurant's bottom line.

The Tork SmartOne Toilet Paper Dispenser in the washroom can also help to reduce consumption by up to 40% with single-sheet dispensing. When it comes to hand drying, the



Tork PeakServe Continuous Hand Towel Dispenser offers consumption savings because it ensures the user takes out only one towel at a time. All Tork washroom dispensers are designed to protect the paper from contamination before use and are also lockable to prevent pilferage.

Toilet paper is flushed away after use, but paper towels need to be thrown away – and this results in waste. Essity has addressed this issue by launching the world's first hand towel recycling service.

Customers who sign up for Tork PaperCircle have their used washroom hand towels picked up from their business premises and taken to an Essity mill, where they are turned into other tissue products. The service enables businesses to reduce their waste by up to 20% compared with current waste handling options. Tork Paper Circle has been operating successfully across Europe and the UK for several years.

Many restaurants, cafes and bars are reducing their reliance on items such as throwaway cups and straws in order to aid the environment. Salt and pepper packets and sauce pouches are increasingly being replaced by old-fashioned cruets and reusable table bottles. Major efforts are being made to reduce food wastage via 'nose-to-tail' and 'root-to-stem' techniques, which involves practices such as turning vegetable peelings into stock and using stale bread to make croutons.

So, it makes perfect sense for hospitality managers to limit the amount of paper they use as well – and this they can achieve through a combination of strategic thinking, smart dispensing and responsible recycling.

www.torkglobal.com



Chicopee expands rMicrofibre portfolio

Chicopee, a Magnera brand and leading manufacturer of professional cleaning wipes, is launching its expanded **rMicrofibre range**, introducing a wider portfolio of 100% recycled microfibre solutions designed to help customers meet the differing hygiene and operational requirements of modern cleaning environments.

Building on the success of the original Chicopee rMicrofibre wipe, the extended range now includes three products – rMicrofibre Light, rMicrofibre Plus and rMicrofibre Super – available in multiple formats to suit different cleaning environments and risk levels, with **R/B/G/Y colour-coded options** which help differentiate cleaning tasks and areas in line with HACCP principles.

The range achieves **99.99% mechanical bacteria removal using only water,** enabling lower chemical usage in low-risk environments, while remaining fully compatible with cleaning chemicals for disinfection.

Manufactured in Europe from 100% recycled, GRS-certified materials, the portfolio delivers **over 30% lower CO^2 emissions** compared with its non-recycled equivalent, according to Magnera's internal lifecycle assessment. Local production also reduces transport emissions versus far eastern imports while providing customers with a more reliable and agile supply chain.

Designed for healthcare, hospitality, foodservice, retail, transportation and facility management applications, the range supports everything from routine cleaning tasks to higher risk environments where bacteria removal and cross-contamination prevention are critical.

The expanded portfolio includes:

- **rMicrofibre Light** – a lightweight, cost-effective disposable wipe for hygiene-sensitive environments with frequent wipe changes where cross-contamination prevention is critical.
- **rMicrofibre Plus** – a disposable solution ideal for high-traffic environments where hygiene, quick turnaround times and operational simplicity are priorities.
- **rMicrofibre Super** – a reusable microfibre cloth, washable up to 25 times, for low-risk environments where laundering is preferred and waste reduction is a priority.

Unlike many disposable microfibre alternatives which combine microfibre with viscose, affecting cleaning performance and chemical compatibility, the Chicopee rMicrofibre range is manufactured from **100% microfibre.** Its premium 32-split, ultra-fine microfibres create exceptional surface contact, helping trap and retain dirt, grease and bacteria rather than redistributing them to other surfaces.

For customers seeking a reusable alternative, rMicrofibre Super provides a cost-effective solution compared to textile microfibre, delivering a similar premium cloth-like feel and durability. With greater bulk and abrasion resistance than disposable microfibre options, it is ideal for intensive cleaning while facilitating access to hard-to-reach areas.

Internal testing has demonstrated that rMicrofibre delivers improved particle retention, oil removal and abrasion resistance compared with disposable microfibre alternatives containing viscose, while providing streak-free results on glass, stainless steel, mirrors, monitors and touchscreens commonly found throughout modern facilities.

Lorenzo Vaira, Product Manager for Europe, Chicopee and Sontara, commented: "With the expansion of our rMicrofibre portfolio, customers can now choose the right product to fit different cleaning requirements, sustainability objectives and operating models.

"Whether organisations need a disposable solution for hygiene-sensitive areas and operational simplicity, or a reusable cloth for lower-risk environments, they can benefit from the same proven microfibre technology and sustainability credentials across the range."

The expanded rMicrofibre portfolio marks another step in Chicopee's commitment to developing innovative cleaning solutions to help customers achieve higher hygiene standards, meet sustainability goals and simplify cleaning operations.

