

TFM

— TOMORROW'S® —
FACILITIES MANAGEMENT

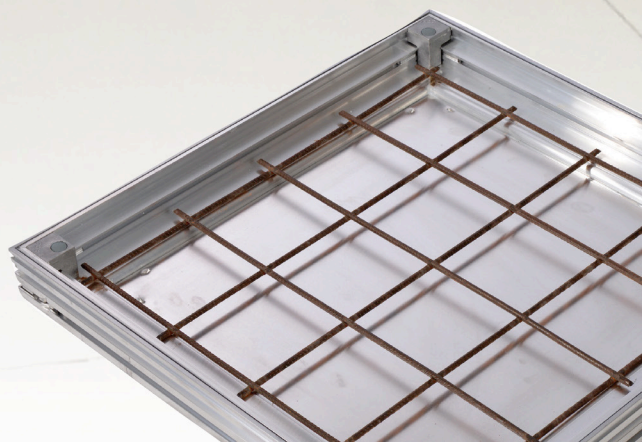
JUNE 2026



FOR ALL YOUR SUMMER
EDUCATION PROJECTS

Explore the **ACO Access Cover Range**

www.aco.co.uk/accesscovers



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 June issue of Tomorrow's FM.

As the summer months approach, facilities managers face a crucial window of opportunity to carry out essential maintenance tasks that are often challenging to complete during the busier seasons. Warmer weather, extended daylight hours, and reduced occupancy in certain buildings provide ideal conditions for inspecting infrastructure and addressing wear and tear accumulated over the year. Nowhere is this more important than in Educational & Student Facilities. With strict legal and safeguarding standards, FMs can find the process of completing various checklists much easier to do when the settings are clear of students and teachers.

In this month's issue, Education & Student Facilities goes under the spotlight. We have Gather + Gather talking to us about its effective strategies for reducing food and packaging waste, whilst delivering measurable savings and a better experience for students, whilst Avocor discuss their work with University of Birmingham and how its display technology created flexible, collaborative spaces designed around contemporary learning needs.

For our Pest Control feature Cleankill look into the next stages of Awaab's Law and how it will transform how pest infestations are managed across social housing and residential property portfolios, and Shield Pest Control explains why effective pest management is now a critical part of protecting business reputation, customer trust and long-term brand value.

Finally, the Power Supplies section features Andrew Keith, Division Director of Power Prove, exploring five of the most common pitfalls seen in load bank testing and provides actionable tips to avoid them, whilst Tork manufacturer Essity head up our Front of House (Meeting & Conference Facilities) spotlight, looking at the multiple factors to consider when cleaning a large conference space or exhibition centre.

Enjoy the read.

Ryan Lloyd, Editor

FOLLOW US ON X @TOMORROWSFM

CONTENTS

COVER STORY

24 MAKING THE GRADE

Poorly specified access covers can create costly problems across all education settings. Here, Andrea Polti, ACO Building Drainage's Technical Product Manager, explains how FACTA compliance and thoughtful product choice can prevent failure, keep essential services safely accessible while matching the surrounding aesthetics.

REGULARS

06 WHAT'S NEW

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

FEATURES

32 FROM CRISIS TO CONTROL

Hein Hemke, MD of BELFOR UK, explains how preparedness reshapes fire recovery for FM leaders.



36 BEYOND THE BARRIER

Jochem Oerlemans, Product Manager at Fabory, highlights how the integrity of perimeter fencing, playground equipment and street furniture is a critical yet often overlooked element of urban risk management.

46 ARE YOUR LIFTS ABOUT TO LOSE THEIR LIFELINE?

By January 2027, the UK's analogue telephone network will be switched off and, while the move to digital voice is well underway, the implications for building safety are often overlooked. Here, PEW Electrical examines what this means for lift emergency communications.

PEST CONTROL

26 THE NEXT PHASE OF AWAAB'S LAW

While damp and mould have dominated headlines, the next stages of Awaab's Law will also transform how pest infestations are managed across social housing and residential property portfolios. That's why FM's will need a proactive approach to pest control, says Cleankill.

28 WHY PEST CONTROL IS A BRAND PROTECTION SERVICE

Daniel Steward, Managing Director of Shield Pest Control, explains why effective pest management is now a critical part of protecting business reputation, customer trust and long-term brand value.

FRONT OF HOUSE (MEETINGS & CONFERENCE FACILITIES)

34 THE CONFERENCE CLEANING CHALLENGE

There are multiple factors to consider when cleaning a large conference space or exhibition centre. Tork manufacturer Essity's Stuart Hands looks at the scale of the challenge and considers how facility managers can rise to it.

EDUCATION

38 CUTTING WASTE CUTS COSTS

Gather + Gather talks to Tomorrow's FM about its effective strategies for reducing food and packaging waste, whilst delivering measurable savings and a better experience for students.



42 A NEW VISION FOR LEARNING

Working alongside integration partner GVAV, the University of Birmingham has modernised key teaching environments with Avocor display technology, creating flexible, collaborative spaces designed around contemporary learning needs.

POWER SUPPLIES

44 FIVE LOAD BANK TESTING MISTAKES TO AVOID

Andrew Keith, Division Director of Power Prove, explores five of the most common pitfalls seen in load bank testing and provides actionable tips to avoid them.



Closed-Loop System

Clean Green Technology

More Control.
Less Waste.
Better Performance.

OneFlo® Dispensing Control Valve™

Compliant with PPWR, DfR and global ESG Standards, Halogen Free



PRECISE FLOW CONTROL

Ensures accurate dispensing every time.



EASY INTEGRATION

Compatible with a wide range of containers and formulations.



SAFER, CLEANER, MORE EFFICIENT

Reduce waste and improve workplace safety.

Built for Reliability



Mono-material



RD Industries

Smart Dispensing. Engineered Together.

rdindustries.com



AQUABLU LAUNCHES REFILL+ SERIES 2 WITH AURA

Aquablu, the Dutch cleantech company transforming how employees access and enjoy drinking water, has unveiled the REFILL+ Series 2. Powered by the new AURA operating system, the Series 2 sets a new benchmark for sustainable, intelligent hydration in the workplace.

Founded in 2018 in the Netherlands by Marnix Stokvis and Marc van Zuylen, Aquablu was created with a clear mission: to make healthy, sustainable hydration accessible to a billion people worldwide. Since then, the company has grown rapidly, partnering with major clients including Heineken, Adyen and Microsoft, and now operates in more than sixteen countries, serving over 100,000 workers.

The new REFILL+ Series 2 represents the company's most advanced product development to date and is now available in the UK. Combining sleek design with smart technology, it delivers hot, cold, sparkling and vitamin-rich flavoured water, all from a single device. The REFILL+ Series 2 improves on the REFILL+ by including a new hot water module so users can enjoy perfectly heated water at 80°C or

95°C for different types of tea, as well as colder chilled (from 2°C) and extra-sparkling water. It also adds connection for two additional flavour slots, allowing for over sixty different combinations. Functional flavours include Lemon, Mango Guava, Red Fruits, Peach, and Raspberry & Pomegranate and options with no sweetener or sugar, enriched with vitamins and minerals.

Most recently, Aquablu released a new flavour blend, REFRESH, to supplement its existing range. This light and energising option helps you start fresh on a busy workday. Crisp cucumber meets zesty yuzu and fresh mint, infused with Vitamins C and B12 for a revitalising reset.

The company has focused hard on understanding the actual impact its products have on worker health and happiness through hydration, with its design driven to enhance productivity and well-being in the workplace.

At the heart of REFILL+ Series 2 is AURA, Aquablu's new Hydration Operating System. AURA connects every Aquablu system within an organisation to a single intelligent dashboard, providing real-time insights into water usage, CO² and plastic savings, and system performance. For facility managers, this means fewer maintenance

issues, automated supply management and clear sustainability reporting.

"With REFILL+ Series 2, we're building on our mission to make hydration smarter, better and more engaging," said Marnix Stokvis, co-founder of Aquablu. "Modern offices are rethinking how they support employee wellbeing, and hydration is a key part of that. By giving people more ways to enjoy healthy, great-tasting water throughout the day, we help improve focus, energy and overall workplace experience. From precise hot water temperatures for tea lovers to our new patented cooling system that delivers even colder water and more bubbles, we've designed every detail to make office hydration both enjoyable and effortless, while helping companies meet their sustainability goals."

The launch addresses three growing needs in modern workplaces: sustainable operations, healthier facilities and simpler management. The REFILL+ Series 2 with AURA is available to order across the Benelux, Germany and the United Kingdom, with expansion into more than ten further European countries in 2026.

www.aquablu.com/products/refill-series-2



You Keep Spaces Spotless. We Keep Your Equipment Flawless.

When every minute counts and hygiene is essential, 360PRO has your back. Our holistic system helps you reprocess mops, cloths and workwear efficiently and hygienically. With washing machines, dryers, detergents, digital tools and expert service, all tailored to the needs of professional cleaning teams.

Miele Professional. Immer Besser.



For reliable results, for less downtime,
for more control and efficiency.
Discover how 360PRO helps you deliver
spotless results every day.

Discover more www.miele.co.uk/pro/contract-cleaners



Slim Air

Powerful fragrance. Minimal footprint.

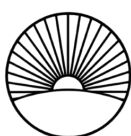
A passive air freshening system with a patented odour-control design, delivering consistent fragrance without batteries or power.

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

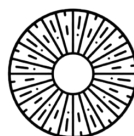
With 5 long lasting fragrance gels to choose from:



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

NORTHWOOD COMMENDS INTERCLEAN AMSTERDAM

Northwood Hygiene Products Ltd, a manufacturer and supplier of away-from-home (AfH) professional paper hygiene and wiping products, has commended the recent Interclean show for being highly productive and the ideal chance to showcase its impressive range of washroom solutions.

Paul Mulready, Marketing Manager at Northwood Hygiene, said: "Interclean Amsterdam is without doubt the biggest exhibition in our calendar. Once again, the event didn't disappoint.

"We had a very productive few days networking with existing and new customers from both the UK and overseas. As well as reinforcing our market leading brands, Whisper, North Shore and Raphael, the event

was used to showcase our relaunched Leonardo range which was received extremely well.

"With all the political and economic uncertainty our market is currently facing, it was great to have an opportunity to share experiences and ideas with industry peers.

The Northwood stand featured a trio of popular value-added brands, plus the familiar Leonardo brand, which was re-launched at Interclean.

Providing end users with a trusted and affordable washroom brand, the high-capacity Leonardo range of commodity washroom dispensers and paper products delivers hygiene, whilst achieving competitive cost-in-use.

The range, which is well-suited to a wide variety of washrooms across the commercial, services, education and healthcare sectors, has been updated and introduces transparent white dispensers for the first time to allow for easy monitoring of soap and paper supplies.

Visitors also saw Northwood's established brands – Raphael, North Shore and Whisper – which continue to evolve to meet customer demand.

www.northwood.co.uk



STAR POWER OPENS NEW AVONMOUTH DEPOT

Temporary power solutions provider Star Power has opened a new depot in Avonmouth, near Bristol, strengthening support for customers across the South West.

The new site brings together operations previously based in Portishead into a single, larger facility, improving safety and service delivery.

Located close to the M5 motorway, the depot provides strong transport links, enabling faster response times across the region. The new facility also includes expanded workshop space, modern offices, improved welfare areas, and a larger external yard to support storage and logistics.

Richard Miller, Group Managing Director at Star Power, said: "Relocating to Avonmouth is a significant milestone for Star

Power. Bringing our operations together in a single location allows us to work more efficiently, improve health and safety standards, and reduce our environmental footprint.

"It provides our team with an enhanced working environment and puts us in a strong position to support future growth and our customers' needs."

Patrick Gallagher, Operations Director at Star Power, added: "Our new Avonmouth depot gives us the space and layout needed to improve day-to-day operations, from engineering through to logistics. It allows us to work more effectively



as one team while continuing to deliver a high standard of service to our customers."

The Avonmouth depot strengthens operational capability across the South West and forms part of Star Power's continued investment in its national network, which includes depots in Kent and Warrington.

<https://star-power.co.uk>

IDEAL COMMERCIAL HEATING HYBRID SYSTEM DELIVERS EFFICIENT, LOWER CARBON HEATING AT DONCASTER PRIMARY SCHOOL

A hybrid commercial heating system from Ideal Commercial Heating, featuring ECOMOD heat pumps and Evomax 2 boilers, has been installed at Hawthorn Primary School in Cantley, Doncaster, providing a reliable, lower-carbon solution designed to improve efficiency across the site's multiple buildings.

Hawthorn Primary School is a co-educational primary academy with a campus comprising several buildings of varying ages and construction types, creating challenges for consistent temperature control and system performance. The existing heating infrastructure, which consisted of two ageing open-flued boilers alongside undersized pipework, had struggled to meet demand efficiently, resulting in high gas consumption and unreliable comfort levels, particularly during colder months.

