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October 2026



TRAINING AND EDUCATION SUPPLEMENT 2026

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# Editor's Voice



In this, our annual supplement dedicated to Training and Education in the cleaning and hygiene industry, we've gathered together cleaning companies and organisations to highlight the steps being taken to educate cleaning operatives around different areas of the industry, as well as highlight how vital training is to ensure that your teams can deal with whatever comes their way.

In our lead focus in this supplement, James Marston, a Trainer at the British Institute of Cleaning Science (BICSc), explains to us how, when it comes to preventing the spread of infection in healthcare environments, employing the correct cleaning procedures are vital to effectiveness.

In other news from BICSc, we feature the events which took place at Whittlebury Hall & Spa in Northamptonshire in September, as BICSc celebrated their 2026 Awards. Find out who were the big winners at this glamorous black-tie ceremony in our coverage.

Elsewhere in this issue, Stuart Hands from Tork manufacturer Essity discusses the fact that while hand hygiene's importance is generally understood, studies suggest people are still failing to wash their hands after using the washroom. He asks: is there a need for hand hygiene training?

We also learn about the Water Jetting Association's expansion of their training portfolio, designed to bridge skill gaps and improve safety in building cleaning and maintenance services, while we hear about the success of Sachin Jayawardane's PrimeGuard Carpet Care, who recently won a contract with Swansea County Council thanks in no small part to his training with Prochem.

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

MJW

Martin Wharmby, Editor

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# Infection prevention through **effective cleaning practices**

James Marston, Trainer at the British Institute of Cleaning Science (BICSc), explains to us how important the correct cleaning procedures are for preventing the spread of infection in healthcare environments.

Cleaning in healthcare is always going to be challenging. Hospitals, care homes and clinical environments carry out invasive procedures, treat individuals with complex needs and support people whose immune systems may already be compromised. In these settings, the risks are high and sometimes life-threatening to patients, residents, visitors and staff.

Combating healthcare associated infections (HAIs) requires more than good intentions: it requires commitment, consistency and highly-trained cleaning operatives who understand the importance of every task they complete. Management teams, infection prevention specialists and supervisors can put robust procedures in place but, ultimately, everything hinges on the cleaning operative at the point of delivery.

The best products, procedures and policies only succeed when disinfectants are prepared correctly, applied using the right technique and used at the right time. This is even more challenging in large hospitals, where thousands of visitors may pass through each day, but the same principle applies in smaller clinics, community healthcare settings and care environments.

The moment a cloth touches a surface is the moment planning, training and preparation either succeeds or fails. A missed high touch point, poor wiping technique or incorrect product dilution can reduce the effectiveness of an entire cleaning process.

I think we all agree investment in the cleaning operative is the right course of action. Knowledgeable staff understand and apply cleaning principles in everything they do. High touch points such as bedrails, keyboards, call bells, door handles, light switches, taps and chair arms can all become part of the chain of infection. A nurse, patient, visitor or care worker may touch several of these surfaces in quick succession, allowing microorganisms to transfer between hands and surfaces.




Timely, systematic disinfection by the cleaning operative helps to break this chain, keeping patients, residents, visitors and staff safer. However, much can go wrong as cleaning services endeavour to achieve reliable disinfection in treatment spaces, washrooms, isolation rooms, communal areas and other high-risk locations.

Disinfectants all require a specific contact time to work effectively on surfaces. This must be understood by the cleaning operative, who must be patient when applying the product and confident in following the correct procedure. Any loose material, food residue, bodily fluid or organic matter must be removed first, and the correct technique must be used to clean the surface before disinfection takes place.

Failure to do so can be catastrophic to success. You cannot effectively disinfect food residue or organic materials which may harbour bacteria and create ideal conditions for microbial growth. Cleaning first, then disinfecting correctly, is not a minor detail: it is central to infection prevention.

