Tomorrow's® Cleaning
September 2026

AQUASTREAM

THE NO CLOG PAPER



UNBEATABLE FAST DISPERSION

7"*

AquaStream is the **line of toilet paper and hand towels** that combines strength and softness with rapid water solubility, helping to effectively prevent pipe blockages.

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* Average value of measurements performed on samples of the AquaStream range of toilet papers, in compliance with standard AFNOR NF Q34-020.Test carried out at the Lucart laboratories using a roll of toilet paper with sheet size of 11x9.5 cm.

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Tork, an Essity brand

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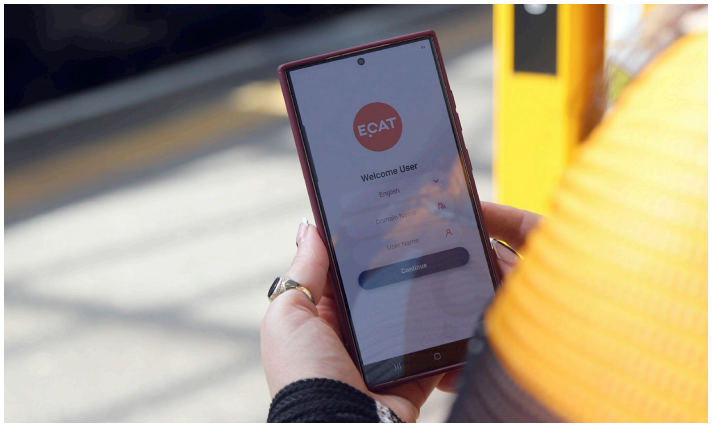

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Editor's Voice



The summer months were brutal this year, with records breaking in most areas for temperatures and sustained heat. The one thing that does come along with a change in weather, however, is that the cleaning industry will be more and more active as the busy months kick in. Cleaning demands from retail and hospitality venues will continue to rise as we get nearer the holidays, and the industry will have to showcase its very best to ensure things go smoothly.

In this September edition of Tomorrows Cleaning, we've got a special focus on Washroom Hygiene. Northwood's Paul Mulready talks to us about how to deliver a washroom experience that's friendly to both your budget and to users, while Essity's Stuart Hands looks at how providers can ensure that their washrooms look nice, smell fresh and provide a relaxed and appealing, comfortable environment. P-Wave's Mark Wintle also explains to us why simple, dry air care is the future for better washrooms.

In our Retail & Daytime section, Essity considers what are the most important things to equip a retail centre's washrooms with, and what do shoppers actually want from their washrooms? Over in our Window Cleaning & Working at Height focus, JV Price's Chris Thomas explores how tethered drone technology and in-house accreditation combine to keep teams safe when maintaining some of the UK's buildings.

We also hear from ECAT Group's CEO, Francis Lyons, who explains why your compliance platform should do more than just tick boxes, and in their latest column, we hear from The British Institute of Cleaning Science as they celebrate the inimitable Denise Hanson, who has recently retired after an exceptional career making a huge impact on so many in the industry.

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



Martin Wharmby, Editor

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CHSA donates £10,000 to Grief Encounter

Following its Charity Gala ball, held in June this year, the Cleaning & Hygiene Suppliers Association (CHSA) has donated £10,000 to its nominated charity, Grief Encounter.

Grief Encounter was named the CHSA's nominated charity in 2019. Following this year's donation, the total sum raised for Grief Encounter is now £60,000.

Grief Encounter supports grieving children, young people and their families to find hope, healing and build resilience following the death of someone close. The charity relies entirely on voluntary gifts.

Andy Watts, Head of Partnerships at Grief Encounter said: "Over the past year, we've seen a significant rise in grieving families reaching out for help. As awareness grows, so does demand. To meet this urgent need, we have to raise £3m this year to continue providing tailored, life changing support. We are entirely reliant on the generosity of our supporters, and loyal partners like the CHSA play an invaluable role in making our work possible.

"In the past year alone, thanks to donations like this, 2,263 people received support from Grief Encounter, 961 young people accessed therapy and over 120 families attended therapeutic events including residential weekends and our Forever Night memory-making event. As a result of this amazing contribution, over 90% of children and young people reported improved resilience and wellbeing."

One child in every UK classroom will experience the death of someone close by the time they reach 16 years old. Studies have shown bereaved children can face long-term social and emotional difficulties if they don't receive the right support at the right time, following the death of someone close.

David Garcia, Vice President and Treasurer of the CHSA and the driving force behind the Gala Ball, added: "We are proud



our members come together to raise such a significant sum for this amazing charity.

"Grief Encounter has put the money we have raised over the years to very good use. We are always delighted to hear the individual stories of the young people who, because of Grief Encounter's work, are more resilient and able to grieve their loss."

The sponsors of the 2026 Gala Ball made a significant contribution. They were: SC Johnson, Kimberly-Clark, Essity, Metsä Tissue, Bio-Productions and Vow Wholesale.

www.chsa.co.uk

ISS appoints Charlie McCarthy

ISS UK & Ireland has announced the appointment of Charlie McCarthy as Segment Director, Business & Industry (B&I) and Ireland, effective 1 September 2026.

Charlie will join the ISS's Country Leadership Team (CLT), reporting to ISS UK & Ireland CEO, Scott Davies.

Charlie brings with him a strong track record of effectively managing complex FM needs and capital projects across a global matrix. Over the course of a 23-year career in FM, in senior roles at companies including Mitie, Compass and Interserve, he has delivered client-focused, strategic FM solutions across a wide range of industries and sectors. Most recently as Managing Director of JLL, Charlie has driven revenue growth across 57 countries while fostering a culture of excellence and talent acquisition and development.

Charlie and his team will drive growth in B&I, including ISS Ireland, supported by investment aligned to the Company's broader strategy. He will oversee development of sharper value propositions by sub-segment, playing where ISS adds value and supporting the objective to make B&I the fastest growing part of the company.

Scott Davies commented: "I'm delighted to welcome a talented, seasoned executive like Charlie to our company. Under Charlie's expert leadership and, given the opportunities we see in Ireland to better leverage our product investment, capability and value proposition, B&I could be the fastest growing part of our business in the medium-to long-term."

www.issworld.com

‘Qualita’ cleaning in the heart of Umbria

Of the many awe-inspiring conference venues around the world hosting arts and cultural events, the beautiful Auditorium San Francesco al Prato in Perugia, Umbria in the centre of Italy, has to be one of the oldest and most lovely.

Rooted in the 13th century, founded in 1255 by Friars Minor as a convent, it served as a place of worship and hospitality for pilgrims until 1860 when, following the unification of Italy, the building was abandoned to gradual and inexorable degradation. Just over a century later began the renovation and transformation of the building into an auditorium and a major centre of culture and music.

Of course, holding as it does more than 600 people at any event can mean a lot of auditorium seats to clean.

Italian cleaning specialist, Roberto Pirri of Fiore, contract holder for the regular maintenance of the venue’s limestone flooring, was given the opportunity to take on the seating and turned to Prochem solutions.

Roberto said: “The seats hadn’t been cleaned for a year or so, and were visibly showing greasy fingerprints and



general soil. I’ve been using Prochem cleaning products for a couple of years now and find their formulations excellent.”

Roberto and his team set to work pre-treating the seats either with **B144 Stain** Pro or **A277 Solvex,** the first designed to deal with water-based spills such as tea, coffee, food and drink, and the second to tackle greasy finger marks.

The chairs were then rinse-extracted with **B106 Extraclean** (which Roberto admits is his ‘go to’ product), leaving the seats in ‘Ottimo’ condition for the arts lovers of Umbria.

www.prochem.co.uk

IWSA launches new industry awards

The Independent Washroom Services Association (IWSA) is launching its inaugural industry awards in partnership with the Loo of the Year Awards, recognising excellence, innovation and outstanding achievement of its members across the UK’s washroom sector.

The six new IWSA Awards will be presented for the first time during the next annual Loo of the Year Awards ceremony, which takes place on Wednesday 13 January 2027 at the National Motorcycle Museum in Birmingham. These awards will sit alongside the Loo of the Year Awards, which are open to any organisation which offers washrooms in public spaces, the hospitality sector, schools, workplaces, tourist destinations and more.

Becky Wall BEM, co-owner of the Loo of the Year Awards, said: “This collaboration marks an exciting new chapter for both organisations, bringing together two respected names within the washroom industry which share a commitment to raising standards, recognising best practice and celebrating those making a positive contribution to the sector. The new awards will be open to members of the IWSA.”

The Loo of the Year Awards has been a cornerstone of the FM and cleaning sector for more than three decades. They're not just about trophies: the team operate a quality grading system, where nominated washrooms are visited by an inspector and given a grading from bronze to diamond. The inspectors look at more than 100 criteria per washroom and will also provide feedback to any venue, company or organisation that wants to know how to improve their washrooms. The annual gala event celebrates the ‘best of the best’.

The IWSA awards allow members of that organisation to now be recognised too. Their awards are:

- Excellence in Client-Contractor Partnerships
- IWSA Leader of the Year
- IWSA Rising Star
- IWSA Driver of the Year
- Sustainability – Best Practice in Washrooms
- Technological Innovation in Washrooms

The awards as a whole are designed to showcase individuals and organisations which demonstrate exceptional commitment, professionalism and innovation, while highlighting the importance of high standards throughout the entire washroom services industry.

Paul Thrupp, Chair of the IWSA, commented: “We’re delighted to be launching the IWSA Awards in partnership with the Loo of the Year Awards. Both organisations are passionate about recognising excellence and encouraging continual improvement across our industry. These awards will shine a spotlight on the businesses and individuals who are setting the benchmark for others to follow and also our members, who are also taking this very seriously.”

The IWSA represents independent washroom service providers across the UK, promoting best practice, professionalism and collaboration throughout the industry. Through training, networking and industry leadership, the association works to raise standards.

The deadline for entries for the new IWSA awards is Wednesday 30 September 2026. The deadline for all other awards offered by the Loo of the Year Awards was Friday 31 July 2026.

www.iwsa.org.uk

www.loo.co.uk

Metsä extends 2027 Sustainability Awards entry deadline

Metsä Group's Tissue paper business, Metsä Tissue, in association with the Cleaning & Support Services Association (CHSA), has announced an extension to the deadline for entry for the 2027 Sustainability Awards, hosted by Katrin.

All entries must now be submitted by 20 September 2026, in order to be considered for the 2027 Metsä Sustainability Awards.

The decision to extend the deadline for entry came after a large number of requests from potential entrants who have been impacted by the holiday season.

The event was founded in partnership with the CSSA in 2023, with the aim of shining a spotlight on sustainability across the cleaning and hygiene industry. In 2023, the event was held at the Cutty Sark in Greenwich, London. The 2025 Sustainability Awards ceremony was held at The Pelligon in Canary Wharf, London, on 19 March 2025.

For both events, participants joined together to celebrate the industry's commitment to sustainability and to recognise those leading the way in best practice. In both cases, the entries exceeded our expectations, and the company has high hopes for the Sustainability Awards in 2027.



For further information on the 2027 Metsä Sustainability Awards, please visit the website below of contact Denise Nee by telephone on 0845 601 8266 or by email at **metsatissue.uk@metsagroup.com.**

www.2027sustainabilityawards.com

Tomorrow's Cleaning Awards 2027: Nominations are open

Nominations have opened for the Tomorrow's Cleaning Awards 2027, and we're inviting you to tell us what you think have been the best products, innovations and services in the Cleaning, Hygiene and Waste industries over the past 12 months.

The Tomorrow's Cleaning Awards have been a celebration of the finest innovations and time-tested solutions that the cleaning and hygiene industry has to offer for almost a decade and a half – and are the only industry awards where the winners are voted on directly by you.

In last year's Awards, Rubbermaid Commercial Products' Executive Series Housekeeping Cart came out victorious following months of voting, with ASK ALFRED from ecosense Cleaning arriving in second place, while Principle Cleaning Service's Vertical Services rounded out the top three.

The Top 10 was a mix of innovations and industry favourites, with entrants from every corner of the industry vying for victory across nearly three months of intense voting. It was a close-run affair as the public's votes kept things interesting and the whole Top 20 were fairly close together in terms of votes, right up until the end.

If you would like to put forward a product or service for the Tomorrow's Cleaning Awards 2027, or think your company or client deserves recognition for their products or services, please let us know. To nominate for this year's awards, email Martin **HERE** with the name of your favourite and why it should be included. We are accepting submissions until end of play Wednesday 30 September 2026.



