

TFM

JULY 2026

TOMORROW'S®
FACILITIES MANAGEMENT



INGREDIENTS

FOR GROWTH

From a team of one to a multidisciplinary force driving fresh food, smart technology and bespoke service across 65 sites, Midshire Signature Services' craft development team shows what independent, hands-on catering can deliver for the modern workplace.

Find out more on page 40.

Every use, **measured** to matter



Tork PeakServe® refills now have a 22% lower carbon footprint*

From raw materials to disposal, every step of a product's lifecycle leaves a carbon footprint. To make sustainability easier for you, we measure the carbon impact, learn from it, and share it – so our improvements can become your improvements.

For you, it means the products you already know and trust now come with less impact on the planet, and more value for your business.

Learn more at
torkglobal.com/gb/en/focus4productsheets

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



TFM

TOMORROW'S®
FACILITIES MANAGEMENT

Editorial

Editor
Ryan Lloyd
ryan@opusbm.co.uk

Advertising

Account Director
Clare Gapp
clare@opusbm.co.uk

Production

Production Director
Hannah Wilkinson
hannah@opusbm.co.uk

Production Manager
Daniel Etheridge
daniel@opusbm.co.uk

Designer

Hao Nguyen
hao@opusbusinessmedia.co.uk

CEO

Mark Hanson
mark@opusbm.co.uk



Registered in England & Wales No: 06786728

Opus Business Media Limited, Zurich House,
Hulley Road, Macclesfield, Cheshire, SK10 2SF

ISSN 2055-4745

Email: info@opusbm.co.uk

Tel: 01625 426054

www.tomorrowsfm.com

This publication is copyright Opus Business Media Limited and may not be reproduced or transmitted in any form in whole or in part without the prior written permission of Opus Business Media Limited. While every care has been taken during the preparation of this magazine, Opus Business Media Limited cannot be held responsible for the accuracy of the information herein or for any consequence arising from it. The publisher does not necessarily agree with the views and opinions expressed by contributors.

EDITOR'S VOICE



Hello and welcome to the July issue of Tomorrow's FM.

A prime minister resigns; the country falls to a standstill as soon as the weather hits the high 20s and the England football team get off to an emphatic start followed by a swift wake-up call in a second-round match at the World Cup. Does anything ever really change in good ol' Blighty?

One thing that definitely is changing, is the climate and how this affects Landscape and Grounds Maintenance. As Dean Pearson, Senior Operations Manager at OUTCO, discusses in his feature this month, "maintaining outdoor spaces requires far more understanding of the environment, climate and external conditions than just planning to a strict calendar." He goes on to explain how the changing seasons demand a culture shift in outdoor facilities management. You can read his insights into this topic on **page 22**.

In the Food & Drink feature, we investigate how Midshire Signature Services has grown from a team of one to a multidisciplinary force driving fresh food, smart technology and bespoke service across 65 UK-wide sites. Tomorrow's FM looks at the company's work with United Utilities to see how, since winning the contract in 2023, Midshire has refurbished outlets under the Graze brand, introduced a new deli bar, and has invested more than £180,000 in kitchen upgrades and a new outlet, all delivered at nil cost to the client through the contract. You can check out the whole case study on **page 40**.

Finally, for our Social Housing & Community Facilities section, Stephen Lenahan, Painting Operations Director at Ian Williams, discusses the evolving landscape of painting within both the commercial and social housing sector and shares his insights into emerging trends, and Peter Jones, Robotics Expert at Robert Scott Robotics, looks at how autonomous floorcare technology is transforming cleaning strategies in our Flooring feature.

Enjoy the issue.

Ryan Lloyd, Editor

FOLLOW US ON X @TOMORROWSFM

CONTENTS

REGULARS

06 WHAT'S NEW

All the latest news and product releases from the FM world.

FEATURES

28 BEHIND THE BADGE

Meet Nicky Biggart, the CHSA Accreditation Scheme Chair, who was elected to drive standards and shape trust across the cleaning sector.

30 THE COMPANY THAT GAMBLERD ON DOING THINGS RIGHT

Tomorrow's FM hears from Iain Fraser-Jones about his company Greenzest. How has sustainability, honesty and integrity shaped the company over the past 15 years?

34 NURSING IRELAND'S ELECTRICITY GRID

Private hospital group, UPMC Sport Surgery Clinic, has partnered with Enel X to make its backup generator available for demand response and frequency response services. Twelve years in, this energy flexibility programme runs invisibly alongside clinical operations.

38 SMART BUILDING IN ACTION

TRILUX has delivered a connected lighting solution for the new Simac headquarters in Veldhoven, supporting the company's ambition to create a smart, flexible and future-ready workplace. Here, Tomorrow's FM takes a look at the project.



LANDSCAPE & GROUNDS MAINTENANCE

22 NAVIGATING THE ELEMENTS

Dean Pearson, Senior Operations Manager at OUTCO, discusses how changing seasons demand a culture shift in outdoor facilities management.

26 THE FUTURE IS CORDLESS

Why are more landscaping professionals moving away from petrol-powered machinery and investing in cordless equipment instead, asks Kevin Brannigan, Marketing Manager at Makita.

SOCIAL HOUSING & COMMUNITY FACILITIES

32 PAINTING FOR PERFORMANCE

Stephen Lenahan, Painting Operations Director at Ian Williams, discusses how painting trends within the commercial and social housing sector are changing, and offers his insights.

FLOORING

36 ROBOTS TAKE THE FLOOR

Autonomous floorcare technology is transforming cleaning strategies, says Peter Jones, robotics expert at Robert Scott Robotics. Here, he explains how.

FOOD & DRINK

40 INGREDIENTS FOR GROWTH

From a team of one to a multidisciplinary force driving fresh food, smart technology and bespoke service across 65 sites, Midshire Signature Services' craft development team shows what independent, hands-on catering can deliver for the modern workplace.



42 FOOD HYGIENE OUTDOORS

Summer is the season for food stalls and outdoor catering at open-air concerts and stadiums. But what are the cleaning and hygiene challenges involved with serving up food from a small, cramped stall, asks Jeremy Bennett from Tork manufacturer Essity.

44 BUCKING THE BEEF TREND

Wild venison has emerged as healthier, lower-carbon alternative to beef in workplace dining, according to 14forty. The company is now using it across 59 UK-wide sites. Here's why.



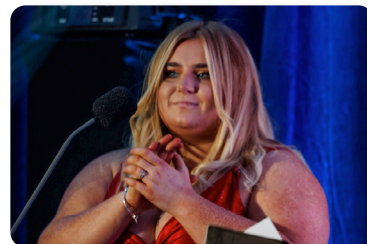
AWARDS

— 2026 —

Get your tickets!

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

Check out this year's finalists!



Grab your tickets now!

The BICSc Awards 2026 are sponsored by:



Home
Life
& You



Become a sponsor!





The 2027 Sustainability Awards

In association with



Our sponsors...



METSÄ 2027 SUSTAINABILITY AWARDS LAUNCHED IN THE UK

After highly successful events in 2023 and 2025, the Metsä 2027 Sustainability Awards, in association with the Cleaning and Services Support Association, and hosted by Katrin, is back.

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. The 2025 Sustainability Awards ceremony was held at The Pelligon in Canary Wharf on 19th 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 we have high hopes for the awards in 2027.

For 2027, the event will be held on 17th March 2027, and will be at the National Maritime Museum, Greenwich, with the competition opening on June 1st, 2026.

Announcing the launch of the Awards, Jo Long, Metsä Tissue's Sales Director, UK & Ireland, said: "We are delighted to be once again, running the Sustainability Awards, in co-operation with the CSSA. We are also excited to have the event hosted by the new Katrin brand look and feel.

"The calibre of the nominations for both events was inspiring and truly demonstrated our industry's commitment to embracing and innovating sustainable practices. We are confident this now established event will drive this innovation to the next level."

Nominations for the awards programme are now open (June 1st), and entries are welcome from all organisations from across the cleaning and hygiene industry whose actions have made a positive and lasting impact on the environment.

The categories for the 2027 Sustainability Awards include:

- Positive Climate Impact
- Social Value Impact Award

- Best Marketing Sustainability Communication Award
- Sustainability Collaboration Award
- New Sustainability Innovation Award

In addition to the five Award categories, a Judges' Choice Award will be given to recognize an initiative specifically appreciated by the judges. ALL entries submitted in the five Award categories will automatically be included in the 'Judges' Choice' selection process.

Details of the awards and how to enter are available on the Awards website. Nominations are free to enter and the deadline for entry is 31st August 2026.

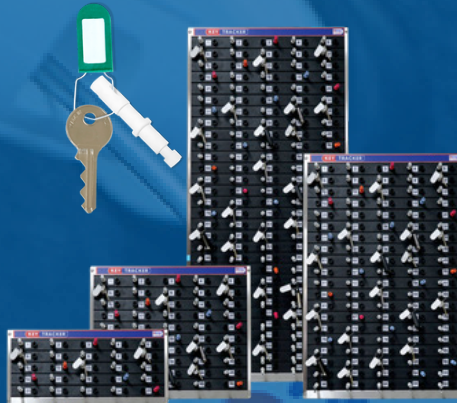
Tickets for the 2027 Sustainability Awards Ceremony will also be available to purchase from November 2026.

Email: katrin.uk@Metsägroup.com
www.2027sustainabilityawards.com

Secure Key & Asset Management Solutions



Police Approved Secure Key Cabinets



Mechanical Peg-in Peg-Out Board



Single T1 Unit



Intelligent Locker



Intelligent Key Cabinet



Asset Control Software

Keytracker design, manufacture and service the worlds most advanced range of cabinets & software to keep track of keys, tools and regularly used equipment.

For a range of customers in both the public and private sectors, we customise solutions to meet your requirements.

Systems including the UK's Only Police Approved Secure Key Cabinet, Intelligent Key Management

CHSA HONOURS LORCAN MEKITARIAN WITH LIFE VICE PRESIDENCY

The Cleaning & Hygiene Suppliers Association (CHSA) Governing Council has elected Lorcan Mekitarian as a Life Vice President in recognition of his exceptional contribution to the Association and the wider cleaning and hygiene industry.

Initially elected to the CHSA's Council at the 2018 AGM Lorcan is Sales Director of Amcor's Industrial business in the UK.

The election to Life Vice President took place at the Association's May Council meeting in recognition Lorcan's outstanding leadership during his seven years as Chair of the CHSA, from 2019 to 2026.

During his tenure, Lorcan played a pivotal role in strengthening the professionalism, reputation and influence of the Association. Under his leadership, the CHSA further enhanced its standing as a trusted voice for integrity, transparency and ethical practice within the cleaning and hygiene sector. This included incorporating

the Competition & Markets Authority's Green Claims Code into the CHSA's Code of Practice, introducing an Ethical Audit Requirement and an Ethical Marketing Commitment.

He also steered the CHSA through the COVID-19 pandemic. This represented a particular challenge to the sector as unscrupulous businesses emerged making unfounded claims about their performance. The CHSA's Accreditation Schemes were a beacon, buyers able to be certain they got what they paid for: 'what's on the box is what's in the box'. Our Standards, Your Guarantee.

Commenting on the appointment, Nick Thompson, Chair of the CHSA said: "Lorcan's leadership, dedication and unwavering focus on standards have left a valuable legacy for the Association and its members.

"His election as Life Vice President reflects the esteem in which he is



held by colleagues across the sector and acknowledges the lasting impact of his contribution to the cleaning and hygiene industry."

<https://chsa.co.uk>

ROBERT SCOTT LAUNCHES ERGO-GLOBE CURVE HANDLE

Commercial cleaning product manufacturer and distributor Robert Scott has announced the launch of the Ergo-Globe Curve Handle, an ergonomically designed telescopic cleaning handle created to improve cleaning performance while reducing strain and fatigue for operators.

Designed with user comfort and efficiency in mind, the Ergo-Globe Curve Handle helps reduce bending, stretching and repetitive strain during everyday cleaning tasks. Its distinctive curved design minimises the need to rotate the wrist and arm when carrying out the traditional figure-of-eight mopping action, helping operators maintain a more natural and comfortable working position.

The handle also features a comfortable ergonomic grip and a rotating, non-slip globe, allowing

smoother movement and improved control during use. Together, these elements help reduce fatigue during prolonged cleaning tasks and support more efficient cleaning routines.

Manufactured from lightweight aluminium, the Ergo-Globe Curve Handle is designed to reach further under furniture and fixtures, reducing the need to stretch.

Alastair Scott, Sales Director at Robert Scott, said: "Cleaning operatives carry out highly repetitive tasks every day, so ergonomics plays a crucial role in both wellbeing and productivity. The Ergo-Globe Curve Handle has been designed to support a more natural cleaning motion, helping reduce strain while also improving reach and control. It's a simple but highly effective innovation



that can make a real difference to daily cleaning routines."

By combining thoughtful ergonomic design with practical functionality, the Ergo-Globe Curve Handle represents another step forward in cleaning equipment innovation from Robert Scott.

See the Ergo-Globe Curve Handle in action [here](#).

www.robert-scott.co.uk



FORBO HELPS SHAPE A REFINED WORKSPACE AT 8 LAURENCE POUNTNEY HILL

Tucked away in a green pocket of London is 8 Laurence Pountney Hill, offering over 4,000 sqm of workspace. Recently refurbished, with the focus on creating an elegant, refined and professional aesthetic, designers bc workspace looked to Forbo and its comprehensive flooring portfolio.

Described as a '4,336 sq ft innovative workspace in a timeless location', 8 Laurence Pountney Hill is a beautiful period building tucked away in a quiet area of the city, just moments away from Bank Station. When a previous tenant vacated the building, the landlord seized the opportunity to revamp the whole space, changing the layout to let the office on a floor-by-floor basis.

As well as five open-plan offices spread across the floors, each including individual kitchen areas, the building also offers a business lounge in the basement, complete with meeting rooms. bc workspace ltd was brought in to consult on the design finishes.

Speaking about the project, Claire Lammiman, Interior Designer at bc workspace, said: "The design brief was about creating a refined look and feel, one that set the space apart from other offices in the local area. It was important that the interior felt comfortable, open and light, while at the same time being professional and finished to a high-standard. A key part of this was to retain and celebrate the building's beautiful original features, which included

high ceilings and incredible amounts of natural light.

"When it came to the colour palette, we tried to keep it fairly neutral – leaving it open for future tenants to add their own spin on the space – while also including some brighter pops of colour through the kitchen finishes and furniture.

"Looking at the flooring, durability was of course essential, as was a good product warranty, providing additional assurances that it will be high-quality and long-lasting, potentially even through several tenant changeovers. Sustainability was also a priority, with the client aiming for an EPC A rating – a goal that they successfully met. While this is largely achieved through the M&E fittings, it's still important that the same approach and mindset is present when specifying the more aesthetic-led finishes.

"It's for all these reasons that we chose to work with Forbo on the project. We've specified their flooring solutions a lot over the last twelve years and have a great relationship with our local Forbo representative, James Barber. As a result of their extensive portfolio, we're always able to find the right product that perfectly aligns with the design brief, as well as hitting the price point we've been assigned."

Forbo's Tessera Cloudscape carpet tiles were specified throughout the office areas, meeting rooms and staircases, helping to enhance user comfort and productivity. Trusted for their exceptional performance, Tessera carpet tiles contain a minimum of 60% recycled content as standard and are manufactured

in the UK using 100% renewable energy. While Allura Flex, Forbo's loose lay luxury vinyl tile solution, was installed within the kitchens and basement space in the Dark Twine colourway, providing a rich and walnuty tone. Suitable for a variety of demanding and heavy traffic applications, Allura Flex floors deliver unprecedented dimensional stability, strength, performance and quality.

Claire continued: "Tessera Cloudscape offers a beautiful aesthetic that really complemented the building's interior space. While neutral in colour, it still offers so much pattern and texture, which we love. The design also means it is very forgiving if the substrate itself isn't 100% or in the event of food and beverage spillages.