Nobody turns up to work to do a bad job. When standards fall short, it is often because people have not been given the right knowledge, training, confidence or supervision to complete the task correctly every time. If cleaning operatives do not understand risk levels in wards, theatres, isolation rooms, public areas and staff facilities, the result may be insufficient cleaning or disinfection. Training helps them connect each method, product and procedure to the outcome it supports safer healthcare environments.

Consistency is also essential. Healthcare cleaning cannot rely on informal habits, individual preference or the phrase ‘this is how we have always done it’. Every operative should understand the method behind the task: which equipment to use, which colour-coded system applies, how to move from clean to dirty areas, how to avoid recontaminating surfaces, how to dispose of materials safely and when to report concerns.

A well-trained operative does not simply complete a checklist: they make informed decisions, recognise risk and understand why the process matters.

BICSc’s Cleaning Professional’s Skills Suite (CPSS) makes a difference in cleaning healthcare environments. CPSS has been developed to train, prepare and assess cleaning






operatives in the practical knowledge and techniques required to carry out cleaning tasks effectively and safely. Its healthcare skills have been adapted to align with the NHS National Standards of Healthcare Cleanliness 2021 Manual, supporting consistent standards in clinical and care environments.

Good examples of skill gaps we find when training candidates include:

- Inconsistent wiping methods – clean to dirty method failure and inconsistent area coverage.
- Incorrect product dilutions – under- or over-diluted solutions may reduce disinfection success or leave residue on surfaces.
- Not recognising high touch points – chain of infection remains unbroken
- Not cleaning before disinfection – surface is disinfected poorly with organic materials still present

In partnership with organisations, BICSc training, workplace practice and assessment by qualified trainers and assessors means knowledge gaps can be closed. Consolidation at work, supported by supervisors, increases confidence and helps make best practice part of the everyday routine. The desired result is a skilled workforce which understands infection prevention expectations and supports high standards of cleanliness across wards, care areas and healthcare environments.

This is particularly important where cleaning teams work across multiple shifts, buildings or departments. Standardised training creates a shared language and expectation. It helps supervisors coach more effectively, supports audits and inspections, and gives operatives a clearer understanding of what good looks like. In healthcare, 'good enough' is never good enough.

Infection prevention is not achieved through products and procedures alone. Success depends on the knowledge, skill and commitment of the cleaning operative who applies those procedures consistently and correctly.

Cleaning operatives who know their value and understand the difference they make will always perform at a higher level than those who do not. Leaving work after a long, productive shift knowing that your actions have helped protect patients, residents, visitors and colleagues instils pride, purpose and commitment to do it all again tomorrow.

When healthcare organisations invest in training, they invest directly in patient safety, workforce confidence and service quality. Every correctly cleaned and disinfected surface helps break the chain of infection for patients, residents, visitors and staff. The cleaning operative is not on the edge of infection prevention: they are at the centre of it.

Strengthen your healthcare cleaning standards with BICSc training. Speak to BICSc about the right pathway to improve operative knowledge, confidence and consistency.

***www.bics.org.uk/training/***



# Should hand hygiene **be taught?**

**The importance of hand hygiene is generally understood and accepted, but with multiple studies revealing many people are still failing to wash their hands after using the washroom, is there a need for hand hygiene training? Stuart Hands from Tork manufacturer Essity discusses the issue.**

Around 82% of UK adults claim to wash their hands without fail after using the washroom, according to a 2025 YouGov poll. While this percentage is high, it still means that 18% of adults are admitting to regularly neglecting their hand hygiene.

How accurate are these figures? Other studies suggest that not everyone tells the truth about their handwashing habits, with an observational study carried out at the University of Surrey last year revealing that at least 43.7% of hospital washroom users regularly leave without washing their hands.

It is generally understood that good hand hygiene is pivotal in preventing the spread of infections and viruses. This core message is disseminated to everyone working in the health and care industries where the risks posed by cross-contamination among vulnerable patients and residents is particularly high.