From these nominations, the finalists will be selected and included in a comprehensive Awards Guide, which will be launched at the end of 2026 to allow readers to find out more about each nominee. Public voting will open before Christmas 2026 and will close Monday 15 March 2027, with the Top 3 announced on social media shortly afterwards, and the full Top 10 in our April 2027 issue.

www.tomorrowscleaning.com/tomorrows-cleaning-awards

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CHSA 2026 Bursary: Winners announced

Four talented young people have been selected to receive the Cleaning & Hygiene Suppliers Association's (CHSA) 2026 Bursary.

The Bursary offers substantial financial support to the children of CHSA members' employees. For CHSA members, it presents a valuable opportunity to thank employees for their contribution, while introducing the next generation of talent to the cleaning and hygiene industry.

Following a panel interview, chaired by David Garcia, Vice President and Treasurer of the CHSA, Finlay Dowling, Emma Lawrie, Elisha Round and Ellie Wakefield were selected as the recipients.

The four recipients will each receive £6,000 over the course of their university career, paid in three instalments. At the start of each academic year, or the first three years if the degree is longer, the successful applicants will receive £2,000.

Finlay Dowling is planning to study dentistry at Newcastle University. His parent works for CHSA member Essity. Emma Lawrie, whose parent works at Ramon Hygiene, is planning to study an MEarthSci Earth Science at the University of Edinburgh. Elisha Round is planning to study an MChem in Chemistry at Lancaster University. Her parent also works at Essity. Ellie Wakefield's parent works at Vectair Systems. She is planning to study a BA (Hons) Business & Management at Sheffield Hallam University.

Since it was first awarded in 2016 in its current form, the Bursary has made it possible for young people to capitalise on the potential of all that is on offer at university. They have used it to pay for books and study materials, field trips and club memberships.

David Garcia explained: "The Bursary is incredibly important to the CHSA. We are very proud of the opportunity to give something back in such a tangible way.

"Meeting these talented young people is always a pleasure, but making the final decision this year was more difficult than ever. We had a record number of applicants and the standard was extraordinary. We could have awarded the Bursary many times over, but we had to make a decision. After two days of interviews and detailed discussions, we settled on the four who excelled in the criteria: need, worthiness, endeavour and overall performance.

"We very much hope the final four, and all the applicants, enjoy their time at university and wish them the very best for the future."

www.chsa.co.uk



Sybron and Lime announce joint venture

Sybron and Lime Sustainable Supplies (LSS) have established a partnership to bring service, support and sustainability initiatives to the cleaning supplies market.

Sybron customers in the hospitality sector will benefit from LSS' advanced data-driven sustainability modelling, whilst LSS' customers will enjoy Sybron's operational support from its new HQ and warehousing at the Icon in Harlow, and its northern depot in Stafford.

The two businesses are complementary, offering sustainability initiatives, including lifecycle assessments and carbon footprint measurement, with data-driven business reporting.

George Mason, Sybron's Sales & Marketing Director, said: "This joint venture is a game-changer for us. We are proud of our sustainability achievements, however this collaboration takes us to the next level. It allows us to facilitate our customers' ESG decision-making, giving them the tools from a multi award-winning sustainability specialist to make informed choices."

LSS Managing Director and Group Head of ESG, Matt Burtinshaw, added: "This is a perfect commercial symbiosis, extending both companies' reach and offering high level sustainability solutions, as well as service and support excellence."

www.killis.co.uk









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Alkleen to top of the class

When a leading UK manufacturer of safety flooring raised a query on cleaning a new school installation with solutions specialist Prochem, Sales and Product Development Manager, Jon Ewing arranged a site visit to advise the in-house cleaning team.

Jon soon established that due to the school team's reliance on only mopping the toilet floors, this was escalating a soil buildup. Jon brought along two products to get the job done: **Prochem's E457 Natural Multi-Surface Floor Cleaner** and **A250 Alkleen**.

E457 Natural Multi-Surface Floor Cleaner is a powerful multi-surface, neutral pH cleaning concentrate with built-in eco surfactant formulations and natural fragrances. It is suitable for cleaning most hard floors including vinyl, linoleum, natural stone, marble, limestone, Terrazzo, granite and ceramic tiles. Application can be by either mopping or using a rotary machine or scrubber dryer, and is ideal for daily use.

A250 Alkleen is a free rinsing, alkaline cleaner for floors and all washable surfaces, such as non-slip flooring, plastics, laminate, vinyl, concrete, linoleum and any surface not harmed by water.

Due to its higher alkalinity, and various dilution rates, it is highly effective for the deeper cleaning of hard floors which do not respond to more neutral cleaning agents. Application can be made through rotaries or scrubber dryers.

Back at the school, a small demonstration area was taped off so the results could be seen. Using a section of red



floor pad and a pre-diluted amount of **A250 Alkleen**, Jon sprayed product onto the floor and gently agitated by hand with the pad.

Jon said: "The result was instantaneous, with the alkali detergent easily removing the soil. Once the floor was wiped with a damp towel, the results became obvious, leaving the school cleaning team amazed with the outcome."

www.prochem.co.uk

Mitie extends Transport for West Midlands partnership

Mitie has retained its contract with Transport for West Midlands, extending a decade-long partnership to provide cleaning, graffiti removal, maintenance and asset replacement services across more than 10,000 transport touch points, including bus stations, shelters, interchanges and passenger information points.

Under the new five-year agreement, with option to extend for a further five years, more than 60 Mitie colleagues will help create clean, safe and welcoming environments for the millions of passengers who use the network every year.

Supporting Transport for West Midlands' ambition to achieve Net Zero by 2041, the contract will be delivered using a fully electric fleet, reducing carbon emissions and helping to improve air quality around bus routes and shelters. Vehicles will also be fitted with onboard water tanks and water-saving cleaning technology, enabling colleagues to clean more efficiently while reducing water consumption.

The entire fleet will be equipped with specialist route-mapping technology which uses real-time traffic and operational data to direct teams to locations requiring attention by identifying the most efficient routes. This will help reduce mileage and improve productivity while supporting low-carbon service delivery.

Dan O'Riordan, Aviation and Transport Sector Director, Mitie, said: "We are pleased to continue our partnership with Transport for West Midlands and build on more than a decade of helping create clean and welcoming environments across the region's transport network. Through the dedication of our colleagues and the use of innovative, sustainable cleaning solutions, we will continue to support the millions of passengers who travel across the Midlands each year."

Pete Bond, Integrated Transport Services Director with Transport for West Midlands, added: "Clean, safe and well-maintained facilities are key to encouraging public transport use. That's why we're extending our partnership with Mitie to ensure passengers continue to enjoy a great experience. We are also proud to guarantee that all frontline staff delivered through this contract will receive the Real Living Wage."

www.mitie.com

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TSA launches AI risk handling assessment tool

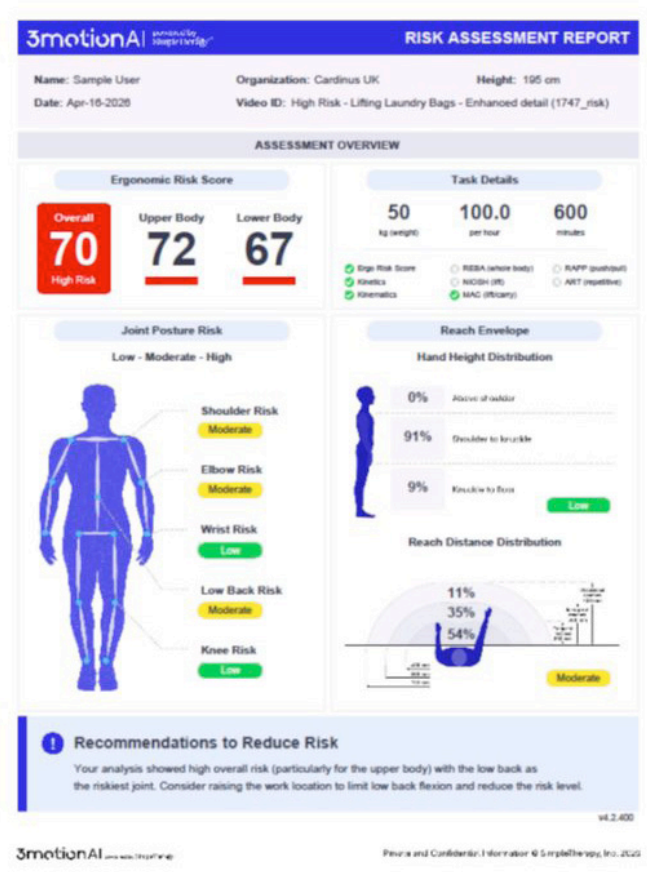
The Textile Services Association (TSA) has teamed up with Cardinus, the health, safety and risk management specialists, to give members access to the RiskAI Manual Handling Assessment Tool.

The tool combines artificial intelligence (AI) with recognised methodologies to make manual handling risk assessments quicker, simpler and more consistent, generating a comprehensive risk assessment within minutes.

To introduce the new service, the TSA is hosting a webinar on 24 September, from 10AM to 11.30AM. The event will demonstrate how the app works, explain the assessment options available, and walk through a series of live examples to show how it can be used in real workplace situations. There will also be a live Q&A with experts from Cardinus, giving attendees the opportunity to ask questions and discuss how the tool could support their own organisations.

Emma Kiviniemi Wilson, TSA Managing Director, said: "Health and safety is at the top of the industry's agenda. The RiskAI Manual Handling Assessment Tool will help members reduce the risk of injuries and improve workplace safety. It is designed to support, rather than replace, professional judgement, saving health and safety teams time so they can focus on implementing improvements, rather than producing paperwork."

The TSA's Projects Director, Andrew Glassford, has been heavily involved in the initiative. He added: "The RiskAI App provides a consistent, evidence-based assessment which helps managers, supervisors and health and safety professionals make informed decisions. It allows them to target interventions where they will have the greatest impact and demonstrate a robust approach to managing manual handling risks."



After the launch of the RiskAI App, the TSA will look to add more support for members by working with health and safety specialists Pristine Condition to put together guidance and training documents.

To register for the webinar, click **here**.

www.tsa-uk.org

Peartree appoints Andy Gook in Scotland

Peartree Cleaning Services has appointed Andy Gook as Business Development Manager, as the company looks to accelerate its growth across Scotland.

Edinburgh-based Gook brings more than 20 years' experience selling soft services, including eight years within the commercial cleaning sector. His appointment forms part of Peartree's wider growth strategy and will see him focus primarily on securing new business across Scotland, while also developing opportunities with existing customers and supporting growth across the north of England.

A key priority will be developing Peartree's presence within Scotland's commercial property market, with a particular focus on professional workplaces and organisations looking for high-quality cleaning services that support their wider ESG, workplace and budgetary objectives.

Andy said: "The chance to build Peartree's presence in Scotland was a major attraction for me. Peartree already has an established reputation and a strong proposition, so there is considerable scope to introduce the business to a wider Scottish market.

"I have always enjoyed working within family-run businesses and there is a real sense of personal investment and energy at Peartree. My priority now is to develop relationships across our target markets and significantly expand our customer base across Scotland."

Brad Reames, Managing Director at Peartree Cleaning Services, added: "Scotland is an important market for Peartree and Andy's appointment gives us dedicated business development expertise on the ground.

"We see significant potential to expand our presence across the region. As we build our customer base, we will invest in our operational teams alongside it ensuring we maintain the standards and service Peartree is known for as we grow."

www.peartreecleaning.co.uk

VIDEO SHOWCASE



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https://duplex-cleaning.com/

Full video here

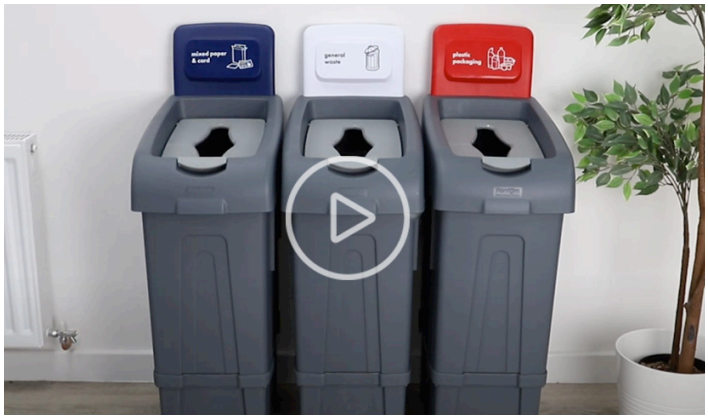


Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance.

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

www.greyland.co.uk

Full video here



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

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

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

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

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

www.robert-scott.co.uk

01457 819400

Full video here



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

www.ice-clean.com

Full video here

CBAi extends practical AI training

CBAi, the specialist AI training and consultancy provider for essential industries, has extended its range of practical AI courses.

Five scenario-focused AI programmes are now available for professionals in cleaning, facilities management, recycling and waste management, alongside AI consultancy and bespoke systems for individual businesses.