"While Allura Flex is perhaps the most popular loose-lay vinyl that we use – everyone loves it! It's the same height as a carpet tile, which means you can avoid the use of transition strips. This was important on this project, as the emphasis was on having the spaces flow together. We wanted the tea point area to be very much a part of the office, rather than feeling like two separate spaces. The loose lay installation also offers the flexibility to access underneath the floor if required, such as for cabling and pipework."

Another advantage of the loose lay method is that individual tiles can be easily removed and replaced in the event of damage, as well as being suitable for reuse and recycling at the end of its life.

www.forbo.com/flooring/en-uk/



ENVESCA MARKS 30 YEARS HELPING BUSINESSES STAY SAFE

A business founded after redundancy and launched during one of the most significant periods in UK food safety history is celebrating 30 years of helping organisations raise standards, reduce risk and train their teams properly.

Envesca, led by Managing Director Sue Ellis, was established in 1996, a year that saw food safety move sharply up the national agenda following the tragic E. coli outbreak in Wishaw, Scotland, which led to major changes in awareness, regulation and best practice across the industry.

Three decades later, Envesca has supported businesses across catering, hospitality, food manufacturing and wider industry with training, consultancy and compliance support, helping employers navigate changing rules, rising expectations and evolving workplace demands.

What began as a difficult personal turning point after redundancy has grown into an award-winning business with long-standing clients, loyal team members and a reputation built on practical advice, high standards and trusted relationships.

Sue said: "When we started the business in 1996, food safety was under an intense spotlight and many organisations were realising they needed better systems, better training and better awareness.

"What we have seen over the last 30 years is that while regulations and technology have changed, the fundamentals have not. Good businesses still depend on well-trained people, consistent standards and doing the right things properly every day.

"We are incredibly proud to have reached 30 years in business. It has not always been easy, but we have continued to evolve, support our customers and stay focused on helping them protect both their people and their reputation."

Over the years, Envesca has expanded from traditional classroom-based training into consultancy, support services and virtual learning, enabling delegates from across the UK and overseas to gain recognised qualifications.

Sue believes many of today's challenges are different in shape but similar in principle to those businesses faced three decades ago.

"Whether it is staff turnover, time pressure, changing legislation or customer expectations, businesses still need confidence that their teams know what good looks like," she said.

"That is where training makes the real difference. It is not a box-ticking exercise. It protects standards, builds confidence and can prevent small mistakes becoming serious problems."

As Envesca enters its fourth decade, the business says its focus remains the same: helping clients



build safer, stronger and better-run organisations through expert guidance and training that works in the real world.

30 Years of Experience. 30 Days of Support. Free.

Book any training course, audit, fire risk assessment or consultancy project before 30th September 2026 and receive 30 days of complimentary Safeguard Support.

This includes:

- Unlimited telephone and email advice
- Legislative updates
- Expert support from the Envesca team

www.envesca.co.uk



Sustainability Regulation Outlook

SUSTAINABILITY REGULATORY ENVIRONMENT FOR CLEANING PRODUCTS IS TIGHTENING, SAYS CHSA OUTLOOK

The Cleaning & Hygiene Suppliers Association (CHSA) has published a report on the outlook for environmental regulation in the UK and EU and the impact on cleaning and hygiene manufacturers and distributors.

The report, *What's Coming in Environmental Legislation for UK Cleaning & Hygiene Manufacturers (2026–2028)*, includes the incoming legislation covering chemicals, packaging, carbon reporting, wastewater and green claims. It warns businesses that

sustainability compliance, once a competitive differentiator, is rapidly becoming a baseline requirement for market access.

Prepared by Vikki Morris of Evans Vanodine and Dr. Maija Pohjakallio of Metsä Group, the report highlights the growing divergence between UK and EU regulation following Brexit and the increasing complexity facing companies trading across both jurisdictions.

Among the key issues identified are tighter controls on PFAS chemicals and microplastics under EU REACH, increasing scrutiny of biocidal products, and significant new obligations linked to packaging reform.

The authors warn that businesses supplying both the UK and EU

markets face mounting duplication risks, higher compliance costs and growing administrative burdens, particularly around chemical registrations, packaging reporting and product sustainability data.

The report encourages manufacturers and distributors to begin preparing now by auditing product portfolios for high-risk substances, reviewing exposure to Extended Producer Responsibility (EPR) fees, strengthening supplier engagement and building robust environmental data systems. The CHSA says companies that view compliance as a strategic investment rather than a reactive cost will be best placed to protect margins, maintain market access and build resilience.

<https://chsa.co.uk>

CORPS SECURITY HONOURED FOR VETERAN AND WELLBEING WORK AT BRITISH SECURITY AWARDS

Corps Security has won the Charity and/or Wellbeing Initiative Award at the British Security Awards, in recognition of its wide-ranging commitment to veteran welfare and employee wellbeing. The British Security Awards were held on Tuesday, 16 June at the Royal Lancaster Hotel in London.

The award acknowledges the work of the Corps Veterans Association (CVA), which was established to preserve Corps Security's founding mission in 1859 to provide meaningful employment

for veterans returning from war. With more than 290 members and an auto-enrolment scheme for veteran colleagues, the CVA provides safe spaces to connect, share experiences and access specialist support. Its social events, remembrance activities and partnerships with cadet forces contribute to a strong sense of belonging and purpose beyond the workplace.

Central to the CVA's charitable work is its partnership with Combat Stress, the UK's leading veteran mental health charity. Corps Security has donated close to £90,000 to the charity to date, with further long-term funding secured through its voluntary 1% contract donation scheme, which now generates more than £45,000 per year.

Corps was also recognised for its internal wellbeing offering, including a refreshed healthcare package giving colleagues access to Aviva+ and online GP and mental health services. Its redeveloped Corps Connect colleague portal, a central hub for wellbeing resources, now has more than 4,000 registered users.

Organised annually by the British Security Industry Association, the British Security Awards recognise the outstanding contributions of security professionals, businesses and projects that strengthen safety and security across the UK.

www.corpssecurity.co.uk

JLG INTRODUCES LIFTPOD - A NEW WAY TO WORK AT HEIGHT WITHOUT DISRUPTING CATERING CUSTOMERS

JLG Industries, an Oshkosh Corporation business and a manufacturer of mobile elevating work platforms (MEWPs) and telehandlers, has introduced LiftPod, an innovative new indoor elevation platform ideally suited to public-facing environments, changing how restaurant and hospitality teams carry out maintenance at height. The world's first 'Quick Fold Lift,' LiftPod is a compact and discreet method of access, providing a solution designed to support safe and efficient operation for everyday tasks, while helping maintain guest experience.

JLG's LiftPod is well-suited to a wide range of maintenance tasks, from lighting and signage to AV equipment, décor, fixtures, inspections, and preventative maintenance. Engineered for use in indoor spaces, it is designed to support catering and hospitality teams when working in restaurants, bars, and other public areas while venues remain fully operational.

LiftPod has been purpose built for environments where aesthetics, safety and operational continuity matter equally. Its elegant, contemporary design complements premium spaces rather than detracting from them, making it suitable for use at any time of day, including opening hours.

Compact and virtually silent in use, LiftPod is designed to blend seamlessly into modern interiors while being easy to manoeuvre and store, thanks to its foldable design. Available in 1.2 metre and 1.5 metre platform height models, it offers working heights of up to 3.5 metres while maintaining a footprint of less than one square metre when in use. When folded, LiftPod moves easily between spaces and stores neatly, helping venues and restaurants reduce clutter, minimise trip hazards and avoid back of house congestion.

LiftPod has also been engineered to help reduce the need for manual lifting and awkward postures,



helping to lower the risk of falls, strains and repetitive injuries, while supporting staff of different sizes and abilities to work comfortably and confidently at height.

"JLG developed the LiftPod solution following extensive research into employee wellbeing and the physical demands placed on facilities teams. We worked with digital ergonomics and occupational biomechanics specialist Dr. Frank Emrich, under the observation of TÜV SÜD. Our design process examined factors such as spinal stress, trunk flexion and disc compression during everyday tasks," explains Richard Puglia, JLG Sales and Business Development Director EMEA.

Featuring a patented, nonpowered lifting mechanism and an intuitive adjustable platform, the device is also engineered to support productivity and can be deployed quickly to help support the completion of "first-time fixes" with minimal interruption. An integrated tool tray further supports task efficiency, helping to reduce unnecessary movement and setup time.

LiftPod has been developed with long-term sustainability

and ease of ownership in mind. It has no batteries, no charging requirements, and is designed to minimise scheduled maintenance requirements, apart from pre-operating checks (which can be done with the LiftPod app) and other requirements as explained in the operating and safety manual. It is designed to be readily available when needed and aligns with the environmental considerations and operational realities of modern catering and hospitality businesses.

"JLG has broad global experience and expertise in engineering and manufacturing products for working at height. We are also a customer-focused business, listening attentively to understand the challenges faced by the people who use our products. LiftPod was born from that process," says Richard Puglia. "As hotels, event venues, and restaurants continue to place greater emphasis on staff wellbeing, safety compliance, and seamless guest experiences, LiftPod introduces a new approach to help teams carry out facilities maintenance tasks in a controlled and efficient manner.

www.jlg.com/en-in

VIDEO SHOWCASE



This video introduces you to The Floorbrite Group, our commercial cleaning services and supporting soft FM services. Floorbrite is a leading commercial cleaning and facilities management company that provides a diverse range of services to businesses of all sizes across all industry sectors. With a longstanding family ethos and commitment to working in close partnership with our customers, we can provide efficient, innovative and comprehensive solutions specifically tailored to the needs of each business. With over 50 years' industry experience and an existing client base in the hundreds throughout the UK, learn more about what we do and how we work...

Contact info@floorbrite.co.uk

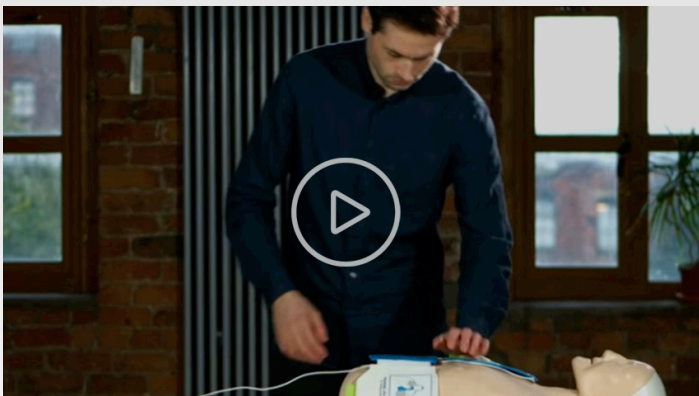
01619723000

www.floorbrite.co.uk

Full video here



defibshop



There are around 90,000 Sudden Cardiac Arrests (SCA) a year and it can happen to anyone, at anytime, anywhere, regardless of age, gender, fitness, ethnicity or geography. 95% are fatal, usually because immediate treatment is not given.

Time is the main factor for surviving SCA. You can be the link that saves a life just by starting CPR and using a defibrillator within the first 3-5 minutes. Survival chances reduce by 10% for every minute that goes by without treatment. With ambulance response times currently at around 11 minutes your intervention is vital.

Watch our video about the ZOLL AED Plus, an easy to use, cost effective defibrillator.

Defibrillators – you don't need it, until you need it.

Full video here



www.tomorrowsfm.com



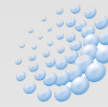
YorPower are trusted to deliver the very best UPS & Generator solutions across a wide range of sectors. From manufacturing, supply, delivery and installation right through to ongoing maintenance plans and repairs, YorPower are a one-stop-shop for all of your UPS & Generator needs.

Based in Yorkshire, we operate both nationally and globally and are proud to be a recognised backup power brand across Asia and Africa, where we have dedicated YorPower dealers that distribute our generators and UPS.

Have a watch of our company video which is an overview of the YorPower Group and what we do – told by nobody better than our trusted employees.

<https://yorpower.com/>

Full video here



OSPREYDEEPCLEAN®
DRY STEAM CLEANING TECHNOLOGY



Hobs, ovens, refrigerators, freezers, fryers, griddles, and kitchen surfaces are easily cleaned, degreased and sanitised to the most exacting hygiene standards. An array of accessories enables the user to reach cracks and crevices that other cleaning methods cannot reach. In food preparation areas, in fact wherever hygiene is important, Robby steam cleaners keep fixtures and fittings sparkling clean and sanitised.

sales@ospreydc.com

www.ospreydc.com

Full video here



NEC CONTRACTS PUBLISHES NEW GLOBAL STUDY ON TRUST, COLLABORATION AND SUPPLY CHAIN RELATIONSHIPS

NEC Contracts has published *Trust, Contracts and Outcomes: A Global Study of Construction Supply Chain Relationships*, a major piece of exclusive research exploring the factors shaping supply chain relationships across the built environment. Drawing on the views of more than 1,000 industry professionals in the UK, Australia, Peru, Singapore and Hong Kong, the report provides a detailed picture of current attitudes to trust, collaboration and contracting, and the gap between where the industry is and where professionals believe it should be.

The state of the industry

The research paints a clear picture of an industry under significant commercial pressure. On average, respondents estimated that only 58% of projects they had worked on in the last three years were delivered on schedule and to budget. Poor estimating and job costing (42%), uncontrolled changes in project scope (39%) and late payment culture (33%) were identified as the biggest causes of business instability, financial stress and disputes across supply chains.

Adversarial dynamics are widely recognised as a structural feature rather than an occasional problem. Globally, 61% of respondents agreed that built environment projects create inherently adversarial supply chains, with just 11% disagreeing. 68% agreed that commercial and contractual pressures make project delivery more difficult, while 75% agreed poor supply chain relationships risk business continuity.

The UK data highlights specific pressure points. 63% of UK architects reported that formal external dispute resolution had been often or very often necessary in the past five years, more than double

the global average of 26%. 59% of UK main contractors identified late payment culture as their single biggest source of instability, the highest figure for any sector in any market surveyed.

Trust and collaboration: widely valued, inconsistently practised

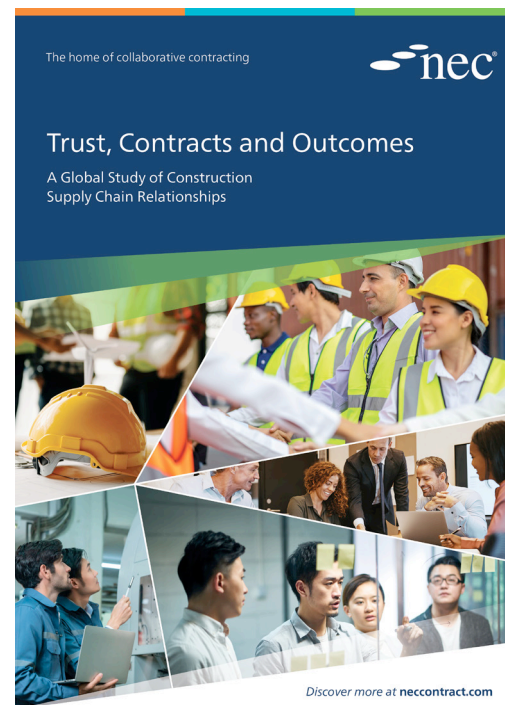
Despite these challenges, the research reveals strong and consistent belief in the value of collaboration across all five markets. 83% of respondents agreed that trust between parties is critical to successful project outcomes, 81% agreed that higher levels of collaboration help issues to be resolved more quickly, and 78% agreed the most effective supply chain relationships are built on trust and cooperation.

When asked what factors matter most in minimising disputes, effective communication (48%), clear boundaries and processes agreed from the start (39%), positive supply chain relationships built on trust and cooperation (34%) and contracts that support transparency and risk-sharing (34%) emerged as the leading responses globally. In the UK, strong client leadership also featured prominently.