To address these issues, long-standing Ideal Commercial Heating customer Service 2 (HVAC) Limited was appointed to design and install a new system capable of delivering dependable year-round performance while reducing carbon emissions.

The completed installation is a hybrid system combining two 50kW ECOMOD 290HT air source heat pumps with three wall-mounted Evomax 2 150kW commercial condensing boilers operating in cascade providing 450kW of output.

The heat pumps are located externally adjacent to the plant room and feed buffer vessels, while the Evomax 2 boilers are installed internally on an Ideal Heating frame and header kit with pre-formed insulation kits and a plate heat exchanger to ensure separation between the primary and secondary circuits. This configuration allows the heat pumps to satisfy the majority of the school's heating and hot water demand throughout milder seasons, with the boilers automatically providing support during periods of lower external temperatures.

A building management system (BMS) plays a central role in maximising efficiency by intelligently selecting the most appropriate heat source depending on weather conditions and load requirements. This approach enables the school to maintain comfortable internal environments for pupils and staff while optimising energy use and running costs.

As the project involved an existing education facility rather than a new-build, the system was designed to

integrate with much of the original distribution infrastructure. Chris Snowden, Technical Operations Manager at Service 2 (HVAC) Limited, commented: "The benefit of using the ECOMOD 290HT heat pumps within the system is we can create up to 75°C hot water, which means you don't have to change radiators. We can still run on the original system." Fan coil units optimised for lower temperature operation were installed in selected areas to further enhance system performance.

To provide separation between the primary and secondary circuits, preventing potential dirty system water from circulating through the new equipment, an Ideal Heating plate heat exchanger (PHEX) was installed.

Installation works included the construction of a dedicated concrete base and secure fencing for the external heat pump units to meet health and safety requirements.

Service 2 (HVAC) Limited also benefited from Ideal Commercial Heating's free commissioning service on both the heat pumps and boilers, which ensures correct configuration and automatically applies a five-year warranty.

www.idealcommercialheating.co.uk



INTRODUCING THE JLG LIFTPOD - A NEW WAY TO WORK AT HEIGHT WITHOUT DISRUPTING GUESTS

JLG Industries, an Oshkosh Corporation business and a global manufacturer of mobile elevating work platforms (MEWPs) and telehandlers, introduces LiftPod, an innovative new indoor elevation platform ideally suited to guest-facing environments, changing how hotel 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 hotel and venue teams when working in reception areas, corridors, bedrooms, restaurants and conference areas while hotels and 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 peak guest 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 hotels, 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 support 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 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

NEW CHAIR APPOINTED TO LEAD CHSA INTO NEXT PHASE

The Cleaning & Hygiene Suppliers Association (CHSA) has appointed a new Chair, Nick Thompson, who will lead the organisation as it moves into the next phase of its development. The appointment marks a step change for the CHSA: it is the first time the Association has committed to a permanent role. Thompson took up his post on 1st May 2026.

Nick succeeds Lorcan Mekitarian, who has served as Chair in a voluntary capacity, for the past seven years. During his tenure, Lorcan strengthened the professionalism of the Association, developing its reputation and that of its members for integrity and transparency. He has also helped reinforce the rigour and credibility of the CHSA's Accreditation Schemes, helping to ensure the Association continues to be trusted as the guardian of standards in the cleaning and hygiene sector.

The appointment follows a comprehensive recruitment process. The Association invited applications from across the market. A panel of experienced industry executives interviewed the shortlist, and the selected candidate was then voted for and confirmed by the CHSA's Governing Council.

Nick currently acts as an advisor to organisations operating in the FM and business support space, is an



Independent non-Executive Director of the IOSH Services Limited, an Advisory Board Member at the London School of Science and Technology, and Chair of a Prison Employment Advisory Board. During his career he has been Senior Vice President Global FM Services at Sodexo, and Group Director of Workplace Services at Royal Mail Group. He will bring expertise, vision and market experience to the CHSA and is well placed to lead the Association through the next phase of its evolution.

Commenting on his appointment, Nick Thompson said: "I am very pleased to take up the role of Chair of the CHSA. The Association and its Accreditation Schemes are important to maintaining standards in the industry. I am looking forward to meeting members and

representing their interests as we evolve the Association and continue to strengthen the rigour of the Schemes and the value of membership."

The CHSA is run by its members for its members. In his first 100 days as Chair, Nick Thompson will focus on meeting members. His intent is to understand their priorities and so shape the Association's future direction to ensure it represents members' interests effectively.

The CHSA is a strategic organisation and the recognised guardian of standards within the cleaning and hygiene sector. Through its work it ensures members uphold the principle: Our Standards. Your Guarantee.

<https://chsa.co.uk>

SERCO AWARDED FM DEAL AT NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Serco has successfully retained its facilities management contract at Norfolk and Norwich University Hospital (NNUH) for a further 10 years.

The renewed agreement has a total value of more than £270m and will take effect immediately.

Serco has delivered critical services at NNUH for 25 years ensuring efficient and comprehensive support for the hospital's daily operations, including contract management, catering, laundry, waste management, security, car parking, and grounds maintenance.

Under the contract, Serco is using risk management and workflow software tools to drive efficiency in task allocation in portering and cleaning, to improve productivity and responsiveness.

Hard FM services are already provided by Serco at the site, and these two engagements will be aligned, extending Serco's integrated service delivery at NNUH through to January 2037.

As part of Serco's commitment to developing people through Earn and Learn pathways, 42 colleagues at NNUH are taking part in an apprenticeship course and young people with learning disabilities, or autism spectrum condition are being supported through the 'Work

Matters' initiative. Run by the NHS and in partnership with Serco, it encourages people to participate in work placements and find sustainable employment with Serco. Since 2011, 144 young people have taken part in the programme.

Anthony Kirby, Serco Group Chief Executive, said: "I am extremely proud of the role Serco has played delivering critical services at NNUH for the last 25 years, which I have seen first-hand. My sincere thanks go to our exceptional colleagues involved in delivering for patients across the hospital estate, whose dedication, care and compassion have a positive and lasting impact."

www.serco.com

TORK CHAMPIONS EFFICIENCY AND WINS AN AWARD AT INTERCLEAN

Efficiency, sustainability and inclusive hygiene were the key themes being highlighted on the Tork stand at Interclean. The company says it was also proud to receive a prestigious award for its Tork Inclusive Hygiene in Public Washrooms Initiative.

"The show went really well for us," said Essity's Segment Marketing Manager Ineke Van den Bemt. "We had a good mix of visitors and our message was highly cohesive. The overall theme was about sustainability but everything on the stand was connected – Tork PaperCircle, Inclusive Hygiene and dispensers that work efficiently and that reduce waste."

Tork is leading a global initiative to make public spaces more welcoming, equitable and functional for all. The aim is to remove barriers and ensure that publicly-used washrooms meet the hygiene needs of as many people as possible.

The Tork Inclusive Hygiene in Public Washrooms Initiative received the Amsterdam Innovation Award in the 'Sustainability & Environment' category.

"We are incredibly proud that our Inclusive Hygiene in Public Washrooms Initiative has been recognised by the Amsterdam Innovation Awards at Interclean 2026," says Anna Königson Koopmans, Marketing Director, Segments for Essity's professional hygiene business. "This achievement highlights our ongoing commitment to giving people comfortable access to sustainable hygiene solutions through cleaner, more welcoming spaces."

Also on show was Tork PaperCircle, the world's first paper hand towel recycling service. Customers signing up for Tork PaperCircle have their used washroom hand towels picked up from their business premises and taken to local recycling centres where they are turned into other tissue products. The service supports circularity and reduces environmental impact.

Tork Focus4 Sustainability was another stand highlight. This platform provides the holistic information, tools and training needed to allow customers to meet their sustainability goals. Tork Focus4 Sustainability promotes transparency and provides a comprehensive summary of the key sustainability benefits of selected Tork systems.

supporting circularity and reducing environmental impact.

The new Tork PeakServe Automatic Dispenser was also on show. The dispenser incorporates long-lasting batteries and delivers each towel in less than a second for maximum operational efficiency. It is the highest-capacity paper towel dispenser on the market.

Creating a stir on the stand was Tork Xperience which used animated motion graphics and 3D visuals to create an eye-catching display. Claimed to be a first-of-its-kind application in the hygiene industry, Tork Xperience took visitors on an interactive journey and told the Tork brand story through a virtual interface delivered via a transparent OLED touch screen.

Tork thought leaders participated in key discussions throughout the event and shared insights on the latest trends in digitalisation, sustainability and inclusive hygiene. Session topics included: harnessing data for efficient and sustainable cleaning, the business value of inclusive hygiene and new approaches for healthcare and public environments.

Full recordings of these sessions can be accessed at the website below.

www.torkglobal.com/interclean



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

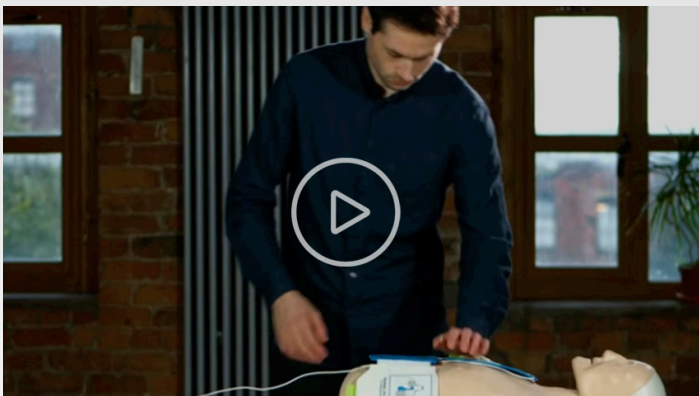
01619723000

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



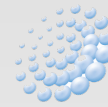
YorPower are trusted to deliver the very best UPS & Generator solutions across a wide range of sectors. From manufacturing, supply, delivery and installation right through to ongoing maintenance plans and repairs, YorPower are a one-stop-shop for all of your UPS & Generator needs.

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



KERAFLO LAUNCHES ESSENTIAL GUIDE TO WATER TANK MANAGEMENT 2026

Keraflo, a specialist manufacturer in the field of water management in commercial and public buildings, has announced the release of the 2026 Edition of its Essential Guide to Water Tank Management. Building on the success of its original 'Think Tank Guides', this updated edition provides an essential resource for facilities managers, building maintenance engineers and health and safety specialists navigating the complexities of cold water storage.

The original guide, which set the industry standard for professional good practice, was praised for its accessible and comprehensive advice on everything from temperature control to visual inspections. The 2026 Edition expands on this foundation, addressing critical new challenges such as changing water regulations, heightened scrutiny on water conservation, and the latest advancements in tank management technology.

"These are designed to be accessible, easy-to-digest guides for building owners and managers looking after their cold water storage tank, and that's certainly the feedback we've had so far from people who have downloaded it," says Neil Weston, Sales Manager at Keraflo. "Maintaining a tank is not complicated, but there are safety issues and legal responsibilities attached to owning a tank, all of which are designed to protect building



users. We hope these guides will quickly become essential reading for facilities managers and their teams."

The 2026 Edition has been updated to reflect the current operational environment, placing a strong emphasis on compliance, efficiency, and safety. Key additions include:

Enhanced Focus on Water Savings and Efficiency:

With water scarcity becoming a pressing issue, the guide details how to optimise tank capacity to match demand, preventing both stagnation and unnecessary water waste. It highlights the role of intelligent systems, such as Keraflo's Tanktronic, in managing fluctuating occupancy levels to conserve resources.

Navigating Changing Regulations:

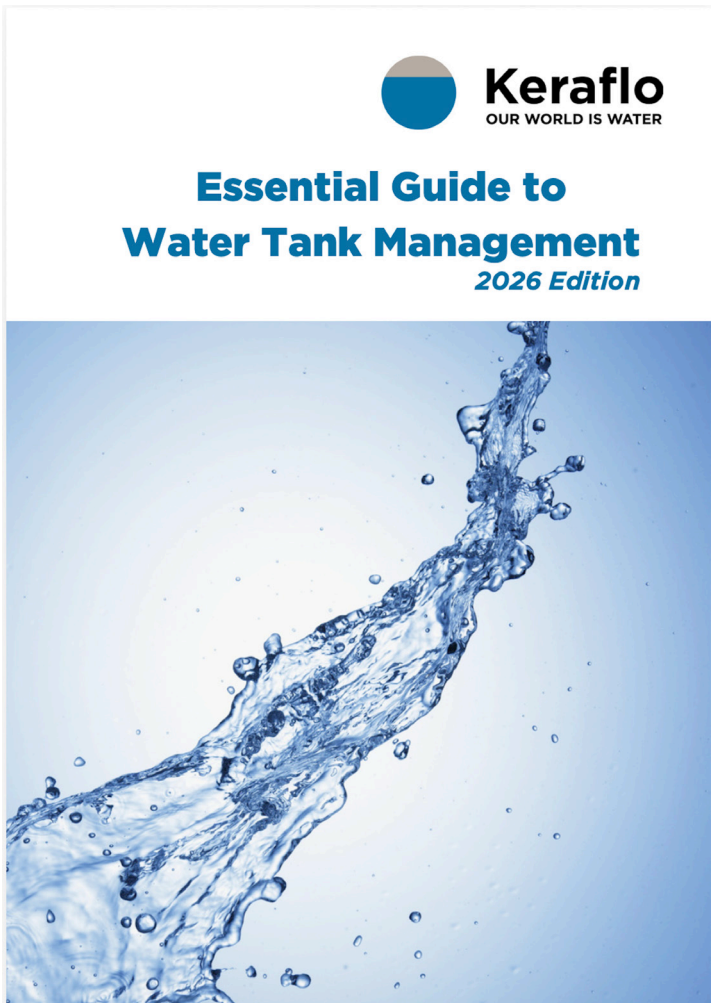
The compliance landscape is constantly evolving. The new guide provides a clear overview of the latest UK regulations and standards, including the Water Supply (Water Fittings) Regulations 1999, HSG 274 Part 2 (Legionella control), and BS 8558. It ensures that building operators are fully equipped to meet their legal obligations and avoid costly penalties.