www.chicopee.com/eu/rmicrofibre/

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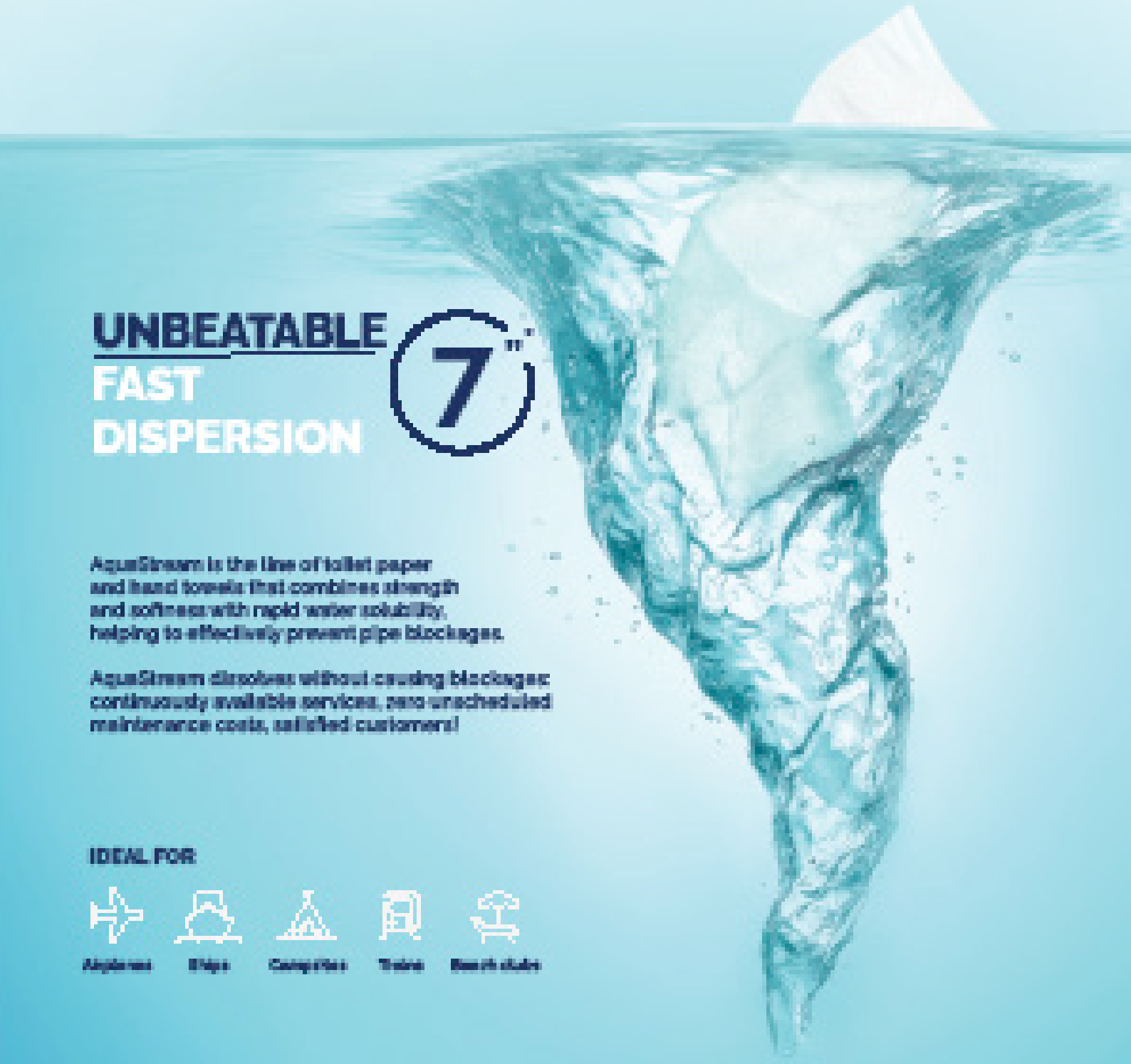

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Getting the basics right in the washroom

Every washroom should provide the highest standards of cleanliness and create a positive experience for everyone who visits them. Paul Mulready, Marketing Manager at Northwood Hygiene Products, talks about what to look for when choosing a partner for your paper and disposables.



The washroom isn't merely an essential destination. It's a place that reflects the image of the establishment itself and a fundamental part of the overall brand experience. It shows that the organisation cares about its employees and customers.

Finding the right paper and disposable products for your business may seem like a relatively small part of delivering the washroom experience, but it can impact on your budgets, as well as the comfort and hygiene of the visitor too.

When purchasing these products, the importance of choosing a trusted UK manufacturer who can supply the full range of quality products, backed by outstanding service and expertise, cannot be overestimated.

Here's seven tips on what to look for:

#1 Insist on quality

Quality can vary enormously in paper and disposable products, and it can be harder than you think to find a partner who is able to supply on time and in full at a competitive price. Similarly, the consistency of the products themselves is really important. When it comes to paper, look for suppliers who are CHSA accredited, which gives assurance on quality.

Research which suppliers operate their own paper mills, as this is a very good way for you to be assured the quality of their products will always be consistent.

#2 Buy British

Choosing a UK manufacturer can provide shorter lead times, better quality and reduce costs because goods don't have to be imported. It also means a lower carbon footprint because raw materials and finished goods travel less miles.

Look for suppliers who have a solid UK manufacturing infrastructure and manufacture as many finished goods as possible in the UK. This means products have to travel far less, helping to achieve a lower carbon footprint.

#3 Wide range

Finding one supplier who can cater for all your needs keeps things straightforward, with fewer suppliers and easier processes. From paper and wiping products to dispenser systems, Northwood has all bases covered in the paper hygiene sector, spanning pure pulp, recycled, plies and embossed papers at a range of price points.

Northwood's Raphael proprietary washroom system, for instance, is often specified because it can cater for any washroom environment and it delivers improved washroom hygiene standards, whilst also saving money and reducing waste.

Northwood's North Shore brand offers industry-leading capacity and supreme cost-in-use benefits. It's also designed to deliver zero waste and volume in use. Ensuring 100% of the paper is used, both the 5,000-sheet capacity Orbit and the 2,500-sheet capacity Side-by-Side toilet roll dispensers prevent 'free rolling' and only allow access to the next roll once the current one has been used.

#4 Think sustainably

Washrooms need to be run as sustainably as possible and collaborating with an environmentally-conscious provider can help you achieve this. Look for suppliers which use Forest Stewardship Council (FSC) certified base sheet paper and have products made from recycled content. Similarly, take a look at their packaging and how they are reducing the amount of plastic they use.

Seek out partners who are committed to sustainable and responsible sourcing and use FSC certified paper. Do they offer 100% recycled paper options? Is their packaging – including plastic – fully recyclable?

Another way to evaluate a supplier is to find out if they are focused on a full circle economy to reduce waste, decrease energy consumption and lower their carbon footprint.

#5 Fully integrated supply chain

Partnering with a manufacturer which has control over multiple stages of its supply chain, rather than relying on external suppliers, can help to reduce costs, secure supply stability, increase efficiency and improve quality control.

Northwood, for instance, is one of the industry's few vertically integrated groups, with activities including raw material supply, manufacturing, end user product converting, storage and transportation. This gives us control at every stage, assures traceability, ensures excellence and allows us to pass cost savings onto our customers.

#6 Value and hygiene

Weigh up commodity washroom ranges. These are everyday, high-capacity and affordable products, such as paper dispensers, toilet rolls, hand towels and soap systems, which are designed for high-traffic settings. These



items focus on delivering low cost-in-use, durability and good hygiene.

An extensive range like the Leonardo commodity paper hygiene and dispenser range from Northwood is an affordable option which can cater for all needs, whether it's hand drying, surface wiping or toilet tissue.

The high-capacity range delivers hygiene, whilst achieving competitive cost-in-use and is well-suited to a wide variety of washrooms across the commercial, services, education and healthcare sectors.