A significant knowledge and adoption gap

One of the most important findings of the report is the scale of the gap between positive attitudes toward collaborative contracting and actual adoption. Globally, 79% of those familiar with collaborative contracts felt positive about their more widespread use, yet fewer than one in eight respondents in any country said they actively drove for their adoption.

Among those familiar with collaborative contracts, the perceived benefits are clear and commercially significant: 76% agreed collaborative contracting helps protect their business, 74% agreed it improves project delivery timescales, 71% agreed it reduces legal disputes and improper risk allocation, and 69% agreed it improves project profitability.



Yet awareness and experience remain uneven. In the UK, one in five respondents (20%) had never heard of collaborative contracts, the highest figure across all five markets, and only 27% had worked on projects using them, compared with 40% in Hong Kong and 38% in Australia. The predominance of traditional contract forms is driven overwhelmingly by client specification, pointing to the critical role client organisations must play in accelerating change.

Rekha Thawrani OBE, Global Director at NEC Contracts, said: "The connection between collaborative contracts and better outcomes is clearly evidenced in this research, and the appetite for change is real. What is needed now is decisive action from clients, who have the greatest power to shift the dial. NEC Contracts is committed to supporting that change and to helping supply chains build relationships that deliver better projects for everyone."

The full report, *Trust, Contracts and Outcomes: A Global Study of Construction Supply Chain Relationships*, is available to download **here**.

www.neccontract.com

TORK HELPS CUSTOMERS CUT CARBON EMISSIONS IN EUROPE

Tork, an Essity brand and a specialist in professional hygiene, has announced it has significantly expanded its carbon data reporting across its European product portfolio while delivering substantial carbon footprint reductions – including up to 22% – across key systems. The move comes as European businesses face mounting pressure to meet the European Green Deal target of net zero by 2050 and other regulations.

Tork improves carbon measurement and reporting by tracking carbon data throughout the entire life cycle from raw materials through each single product use to end of life. This comprehensive approach allows customers to make informed decisions about the environmental performance of hygiene products across their entire facilities, from washrooms to foodservice areas to maintenance operations.

“For Tork, carbon data isn't just an environmental metric, it's a way we help improve our customers' business performance,” said Lee Radzki, Customer Marketing Sustainability Manager, Professional Hygiene at Essity. “Sustainability can be a strong differentiator in purchasing decisions, according to nearly 85% of businesses. We look at the entire life cycle including efficient production and reduced energy use, lower consumption, less waste and smarter packaging. Our improvements become our customers' improvements.”

Since October 2025, Essity has used renewable electricity in the papermaking of select Tork hand towels – an improvement that helps customers immediately reduce the carbon footprint of the hygiene products they use every day. By continuing to invest in renewable electricity and innovating across the product life cycle, Tork now offers the same reliable, high performing products with a lower carbon footprint across several of its most widely used systems.

Highlights include:

- Tork PeakServe Continuous Hand Towel refills: 22% carbon reduction
- Tork Matic Hand Towel Rolls: 21% carbon reduction
- Tork exelCLEAN Biobased cloths assortment: 17% lower carbon footprint compared to conventional cloths
- Tork Xpressnap Napkin refills: 14% carbon reduction

To further support customers' sustainability initiatives, Tork has enhanced the Tork Focus4 Sustainability platform with new tools and resources to make sustainability easier:

- Easier to choose: Tork provides comprehensive product sheets and infographics with detailed sustainability benefits. For select systems, including napkins and hand towels, carbon per use measurements uniquely enable



facility managers to generate realistic product comparisons.

- Easier to report: The Tork Focus4 Sustainability Data Tool offers easy access to product information ideal for quotes and tenders. The tool now includes extended information such as sustainability labels, compostable products, third-party mill and product certifications and recycling validation (RecyClass grade).
- Easier to navigate: Free online Tork Sustainability Academy training modules now include a training on European legislation and decarbonisation, covering key regulations, stakeholders and how to integrate sustainability into business models.

All carbon footprint reductions have been quantified through third-party reviewed cradle-to-grave Life Cycle Assessments (LCA) and are compared to product carbon footprints before renewable electricity purchases.

www.torkglobal.com/gb/en/focus4productsheets

BAXTERSTOREY APPOINTS NEW COO

Hospitality business BaxterStorey has appointed Chris Mitchell to the newly created role of Chief Operating Officer (COO), recognising the company's growth and reinforcing WSH's long-term approach to developing leadership talent across its family of brands.

The appointment builds on several record-breaking years for the business and follows a period of significant transformation.

Mitchell joined WSH in 2024 as part of the Group Genuine acquisition. Since then, he has continued to make a significant contribution across the group, earning a reputation for strong leadership, operational excellence and an unwavering focus on client and team experience.

Part of Mitchell's role as COO will see him responsible for operational performance across BaxterStorey's UK, Ireland and Netherlands businesses, strengthening alignment across the organisation and supporting the continued delivery of game-changing food and beverage propositions for clients, customers and teams. He will report directly to Ronan Harte, CEO, BaxterStorey.

<https://baxterstorey.com>

BALFOUR BEATTY DELIVERS A LIFE-SAVING WORKPLACE INITIATIVE

Balfour Beatty PLC is supporting NHS England's important men's health message "Blood in your pee? Contact your GP practice" by installing P-Wave's branded urinal screens in thousands of washrooms nationwide.

"We launched the fifth version of our Slant6 urinal mats in 2019, and from the start we discussed how they could be used for something positive," says Mark Wintle, P-Wave brand manager at Robert Scott. "The biodegradable screens improve splash prevention and represent a major step forward in urinal deodorising technology, delivering more fragrance than any other 30-day screen while using less plastic."

"The screens were a strong commercial success, so we were delighted when, at the end of 2023, NHS England launched an awareness campaign encouraging men to contact their GP if they notice blood in their urine. As part of a wider early diagnosis initiative, they chose to collaborate with P-Wave by placing a clear call to action directly on Slant6 urinal screens in pubs, shops and public venues."

"Our partnership with NHS England is unique and has gained real momentum, with many large organisations supporting the initiative. More than 1.7 million screens have now been installed, backed by partners including Sodexo, Freedom Leisure, Mitchells & Butlers, Manchester United, conference venues such as The Brighton Centre, and numerous other smaller businesses. The more men

see the message, the more effective it becomes."

Delivering a potentially life-saving message

One strong advocate for the campaign is Abigail Plumley, Occupational Health Specialist at Balfour Beatty.

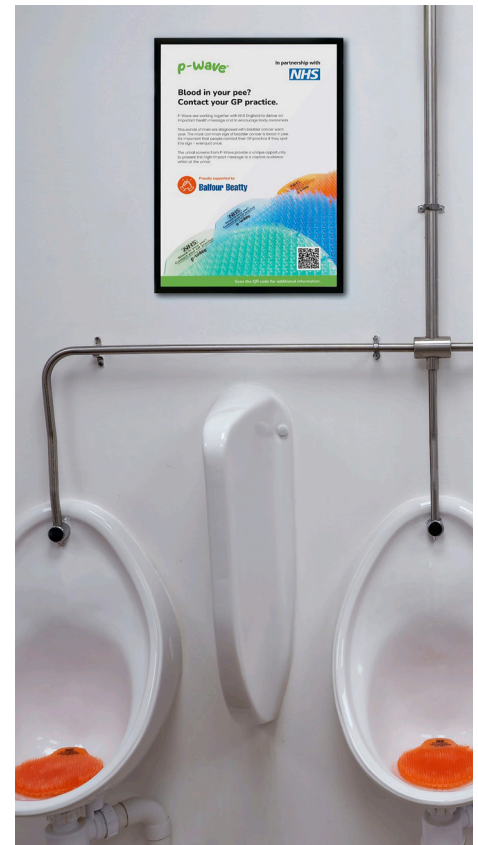
"My husband was 31 when he was diagnosed with bladder cancer," she says. "He called me during a night out to say he was passing blood clots in his urine. It only happened once, and he thought it might be due to drinking. But I feared the worst and urged him to see his GP. He was referred immediately, and tests revealed a tumour. After surgery, it was confirmed as bladder cancer, but it was successfully treated – all from that single symptom."

"Later, I saw P-Wave's messaging on LinkedIn and immediately thought we needed it across our sites. Without that push, my husband might not have sought help. A simple message can make all the difference."

Balfour Beatty adopted the screens across its locations. "We have a 'my contribution' portal where employees can suggest ideas, and that's where this started," explains James Vizard, Senior Mobilisation Partner. "We place 'zero harm' at the heart of our business, which includes physical and mental health, not just workplace safety. Working with P-Wave to deliver a life-saving message is a simple, cost-neutral step. If we improve even one life, it's worthwhile."

At least one ultimate success

"Initially, we wanted to know if it was working, if people were going to the doctors to get checked. But we quickly realised that for P-Wave, this isn't



about data. It's not even about us," says Mark Wintle. "Sometimes metrics are irrelevant. I mean, how do you really measure a conversation that finally happens or a worry that turns into a doctor's visit? You can't. And we have seen at least one ultimate success in Berry Mulder's story."

Cancer survivor Berry Mulder credits the campaign with saving his life after seeing the message on a P-Wave screen in a Marks & Spencer store in Bristol. Prompted to seek medical advice, he was diagnosed with testicular cancer and successfully treated. Now more than a year cancer-free, he later wrote to P-Wave: "I'd like to thank you and the NHS from the bottom of my heart – because you probably saved my life."

The campaign has since expanded into sports stadiums and large venues, placing messaging on urinal trough screens and reaching even wider audiences. Through its collaboration with NHS England, P-Wave continues to transform everyday washrooms into spaces that promote wellbeing, raise awareness, and, in some cases, save lives.

See the video **here**.

<https://www.p-wave.co.uk/pages/nhs-partnership>



VIDEO SHOWCASE



Learn how the W12 Shopping Centre in Shepherd's Bush has transformed its cleaning operations with the introduction of the META-SCRUB 60, an advanced robotic scrubber dryer from Robert Scott.co.uk.

To find out more, please visit
www.robertscottrobotics.co.uk

Full video here



Duplex Cleaning Machines UK Ltd, established in 1987, supplies eco-friendly floor cleaning machines, steam cleaners, and escalator cleaning machines. Serving healthcare, education, hospitality, veterinary, leisure, retail, transport, and facilities management sectors. Duplex provides machines, installation, training, and servicing - supporting high cleaning standards with compact, chemical-free, multi-surface cleaning solutions.

01227 771276
sales@duplex-cleaning.com
www.duplex-cleaning.com

Full video here



KÄRCHER

ZERO EMISSIONS



LESS GREENHOUSE GAS EMISSIONS
42 % REDUCTION COMPARED TO BASE YEAR 2020

REDUCE, REUSE, RECYCLE



80 % OF PRODUCT CATEGORIES CONTAIN RECYCLED PLASTIC

SOCIAL HERO



20 MONUMENTS & BUILDINGS CLEANED
493 DONATIONS & SPONSORSHIPS

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 CO₂ emissions through energy efficiency measures like ecolmode, 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



RecycleID™ is First Mile's unique waste-tracking solution designed for commercial real estate. Use the RecycleID™ app, weighing platform, and QR-coded sacks to track every kilogram of waste by tenant or area. All data is pulled into our reporting suite in real time, where you can see statistics by tenant and across your building. Transform your waste insights, enable pay-as-you-throw tenant charging, prevent contamination and boost recycling rates.

<https://www.thefirstmile.co.uk/solutions/recycleid>

Full video here



BETTER WASHROOMS DRIVE BETTER BUSINESS: TORK INVITES ALL TO JOIN MOVEMENT TO TRANSFORM PUBLIC WASHROOMS

Tork, an Essity brand, is inviting business leaders, facility managers, cleaners, designers and washroom users to join a movement to improve public washrooms and provide better hygiene for all.

The global Better Hygiene for All initiative now offers expanded resources to help businesses strengthen their brands and increase performance by meeting the washroom needs of as many people as possible.

Inclusive hygiene in the washroom boosts employee experience, customer satisfaction and business reputation and revenue, says Essity Global Brand Manager Professional Hygiene Jenny Logenius.

"More than half of us face hygiene barriers in the public washroom, yet only one in five of these facilities meet basic cleanliness expectations," says Jenny. "This creates a critical gap and results in customers spending less, leaving venues early or avoiding the space entirely."

Inclusive hygiene brings dignity and comfort while also boosting the washroom user's confidence in themselves and their loved ones, she said. "Across the board we have heard people say they want more – more guidance on best practices, more ways to share feedback and more solutions that support better hygiene for all."

Tork is offering business leaders, facility managers, cleaners, designers and washroom users various ways of becoming involved in enabling better hygiene for all. The newly-launched Tork Inclusive Hygiene online resource hub provides practical resources, best practices, research and guidance to help companies

deliver public washrooms that meet the hygiene needs of as many people as possible. The site also welcomes feedback, ideas and suggestions to inform future solutions.

The 2025 Tork Insight Survey revealed that 54% of people experience some form of difficulty when using a public washroom.

Barriers often arise from a mismatch between people's needs and the environment.

When washroom environments are not designed to support a wide range of needs and circumstances they can create experiences that are uncomfortable or difficult, according to the Tork study which polled 11,500 people in 11 countries.

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

Using dispensers for soap, toilet paper and hand towels can cause difficulties for those with low hand strength or muscular or joint issues. And washroom maintenance, design and layout can present a barrier for people with hygiene concerns or for those who feel uncomfortable in small, shared spaces.

Using the dispensers for soap, toilet paper and hand towels can cause difficulties for those with low hand strength or muscular or joint issues. And washrooms can present a barrier for people with hygiene concerns or for those who feel uncomfortable in small, shared spaces.

Tork aims to identify and address washroom barriers to ensure that publicly facilities meet the hygiene needs of as many people as possible. Essity won an Amsterdam Innovation Award in the 'Sustainability & Environment' category this spring for its global initiative to make public spaces more welcoming, comfortable and functional.

www.torkglobal.com/gb/en/about/inclusive-hygiene/join-the-movement





TRUVOX INTERNATIONAL LAUNCHES TWO NEW FLOORCARE SOLUTIONS

Premiered at Interclean Amsterdam in April, Truvox International has now launched two new floorcare solutions, the Valet Aqua range and Hydromist 40 carpet cleaners.

"We showed these two new floorcare solutions at Interclean Amsterdam in April and they were both very well received," says Truvox International Executive Director, Gordon McVean. "Other notable machines on our stand were the newly launched Valet Backpack PRO Battery dry vacuum – delivered through an OEM partnership with Pacvac, Australia – and our popular Multiwash PRO range.

"The new Valet Aqua range offers a three-in-one solution and that means fewer machines, fewer compromises and smoother operations for every cleaning team, while the Hydromist 40 is manufactured at Truvox International's warehouse in Southampton, UK, reflecting our commitment to quality, reliability and British engineering excellence."

The new Valet Aqua range

Ideal for use in education, retail, facilities management, leisure and industry, the new cost-effective Valet Aqua wet and dry vacuums deliver powerful, reliable performance and effortless maneuverability for small to medium areas. From spills and dry debris to hard-to-reach spaces, the Valet Aqua machines handle every cleaning challenge with ease.

Available in two sizes – Valet Aqua 20 & Valet Aqua 40 – the range tackles everything from routine maintenance to debris pick-up and liquid spills, bringing together the capabilities of wet, dry and blower functionality in a single, compact unit.

A simple to use single-switch control and a quick-release hose make changing between wet, dry and blower modes effortless, while the tank latches allow for convenient tip-and-pour emptying. Operators can quickly switch between sponge and HEPA13 filtration for wet or dry applications.

The new Valet Aqua range comes fully equipped with on-board tools and an all-in-one wet/dry floor nozzle. Dry accessories are also fully compatible with Truvox's VTve range.