Advanced Troubleshooting and Maintenance: The updated edition includes a comprehensive

troubleshooting guide for common issues such as warm stored water, overflowing tanks, and imbalanced twin chambers. It also provides clear criteria for deciding whether to repair or replace an existing tank, ensuring long-term system integrity.

Mitigating Legionella Risks: In light of recent public health data showing persistent risks from poorly managed water systems, the guide offers updated best practices for temperature control and preventing stagnation, which are critical in combating Legionella and Pseudomonas.

The Essential Guide to Water Tank Management (2026 Edition) is an indispensable tool for anyone responsible for the safety and efficiency of commercial, industrial, and institutional water systems.
www.keraflo.co.uk/downloads



TRUVOX INTERNATIONAL PARTNERS WITH PACVAC TO INTRODUCE THE VALET BACKPACK PRO BATTERY

Truvox International are entering into an OEM partnership with Pacvac, Australia and are expanding their popular dry vacuum range with the introduction of the Valet Backpack PRO Battery – a cordless backpack vacuum which delivers powerful performance and effortless manoeuvrability in confined areas – ideal for use in education, retail, leisure, and facilities management.

Weighing just 5.7kg including batteries, the Valet Backpack PRO battery is lightweight, easy to use and is designed for all day comfort. The built-in 'Ecoharness' features three levels of height adjustability, comfortable thick padding and a breathable mesh backing, which allows for even weight distribution, while supporting the back and shoulders for personalised comfort. Plus, the harness is made from 50% recycled plastic, reducing environmental impact without compromising durability.

The Valet Backpack PRO Battery delivers effective and effortless cleaning in hard-to-reach areas with a choice of either standard or boost modes and features 4 stage filtration



with a Hypercone™ filter for cleaner air quality.

With no trailing cables, the Valet Backpack PRO Battery minimises the risk of trips and slips. The lithium-ion batteries deliver 40 minutes of runtime, with just 1 hour 45 minutes to full charge. Plus, the battery life display and quick-release battery system ensures minimal downtime for users.

"Across any environment, the Valet Backpack PRO Battery gives users the freedom to focus on the most important cleaning tasks - especially in hard-to-reach areas," said Gordon McVean, Executive Director, Truvox International. "We're proud to partner with Pacvac, a global leader in vacuum innovation, and we're excited to continue growing our businesses together."

The Valet Backpack PRO Battery comes complete with two batteries plus the charger, and is supplied with a full accessory tool kit, including: hose; telescopic wand; an all-purpose floor tool; and small tools such as a crevice tool, dusting brush and upholstery tool.

Donna Rothwell, Executive Director at Pacvac, said: "Pacvac is incredibly proud to enter into this strategic OEM partnership with Truvox International. Seeing the Valet Backpack PRO Battery come to life in the Truvox branding is a testament to our shared commitment to innovation and excellence in the floorcare industry. We are excited to support the Truvox team as they bring this powerful, cordless solution to their extensive network across the UK, Europe, and EMEA."

www.truvox.com

SODEXO LAUNCHES NEW AI ACADEMY

Sodexo UK & Ireland is future-proofing its workforce and accelerating digital transformation through a new partnership with Corndel to launch a new AI Academy.

The new AI Academy has launched with 60 colleagues enrolled to complete the 12-month programme which will build their AI capability, not just data literacy. The cohort represents a wide breadth of roles and career stages, ranging from entry level and operational positions through to specialist and leadership roles, demonstrating how

apprenticeships are being used by colleagues in diverse functions and at different points in their careers.

Delivered in partnership with Corndel, the programmes focus on developing practical, business-critical skills that can be applied directly in the workplace. Participants earn a level 3 digital support technician or data technician qualification which will provide valuable learning on applying AI to business problems and make smarter, more responsible decisions.

The apprenticeship forms part of Sodexo's ongoing commitment to investing in skills, development and

long-term career pathways for its people, supporting colleagues at different stages of their careers to build professional and leadership capability while continuing to work.

Pete Siddle, Talent & Learning Director, Sodexo UK & Ireland said: "Apprenticeships play a crucial role in how we attract, develop and retain talent at Sodexo. This new programme gives our people the opportunity to grow their skills, build confidence and future-proof their careers, while continuing to deliver the high quality services our clients and customers expect."

<https://uk.sodexo.com>



SERVICE WORKS GLOBAL UNVEILS GEMINUS

Service Works Global (SWG) introduces Geminus, a next generation platform that helps organisations move forward on their digital journey - no matter where they are today.

Geminus empowers facilities and property management teams to make faster, more informed decisions by unlocking the full value of their building data. Built on decades of FM and technology expertise, the platform provides a trusted foundation for connecting, structuring and using information across the entire building lifecycle from design and construction to daily operations and long term optimisation.

Bringing together fragmented building data

Unlike traditional FM systems, Geminus is designed to work with existing solutions - not replace them. Acting as an intelligent adapter for the built environment, the platform connects data from multiple systems and providers into a single, reliable source of truth. This best of breed approach enables organisations to continue using the tools they rely upon, while ensuring that all building

information remains accurate, validated and up to date.

By integrating data from floor plans, BIM models, CAFM and CMMS systems, IoT sensors and operational platforms such as energy and building management systems, Geminus creates a unified data environment that supports collaboration, insight and informed decision making across the organisation.

"Facilities teams are managing more systems and more data than ever before, but that information is often fragmented and difficult to trust," said Mats Broman, CEO of Service Works Global. "Geminus delivers structure, context and visual clarity to building data, helping organisations make smarter, more sustainable decisions and the evolution towards a connected digital twin."

A visual, intuitive platform

Visualisation is central to the Geminus platform. High resolution 2D drawings, 3D models and digital twin environments give users a clear, intuitive view of their buildings, making it easier to locate assets, understand performance and share accurate, trusted information with FM teams, contractors and emergency services.

Geminus is offered as a flexible, tiered platform, allowing organisations to start with the capabilities they need today - such as managing drawings, spaces and assets - and expand over time to include BIM workflows, real time data, smart building functionality and full digital twin environments. This ensures a low-risk, scalable path to digitalisation that aligns with both operational needs and long-term strategy.

Built on strong foundations

With over 20 years' experience in digitalisation and more than 30 years in facilities management, SWG is a trusted partner to organisations worldwide. From strategic guidance and system design to integration and long term support, SWG helps customers realise value at every step of their digital journey.

With more than 35,000 daily users worldwide, SWG continues to drive the evolution of the built environment. Geminus represents the next step towards a more connected, data driven and sustainable future for facilities and property management.

www.swg.com

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



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



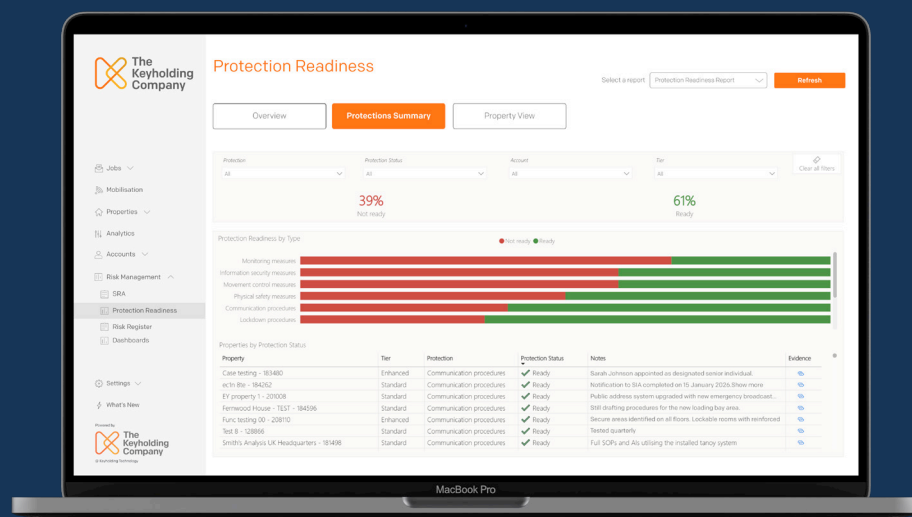
TKC LAUNCHES PROTECTION READINESS TRACKER TO HELP CLIENTS PREPARE FOR MARTYN'S LAW

The Keyholding Company (TKC) has announced the introduction of the Protection Readiness Tracker (PRT) following the publication of Home Office guidance on the implementation of Martyn's Law.

Designed for organisations managing large or fragmented property portfolios, the PRT provides a practical way to track counter-terrorism protection measures and procedures across multiple sites. Security and facilities teams can quickly understand what has been implemented, where gaps remain, and how progress is evolving – all within a single platform.

Teams complete a short digital assessment for each site, add commentary and link supporting documentation in one place. Outputs feed into estate-level dashboards, where users can identify trends across their portfolio or view readiness by protection type.

Olly Rutt, Head of Risk Consultancy at TKC, said: "Risk professionals know that managing security across multiple properties quickly becomes complex, particularly when new requirements are introduced. Many organisations are still working through what the new guidance means for their estate in practice, and how to turn that into sensible, proportionate actions.



Having followed the legislation closely as it developed, we built the PRT to help make that process clearer and easier to manage.

The PRT provides a simple way for teams to track the counter terrorism measures and procedures they are introducing across each site and maintain a clear record of progress across their estate.

The clients we have shared it with so far have been extremely positive about how much easier it will make managing this implementation across large portfolios."

The PRT is an addition to TKC's award-winning Risk Management Tool, a digital platform designed to give organisations clearer visibility of security risk across estates.

The RMT combines rapid site-level assessments with dynamic dashboards and reporting, enabling

security professionals to maintain a consistent view of risk across their entire portfolio. They can take control of their security outcomes and feel confident using data to make better decisions.

About TKC Consult

TKC Consult is an expert security consulting team who are ready to assist with any questions and support with Martyn's Law and preparation for audit.

About the Risk Management Tool

The PRT is an addition to TKC's award-winning Risk Management Tool, a digital platform designed to give organisations clearer visibility of security risk across complex estates.

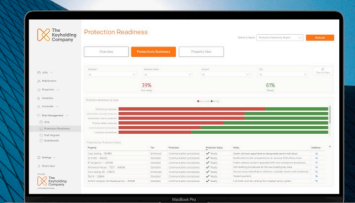
The RMT combines rapid site-level assessments with dynamic dashboards and reporting, enabling security professionals to maintain a consistent view of risk across their entire portfolio. They can take control of their security outcomes and feel confident using data to make better decisions.

To find out more about how TKC can support you with Martyn's Law implementation, contact Olly Rutt and the TKC Consult team.

Email: consult@keyholding.com
www.keyholding.com

Prepare for Martyn's Law with the

Protection Readiness Tracker





Scan for more information or to order your **FREE** sample of Aqua Fend*



ONE OF THESE PANELS IS NOT LIKE THE OTHERS?

This picture was taken 24 months after all the panels had been professionally cleaned, but only one had been treated with Aqua Fend® F after cleaning.

This real-life result shows that Aqua Fend® has been developed to **PROTECT** your building's

façade and flooring, **PREVENT** long-term damage caused by water ingress and urban pollution, and **PRESERVE** the original structure and colour for as long as possible after cleaning.

The Aqua Fend® range helps you to reduce cleaning and maintenance costs while keeping your walls and floors clean.



For more information or to purchase Aqua Fend® products, visit aquafend.co.uk



ECONOMICAL
UP TO 16M²/LTR*

AQUA FEND®

PROTECT. PREVENT. PRESERVE.

*One sample bottle per business address, UK only. Aqua Fend® reserve the right to alter, amend, or withdraw the free sample offer without prior written warning.

