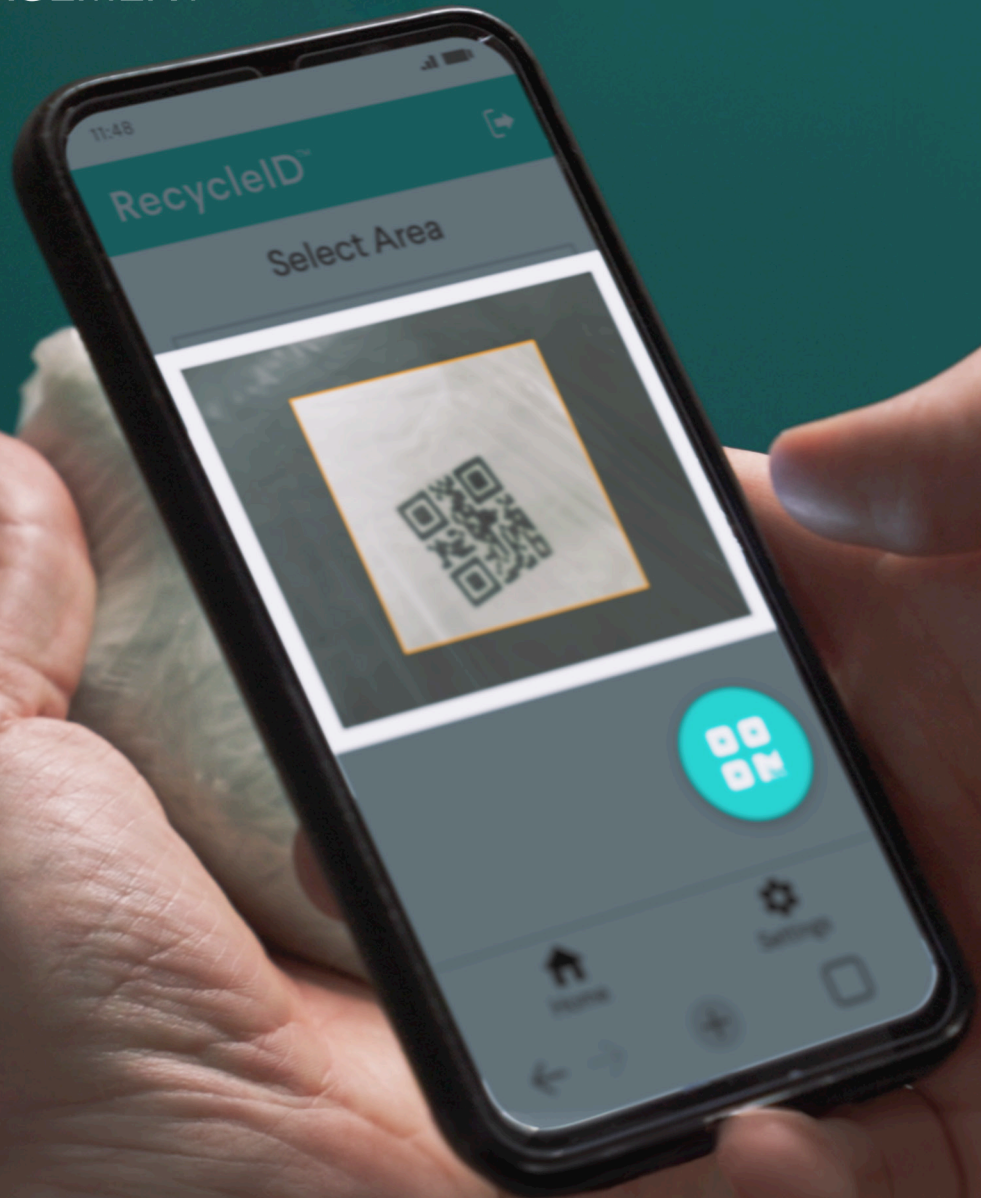


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FACILITIES MANAGEMENT

SEPTEMBER 2026



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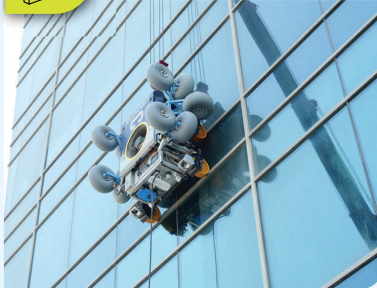
COMPOSITE PANELS