Hydromist 40 carpet cleaners

The powerful, compact Hydromist 40 range of carpet cleaners delivers high-performance cleaning, efficient water extraction for reduced drying times and dependable operation in commercial applications from retail and facilities management to leisure and education.

Available in 120psi and 220psi versions, the large 40-litre capacity makes the Hydromist 40 ideal for deep cleaning medium to large areas in education, retail, leisure and facilities management. The Hydromist 40's powerful vacuum motors deliver exceptional solution recovery, helping to minimise drying times and improve cleaning efficiency.

The easy-to-use ergonomic Hydromist 40 has a built-in handle, large 10" wheels and handle-mounted transport wheels for ease of transportation. Both models feature front-mounted switches for operator convenience and a front-mounted drain hose for easy emptying.

Accessory kits are available with 6m/15m hoses and single/dual jet wands and an optional Port-a-Heat portable heater is available for enhanced soil removal and improved cleaning performance.

www.truvox.com

VENDING SENSE UNVEILS NEW INFOGRAPHIC

Vending Sense, a specialist vending solutions company situated near London in Hoddesdon, has created a new infographic that highlights why companies should upgrade their office coffee machines.

Vending Sense provides a wide range of modern vending solutions designed to meet diverse workplace needs.

From hot drinks and healthy snacks to fresh food lunch options, Vending Sense ensures every business can access the right product for their teams. This infographic breaks down the five reasons why you should consider

upgrading the office coffee machine.

Explore Vending Sense's full range of workplace vending solutions. Contact the company today to find the right option for your business. You can view the infographic below.

Call: 03330 601 098

<https://bit.ly/4d9515m>

VendingSense

5 Reasons to Upgrade Your Office Coffee Machine

1

**Save on Costs & Get
Better Value**



2

**Access Expert
Customer Support**



3

**Choose a Sustainable
Machine**



4

**Boost Workplace
Satisfaction**

84% of employees value good
coffee as a workplace perk



5

**Enjoy Smart Technology
& Efficiency**





Your callers will love us

Why? Because Moneypenny helps your business stay responsive, efficient and available 24/7 with scalable support for your switchboard calls.

Through real people, AI, or a blend of both, we flawlessly take care of callers and fulfil their needs without disrupting your team or increasing headcount.



moneypenny.co.uk 0333 202 1005

NAVIGATING THE ELEMENTS

Dean Pearson, Senior Operations Manager at OUTCO, discusses how changing seasons demand a culture shift in outdoor facilities management.

Maintaining outdoor spaces requires far more understanding of the environment, climate and external conditions than just planning to a strict calendar. Effective management of external environments requires organisations to recognise two key realities: our seasonal patterns have fundamentally changed, and the regimented culture of internal FM cannot simply be exported outdoors. As we start to look ahead to autumn and winter, keeping these realities in mind is key to successfully managing your outdoor estate and ensures the most productive relationship with your contractors.

The shrinking calendar: From four seasons to two

Historically, grounds maintenance followed a predictable, bell-shaped curve linked to 'growth degree days' – a metric widely used in farming and horticulture that links the expected pace of plant growth to likely temperatures and external factors. There was a slow tail-off in autumn, a dormant winter, a gradual spring reawakening, and a plateau of active growth in the summer. Today, we're seeing that predictable curve being replaced by erratic, "up down up down" weather cycles and prolonged stagnation in external environments.

In other words, we have effectively transitioned from a climate of four seasons to just two; autumn and spring have shrunk, while summer and winter have expanded. This volatility is making traditional horticultural calendars increasingly obsolete. As an example, you might experience a 22-degree week followed immediately by an unseasonal frost, causing early-blooming plants like daffodils to emerge in February only to be wiped out by snow in April. Because of these extended growing periods, the traditional spring downtime we once used to prep borders no longer exists; grounds maintenance teams are now constantly

battling active growth at all times, all while dealing with day-to-day requirements of external FM management.

Looking ahead to this winter, we can anticipate a particularly volatile period. The World Meteorological Organisation has warned that the next phase of the world's periodic El Niño weather pattern could be one of the strongest on record, with the Met Office predicting this could produce a milder start and colder end to the British winter. At the best of times, unsettled seasons have become the rule – this year could be even more erratic.

The culture clash: Internal vs. external FM mindsets

This volatility presents a unique challenge to the world of FM, where it collides head on with a culture that is highly regimented and standards driven: One of the biggest hurdles in modern grounds maintenance is overcoming the traditional internal FM mindset that's often guided by industry standards such as SFG20 that dictate strict service frequencies – for both statutory and non-statutory compliance (i.e. if a schedule dictates that emergency lights must be checked on a Tuesday, they are checked on a Tuesday, regardless of the weather or any external factors).

The fundamental error many FMs make is assuming the outside operates just like the inside. You simply can't manage a living, external landscape with the same templated, standards-based mindset used to maintain a boiler tagged with an asset number. Outdoors, teams are dealing with growing, living organisms and highly variable conditions. Meanwhile, aside from wear and tear, indoor assets pretty much stay as you've left them. Even inert outdoor assets like bike racks or pavements (which will probably not have a useful asset tag connecting them to an orderly digitised management platform) will require a dynamic approach as they'll be interacting with natural



detritus like leaves and moss or with subsurface roots and drainage systems. When FM managers try to apply a rigid internal culture to external environments, the mismatch can result in a bit of culture shock.

Embracing agility for winter preparation

This disconnect can be especially evident when planning for winter. We'll often have clients ask for exact dates for when grass cutting will cease or when specific winter tasks will begin. However, external maintenance must be dictated by natural conditions, not fixed calendar dates.

Given the breakdown of the neat four-season pattern, a truly effective winter preparation strategy must rely more on natural triggers. Let's look at a few key events and aspects to consider:

The first frost and leaf fall: Everything goes dormant when the first frost hits. Deciduous trees react by dropping their leaves, making leaf collection the primary task that guides teams into winter. In ideal conditions, clearing leaves by Christmas creates a 'blank canvas' so that hard winter works can commence without obstruction. This is a case in point regarding unpredictability, we can often find ourselves still clearing leaves into the New Year.

Reactive site management: Because weather is so unpredictable, ground teams must operate with an agile mindset. They may arrive on-site with a predetermined checklist of tasks, but that list changes the moment they step out of the van and assess the live conditions and receive on site client requests that supersede the planned requirements. If November is unusually hot, teams can still actively spray weeds because the plants are still growing and capable of absorbing the treatment.

Timing specialist winter works: Certain maintenance jobs cannot be deferred until the depths of winter – but even so, it's the specific conditions that matter. For example, line-marking and permanent pothole repairs should be completed before harsher conditions set in and often the timings are determined by the products being used. Manufacturer specifications, guarantees and aftercare requirements often prevent laying these materials in freezing or wet conditions. This means that

an FM provider can't simply schedule these repairs during a hard frost without risking immediate failure or limiting the lifespan of the repair. Other tasks, like jet washing bus shelters or road sweeping, are better avoided in sub-zero temperatures to avoid leaving hazardous frozen pools of water creating unnecessary further issues on site.

As our seasons become more extreme and unpredictable, rigid maintenance schedules are even less appropriate in outdoor FM. To successfully manage and prepare external environments for winter, clients and FM providers must shift away from the regimented internal mindset.

However, doing so can feel risky – especially when discipline and order can be key to managing budgets and contractor activity. An agile mindset that delegates more decision-making powers to outdoor FM experts can seem like losing control. Squaring this circle demands another mindset shift. It means trusting your grounds teams and contractors to step away from the 'turn up and do' approach to acting with the right level of flexibility and autonomy to properly deliver year-round care of sites – all while keeping visibility and accountability.

In other areas of business, there's an ethos of 'trust, but verify'. This can be applied to grounds maintenance too: Adopting this approach means working with trusted, dependable partners that have the right depth of horticultural and outdoor maintenance experience and that also have robust reporting and communication processes to ensure transparency and effective budget oversight.

Some of this involves better technology: leading outdoor FM providers such as OUTCO deploy the latest technologies such as client apps and portals to provide an unprecedented level of visibility to simplify management of reactive works and dynamic situations on the ground. But no matter how things change, we know that some things remain the same. You'll always need great people on the ground you can trust your sites to. By finding the right combination of mindset, management tools and experienced people, you can be sure that your outdoor spaces remain safe, healthy, and properly maintained no matter what the climate does.

www.outco.co.uk

IT'S ALL IN **THE PLANNING**

Martin Beaumont, Creator of Monty Miracle exterior cleaner, looks at how maintenance and planning need to be a part of your cleaning routing so that the rain does not hold you up.

Exterior cleaning always takes a back seat in wet weather. And yet the wet weather is often the time when the most accidents can happen.

Steps can become slippery with leaves, paths get muddy and entrances in general look unappealing. Wet conditions in milder spring and summer weather can prove a headache as the humidity provides a breeding ground for moss, algae and blackspots, and there is less frost to kill them all off naturally.

Your premises will still be seen by colleagues, clients and customers, so the facilities need to look good, while your surfaces need to be protected from this organic damage. The cleaning needs to be tackled all year round.

Convenience

People will be grabbing time in the sun while they can during summer months, you need to be looking into products that will clean your landscaped areas as quickly as possible. Facilities managers have a lot of different things to juggle but cornering off huge sections of your outdoor spaces to give a deep clean is not terribly practical at this time of year. If you have larger premises to consider, work in smaller sections and get the most visual and used areas done now. Monty Miracle works in just 10 minutes and then you can safely rinse it off onto wet grass, so is quick and easy to use.

Disruption

Depending on your approach, exterior cleaning can mean disruption - larger spaces to block off, more noise, larger kit and therefore more manpower, if jetwashing equipment is being used. This is far from ideal if you are managing a facility that requires a quiet atmosphere. Hospitals, libraries, educational establishments and a lot of workplaces are not always receptive to distracting noisy

equipment, and require access at all times - so it's better to consider softwashing, which can be applied and quickly rinsed with no hassle.

Protection

Your exterior surfaces need to be safe - clean from slippery mud and leaves that could cause accidents. Clearing debris away is vital. But you also need to protect your surfaces before the winter months come. Some stones and other cement surfaces can be eroded or damaged by jetwash, and pointing, gravel and sealants can suffer under the high pressure of the spray. This can lead to hollow areas that are prone to letting in water which can freeze, or result in more vulnerable or porous surfaces, leading to cracks and longer issues. A soft wash is a much gentler approach and one which offers protection against the elements.

Sealing

Black spot, algae, lichen and other organic stains build up on most external hard surfaces over the Summer and Autumn months - but by using the right kind of product and equipment, followed by the right type of sealant, your cleaning team will be leaving the areas looking better and helping them resist more of these building up again quickly, eliminating the growth of organic stains on a range of surfaces, from wood to concrete, tarmac to stone. Sealant means your cleaning team can prolong the lifespan of outdoor surfaces.

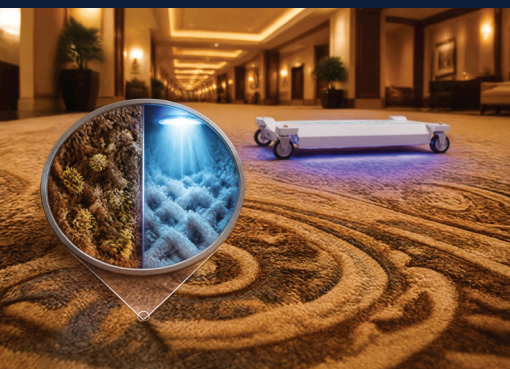
With a little planning there is no need for the delayed cleaning to disrupt the use of your grounds. The correct cleaning and maintenance can be managed swiftly and surreptitiously so that the spaces can still be enjoyed in the sunshine.

<https://montymiracle.co.uk>

One UV-C Platform. Multiple Disinfection Applications.



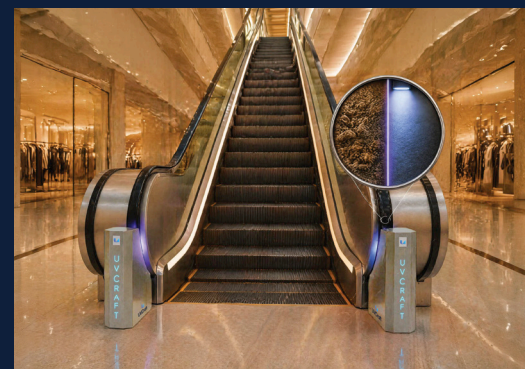
CARPET & RUGS



LUGGAGE & PARCELS



HANDRAILS & READERS



What Standard Cleaning Can't Reach, UV-C Can.

UVCraft delivers a professional UV-C disinfection device family designed for the high-contact surfaces in hotels, places of worship, nurseries, airports and public buildings.

Shared surfaces, prayer room carpets, escalator handrails, biometric readers, and luggage trolleys receive hundreds of touches every day. While conventional cleaning maintains appearance, it does not address microbial risk at the surface level. UVCraft adds a UV-C disinfection layer to existing cleaning routines through a range of 7 specialist devices.

Standard cleaning makes surfaces look clean. UVCraft adds a UV-C disinfection layer where it matters most.

Visible technology. Invisible risks.



Airports


Logistics
Centres


Hotels


Hospitals
& Clinics

Retail
Centres

Public
Buildings

Schools &
Nurseries

Office
Buildings

Transport
Hubs

Places of
Worship

📍 UVCraft UK LTD, Unit 9, Central Business Centre, Iron Bridge Close, London NW10 0UR, United Kingdom

uvcraft.net
info@uvcraft.net

📞 07493 561408


[uvcrafttr](#) - [uvcraftuk](#) - [uvcraftae](#) - [uvcraftde](#)

A T-Hub Technologies Company | TI·IUB



THE FUTURE IS CORDLESS

Battery-powered outdoor equipment has evolved dramatically in recent years, removing the need to sacrifice performance for the many advantages of cordless technology. Kevin Brannigan, Marketing Manager at Makita, explains why more landscaping professionals are moving away from petrol-powered machinery and what to look for when investing in cordless equipment.

For many years, petrol-powered handheld tools and pedestrian mowers were the standard choice for grounds maintenance professionals. Cordless machines were generally viewed as suitable only for lighter tasks or occasional use. Today, however, significant developments in battery technology, brushless motors and charging systems mean that high-quality cordless equipment can deliver performance comparable to petrol-powered alternatives, while offering a range of additional benefits.

One of the biggest advantages is improved operator safety. Without the need to transport, store or refuel petrol, the risks associated with fuel handling, such as fire hazards and spills, are eliminated. Cordless machines also produce considerably less vibration than petrol-powered equipment, helping to reduce the risk of Hand Arm Vibration Syndrome (HAVS) during prolonged use. Lower operating noise is another major benefit, allowing maintenance work to be carried out with less disruption in parks, schools, hospitals, residential areas and other public spaces.

Switching to cordless equipment can also support environmental goals. By removing the need for fossil fuels

in day-to-day grounds maintenance, organisations can significantly reduce emissions and improve sustainability. This has encouraged many businesses and public organisations, including the Eden Project in Cornwall, to transition to battery-powered equipment as part of their environmental strategies.

Selecting the right cordless platform, however, is essential. Although cordless technology has advanced considerably, not every manufacturer's range delivers the same level of power, runtime or features. Professionals should therefore carefully evaluate their options before making an investment.

A common concern when replacing petrol machines is whether cordless equipment can provide sufficient power and battery life. Thanks to advances in battery technology, these concerns are largely outdated, provided users select a platform designed for demanding applications. High-voltage systems such as Makita's 40Vmax and 80Vmax XGT range of cordless Outdoor Power Equipment (OPE) is ideal for demanding grounds maintenance and landscaping tasks. Created to handle heavy duty workloads, such as cutting dense overgrowth or maintaining large outdoor sites, the range delivers high



performance power, extended operating times, durability and professional grade efficiency in a single platform.