TFM
TOMORROW'S
FACILITIES MANAGEMENT

BOOK NOW TO FEATURE
IN THE 2027/28 YEARBOOK

Contact Clare Gapp on **01625 426054**
or email clare@opusbm.co.uk





Roadmap To Sustainability

EXPERT-LED WEBINAR TO ADDRESS GROWING COMPLEXITY AND RISK IN WASTE MANAGEMENT

Waste management is an increasingly complex area, with growing regulatory scrutiny and heightened expectations around environmental responsibility. To help members understand their responsibility and find out how to reduce risk, the Cleaning & Hygiene Suppliers Association is hosting an expert-led one-hour webinar on Wednesday 24 June at 11am.

Titled 'Introduction to Waste Management – understanding and managing your risk', the session will provide a structured, practical overview of the legal, regulatory and operational landscape shaping waste management in the UK.

The waste management arena is evolving, with Digital Waste Tracking on the horizon and the arrival of Simpler Recycling. Customers expect compliance to all regulations and adherence to best practice and there are risks in getting it wrong. Assuming the waste service provider has it in hand could be costly, with financial and criminal penalties

liable, whether or not the error was intentional. This introductory webinar will provide delegates with initial guidance on the practical steps they can take to manage their liabilities and implement robust waste management processes.

The experts presenting are:

- Tina Benfield, Technical Manager at the Chartered Institution of Waste Management (CIWM), will cover the current landscape, the impact of Simpler Recycling and the implications of closed-loop schemes. She has over 26 years' experience supporting professionals in the resource and waste sector. She specialises in helping organisations stay up to date with policy and technical developments, with expertise spanning healthcare waste, energy from waste and environmental health issues such as fly-tipping and litter.
- Craig Burman, Solicitor at Burman Environmental Law, will cover legal definitions, obligations under environmental legislation, duty of care, and potential offences and penalties. He is a dual-qualified UK and New Zealand solicitor specialising in waste and water law, environmental incidents and regulatory enforcement. He advises businesses and individuals on compliance and risk management and has extensive experience supporting regulators in enforcement action.
- Mike Hibbert, an experienced waste management consultant, will provide practical insights into implementing robust systems and managing contractor relationships effectively, including the key questions to ask. Mike has worked in the waste sector for 39 years across a range of roles including for local authorities, Environment Agency, universities, CIWM and a mix of consultancy for government bodies and private sector companies in the UK and internationally. He has specific expertise and qualifications in resource and waste management with a particular focus on processing of materials to End of Waste status, hazardous waste, training and legal compliance.

Use this link to book your place for the webinar.

SCAFFEX26

MANCHESTER 10-11 SEPT

Layher 

More Possibilities. The Scaffolding System.

**ONE SECTOR.
TWO DAYS.
FREE TO ATTEND.**

REGISTER NOW.

SCAFFEX26

MANCHESTER 10-11 SEPT



SCAFFEX26.COM

SHELLY EXPANDS SMART AUTOMATION PORTFOLIO WITH NEW SOLUTIONS

Shelly Group has expanded its portfolio of smart automation solutions with the launch of three new products designed to support key use cases across modern installations.

The latest additions focus on access control, lighting management, and simple upgrades for existing electrical systems — helping installers and integrators deliver smarter, more efficient environments.

The new products include the BLU Door/Window ZB sensor, featuring both Zigbee and Bluetooth connectivity; the Dimmer 0/1-10V PM Gen4, enabling precise lighting control with integrated energy monitoring; and the Smart Light Bundle, developed in partnership with V-TAC.



BLU Door/ Window ZB

The **BLU Door/ Window ZB** is a compact, multi-functional sensor that combines a magnetic reed sensor with an integrated G-sensor, enabling highly accurate detection of door and window opening and closing.

In addition to contact sensing, the device measures ambient light levels and tilt angle, allowing for more advanced automations based on brightness or partially opened windows. This enables greater control

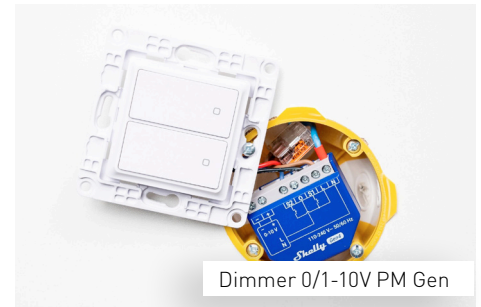
and flexibility across a wide range of smart building scenarios.

The device supports both Bluetooth 5.0 and Zigbee connectivity. Bluetooth offers a range of up to 10 metres indoors and up to 30 metres outdoors (depending on environmental conditions), while Zigbee enables mesh networking for extended coverage and improved reliability. Communication is secured using AES-128 encryption, and its energy-efficient design delivers up to five years of battery life under typical usage.

Designed for both residential and professional environments — including multi-dwelling units (MDUs), hotels, and office spaces — the BLU Door/Window ZB supports centralised access monitoring and automation.

In practice, the sensor can trigger a range of smart actions, such as turning off heating when a window is opened, activating lighting upon entry, or sending alerts in the event of unexpected access.

When operating via Bluetooth, a gateway is required for remote access and cloud integration. This functionality is supported by a wide range of Shelly devices, including those from the Plus, Gen3, and Gen4 series. Alternatively, Zigbee connectivity allows seamless integration with existing Zigbee hubs across many smart home platforms.



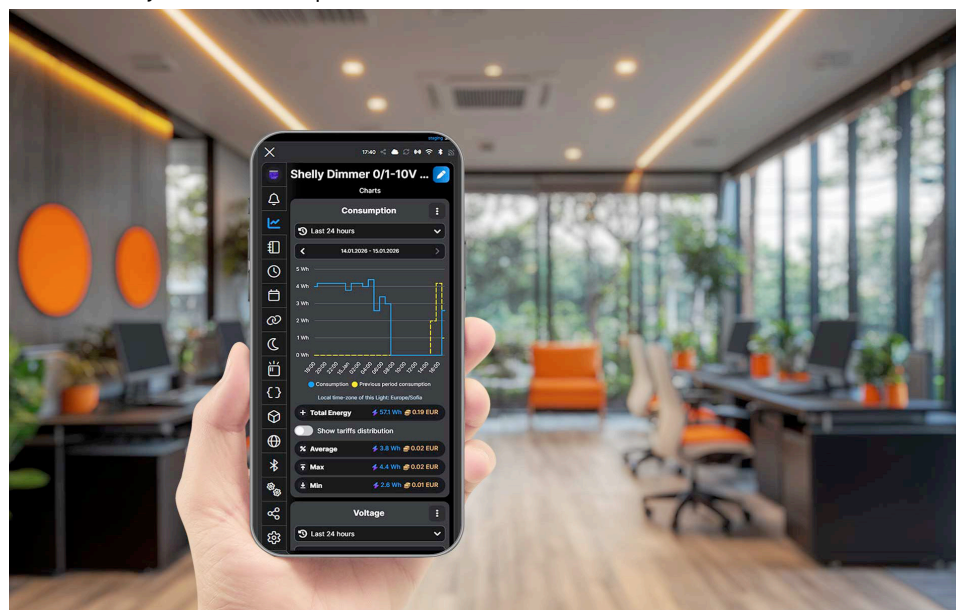
Dimmer 0/1-10V PM Gen

Dimmer 0/1-10V PM Gen4 is an intelligent lighting controller designed for compatibility with both 0–10V and 1–10V drivers, making it suitable for a wide range of LED luminaires, LED strips, as well as motor control and ventilation applications.

Powered by the ESP32-C6 processor, the device supports multi-protocol connectivity — including Wi-Fi 6, Bluetooth 5.0, Zigbee, and Matter — enabling seamless integration into smart home and building automation systems, often without the need for an additional gateway.

Alongside smooth and precise dimming, the device features built-in, real-time power monitoring, measuring voltage, current, and energy consumption to support improved energy efficiency and cost control.

The Dimmer 0/1-10V PM Gen4 can be operated using existing wall switches (single or double button), while also supporting advanced functionality such as schedules, scenes, scripting, and Night Mode — automatically





Smart Light Bundle

reducing lighting levels during predefined hours.

With support for KNXnet/IP, the device can be integrated into professional building management systems across offices, hotels, and retail environments. Combined with local control capabilities and compatibility with Matter ecosystems, it ensures reliable operation even without an internet connection — an important advantage for scalable, resilient automation systems.

The **Smart Light Bundle** offers an accessible entry point into smart lighting, providing a simple, effective way to transform standard lighting into an intelligent system.

Developed in partnership with V-TAC, the kit includes three A60 LED bulbs (4000K) and the compact Shelly 1 Mini Gen4 relay. The relay enables smart control of existing lighting circuits, adding connectivity and automation

without the need to replace full installations.

Supporting loads of up to 8A (240V AC) / 5A (30V DC), the Shelly 1 Mini Gen4 operates via Wi-Fi and Bluetooth, with Matter compatibility enabling seamless integration across major smart home ecosystems — all without requiring an additional hub in many setups.

Using the Shelly Smart Control app, users can create schedules, scenes, and automations, as well as control lighting remotely or via voice assistants such as Amazon Alexa, Google Home, and Apple Home.

Suitable both as a first step into smart home technology and as an easy extension to existing systems, the bundle combines affordability, flexibility, and quick installation.

More broadly, these latest solutions from Shelly Group are designed with

real-world applications in mind — from automatically switching off heating when a window is opened, to intelligent lighting based on time of day, through to centralised lighting control across offices, hotels, and commercial spaces.

With multi-protocol connectivity spanning Wi-Fi, Bluetooth, Zigbee, and Matter, the products can be easily integrated into both existing smart home environments and new installations, typically without the need for major infrastructure changes or additional hubs.

BLU Door/ Window ZB | MRSP £13.78 | €17.84

Dimmer 0/1-10V PM Gen4 | MRSP £23.09 | €29.89

Smart Light Bundle | MRSP £20.81 | €26.94

www.shelly.com

MAKING THE GRADE

Poorly specified access covers can create costly problems across all education settings. Andrea Polti, Technical Product Manager at ACO Building Drainage, explains how FACTA compliance, correct specification and thoughtful product choice can prevent failure, keep essential services safely accessible while matching the surrounding aesthetics.

Schools, colleges, universities, campus buildings and halls of residence – these are some of the most demanding environments for facilities managers. High footfall, constant movement of equipment, strict hygiene requirements and the need for discreet access to underground services all place pressure on the infrastructure beneath staff and students' feet. Among the most forgotten about components are access covers – yet specifying the wrong one can lead to safety risks, premature failure, and costly disruption.

As enquiries from education estates typically surge in late spring and early summer – when refurbishment programmes ramp up – now is the ideal moment for facilities and estates managers to reassess what 'good' looks like when selecting access covers for these settings.

Load rating lessons

One of the biggest challenges in the market is the variation in how access covers and their associated load performance is described. Many are advertised with claims such as being able to withstand a '10 ton load capacity', but often, they come without reference to any recognised test standard. In practice, this tells facilities managers very little about how the cover will perform under real world conditions.

This is where FACTA, the UK's dedicated body for access cover specification and testing, plays a vital role. While there are existing BS EN standards for heavy duty manhole covers, there isn't anything equivalent for the lighter duty, building based covers like those used in education environments. This is why FACTA was established, and it breaks down load classes into more relevant categories, including AA and AAA, which are typically suited to schools and universities.

Crucially, FACTA defines access cover testing criteria, ensuring consistency and comparability in the industry. For example, AA-rated covers are capable of withstanding a 1.5 tonne (15kN) slow moving pneumatic wheel load (SMWL). These make them suitable for pedestrian areas and light trolleys, while AAA covers are designed for heavier service trolleys – common in catering, maintenance and laboratory environments – as they can accept 2.5 tonne (25kN) SMWLs.

Facilities managers should always ask for the test report behind any load claim, as this is the closest way to verifying the cover will perform as expected.

Specifying covers that make the grade

Education buildings are diverse, and so are their flooring types. The right access cover must integrate seamlessly with its surroundings – both visually and functionally. In this respect, there are four main choices to pick from – recessed aluminium covers, vinyl flooring covers, SMART composite-filled covers, and solid aluminium covers

Recessed aluminium covers

These are the most common choice for education settings. They are supplied with a recessed tray that can be infilled on site to match the surrounding floor finish. This ensures a consistent aesthetic, whether the floor is vinyl, tile, carpet or concrete. The flexibility to match existing finishes is particularly valuable in refurbishment projects.

Vinyl flooring covers

In corridors, kitchens, laboratories and hygiene sensitive areas, vinyl flooring covers are often preferred. These access covers allow the vinyl flooring to be welded directly to the cover's perimeter, creating a seamless, easy to clean surface. This reduces dirt traps and supports infection control standards.