The World Health Organization advises all healthcare staff to perform hand hygiene before touching a patient, before carrying out any aseptic procedure and after exposure to body fluids. Hand hygiene should also take place after touching a patient or coming into contact with a patient's surroundings. The whole washing and drying process should take between 40 and 60 seconds to ensure a

thorough cleanse, while hand sanitising with an alcohol-based hand rub should take around 20-30 seconds.

What about the rest of us? If nearly half of us are potentially failing to wash our hands after using the washroom, surely we are increasing the risk of transmitting germs to others when shaking hands, sharing snacks, preparing food, etc?

It appears that there is a strong case for hand hygiene training, and this is something that is already being advocated in schools.

Lessons in hand and respiratory hygiene form part of the health education guidance for young people aged three to 16 in Britain, and hand hygiene is being actively promoted by bodies such as the UK Health Security Agency.

Primary and nursery schools build regular hand hygiene protocols into their daily routines and children are prompted to wash their hands before eating snacks and lunches, and after playing outside.

During the global pandemic there were several ingenious attempts to make the process more fun and engaging for children all over the globe. One teacher in Missouri had the idea of ink-stamping the hands of her primary school pupils each morning, promising a prize to anyone who had successfully managed to wash off all of the ink by the end of the day.

A classroom experiment in Idaho went viral when teachers demonstrated the effects of dirt on bread slices. Members of staff asked pupils to touch bread with their unwashed hands before sealing the slices in ziplock bags. Untouched bread slices were then also sealed.

At the end of the three-week experiment, a thick green mould had grown on the bread slices that had been handled by children, whereas the untouched bread remained mould-free.

Other hand hygiene lessons focused on the time it takes to cleanse the hands thoroughly of dirt. Children were asked to sing happy birthday twice while washing their hands to ensure that they carried out the practice for long enough to remove all the dirt, for example.

One primary school teacher in Farnborough, Hampshire, instigated a post-COVID hand-washing relay system to prolong the handwashing process among her class of 30 pupils. She asked them all to line up at the sink and take it in turns to lather their hands. Once they had done so, they were then told to go to the back of the queue, rubbing their soapy hands together on the way. By the time they had reached the front of the queue to rinse their hands, each child had spent at least 20 seconds washing them.

Cartoon characters and robots were also used to engage children in hand hygiene practices during the COVID era. For example, the Department of Education in Northern Ireland teamed up with a company called Safefood to create a character named Rufus the Handwashing Hero. 'Rufus' was a furry cartoon creature who encouraged children to follow the five key steps to handwashing – wetting, adding soap, rubbing for 20 seconds, rinsing and drying.

We at Essity have also taken a 'fun' approach to hand hygiene training with our own Ella hand washing app. Ella's Hand Washing Adventure uses cartoon characters and simple messages to educate children about those occasions when hand washing is necessary, such as after playing outside and before eating. We have also made available a series of tools to support good handwashing techniques in schools and nurseries via our Education Toolkit.

For older students, the Tork Max Education Toolkit includes workbooks, activity cards and posters to promote hand washing in schools.

While the importance of hand hygiene needs to be transmitted to children from an early age, it is also crucial to share the same message with anyone who works in critical industries such as the healthcare sector. Courses such as Essity's own hand hygiene training module Tork Clean Hands Training can achieve this.

> "Studies suggest that not everyone tells the truth about their handwashing habits."

Tork Clean Hands Training is accessible free of charge online via any electronic device. The training invites users into a digital world where they are confronted with a series of scenarios where hand hygiene needs to be carried out. Developed in collaboration with behavioural scientists and hand hygiene experts, the course aims to provide hand hygiene guidance in an engaging way.

It is a sad fact that the wider adult population receives little in the way of hand hygiene training or education. This tends to be limited to government advice issued during times of crisis, such as the COVID pandemic.

However, public bodies and businesses can play their own part in promoting good hand hygiene practices by making their facilities accessible to all. Soap dispensers that are easy to use – such as the Tork dispenser for foam soaps – should be supplied along with hand towel dispensers such as the Tork PeakServe unit, which requires a particularly low pull force.