For instance, the Makita UR013G 40Vmax XGT Brushless Brush Cutter produces a maximum output of 1,500 watts, providing performance equivalent to a 35cc petrol brush cutter.

“Cordless machines produce considerably less vibration than petrol-powered equipment, helping to reduce the risk of Hand Arm Vibration Syndrome (HAVS) during prolonged use.”

Charging speed is another important factor in maintaining productivity throughout the working day. Fast-charging battery systems minimise downtime, allowing operators to return to work quickly. As an example, Makita's 2.5Ah 40Vmax XGT battery can be fully recharged in just 28 minutes, while the 5.0Ah version reaches full charge in only 50 minutes.

There is also the option for remote on-site charging of multiple batteries such as with Makita's BCC01 Battery Charging Case. With high capacity, this charging case has been designed to hold up to eight batteries, charging four of them simultaneously. The remaining batteries are then charged sequentially by the 'switch charge' feature to ensure minimal downtime on site. Supplied in a robust case that is compatible to the MAKPAC carriers, the BCC01 is also a secure storage and transport solution, making it well suited for landscapers on the move.

Where even longer operating times are required, portable battery power packs provide an effective solution. Backpack-mounted units, including the Makita Connect-X PDC1200 (33.5Ah) and PDC1500 (43.55Ah), offer significantly greater capacity than standard tool batteries. These connect to compatible tools using battery adaptors, while selected machines, such as the Makita LM001C mower, can be powered directly.

Motor technology also plays a crucial role in cordless performance. Choosing equipment fitted with brushless motors helps maximise efficiency by reducing energy loss. Unlike conventional brushed motors, which rely on physical contact between carbon brushes, brushless motors use electronic control and electromagnetism to generate power. This reduces friction, minimises heat build-up and lowers maintenance requirements. Greater efficiency means more work can be completed from each

battery charge, with runtimes extended by as much as 50%, improving overall productivity while reducing the frequency of recharging.

Modern cordless technology has reached the point where professionals no longer need to compromise between performance and practicality. By selecting the right battery platform and equipment, grounds maintenance teams can benefit from powerful, reliable machinery while improving safety, reducing environmental impact and increasing productivity.

Makita is running a redemption offer across its XGT range. Until the 30th September, customers can claim a free BL4040F (4ah) tabless battery for every £390 (excluding VAT) spent on qualifying XGT batteries, chargers, power source kits and machines. Terms and conditions apply. For more information, **see here**.

To learn more about Makita's cordless range, visit the website below or contact Makita UK to arrange an on-site product demonstration with a member of the national IOS Team.

www.makitauk.com





BEHIND THE **BADGE**

Meet Nicky Biggart, the CHSA Accreditation Scheme Chair, who was elected to drive standards and shape trust.



The CHSA's five Accreditation Schemes maintain a recognised high standard of product performance and guarantee 'what's on the box, is what's in the box'. In April 2024, Nicky Biggart was elected by the CHSA Council into the voluntary role of Accreditation Scheme Chair with a clear mission: to evolve the Schemes, strengthen standards, and ensure they keep pace with an ever-changing industry.

We asked her about her ambitions for the Schemes and how she unwinds outside the office.

Q: Tell us about a typical week as Accreditation Scheme Chair?

Nicky Biggart (NB): At its heart the role is about governance and oversight.

The Schemes must be credible, which means this is much more than box-ticking. Working with the Inspector, I make sure members operate transparently and in line with standards and regulations of the relevant Scheme. As the Schemes have evolved and become tougher, we are spending more time supporting and guiding members to foster their continued compliance.

I have the tricky challenge of balancing my full-time day-job as Sales Manager UK & Europe for Evans Vanodine International plc with this role. Emails come in continually from members asking for advice and information, and I work closely with the Inspector addressing issues that might arise during audits. I work with the Membership Secretary on new member applications, attend Council meetings, Chair Accreditation Scheme working group meetings and represent the CHSA at trade events. I would not be able to do any of this without the support of Evans Vanodine!

Q: Why did you get involved in the CHSA in the first place?

NB: Evans Vanodine International is a long-standing member of the CHSA. I was their representative on the Council and active in setting up the Accreditation Scheme for Manufacturers of Cleaning Chemicals.

During COVID the chemical manufacturing industry became a little like the wild west, new entrants making extreme and misleading product claims. I came together with the members of the Accreditation Scheme to embed the need for robust and transparent evidence into the Accreditation Scheme technical regulations and standard.

Q: What's a misconception about the Accreditation Schemes?

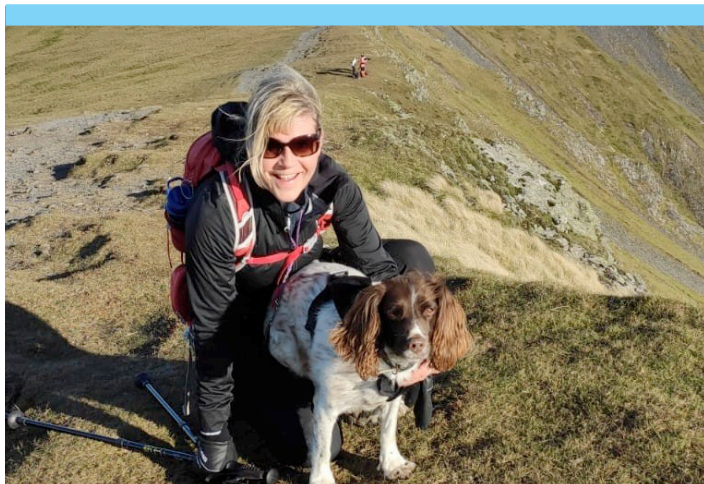
NB: Some think it just another marketing logo to stick on your website to look good! That's a very long way from the reality. We have rigorous standards and technical regulations, and compliance is independently audited. It's not about looking credible; it's about being credible!

Q: What do you think members might not realise about the work that goes into maintaining the Schemes?

NB: What many don't see is the work to align with existing legal regulations and standards. This means we must stay up to date with new regulations, integrate the relevant ones into our Scheme standards and bring members with us. It's complex ... and it never stops!

Q: What are the biggest challenges facing cleaning and hygiene suppliers today?

NB: We are dealing with increasing competition from overseas product. Their pricing may be competitive, but their manufacturing processes do not always align with the standards we expect in the UK and transparency can be a challenge. Costs across raw materials, transportation and packaging are rising quickly. Employment laws are becoming tighter and environmental regulatory compliance is getting much tougher. Balancing these challenges is complicated.



Q: What do you enjoy most about working with the CHSA?

NB: I've been in this industry for over 36 years, with distributors and manufacturers; I understand the challenges and value the industry from all perspectives.

Working with all members to support them and evolve and shape standards is very satisfying. It gives me the

chance to contribute beyond commercial goals and give something of real value back to the business-to-business professional cleaning and hygiene industry.

Q: If you had to describe the CHSA in three words, what would they be?

NB: Standards shape markets!

Q: Where will we find you outside the 'office'?

NB: I love the outdoors.

I love competing in dressage and show jumping. My two mad working springer spaniels keep me climbing the Lake District fells near home and when I get the chance in the summer, I sail along the Northumberland coast.

Q: If you weren't working in this industry, what do you think you might be doing?

NB: I honestly cannot think of anywhere else that would provide the same access to such a wide network of amazing people and offer the opportunity for travelling to various parts of the world and receiving wonderful hospitality!

Q: Finally, what message would you like to share with CHSA members?

NB: Our combined strength lies within the Scheme standards we commit to. It protects the credibility and trust in our products and ensures customers can make confident buying decisions.

<https://chsa.co.uk>

A GAMBLE THAT PAID OFF

Fifteen years ago, Iain Fraser-Jones made a wager the cleaning industry thought was naive: that sustainability, honesty and integrity could be a business model, not a footnote to one. Greenzest is B Corp certified, with a robust sustainability and carbon reduction strategy, and now turning over £10m, it's becoming harder to argue with him.

There's a line you hear often in facilities management: sustainability is something you do once you can afford it. It sits at the end of the decision tree, not the beginning. Win the contract. Cut the cost. Then, if the margins allow, think about the planet.

Iain has spent fifteen years building a business that treats that logic in reverse.

When Iain founded Greenzest Limited in September 2011, he was making what looked, to some, like an idealistic bet: that a commercial cleaning company could be built around sustainability, honesty and integrity, and could succeed because of those things, not merely alongside them. He wasn't guessing. He was drawing on more than three decades inside the industry - Group Sales and Marketing Director at Servest UK, senior roles at Lynx Security and The Executive Group - long enough to understand precisely what the sector was getting wrong, and why.

The bet, it turns out, was well-placed. Today Greenzest employs 470 people, turns over £10m, holds B Corp certification, is working towards being carbon-neutral, pays the real Living Wage on every contract without exception, and is expanding nationally, entirely self-funded.

Not marketing language

Greenzest structures its approach around four principles: Planet, People, Partnership and Productivity. The language is clean. The practice behind it is harder-edged than it sounds.

Planet means genuinely eco-friendly products, energy-efficient equipment, and operations that have a clearly defined carbon neutral plan. People means Living Wage Foundation Employer status: every bid, every contract, no carve-outs. Partnership means working alongside customers - and suppliers - on their own sustainability objectives, not simply fulfilling a spec. Productivity means demonstrating, contract by contract, that ethical data driven operations and cost leadership are not in tension.

The real Living Wage commitment is the one worth pausing on. Greenzest was only the fourth cleaning company in the UK to make the step up from Recognised Service Provider. The effects have been measurable: staff retention sits significantly above the sector average, recruitment costs are lower, and the kind of continuity that customers quietly depend on is visible in the numbers.

"I have been working for Greenzest for eleven years," one employee has noted.

Eleven years in commercial cleaning. That figure doesn't need much commentary.

Certified, not claimed

Greenwashing is a genuine and growing concern in commercial services. Claims are easy. Verification is harder.



Greenzest holds B Corp certification, independently assessed, audited, and renewed every three years. Companies that don't demonstrate continued improvement risk losing it.

Fewer than 10,000 businesses worldwide hold B Corp status. In commercial cleaning, it remains rare enough to be meaningful. For procurement teams navigating a sector where sustainability language has significantly outrun sustainability practice, it functions as a useful signal: these commitments have been examined by people with no stake in the outcome.

Growing into what it always was

The commercial cleaning market has changed considerably since 2011. Sustainability is now embedded in procurement frameworks. ESG criteria shape supplier selection. Customers who once treated it as a differentiator now treat it as a baseline requirement.

Greenzest didn't pivot to meet this moment. It was built for it.

Headcount has grown 40% in recent years, driven by both reputation and active business development - particularly in the shared office sector, where hybrid working has reshaped demand patterns and where sustainability credentials carry genuine weight with operators and landlords.

The leadership team has grown alongside the business: Iain Fraser-Jones as Founder and Managing Director, Vince Treadgold as Commercial Director, Travers Hathrill as Sales Director, Bruce Herbst as Operations Director, and Andrew Henderson as Transformation and IT Director.

From a single founding belief in 2011 to a national operation turning over more than £10m: B Corp certified, Carbon-Neutral focused, Living Wage fully accredited, leaders in UhUb staff training and entirely debt-free. The cleaning industry rarely produces businesses with a genuine point of view. Greenzest has one, and the discipline to hold it.

This is not the end of the story. It looks very much like new chapters will be written.

<https://greenzest.co.uk>

IMPROVING HYGIENE ACROSS HOSPITALITY

with **HYGENIKX+**

“
**Eradicate
viruses and
bacteria
in the air
and on
surfaces**
”



“
**Reduce
levels of
contamination
by
up to
89%**
”



Find out more... SCAN the QR CODE
or VISIT... mechline.com

MECHLINE



BOOK NOW TO FEATURE IN THE 2027/28 YEARBOOK

Contact Clare Gapp on **01625 426 054**
or email clare@opusbm.co.uk

Slim Air

Powerful fragrance. Minimal footprint.

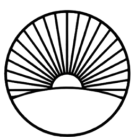
A passive air freshening system with a patented odour-control design, delivering consistent fragrance without batteries or power.

Made from **89%** recycled plastic, it combines sustainability with performance, offering adjustable intensity and quick, easy servicing across a wide range of environments.

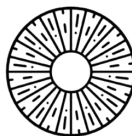
With 5 long lasting fragrance gels to choose from:



CLOUDBURST
Fresh Linen



HORIZON
Marine Fresh



SOLSTICE
Peach & Mango



DRIFT
Mint & Lime



SUNRISE
Vanilla & Citrus



 kennedy-hygiene.com

 sales@kennedy-hygiene.com


Kennedy
INTEGRATED HYGIENE SOLUTIONS



PAINTING FOR PERFORMANCE

Stephen Lenahan, Painting Operations Director at Ian Williams, discusses the evolving landscape of painting within both the commercial and social housing sector and shares insights into emerging trends.



As financial pressures increase across the public and private sectors, FMs and landlords are under growing pressure to justify spending and demonstrate measurable return on investment.

Painting and decorating programmes are often viewed as discretionary or purely aesthetic costs, but this perspective is increasingly outdated. When approached strategically, cyclical decoration can improve building performance, occupant wellbeing, and long-term asset value.

The role of painting has therefore evolved beyond appearance alone. It now supports health, safety, sustainability, and operational resilience, making it an important part of modern FM.

Beyond aesthetics: Delivering measurable outcomes

Painting sits at the intersection of maintenance, compliance, and user experience. Its impact can be quantified across several critical areas:

- Health outcomes: through improved indoor air quality and damp mitigation
- Performance: influencing behaviour, concentration, and comfort
- Cost efficiency: via extended maintenance cycles and reduced reactive repairs

For social housing providers in particular, where tenant wellbeing is paramount, these outcomes are not abstract. They are directly tied to duty of care and regulatory compliance.

The challenge for FMs is to integrate decoration into a broader asset strategy, aligning specification and application with long-term objectives such as decarbonisation, structural longevity, and building occupier and user satisfaction.

Addressing damp, mould and condensation: a priority for social housing

Few issues have highlighted the importance of proactive maintenance more starkly than damp and mould. Recent



tragic events have brought national attention to the consequences of inadequate responses, leading to increased scrutiny and regulatory change, including the introduction of Awaab's Law, now moving to Stage 2. This requires swift, demonstrable remediation of identified hazards with strengthening accountability. Currently only applicable in social housing, this looks set to become mandatory too in the private sector.

Damp, mould, and condensation are distinct but interconnected issues. Damp refers to excess water within the building envelope, caused by water intrusion or condensation. Condensation occurs when warm, moist air meets cold surfaces. Mould then develops when there's prolonged dampness trapped inside a building. Poor indoor air quality, can cause respiratory conditions like asthma, as well as dizziness. Mental wellbeing can also suffer.

A multi-faceted, preventative approach

Effective management requires more than reactive treatment. It demands an integrated strategy. While here at Ian Williams, we can scale up to mobilise quickly for emergency remediation, we always recommend proactive action as a first line of defence. We look at root cause analysis, identifying structural or environmental drivers such as poor ventilation or water ingress; undertake preventative maintenance through regular inspection of roofs, gutters and windows, and targeted treatment through fungicidal washes and mould-resistant coatings to inhibit regrowth.

Modern coatings play a critical role. Scrubbable, biocide-containing paints not only resist mould but also withstand repeated cleaning, supporting longer maintenance cycles and improved hygiene.

Safety as standard: Fire, accessibility and air quality

Another defining feature in the sector is the emphasis on building safety. The use of flame-retardant coatings is becoming standard in many environments, particularly where compliance requirements are tightening. These coatings can slow the spread of fire and contribute to broader fire safety strategies.

In settings such as retirement living and care homes, high-contrast colour schemes are increasingly used to support residents with visual impairments or cognitive conditions like dementia. Subtle design decisions, such as clearly distinguishing stairs or doorways, can significantly improve safety and independence.