Working in the UK and internationally, CBAi helps leaders and teams understand generative AI, put the right governance in place and apply it to real business challenges. From senior leader workshops to full AI implementation, the training helps make time-consuming tasks easier, from tenders and compliance documentation to reporting, planning and admin.

CBAi Founder and Managing Director, Ceris Burns, said: "AI isn't just about robotics and smart systems. It can streamline everyday tasks, from tenders to reporting, without the need for costly or complex systems. We provide practical ways to make AI work for your business."

The five CBAi training programmes designed for today's industry challenges are:

1. **Practical AI for Senior Leaders:** A hands-on day helping directors and leaders make confident decisions on AI spend, tools and policy, with industry-specific demos.
2. **GenAI for Business:** A one-day workshop for any business role, exploring how generative AI works and how to apply it safely and consistently across your business.
3. **Copilot Essentials for Work:** Six sessions covering all five Copilot features: Chat, Create, Apps, Agents and Notebooks. Apply Copilot for reports, KPIs, toolbox talks and tenders.



4. **AI Marketing Roadmap:** A 10-module on-demand course covering AI foundations, tenders, content strategy and AI discovery. Plus, ongoing support through monthly live Q&A sessions.
5. **AI Strategy Accelerator:** A six-week bespoke programme for businesses seeking company-wide AI implementation and tailored in-house training sessions.

Alongside the training programmes, CBAi's wider offering includes AI consultancy and bespoke systems designed around the specific needs of individual businesses. From AI policy and governance to custom tools and workflows, each solution is designed around how an organisation works. Every programme and project is built on real sector examples, not generic corporate case studies.

www.cbai.co.uk

Double ISO certification for Mrs Buckét

Commercial cleaning company Mrs Buckét has secured two internationally recognised ISO certifications: ISO 9001 and ISO 14001.

ISO9001 is one of the world's leading certifications for quality management and assesses how effectively an organisation manages its processes, customer satisfaction and continuous improvement. ISO14001 focuses specifically on environmental management, and provides a framework for businesses to manage and reduce their waste and resources across all areas.

Debra James-Bailey, Divisional Manager at Mrs Buckét, said: "Having worked in manufacturing for many years, I understand how important ISO certification is. It's not simply about gaining a certificate; it's about having strong systems, clear processes and a culture where standards are measured, reviewed and continuously improved.

"Achieving ISO 9001 and ISO 14001 is a significant milestone for Mrs Buckét and reflects the hard work taking place across the business as we continue to grow. It gives our clients confidence that we have recognised systems in place to manage quality, monitor our performance and demonstrate a clear audit trail.

"For our clients, particularly those operating within highly regulated or audited environments, this provides additional reassurance that they are working with a cleaning partner that understands compliance, accountability and the importance of delivering a consistent service. ISO 14001 also demonstrates our commitment to reducing our environmental impact, which is becoming increasingly important to both our clients and our own business."

Founder and CEO of Mrs Buckét, Rachael Flanagan, added: "ISO is such a widely recognised benchmark and I'm immensely proud that we have secured both of these certifications. It also gives our customers additional confidence in the promises we make around quality and our commitment to the environment."

www.mrs-bucket.co.uk



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High footfall, stubborn scuffs, and unpredictable spills shouldn’t compromise your store’s image or safety. **Our Professional floorcare range** is perfectly suited to the demands of busy retail environments, delivering deep-cleaning power, rapid dry times, and maximum slip resistance - even during opening hours.

Keep your aisles spotless, your customers safe, and your team efficient.

SmartTask acquired by experienced management team

SmartTask, a leading provider of workforce management and service delivery software for the cleaning, security and facilities management markets, has been acquired by a management buy-in team, led by industry veterans Mike Taylor and Graeme Hughes.

Backed by decades of sector experience and new investment resources, the team plans to accelerate product innovation, support existing customers, drive long-term growth and strengthen SmartTask's market position.

SmartTask has grown organically since its formation to serve around 200 clients globally, focusing exclusively on the security, cleaning and facilities management markets. Its scalable, feature-rich software supports workforce management and service delivery across complex operational needs, from pre-employment checks through to invoicing and payroll. The acquisition will enable the business to increase investment in product development, customer success and AI-led innovation.

Mike Taylor, leader of the management buy-in team, said: "SmartTask and the talented team that created it are proven in the industry and have built a strong reputation for meeting customers' needs. The platform gives us an excellent foundation for continued innovation. We see a great opportunity to grow with existing and new clients by acting as a long-term technology partner, investing in the product and helping customers achieve success."

Paul Ridden, founder and CEO of SmartTask, added: "The business has reached a stage where additional investment and sector experience can help us grasp the many opportunities we see to serve more clients. I believe this is the right time to hand over the baton, and I am excited to work with the new team, our great SmartTask colleagues and our clients to deliver on our ambitions for growth."

The buy-in team is led by Mike Taylor, founder and former CEO of Innovise, a leader in software for the cleaning, security and facilities management markets, before its sale to TEAM Software in 2019. Mike is joined by Graeme Hughes, former Managing Director of Innovise. Mike and Graeme led Innovise's growth over nearly two decades and later held senior roles at TEAM Software and its parent WorkWave, before leaving in 2022 to focus on WeAreCORTEX automation and orchestration software.

The ex-Innovise leaders are joined by Jenny Young as CFO and Peter Simmonds as COO. Jenny and Peter bring extensive software industry experience, including recent senior leadership positions in the international business of WorkWave, parent of TEAM Software.

www.smarttask.co.uk

Sodexo awarded place on Government Commercial Agency framework

Sodexo has been approved onto the Government Commercial Agency's new RM6378 Facilities Management & Security Services framework.

The national framework, which replaced both the RM6232 Facilities Management & Workplace Services and RM6257 Security – Physical, Technical & Support Services frameworks earlier this year, enables selected suppliers to bid for public contracts.

RM6378 represents £120bn of public procurement funding, covering a range of Total FM, Hard FM, Soft FM, Guarding Services and Security Services, such as catering, cleaning, waste management, security, asset and building maintenance, and care and custody services, among others.

Part of The Procurement Act 2023, the framework is available to all UK public sector bodies to easily access services from a range of trusted suppliers who have already gone through a procurement process to assess the quality and prices of services. Individual users of the framework can tailor requests to match their social value and sustainability priorities.

This award follows the UK Government recently announcing changes to the weighting of £90bn worth of public contracts, prioritising local community value and creating opportunities for young people over other criteria.

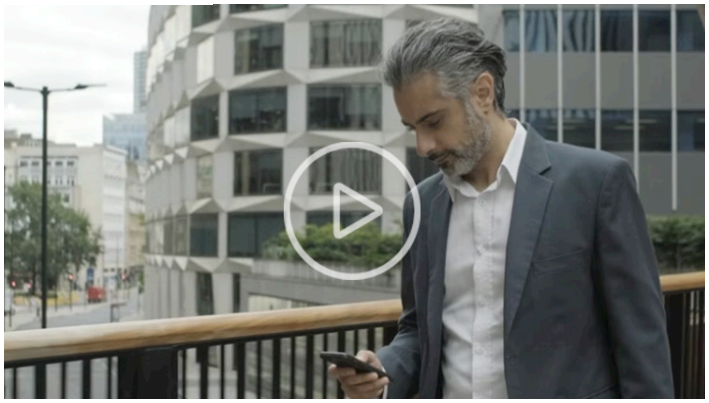
Paul Anstey, Chief Executive Officer (Government & Energy) at Sodexo UK & Ireland said: "We're delighted about the continued trust and confidence in Sodexo as a strategic supplier that being approved onto this framework represents. For more than 30 years, we have developed a strong track record delivering a wide range of services and added value to the communities and people we serve across the UK in partnership with Government.

"Looking ahead towards eight more years of collaboration, our team is relishing the opportunity to build on our reputation as a trusted partner by continuing to bring expertise, skills and passion to the services we provide across the Government sector."

uk.sodexo.com

VIDEO SHOWCASE

CleanLink Software Ltd



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

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

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

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

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

Full video here

VECTAIR



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

https://www.vectairsystems.com/

Full video here

GREYLAND



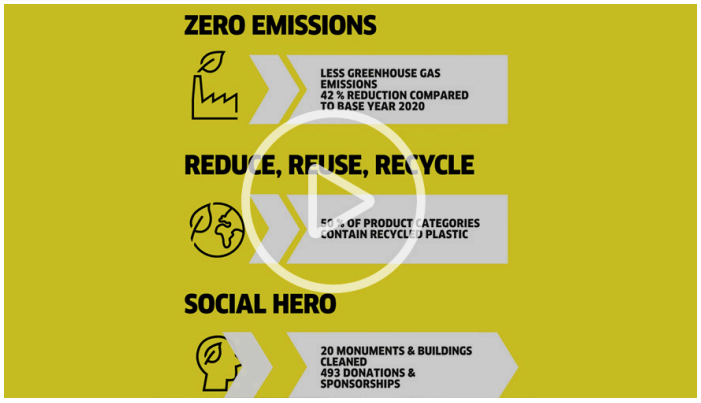
Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance.

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

www.greyland.co.uk

Full video here

KÄRCHER



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

www.kaercher.com/uk/professional

Full video here

Hospitality and hygiene on PestAware Summit agenda

Protecting reputation, compliance and trust are at the top of the agenda at an all-new event designed to help professionals understand emerging pest threats and take a proactive approach to tackling them.

The PestAware Summit 2027, hosted by British Pest Control Association (BPCA), brings together for the first time professionals, stakeholders and decision-makers for focused discussions around the practical challenges posed by pests.

With four separate conference programmes comprising expert talks and case studies, along with an exhibition, live debates and networking, the summit has a dedicated Hospitality and Hygiene stream, designed for professionals working in cleaning, facilities management, hospitality, hygiene, accommodations and venues.

Rosina Robson, Chief Executive at the BPCA, said: "The PestAware Summit brings together the professionals responsible for protecting people, places, products, premises and the environment from pest risk.

"Pest management is a cornerstone of brand protection and customer satisfaction. In customer-facing businesses, pest issues can escalate quickly. A single sighting can become a complaint, a failed inspection, a social media story or closure risk.

"This conference stream will focus on pest awareness for staff teams, staying ahead of bed bugs, emerging risks in hospitality and stewardship in reducing reliance on chemicals. Pest risk isn't a small operational problem – it's a national resilience issue."

An independent report, commissioned by BPCA, found pest management firms are estimated to have attended more than 4.4m client jobs in 2025 – more than 12,000 every day, across homes, high streets, hospitals, schools, warehouses, farms and transport hubs in every region of the UK.

The **No Small Matter** report found that 15% of client jobs are in food services, 6% in short-term accommodation and 4% in entertainment venues. It also outlined the legal, financial and reputational consequences businesses can face without professional pest management.

Rosina added: "The summit is open to anyone with responsibility for protecting reputation, compliance and trust. It offers an opportunity to understand how pest management, including prevention and proofing, can help avoid pest problems before they become customer, compliance or reputation risks."

PestAware Summit 2027 takes place at East Midlands Conference Centre, Nottingham, on Wednesday 17 March 2027. Tickets are available at an early bird price of £149 until 1 October 2026 using discount code EARLYBIRD at the website below.

www.bpca.org.uk/summit

The Clean Space secures SMC contract

The Clean Space has secured a two-year contract with SMC Corporation (UK).

The contract covers SMC's 14-acre UK headquarters site in Milton Keynes, including warehousing, offices, meeting rooms, canteens, showrooms, electronic testing areas and research and development facilities.

The company will provide daily cleaning and associated soft services. The contract will be supported by a team of six cleaning operatives and Supervisor.

Ahead of mobilisation, The Clean Space carried out a detailed site audit to assess the specific requirements of the working environment. This led to a full review of the existing cleaning regimes, designed to improve consistency, compliance and productivity across the estate.

The contract will include improved management reporting, greater visibility of cleaning hours and enhanced compliance processes, including access to COSHH information and site manuals via QR codes.

Wes Smith, Sales and Marketing Director at The Clean Space, said: "SMC's headquarters is a varied environment, spanning manufacturing, warehousing, office and customer-facing areas, so consistency and flexibility are both critical. Our focus is on delivering a well-managed service which supports the day-to-day operation of the site, while giving SMC greater visibility, stronger compliance and a more proactive approach to cleaning."

The appointment further strengthens The Clean Space's experience in commercial, industrial and technical environments, where hygiene, compliance and service visibility are critical.

www.thecleanspace.com

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PlanetMark Certified Business

St Luke's Hospice gets OPL upgrade

Electrolux Professional has supported St Luke's Hospice with an upgrade to its on-premises laundry (OPL), enabling significant operational efficiency gains.