MARBLE SURFACES



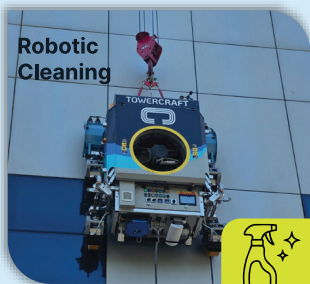
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EDITOR'S VOICE



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

Modern waste streams contain far more sensitive material than traditional paper records, from electronic devices and 3D-printed prototypes to confidential products and components, creating risks around data, intellectual property and brand value. Secure destruction therefore needs to be treated as a traceable process rather than simply a disposal task, with appropriate controls covering collection, handling, transport, destruction and proof of completion. That is the essential argument of UNTHA UK's article this month for our Recycling & Waste Management feature. The company takes a look at some of the things facilities managers can do to demonstrate that every item or consignment has been securely destroyed. It's well worth checking the feature out on **page 48**.

Elsewhere in the issue we turn to our ever-popular feature on Cleaning & Hygiene. Peartree's Managing Director Bradley Reames reflects on family ownership, long-serving employees and preparing the next generation for the future, as the company celebrates its 40th anniversary this year, whilst Tomorrow's FM caught up with the CHSA's Secretary, Lorraine Francis, who joined the Association in March 2020, to find out more about her role.

To round off our spotlight features this month we also take a look at the world of Construction & BIM and Education & Student Facilities, with article from Groundforce Shorco and Arc for the former and TORC and the British Institute of Cleaning Science (BICSc) for the latter.

Enjoy the issue.

Ryan Lloyd, Editor

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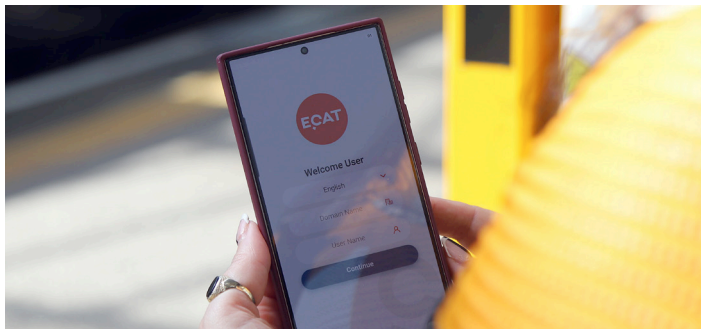
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INDEPENDENT INSPECTION DRIVES CONTINUAL IMPROVEMENT ACROSS CHSA ACCREDITATION SCHEMES

Publication of the audit results of the CHSA's Accreditation Schemes for Manufacturers and Distributors for the first half of 2026 show independent inspection is driving continual improvement. The results show purchasers of product from CHSA Accredited members trust the CHSA mark: 'Our Standards. Your Guarantee.'

For members of the CHSA this strengthens their reputation for providing quality, fit-for-purpose product and delivers real competitive advantage. Their customers gain confidence in their supplier and reduced risk in purchasing.

Nicky Biggart, Chair of the CHSA's Accreditation Schemes, said: "The credibility of our Accreditation Schemes is critically important to our members. It is the evidence they stand apart from the competition. It differentiates our manufacturing members from those who make spurious product claims or inadequate products and gives our distributor members the information they need to hold all their manufacturers to the standards we demand. This credibility is built on rigorous, independent inspection. Every product test, every label review and every piece of evidence we check strengthens the confidence buyers can have in CHSA accredited products."

The auditing process increased in complexity in 2026 as the rigour of the Accreditation Schemes tightened.

Auditing involves reviewing labelling to make sure 'what's on the box is what's in the box', assessing the members' quality systems, and ensuring product claims can be substantiated with appropriate evidence. For manufacturers, the Independent Inspector, David Luffman, is also checking members' Ethical Audit status.

During the first six months of 2026, the Independent Inspector completed 56% of the audits for the Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Sacks, Cotton Mops and Cleaning Chemicals. The auditing process for Accredited Distributors has also begun and will be a focus for the second half of the year.