Mild soaps and soft hand towels will avoid aggravating skin conditions such as eczema, and hand basins should be provided at various heights to ensure that everyone can reach them. Reminders to wash hands should also be posted in washrooms everywhere.

Hand hygiene training can help to instil good habits in the very young, and it is absolutely vital for healthcare staff. As for the rest of us, we would certainly be more likely to improve our hand hygiene habits if we were given visual prompts and gentle reminders, and if we were provided with user-friendly products and systems.

***www.torkglobal.com***

# Plugging skills gaps with 'game-changing' training

**The Water Jetting Association (WJA), the membership body for the UK's water jetting industry, is expanding its training portfolio to fill skills gaps and improve safety in the delivery of important building cleaning and maintenance services.**

The WJA is already the UK's largest provider of water jetting courses through its well-established City & Guilds-accredited training programme. It's now expanding its portfolio, adding courses for a wider range of asset maintenance and cleaning techniques for which, until now, the only option has been new product training or learning on the job.

Leanne Smith, WJA Director, said: "These new courses are a game-changer for contractors, and for companies and public bodies that now have a defined standard when specifying the quality of service they expect.

"Instead of having to rely on product training, which may or may not be delivered, and on-the-job training that can be equally patchy, there is now accredited training, with refresher training to maintain skills and update knowledge."

The new courses are: Drain CCTV, Electro-Mechanical Cleaning, Gutter Cleaning and First Aid for Water Jetting. All are accredited by City & Guilds.

The Drain CCTV course is designed for drainage contractors who use push-rod CCTV camera systems, providing coaching on operational safety, fault-finding and sewer coding to WRc standards.

Gutter Cleaning provides training in the use of pole vacuumation cleaning systems.

First Aid for Water Jetting is the first course of its kind. It will include knowledge and practical skills included in the one-day Emergency First Aid at Work (EFAW) course, plus instruction on the application of the WJA Water Jetting Injury Algorithm, which details steps that must be taken in response to unique water jetting injury risks, which includes fluid injection injuries.

Each of the new courses will last a day. As with current WJA courses, candidates will undergo an assessment using the CLiKAPAD digital Q&A system, with a pass mark of 80%. To maintain certification, operatives will need to then pass a refresher course every three years.

WJA Technical Board Member, Darren Hamilton, added: "The courses will be delivered to the exact same high standards the WJA has set, by WJA-approved instructors, which has made our water jetting training programme respected across all industrial sectors.

"They will act as an important stepping stone for companies that want to develop the scope and reputation of the services they deliver, and promote wider safety and technical standards, as well."

More than 20,000 of the WJA's City & Guilds-accredited water jetting courses are delivered every year, with take-up in the UK and internationally growing annually. The WJA expects the new courses to also be popular.




WJA Chairman Lee O'Callaghan commented: "Many drainage and industrial cleaning contractors who deliver water jetting services also deliver CCTV inspection, electro-mechanical cleaning and gutter cleaning services – or would like to.

"These courses provide instruction in these techniques, delivered to an unrivalled standard by instructors who contractors already know and trust. This will make their team and service development simpler and more cost-effective."

For more information, email **info@waterjetting.org.uk,** call 0208 320 1090 or visit the website below.

***www.waterjetting.org.uk/training***

## Countdown begins to WJA Trade Show 2027

The WJA will hold its Trade Show 2027 at Newbury Racecourse on Friday 25 June 2027. WJA Trade Show 2027 will give anyone with an interest in water jetting the opportunity to do business and see the latest service, equipment and safety innovations.

It's the only UK event dedicated to water jetting, and is the place where contractors, service buyers, training providers and industrial bodies can do deals and shape the future of the industry.

The show is expected to attract exhibitors promoting all types of water jetting, including drain jetting, high-pressure and ultra-high pressure water jetting and pressure washing. Industrial sectors represented will include drainage, water utilities, facilities and industrial cleaning, oil and gas, petrochemicals, construction and maritime maintenance.