The project, carried out by authorised partner JTM Service, has seen the hospice's ageing rotary ironer replaced with a new Line 6000 Flatwork Ironer to ensure continued delivery of high-quality laundry in a demanding environment.

The Sheffield-based hospice provides specialist palliative care to around 1,800 patients and their families every year. Its laundry and housekeeping services uphold infection control, patient dignity and the day-to-day running of clinical services.

After its previous ironer reached the end of its operational life, placing pressure on the team and threatening to disrupt workflow, JTM Service worked with Electrolux Professional to supply a modern, ergonomic replacement. Support for St Luke's was offered end-to-end, from specification through to installation, with the project carefully managed to minimise disruption.

Melanie Hanson, Head of Operations at St Luke's Hospice, said: "Our experience of working with Electrolux Professional has always been extremely positive. The equipment has proven to be consistently dependable, straightforward for staff to operate and robust enough to cope with the demands of a busy hospice laundry. Opting for it again was an easy decision.

"The feedback from the housekeeping team has been excellent. They've found the new machine intuitive to use, noticeably quicker and far more efficient than the previous model. This has made a real difference to their daily workload, improving the flow of laundry through the department and helping us maintain the high standards that are so important to patient comfort and dignity."

Paul Frost, Country Manager UK & Ireland at Electrolux Professional, added: "Hospice environments often place unique demands on laundry operations, where reliability, efficiency and consistency couldn't be more important. We're proud to support organisations like St Luke's Hospice, where laundry plays such a vital role in delivering quality, around-the-clock patient care."

www.electroluxprofessional.com

Principle celebrates Gold RoSPA Award

Principle Cleaning Services' vertical division has received a Gold Royal Society for the Prevention of Accidents (RoSPA) Award.

In a high-risk environment where rope access, cradle operations and working at height across London's tallest towers and buildings are part of everyday work, this achievement reflects a proactive, safety-first culture.

Principle's vertical division has a 150-strong team including 40 mobile operatives, many of whom are IRATA-trained abseilers, plus 80 site-based operatives and management.

The award reinforces the company's commitment to supporting the wider wellbeing of its people through initiatives such as its Mental Health Strategy, underpinned by recognised standards and industry memberships, including ISO 45001, ISO 9001 and IRATA membership.

The Gold RoSPA Award provides further confidence for Principle's clients that safety is at the heart of its services.

2026 marks the 70th anniversary of the RoSPA Awards, which recognises the achievements of companies prioritising their workers' safety. This year the awards received 2,000 entries from nearly 60 countries.

David Saville, Managing Director, Vertical and Specialist Cleaning, Principle Cleaning Services, said: "Achieving the Gold RoSPA Health and Safety Award is a fantastic recognition of the commitment to safety demonstrated by everyone across our vertical division."

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

www.principleclean.com

USEFUL CONTACTS

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

NEW Biodegradable Exel® Mop Socket

Sustainable by design.

Designed for real-world waste conditions, where contamination and regional differences can limit recycling, Exel® sockets now feature the BioSphere® additive. This allows the sockets to biodegrade in managed landfill environments without leaving microplastics behind.

By combining reuse, recyclability and biodegradability, they help reduce long-term plastic impact while maintaining hygiene, safety and value.

BioSphere

Designed to biodegrade under anaerobic landfill conditions.

Scan to view ASTM D55 results.





The Clean Start Initiative

Inspiring the Next Generation of Cleaning Industry Professionals

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

Get involved and be part of this amazing initiative to help young people discover a future in one of the world's most essential industries.

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AquaStream: TheUnbeatable No-Clog Paper

Here we find out more about AquaStream, Lucart Professional's innovative solution to reduce the risk of pipe blockages.

In professional washrooms, the value of a solution is measured not only by the quality perceived by users, but also by its ability to ensure operational continuity, improve efficiency and prevent unexpected issues.

This is where AquaStream, the Lucart Professional range of toilet paper and hand towels, makes the difference. Developed to address a common yet critical challenge, AquaStream helps reduce the risk of blocked pipes and the disruption they can cause.

AquaStream combines strength and softness during use with exceptional dispersibility when it comes into contact with water. Its exclusive production technology creates bonds between pure cellulose fibres which remain strong when needed, but separate rapidly through the combined action of water and the mechanical movement of the flushing system.

This balance between strength and rapid dispersibility is the range's key distinguishing feature. **AquaStream toilet paper** disperses into small particles in an average of approximately **7 seconds**, offering an effective solution for washrooms with narrow pipes, complex plumbing systems, low gradients or challenging drainage conditions, and approximately **20 seconds** for **folded hand towels,** setting a benchmark for washroom products designed to protect drainage systems without compromising user comfort.

This rapid dispersion provides tangible benefits. By helping to prevent build-ups and blockages, AquaStream supports the smooth operation of washroom facilities and reduces the risk of unplanned maintenance. For operators, this means fewer service disruptions, lower hidden costs and greater reliability. For users, it means washrooms that remain accessible and fully functional, contributing to a better overall experience.





Although these benefits are valuable throughout the year, they become particularly important during peak seasons. Campsites, beach facilities, hospitality venues, service stations and means of transport such as trains, aircraft and ships often experience increased footfall and intensive washroom use. Their drainage systems may also be more vulnerable due to limited space, complex configurations or variable operating conditions.

In these environments, incorrect disposal habits can create further problems. Hand towels, for example, may occasionally be thrown into toilets instead of waste bins. AquaStream addresses this risk with a complete range of highly dispersible toilet paper and hand towels, allowing facilities to adopt a more consistent and reliable approach to washroom management.

The Perfect Match: Identity L1 dispenser and AquaStream L1 mini

The latest addition to the range, AquaStream L1 Mini, brings together compact dimensions, high capacity and dependable performance. With up to 740 sheets per roll, it offers greater autonomy and reduces the need for frequent refilling. Its embossing technology has also been designed to improve strength and perceived softness, ensuring a high-quality user experience even in busy environments.

AquaStream L1 Mini delivers its full potential when combined with the new Identity L1 and Identity L1 Double dispensers. Their single-sheet dispensing system helps control consumption, limit unnecessary product contact and improve washroom management. The Identity L1 Double dispenser provides additional capacity through two rolls used in succession, reducing the risk of running out of paper during peak periods.

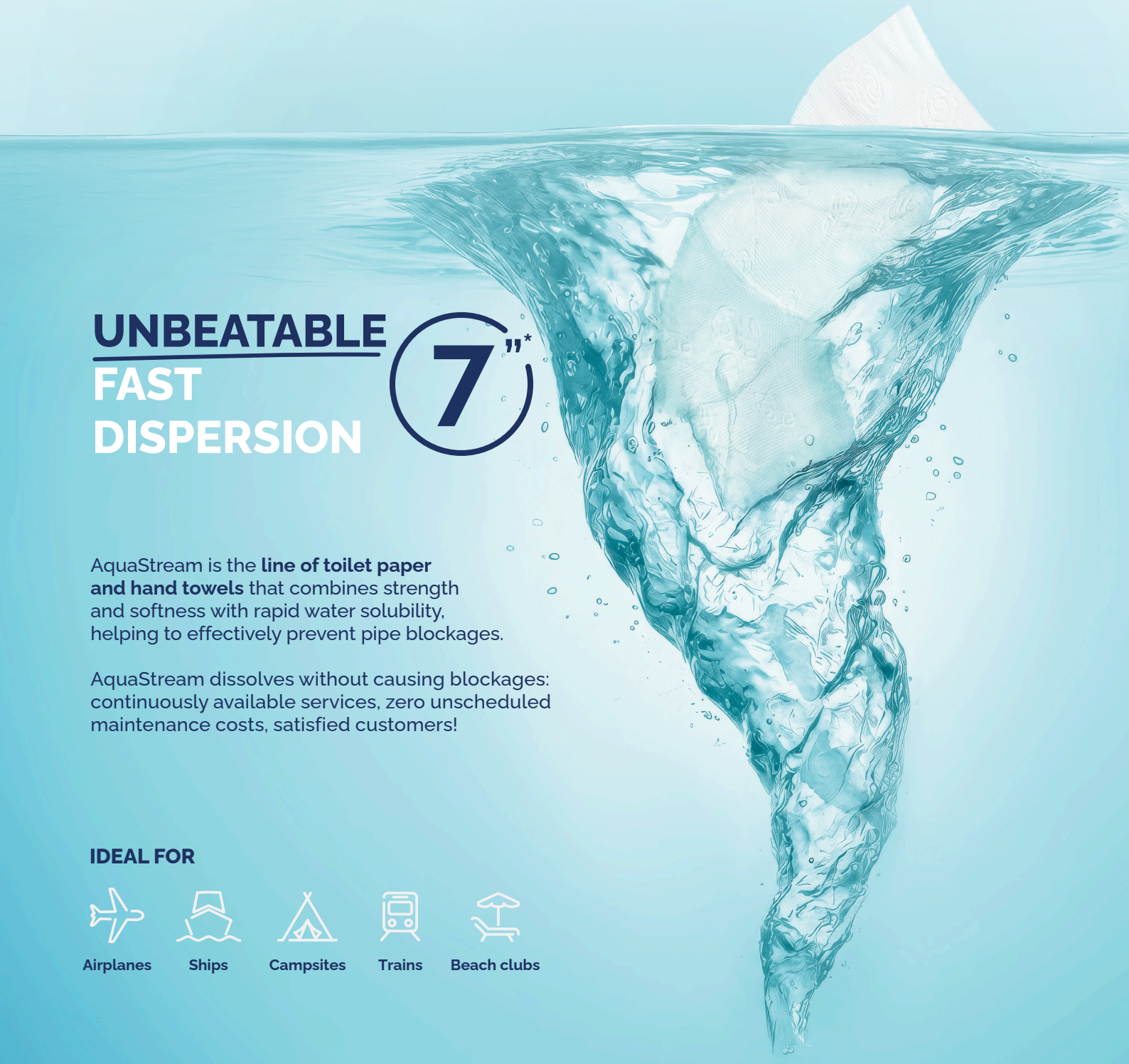
Together, AquaStream L1 Mini and the Identity L1 dispensers create an integrated system designed to reduce waste, simplify refilling and support safer drainage management. The result is greater efficiency for operators and a more reliable washroom experience for users.

In increasingly demanding professional environments, AquaStream offers an innovative and effective response to everyday washroom challenges: strong when in use, quick to disperse and ready to keep facilities running smoothly.

www.lucartprofessional.com

AQUASTREAM

THE NO CLOG PAPER



UNBEATABLE FAST DISPERSION 7"*

AquaStream is the **line of toilet paper and hand towels** that combines strength and softness with rapid water solubility, helping to effectively prevent pipe blockages.

AquaStream dissolves without causing blockages: continuously available services, zero unscheduled maintenance costs, satisfied customers!

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* Average value of measurements performed on samples of the AquaStream range of toilet papers, in compliance with standard AFNOR NF Q34-020.Test carried out at the Lucart laboratories using a roll of toilet paper with sheet size of 11x9.5 cm.

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LUCART PROFESSIONAL



Zero Hour

David Garcia, Chair of the British Cleaning Council (BCC), discusses with us zero-hours contract reforms and the cleaning sector.



The Government's planned changes to zero-hours contracts could have significant implications for cleaning businesses, particularly the many small and medium-sized enterprises operating across the sector.

Contractors may need to cover sickness and holidays, respond to short-notice customer requirements, mobilise new contracts or provide additional operatives for seasonal and one-off work. These arrangements can also suit workers who value the ability to accept hours around caring, studying or other commitments.

However, concerns have long been raised about workers having insufficient certainty over their hours, earnings and shift patterns. The Government says its reforms are intended to address 'one-sided flexibility' while retaining flexibility for those who genuinely want it.

The changes are contained in the Employment Rights Act 2025, although the relevant measures have not yet taken effect. The detailed regulations are still being considered following consultation, with implementation expected during 2027.

Under the proposals, qualifying workers would have the right to be offered guaranteed hours reflecting those regularly worked during a reference period. The Government's preferred initial reference period is 12 weeks. Workers would not be compelled to accept an offer and could remain on a zero-hours arrangement if that suited them. Employers could nevertheless be required to assess working patterns and make further offers following subsequent reference periods.

The legislation will also create rights to reasonable notice of shifts and changes to shifts. Workers could become entitled to payment when shifts are cancelled, moved or curtailed at short notice. Similar protections are planned for qualifying agency workers.

For cleaning businesses, the reforms could bring benefits. More predictable employment may improve recruitment, retention and employee wellbeing, while stable working patterns could support training, engagement and service consistency. However, the potential cost to business is a substantial concern.