The range of toilet roll dispensers includes a jumbo roll and mini jumbo dispenser, a bulk pack dispenser, a twin toilet dispenser and a new centre-pull dispenser. The dispensers are sleek in design and are transparent, allowing for easy checks. They are also compatible with all paper categories to help keep costs down.

Leonardo brings a diverse range of economy and premium paper products, which all meet the CHSA Soft Tissue Standard and carry the FSC certification. Luxurious pure pulp products are also available, with embossed items providing additional comfort and style. There are also products made from recycled tissue within the range.

By choosing your supplier carefully, providers can help to deliver a good visitor experience in the washroom. There are some good quality, budget-friendly solutions out there which can help to deliver a hygienic, sustainable and cost-effective washroom.

#7 Go full circle

The paper and disposables you choose are important for your budgets and the end user experience, but what happens to them at the point of disposal is equally as important. Can customers successfully recycle what paper and disposables they have used?

Northwood's Green Loop is a closed-loop recycling programme, designed to help customers recover materials which would traditionally be treated as waste. Green Loop enables used paper hand towels to be collected and recycled back into new paper hygiene products. It also supports the recovery of plastics associated with washroom systems, including old dispensers and plastic inserts.

The programme has been designed to make participation straightforward. Customers segregate used hand towels at the point of disposal, while Northwood manages the subsequent collection, recovery and recycling.

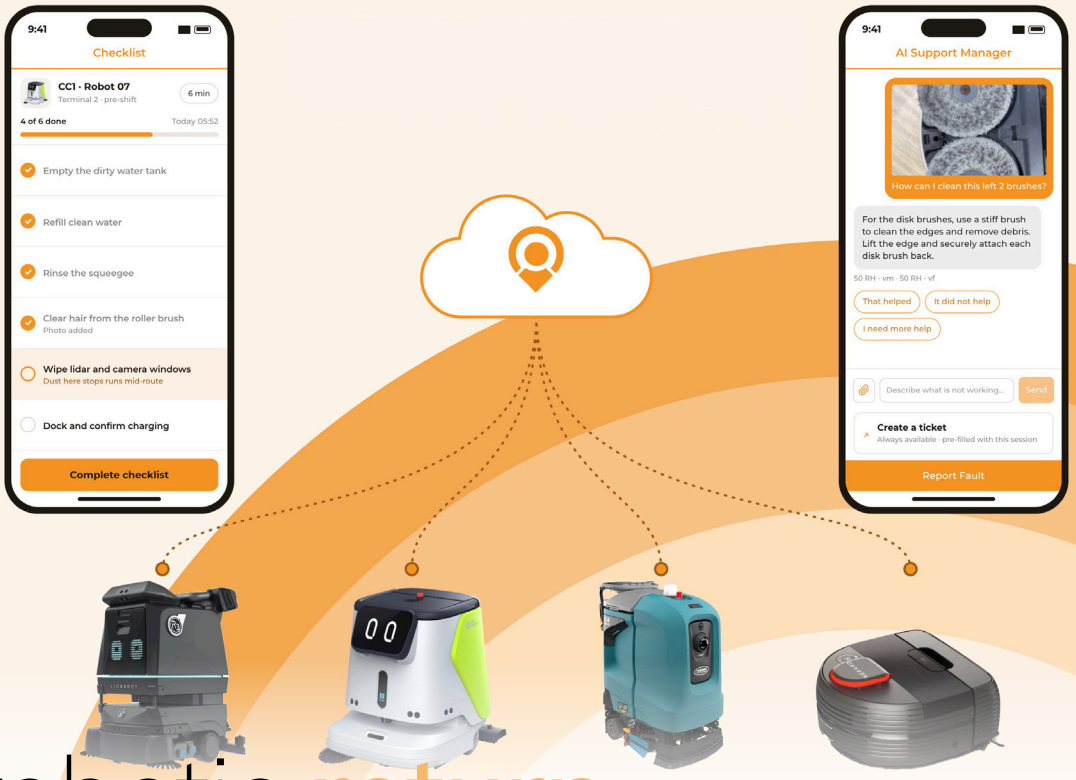
Green Loop's Life Cycle Assessment (LCA) shows a 38% reduction in carbon emissions compared with a conventional linear disposal model, highlighting the benefit of retaining valuable fibre within the circular economy.

Closing thoughts

Finding a good supplier for paper and disposables can be challenging for businesses, particularly in the current economic climate. One which offers a wide range, provides good value and service and cares about sustainability will ultimately be the best for your business.

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

www.northwood.co.uk



A robotic return

Every robot arrives with a return on investment (ROI) promise. Alexander Manafi, CEO of ToolSense, on why utilisation decides whether that promise holds, and how daily care, documentation and a neutral view of the fleet keep it on track.

Every robot comes with a business case. Most operators target a 12 month payback, built on replacing manual hours, more consistent quality and cleaning at night while nobody is in the building. The ROI holds if the robot is actually running, which many operators cannot measure.

Robots are less forgiving than conventional machines. A scrubber dryer keeps working if daily care slips now and then, and it typically needs one or two service visits a year. A robot stops when daily care is skipped because sensors, navigation and brushes all need attention, and field data from a global robot manufacturer puts the service workload at four or more visits a year. Manual scrubbing of large open floors goes away while daily care, filter cleaning, sensor checks and map updates are new. Autonomous runtime hours and saved labour hours are different numbers.

The same field data shows where utilisation leaks: 80% of robot service cases trace back to poor daily care. The cost lands on you. The customer blames the robot, the service partner blames the customer, and nobody can prove who did what. That is how utilisation ends up near 65% against the 80% a 12 month business case needs.

The people doing the daily care work night shifts alone, speak 15 or more languages between them and often receive no training from the manufacturer on robot care. Enforcing preventive maintenance in that setting is difficult.

The fix starts at the machine. A QR code on the robot opens the daily or weekly checklist on the operator's own phone, in their own language, with brand-specific steps for each manufacturer. There is no app, no login and no training, and the site manager sees completion in real time.

When something goes wrong, the same QR code opens the ToolSense AI Support Manager, which guides the operator through the fix step by step. A fix that takes about 10 minutes avoids a technician visit which can leave a robot idle for one to five days. If the problem remains, a ticket with photos and error context goes straight to the service partner, and every interaction is documented.