***www.wjatradeshow.org.uk***

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# Sachin's **success**

**Here, Prochem explains how a new carpet cleaning company utilised their training to help build their cleaning business in six months.**

When start-up cleaning company PrimeGuard Carpet Care recently secured a contract with Swansea County Council, Director Sachin Jayawardane celebrated his meeting Prochem.

Sachin said: "One of the most important decisions I made was completing my professional carpet and upholstery cleaning training with Prochem.

"Our new contract with Swansea is predominantly based around the training courses I attended, and I've now bought all of our equipment from them and have just placed an order for a Floor Pro Twin speed rotary, which Prochem is training me on now."

When Sachin started PrimeGuard Carpet Care, he wanted to do more than simply buy a carpet cleaning machine and start taking jobs. He wanted to understand the industry properly, follow professional standards and build a business which customers and commercial clients could trust.

Sachin continued: "During the training, Adam and Phil taught us not only how to clean carpets and upholstery effectively, but also how important the professional process around the cleaning is."

At Prochem, inspection, fibre identification, testing, selecting the correct chemicals and cleaning method, documenting work, managing risks and following recognised industry standards were all treated as essential parts of providing a professional service.

Another valuable part of the training was learning how to properly value a service, and price it accordingly. Sachin added: "As someone building a new business, this was especially important for me. I learned that professional carpet cleaning should not be priced simply by looking at what competitors charge or trying to be the cheapest.

"The price needs to reflect the knowledge, professional equipment, chemicals, time, preparation, risk and quality of service involved. This helped me become much more confident when quoting customers and explaining the value behind the service, rather than competing on price alone."

Sachin says he also learned about insurance specifically from a professional carpet cleaner's point of view. He shared: "Adam and Phil explained the difference between having insurance and having the right insurance, including the importance of making sure the policy actually covers the work we carry out, and the property or items we are treating.

"This was something I had not fully understood before the training. It helped me put the correct insurance arrangements in place for PrimeGuard and gave me greater confidence when dealing with customers and commercial clients.

"Being able to demonstrate that the business is properly insured for the work we undertake has also helped build trust and present PrimeGuard as a professional company."

After the training, Sachin made the decision to put what he had learned into practice on every job. He continued: "I have never approached carpet cleaning as simply turning up and using an extraction machine. I carry out an inspection before cleaning, assess the condition of the carpet or upholstery, identify potential risks, follow the correct cleaning procedure and keep appropriate records."

The principles he learned around the PAS 86 Code of Practice have also become part of the way he runs PrimeGuard Carpet Care. He related: "Following a structured and professional cleaning process has helped me explain my work more confidently to customers, and has given customers greater confidence in the service they are receiving."

Alongside this, he focused on building the business professionally. He explained: "I developed a good website, documented completed jobs, regularly shared before-and-after results, collected customer feedback and continued developing my knowledge of the industry."

PrimeGuard also became associated with the National Carpet Cleaners Association (NCCA), which gave customers and commercial clients another reason to trust the standards behind the business.

One of the biggest career milestones came when Sachin decided to compete for the Swansea Council carpet and upholstery cleaning contract.

Sachin admitted: "As a relatively new business, entering government procurement was a significant challenge. The tender required much more than simply demonstrating that I could clean carpets. I had to demonstrate professional competency, training, industry knowledge, health and safety procedures, cleaning methodology, insurance, documentation and the systems I would use to deliver the contract.

"A lot of what I had learned through Prochem training became directly relevant during that procurement process.

"I was able to demonstrate a structured cleaning methodology including inspection, preparation, treatment selection, cleaning, drying and final checks. I could also show that my working practices were based around recognised industry standards rather than simply my own methods.

"The training and my NCCA accreditation were also included within the tender submission as evidence of professional competency."

All of this investment of his time and capital paid off: to his pride, PrimeGuard Carpet Care achieved the highest overall score in the tender evaluation and was ranked number one.

Sachin revealed: "What made the achievement even more meaningful was seeing within the evaluation feedback




that my professional training and NCCA accreditation contributed positively to the assessment of the business.