The Government's latest national assessment estimates that the reforms could generate direct costs to all UK employers of between £350m and £2.9bn per year, with an indicative central estimate of £1.1bn. After taking account of the benefits which can currently be monetised, the estimated net cost is between £300m and £1.4bn annually.

These are economy-wide estimates rather than figures for the cleaning sector. They are also highly dependent on decisions still to be made about eligibility thresholds, notice periods, compensation rates and reference periods. Nevertheless, they illustrate the potential scale of the financial impact.

For cleaning businesses, costs could arise from payments for cancelled shifts, additional workforce planning and the administration required to monitor hours, identify qualifying workers and issue guaranteed-hours offers.

These demands may be especially challenging for SMEs with limited HR, payroll and legal resources. Many already operate on narrow margins and have restricted scope to absorb additional employment costs. There is a risk that these extra costs could affect the commercial viability of some contracts.

Cleaning contracts can also change quickly when clients alter specifications, reduce building occupancy or cancel work at short notice. A contractor could guarantee hours based on a busy reference period, only for customer demand subsequently to fall.

This raises important questions. Where a customer changes their requirements at short notice, contractors may need contractual mechanisms allowing any resulting employment costs to be recovered. Tender pricing may also need to reflect the additional obligations. Clients may well resist paying more for contracts.

The BCC supports employment practices which treat cleaning operatives fairly and recognise their essential contribution. At the same time, the final regulations must reflect the operational realities of a sector containing many SMEs which use zero-hours contracts for legitimate reasons.

The priority must be a workable balance: greater security and predictability for workers, alongside sufficient flexibility and commercial protection for businesses.

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www.britishcleaningcouncil.org

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Celebrating the remarkable career of **Denise Hanson**

As Denise Hanson begins her retirement, she leaves behind an extraordinary legacy that has helped shape not only the British Institute of Cleaning Science (BICSc), but also the careers and professional development of countless individuals across the industry.

After more than three decades of dedication to BICSc and the wider cleaning and hygiene industry, the time has come to celebrate one of the Institute's most respected, influential and admired figures, Denise Hanson.

For many within the profession, Denise has been a constant presence and a trusted source of guidance, expertise and leadership. Since becoming involved with BICSc in the 1990s, she has undertaken an impressive range of roles, serving as a moderator, assessor, Council Member, Chair of Council, mentor, adviser and senior leader. For almost a decade she has also been an integral member of the BICSc Senior Management Team, helping to guide the Institute through periods of growth, innovation and change.

What sets Denise apart is not simply the breadth of her experience, but the depth of her influence. Throughout her career she has supported learners, assessors, members, volunteers and colleagues, helping them develop their skills, build their confidence and achieve their professional ambitions. It would be difficult to find many long-standing members of BICSc who haven't benefitted in some way from Denise's knowledge, encouragement or advice. Her impact can be seen throughout the organisation and across the wider cleaning and hygiene community.

Professionally, Denise brought a wealth of industry experience to every role she undertook. With more than 30 years of cleaning and hygiene expertise, she established a reputation as a highly successful senior manager with exceptional communication, negotiation and leadership skills. Her career spanned local government, Ministry of Defence contracts, major retail organisations, shopping centres, cleanroom environments and blue-chip corporate facilities before bringing that extensive experience to BICSc.

Those who worked alongside Denise speak not only of her professionalism and expertise, but also of her character. She became known for her honesty, integrity and unwavering commitment to doing what was right. She was someone who could be relied upon to provide thoughtful advice, offer constructive challenge when needed and always put the interests of the profession at the heart of her decision-making. At the same time, her approachable nature and sense of humour ensured she built strong relationships and lasting friendships throughout the industry.

Over the years, Denise has given countless hours in support of BICSc and the wider profession. She has played a significant role in maintaining and enhancing standards, supporting assessors and trainers, guiding members and



helping shape the future direction of the Institute. Her contribution has extended far beyond any individual role, influencing policies, standards and decisions that have strengthened both BICSc and the industry it serves.

The true measure of a person's career is often found in the impact they have on others. In Denise's case, that impact is immeasurable. Her influence can be seen in the many professionals she has mentored, the standards she has helped uphold, the colleagues she has supported and the culture she has helped create. She has been instrumental in fostering professionalism, encouraging excellence and championing the values that continue to underpin BICSc today.

As Denise retires, she does so with the gratitude, respect and admiration of colleagues, members and industry professionals alike. While her day-to-day involvement with BICSc may be ending, the legacy she leaves behind will continue to influence the Institute for many years to come.

Organisations are ultimately built by people, and few individuals have contributed more to BICSc than Denise Hanson. Her dedication, leadership and commitment to excellence have helped shape the organisation into what it is today. More importantly, she's helped shape the lives and careers of countless people along the way.

On behalf of everyone at BICSc, and the many individuals across the cleaning and hygiene industry whose careers have been touched by her work, we extend our heartfelt thanks.

Congratulations, Denise, on a remarkable career and a well-deserved retirement. Your contribution to BICSc and to the cleaning profession has been truly exceptional, and your legacy will not be forgotten.

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Cromwell Polythene: doing what they say they will

In our latest Cleaning and Hygiene Suppliers Association (CHSA) Excellence Awards feature, we find out about the values behind Cromwell Polythene's CHSA Manufacturer of the Year Award.

Innovation, quality and sustainability are important to manufacturing success. To build a long-lasting reputation requires something more fundamental as well: trust.

Over the 40+ years since its formation, Cromwell Polythene has put integrity front and centre. The focus has always been on understanding customers' needs, delivering the right product and service and supporting the sector through engagement in industry association. It's this philosophy which earned Cromwell Polythene the 2026 CHSA Excellence Award for Manufacturer of the Year.

The family business's philosophy is summed up in perhaps the best compliment the company has ever received: 'Cromwell always do exactly what they say they will'. It's a simple statement, but perfectly captures why the company stood out to the judges in this year's CHSA Excellence Awards.

For the team at Cromwell Polythene, the award is a proud moment because it recognises the way they do business, as much as the products they manufacture.

The company said: "We're patient, proactive and personable. Having our peers recognise that approach is a huge boost and encourages us to keep striving for excellence."

At the heart of its success are the people. Ask what makes the business proudest and the answer comes immediately: its team. Employees are described as fun, committed, conscientious, professional and refreshingly honest and success is viewed as something achieved collectively. The company's long-standing profit-share scheme reinforces this. Every employee receives an equal share, regardless of seniority, recognising everyone contributes equally to the business's success.

One tradition illustrates that mindset perfectly. On the first day of every month, it's 'back to zero'. No matter how well the previous month has gone, the focus immediately shifts to what can be improved next. It's a philosophy built around continuous improvement rather than resting on past achievements.

Cromwell Polythene's values align with the CHSA's own commitment to quality and transparency. The Association's message that 'what's on the box is in the box' reflects exactly how Cromwell Polythene believes business should be conducted. For the company, quality means 'Simple, Sustainable Excellence' – providing the right products, delivered to the right place at the right time. That relies on maintaining high product standards, being honest with customers and taking responsibility when things don't go to plan. 'Take accountability for mistakes, learn from them and move on – quickly'.



Mutual respect between the company and its employees is at the heart of its culture. Every employee knows and understands the values and objectives, which creates a magical chemistry that results in every employee safeguarding their culture.

Cromwell Polythene is a long-standing member of the CHSA, and was a founding member of the Accreditation Scheme for Manufacturers of Plastic Sacks. Today, they introduce new employees to the technical regulations and standard of the Scheme, as well as the principles behind them.

Cromwell Polythene commented: "Plastic sacks are, perhaps unexpectedly, an emotional purchase. When they fail, they create mess, hassle and frustration. The Accreditation Scheme mark gives customers confidence the products they receive will consistently perform as expected, reducing risk and making procurement decisions easier."

Sustainability is another area where Cromwell Polythene favours practical action. A recent improvement demonstrates this clearly. By making a relatively small packaging change, the company reduced packaging weight by around 12.5% while increasing the number of products carried on each pallet by approximately 20%. The result is fewer vehicle journeys, lower emissions and reduced costs, all achieved without compromising product performance.

For a company that built its reputation on honesty, consistency and keeping its word, the CHSA Manufacturer of the Year Award is less about celebrating one successful year, and more about recognising more than 40 years of doing business the right way.

CHSA Excellence Awards

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The shopper's **washroom**

What are the most important things to consider when equipping the washrooms of a retail centre? What do shoppers actually want from their washrooms? Stuart Hands from Tork manufacturer Essity considers these issues.

Anyone who visits a retail centre is on a mission.

Perhaps their aim is to track down the ideal outfit for a special event, for example. Others may be gift shopping, or looking to equip their new home with items of furniture or kitchenware. Some will simply be browsing the stores with a friend for a day of intensive retail therapy.

One thing is for sure: the washroom provision on site is unlikely to be at the forefront of their minds. However, if the toilets are either inadequate or unavailable, shoppers may well decide to leave the retail centre early – taking their valuable spending power with them.

Retail providers therefore need to ensure that their washrooms are pleasant to use in order to keep their shoppers on site for as long as they can. So, what can they do to ensure that the precinct's toilets are welcoming to visit?

High levels of hygiene are crucial if all shoppers are going to feel comfortable and safe when using them. Speed and efficiency are also top priorities because queues are both irritating for the shopper and costly from the venue's perspective. It's in the management's best interests that all customers are able to quickly return to the shop floor and resume their spending, and a long wait to use the loos will frustrate this objective.

Toilet cubicles need to be sufficiently large to accommodate multiple shopping bags at once, and perhaps also to allow the customer to try on any purchased items of clothing for a second time to ensure they are happy to take them home.

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In an upmarket shopping centre, it's also important that the washrooms reflect the brand values of the venue in question and offer facilities that are comfortable, smart and aesthetically pleasing. With multiple surveys suggesting today's shoppers are becoming increasingly invested in the environment, all washrooms need to be sustainably run.

Efficiency and sustainability often go hand-in-hand in the washroom. Dispensers which naturally reduce consumption will prevent paper waste and overuse while also reducing the risk of the run-outs which will force some cubicles out of action and create queues.

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

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

A high-capacity hand towel dispenser will allow visitors to take a towel and move on, drying their hands as they go while freeing up the unit for the next user. For example, the Tork PeakServe Continuous Hand Towel Dispenser gives out sheets of paper one at a time to naturally limit consumption and improve sustainability.

Digital technology can further help to ensure that the dispensers in a retail washroom are kept topped up at all times. For example, Tork Vision Cleaning uses sensors and people-counters to monitor washroom usage and check on dispenser refill levels. Cleaners can check remotely via a smartphone or tablet on which washroom is likely to require servicing and when a dispenser may need to be refilled. This prevents cleaners from having to make multiple journeys to the facility to carry out random checks.

With sustainability being at the forefront of many people's minds, Essity's Tork PaperCircle – the world's first paper hand towel recycling service – is ideal for use in the washrooms of high-traffic shopping centres. Customers signing up for Tork PaperCircle have their used washroom hand towels picked up from their premises and taken to local Essity mills, where they are turned into new tissue products.

Tork PaperCircle signage in any washroom will clearly demonstrate the sustainability ethos of the venue's managers while also providing a strong ethical message to washroom visitors. The service enables businesses to reduce waste by up to 20%.

Creating a good visual impression on guests is particularly important in upmarket shopping centres. The Tork Image Design Line of dispensers is particularly appropriate here.

The elegantly curved dispensers combine brushed stainless-steel fascias with a black trim to make them particularly aesthetically pleasing. Tork Xpress Interfold Hand Towels, jumbo toilet rolls and Tork foam soaps are all available in the Tork Image Design Line.

"Creating a good visual impression on guests is particularly important in upmarket shopping centres."

It's important for washrooms in a public facility to smell fresh – otherwise it could well be a turn-off for visitors. However, many traditional air fresheners struggle to be effective due to their 'spray and fade' effect.

A good air freshener system should be designed to ensure the washroom smells fresh at all times. For example, the Tork Constant Air Freshener uses propellant-free technology to neutralise odours while the fragrance lasts for up to 90 days before needing a refill.

There are other ways in which shopping centre managers can ensure their toilets are a welcoming space for customers. Roomy cubicles, good lighting, mood music and hooks on doors will all help to make a good impression and turn the shopper's washroom visit into a positive experience rather than a negative one.

Footfall in UK shopping centres is falling steadily, with a 2.5% year-on-year decline recorded in the latest BRC-Sensormatic Footfall Monitor in June 2026. Rising household bills and economic uncertainty have combined to curtail consumer spending while this summer's multiple heatwaves have kept many shoppers at home – although air-conditioned stores have reportedly fared better than smaller, high-street shops.

Precinct managers therefore need to use every tool in their armoury to attract customers to their stores – and to keep them there for as long as they can. Providing washrooms which are safe, hygienic, welcoming and pleasant to use forms a key part of that equation.