Across the Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Sacks and Cotton Mops, 869 product labels have been examined, and 230 products independently tested against the relevant CHSA dimensional, weight and performance standards. The results have been positive with only a minor historical issue currently being addressed. Audits of the Scheme for Manufacturers of Cleaning Chemicals involve a greater number of products and product types and so are more complex. Again, results are positive with no warning notices issued.

Inspection itself has evolved in 2026. As well as verifying compliance, there is an increasing emphasis on supporting continuous improvement by helping members strengthen their processes. This approach delivers real value to members by improving efficiency, helping manage risk and reduce costs associated with non-compliance.

The Accreditation Schemes also continue to attract new members, reflecting the value of independent verification and the commercial advantage CHSA Accreditation provides.

Nicky Biggart, continued: "The Schemes continue to evolve to reflect the changing needs of our industry. As expectations around product quality, transparency and responsible manufacturing increase, our audits give members the evidence they need to secure competitive advantage."

Members of the Accreditation Schemes for Manufacturers of Soft Tissue and Plastic Sacks are audited twice a year. Members of the Accreditation Schemes for Manufacturers for Cleaning Chemicals and Cotton Mops are audited once a year. Regional Distributors are audited once a year. For National and Group Distributors, five members of the group or branches of the national business are audited each year.

Every CHSA member is required to sign the CHSA's rigorous Code of Practice. The combination of the Code of Practice and Accreditation Scheme membership means every member:

- Trades ethically and sustainably;
- Provides supporting information for claims made;
- Provides quality, fit for purpose products; and
- Makes sure what's on the box is what's in the box.

www.CHSA.co.uk



The Tork products you know and trust, now with lower carbon footprint



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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.



TORK INTRODUCES INCLUSIVE HYGIENE CATEGORY TO LOO OF THE YEAR AWARDS

Entrants to this year's Loo of the Year Award will have the chance to compete for a brand-new award from headline sponsor Tork, an Essity brand and a global leader in professional hygiene.

The Tork Inclusive Hygiene Award forms part of the Loo of the Year Awards for the first time in 2026. It recognises those providers of washrooms that are particularly comfortable and welcoming for people with a wide range of needs.

"Our research shows that 54% of people experience some form of difficulty when using a public washroom depending on their individual conditions and circumstances," said Essity's Amelia Baker, Brand Activation Manager.

"The design and environment of the toilets can create barriers that limit comfortable use for around half of all washroom users. Conditions such as anxiety, sensory sensitivities or paruresis – also known as shy bladder syndrome – are often not visible, and washroom design can influence how easy and comfortable the space is to use. When facilities do not meet user needs, businesses risk their reputation and may lose revenue and customer loyalty."

Everyone who enters this year's Loo of the Year Awards will be invited to tick a box on the application form confirming that they would also like to be considered for the Tork Inclusive Hygiene Award.

"Hygiene for all" is a core pillar of the Tork sustainability policy, says Amelia. "We want to celebrate those organisations that go beyond compliance to create washrooms that are comfortable, welcoming and considerate for the majority of users," she said. "This includes thoughtful design, availability of essential supplies, privacy, sensory-friendly features and support for cleaning teams. By recognising these efforts we aim to inspire best practice and raise the bar for washroom experiences everywhere."

Tork is leading a global initiative to make public spaces more welcoming,



comfortable and functional for all. The aim is to remove barriers to hygiene and ensure that publicly-used washrooms meet the needs of as many people as possible.

The Tork Inclusive Hygiene in Public Washrooms Initiative received an Amsterdam Innovation Award in the "Sustainability & Environment" category this spring. Further recognition has come from the European Cleaning & Hygiene Awards 2026, where both Tork and the Loo of the Year Awards have been named finalists in the Best Initiative Raising the Profile of the Cleaning Sector category. These nominations highlight the positive impact of collaborating to highlight the important role that hygiene and washroom facilities play in public wellbeing.