"For a relatively new carpet cleaning company to compete successfully within a government procurement process was a major milestone for me and gave me confidence that building the business around training, professional standards and proper procedures had been the right approach from the beginning."

The big takeaway of Sachin's six months in the professional cleaning business? He summed up: "My advice to anyone thinking about entering the carpet cleaning industry would be to invest in proper professional training before focusing too heavily on equipment or advertising.

"Learn the correct processes from experienced professionals, understand the value of the service you provide, make sure your business is properly protected, follow recognised industry standards and then put what you learn into practice consistently.

"Training gives you knowledge, but applying that knowledge every day is what builds customer trust, reputation and eventually bigger opportunities."

***www.primeguardcarpetcare.co.uk***

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

## What training courses did Sachin take?

Sachin attended two Prochem training courses:

Ideally aimed at newcomers to the cleaning industry and those wishing to improve their existing skills, **Prochem's 2-Day Carpet Course** incorporates all the theoretical and practical elements of its 1-day Course on the first day, while the second advises on the cleaning of stairs and room edges, provides an understanding of rug identification and cleaning advice, on-site carpet pre-inspection and surveying (hands-on), as well as an understanding of various cleaning machine types (hands-on) and advice on timing/pricing and insurance.

The **Prochem 1-day Upholstery Course** covers all types of fabric cleaning, from inspecting and testing to wet and dry solvent cleaning of upholstery, leather and fine textiles.

Both of course are invaluable in terms of gaining skills and getting them up to speed. You can find out more here:

***www.prochem.co.uk/training-courses/***



# Training is key to **pest prevention**

Pest awareness among cleaning operatives is vital to preventing issues with pests, writes Karen Dawes, Training Manager at the British Pest Control Association (BPCA).

Cleaners are on the very front line of pest prevention, often best placed to spot the initial signs of pest activity across residential, commercial and industrial environments.

Early intervention is crucial to preventing infestations becoming established, which means cleaning operatives who are trained in spotting the signs of pest activity, and understand the appropriate actions needed, are a valuable first line of defence.

It is important for cleaners to understand the risks posed by pests and how legislation – such as regulations for food and hospitality businesses – may be relevant to their work if they are operating in those environments.

Some pest species are vectors of disease, spreading bacteria across surfaces and tainting food, while others may bite or sting. Certain species can cause damage to property or equipment, or contaminate products. Common pests in the UK include rats, mice, wasps, cockroaches, birds, bed bugs, fleas and Stored Product Insects (SPIs).

Our Pest Awareness for Cleaning Operatives course is designed to help cleaners understand what the signs of pests are, and what to do if they spot them. The course gives participants a clear insight into the issues surrounding the pests they may come across in the course of their work, and how robust pest awareness helps keep their workplaces safer for themselves and their clients.

The short course covers the key role cleaning operatives have in pest management, why pests need controlling, the health, safety and legislation relating to pest management and the signs of pest activity, alongside the importance of prevention, reporting problems and the role of the professional pest technician.

There are no prerequisites for participants to take the online course, which they can access at any time from a computer or mobile device, and a certificate is available to download on completion. Fees for the Pest Awareness for Cleaning Operatives course start at £36, with various options available for companies of all sizes. Full details are **available here**.

If you're a larger contractor providing pest management services in-house, or you're thinking of adding it to your services, you can access the Level 2 Award in Pest Management course. This gives operatives the opportunity to develop the knowledge and skills required to operate safely and effectively as a public health pest control technician.

Covering techniques for managing common pests, this industry standard qualification is delivered by experts in pest management and teaches participants how to identify infestations and different methods of control.

Learners must complete 60 hours of online learning over six weeks and can then take part in a five-day residential week with classroom learning and exam. Alternatively, the BPCA also offers an online learning only option, which participants can access for 12 months.