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Flush with opportunity

Jamie Woodhall, UK Technical & Innovations Manager at Initial Washroom Hygiene, reveals why toilets are a hidden revenue stream for many UK retailers.

Getting 'caught short' while out shopping or running errands happens to all of us. For some, it's an occasional inconvenience, but for people with certain health conditions, it can be a serious concern. Whatever the reason for needing a toilet while you're out and about, finding a public loo is becoming increasingly difficult.

Research from the British Toilet Association (BTA) shows the number of public toilets has reduced by a staggering **40% since 2000**. Initial Washroom Hygiene's own research also shows that 1 in 5 (20%) people would look for a shopping centre first if they needed the toilet when away from home.

So, while toilets may not immediately come to mind when considering retail performance, they can be a hidden revenue stream for business owners and retail operators. Well-maintained, accessible facilities help shopping centres attract and retain visitors, increasing footfall across the destination. Retailers can benefit from increased visitor dwell time in their centre, creating value far beyond the washroom.

The opportunity

It's long been clear that public toilets can boost business growth in an area, with research showing 65% of people spend less money locally due to a **lack of facilities**. Further, the 'purple pound' (the collective spending power of consumers with accessibility requirements) is worth approximately **£274bn** per year to the UK economy. The 'silver pound' represents older persons who similarly have a spending power of around **£320bn** each year in the UK – these are often repeat shoppers and like to shop locally.

Therefore, shopping centres which provide reliable, accessible toilets aren't just supporting these individuals, but enabling them to participate in the community and support the high street economy. Investing in clean, accessible washrooms or calling on landlords and facilities managers to do the same, helps create an environment where all visitors feel comfortable staying longer and returning more often.

Prioritising hygiene and reliability

What will impact repeat customers is ensuring that washrooms you do have are well-stocked, fully operational and, of course, clean. A hygienic washroom is crucial for personal wellbeing and plays a vital role in preventing the spread of germs and diseases. This includes the frequent disinfection of high-touch surfaces like taps and door handles, the use of antibacterial agents and an adequate supply of soap, toilet paper and hygiene waste disposal units.

A dignified experience

Waste disposal units must also cater for all types of sanitary waste, including period and incontinence, and



ideally be located within the toilet cubicle. Shockingly, previous research conducted on behalf of Initial Washroom Hygiene suggests that 29% of men with incontinence issues have been forced to carry a used pad in their bag or coat due to a lack of sanitary waste disposal.

> "What matters most is ensuring every visitor has a dignified experience."

Ultimately, what matters most is ensuring every visitor has a dignified experience. For people with irritable bowel syndrome (IBS) and other invisible conditions, this means knowing facilities are accessible, inclusive and safe to use without stress or stigma. Beyond simply providing an accessible washroom, clear, inclusive signage can help signal that these spaces are there for everyone, including those with non-visible access requirements.

Building long-term customer loyalty

Hygiene expectations don't stop at the washroom door. Customers often see washroom cleanliness as reflecting a retailer's overall standards. Simple changes that ensure using your washroom is a reliable, hygienic and dignified experience could ultimately have a big impact on your future revenue.

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Upgrading your insights

Francis Lyons, CEO of ECAT Group, explains that your compliance platform should do more than tick boxes.



For many cleaning businesses, the withdrawal of ServiceTrac's compliance platform has accelerated an important conversation. How do you replace a business-critical system without disrupting service delivery, increasing administration or making life harder for frontline teams?

The good news is that replacing your compliance platform doesn't have to be a headache. In fact, with the right approach, it can be an opportunity to improve visibility, simplify auditing and give managers better operational insight than ever before.

Of course, that's true whether you're replacing ServiceTrac or reflecting on whether your current compliance platform is still meeting business needs. The best systems today do far more than digitise inspections. They help organisations improve consistency, demonstrate quality, respond more quickly to issues and make better-informed operational decisions.

One of the best places to start is by looking at the audits you're already carrying out and asking whether you're getting as much value from that information as you could.

Turning audits into operational insight

Audits remain one of the most effective ways to monitor cleaning standards, identify issues early and demonstrate compliance to customers. However, the real value of an audit doesn't end when it's submitted.

Managers need visibility across multiple contracts, regional teams need to identify recurring trends and customers increasingly expect clear evidence that standards are being maintained. Compliance information should support better decisions, not simply create more administration.

The best compliance platforms help turn everyday audit activity into meaningful operational insight through configurable dashboards, reporting and corrective action management. That's exactly the philosophy behind ECAT, giving organisations a clearer picture of performance across every contract while making it easier to identify opportunities for continuous improvement.

Supporting consistency across every site

Maintaining consistent standards across multiple locations is one of the biggest challenges facing cleaning organisations. Different supervisors, varying customer requirements and geographically dispersed teams can all introduce inconsistency if processes aren't standardised.

ECAT enables organisations to create consistent audit templates, scoring systems and reporting while still allowing flexibility where individual contracts require it. The result is greater confidence that inspections are being completed consistently, regardless of location, giving both managers and customers reassurance that standards are being maintained.

Cleaning businesses are under increasing pressure to demonstrate quality, consistency and accountability, often across hundreds of sites. The organisations that get the most value from compliance technology are not necessarily the ones with the longest feature list: they're the ones using it to give managers better visibility, help frontline teams work more efficiently and create a culture of continuous improvement. That's where we see the biggest difference.



Designed around the realities of cleaning operations

Cleaning teams don't spend their day behind desks. They work across offices, hospitals, universities, airports, manufacturing facilities and countless other environments where speed, simplicity and reliability matter.

Frontline teams need mobile auditing, offline capability, photo evidence and the ability to record corrective actions while they are on site. Managers, meanwhile, need timely, meaningful information that helps them identify trends, reduce unnecessary administration and focus on improving standards rather than chasing paperwork.

> "It's worth choosing a platform which can continue supporting your organisation as it grows and evolves."

When everyone has access to the right information at the right time, it's much easier to deliver consistent, high-quality services.

That is why ECAT has been designed around the way operational teams actually work, providing a configurable platform that supports day-to-day activities rather than adding complexity.

Making the transition with confidence

If you're replacing ServiceTrac, it's perfectly natural to be thinking about disruption. Will staff need extensive retraining? Will existing audit programmes need to be rewritten? How long will implementation take?

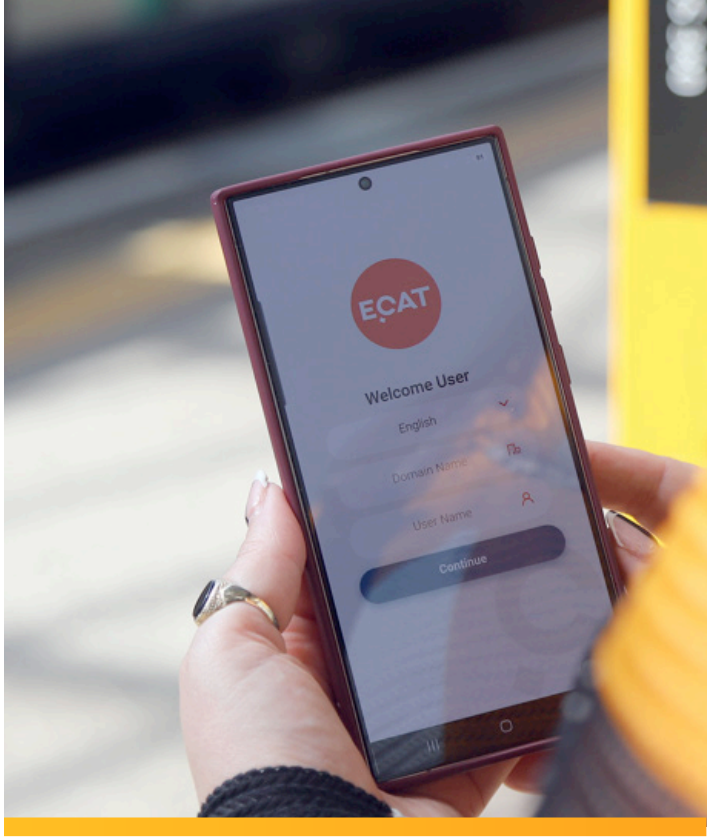
Our experience is that successful migrations begin by understanding the organisation rather than the technology.

Every cleaning business is different, so we configure ECAT around existing operational processes wherever possible. That allows organisations to retain familiar ways of working while introducing improvements gradually over time. Rather than trying to transform everything at once, the focus is on maintaining service levels, giving teams confidence and making change manageable.

See it working before you commit

Choosing a new compliance platform is a significant decision, which is why many organisations want more than a software demonstration before making that commitment.

ECAT's proof of concept allows businesses to experience the platform using their own audit processes, reporting requirements and operational workflows. It provides



an opportunity to see how the system performs in a live operational environment before any wider implementation begins.

That practical, collaborative approach helps reduce risk and gives both managers and frontline users confidence that the platform is the right fit for their organisation.

Future-proofing your compliance

Compliance requirements continue to evolve, as do customer expectations. Today's cleaning businesses need technology that can adapt alongside changing contracts, new reporting requirements and increasingly data-driven ways of working.

Rather than investing in software that simply meets today's needs, it's worth choosing a platform which can continue supporting your organisation as it grows and evolves.

Whether you're managing a handful of sites or complex national contracts, ECAT provides the visibility, flexibility and operational control needed to maintain high standards while supporting continuous improvement for years to come.

Let's start the conversation

If you are replacing ServiceTrac, there is no urgent need to rush into the first available alternative. Taking a little time to choose a platform which supports both your immediate operational needs and your longer-term ambitions can make all the difference.

To support organisations affected by the withdrawal of ServiceTrac, ECAT is waiving all set-up fees for customers who migrate from the platform.

If you'd like to arrange a demonstration, discuss your compliance requirements or explore a proof of concept, we'd be delighted to help. Sometimes an unexpected change creates the opportunity for lasting improvement, and we would love to show you what is possible.

www.ecat-group.com

Making the washroom experience better for all

Paul Mulready, Marketing Manager at Northwood Hygiene Products, talks about how to deliver a user- and budget-friendly experience in the washroom.



We're seeing a transformation in the washroom. Driven by sustainability targets and a focus on hygiene, washrooms are becoming more intelligent, efficient spaces.

Modern solutions and planet-friendly consumables are elevating the washroom experience. Not just functional spaces anymore, today's washrooms are places that prioritise hygiene, reduce consumption and improve the user's impression.

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

The evolution continues with innovative solutions being developed to enhance the washroom experience. Washrooms are very much part of the visitor experience because everyone will need to use one at some point – and if they're not up to scratch, they will have a negative impact on people.

Creating better spaces

Visitors want to see good design in washrooms. They want to see less clutter and cleanliness throughout. They're also looking for sleek spaces that show sustainability matters to the organisation.

An unpleasant or under-stocked washroom is a poor reflection on anywhere – would you, for instance, want to use a facility that looked unsightly and didn't have good hand hygiene solutions like modern and attractive soap and towel dispensers?

Well-engineered, durable and stylish dispensers say a lot about the washroom. They show you care about the health of people and the image you project when they visit the washroom. They also help to keep your washroom clean and tidy, reduce waste and improve the overall visitor experience.

So, how can you achieve a good user experience in any setting, without it costing a fortune? The good news is that there are some good quality, budget-friendly solutions out there that can help washroom providers to deliver a hygienic, sustainable and cost-effective washroom.

Delivering value and hygiene

Washroom providers should weigh up commodity washroom ranges, which are everyday, high-capacity and affordable products, such as paper dispensers, toilet rolls, hand towels and soap systems designed for high-traffic settings. These items focus on delivering low cost-in-use, durability and good hygiene.

Offering a good choice of standard paper goods like jumbo toilet rolls, centrefeed rolls and folded hand towels, these



commodity solutions are ideal for businesses wanting to achieve a low initial cost, particularly on the paper products.

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 range of hand roll dispensers includes a roll towel dispenser, a hand towel dispenser, a centrefeed dispenser and a new portable centrefeed dispenser, which can be conveniently moved and stored where needed.

Leonardo brings a diverse range of economy and premium paper products, which all meet the CHSA Soft Tissue Standard and carry 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.

Leonardo hand towels are available in a number of formats, including roll, C, D and Z-Fold, and there's even the White Flight C-Fold Hand Towel, which is soft, strong and flushable.

Providers can help to deliver a good visitor experience in the washroom and ensure there's a good supply of paper and disposables to maintain good hygiene, and it can all be achieved for less than you might think.