SMART composite filled covers

Where speed of installation is critical – such as during short holiday shutdowns – SMART covers offer a major advantage. These covers are prefilled with a structural composite, eliminating the need for concrete mixing indoors. Facilities teams simply need to bed the cover in place and apply the final floor finish. They are also lighter than concrete filled alternatives, reducing manual handling risks.

Solid aluminium covers

For areas where matching the floor finish is not required, solid aluminium covers provide a ready to install solution. They are thinner, lighter and suitable for plant rooms or back of house spaces.

Specification 101 for facilities managers

Beyond choosing the right type of cover, several technical details can make or break an installation.

1. Clear opening versus overall frame size

This is one of the most common specification errors. The clear opening is the usable access space – the dimension that matters for maintenance teams. The overall frame size is larger and should not be used when matching to an existing chamber. Confusing the two can lead to costly rework.

2. Seal integrity

Education buildings often house drainage, electrical or mechanical chambers where odour control and spill containment are essential. High quality covers typically include two or three seals, including a grit seal, to prevent both ingress and egress. Cheaper plain seated covers may have only one seal, or none at all.

3. Slip and trip prevention

Slip resistance depends on the chosen floor finish, but installation quality is equally important. A cover that protrudes even slightly above the floor surface becomes a trip hazard highlighting the need for correct bedding and levelling.



4. Security and lockability

In student environments, tampering is a real risk. Lockable covers prevent unauthorised access to critical services and protect students from harm.

5. Weight and manual handling

Large covers infilled with concrete can become extremely heavy. Gas assisted lifting mechanisms are available for larger or frequently accessed covers, reducing strain on maintenance teams.

Installation and long term maintenance

While access covers are low maintenance, they are not maintenance free. Periodic checks ensure seals remain intact and the cover continues to operate smoothly. If seals on ACO Building Drainage's range of access covers become damaged – either due to rough handling or repeated lifting – they can be replaced.

Correct installation is essential for long term performance. ACO provides detailed installation guidance and drawings are readily available to support contractors and facilities management teams.

Confidence through compliance

Well-specified and well-installed access covers are often invisible in everyday settings, as they merge seamlessly with their floor and surrounding, but let that not diminish their importance when it comes to safety, hygiene and operational continuity. For facilities managers in



education, prioritising FACTA compliance is crucial, and then to choose the right cover for the right space and ensure correct installation. Doing so protects budgets, reduces risk and ensures that essential services remain accessible, without disrupting the learning environment.

For more about ACO Building Drainage's range of access covers, visit the website below.

www.aco.co.uk/accesscovers

THE NEXT PHASE OF AWAAB'S LAW

While damp and mould have dominated headlines, the next stages of Awaab's Law will also transform how pest infestations are managed across social housing and residential property portfolios. That's why FMs will need a proactive approach to pest control, says Cleankill.



The introduction of Awaab's Law marks one of the most significant changes to housing standards and landlord responsibilities in recent years. Named after two-year-old Awaab Ishak, who tragically died following prolonged exposure to mould in his family's social housing flat, the legislation is designed to ensure tenants living in unsafe or unhealthy conditions receive prompt action from FMs, landlords and housing providers.

While many people are aware of the law's initial focus on damp and mould, fewer realise the regulations are being introduced in stages and will soon extend much further.

The first phase, which came into force in October 2025, introduced strict timescales for investigating and remedying dangerous damp and mould issues alongside other emergency hazards. However, the second phase, coming into effect in October 2026, will significantly widen the scope of the legislation. Landlords and housing providers will also be required to respond within defined timeframes to hazards including pest infestations, excess cold and heat, fire and electrical risks, hygiene concerns and structural safety issues where these present a danger to tenant health.

A third phase, due in October 2027, will expand the law further to cover virtually all remaining Housing Health and Safety Rating System (HHSRS) hazards, with the exception of overcrowding.

For landlords, housing associations and facilities management providers, this represents a major operational and compliance challenge. The legislation signals a wider shift in how housing hazards are identified, prioritised and resolved.

While the legislation is not specifically targeted at pest control, there is now a growing expectation that pest-related issues linked to property condition are managed with the same urgency, accountability and end-to-end resolution.

Pest control is increasingly seen as a compliance issue

Pest infestations are increasingly recognised as a serious housing and public health concern. Rodents, cockroaches, bed bugs and flies are not simply an inconvenience; they can spread disease, damage property and significantly affect residents' wellbeing.

Importantly, infestations are often symptomatic of wider structural or environmental problems. Defective drainage systems, poor waste management, damp conditions, water ingress, structural gaps and inadequate maintenance can all contribute to persistent pest activity.

As a result, repeat infestations without long-term resolution may increasingly be interpreted as a failure to manage an ongoing housing hazard.

This is one of the key shifts emerging from Awaab's Law. Historically, pest issues may have been treated as isolated incidents requiring reactive treatment. Going forward, landlords and managing agents will be expected to demonstrate they are identifying and addressing root causes, not simply arranging repeat visits when problems recur.

There is also increasing scrutiny on how effectively pest control contractors, repairs teams and housing providers communicate and work together. In high-risk or repeat-call environments, reactive-only approaches are becoming much harder to justify.

The scale of the issue has already been highlighted in recent sector reports. A report featured by the Property Care Association revealed cases of homeless families being placed in temporary accommodation affected by serious pest infestations, underlining growing concerns around housing standards and the urgent need for faster intervention.

What the changes mean in practice

As the legislation expands, expectations around property management are changing rapidly.

Reported hazards are expected to be investigated and acted upon within much shorter timescales. Issues linked to disrepair - such as drainage defects, structural gaps, waste accumulation and damp environments - must be fully resolved rather than temporarily treated.

There is now a much stronger emphasis on identifying root causes rather than relying on repeated reactive treatments.

For example, a rodent infestation caused by broken drainage or defective proofing cannot simply be managed through ongoing baiting programmes alone. Landlords and housing providers will increasingly be expected to demonstrate that the underlying defects were identified, escalated and resolved.

Similarly, fly infestations linked to waste storage, cockroach activity associated with poor sanitation or bed bug issues in temporary accommodation may require a far more coordinated response involving repairs teams, cleaning contractors, environmental health officers and pest control specialists.

Documentation is also becoming increasingly important. Landlords and managing agents must be able to demonstrate a clear audit trail of actions taken, including inspections, treatments, recommendations, repairs and follow-up actions.

This means pest control reporting is evolving from a simple service record into a key component of compliance management.

What good practice looks like

Forward-thinking landlords, FM providers and housing organisations are already adapting their approach.

Good practice increasingly includes:

- Rapid response aligned with wider hazard response expectations.
- Integrated Pest Management (IPM) strategies rather than single-visit reactive treatments.
- Clear identification and escalation of proofing, drainage or waste management issues.
- Full photographic reporting and digital audit trails.
- Proactive inspection and treatment programmes at known high-risk sites such as HMOs, tower blocks and repeat-call locations.
- Closer coordination between pest control, maintenance and housing teams.

Integrated Pest Management is becoming increasingly important. Rather than relying solely on pesticide treatments, IPM focuses on long-term prevention through inspection, proofing, hygiene improvements, monitoring and environmental management. This approach aligns far more closely with the expectations emerging under Awaab's Law because it demonstrates proactive risk reduction and sustainable control measures.

Proactive pest management programmes are also becoming more valuable in environments where vulnerabilities are already known. Sites with communal waste areas, ageing infrastructure, frequent tenant turnover or historic infestation issues may require scheduled inspections and preventative measures rather than waiting for resident complaints.

Why FM teams need to prepare

For facilities management providers working across social housing, local authority housing or supported accommodation, these changes are particularly significant.

FM teams are increasingly expected to provide joined-up services where maintenance, compliance, environmental management and resident wellbeing are interconnected.

Pest control can no longer sit in isolation as a standalone reactive service. Instead, pest activity is becoming part of the wider conversation around building condition, resident safety and compliance performance.

This means FM providers may need stronger reporting systems, better contractor coordination and clearer escalation procedures when pest-related risks are identified. The ability to provide accurate records, photographic evidence and transparent communication may become increasingly important both operationally and legally.

In many cases, the organisations best prepared for Awaab's Law will be those already taking a preventative and data-led approach to property management.



How Cleankill supports compliance and risk reduction

Cleankill's service is already structured around these evolving expectations. Every visit includes inspection, treatment and root cause identification. We provide full photographic reporting and digital records through our client portal, helping landlords, FM providers and housing teams maintain transparent and accessible audit trails.

Where structural defects, drainage problems or proofing issues are identified, these are clearly escalated so the underlying causes can be addressed rather than simply treating visible pest activity.

We also support planned, proactive visit schedules for higher-risk environments, helping reduce repeat infestations and demonstrating a preventative approach to risk management.

Importantly, this approach supports collaboration between pest control, repairs teams and housing providers, ensuring pest-related risks are managed as part of a wider property condition strategy.

Preparing for the next phase

Property managers, landlords and FM providers should already be reviewing procedures ahead of the 2026 and 2027 phases of Awaab's Law.

Regular inspections, preventative maintenance programmes, clear reporting systems, reliable contractor partnerships and rapid-response procedures will become increasingly important in demonstrating compliance and protecting tenants.

At Cleankill Pest Control, we are already working with landlords, housing associations and facilities management companies to help prepare for these changes. Prevention, monitoring and early intervention are always more effective and significantly less costly than dealing with large-scale infestations, tenant complaints or potential enforcement action later.

Awaab's Law is ultimately about accountability and raising standards across the housing sector. Those organisations that act now will be in the strongest position when the next phases of the legislation come into force.

For further information or a free quote and cost comparison, contact Cleankill Pest Control.

www.cleankill.co.uk

WHY PEST CONTROL IS A BRAND PROTECTION SERVICE

For many businesses, pest control is still viewed as a reactive maintenance issue and something to address only when a visible problem arises. But in today's highly connected, review-driven world, that mindset is increasingly outdated. Daniel Steward, Managing Director of Shield Pest Control, explains why effective pest management is now a critical part of protecting business reputation, customer trust and long-term brand value.

Modern pest control is no longer simply about removing rodents, insects or birds from a premises. In sectors such as hospitality, leisure, healthcare and food service, a single pest sighting can have consequences far beyond the immediate operational issue. One customer photo shared online can damage years of investment in branding, marketing and customer experience within minutes. Professional pest control should therefore be recognised for what it truly is: a brand protection service.

At Shield Pest Control, we provide pest management services for a wide range of commercial clients, including contract cleaning companies, offices, retail environments, restaurants and hotels. With more than 50 years of experience operating across the UK, we have built a strong reputation for reliability, professionalism and preventative expertise. We are also proud holders of a Royal Warrant since 2008, reflecting the high standards of service we consistently deliver while supporting the Royal Household in maintaining safe, pest-free environments.

What has changed most dramatically over the past decade is not simply pest activity itself, but the reputational risk attached to it. Consumers today are more vocal and more connected than ever before. Online reviews influence where people eat, stay and shop, while expectations around hygiene and cleanliness have risen significantly in recent years. Businesses are now judged not only on service quality, but also on the standards of environmental management and cleanliness.

For contract cleaning companies, reputation and client confidence are everything. Signs of pest activity within a client's premises, such as flies in communal areas or evidence of rodents around waste storage, can quickly raise concerns about overall hygiene and cleaning standards. In many cases, the cleaning contractor is one of the first parties clients hold accountable, regardless of the underlying cause. Once confidence in cleanliness standards is questioned, rebuilding trust and protecting long-term client relationships can become extremely challenging.

What many businesses fail to recognise is that pests rarely appear without warning. In most cases, infestations develop because of gradual operational vulnerabilities such as poorly managed waste areas, structural gaps, drainage issues, food debris accumulation or inconsistent cleaning schedules. Effective pest control is therefore closely linked to overall operational standards.

The most successful pest management strategies are preventative rather than reactive. They involve regular inspections, detailed reporting, staff awareness training, proofing recommendations and ongoing monitoring

designed to identify risks before they escalate into visible infestations. In many ways, professional pest control providers act as another layer of operational auditing, identifying weaknesses that could ultimately impact not only pest activity, but also compliance, customer experience and health and safety standards.

Increasingly, pest control professionals work closely with facilities managers, cleaning contractors and compliance teams to support wider hygiene and environmental objectives. Hospitality venues in particular face unique challenges due to the very nature of their environments. Food, warmth, shelter and constant footfall naturally attract pests, while extended operating hours, multiple delivery points and complex waste management requirements increase exposure to risk.

At the same time, hospitality businesses rely heavily on reputation and repeat custom. Customers may never compliment a venue for being pest-free because they expect it as standard, but they will certainly remember when standards slip. Social media has amplified this challenge dramatically. Twenty years ago, a customer may have quietly informed a member of staff about a pest sighting. Today, many immediately post images or videos online, often before management is even aware of the issue. Reputational damage can begin within minutes.