Topics in the syllabus include:

- Legislation relevant to public health pest control
- Storage and transport of pesticides
- Biology, behaviour and control of rats and mice
- Control of other vertebrate pests, including birds, rabbits, foxes, squirrels, moles and feral cats
- Public health insect pest biology and control, including cockroaches, ants, wasps, flies, biting insects and SPIs
- Pesticide application equipment
- Pesticide formulations and active ingredients

Detailed information about the RSPH/BPCA Level 2 Award in Pest Management including course fees and locations is available at the website below.

***www.bpca.org.uk***



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# Winners revealed at the **2026 BICSc Awards**

**At their glamorous 2026 Awards event, The British Institute of Cleaning Science (BICSc) shone a light on the best and the brightest of the cleaning industry.**

Professionals from the cleaning and hygiene sector celebrated success after winners were revealed at this year's BICSc Awards.

The industry-leading awards highlight the accomplishments of experts from across the industry, with winners announced at the Institute's prestigious annual ceremony.

The BICSc Awards recognise and celebrate the industry's esteemed individuals and triumphant teams, who were honoured with accolades for their outstanding achievements and service to the sector. The long-



established BICSc Awards continue to increase in popularity year on year, and 2026 once again saw a surge in entries.

BICSc Group Managing Director, Neil Spencer-Cook, said: "We were delighted to celebrate with all our worthy winners at this year's BICSc Awards, which again proved phenomenally popular, receiving a record number of entries.

"We were thrilled to receive so many entries, which were of the highest calibre and demonstrate the level of exceptional experience and outstanding achievements by so many working within the professional cleaning and hygiene sector. The Institute takes immense pride in shining a spotlight on those incredible individuals who collectively continue to raise standards across the industry in the UK and worldwide."

During the event, a special tribute and award presentation was made in recognition of decades of service by long-standing BICSc team member Denise Hanson. BICSc Commercial Director, Denise, who is due to retire at the end of the year, was presented with a Special Recognition Award for her Outstanding Contribution to BICSc.

Paying tribute to Denise, Neil highlighted how she had "given countless hours to support learners, assessors, members, volunteers, staff, council and the wider cleaning industry… helped shape decisions, influence standards and support the growth of BICSc through periods of change, challenge and success".

Presenting the one-off award, he added it was in recognition of "more than three decades of dedication, commitment, leadership, humour and service".

Fellow BICSc colleagues, James Atkins and Teresa Sacco, also received recognition as recipients of The David Bellamy Award for their 10 years' service with the Institute.

At the glittering ceremony, which was again hosted at Whittlebury Hall & Spa in Northamptonshire, the following award winners were announced:

**The David Bellamy Award** – James Atkins and Teresa Sacco

**The Chairman's Award** – Jay Adderley




**The Eric Hill Award** – Soo Bartholomew

**The BICSc International Award** – ACCIONA

**Innovation Award** – Total Clean

**Environmental (ESG) Award** – Intelligent Workplace Solutions

**Corporate Member of the Year** – CleanManager

**Accredited Training Member of the Year** – HMP Peterborough

**Assessor of the Year** – Byron Andagoya Manosalvas, King's College London

**Accredited Trainer of the Year** – Muhammad Rizwan, Whitespot Facilities Management Services

**Cleaning Operative of the Year** – Olagoke Olusomoka, Clarion Housing

**Outstanding Candidate of the Year** – Antonia Pheysey, Mitie

**Lifetime Achievement Award –** Hernando Palacios, King's College London

Ahead of the black-tie awards event, delegates and industry leaders participated in the BICSc Exhibition & Conference. Attendees shared knowledge and industry insights at the event, which also showcased the latest products, technologies and innovations from the sectors' leading suppliers and sponsors.

A range of topics were discussed during the daytime conference, including Digital Licences in Cleaning, Sustainable Tourism and what it means for the cleaning industry, Employment Rights Act latest updates, and How Digital Operations Support Business Growth and Compliance.

For more information, visit the website below.

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


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uart Kenny, CEO and Co-Founder, Origin Secured
CSc Awards Conference, 17 September 2026
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