While external pollution often dominates discussions, indoor air quality is equally critical. Historically, paints contributed to poor indoor air quality through the release of volatile organic compounds (VOCs). Today, that is changing rapidly and low-VOC and zero-VOC paints are becoming the norm. Look out for accreditation schemes like BREEAM, LEED, and WELL.

No one-size-fits-all

As no two buildings are the same, a one-size-fits-all approach is no longer viable. In sensitive environments such as nurseries, care homes and healthcare settings, low emission materials, dustless preparation techniques and consistent, trusted workforces come into play.

The science of colour: designing for human performance

Colour is one of the most underutilised tools in FM. Yet research consistently demonstrates its influence on mood, cognition, and behaviour.



Strategic colour application can transform how a space functions:

- Green: enhances focus and reading comprehension - ideal for study areas
- Blue: reduces stress and promotes calm - suited to healthcare settings
- Yellow: boosts memory and engagement - effective in classrooms
- Orange: encourages sociability and confidence - well suited to communal areas
- Purple: stimulates creativity and empathy - ideal for shared or reflective spaces
- Red: energises and motivates - often used in fitness environments

Crucially, this is not an additional cost. Every redecoration involves colour decisions. The opportunity lies in making them intentionally, backed by evidence rather than habit.

Durability, efficiency and lifecycle value

With budgets under pressure, the focus is shifting toward solutions that deliver long-term value, achieved through extending maintenance cycles. Modern coatings and wall coverings are significantly more durable than traditional products. In high-traffic environments, maintenance cycles can be extended from one to two years, to three to five years or more. This results in reduced operational disruption, lower lifecycle cost and decreased environmental impact.

Craftsmanship, sustainability and trust

Selecting the right painting and decorating partner is paramount. Forward-thinking organisations are moving beyond transactional relationships to form long-term partnerships focused on preventative maintenance



planning, performance-based specification, lifecycle cost modelling and evidence-based design. This collaborative approach enables FMs to extract maximum value from their decoration programmes, transforming them into drivers of performance rather than periodic obligations.

Ian Williams places strong emphasis on quality craftsmanship. We're proud of our directly employed workforce, many of whom have come through our extensive Academy apprenticeship programme, which has just been named in the Sunday Times Top 100 Apprentice Employers. This approach ensures a consistently high standard of workmanship. Our record of repeat business from clients attests to our reliability and quality.

Partnerships with major paint manufacturers are crucial for innovation. These collaborations help us stay abreast of the latest product developments and ensure access to high-quality, next-generation paints with advanced properties. Regular audits of our work drive standards even higher.

Customer care remains central to Ian Williams' approach. Our Right First-Time service delivery and sensitivity to occupants' requirements are priorities. We regularly measure performance through customer satisfaction surveys. Industry initiatives also play an important role. We're accredited to the Painting and Decorating Association's Paint Green Sustainability Initiative, demonstrating our commitment to reducing waste and promoting sustainable practices.

The painting sector is undergoing a profound transformation. What was once seen as a finishing trade is now a key contributor to building performance, occupant wellbeing, and environmental sustainability.

Decoration is not discretionary. It is strategic. Investment in the right systems delivers measurable returns and collaboration with the right partners unlocks long-term value.

When approached correctly, painting becomes far more than a cyclical requirement. It is a means of protecting assets, improving lives, and future-proofing buildings. Few investments offer such a compelling combination of impact, efficiency, and return.

Ian Williams Ltd has received over 58 Painting and Decorating Association Awards and were named Supreme Winner.

For more information and case studies on the painting and decorating services offered by Ian Williams, you can visit the website below or connect with us on LinkedIn.

www.linkedin.com/company/ian-williams-ltd/
www.ianwilliams.co.uk



NURSING IRELAND'S **ELECTRICITY GRID**

Private hospital group, UPMC Sport Surgery Clinic, has partnered with Enel X to make its backup generator available for demand and frequency response services. Twelve years in, this energy flexibility programme runs invisibly alongside clinical operations, keeping the generator exercised and healthy while releasing revenue and contributing to grid stability.

The customer

UPMC Sport Surgery Clinic is a private orthopaedic hospital and sports medicine centre in Santry, Dublin. Established in 2007 by a group of surgeons and investors, the clinic was conceived to address a specific gap: young athletes in the public system who needed surgery but couldn't access a theatre.

Since then, the facility has grown significantly, both in scale and patient type. From four orthopaedic theatres, one MRI scanner and 38 inpatient beds, it now operates seven ultra-clean-air theatres, three MRI scanners, 29 consulting suites and a dedicated off-site sports medicine facility. In March 2023 the clinic was acquired by University of Pittsburgh Medical Center (UPMC). A further expansion, adding two more theatres, is scheduled to complete in January 2028.

The challenge

As an accredited private hospital, UPMC Sport Surgery Clinic must meet rigorous standards for operational continuity. The clinic holds Joint Commission International (JCI) accreditation – the gold standard for healthcare provision – which governs its policies and procedures across all aspects of facility management, including backup power.

Critical systems that must remain uninterrupted include medical equipment and lighting in the operating theatres, ventilation for patients under anaesthetic, patient monitoring in recovery, and IT infrastructure. The hospital is served by a ring main providing two independent supply lines, with a full-load 1,250 kilovolt-ampere (kVA) backup generator, and UPS systems providing approximately 30 minutes of autonomy in critical zones.

Prior to working with Enel X, testing the backup generator required the facilities team to schedule a dedicated visit on a Sunday morning, take the hospital off grid and run a full-load test manually. This was a disruptive and time-consuming exercise – and hence infrequent.

In 2014 a representative from Enel X approached the clinic's Medical Facilities and Project Manager with a demand-response proposal. The reply was blunt: without a synchronised generator, the risk to clinical operations was simply too great and energy flexibility was a non-starter.

What is demand response?

Demand response is a mechanism through which electricity users are paid to adjust their consumption, or make generation capacity available, during periods when the grid is under stress, helping balance supply and demand. In Ireland, these services are coordinated through the electricity market operator, EirGrid.

By supporting grid stability, demand response is a natural fit for critical infrastructure sectors such as healthcare, pharmacology and data centres, the resilience of which depends on grid infrastructure. For facilities with backup generation, participation can be as simple as making the generator available to run on request. The site temporarily switches from grid power to its own generation, freeing up capacity on the network. With a synchronised generator, the transition is seamless with no interruption to supply.

The solution

Enel X offered to fund the installation of G10 synchronisation relays that would enable the hospital's generator to switch between grid and off-grid power without any interruption. This removed the clinical risk entirely. With UPS systems covering the critical zones during the brief synchronisation window, no area of the hospital would be adversely affected.

This was the decisive factor, as synchronisation would transform the way the hospital could test and exercise its generator – replacing the disruptive Sunday morning routine with regular, sustained runs under balanced load, managed through the demand-response programme.

"The real motivation was to get a system that would make it easy to test the generator. The fact that Enel X was essentially paying for the necessary equipment was the biggest benefit for us at the time," said Ray Lennon, Medical Facilities and Project Manager at UPMC Sport Surgery Clinic.

Once enrolled, the clinic entered its full generation capacity into the Capacity Remuneration Mechanism, which helps guarantee sufficient energy generation on the Irish grid during peak demand.

The clinic's programme has since expanded to include frequency-response services, which involve more frequent but shorter generator starts. The decision to extend participation was straightforward: the system was already proven, and the additional starts simply meant more regular exercise for the generator.

When a demand or frequency response event is called, the facilities team receives a notification by email and text. Beyond that, nothing changes. No upstream or downstream notifications are required. No clinical decisions need to be made. Enel X manages the transition between grid and generator power, which is imperceptible to staff, patients and clinicians.

The results

UPMC Sport Surgery Clinic has participated in demand response since 2014 and frequency response since 2017, enrolling 600kW across both programmes.

Over 12 years, the clinic has earned six-figure system services revenue through its participation. For the facilities team, the most significant benefit is the health and longevity of the hospital's backup generator. Regular, sustained runs

under balanced load – typically a minimum of two hours per event – keep the machine in optimal condition. The generator is now 18 years old, has never missed a service interval, and continues to perform faultlessly.

"My team doesn't react to demand or frequency response events because we're 100% confident in the system switching on and switching off. It's invisible to everyone else in the hospital – there's simply no impact on clinical operations or patient care," explained Ray Lennon.

The programme also contributes to the wider electricity system. By making its generation capacity available during periods of grid stress, the clinic plays a small but meaningful role in supporting grid stability – a contribution that aligns with the growing emphasis on sustainability within the UPMC network, even if it operates quietly in the background.

Looking ahead

The relationship between UPMC and Enel X has been renewed three times, most recently in late 2025. UPMC is currently undertaking a major expansion at the Santry site, with two additional theatres due to open in January 2028. A new generator is also planned for the UPMC Kildare site, and the facilities team is considering its other sites in Ireland for demand response suitability.

Lennon concluded: "What would I say to another healthcare organisation? It takes the burden of having to schedule and run generator tests off your desk, and gives it to somebody else. It's not necessarily about generating revenue: it's also about the good use of a machine that you've spent a lot of money to put there."

Are you operating facilities with backup generation, combined heat and power or battery storage? Contact Enel X to explore how your infrastructure can support grid stability while keeping your equipment in peak condition.

www.enelx.com/uk/en/contact-us



ROBOTS TAKE THE FLOOR

How is autonomous floorcare technology transforming cleaning strategies, asks Peter Jones, robotics expert at Robert Scott Robotics.

As facilities adopt automation, AI and connected technologies to improve efficiency, floorcare is becoming a key area for innovation. From offices to retail and leisure, facilities teams face growing pressure to maintain high standards of cleanliness and safety while managing labour shortages, rising costs and demanding production schedules.

For facilities managers, the challenge is no longer simply keeping floors clean – it is about maintaining safe, compliant and efficient environments without disrupting operations. This is where the latest generation of autonomous floorcare technology is transforming cleaning strategies.

Modern robotic floorcare systems, such as the recently launched MT1 Max and MT1 Vac, can now handle large-scale, repetitive cleaning tasks with far greater consistency and intelligence. Equipped with AI-powered navigation, advanced sensor technology and real-time reporting, these machines are designed for demanding facilities management settings where uptime, safety and productivity are critical.

The MT1 Max is equipped with advanced 3D LiDAR, dual chips for greater computing power and improved obstacle management, allowing it to adapt seamlessly to complex conditions, while the MT1 Vac is the world's first AI-powered vacuuming robot for large-scale environments, and features a Visual Simultaneous Localisation and Mapping (VSLAM) system which enhances navigation in dynamic environments.

Safety and self-management

Safety plays an increasingly important role in cleaning, as clean floors contribute directly to health and safety performance by reducing slip hazards, controlling dust and improving workplace conditions.

Modern robotic floorcare equipment supports these objectives through integrated reporting and remote monitoring tools. Facilities managers can track cleaning activity, coverage areas, machine status and operational performance through centralised dashboards, improving accountability and simplifying compliance reporting.

Early cleaning robots struggled with navigation and were notorious for getting stuck in corners, colliding with objects and failing to clean up the edges of rooms. Limited sensor technology meant occurrences of collisions with objects, becoming trapped in tight spaces, missing areas was quite common.

While some entry-level or older models may still encounter these challenges, today's machines use advanced navigation systems and multiple sensors to map their environment, recognise obstacles and adjust their cleaning path dynamically. As a result, issues such as getting stuck or repeatedly missing areas are far less common.

Another major development is the ability for autonomous systems to self-manage routine operational tasks. Automatic charging, water refilling and route recalculation allow robots to operate with minimal intervention, maximising uptime across large facilities. In multi-shift or 24-hour production environments, this autonomy can improve cleaning consistency without increasing labour demands.

People matter

Despite these technical advances, robotic floorcare is not about replacing facilities teams. The most effective industrial cleaning strategies combine automation with skilled personnel. Robots excel at repetitive floor cleaning, while human teams remain essential for detailed cleaning, maintenance oversight and responding to unexpected issues.

Highly cluttered spaces, tight corners, stairwells and specialist cleaning tasks still require human judgement and flexibility. However, by automating predictable cleaning processes, facilities teams can deploy staff more strategically and improve productivity across the site.

Looking ahead, the role of AI is expected to expand further. Future systems are likely to incorporate greater environmental awareness, enabling machines to recognise floor types automatically, adapt cleaning methods in real time and integrate directly with wider smart building and FM platforms.

For managers, the key consideration is no longer whether automation has a place in facilities cleaning, but how best to integrate it into wider operational strategies. As facilities become smarter and more connected, autonomous floorcare systems are proving their value not only as cleaning tools, but as part of a broader approach to efficiency, safety and operational resilience.

www.robertscottrobotics.co.uk



Miele

Smartness Starts Here.

Reliable, Hygienic Solutions
Term After Term.



Because smart minds need the best support, ExploreLine has your back. Our holistic solutions for lab glass cleaning keeps everyday learning safe and working smoothly. Built for high throughput, consistent hygiene and reliable performance – term after term, year after year.

And with expert consultation, installation and dependable after-sales care, we help keep operations running exactly when it matters.

Explore today: www.miele.co.uk/pro/exploreline-lab

Miele Professional. Immer Besser.



Flip, swing or multi-compartment recycling bins, innovative all-plastic sack holders, ultra durable sustainable hardwood street bins, high tech kitchen wonders all the way up to 1100lt flat top wheelies.

If you need a bin, we've just the thing!


**TROJAN
BINS**



Call: **01684 295782** www.trojanbins.com sales@trojanbins.com



SMART BUILDING IN ACTION

TRILUX has delivered a connected lighting solution for the new Simac headquarters in Veldhoven, supporting the company's ambition to create a smart, flexible and future-ready workplace. Developed in collaboration with installer Kuijpers, the project transforms the former TechniekHuys into a modern office environment where lighting, data and building systems work together as part of a fully integrated smart ecosystem.

A showcase for smart building technology

Rather than constructing a new building, Simac opted to redevelop the existing TechniekHuys, creating a sustainable workplace that reflects its own technological expertise. The headquarters now acts as a live demonstration environment, incorporating a fully wireless smart building management system.

"Our new headquarters is a showcase. For our customers, but also for ourselves," says Bas van Tilborg, executive board member of Simac's parent company. "Everything we experience here, we use every day in the solutions we provide to our customers."

Lighting forms a visible part of this concept. Integrated with wireless control, TRILUX LED luminaires contribute to a connected system that combines illumination, data and energy efficiency.

Fast-track delivery with a clear lighting strategy

The project was delivered within a tight programme, with just eight months between handover and occupation.

"We had no more than eight months between receiving the keys and moving in," says Van Tilborg. "Then you have to act fast."

TRILUX developed a structured lighting concept using Finea pendant luminaires for office areas, Sonnos

downlights and a 3-phase track system with B.veo spotlights for feature spaces. The scheme balances functional lighting with architectural integration across different areas of the building.

A key element was the integration of wireless controls, enabling automatic adjustment based on daylight and occupancy.

"Our sensors also measure humidity, light and noise levels, temperature and the number of people in a room," Van Tilborg explains. "We use that data not only to control the lighting, but also the indoor climate."

"For example, if only two people are in a meeting room, we don't need to ventilate as if there were ten. Thanks to the new system, this is controlled automatically. That saves energy and improves comfort."

Human centric lighting across all areas

User comfort was a central consideration throughout the project, with Human Centric Lighting (HCL) implemented across workspaces as well as circulation areas.

"The comfort of our people comes first," says Van Tilborg. "We have many different types of spaces with varying levels of natural daylight. With HCL we can balance that, and it truly makes a difference."

In some areas, this required customised solutions. Secondary workspaces built from standalone units were

adapted to support HCL through collaboration between Simac and TRILUX.

“You could keep it simple, but we chose to develop a custom lighting solution together with TRILUX. That caused a few months’ delay for those units, but now everything fits perfectly. I’m very happy we made that choice.”