For independent venues, negative publicity can have severe financial consequences, while larger operators risk wider brand implications across multiple sites. Pest issues can also affect relationships with suppliers, insurers, auditors and environmental health officers. For this reason, pest control should never be viewed in isolation from broader business strategy.

Forward-thinking organisations increasingly recognise that protecting their reputation requires investment in every aspect of the customer experience, including areas customers never see. Back-of-house hygiene, waste management, building proofing and preventative monitoring all contribute to the perception of professionalism and care. Importantly, effective pest management is not about creating alarm. Pests are a fact of life in densely populated urban and commercial environments, and no business is entirely immune to risk. What matters is how professionally and proactively that risk is managed.

Businesses that experience the fewest serious pest issues are typically those with robust preventative systems already in place. They understand seasonal pest trends, invest in regular inspections and encourage



close collaboration between cleaning, maintenance and pest control providers. Staff should also feel confident reporting early warning signs without fear of blame or embarrassment, as small issues identified early can usually be resolved quickly and discreetly before escalating further.

Technology is also transforming modern pest management. Digital monitoring systems, remote reporting and data-led inspections now allow businesses to identify emerging risks earlier and maintain stronger compliance records. For multi-site operators especially, having clear visibility across an entire estate is invaluable.

At Shield Pest Control, we have seen a significant shift in how businesses approach pest management. More

organisations now understand that pest control is not simply a compliance requirement or emergency call-out service. It is a key part of protecting customer confidence, safeguarding operational standards and supporting long-term brand reputation. Customers may never notice the preventative work taking place behind the scenes, but they will certainly notice when it is absent.

In hospitality and other customer-facing sectors, reputations can take years to build and only moments to damage. Investing in professional pest control is therefore not simply about dealing with pests, it is about protecting the trust, credibility and reputation businesses work so hard to earn.

<https://shieldpestcontrol.co.uk>

OPENING DOORS TO RECRUITMENT

The Open Doors Charter is at the heart of the British Pest Control Association's (BPCA) recruitment drive.

Recruitment is a key challenge facing the pest management sector and, in 2026, the BPCA will be focusing on showcasing the opportunities and rewards of embarking on a career in the industry.

A comprehensive strategy includes the creation of a new online careers hub at pestcareers.org.uk, a major awareness campaign and the launch of the new Open Doors Charter, designed to broaden the scope of recruitment into the sector.

Led by BPCA's Equality, Diversity and Inclusion committee and informed by members, the ambitious project is dedicated to attracting a more diverse, skilled and inspired workforce into pest management.

Rosina Robson, Chief Executive at the BPCA, said: "It's no secret that our industry faces a demographic cliff edge. Nearly 40% of the UK pest management workforce is expected to retire within the next decade, while demand for professional pest management services continues to grow.

"Trying to find and keep good people is a strain on businesses of all sizes and when I joined BPCA last year, members across the country were united on the very specific issue of recruitment.

"Our members and committee volunteers have been key to the creation of this ambitious campaign, which has resulted in a new online hub dedicated to careers in pest management, a short film that captures the heart of the industry, a strategic social media campaign designed to reach thousands of potential recruits, and our new Open Doors Charter."

The charter will give BPCA members the opportunity to demonstrate a commitment to fostering an open and welcoming workplace culture that proactively supports new entrants into the industry and rejects discrimination.

Potential recruits can visit pestcareers.org.uk, the first dedicated online space to inspire, inform and connect people with real career opportunities in pest management, explore routes into the industry and understand what life as a pest professional is really like. With everything from guidance on training, case studies with BPCA members and interviews with apprentices and technicians in the industry, the website has a wide range of resources to explore.

At the heart of the online platform is Drive the Talk/Split the Difference, a short film based on a script developed on feedback from BPCA volunteers, many of whom also stepped in as extras during filming, which took place at a professional studio in London using a purpose-built virtual production set.

Working with Liguona, one of the UK's top 25 creative agencies, the BPCA captured the diversity, warmth and professionalism that defines the sector while delivering the clear message that pest management protects people, property, the environment – and is all about variety, problem-solving and pride in doing something that matters.

In support of these ambitious projects, the BPCA also made a significant investment in a strategic nationwide social media campaign which will reach thousands of people with the aim of sparking curiosity and channelling potential recruits to pestcareers.org.uk.

In 2026, the BPCA will further build on the strategy, by adding more resources, stories and tools to support members and aspiring professionals alike. There are also plans to work with schools, colleges and career advisers to make sure pest management is recognised as a legitimate, rewarding trade career, right alongside plumbing, electrics and construction.

Rosina Robson added: "I truly believe this project represents one of the most important steps BPCA has ever taken to secure the future of our sector.

"The support for the campaign is a clear sign that recruitment is a priority across the industry, and we are determined to demonstrate the opportunities our members can offer to a broad spectrum of people.

"When someone joins pest management, they're not just taking a job, they're joining a profession that protects people, property and the planet, and that's something to be proud of."

www.bpca.org.uk





EXPERTS IN PEST CONTROL

Pest Control
Bird Control
Wildlife Management

CCTV Drain Surveys
Drone Surveys
Specialist Services

020 8355 3443
pestcontrolservices.co.uk



FROM CRISIS TO CONTROL

Hein Hemke, MD of BELFOR UK, explains how preparedness reshapes fire recovery for facilities management leaders.

In facilities management, fire safety is usually defined by prevention: alarms, drills, and compliance. These are essential, but they only take an organisation so far. When a fire does occur, prevention is too late. The real test becomes recovery, and most organisations are far less prepared for that than they realise.

Across buildings of every size, there's a familiar pattern. FM teams have detailed evacuation procedures and clear responsibilities for getting people out of a building safely. But when it comes to getting the building back, there is often a great deal of uncertainty. Who to call, how to gain access, what information is needed, and how to coordinate stakeholders when everyone is looking for answers at once. In a world where infrastructure is more complex, downtime is more costly, and expectations are sharper than ever, that lack of clarity becomes a risk in its own right.

The truth is, recovery doesn't begin when the fire is out. It begins with the decisions made long before an incident.

Modern buildings make this shift unavoidable. Interconnected systems, specialist materials and energy efficient construction mean that fire damage rarely stays contained. Smoke migrates through ductwork, moisture travels invisibly through insulated structures, and sensitive equipment can be compromised long before anyone steps inside to assess the scene. By the time a recovery partner arrives, the building may already be deteriorating in ways that aren't immediately visible.

This is why preparedness matters. Not as a theoretical exercise, but as a practical, operational advantage. When a recovery partner already understands the site, its access constraints and high risk zones, the response can often begin the moment they arrive. There's no time lost gathering basic information or learning the building's layout under pressure. The FM team isn't scrambling to coordinate stakeholders or justify delays. The recovery simply begins.

Preparedness also changes the role of the FM leader. Instead of being pulled into crisis management, they become the anchor of a controlled, predictable process. They can communicate with confidence because they know what will happen next. They can reassure occupants and leadership because the plan is already in motion. They can work with insurers from a position of clarity rather than uncertainty. In short, they lead from a place of stability and confidence, not reaction.

This is where BELFOR UK's RED ALERT priority response programme comes into its own. Its value isn't just in the speed of mobilisation, though that matters enormously during large scale events when demand spikes. The real benefit is the groundwork laid before anything goes wrong. During onboarding, sites are assessed, risks mapped, access routes confirmed, and operational priorities agreed. A tailored recovery plan is created and held ready. When an incident occurs, the response team arrives with knowledge, not questions.

For any organisation, but especially those in high stakes environments such as healthcare, housing, manufacturing, or education, this level of readiness is a form of resilience. It turns a fire from a disruptive event into a managed process, shortening the path back to normal operations. Importantly, it also reduces the emotional load on FM teams, who are often the ones absorbing pressure from every direction.

The FM sector is evolving, and expectations are evolving with it. Stakeholders want continuity. Insurers want certainty. Occupants want reassurance. None of that is possible if recovery only begins once a fire has broken out. It has to start earlier, with planning, partnership and a mindset that sees recovery as a strategic discipline, not a reactive service. Preparedness doesn't stop a fire, but it transforms it from a crisis into a controlled response.

www.belfor.com/uk



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



THE CONFERENCE CLEANING CHALLENGE

There are multiple factors to consider when cleaning a large conference space or exhibition centre. Tork manufacturer Essity's Stuart Hands looks at the scale of the challenge and considers how facility managers can rise to it.

Cleaning a conference venue or exhibition centre can be a daunting prospect. First impressions count for a great deal which means the entire space needs to be thoroughly cleaned before the delegates arrive.

Large crowds will inevitably create dust, dirt and detritus as well as large quantities of leftover food, napkins, paper cups and plastic wrapping from the on-site food stalls and coffee bars.

Discreet cleaning will therefore need to be carried out on a regular basis to ensure that all messes are removed, bins are emptied and high-touch areas such as door panels and light switches are frequently sanitised.

At any conference venue a rolling schedule of talks, presentations and break-out sessions are likely to be held throughout the day. There may be very few breaks in the programme which means cleaning teams will have little time to prepare each room for the next session.

And of course, the washrooms will also need to be kept clean and restocked throughout the event – a difficult task when usage patterns are notoriously difficult to predict. So, how can cleaners rise to these multiple challenges?

A large team will be required to stay on top of work and ensure that no messes are allowed to linger. Operatives should be well trained and take a methodical approach, using a checklist to prevent any task from falling through the cracks.

The washrooms will be a particular challenge because an unclean facility will create a poor impression. And since

the toilets will be used by all delegates at some stage they will need to be kept sanitised at all times.

The design of the washroom can play an important role in making it easy to clean. For example, continuous floors will be easier to sanitise than tiles with grout lines. Automatic taps will attract fewer fingermarks than manual versions, and all dispensers should be easy to wipe clean and have no sharp corners or edges where dirt can collect.

Keeping the washrooms stocked with essential soap and paper supplies is an important part of the cleaner's job. And of course, run-outs are all too likely in the washrooms of any meetings venue because it can be hard to predict how much soap and paper will be used from one hour to the next.

So all washrooms need to be equipped with long-lasting systems that will not run out between service checks.

Tork OptiServe is a good toilet tissue solution because the coreless compact rolls provide three times more paper than traditional rolls. This removes the need for frequent refills and avoids the risk of runouts. The dispensers are also designed for fast refilling and the fact that the rolls are coreless means less waste is generated, which is a sustainability advantage.

A high capacity soap system will also help to ensure a long-lasting supply. Tork Foam Soap comes in a non-drip cartridge that serves up to 1,650 users between refills. It is quick to lather and comes in a dispenser that has been



purpose-designed to be easy to use by people with low hand strength.

Busy washrooms benefit from solutions that keep people moving smoothly and efficiently. Hand towels provide a quick, flexible drying option and allow visitors to take a towel and continue on their way without delay, helping to maintain a steady flow and reduce congestion.

The Tork PeakServe Continuous Hand Towel Dispenser delivers each towel in just three seconds, reducing the user's waiting time. And the fact that it caters for more than 1,000 delegates between refills helps to ensure a long-lasting supply.

Digital technology can be a great help in keeping track of washroom needs. Sensors placed in the dispensers will allow staff members to monitor usage and check on refill levels remotely via a smartphone or tablet, for example. And sensors in the cubicles will alert cleaning teams when a particular cubicle is receiving a particularly high usage.

Systems such as Tork Vision Cleaning remove the need for cleaners to make multiple physical checks on the washrooms, saving them time and effort. The software also incorporates a smart checklist that provides pictograms and descriptions of each task, enabling the cleaner to tick off each job as it is completed. Managers also have instant access to this data so that he or she can tell at a glance whether anything has been missed.

Since conference and meetings venues are packed with decision-makers, it is in the best interests of the organisers to create a favourable impression on delegates who will then be keener to come back or even stage future events at the venue.

Clean floors, sanitised surfaces and well-stocked washrooms will win the approval of conference hall users. However, they will also be influenced by other factors such as the smell of the venue; the amount of rubbish overflowing from the bins and any evidence of unsustainable practices.

A good air freshener system will ensure that the meetings rooms and washrooms smell fresh throughout the event. For example, the Tork Constant Air Freshener uses propellant-free technology to neutralise odours while the fragrance lasts for up to 90 days before needing a refill.

All conference venues need to deploy optimal waste management systems to ensure that the mountains of rubbish generated can be swiftly cleared away and recycled where possible. Smart bins can help because these will track fill levels and alert the cleaning team when a container needs emptying.

Delegates will be impressed by evidence of sustainable practices and many of today's bins can track the items being thrown away. Data from a smart food bin, for example, will reveal whether accompaniments such as side salads and garnishes are frequently being thrown away. Catering managers can then opt to avoid serving these items in future to help to reduce waste.

Implementing a washroom hand towel recycling system is another way of demonstrating good sustainability practices. Essity's Tork PaperCircle is ideal for high-traffic venues such as conference halls.