That documentation carries weight because it comes from a neutral party. ToolSense is neither the buyer nor the seller. You get proof that daily care happened, and the service partner's response times and service history can be checked against the agreed SLA.

Dashboards show utilisation by site and manufacturer, uptime and cost per clean, with maintenance and consumables included, and an ROI tracker sets planned payback against actual utilisation. Robots from PUDU, Gausium, LionsBot, Avidbots, Nexaro and other leading brands sit alongside scrubbers, sweepers and burnishers from more than 30 manufacturers, for more than 250 customers in over 30 countries.

On our planning numbers, moving from 65% to 80% utilisation shortens payback by about 20%, which separates a business case that is missed from one that is met. Robot ROI is labour savings plus quality gains, minus acquisition, maintenance and management overhead. Most operators focus on the left side of that formula, and the gains still on the table sit on the right.

ToolSense is the AI and Internet-of-Things powered asset and maintenance management platform for cleaning and facility services. Founded in Vienna in 2017 and backed by GRO Capital, it connects machines, robots, vehicles and infrastructure from 30+ brands.

www.toolsense.io

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A clean floor isn't a safe floor

A high-gloss finish is often a mask for a high-risk environment. Even a seemingly shiny floor can hide unseen risks which impact the safety of your workforce, as Cheryl Wallace, European Product & Commercialisation Manager at New Pig explains.

Slips, trips and falls remain the single most common cause of major injury in UK workplaces. They aren't just HR headaches: they are a financial drain, costing employers approximately £512m annually in lost production and legal liabilities.

While most point to 'poor housekeeping' or 'accidental spills' as the culprits, a more insidious threat is hiding in plain sight. Often, the very protocols designed to keep a facility safe, such as daily mopping and high-shine buffing, are the factors making the floor more dangerous and contributing to the accidents and incidents themselves.

It is time for professionals to look past the shine and address the microscopic reality of floor safety.

The hidden threat

Every floor, from brushed concrete to polished marble, exists on a spectrum of friction. Even a surface that feels smooth to the touch is composed of 'microscopic mountains and valleys' which provide essential traction and help to guard against a slip and fall incident.

The texture of a walking surface might or might not be visible. Some flooring materials, such as linoleum and laminate flooring, feature textures deliberately added to increase traction. Other surfaces are buffed, brazed, sanded, acid-etched or otherwise treated to increase traction.

This traction is measured as the Coefficient of Friction (COF). However, COF isn't a static number. It is a living metric that changes with foot traffic, age, and, most critically, cleaning methods. In fact, improper cleaning can quickly make a floor unsafe. When we focus only on how a floor looks, we ignore how it performs.

Improper cleaning increases risk

The most common 'hidden' danger is a process called polymerisation.

Improper cleaning leaves behind microscopic layers of dirt and soap residue. Over time, sunlight and harsh chemicals like bleach or ammonia bake this residue into the surface. This fills the microscopic valleys that provide grip, creating a glass-like smoothness that is lethal when wet.

What many don't realise is that cleaning can be part of the problem. Dirt and soap residue quickly fill up the floor's valleys, levelling them with the mountaintops. This change often goes unnoticed – especially if floor cleaning and drying happens when a building is unoccupied – because it happens gradually, and the floor still looks 'shiny' to the naked eye.

Addressing the invisible threat

How do you identify a hazard you can't see? For cleaning teams, it's important to look for two red flag indicators.

One simple way to check for problems from polymerisation is to find an area of the floor which has been covered by something such as a piece of furniture, an appliance or a piece of equipment. If you move the item and find the area more brightly-coloured and vibrant than the surrounding floor, you aren't seeing a 'cleaner' spot: you are seeing the original floor before polymerisation took hold.

Dark-coloured grout, or grout lines that are darker in areas with higher traffic, are another sign of polymerisation. If your grout lines are black, grey or beige in high-traffic areas, it is often a sign that contaminants are being mopped into the floor, rather than lifted off it.

> "Effective cleaning procedures can eliminate falls, but managed incorrectly, they can actually increase the risk."

Avoiding murky waters

Fixing a dangerous floor is significantly less expensive and less disruptive than replacing one or settling a personal injury claim. However, it also requires a shift in strategy. This strategy begins with removing the polymerisation, then changing floor cleaning procedures in order to keep it from recurring.

Commercial floor cleaning companies offer many different methods for removing polymerisation, and this might be a worthwhile investment. Commercial chemical suppliers can also provide the right products for those who choose to tackle the project with in-house staff and equipment. When choosing a product, it is vital to match the cleaning

chemical with the type of floor, the temperature of the water and the type of cleaning methods which will be used.

After removing the buildup, determine whether to re-seal the surface. If you do, choose polishes or sealers that maintain or increase traction.

Next, evaluate the contaminants. Is it just outdoor dirt, or are there oils and greases? Products designed for dirt often fail on oily floors. Conversely, degreasers might not pick up particulates. Choose a chemical specifically designed for both your floor type and the specific contaminants present. While stocking one multi-purpose cleaner is easier, it is often the source of the problem.

Cleaning procedures

It's important to develop floor cleaning procedures based not only on the information on the cleaning product's label and any other supplier recommendations, but also on wider environmental factors.

As well as considering how often to clean the floor, at what time of day cleaning takes place and the tools and equipment to use to apply and remove cleaning chemicals, protocols must also adapt to weather conditions.

External conditions directly dictate internal safety. During periods of heavy rain or snow, standard cleaning frequencies are often insufficient. Foot traffic introduces higher volumes of water, mud and de-icing salts, all of which can react with existing floor residues to create a slick 'slurry'.

Procedures should mandate increased mopping cycles during wet weather and the strategic use of high-absorbency entrance mats to capture moisture at the source. In adverse weather, the 'cloudy water' rule becomes critical. As mop water becomes saturated with salt and grit, it stops cleaning and begins redistributing a thin, abrasive film that accelerates polymerisation. In these instances, mop water should be changed as soon as it looks cloudy, rather than waiting until the end of a shift.

Finally, consider secondary products. Furniture polishes, glass cleaners and odour-eliminators can drift onto the floor, making surfaces less safe. Using pre-moistened wipes for these tasks can help minimise this hazard.

Effective cleaning procedures can eliminate falls, but managed incorrectly, they can actually increase the risk.

www.newpig.co.uk



The floorcare equation

Alex Morgan, a Key Account Manager for Facilities Management at Kärcher, explains why consistent floorcare depends on balancing the right equipment, cleaning solution and method for each environment.