Data-driven flexibility for the future

Alongside the lighting upgrade, the building layout was reconfigured to support flexible working, replacing fixed desks with shared, activity-based spaces.

Data collected through the lighting and sensor system provides ongoing insight into how spaces are used, allowing continuous optimisation.

“We know exactly which rooms are used and when,” says Van Tilborg. “And that offers opportunities. If a space is structurally unused, we can redesign it.” Because the system is fully wireless, luminaires can be repositioned easily without structural changes. “Just regroup them and it’s done.”

The same data can also be used to optimise building operations, including cleaning schedules and room booking systems.

Collaborative delivery under tight timelines

Close coordination between all project partners was essential to meet the programme.

“The pace of our renovation was high, but we were able to align instantly,” says Van Tilborg. “Thanks to the clear



architectural drawings and TRILUX’s pragmatic approach, the lighting concept turned out exactly as we envisioned.”

A phased installation approach, working from the top floor downwards, allowed the project to progress efficiently. “TRILUX adapted seamlessly.”

A workplace designed to perform

The completed headquarters has been well received by employees and visitors alike, with lighting designed to support both comfort and interaction.

“The light doesn’t stand out – exactly as intended,” Van Tilborg notes. “I work at the office more than before. Not only because of the building itself, but because of the pleasant atmosphere and interaction it creates. The lighting definitely plays a role in that.”

The building also serves as a demonstration space for clients, showcasing the potential of integrated smart technologies.

“It’s great to see how impressed visitors are. They immediately get a clear picture of what we can offer. And that’s what it’s really about: inspiring people.”

Van Tilborg concludes: “Pay attention to the details. Trust me, they matter. More than you think. If you have the chance to do something really well, then do it. We’re glad we made that choice.”

www.trilux.com/gb/applications/office/lighting-for-offices/

INGREDIENTS FOR GROWTH

From a team of one to a multidisciplinary force driving fresh food, smart technology and bespoke service across 65 sites, Midshire Signature Services' craft development team shows what independent, hands-on catering can deliver for the modern workplace.



David Flesher

When David Flesher first walked into the kitchen at United Utilities' Lingley Mere Business Park in Warrington, he was the onsite chef. Today, he is back on the same site, but this time as the man behind the technology that is transforming how more than 3,000 people are fed there every day. His journey, from onsite chef to Midshire's Business Systems Manager,

captures something essential about the family-owned, independent caterer: people grow here, and the business grows around them.

David is one of four members of Midshire Signature Services' craft development team, a small, multidisciplinary unit that has quietly become one of the most important cogs in the £12.5m business. Operating across more than 65 sites in workplace, education and extra care settings, Midshire's craft team works closely with businesses to create a bespoke solution, train onsite chefs, raise food standards, sharpen the look and feel of service areas, and work hand in hand with operations, sales and marketing.

From a team of one

For years, the craft team was one person - Anthony Liddy, now Executive Craft Development Chef. First spotted as a young trainee by Midshire director, Phil Bradwell, who sponsored him through college, Anthony built a career spanning fine-dining hotels, stadia catering and head-chef roles before Midshire's managing director, Sue Bradwell, brought him in. He grew the function organically, leaning on the company's strongest catering managers and setting the brand standards the business now runs on.

"For a long time, it was just me, dipping in and out of sites, lifting standards wherever I could," says Anthony. "But the business kept growing. The team we have now built means that we can be in more places, doing more, without ever losing that hands-on, personal touch."

In 2025, Kirsty McAndrew joined the team, leading on developing Midshire's education menus. Kirsty originally joined Midshire through a TUPE transfer from her role as a primary school catering manager. Since joining Midshire, she has won two regional school chef awards.

Next, David Flesher transferred in via Midshire's United Utilities contract. David came on board to drive technology and back-of-house systems, tripling the craft team in a

matter of months. Finally, Steven Balding, now Senior Operations Manager, completes the team, having risen from catering manager and supported the craft team's new-business food presentations along the way.

What unites them is that each of them has grown within the company. "We know the business, the standards, the vision, and the expectation, because we've helped to shape them," says Anthony. "That's very different to a big contractor parachuting in a consultant who's gone again by lunchtime."

Innovation that earns its place

For the craft team, innovation and the ability deliver large volumes while not compromising on quality are the heart of the team's success. With a background in high end hospitality, Anthony's technical cooking ability is evident in the consistently high quality and variety of food delivered across all Midshire's catering outlets.

Nowhere is that clearer than in David's plant-protein work. Using an Eat Curious pea-and-fava-bean base, he has built a recipe bank now used across the business: dishes that can run at 60% meat and 40% plant protein, or go fully plant-based, while cutting saturated fat, removing common allergens and coming in at around half the cost of meat. In a sector squeezed by food inflation, it is a neat answer to a hard question: keeping food affordable and nutritious without resorting to shrinking portions.

Technology is the team's other frontier. Midshire has developed its own pre-order apps, Cre8te for its primary schools and Graze for further education and workplace sites, alongside allergen and kitchen-management tools. For facilities teams the appeal is obvious: skip-the-queue ordering, clear dietary and allergen information, loyalty schemes and promotions, all under the operator's own brand.

A workplace catering blueprint

United Utilities is where it all comes together. Since winning the contract in 2023, Midshire has refurbished outlets under the Graze brand, introduced a new deli bar, and has invested more than £180,000 in kitchen upgrades and a new outlet, all delivered at nil cost to the client through the contract. The Graze app - a further £20,000 investment by Midshire - launches on site this summer, supported by Friday incentives, including a 50% off meal voucher, designed to make the workplace a genuine draw for hybrid workers rather than an afterthought.

It is, in miniature, Midshire's whole philosophy - read the site, build around its people, and invest for the long term. Sustainability runs through it, from free-range eggs



sourced within 2.2 miles and local vegetable suppliers to recycled cooking oil, compostable coffee grounds offered free to staff, and naked products and digital signage that cut packaging and print.

"Workplace catering has changed," says David. "People expect the high street at now — the quality, the choice, the convenience. Our job is to give clients exactly that, but in a way that's bespoke to them. Coming back to United Utilities with the tools to do it has been a huge privilege."

Strengthening the foundations

The team's priorities now are about depth as much as flair: standardising best practice, aligning counters, equipment and menus, and elevating food presentation across the

estate. Longer term, the ambition is regional craft teams supporting clients and upskilling onsite chefs directly.

For Midshire's Managing Director, Sue Bradwell, the craft team embodies what sets an independent apart. "We're small enough to care and big enough to make a difference," she says. "Our craft team is proof of that - real chefs, who know our clients and their people, getting stuck in and raising the bar every single day."

In a market dominated by national operators, that personal, hands-on approach is increasingly rare and, on the evidence of Midshire's craft team, increasingly valuable.

<https://midshiress.co.uk>



FOOD HYGIENE OUTDOORS

Summer is the season for food stalls and outdoor catering at open-air concerts and stadiums. But what are the cleaning and hygiene challenges involved with serving up food from a small, cramped stall? Jeremy Bennett from Tork manufacturer Essity considers the problems and comes up with some solutions.

Outdoor dining is booming in the UK. The growth began during the pandemic when eating indoors became difficult – even illegal during some lockdowns.

People tend to appreciate the fast and flexible service they receive from an outdoor food stall, and many like the transparency of being able to see their food being prepared before their eyes. Meanwhile, social media is creating a buzz around the trendier food markets, fuelling the demand for alfresco dining.

Running a food stall is a good option for an enterprising business owner since the start-up cost is considerably lower than that of a conventional restaurant. Chefs can experiment with unusual dishes at a reduced economic risk if the trend fails to catch on.

And interest in diverse food options is growing. The public's perception of street food is no longer a burger and a bag of chips purchased from the back of a van: it can now cover anything from an Ethiopian stew to a pad Thai, burrito or Swiss raclette.

The market is booming. The convenience, flexibility and affordability of street food dining has resulted in a 20% year-on-year industry growth, with a 2022 Open Table study revealing that 75% of Britons want to see more outdoor dining options in the future.

However, producing high quality meals on a stall can be significantly more challenging than doing the same in a restaurant kitchen.

Staff members are obliged to work in full view of the public with no back-of-house area in which to hide, for example. Hygiene protocols therefore need to be scrupulously followed because the customer will be watching.

A stall will quickly gain a grubby appearance if crumbs and ketchup spills are allowed to soil the counter. Staff will therefore need to repeatedly wipe down all surfaces to create an impression of cleanliness and order. This task will be made more difficult due to the lack of a mains water supply.

The water issue also makes hand hygiene more difficult, even though frequent hand washing is crucial in any food preparation environment to reduce the risk of cross-contamination.

The space restrictions on a street stall will only heighten the challenge of keeping all surfaces looking sufficiently clean, tidy and uncluttered to satisfy the food inspectors.

According to the Nationwide Caterers Association, inspectors have a clear checklist when assessing outdoor stalls. They want to see adequate hand washing facilities in place plus a means of drying the hands and appropriate equipment for cleaning surfaces. And they also expect all food surfaces to be tidy, safe and easy to clean.

So, how do food stall-holders manage to rise to these challenges?

All cleaning and hygiene products should be easy to use, easy to locate, quick to refill and sufficiently compact to fit



the limited space. A wall-mounted soap dispenser is ideal, for example, because this will free up more surface area. The Tork soap dispenser comes in a mini version containing 500 doses of soap. And when the supply runs out, a new cartridge can be snapped into place in seconds which means the refilling process will not hold up the queue.

A swift hand-drying solution will also be required – preferably one that doubles as a surface wiper to save space. The Tork Reflex Singlesheet Centrefeed system comes in a wall-mounted unit and is food contact-approved for wiping. It also comes in a portable version for stalls with little wall space.

“Three-quarters of Britons want to see more outdoor dining options in the future.”

Tork Reflex paper rolls come in one-ply and two-ply formats and the dispenser has been designed to give out only one wiper at a time, reducing consumption by up to 37% compared with centrefeed rolls. This means that each roll lasts for longer and the amount of refuse created is kept to a minimum, which is important on a street stall where there will be limited space for rubbish.

Most stall-holders have a mobile sink unit which channels the water to taps via a container. But these offer a limited supply which means water needs to be used sparingly.

Impregnated wipers work well for cleaning the food preparation surfaces on street stalls since these require no water and can be thrown away after use. For example, Tork Surface Cleaning Wet Wipes are particularly effective at cleaning greasy surfaces and come in a compact portable bucket containing 58 wipes.

While hand washing is vital for removing any soiling and food residue from the hands, a sanitiser will act as a good

supplement to soap and hand towels. Tork Alcohol Hand Sanitisers are quick and convenient to use and will help to conserve water supplies between hand-washes.

Excess waste and litter generated by street stalls can constitute a public nuisance and this might occur, for example, where napkins are lying loose on the service counter.

Although napkins are not a cleaning aid, they can still help to enhance hygiene on a food stall. A napkin wrapped around a burger or a hot dog will prevent the vendor or customer from contaminating the food with their hands before it is eaten. It therefore makes sense for vendors to provide napkins in a dispenser that has been purpose-designed to reduce waste and littering.

Tork offers two such systems. The Tork Xpressnap Tabletop Dispenser and the smaller Tork Xpressnap Fit both give out napkins one at a time to help prevent excess waste and litter. Single-dispensing also means that each customer touches only the napkin they use which helps to prevent cross-contamination. And the dispenser protects the napkins before use and prevents them from blowing away in the wind where they might litter the market area.

Creating an impression of hygiene on a street food stall is important. A study carried out by Essity revealed that 32% of us have refrained from eating food items from a street stall at one time or another – often due to hygiene concerns.

A perceived lack of hygiene was aired by 53% of respondents in Essity's Essentials Initiative Global Survey, while 43% said they felt food stalls often appeared to lack hand hygiene products such as soaps, sanitisers and hand towels.

The fact that the street food sector is booming is good news. But stall holders still need to rise to the challenge of serving up food swiftly and safely while also being seen to be clean. This can be achieved with the aid of planning, good organisation and carefully-selected products that allow stall operators to work efficiently and hygienically.

www.torkglobal.com

BUCKING THE BEEF TREND

Wild venison has emerged as an alternative to beef in workplace dining, according to 14forty. The company is now using it across 59 UK-wide sites. What are the reasons for this change?



Wild venison is helping 14forty reduce menu fat content and lower carbon emissions, while strong customer demand is driving its expansion across workplace restaurants.

The meat, once associated with expensive restaurants and wrongly branded as tasting 'too gamey' for the workplace, is having a major comeback.

It is being used in a range of new recipes at 14forty, including burgers, sausages and even a venison firecracker curry, across 59 sites in the UK.

Jeremy Nutsford, Head of Food at 14forty, said: "Attitudes to wild venison are changing fast and we've worked hard to win hearts and minds before bringing it onto our menu.

"We recognised wild venison's potential to deliver great taste while supporting our health, wellbeing and sustainability goals. Those priorities matter to both 14forty and our clients, so it was something we had to explore.

"There were hurdles to overcome. In factory and industrial sites where people are often on their feet all day, there tends to be a bigger demand for meat sustenance and items like burgers are really popular. So, you need core staples that are high in demand.

"The art is to make these items healthier and that's what we've done. Venison provides people with choice and once they taste it, they love it. The feedback has been outstanding."

According to data from the Foodsteps UK-specific secondary emissions factors (cradle-to-grave), wild venison emits 85% less CO₂e than farmed beef per kilogramme, while also containing less fat than skinless chicken.

Jeremy says the switch has delivered menu items that are lower in fat than their beef equivalent – and with a lower carbon footprint.

Wild deer naturally graze on a variety of vegetation rather than high-energy cereals or other concentrated feeds. This means the meat is lower in saturated fats but higher in the more beneficial unsaturated fats.

Venison also contains minerals that are good for general health, including iron, phosphorus, potassium and zinc, as well as vitamins B6, B12, riboflavin, niacin and thiamine. It is rich in omega-3, too.

"That may be a surprise to many people," said Jeremy. "It adds to venison's credentials as a fantastic alternative."

Creating wild venison-based recipes was only part of the story, however.

Finding sustainable suppliers and creating a diced product was the starting point, before developing burgers and sausages, with chefs such as B&I Chef of the Year contender Huw Griffiths and street food expert Kyle Shaw involved in the process.

A key challenge was persuading customers to try venison, particularly those who saw a traditional beef burger as their first choice.

This was tackled with a 'tasting day' at one industrial site in the north of England.

"It went incredibly well," said Jeremy. "We received 230 feedback samples from the day and our wild venison was consistently described as 'lovely,' 'superb' or 'very good.' It was the most frequently mentioned protein option.

"Since then, 1,920 wild venison burgers have been sold across Compass Group UK & Ireland's business and industry sector in just six months and we expect demand to continue growing."

At sites where customers were more reluctant to switch, a 50-50 beef and wild venison burger has been developed.

Jeremy said: "It works on so many levels. Wild venison allows us to deliver on health and sustainability goals while giving customers a product they genuinely enjoy. That's why we believe this trend is here to stay and we are committed to further evolving our menus to include it."

www.midnight.co.uk



CLASSIFIED

EMERGENCY EVACUATIONS

Martyn's Law Countdown to Compliance

03 APR 2027

CLICK TO BOOK
A SITE SURVEY

EVAC+CHAIR
Emergency Evacuation For Everyone

TRAINING

BICS training is available online and via our app!

- Complete training at your own pace and fit it around your schedule
- Courses available to enhance all career levels
- Revisit courses as many times as you wish within the training period
- Courses consist of presentations, video demonstrations, quizzes, practical exercises, assignments and useful documents



training.bics.org.uk



Classified Rates
Recruitment £15.00
Marketplace £15.00
(scc = single column centimetre)

Contact
Clare Gapp
Tel: +44 (0)1625 426054
Email: clare@opusbm.co.uk

OFFICE PODS



Private Office Pods from £199/month

Quiet, private workspaces without costly fit-outs.