The Loo of the Year Awards is open to all away-from-home facilities in the UK, Republic of Ireland, Isle of Man and the Channel Islands. Customers, visitors, staff members, managers, owners and contractors are invited to nominate a facility for any one of the 63 individual awards categories. These include hospitality, retail, healthcare and transport which means the winning toilets could be situated anywhere from a shopping centre, hotel, restaurant or school to a doctor's surgery, airport or service station.

"We are delighted to be introducing the Tork Inclusive Hygiene Award as part of the 2026 Loo of the Year

Awards programme," said Loo of the Year's Managing Director Becky Wall. "Inclusive washroom provision is becoming increasingly important as organisations strive to create facilities that are welcoming, comfortable and accessible for all users, regardless of their individual needs or circumstances."

"At the Loo of the Year Awards our aim has always been to recognise excellence and encourage continual improvement in washroom standards. This new award category aligns perfectly with that objective by highlighting the importance of thoughtful design, user comfort and the removal of barriers that can prevent people from confidently using public facilities."

"We are proud to be working alongside Tork to raise awareness of inclusive hygiene and to celebrate those organisations that are leading the way in creating washrooms that genuinely meet the needs of a diverse range of users. We look forward to recognising and sharing examples of best practice from across the UK and Ireland."

The awards event will take place on January 13th 2027 at the National Motorcycle Museum in Solihull. Entries can be made via the Loo of the Year website at: www.loo.co.uk.

www.torkglobal.com

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...

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Full video here



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

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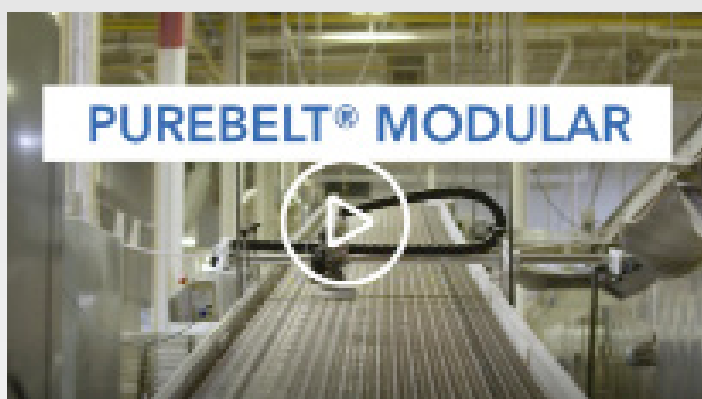
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Full video here



RECORRA LAUNCHES SMARTSYSTEMS TECHNOLOGY AHEAD OF REGULATORY CHANGES

Recorra, a commercial waste and recycling company, has launched SmartSystems, a suite of technology designed to give businesses greater visibility across their waste and recycling operations. The platform is now available to clients across London and the South East with additional products and capabilities set to be introduced as the SmartSystems suite evolves.

The launch comes as businesses prepare for major regulatory changes, including Simpler Recycling enhancements and the forthcoming Deposit Return Scheme (DRS), which are placing greater emphasis on material quality, recycling performance, and transparent reporting. Recorra has developed SmartSystems to help navigate these changes while achieving better environmental outcomes for their waste and recycling.

The SmartSystems suite includes SmartWeigh, SelfWeigh, SmartAudit, and SmartReturn. Together, these technologies help organisations measure waste more accurately, identify contamination, prepare for the DRS, and gain greater visibility into their operations through accessible reporting. It is designed to help businesses to recycle more,



recover high-quality materials, and divert valuable resources from disposal, keeping materials in circulation for longer.

Bill Swan, MD of Recorra, said: "SmartSystems represents a significant step forward in how businesses manage waste and recycling. Better data leads to better recycling outcomes, and by giving organisations greater visibility over their operations, SmartSystems helps them make smarter decisions and keep valuable materials in circulation."

SmartSystems brings together Recorra's expanding portfolio of waste and recycling technologies under one connected platform.

Centralised within the MyRecorra reporting portal, the platform provides real-time data and reporting across buildings, floors, departments, occupiers, and portfolios.

The launch forms part of Recorra's wider commitment to innovation and its ambition to champion the circular economy, with additional SmartSystems technologies planned for future release.

Businesses interested in implementing SmartSystems can contact Recorra to arrange a demonstration and discover how data-driven waste management can support their sustainability goals.