A floor can look clean immediately after washing, yet still be left with streaks, a sticky film or patches of ingrained dirt. Often, the issue is a mismatch between equipment, detergent and method. When they're considered separately, teams risk repeat work, wasted resources and inconsistent standards.

Achieving the right balance starts with recognising that different environments have different demands. A busy entrance, a textured production floor and a furnished corridor all present their own challenges. Floor material, the type and level of soiling, footfall, obstacles and available cleaning time should shape the approach. Applying the same machine, settings and detergent everywhere may seem straightforward, but it's unlikely to deliver the best result in every area.

Choose equipment for the job

A large, open floor may benefit from a ride-on or walk-behind scrubber dryer, while compact or cluttered spaces need more manoeuvrable equipment. Where loose grit and debris are present, sweeping or vacuuming before wet cleaning can prevent dirt being spread and reduce unnecessary wear.

Brush or pad type, pressure, water flow and working speed also influence performance. Equipment that's too large can make access difficult; a machine with insufficient capacity may require extra passes and longer cleaning times. Matching its capabilities to the environment helps teams achieve the required standard without adding complexity.

Make chemistry work with the machine

Detergents are formulated for different soils and surfaces. The right solution helps loosen and remove dirt, but using more doesn't automatically mean cleaning better. Over-concentration can leave residue, attract further dirt or create a need for additional rinsing, adding time and effort.

Accurate dosing is essential. Following the manufacturer's instructions, and using an onboard dosing system where available, helps deliver a consistent solution while controlling consumption. It also reduces the risk of operators adjusting the mix themselves.

For example, Kärcher's **B 50 W scrubber dryer** features an integrated DOSE system, delivering precise quantities of cleaning agent through a closed-loop system. Combined with speed-dependent water dosing, this helps maintain consistent cleaning performance while supporting more controlled resource use.

Build a process people can repeat

Even the right machine and detergent cannot compensate for an inconsistent routine. Teams need a clear method covering preparation, settings, cleaning sequence and checks afterwards. Operators should know when to pre-sweep, which brush or pad to use, how to reach edges and corners, and when a floor needs a more intensive intervention instead of another routine pass.

This is where autonomous equipment can play a valuable supporting role. For example, Kärcher's **KIRA BD 200**



autonomous scrubber dryer is designed for large floor areas, using intelligent sensors to navigate its surroundings and detect obstacles.

By taking responsibility for predictable, repetitive cleaning tasks, autonomous machines can help maintain consistent standards while reducing the time staff need to spend on routine floorcare. This allows cleaning teams to redirect attention to tasks which require a more hands-on approach, from tackling spills and navigating obstacles to addressing complex layouts.

Support performance with training and maintenance

Training turns a cleaning specification into consistent practice. Operators need to understand how to prepare equipment, select settings, dose chemicals correctly and recognise when results are falling short. This is particularly important when machines are shared or used across different areas.

Routine maintenance matters too. Emptying and rinsing tanks, cleaning filters, checking brushes and pads, and inspecting squeegees help keep equipment working as intended. Worn or blocked components can affect water pick-up and leave floors wet or streaked. Regular checks identify small issues before they affect cleaning quality or cause downtime.

Consistent floorcare isn't achieved by choosing a machine or detergent in isolation. It comes from understanding the environment and making equipment, chemistry and process work together. With the right combination, supported by trained operators and well-maintained machinery, teams can reduce repeat work, use resources more effectively and deliver reliable results.

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Keeping things ship-shape

We find out how Makita's vacuums are helping keep a historic ship as clean as possible.

Makita Backpack vacuum cleaners are being used to clean the 500-year-old hull of the Tudor navy ship the Mary Rose at its dedicated museum in Portsmouth.

The Makita vacuums provide manoeuvrability and flexibility for the museum staff to easily remove the dust from the surface of the delicate wreck.

Raised in October 1982 after 437 years on the sea floor, the Mary Rose, said to be King Henry VIII's favourite ship, is one of the most significant and valuable naval artefacts of the Tudor age. The Mary Rose is kept and conserved by the charitable Mary Rose Trust, which operates the museum. Although the Mary Rose is housed in a controlled environment, dust accumulates on the surface of the hull and must be removed.

David Pearson, Conservation Manager at the Mary Rose Museum, explained: "We've found the most effective way of cleaning the hull is to carefully vacuum it. We had considered a corded cylinder vacuum, but it wasn't going to provide the freedom and flexibility required, especially as for some areas of the cleaning, a mobile elevating work platform is required. The Makita cordless backpack vacuums have proven to be ideal for the task and allow our team to complete the work as quickly and easily as possible."

The museum conservation team has now been using two Makita DVC261 twin 18v LXT backpack vacuums for around six years. The DVC261 delivers 36V performance with the two 18v LXT batteries used in series. It also features a high-efficiency brushless motor which minimises wasted energy and improves runtimes compared with a brushed motor.

The museum identified a need for more batteries for the vacuums to improve productivity. Also, the team had previously inadvertently purchased some non-genuine batteries, which were not providing the expected runtimes. Following a request from the museum, Makita supplied the team with an 18v LXT Power Source Kit ahead of the most recent clean in September 2025. The Power Source Kit contains two BL1850 5Ah batteries and a charger. The additional batteries have helped the team to complete the clean, which takes around 40 hours in total, with fewer interruptions for charging.

Thomas Lanaghan, IOS Product Specialist at Makita, said: "We are pleased that our backpack vacuums have been able to overcome the logistical challenges of this important but often unseen task. Given the importance of the work carried out by the museum and its status as a charitable trust, we were only too happy to support the team in this small way by providing the new batteries."

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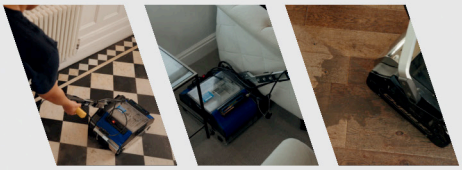

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Bringing a new era of robotic cleaning to industrial facilities

Tennant has officially launched the X16 SWEEP, its latest robotic industrial floor sweeper, combining advanced AI-powered navigation with the robust cleaning performance and industry expertise which has made Tennant a trusted name in professional floorcare more than 150 years.