Customers have their used washroom hand towels picked up from their business premises and taken to local Essity mills where they are turned into new tissue products. Clear signage in the washroom indicates where delegates should place their used towels for recycling.

Conference centres face a significant challenge in striving to ensure that their premises remain clean, smell fresh and demonstrate sustainable practices. However, optimum results may be achieved with a combination of good organisation, efficient cleaning teams and the right choice of products and systems.

www.torkglobal.com

Jochem Oerlemans, Product Manager at Fabory, highlights how the integrity of perimeter fencing, playground equipment and street furniture is a critical yet often overlooked element of urban risk management, and explores how local authorities can mitigate safety hazards and reduce asset loss by eliminating the vulnerabilities in standard fixings.



Security fencing in public spaces such as schools, parks and playgrounds is fundamentally designed to keep communities safe, yet these spaces are under increasing pressure from theft and deliberate tampering.

While high-level security conversations often focus on digital surveillance or physical patrols, the actual integrity of a perimeter frequently relies on its smallest components. In the context of public spaces, a security breach is rarely just an issue of asset loss; it is a significant public safety hazard.

As a leading supplier of fasteners for environments such as these, we have seen occasions where perimeter fencing has been compromised because standard bolts were easily removed with basic tools, and the primary safety barrier was effectively neutralised.

Whether it is a high-security fence at a utility site or a gate at a local play area, standard fixings represent the point of least resistance. Many public assets are not removed through sophisticated or brute-force attacks but through the simple removal of nuts and bolts using tools available in any hardware store.

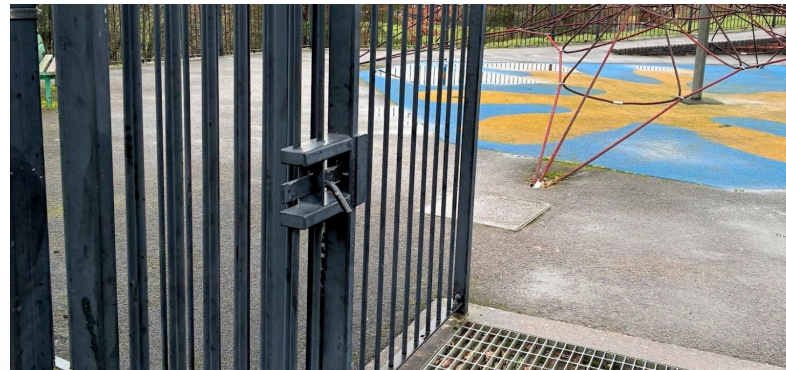
For local authorities and facilities managers, the focus must therefore shift from simple theft prevention to comprehensive risk mitigation. If a swing set or slide is tampered with, the structural risk to a child is immediate. Similarly, security fencing only remains functional if the panels stay attached to the posts; the removal of even a few bolts can create a breach point for unauthorised access.

Street furniture and infrastructure also fall into this category of risk. Manhole covers, signage and benches are frequently targeted for scrap or resale, and a missing gully cover or a loose signpost creates an immediate physical danger to both pedestrians and motorists.

Tamper-resistant fasteners are designed to address these specific vulnerabilities by using non-standard drive systems or permanent one-way mechanisms. These make unauthorised removal significantly more time-consuming and difficult, acting as both a physical obstacle and a powerful deterrent.

For public sector decision-makers, the value of this approach lies in its subtlety, as security fasteners do not make a park or playground feel like a restricted zone, preserving the design intent while hardening the asset against interference.

There are also clear implications for whole-life costs and legal liability. Specifying security fixings at the design or maintenance stage typically represents a marginal



proportion of the overall project cost, yet it helps avoid the repeated expenditure and disruption caused by vandalism.

Beyond the direct price of a replacement fence panel or bench, the indirect costs - such as legal liability following an accident, emergency repair call-outs, and the loss of public trust - are far more significant.

For specifiers and estate managers, this means recognising that in exposed public environments, a bolt is not simply a bolt. Different settings demand different levels of resistance, and taking a non-standard fastener approach should be viewed as a deliberate safety decision rather than an optional upgrade.

Protecting public spaces begins with protecting the components that hold them together. At Fabory - a UK-based fastener supplier - we work with local authorities and contractors to navigate the wide range of security-rated fasteners available, including specialist brands such as Hafren, to ensure that each application is matched with the right level of performance and protection.

While these specifications may seem like a small consideration, they play a vital role in safeguarding the integrity, accessibility and safety of the spaces that communities rely on every day.

www.fabory.com

CAFM SOFTWARE

Easy to use Estates & Facilities Management Modules
from CAFM experts 3i Studio Ltd

Asset Management
Risk Assessments
Compliance
Property Terrier
Mobile Working

Reactive Helpdesk
Planned Maintenance / PPM
Stock Condition Appraisal
Secure Online Access
Contractor Management



Email sales@3istudio.com to request your **free guide**:
CAFM Guide: **“Selecting the Best CAFM for
your Estates & Facilities Management”**

sales@3istudio.com
www.3istudio.com
0345 675 5051

CUTTING WASTE CUTS COSTS

Gather + Gather talks to Tomorrow's FM about its effective strategies for reducing food and packaging waste, whilst delivering measurable savings and a better experience for students.

In an era of persistent food inflation, waste reduction has moved from being a 'nice to have' to financially savvy. For university caterers, every kilogram of food binned and every disposable container purchased represents money that could be reinvested in the food offer or back into the students.

At Gather + Gather, we manage catering and hospitality at universities and colleges across the UK, giving us a front-row seat to the challenges and the solutions. Here's an insight into our most effective strategies for reducing food and packaging waste, whilst delivering measurable savings and a better experience for students.

Food waste is more than an environmental concern; it's a direct hit to the bottom line. Research indicates that universities generate anywhere from 0.12 to 50kg of food waste per head every day, with plate waste one of the leading drivers. Beyond finances, persistent waste can demoralise kitchen teams who take pride in their craft, with uneaten meals sending an uncomfortable signal that the food simply was not good enough. Similarly, half-finished dishes can undermine confidence in the food and drink offer and fuel negative word-of-mouth across campus.

Solutions do not need to be complex. Some of our most significant wins have come from revisiting basic kitchen processes. At one site, we retrained every member of the team on knife skills, focusing on maximising yield from each ingredient. We stopped routinely peeling carrots, boosting fibre content while eliminating unnecessary trim, and eggshells were collected and donated to local gardeners for composting. Vegetable scraps were also given a second life in our Sunday gravy, adding depth of flavour that students noticed. The result was food that was more delicious, more nutritious and noticeably less wasteful. Studies confirm that targeted interventions like improved preparation techniques and training can reduce food waste by 13–50%.

Collaborating with students also generates positive results. Waste reduction is a shared responsibility and the generation now on campus cares deeply: 62% of Gen Z report feeling anxious about climate change and 64% are willing to pay more for sustainable options. At one of our university partners, we reduced post-consumer food waste by over 60% simply by listening to student feedback and aligning menus with their preferences. When people actually want what is on offer, plates come back clean.

Packaging waste presents its own challenge. While reusable coffee-cup schemes attract headlines, the bigger opportunity often lies in takeaway meal containers, where volumes are high and alternatives exist. Compositional audits at some institutions also reveal that 40% of general waste in food areas is simply food waste in the wrong bin, evidence that infrastructure and communication matter as much as good intentions.

Effective packaging reduction starts with making the more sustainable option the easy option. Ceramic cups for dine-in



should be free and prominently available as the default. Introduce a meaningful packaging levy to incentivise reusable cups. Ensure there is always comfortable space for students to sit and drink on-site rather than taking away. Use point-of-sale data to track where disposable cups are still being used; this valuable intelligence tells you which interventions are working and where to focus next.

Reusable container programmes can deliver impressive results. Some campuses report return rates above 96%. But technology alone is not the answer. Every scheme should be layered on top of the foundational practices outlined above, not deployed as a silver bullet. Customer experience is also an important driver: if a system requires downloading an app, creating an account or navigating confusing return points, uptake will suffer and containers will disappear. The goal is friction-free, easy to use, and genuinely nice to drink from. Finally, bringing customers and clients on the journey with us is key to success, making relevant and inspiring communications and engagement a must. Get these elements right, and sustainable behaviour becomes second nature.

If you are interested in learning more about how Gather + Gather is reducing waste across their partnerships, please contact charlotte.thwaite@gatherandgather.com.

<https://gatherandgather.com>



YEARBOOK 2024/25 OUT NOW!

To find out more about the Tomorrow's FM Yearbook contact us...

Tel: 01625 426054 Email: clare@dopusbm.co.uk

HOW CAN CHILDREN BE PERSUADED TO WASH THEIR HANDS?

Can hand hygiene be taught in schools? And if so, how can washroom providers help to support teachers' efforts? Stuart Hands from Tork manufacturer Essity considers the issue.

A new world record for the largest hand hygiene lesson ever to be held was set in the UK in October 2024.

Professors at Leicester's De Montfort University staged the lesson which was attended virtually by 4,492 participants throughout the UK.

The aim of the event was to instill an understanding into young children of the profound effect that hand washing can have on health and well-being. More than 100 schools took part in the challenge which incorporated a hand hygiene story, demonstrations, songs and a UV light box that was used to highlight germs on children's hands.

The event, which was staged to mark Global Handwashing Day, was just one of a series of ingenious attempts to impart the hand hygiene message to children in the post-COVID era.

When schools reopened after the various lockdowns, teachers all over the world came up with lesson plans designed to highlight how quickly the hands can become covered with germs – and how difficult it can be to remove them.

For example, one teacher in Missouri had the idea of ink-stamping the hands of her primary school class each morning, promising a prize to anyone who had successfully managed to wash off all the ink by the end of the day.

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

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

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

One primary school teacher in Farnborough, Hampshire, instigated a post-COVID hand-washing relay system to prolong the hand-washing process among her class of 30 pupils. She asked them all to line up at the sink and take it in turns to lather their hands. Once they had done so they

were then told to go to the back of the queue, rubbing their soapy hands together on the way. By the time they had reached the front of the queue to rinse their hands, each child had spent at least 20 seconds washing them.

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

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

Hand hygiene training in schools seems to be gathering a new momentum. In 2023, Worcestershire County Council came up with a list of ideas for teachers designed to engage primary school children to carry out good hand hygiene practices. Its handwashing strategy was devised following a severe winter outbreak of norovirus and incorporates various fun activities such as making rainbow soaps using glycerine coloured with food dyes and perfumed with essential oils.

The council's toolkit also includes hand-washing activities involving glitter and suggests an adaptation to the 'singing Happy Birthday twice' advice, encouraging children to choose a 20-second snippet of a trending song to help them to become more engaged with the process.

However, carrying out an effective hand wash at school usually involves a trip to the washroom. And this practice has become more problematical in recent years.

According to research by children's bowel and bladder charity ERIC, many children today consider the washrooms at their schools to be dirty and intimidating. Around 24% are scared to use these facilities either because of loud noises, unpleasant smells or a generally threatening environment. And around a third claim to refrain from drinking water during the school day to avoid them having to use the washroom.



Vandalism in school washrooms has increased since COVID and this has become such an issue in certain schools that they have elected to close these facilities outside of break times. This means pupils may not be able to carry out a hand wash when they need one – and the facilities are likely to be completely congested during break times and lunchtimes.

Pupils also need to be provided with plentiful supplies of soap and hand drying facilities in order to ensure a thorough wash and dry. And this again becomes difficult if the dispensers have been allowed to run out or if they are too difficult to use.

It is therefore crucial that all school washrooms systems are easy to use, child-friendly and are kept well stocked.

The Tork Foam Soap Dispenser has been designed to be easy to operate even by people with smaller, weaker hands, and Tork Sensitive Soaps are extra mild and will not sting the eyes.

The Tork PeakServe hand towel dispenser requires a particularly low pull-force to access a towel in just three seconds. And both the soap and hand towel units offer

a high capacity so that a long-lasting supply of soap and paper is assured.

Runouts can be prevented by means of a digital system such as Tork Vision Cleaning. This allows cleaners to check on refill requirements via a smartphone or tablet so that they can tell at a glance when a unit needs replenishing. This will ensure a continuous supply of soap and paper in the school washroom.

The record-breaking hand hygiene lesson demonstrates the fact that children are ready and willing to engage in hand hygiene practices – and that teachers can come up with ingenious ways of making the practice more fun.

Meanwhile councils, companies and other authorities are developing apps, games and activities to further promote hand hygiene among children. What needs to happen now is that schools should ensure that their washrooms are well equipped with robust, lockable dispensers and child-friendly fixtures. And this will make these facilities easier and more comfortable to use – while also deterring the vandals.

www.torkglobal.com

A NEW VISION FOR LEARNING

Working alongside integration partner GVAV, the University of Birmingham has modernised key teaching environments with Avocor display technology, creating flexible, collaborative spaces designed around contemporary learning needs.