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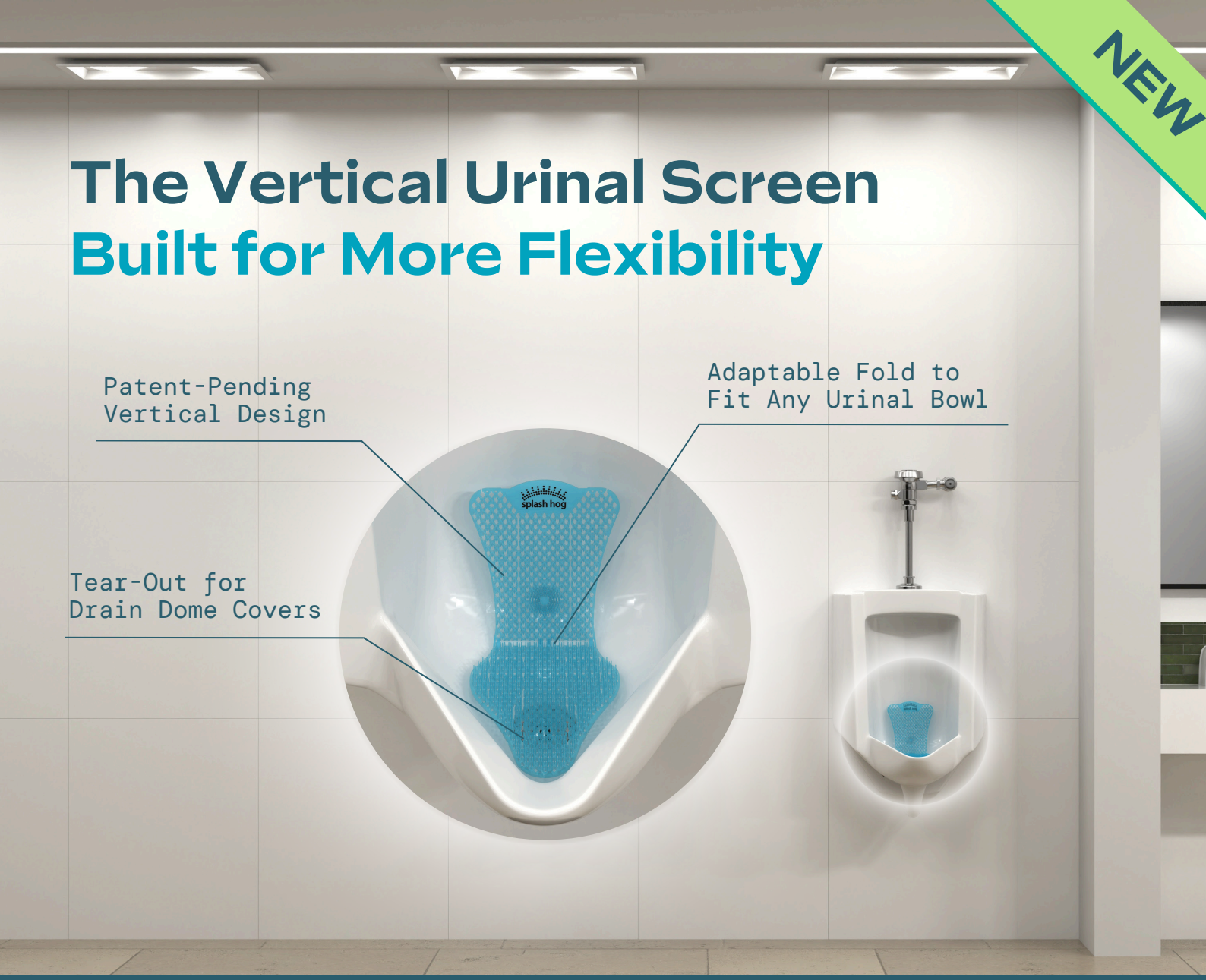

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Making good sense in the **washroom**

Washrooms for use by the public should ideally be attractive to look at, but they also need to smell fresh and provide a calm, relaxed environment where users can feel comfortable. Stuart Hands, from Tork manufacturer Essity, looks at how providers can ensure that their washrooms hold a sensory appeal for users.

Anyone who visits a public washroom will immediately employ their senses to assess their environment. They will need to reassure themselves that they are entering a safe and welcoming space. So, they will subconsciously be checking for any signs of poor hygiene or neglect such as a dirty floor, fingerprints on the dispensers or cobwebs in the corners.

They will also be aware of any bad smells, since these will be an immediate turn-off and another potential indicator of low hygiene standards and poor maintenance. Loud noises – such as those being emitted from high-speed air dryers – could be unsettling, particularly for washroom visitors with neurodiversity issues. Consumables which are abrasive to the touch, such as harsh soaps or rough hand towels, will be unpleasant to use for anyone with a skin sensitivity.

Public washrooms can feel like a threatening environment for some. They are also a place where we feel at our most vulnerable. So, it is only natural that we should use our senses to check our surroundings for any signs of danger. Besides an unpleasant smell or visible evidence of uncleanliness, danger signs could also take the form of poor lighting or dark corners where vandals or drug dealers could be lurking.

Washroom providers therefore have their work cut out to ensure that the visitor's first impression is both positive and reassuring.

Washrooms should be bright, well-lit spaces to create a welcoming environment and deter wrong-doers. A smart, pristine washroom will also help to convince people that the facilities are safe to use. There should ideally be clear evidence of a regular cleaning schedule – perhaps in the form of a note on the back of the door – to provide further reassurance.

A facility which appears to be comfortable to use should also smell fresh and offer a calm environment, where loud noises are kept to a minimum and where all soaps and paper products are pleasant to the touch.

Washrooms should also be designed to be easy to clean. Smooth surfaces for the walls, floors and dispensers are less likely to harbour dirt than grout lines and sharp angles, for example, while automatic taps will prevent the build-up of unsightly fingermarks.

A good air freshening system will help to mask any unpleasant washroom smells, and mild soaps and soft hand towels will be more comfortable on the hands than abrasive alternatives.

A washroom will also create a good visual impression if it's uncluttered and if the dispensers are streamlined and attractive. Thoughtful product and dispenser design can help support a tidy environment, making the washroom more comfortable and welcoming for users.

Well-managed dispensing systems for soap, hand towels and toilet tissue can help facilities maintain a neat appearance throughout the day while also reducing the need for frequent maintenance. The result is a cleaner, more pleasant washroom experience that encourages good hygiene and leaves visitors with a positive impression of the facility.

A soap system housed in a replaceable cartridge will help to prevent the messes which are more or less inevitable with bulk-fill systems. For example, Tork Foam Soaps come in a sealed cartridge that can be replaced in seconds by the cleaner. The soaps have a pleasant hand-feel and come in a Sensitive version, which is kinder to the hands for people with skin issues.

The Tork SmartOne Twin Mini Toilet Roll System prevents the issue of soggy paper on the floor because it comes in a sturdy, lockable dispenser which delivers one sheet of paper at a time. This helps to prevent runouts and vandalism. The unit also has no level surfaces or crevices where drug paraphernalia can be used or stored, so that washroom visitors can feel they are in a safe environment.

A hand towel system enables visitors to dry their hands quickly and quietly. Essity offers a range of Tork hand towels that come in Soft and Extra Soft versions for people with sensitive hands.

The Tork PeakServe Continuous Hand Towel Dispenser is particularly suitable for use in public washrooms because it caters for more than 1,000 guests between refills, and delivers each towel in just three seconds. The dispenser has been designed to give out sheets of paper singly to prevent run-outs while supporting a clean, organised washroom environment.

Many washroom visitors are reluctant to touch the surfaces or dispensers for fear of picking up germs. Automatic taps, flush systems and dispensers will allow them to navigate the space more safely while touching as few surfaces as possible.

Manual dispensers, where provided, should be easy to use. A degree of dexterity is often required to use dispensers for soap, toilet paper and hand towels which means people



who have low hand strength or who experience joint issues may struggle to access the product inside. Tork Elevation dispensers for soaps and Tork PeakServe hand towels have been designed to be easy to use, even for people with low hand strength.

Bad washroom smells have a negative impact on the washroom user, but many traditional air fresheners struggle to be effective due to their 'spray and fade' effect. A good air freshener system should be designed to ensure that the washroom remains smelling fresh at all times. For example, the Tork Constant Air Freshener uses propellant-free technology to neutralise odours while the fragrance lasts for up to 90 days before needing a refill.

Creating a good visual impression on guests is particularly important in the upmarket washrooms of hotels, high-end restaurants, shopping centres and smart offices. Here the providers may well choose to equip their facilities with fixtures that have a high visual appeal.

For example, the Tork Image Design Line of elegantly curved dispensers combine brushed stainless-steel fascias with a black trim to make them particularly aesthetically pleasing. The stainless-steel surfaces have been treated with a fingermark-resistant coating to ensure they keep their clean appearance. Tork Xpress Interfold Hand Towels, jumbo toilet rolls and Tork foam soaps are all available in the Tork Image Design Line.

Our senses are highly attuned to any environment in which we potentially feel unsafe, and the public washroom is a space where many of us feel particularly on our guard. It therefore makes good sense for washroom providers to consider the user's senses when equipping their premises to ensure that every visitor feels safe and welcome.

www.torkglobal.com



In the air tonight

Mark Wintle, Brand Manager at P-Wave, explains why simple, dry air care is the future of better washrooms.

Washrooms are often judged in seconds. Visitors walk in, notice the smell, the cleanliness of the floor, the state of the urinals, and quickly form an opinion not only of the facilities, but of the organisation behind them. For cleaning and facilities teams, this creates a constant challenge: how do you keep washrooms fresh, hygienic, presentable and cost-effective without adding unnecessary complexity?

For years, washroom air care has relied on sprays, aerosols and liquid-based fragrance systems. These products all have their place, and the right solution will always depend on the environment. However, modern washrooms increasingly demand air care that's simpler, cleaner and more considered – reducing odour, improving presentation and helping cleaners maintain standards with less mess and fewer problems.

One of the biggest issues in male washrooms remains urinal splashback. It's unpleasant for users, creates extra work for cleaning teams and contributes to odour problems around urinals, on walls and floors. A well-designed urinal mat does more than fragrance the space – it helps reduce splash, supports better hygiene, and keeps surrounding floors, walls and fixtures cleaner for longer. That's a practical benefit which goes beyond simply masking odours, as it helps tackle one of the causes of poor washroom perception at source.

The same thinking applies to air freshening. Dry fragrance systems offer a cleaner alternative to liquid-based products. They don't leak, drip or leave sticky residue on floors or surfaces, which is important in environments where slips, staining and unnecessary clean-up need to be avoided. Unlike aerosols or liquid systems, dry fragrance refills aren't atomised into the air and are generally lower in VOCs and free from solvents commonly used in some aerosol formulations, such as acetone. That means fragrance is delivered without creating a mist of droplets, making them a more comfortable option for many users and a more considered choice for facilities teams looking at indoor air quality.

Sustainability is another major part of the washroom conversation. End users expect hygiene products to perform well, but also demonstrate responsible design. At P-Wave, all our dry fragrance refills are recyclable, helping reduce unnecessary waste from everyday washroom maintenance. We also recognise that urinal mats are more difficult to recycle in practice, which is why we've looked at ways to improve their end-of-life impact.

Our urinal mats include EcoPure, an additive that's been undergoing long-term independent testing in our product since 2019. Testing to date has shown biodegradation of 90% in landfill conditions over seven years. For a product category playing an important role in daily washroom hygiene, this progress matters. It's not about pretending the challenge doesn't exist: it's about taking meaningful steps to improve products cleaning teams rely on every day.

Of course, performance still has to come first. A washroom air care product must smell good, last well and be easy to manage. Powerful fragrances remain essential because odour control is one of the most noticeable signs of washroom quality. When fragrance performance is combined with anti-splash design, dry refill technology, recyclability and improved end-of-life thinking, the result is a simpler, more effective approach to washroom care.

There's also opportunity for washroom products to do more than maintain standards. P-Wave's first-of-its-kind NHS Cancer Awareness partnership on urinal mats shows how everyday washroom touchpoints can support important public health messaging. Urinals are a unique communication space: they have attention, dwell time and repeat visibility. Used responsibly, they can help raise awareness and potentially save a life, while still delivering the hygiene and freshness benefits facilities teams need.

The future of washroom care doesn't have to be complicated. For cleaning professionals, the most effective solutions are those solving real-world problems: splashback, odour, residue, leaks, sustainability and user wellbeing.

Modern washrooms need products that are practical, responsible and easy to trust – not just helping them smell better, but helping them perform better.

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Improving revenue and client retention through **washroom support**

Sanaway co-founder and Director, Patrick Martin, explains how a strong washroom hygiene services partnership can give contract cleaning companies a valuable competitive edge, helping them differentiate their offering, increase revenue opportunities and build stronger, longer-lasting client relationships.