Designed specifically for demanding industrial environments, including warehouses, manufacturing plants, logistics centres and distribution facilities, the X16 SWEEP represents another significant development in Tennant's expanding robotics portfolio.

As industrial businesses face increasing pressure to improve productivity, maintain cleaner and safer workplaces, and optimise available labour resources, autonomous cleaning technology is becoming an increasingly valuable part of modern facility management.

Industrial cleaning expertise meets advanced robotics

Tennant has long been recognised as a leading manufacturer of industrial cleaning equipment, with extensive experience supporting warehouse, manufacturing and logistics customers worldwide.

The X16 SWEEP builds on this heritage, combining industrial sweeping performance with the latest autonomous technology to help businesses automate repetitive floor cleaning tasks while allowing employees to concentrate on other operational priorities.

Powered by BrainOS Clean 2.0, the machine features SelfPath AI technology, which automatically generates and optimises cleaning routes without requiring manual route training. Advanced 3D LiDAR, enhanced visual perception and dynamic replanning enable the X16 to detect obstacles, navigate changing environments and adapt its cleaning routes in real time.

With a 116cm cleaning path, 150L debris hopper and estimated productivity of up to 4,621m² per hour, the X16 SWEEP is designed for large industrial environments where dependable cleaning performance is essential.

Lithium-ion battery technology provides up to six hours of autonomous sweeping, while the optional X16 CHRG Dock supports opportunity charging to help maximise machine availability. Additional features include advanced dust containment, multi-stage filtration, a powered high-dump hopper and intelligent monitoring capabilities to support efficient operation.

More than a machine: The importance of expert deployment

While technological innovation is central to the X16 SWEEP, Tennant knows that successful robotic cleaning involves much more than simply introducing a robot into a facility.

With extensive experience deploying robotic cleaning machines across different industries, Tennant works closely with customers to identify suitable applications, assess operational requirements and establish effective cleaning programmes.

From initial site assessments and route planning through to operator training, Tennant's Robotic Success Technicians help customers integrate robotic cleaning machines into their existing operations. This expertise is particularly important in industrial facilities, where constantly changing



environments, vehicle movements, production schedules and varying debris types can create additional challenges for autonomous equipment.

By taking a consultative approach, Tennant aims to ensure customers gain maximum value from their investment while building confidence in the technology among their cleaning and operational teams.

Supporting customers long after installation

Tennant's commitment to customers extends well beyond the initial machine delivery. Dedicated customer support teams, experienced service technicians and ongoing operator training help businesses maintain cleaning performance, optimise machine utilisation and adapt their cleaning programmes as operational requirements evolve.

With established service capabilities and preventative maintenance programmes, Tennant provides customers with the reassurance their autonomous cleaning investment is supported throughout its working life. For businesses considering robotics, this combination of advanced technology, deployment expertise and dependable aftersales support can be just as important as the machine itself.

The launch of the X16 SWEEP further strengthens Tennant's position in autonomous industrial cleaning, bringing together innovative technology, proven floorcare expertise and long-term customer support.

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Keeping the world clean

SEKO explain to us the chemical dosing and dilution systems which are keeping the world clean.

From hospitals to restaurants, managers responsible for cleaning and hygiene face the challenge of protecting the people in their buildings while working within tight budget limitations.

Therefore, it's essential that on-site cleaning and hygiene equipment is capable of achieving and maintaining the highest standards of performance and safety, in even the most demanding environments.

This begins with surface cleaning, where chemical dispensers used for dosing concentrated and pre-mixed solutions into sinks, spray bottles, mop buckets and scrubber dryers must combine precision and consistency with robustness and longevity.

In fast-paced environments such as operating theatres and kitchens where excessive force and accidental collisions are common, a tough, impact-resistant dispenser casing helps to ensure consistent, reliable performance while reducing the cost of maintenance, repair and replacement.

It may be tempting to opt for lightweight dispensers but, while such systems are cheaper per unit, they are also unreliable and have a short lifespan, costing more in replacements in the long run compared with higher-quality, longer-lasting equipment.

In many cleaning stations, it's common to see concentrated chemical containers such as 20L drums stored unbunded on the floor, causing a leakage or trip hazard. Worse still, staff may dose detergent and other solutions manually, exposing them to potentially harmful concentrated chemical.

Integrated chemical storage can help solve this issue, enabling operators not only to save space and make cleaning stations tidier and more presentable, but also providing vital health and safety benefits by keeping the chemicals off the floor and avoiding possible spillage and trip hazards.

Such systems typically feature a cabinet-style enclosure where various-sized chemical containers can be stored and connected to the built-in dispenser. Lockable cabinets help to prevent theft and tampering and protect employees against exposure to harsh concentrated chemical.

Managers in sectors such as healthcare and hospitality may also be responsible for their site's on-premise laundry which, if not properly overseen, can be a source of excessive consumption and wastage of chemicals, water and energy.

To avoid this, and to ensure bed linen, blankets, towels and uniforms are washed to the same high standard every time, it's advisable to install trusted automatic chemical dosing systems which achieve accurate, consistent chemical dosing over the long term.

The same is true of on-site warewash machines handling high volumes of crockery, cutlery and glassware, and in both cases the best systems are built with premium-grade components which offer superior chemical compatibility.

This means parts are more resistant to degradation from harsh concentrated detergents, helping to deliver repeatable results and extensive equipment lifespan while reducing maintenance requirement.

When it comes to maintaining exceptional cleaning and hygiene standards, it's clear that a little investment can go a long way. Chemical systems expert SEKO knows this better than most, as the company has been helping operators for decades with a dedicated range of dilution, dispensing and dosing equipment.

These include the modular ProMax dilution unit, which dispenses premixed cleaning solutions into spray bottles, mop buckets and scrubber dryers, and compatible systems such as the SekureMax chemical storage cabinet.

There's also Internet of Things-enabled (IoT) equipment such as the LS100 laundry and WareDose 35 warewash systems, which give operators 24/7 access to wash data via the dedicated SekoWeb and SekoBlue apps. This makes the SEKO range the go-to choice for discerning professionals worldwide.

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Cleaning sector gets UN-approved BiB solutions

UN-approved Bag-in-Box (BiB) packaging is now available for detergents, professional cleaning products and suitable chemical applications in the UK, Ireland and the United Arab Emirates, providing an alternative to traditional rigid plastic containers for appropriate products in Packing Groups II and III.