<https://smartsystems.recorra.co.uk>

BRAD AND MAX REAMES OF PEARTREE CLEANING SERVICES AWARDED CHARTERED STATUS

Peartree Cleaning Services, one of the UK's leading providers of professional cleaning and facilities solutions, is celebrating after Brad and Max Reames have been awarded Chartered Practitioner status through the Chartered Practitioners Register in Environmental Cleaning.

Brad and his son Max, were formally recognised at a ceremony in London on 14th July 2026, receiving

Chartered Practitioner status from the Worshipful Company of Environmental Cleaners.

The Chartered Practitioners Register was established under Royal Charter, approved by the Privy Council, and is administered by the Worshipful Company of Environmental Cleaners. Chartered status is a prestigious mark of professional excellence in the cleaning and facilities management industry, recognising individuals who demonstrate high levels of knowledge, experience and professionalism.

Being awarded a place on the register is not a qualification, but a

formal recognition of an individual's expertise and contribution to the cleaning and environmental services sector. Those accepted onto the register are able to use the post-nominals C Env Cln, reflecting their status as Chartered Practitioners in Environmental Cleaning.

The recognition comes as Peartree marks its 40th year in business and continues to build on its reputation as an independent, family-run cleaning business with long-standing client relationships across the UK.

www.peartreecleaning.co.uk

NEW CERTIFICATION SCHEME HELPS DEMONSTRATE COMPETENCE IN SMOKE CONTROL SYSTEM MAINTENANCE

Kiwa has launched a new third-party certification scheme for organisations delivering the service, maintenance, and repair of smoke control systems, providing independent verification of competence at a time of increased regulatory scrutiny across the built environment.

The IFC Certification unit of Kiwa has developed the new SMR 01 certification to assess the competence of businesses responsible for maintaining smoke control and smoke ventilation systems in all buildings, particularly high rise and higher risk. The scheme is designed to support clients, duty holders and Responsible Persons seeking assurance that maintenance work is being carried out to recognised industry standards.

Its launch follows significant changes to the building safety landscape, including the Building Safety Act and Fire Safety Act, which have strengthened responsibilities for the management of fire safety systems in higher-risk buildings. These reforms place greater emphasis on demonstrating competence and verifying that those carrying out safety-critical work are appropriately qualified. Third-party audits can support this.

SMR 01 provides ongoing independent assessments of certified organisations, combining a business management audit with site inspections of service engineers carrying out service, repair and maintenance work. The number of engineer assessments is proportionate to the size of the workforce, enabling ongoing verification of competence in live working environments.

The certification scheme has been developed in line with guidance from the Smoke Control Association and relevant British Standards. It covers four key categories of smoke control systems:



- Single-zone ventilation
- Multi-zone natural ventilation
- Multi-zone mechanical ventilation
- Pressure differential systems, including stairwell pressurisation systems

Olly Lucas, Scheme Manager for SMR 01 Certification at Kiwa, said: "The introduction of the IFC Certification SMR 01 scheme provides a structured, independently audited certification programme designed specifically for organisations responsible for maintaining smoke control and smoke ventilation systems.

"Following the Grenfell Tower tragedy, the industry has seen an increased focus on competence, accountability and third-party assurance. Alongside the Building Safety Act 2022 and Fire Safety Act 2021, there is now greater emphasis on ensuring that life safety systems

are maintained correctly throughout a building's lifecycle.

"SMR 01 allows organisations to demonstrate that both their management systems and on-site maintenance activities have been independently assessed against recognised industry standards. It also provides building owners and property managers with greater confidence that smoke control systems are being maintained by competent providers."

By providing independent verification of competence, Kiwa says the scheme will help support improved standards across the smoke control sector while offering reassurance to building owners, facilities managers, residents, and other stakeholders responsible for fire safety compliance.

www.kiwa.com/gb/en-gb/services/certification/smr-01-smoke-control-service-

SMARTER WORKPLACE CLEANING WITH GREYLAND MAXIMUM ECO SUPER CONCENTRATES

Today's workplaces demand more from their cleaning products. Facilities teams need to maintain high standards of cleanliness and hygiene while also managing budgets, reducing waste, and making more responsible choices for the environment.