Partnering with a reputable washroom services provider can enhance earning potential, strengthen reputation and attract new business opportunities across a wider range of industries.

In the current challenging economic climate, it's the ideal time to explore a partnership with a washroom hygiene provider whose values, service standards and business objectives align with your own.

Integrating washroom services into the contract cleaning offering not only creates a more comprehensive service proposition, but it does so without the need to increase staffing levels, operational costs or investment in additional vehicles and infrastructure, helping to minimise overheads while adding value to clients. If any servicing issues do arise, it's the washroom service provider that will remedy the situation, relieving time management issues.

Defining the partnership

Transparency and trust are key components of success which will mark the signs of an efficient and reliable relationship. Choose a service provider that aligns with your company's goals.

In Sanaway's case, our customers are often seeking higher service standards and ways to improve sustainability and Environmental Social Governance (ESG) credentials, such as by reducing water consumption, minimising waste production and using eco-friendly products. Integrating Zero Waste to Landfill (ZWTL), health messaging and optimised service frequencies also help enhance your service provision, demonstrate environmental responsibility and care for employee wellbeing.

Clearly define what you expect from an alliance, which elements are non-negotiable and where there's room for flexibility especially in the context of budget constraints.

Questions to help define which company is the right partnership for you and your customers may include:

- Can you provide a free site audit to customers? An audit ensures correct bin sizes, service frequencies and the right setup for efficiency and sustainability.
- Are products and consumables responsibly sourced, reusable, recyclable and kind to the environment?
- Do you provide co-branded marketing materials to resell the washroom service offering?
- Does the ZWTL service incorporate Energy from Waste (EFW) to use byproducts of incineration?
- Is the ZWTL service fully auditable? This will evidence responsible waste disposal and helps companies with ISO 14001 to fulfil their continuous improvement requirement.



- Do you use least distance route planning?
- Can you provide direct contact to existing clients for service references? Word of mouth recommendation is a powerful indicator that a company is worth approaching.

CASE STUDY

Founded in 1974, Central Facilities Services is a family-run company based in Surrey. Jane Offord, Office Manager at Central Facilities Services, said: "Our business has always striven to support inclusivity, as well as embrace ZWTL philosophies and greener ways of operating. We commissioned Sanaway to support our contract cleaning services because we're local and clearly demonstrated a similar ethos.

"We have improved our service offering with Sanaway's ZWTL ONE inclusive hygiene disposal service, and OXY air quality products for washrooms. Since 2006, they've provided an excellent standard of service and improved hygiene standards at our customer's premises. Throughout the years, we've had customers complain about their previous washroom services provider but as soon as we introduce them to Sanaway, there are none. Efficient, fast and friendly, they do exactly what they say they will do, and if there's a challenge to resolve, they step up quickly to provide the solution."

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Balancing technology and expertise at height

Chris Thomas, Managing Director of commercial window cleaning specialists JV Price (JVP), explores how tethered drone technology and in-house accreditation combine to keep teams safe when maintaining the UK's tallest buildings.

Working at height has always demanded a careful balance of skill, safety and the right equipment. Generally, a high-rise building is defined as **anything standing over 50m,** and the number in the UK is increasing. With hundreds planned over the next five years across our major cities, the demands on the facilities management industry continue to evolve.

Technologies such as drones are becoming an increasingly valuable part of that picture. However, rather than replacing traditional methods, they should be viewed as another tool in the toolbox, working alongside rope access, building maintenance units (BMUs), mobile elevating work platforms (MEWPs) and Reach & Wash systems.

When maintaining some of the UK's tallest and most complex buildings, there is rarely a single solution. Window cleaning, façade cleaning and building maintenance all present different challenges. Selecting the right methodology requires experience, technical knowledge and a clear understanding of both the building and its environment.

Expert collaboration with drone technology

When parts of a building are difficult, dangerous or disruptive to reach, drones can be a significant asset. Working with a specialist drone operator allows the right technology to be carefully selected for precision cleaning in restricted or hard-to-reach spaces.

At JVP, for example, we work alongside specialist drone provider KTV Working Drone to deploy tethered drone technology on a range of projects. Untethered drones can require significant exclusion zones in the event of a malfunction, potentially requiring road closures. By contrast, with a tethered drone, in the unlikely event of a malfunction, the drone remains suspended, reducing risk and allowing for smaller exclusion zones and less disruption to sites.

The tethered drone can also operate within centimetres of a building's surface, helping to deliver a more consistent finish. Beyond windows, the same approach can be used for façade cleaning, statues, sculptures and other high-level applications.

None of this happens without rigorous compliance, detailed planning and the appropriate Civil Aviation Authority permissions. Building the expertise and operational track record required to work safely at this level typically takes six to 12 months, reinforcing why collaborating with experts is vital.

The right expertise

Technology is only part of the picture. Behind every effective working-at-height strategy is a team with the training, experience and accountability to deliver it safely and efficiently. Window cleaning providers who maintain large in-house teams can offer national reach and a streamlined service to clients. Maintaining that in-house capability helps ensure consistent standards, accountability and service delivery across a diverse range of projects.

> "The integration of drone technology has introduced many positive changes, including improved safety, greater efficiency, cost-effectiveness and environmental benefits."

A national approach needs to be supported by a strong focus on training and compliance, including NEBOSH-qualified health and safety expertise and compliance with the Industrial Rope Access Trade Association (IRATA). As the global authority for industrial rope access, IRATA sets rigorous training requirements and operational guidelines covering rope access techniques and associated equipment.

While IRATA membership is not a legal requirement for providers, becoming a member company is widely recognised as a benchmark for best practice within the industry. As an IRATA member company for more than a decade, JVP undergoes independent audits every three years, covering health and safety, operational management, continual improvement and innovation.

Combining these high standards with an in-house national operating model helps maintain consistent standards whether undertaking a complex access challenge or a routine maintenance programme.

Evolving tools

As technologies like drones become more widely available, working at height will keep evolving, but the fundamentals remain the same: drone experts and experienced professionals using the right tools for the job, with safety at the forefront. That allows organisations like ours to take on new challenges, at ever-growing heights and continue setting the standard.

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A clear view of **the future**

David Saville, Managing Director of Vertical and Specialist Cleaning at Principle, offers an insight into the latest innovations the company has adopted to support one of the fastest growing divisions in the business – window cleaning.

The window cleaning sector has experienced something of a revolution in the last few years. For Principle Cleaning Services, it's one of the fastest growing divisions in the business and the second largest operation of its kind in the UK. In 2023, Principle announced plans to partner with a leading robotics company to embed a window cleaning robot in their operation, and more recently has introduced another groundbreaking advancement – drone technology.

In recent years, the use of drones has expanded considerably in many industries, including window cleaning. Commercial window cleaning has traditionally been a labour-intensive job, especially for skyscrapers and other high-rise buildings. The integration of drone technology has introduced many positive changes, including improved safety, greater efficiency, cost-effectiveness and environmental benefits.

Drones can significantly enhance the speed and efficiency of window cleaning operations. Equipped with high-pressure nozzles, cleaning fluid dispensers and water recycling systems, modern drones can clean windows quickly and thoroughly. In large commercial buildings where window cleaning can take several days, or where some aspects of a building are difficult or impossible to reach by other methods, drones can complete such tasks expediently, translating into greater efficiency and more jobs completed in less time.

While the upfront cost of drone technology may be significant, the potential for long-term savings is considerable. This can make drone-based window cleaning a financially viable and sustainable option for clients, facilities managers and managing agents.

Many modern buildings feature complex architectural designs with difficult-to-reach windows, for example – angled glass panels, curved facades and narrow spaces. Drones can access areas that would be challenging or virtually impossible for human operatives. This capability ensures a more thorough cleaning, maintaining the building's aesthetic appeal and transparency without compromising safety or quality.

Many drones used for window cleaning are designed with sustainability in mind. Some of their benefits include:

- Optimised water usage through advanced spray technology;
- Chemical-free cleaning, utilising only purified water;
- Elimination of fossil fuel-powered machinery (e.g. MEWPs and lifts); and
- Minimal noise and disruption, reducing the building's operational impact.

As well as cleaning, drones can also collect data and inspect windows for damage or maintenance. High-resolution cameras and sensors allow operators to identify maintenance issues early, helping property managers make informed decisions about repairs before problems escalate.

Drones are revolutionising commercial window cleaning by improving safety, efficiency, cost-effectiveness and sustainability. As technology continues to advance, the integration of drones in building maintenance is anticipated to become more widespread, setting a new standard in how facilities, property and asset managers maintain their buildings.

Despite its high-tech nature, drone window cleaning integrates surprisingly well into facilities management operations by offering a streamlined, efficient solution with minimal disruption.

Unlike traditional methods, drones require no scaffolding or heavy machinery, reducing set-up time and cost. As they are controlled remotely, a single operator can manage the entire process, simplifying staffing and coordination. Furthermore, drones are adaptable to a wide range of structures. The technology can be effortlessly incorporated into existing maintenance schedules, proving to be highly efficient without disrupting day-to-day operations or stakeholder experience.

Principle is in the very early stages of exploring drone technology, which we view as an exciting innovation with significant potential for future developments. As part of this strategy, we recently conducted a number of drone window cleaning trials.

Initial concerns regarding precision, control and safety were thoroughly addressed, resulting in a seamless cleaning process. The setup caused minimal disruption, required no permanent building modifications and was managed by a single pilot with remote oversight. This process is easily repeatable once permissions are in place.

Key outcomes include:

- A reduction in cleaning time of over 75%.
- Zero safety incidents.
- There was minimal disruption to building tenants and public spaces.
- Enhanced client satisfaction through the achievement of previously unattainable cleaning goals.
- The success of the trials has paved the way for wider adoption of drone technology.

Beyond its immediate practical applications, this technology serves as a powerful testament to the enduring and evolving role of human interaction and collaboration. Drone technology isn't meant to replace all cleaning methods, but provides a crucial alternative in high-risk or complex, hard to reach environments. It also highlights the ongoing importance of human support in driving technological progress.

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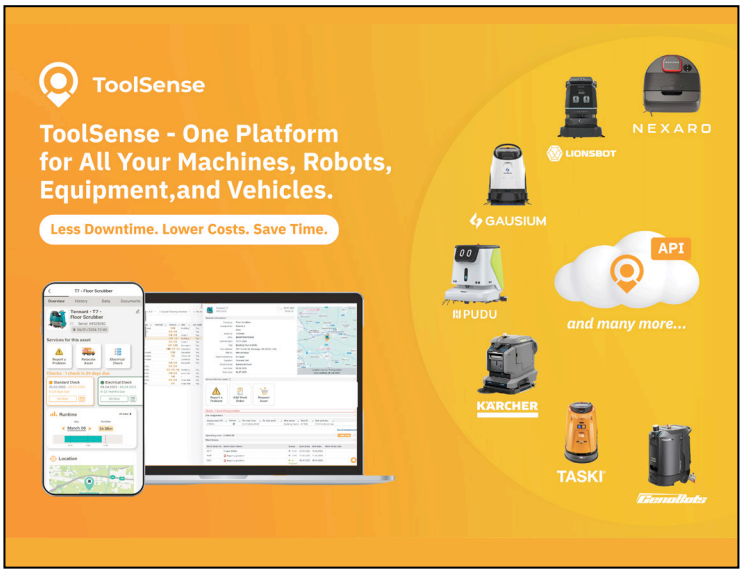

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www.robert-scott.co.uk
www.trojanbins.com
www.vileda-professional.com

HOUSEKEEPING & LAUNDRY
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www.pmcpolythene.co.uk

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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

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www.pmcpolythene.co.uk
www.trojanbins.com
https://kennedy-hygiene.com/

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www.vileda-professional.com

JANITORIAL SUPPLIERS
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www.wsbrushes.co.uk

LAUNDRY DOSING PUMPS
www.brightwell.co.uk

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www.trojanbins.com

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www.fullcleancentre.com
www.vileda-professional.com

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www.robert-scott.co.uk

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www.britanniagroup.co.uk

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PEST AND BIRD CONTROL SERVICES
www.pestcontrolservices.co.uk

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

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www.interpump.co.uk

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www.rpc-bpi.com

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www.tennantco.com

SALE OF EQUIPMENT
www.f-w-c.co.uk

SANITARY DISPOSAL BINS
https://kennedy-hygiene.com/

SCRUBBER DRYERS
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www.nilfisk.co.uk
www.tennantco.com
www.killis.co.uk

SOAP & PAPER DISPENSERS
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https://kennedy-hygiene.com/

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www.duplex-cleaning.com
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www.steamcleanuk.com



SWEEPERS
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www.3ees.uk.com
www.bics.org.uk
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