The solutions combine high-quality flexible packaging with the technical knowledge and application support required to assess and develop suitable BiB applications for these markets.

The opportunity is being developed through close cooperation between Leeds-based Fenton Packaging Solutions and Sweden-based Quadpak, with Fenton acting as an important and preferred partner in supporting customers and developing BiB opportunities in the UK, Ireland and the UAE.

Quadpak has extensive experience in manufacturing high-quality bags and flexible packaging for liquid products, including BiB, its Cheertainer design, stand-up pouches, traditional pillow bags and customised solutions.

Stellan Flensmo, Quadpak Managing Director, said: "We're delighted to be working with Fenton Packaging Solutions to ensure that Quadpak's BiB and flexible packaging solutions reach a wider audience in the UK, Ireland and the UAE.

"We have a proven track record of developing innovative, high-quality smart and sustainable packaging for a variety of liquid applications. Our cooperation with Fenton will create new opportunities and help make these solutions available to a wider range of customers."

For suitable products in Packing Groups II and III, BiB can replace rigid plastic jerry cans and other containers traditionally used for detergents, professional cleaning products and chemical applications.

Chris Warren, Fenton's Managing Partner, added: "We've been working closely with Quadpak for several years to ensure we can offer a wide range of UN-approved BiB alternatives for suitable products, subject to product compatibility, packaging specification and applicable transport requirements."

The flexible format can reduce the amount of packaging material required while making more efficient use of storage and transport space. Depending on the application, it can also incorporate controlled dispensing and dosing systems.

For customers handling large volumes of product, these characteristics can reduce the amount of packaging requiring collection and disposal at the end of its life.

There are also increasing financial pressures associated with rigid plastic. Businesses are facing higher collection, recycling and disposal costs, including those arising from Extended Producer Responsibility (EPR). Operators using rigid plastic jerry cans may also be liable for Plastic Packaging Tax (PPT) and professional waste collection charges.

The potential of BiB in the professional cleaning and hygiene sector is demonstrated by Proquimia, the Spain-based manufacturer of professional cleaning and disinfection products.



Proquimia was an early adopter of Quadpak's packaging through its Ecoconpack hygiene system, which uses BiB for highly concentrated products supplied for kitchen cleaning and disinfection, housekeeping, general cleaning and laundry, together with efficient dosing equipment.

Proquimia has successfully used Ecoconpack since 2011 and reports a 95% reduction in plastic waste and a 75% reduction in transport and storage costs. The system is designed for recycling, carries the European ECOLABEL label and is supported by a range of dosing systems.

Compared with traditional rigid plastic packaging, BiB solutions can use around 80-90% less plastic. Their compact format can provide a 4:1 logistical transportation advantage, maximising load space and potentially reducing transport requirements.

These efficiencies can lower fuel consumption and associated CO_2 and greenhouse-gas emissions, while using less packaging material can reduce waste at the end of the product's life. Where the packaging is designed for recycling, it can also support improved packaging recovery.

Chris continued: "The financial and sustainability benefits of moving away from rigid plastic are becoming increasingly evident. BiB gives customers an opportunity to reduce packaging material while improving storage and transport efficiency and, where appropriate, incorporating effective dispensing systems.

"Our close cooperation with Quadpak strengthens our ability to develop and support these applications. By combining Quadpak's flexible packaging expertise with Fenton's market knowledge and customer relationships, we can help businesses identify suitable packaging alternatives for their cleaning, hygiene and chemical packaging requirements."

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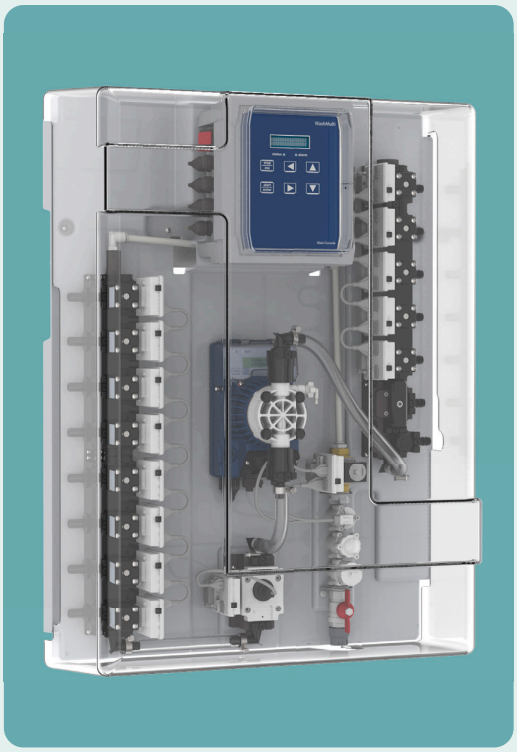

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Eliminating the risks of **growth**

Chris Storer, General Manager at JT Grosvenor, explains why cleaning chemical products come unstuck at scale, and how to de-risk growth.

A cleaning formulation which performs well in the lab is sometimes treated as a finished product, ready to scale the moment demand appears. That moment is often where the real test begins.

Across the cleaning chemicals sector, promising products regularly stall because the operation behind it was never built to support growth. A formula which behaves perfectly in a pilot batch can behave differently at full production. A raw material that's easy to source for small runs can become a genuine supply risk once annual demand increases, and a product which is ready from a formulation standpoint can still be held up by packing, filling or planning that has not kept pace.

Performance doesn't always travel from lab to line

One of the most common assumptions in cleaning product development is that scale-up is simply a bigger version of what already works, but this is not always the case. Moving from small batches to full-scale production brings its own challenges, as mixing processes, equipment performance and the consistency of raw materials can all influence the final product.

> "Moving from small batches to full-scale production brings its own challenges."

Protecting performance from batch-to-batch means understanding early how sensitive a formulation is to the process variation which only becomes visible at commercial scale. That is a formulation question and a manufacturing question at the same time.

Supply continuity must be built before demand peaks

A single raw material shortage can stall an entire production run. A raw material which is simple to source for development work can become a real constraint once a product moves into regular commercial production, exposing limited supplier capacity, longer lead times or pricing volatility that was not a factor before.

> "A single raw material shortage can stall an entire production run."

Sourcing resilience needs to be assessed alongside the formulation itself, so that supply continuity is designed in from the outset rather than patched together after a shortage has disrupted a production schedule.