The University of Birmingham is one of the UK's largest universities with almost 30,000 students in attendance. As with many established universities, it faced the challenge of how to modernise its diverse estate to meet the contemporary learning-styles that have arisen in recent years. Student expectations around audiovisual technology have changed and the University of Birmingham's LRAT / Libraries and Learning Resources in-house AV team worked with GVAV, its longstanding integration partner, to upgrade dated equipment over the summer of 2025.

Conceived as a campus-wide initiative to be carried out over the long-term, the university team initially sought to upgrade several key learning spaces which could quickly benefit from moving beyond the constraints of legacy equipment to create truly flexible, high-impact environments for both students and lecturers.

"Some of our older rooms were saddled with dim, non-interactive projection systems and related connectivity issues," says James Ball, LRAT - AV Designer and Project Lead. Lecturers had become reluctant to use the technology, and students could find the group-work experience frustrating. Our goal was simple: to improve the visual and learning experience for all. A big help in this respect was our use of a broad range of Avocor displays."

Avocor was deployed across several distinct teaching environments, each with a specific learning goal and technology configuration. SportEx LT1 is one of the university's flagship lecture theatres and is used for large-scale lecturing, sports performance and biometric analysis. It also has the potential to be a revenue-generator once it is made available for commercial hire. However, the room suffered from a legacy issue: it relied on a dual projection setup, which on occasions resulted in an image that was difficult to view clearly from the back rows of the large lecture theatre. To address this issue, as part of the AV upgrade, the room was fitted with an Avocor X Series DVLED display.

The X Series was chosen specifically over a standard projector wall or LCD videowall for its superior brightness and contrast. This ensures content can be viewed effortlessly and clearly by every person in the room, even those seated at the very back. The high-resolution, high-contrast wall serves as a central focal point, displaying content with unparalleled visual clarity - for sports analysis work, clarity and zero latency are non-negotiable. The Avocor DVLED provided the brightness and the visual scale that simply couldn't be achieved with a standard projection system, making it a truly immersive experience for our students.

Opting for the X Series also provided a significant logistical advantage during the installation. Projection is notoriously expensive and time-consuming to install due to the requirement for specialist scaffolding. The X Series install was much quicker, delivered to site by Avocor, streamlining the process for GVAV. To maximise adoption, the system was designed for simplicity, and the control panel layouts



are intuitively designed, ensuring lecturers can operate the powerful new system with minimal training.

The project also completely redesigned key spaces Muirhead 112 (featuring 8 x 55" K-Series displays) and Y3 G28 (with 5 x 55" K-Series displays) to move away from traditional lecture-style seating. These rooms were re-envisioned as highly flexible "collaboration pods," specifically tailored to facilitate and enhance small-group active learning. Students can connect their personal devices—laptops or tablets—to the Avocor K-Series 55" displays enabling immediate collaboration. The system also provides the lecturer with effortless monitoring and control over all screens. This capability allows them to quickly share a central content source to all pods simultaneously. The K-Series was selected for its blend of performance and form factor to enable seamless group collaboration.

In further teaching environments, Muirhead 109 and 118, the team implemented a dual-display configuration to support the dynamic requirements of hybrid teaching. A large 98" K-Series display is expertly paired with a second, smaller 65" K-Series screen. This setup dedicates the primary 98" screen to displaying core teaching content, such as slides, digital whiteboards, or lecture materials. The secondary 65" screen can mirror the content on the 98" screen or can be used independently for group work.

The University of Birmingham's campus-wide AV transformation stands as a testament to what can be achieved when an integrator partner like GVAV works in close partnership with the client team (LRAT), truly understanding their needs and aspirations. By leveraging Avocor's versatile range of high-quality display solutions, each tailored to the unique requirements of specific learning environments, the project has delivered flexible, impactful spaces that empower both students and lecturers. This collaborative approach ensured every installation was not only technically robust but also aligned with the university's vision for modern, engaging education. The result is a series of innovative learning spaces that exemplify best practice in AV integration, demonstrating that with the right partnership and technology, ambitious goals can be realized and lasting success achieved.

www.avocor.com



YORPOWER

Trust us to quote for your Generator & UPS Servicing



Reliable



Great Pricing



Nationwide

GET A QUOTE



yorpower.com



sales@yorpower.com



0345 200 9888

FIVE LOAD BANK TESTING MISTAKES TO AVOID

Load bank testing is a vital process for ensuring the reliability of power systems, but even experienced teams can make errors that compromise results or lead to equipment downtime. Andrew Keith, Division Director of Power Prove, explores five of the most common pitfalls seen in load bank testing and provides actionable tips to avoid them.

There are very few industries that don't benefit from load bank testing to ensure they remain operational. Whether it's preventing unplanned downtime in continuous processing or keeping vital infrastructure online when mains power fails, load bank testing is a non-negotiable requirement for any industry relying on electrical power.

However, testing can be rendered ineffective if it's carried out incorrectly. So, what are some of the main errors that maintenance teams should avoid?

Skipping regular testing

Since backup power supplies are largely used in the case of emergencies, it's easy to neglect regular testing. However, this increases the risk of unexpected failures when generators are needed most.

Routine load bank testing should be part of a comprehensive maintenance schedule to identify issues early, prevent costly repairs and ensure backup power sources are fully operational. Regularly scheduled testing also helps businesses remain compliant with industry standards, for example to ensure that emergency lighting systems are functioning and able to safely guide building occupants outside.

Low loading

While regular testing is key, simply connecting power units to a load bank and running them at a low load can lead to serious issues in itself. When generators operate under loads rated at less than 40% of their rated power for prolonged periods, carbon deposits can accumulate, leading to 'wet stacking' and reduced efficiency.

This can also increase maintenance costs and reduce the lifespan of the generator. Regular load bank testing at the optimum load ensures that generators operate within optimal parameters, improving performance and reliability.

Underestimating load testing requirements

With low loading in mind, it's important to properly assess the power requirements for testing. Selecting a load bank with insufficient capacity can lead to incomplete testing and an inaccurate assessment of backup power systems. On the other hand, significantly overestimating requirements can result in unnecessary costs. You should aim for a load bank setup with a slightly higher capacity than your current equipment requirements, allowing for effective testing and room for future growth.

Relying on outdated load bank technology

Ageing load bank technology is often less precise than more modern load banks, which can lead to inaccurate test results. Additionally, older load banks often lack the automation required for modern power testing. Their manual systems require on-site adjustments, making it difficult to conduct thorough and frequent tests, particularly in remote or hazardous locations.

Advancements in digital load bank control systems allow for real-time data collection, remote operation and predictive maintenance. Investing in modern load bank solutions ensures faster, more accurate testing and enhances overall power system reliability.

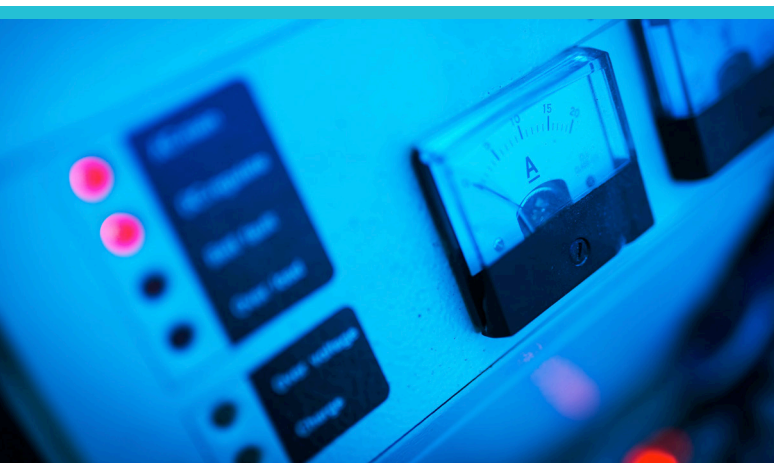
Disregarding test data

Load bank testing is only as valuable as the insights gained from it. Failing to record and analyse test results can render the process ineffective, as businesses miss out on key trends and early warning signs of potential failures.

Traditional manual data collection methods can be time-consuming and prone to errors, making it difficult to track performance over time. Modern load bank systems, automatically record and store test data in easily accessible formats that are downloadable onto a USB. This streamlined approach enables quick analysis and integration into predictive maintenance strategies, ultimately reducing downtime and improving overall system reliability.

By avoiding these common pitfalls, organisations can enhance the effectiveness of their load bank testing and ensure their backup power systems are ready for any situation. Thorough planning, investing in modern technology and ensuring regular testing will help mitigate risks, improve efficiency and safeguard critical power infrastructure.

<https://powerprove.com>



TOMORROW'S® FM THE APP



www.tomorrowsfm.com

Read Tomorrow's® FM online or via the Opus app. Simply search for *Opus Business Media* on the App Store to download your FREE app!



Available on the
App Store

ARE YOUR LIFTS ABOUT TO LOSE THEIR LIFELINE?

By January 2027, the UK's analogue telephone network will be switched off and, while the move to digital voice is well underway, the implications for building safety are often overlooked. Here, Adrian Markwell, Managing Director of PEW Electrical, examines what this means for lift emergency communications – an area where many systems are reliant on technology that will soon no longer exist.

The Public Switched Telephone Network (PSTN) and ISDN lines have long supported lift auto-diallers, enabling passengers to contact help at the push of a button. These systems were designed to operate on analogue infrastructure that provides connectivity and, often, power through the telephone line itself. When that infrastructure is removed, most of those devices will be unable to place calls, making them unreliable for safety-critical use.

This means that the switchover isn't just a technical milestone, it's a very real compliance issue for FMs and duty holders. If a lift emergency call button doesn't connect, passengers are left without a lifeline and building operators are left carrying the risk – whether that's failed audits, reputational damage or more serious safety concerns.

Visibility as the starting point

The first step towards mitigation is visibility. Over time, communication systems may have been installed, upgraded or outsourced as part of maintenance contracts, meaning many organisations will not have a centralised record of which lifts are still connected to analogue lines. This leaves asset data fragmented and responsibility unclear.

To accurately assess the scale of exposure or plan investment effectively, a structured audit of lift communication is essential. And, in many cases, a thorough review will also reveal other dependent systems, such as security alarms, that face similar risks from the network switch-off.

Routes to resilience

Once affected assets have been identified, the question becomes how best to future-proof them. Broadly, there are two upgrade pathways, but it's critical to be clear on what they mean in practice.

The first is to migrate emergency communications onto internet-based voice services, such as VoIP. These systems use broadband and PSTN to carry calls in the same way that phone and video calls are run today. However, for safety-critical devices like auto diallers, they present limitations. This is because traditional PSTN features of VoIP systems rely on DTMF tones and legacy signalling to trigger call routing and confirm connections, but these tones are not always transmitted reliably over digital voice services. As a result, the alarm could fail to communicate correctly with monitoring centres.

VoIP is also dependent on the building's broadband connection, routers and mains power which can create risk in a crisis. Without robust backup arrangements, connectivity is likely to be lost in a power outage, which is precisely when emergency communications are most vital.

In contrast, a more reliable approach is to adopt GSM or SIM-based lift alarm systems that use mobile networks instead of fixed lines. These units operate independently of building internet connections and are typically supplied with battery backup, ensuring continued operation during power cuts. However, it's important to note that this solution must be delivered by 4G or 5G networks as 2G and 3G infrastructure has already been withdrawn by operators and will not support emergency calls long-term.

In retrofit scenarios, 4G Voice over Line Technology (VOLTE) GSM solutions are also simpler to deploy and easier to monitor remotely, particularly when supported by managed SIM services that alert operators to connectivity issues early. However, signal availability, roaming arrangements and long-term service management must be factored into planning decisions.

More than a milestone

Whichever approach is chosen, its delaying action that poses the biggest risk. And, as the deadline approaches, demand for upgrades is likely to surge, placing pressure on contractors, supply chains, maintenance teams and FMs. This means that estates that leave preparation too late may face outages, unplanned downtime, failed inspections, and reactive spending, rather than controlled investment delivered through a structured programme.

However, by auditing assets, understanding upgrade options and implementing a phased transition strategy, facilities leaders can protect both users and organisations from avoidable failures in the years ahead.

Because, ultimately, the PSTN switch-off is not simply a telecommunications milestone; it is a building safety issue.

The goal is not only to remain compliant, but to ensure that when someone presses an emergency button in a lift, help will be there when they need it.

www.pewelectrical.com

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
- Scrubber Dryers
- Sweepers
- Sweeper-Scrubbers
- Vacuum Cleaners
- 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
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



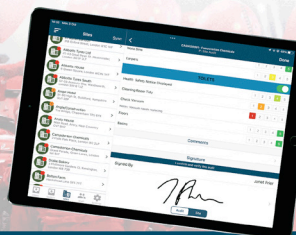
COMPUTER SOFTWARE

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



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/>



RELOCATION



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