- ✓ Flexible 3-month or 12–24 month terms
- ✓ Soundproof pods for calls & focus work
- ✓ Delivered and installed with no disruption

fluidfurniture.co.uk

fluid.

PEST & BIRD CONTROL

Cleankill
pest control

0800 056 5477
CLEANKILL.CO.UK



Let your pest
be our problem

CONTACT CLEANKILL FOR
**FAST & EFFECTIVE
PEST CONTROL**



INVESTORS IN PEOPLE
We invest in people Gold



YORPOWER

Your Trusted UPS, Generator
& Control Panel Experts



0345 200 9888
www.yorpower.com



Professional and Industrial
Cleaning Machines

Click here to book a **free**
on-site machine demonstration today



- Robotic Cleaning Machines
- Sweeper-Scrubbers
- Scrubber Dryers
- Vacuum Cleaners
- Sweepers
- Nationwide Service

T: 01604 583191 | E: sales.uk@tennantco.com
www.tennantco.com

CLEANING TECHNOLOGY



The future of cobotic cleaning

It's an exciting prospect - the idea that repetitive, time-consuming tasks can be completed autonomously, freeing up teams to deal with the more complex parts of the cleaning job. That's why we are introducing the new META-SCRUB 60 scrubber dryer robot.



Dynamic obstacle avoidance as low as 5cm.



Scrubber dryer 4hrs, dry mopping 22hrs. Charges in 4hrs.



Zero degree turning radius.



Rapid deployment and starts cleaning in less than 3 minutes.



Edge cleaning less than 10cm away from wall.

For more information, email hello@metabots.uk or visit www.metabots.uk

WASTE BINS



Need a bin?

From innovative all-plastic sack-holders to colour-coded recycling stations. Office essentials to design classics.

If you do need a bin...
we've got just the thing!

**TROJAN
BINS**

sales@trojanbins.com www.trojanbins.com

WATER TECHNOLOGY



Unrivalled water treatment technology

- The only device to combine safe dosing of solid or liquid treatment chemicals (any brand) with constant side stream filtration and continuous air removal
- Unmatched standard operating pressure and temperature ranges
- Enables online cleaning of fouled systems



Enquire now at: www.dosafil.co.uk

WATER COOLERS

Not all water cooler
companies are equal

Always choose an
accredited BWCA Member



FIND A MEMBER AT
www.bwca.org.uk



WASHROOMS

For the ultimate in
washroom hygiene

www.dudleyindustries.com

DUDLEY
INDUSTRIES



FLOORCARE

KÄRCHER

**THERE'S KÄRCHER
FOR THAT.**

- Pressure Washers
- Scrubber Dryers
- Vacuum Cleaners
- Steam Cleaner
- Sweepers
- Ice Blasters
- Spray Extraction Cleaners
- Industrial Vacuum Cleaners
- Municipal Solutions
- Manual Cleaning

To find out more about our range
of Professional cleaning solutions,
get in touch:

01295 752000
enquiries@karcher.co.uk

www.karcher.co.uk/professional



SOFTWARE

Ostara Systems

Innovative CAFM/CMMS software

- The Complete FM Management tool
- A flexible hosted solution
- Unlimited User Licences as standard



Cloud Based
For PC, Mobile
and Tablet

Call us on 0844 880 2582
to find out more, alternatively visit
www.ostarasystems.com

Ostara systems
LIMITED

CIBSE TRAINING OPPORTUNITIES

CIBSE
Training

Over 50 training courses and 11 topic areas to
choose your next training from, including facilities
management and energy efficiency opportunities.

Find out more



VENTILATION SERVICES

Solving All Commercial
Ventilation Issues



Building Ventilation Solutions



- Air-handling system troubleshooting
- Design of commercial ventilation systems
- On-site refurbishment of air-handling units
- New system installation
- Maintenance of any system new or existing

www.bvs-ltd.co.uk

Tel 01256 518170

info@bvs-ltd.co.uk

TFM

DIGITAL FIRE AND SAFETY LOGBOOKS

**Digital Fire and
Safety Logbooks**



connecting fire safety

The True Digital Fire Logbook
for FMs and Service Teams

- Replaces wide range of fire and safety logbooks
- Intelligent compliance task manager
- Digital document storage for all paperwork
- QR code access
- Integrated asset manager
- All records and actions in one place from 1-1000s of sites
- In-built guidance
- All for the price of a paper logbook

Visit www.tiofiresafety.com for
a demo, pricing and more info



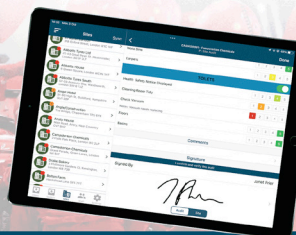
COMPUTER SOFTWARE

Precision, Speed, Team Work

Just like F1 but for the cleaning industry

Cutting-edge software and a razor sharp team.
We are your digital pit crew...

- Optimising your business management systems
- Reducing your admin drag by up to 80%
- Ensuring you have realtime data anytime, anywhere!



Tel: 0844 272 212

sales@cleanlink.co.uk

www.cleanlink.co.uk

LABELS

brother
at your side

Labels. We live for them.

Minimise downtime with
Brother label printing solutions



Learn more now

brother.co.uk/label-love



TFM

PAPER PRODUCTS

wepa

Together
for a better life



01254 790153 | sales@wepa.co.uk | www.wepaprofessionaluk.co.uk

TFM

WASTE BINS



Need a bin?

From multi-compartment, Flip or swing bins, innovative all-plastic sack holders to sustainable hardwood externals

If you do need a bin...

we've got just the thing!

TROJAN
BINS

sales@trojanbins.com www.trojanbins.com

FM SOFTWARE

COMPLIANCE RISK AND REPORTING ACROSS MULTIPLE LOCATIONS



If you operate across multiple locations, Facilities Management is not operational admin. It is risk management.

Yet in many organisations, FM is still coordinated through spreadsheets, inboxes and shared folders. It works, until scale exposes the cracks.

Across Retail estates, Care Homes, Leisure venues, Schools or Logistics sites, the complexity multiplies quickly:

- Different contractors per site
- Separate compliance documents
- Inconsistent maintenance standards
- Limited visibility at leadership level

When job tracking is manual and reporting takes hours to compile, leadership visibility becomes delayed. And delayed visibility increases exposure.

Missed compliance certificates. Untracked recurring faults. Escalating reactive spend. Inconsistent site standards.

A modern CAFM system changes the structure completely.

Mainteno centralises every task, asset, document and contractor interaction into one live environment across multiple locations.

This means:

- Real time oversight of maintenance activity
- Centralised compliance documentation with clear audit trails
- Measurable contractor performance
- Structured workflows instead of email threads
- Leadership dashboards without manual reporting

Facilities Management becomes transparent, measurable and controlled.

The strategic question is simple:

If you were asked tomorrow for a full compliance and maintenance status report across all your locations, how quickly could you provide it?

If that question makes you pause, it may be time to review your systems.

If you would like to see what full visibility across your estate looks like, book a free Mainteno demo and explore how a structured CAFM system reduces operational risk.

web : www.mainteno.com

email: sales@redro.co.uk

Award-winning Maintenance Management Software

Meeting the maintenance management needs of every sector, including:

Retail | Care Homes | Leisure Clubs Race Courses | Charities | Pub Chains | Office Management | Logistics

FOLLOW US



TRAINING & EDUCATION

Understanding FM

3 day Foundation Course

"Fantastic training, very good and enjoyable, excellent and very good analysis of customer services."

Contractors' Monitor, House of Lords
[Jan 2018]

This flagship course provides a comprehensive introduction to key aspects of FM and provides a solid base of knowledge, techniques and reference material for Facilities Managers

Optional Level 3 FM Qualification available



+44 (0)20 7469 1398 | info@quadrilect.co.uk

CLEANING & FACILITIES SERVICES



As one of the UK's top 100 and largest family run cleaning and facilities service providers, the next generation of Floorbrite are ensuring that we still treat our customers with the same care and attention as when we first began in 1972.

We provide commercial cleaning and facilities services across the UK. Providing daily, industrial and window cleaning services to all sectors of industry. Washroom, hygiene and consumable supplies, waste management, pest control, plants and grounds maintenance, security, building maintenance and MEWP hire ensure we deliver a complete solution to our clients.



0161 972 3000 | info@floorbrite.co.uk | www.floorbrite.co.uk



TECHNOLOGY

Want Advanced fire safety peace of mind?



AdvancedLive is a digital visualisation of your physical fire system that lets you monitor and control your fire panel and devices online – wherever you are, whenever you want.

Visit our website

Scan this QR code and visit our website to find out how AdvancedLive delivers:

- Instant response to fire system events
- Reduced false alarm disruption
- Quick, easy proof of compliance



TFM

FLOORCARE



www.killis.co.uk

COMPLETE FLOOR CARE SOLUTIONS

SALES, ADVICE AND DEMO'S

sales@killis.co.uk / 0114 269 86 86

KILLIS

CLEANING PRODUCTS & SYSTEMS



vileda
PROFESSIONAL

Offering a wide range of innovative cleaning products and systems for general building cleaning, healthcare, HoReCa and Controlled Environments. Comprising of durable and disposable mops and cloths, trolleys, scourers, floor pads, gloves and an award winning waste management range.

Tel: 01706 759597
<http://int.vileda-professional.com>
<http://vileda-professional.com/en-GB/>

a brand of
FREUDENBERG

RELOCATION

Restore
Harrow Green
Moving Professionals

Experts in office, heritage, life science relocations and storage

We specialise in making your move simple, smooth, and straightforward. From planning and removals to storage and recycling, our expert team offers an award-winning service designed to minimise disruption at every step. With our headquarters in London and a national network of branches across the UK, we bring local expertise to each project.



SCAN ME

Contact us today to discuss your project and to book a free consultation.

www.harrowgreen.com
info@restore-harrowgreen.com
0345 603 8774



WEB SEARCH

AUTOMATED VENDING LOCKERS

www.keytracker.com

BINS & WASTE RECYCLING SOLUTIONS

www.glasdon.com

www.trojanbins.com

BUILDING MAINTENANCE SOFTWARE

www.3istudio.com

www.ostarasystems.com

BUILDING ENERGY MANAGEMENT SYSTEMS (BEMS)

www.curaenergy.co.uk

CAD/CAFM

www.fsifm.com

www.tabsfm.com

www.ostarasystems.com

CATERING SERVICES

www.chandcogroup.com

CHARGING & STORAGE COMPARTMENTS

www.keytracker.com

CHEMICALS

www.waterlessltd.co.uk

CHEMICAL DOSING EQUIPMENT

<https://www.brightwell.co.uk>

CLEANING & HYGIENE PRODUCTS

www.waterlessltd.co.uk

www.dudleyindustries.com

www.robert-scott.co.uk

www.metsagroup.com/katrin

CLEANING & OFFICE CLEANING

www.floorbrite.co.uk

www.kaercher.com

www.tcfm.co.uk

CONSULTANCY FOR DIGNIFIED ACCESS AND EGRESS

www.evaccess.uk

CRITICAL POWER

www.yorpower.com

DISABILITY ACCESS AND EGRESS

www.evaccess.uk

DISABILITY AUDITS

www.evaccess.uk

DISHWASHER & LAUNDRY DOSING EQUIPMENT

<https://www.brightwell.co.uk>

ECO ALTERNATIVES

www.waterlessltd.co.uk

EDUCATION

www.bics.org.uk

ENERGY EFFICIENCY

www.curaenergy.co.uk

ENERGY MANAGEMENT SOLUTIONS

www.curaenergy.co.uk

ENTRANCE MATTING

www.birchcarpets.co.uk

ENVIRONMENTAL SERVICES

www.cleankill.co.uk

ENVIRONMENTAL

SERVICES

www.metsagroup.com/katrin

EVACUATION CHAIRS AND STAIR CLIMBERS

www.evaccess.uk

FACILITIES MANAGEMENT

www.glasdon.com

www.floorbrite.co.uk

www.tabsfm.com

www.tcfm.co.uk

FACILITIES RECYCLING BINS

www.glasdon.com

FM SOFTWARE

www.fsifm.com

www.ostarasystems.com

www.tabsfm.com

www.keytracker.com

FOOD & DRINK SERVICES

www.chandcogroup.com

FLOOR CLEANING

www.kaercher.com

GENERATORS

www.yorpower.com

HOSPITALITY & EVENTS

www.chandcogroup.com

HOSPITAL & HEALTHCARE PRODUCTS

www.waterlessltd.co.uk

www.robert-scott.co.uk

www.metsagroup.com/katrin

HOT DESK BOOKING SOFTWARE

www.nfs-hospitality.com

HYGIENE PRODUCTS

www.metsagroup.com/katrin



INTELLIGENT KEY SYSTEMS

www.keytracker.com

INTELLIGENT LOCKERS

www.keytracker.com

JANITORIAL SUPPLIERS

www.metsagroup.com/katrin

www.robert-scott.co.uk

KEEPING TRACK OF ASSETS

www.keytracker.com

KEY & LOCK MANAGEMENT

www.keytracker.com

KEYS - STORED & MANAGED

www.keytracker.com

LIGHTING CONTROL SOLUTIONS

www.curaenergy.co.uk

LITTER BINS FOR EXTERNAL USE

www.glasdon.com

www.trojanbins.com

LITTER BINS FOR INTERNAL USE

www.glasdon.com

www.trojanbins.com

OUT OF HOURS COLLECTION & DROP-OFF LOCKERS

www.keytracker.com

PEDAL BINS

www.trojanbins.com

PEST CONTROL

www.pestcontrolservices.co.uk

www.cleankill.co.uk

PEEPS

www.evaccess.uk

PROPERTY MANAGEMENT (KEYS)

www.keytracker.com

PROPERTY SOFTWARE MANAGEMENT

www.tabsfm.com

RECYCLING BINS

www.robert-scott.co.uk

ROOM BOOKING SOFTWARE

www.nfs-hospitality.com

ROBOTICS

www.robert-scott.co.uk

SACK HOLDERS

www.trojanbins.com

SECURITY SYSTEMS & SERVICES

www.frontierpitts.com

www.tcfm.co.uk

SUSTAINABILITY

www.metsagroup.com/katrin

SMART LOCKERS

www.keytracker.com

SOAP DISPENSER

<https://www.brightwell.co.uk/>

TRAINING & COURSES

www.bics.org.uk

TRAINING AND SERVICE -EVACUATION CHAIRS

www.evaccess.uk

UNINTERRUPTIBLE POWER SUPPLIES

www.yorpower.com

WASHROOM HYGIENE

www.dudleyindustries.com

www.robert-scott.co.uk

WASHROOM CLEANING

www.kaercher.com

WASHROOM HYGIENE DISPENSERS

www.dudleyindustries.com

WASHROOM HYGIENE EQUIPMENT & PRODUCTS

<https://www.brightwell.co.uk/>

www.dudleyindustries.com

www.metsagroup.com/katrin

WASHROOM HYGIENE PRODUCTS

www.dudleyindustries.com

WASTE BINS & BASKETS

www.trojanbins.com

www.glasdon.com

WASTE & ENVIRONMENTAL MANAGEMENT

www.floorbrite.co.uk

www.glasdon.com

WATER COOLERS

www.waterlogic.co.uk

www.zipwater.co.uk

WORKSPACE MANAGEMENT SOFTWARE

www.ezitacker.com

www.fsifm.com

www.nfs-hospitality.com

www.ostarasystems.com

Look out for our next issue...

- Fire Safety & Disaster Recovery
 - CAFM & IT
- Front of House (Meeting & Conference Facilities)
 - Total FM
 - Storage

Sign up to our monthly emails to get Tomorrow's® FM sent directly to your inbox. **Click here** to register for your free copy now!



Visit our website to keep up-to-date with the latest FM news

www.tomorrowsofm.com



TFM

— TOMORROW'S® —
FACILITIES MANAGEMENT