Scale-up is a test of the whole system

The real question isn't whether a business can make more product, but whether compliance, filling, packing and planning can keep pace. A formulation can be technically sound and still run into trouble if the route from blending to finished product wasn't designed with scale in mind. Packaging choices which worked for a smaller run can create bottlenecks once production increases. Planning processes built around occasional batches can struggle once a product needs to be made consistently.

This is where the most expensive problems tend to appear and often, by the time they do, production schedules are committed, customers are waiting and fixing them costs far more than it would have earlier.

Treat scale-up as a strategic discipline

As demand grows, the focus needs to extend beyond the formulation itself to the manufacturing processes, supply chains and planning which support it.

Scale-up needs to be considered from the outset, with manufacturing, supply and production planning built into the process from day one. Businesses who build this thinking in from the start give themselves a stronger foundation to launch with confidence, respond to growth without losing consistency and build products that succeed not only in the lab, but in the marketplace.



10 Questions with... Jo Gilliard

Each month we ask a cleaning industry professional the Tomorrow's Cleaning 10 Questions. This month, we chatted to Jo Gilliard, CEO at Jangro.

1 WHAT WAS YOUR FIRST JOB?

My first job was as an office junior at Charles Turners in Bolton. That was where my career in cleaning and hygiene started, and more than 40 years later I'm still here.

2 HOW DID YOU GET INTO THE CLEANING INDUSTRY?

I joined Charles Turners as an office junior and worked my way up from there. Alongside working, I went to night school, completing many business management courses, including my PGCE. Later studied at the University of Bolton and gained a first-class honours degree in Business Management.

3 WHICH THREE WORDS DESCRIBE YOUR PERSONALITY?

Honest, passionate and loyal.

4 IF YOU COULD VISIT ONE PLACE IN THE WORLD, WHERE WOULD YOU GO AND WHY?

Memphis. I fell in love with Elvis Presley and rock 'n' roll when I was 10 and spent over 40 years dreaming of visiting Graceland. I finally made it there when I was 55: touring Memphis and the deep South of the USA was a dream come true.



5 HOW WOULD YOU IMPROVE THE CLEANING INDUSTRY?

I'd like to see cleaning treated as an investment, rather than something businesses look to cut back on. Good cleaning protects people, keeps workplaces running properly and makes a real difference to how a building operates. Price will always matter, but quality, standards and long-term value need to be part of the conversation too.

6 IF AN INTERN WERE TO START TOMORROW, WHAT ADVICE WOULD YOU GIVE THEM?

Ask questions and learn from the people around you. Take the time to understand your customers, what they need and how the business works. Don't be afraid to challenge things or suggest a better way of doing something. Some of the best ideas come from people with a fresh perspective.

7 IF YOU WON THE LOTTERY TOMORROW, HOW WOULD YOU SPEND YOUR FORTUNE?

I'd make sure my family, friends and Macmillan Nurses were looked after. Then I'd treat myself to a beautiful villa in the South of France. I'm a bit of a homebird, so it couldn't be too far away, but somewhere I could unwind by the sea with my two dogs and a nice bottle of champers.

8 IF YOU COULD HOST A DINNER PARTY AND INVITE ANY THREE PEOPLE, DEAD OR ALIVE, WHO WOULD THEY BE AND WHY?

My first choice would be my dad. I'd love the chance to sit down with him and tell him about everything that's happened over the last 25 years. If we're talking famous people, I'd invite a young Elvis Presley for the entertainment and eye candy, Peter Kay for the laughs (and because he's a fellow Boltonian), and Victoria Wood, who was a comic genius.

9 WHAT, DO YOU THINK, IS THE FUTURE OF THE CLEANING INDUSTRY?

Sustainability will continue to influence what businesses buy and what they expect from suppliers. Customers want products which perform well, but they also want clearer information about their impact. Our job is to make that easier by giving them reliable information, good training and products that do the job properly.

Mitchell Holmquest, National Account Manager at Nilfisk, asks:

10 HOW CAN WE INVOLVE AND SHOWCASE THE INDUSTRY TO THE YOUNGER GENERATION AND MAKE THEM WANT TO JOIN?

We need to show young people what this industry actually offers. There are careers in sustainability, technology, product development, sales, management and more, but many young people don't know they exist. We should be doing more with schools and colleges, offering work experience and showing there are real opportunities to build a long-term career.

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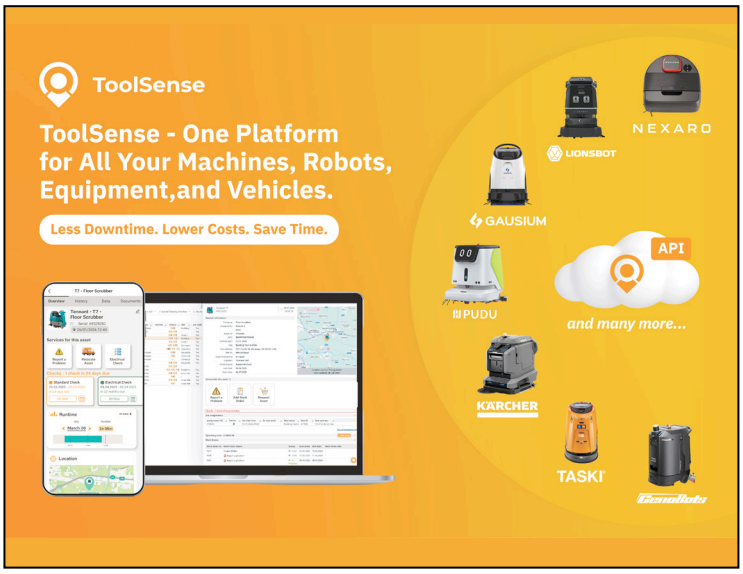

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www.pmcpolythene.co.uk
www.trojanbins.com

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
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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
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UPRIGHT VACUUMS
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www.killis.co.uk

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WASHROOM HYGIENE
www.bio-productions.com
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www.plastics.co.uk
www.mirius.com
www.pmcpolythene.co.uk
https://kennedy-hygiene.com/
www.trojanbins.com

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www.startissueuk.co.uk

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www.floorbrite.co.uk

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www.pestcontrolservices.co.uk

WINDOW CLEANING KITS
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www.robert-scott.co.uk

WINDOW CLEANING POLE
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www.f-w-c.co.uk

WIPES
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