That is where Maximum Eco Super Concentrate range by Greyland comes in.

Part of Greyland's wider Maximum Eco brand of sustainable hygiene products, the Super Concentrate range combines effective cleaning performance with a concentrated approach designed to help businesses make their cleaning operations more efficient.

The range consists of eight products which cover a wide range of areas and surfaces such as, floors, washrooms, kitchens, glass to odour control. There is a practical solution for the everyday cleaning requirements of modern workplaces.

One range for the whole workplace

For general cleaning, SC1 All Surfaces & Floor Cleaner offers a versatile solution for hard surfaces and floors, as well as carpets and soft furnishings. It is designed to rapidly lift grease, oils, stains, and body fats, making it ideal for offices, schools, commercial buildings, and other busy working environments.

In workplace kitchens, staff rooms and catering areas, SC2 Food Safe Cleaner & Sanitiser provides a dual-action solution that cuts through grease and dried-on food soiling. Independently tested and certified to EN1276 and EN14476 at a 2% dilution, it is suitable for environments where effective cleaning and hygiene are essential.

For tougher kitchen and catering applications, SC3 Food Safe Ultra Degreaser is formulated to tackle heavy grease, oil, and fatty deposits, providing facilities teams with a powerful solution for more demanding cleaning tasks.



Washrooms are another area where maintaining high standards is essential. SC4 Washroom Cleaner & Sanitiser rapidly removes watermarking, general soiling and body-fat residue and is effective in both hard and soft water areas.

For toilets and urinals, SC5 Toilet Cleaner provides a concentrated acidic solution for cleaning and descaling, while its thickening action when diluted helps the product cling to vertical surfaces for improved contact time.

In workplace kitchens and staff facilities, SC6 Washing Up Liquid provides an effective solution for pots, pans, crockery, glassware, utensils, and hard surfaces.

For those last finishing touches, SC7 Glass & Interior Cleaner delivers a clean, smear-free finish on glass and a wide range of interior surfaces, while SC8 Air Freshener & Odour Neutraliser helps eliminate unpleasant odours at source and leaves a fresh lemon fragrance.

Maximum Eco: concentrated cleaning with less packaging

The Super Concentrate concept is about more than simply putting a powerful product into a smaller container. By using concentrated formulations, businesses can dilute products as required, helping to reduce the volume of ready-to-use product being stored, transported, and disposed of.

The range can be dispensed into refillable trigger bottles or buckets using pelican pumps or wall-mounted dispensing systems. A 2 x 2L pack can produce up to 266 trigger bottles, or up to 100 one-litre bottles of toilet cleaner, depending on the product and dilution.

The approach is complemented by reusable 750ml trigger bottles made from 100% recycled HDPE, allowing selected Super Concentrate products to be refilled rather than requiring a new bottle for every application.

An efficient approach to workplace cleaning

For facilities managers, the benefits are clear: a comprehensive product range, concentrated formulations, refillable packaging, and solutions for virtually every area of the workplace.

Whether it is an office, school, healthcare environment, hospitality venue or commercial facility, Maximum Eco Super Concentrate range provides a practical way to bring effective cleaning and more responsible product use together.

With Greyland's Maximum Eco Super Concentrates, workplace cleaning can be simpler, more efficient, and better aligned with today's environmental priorities.

www.greyland.co.uk

METSÄ EXTENDS ENTRY SUBMISSION DEADLINE FOR METSA 2027 SUSTAINABILITY AWARDS

Metsä Tissue has announced that it has extended the entry deadline for the 2027 Sustainability Awards. All entries must now be submitted by 20th September 2026, to be considered for the 2027 Metsä Sustainability Awards.

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

About the 2027 Sustainability Awards

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



The 2027 Sustainability Awards

DEADLINE EXTENDED DUE TO DEMAND
Enter by 20th September

Wednesday 17th March 2027 | 6pm
National Maritime Museum, Greenwich, London



In association with



Hosted by



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

For further information on the 2027 Sustainability Awards, please use the details below.

Call Denise Nee: 0845 601 8266

Email: metsatissue.uk@metsagroup.com

www.2027sustainabilityawards.com

EQUANS ACQUIRES MWAY COMMUNICATIONS

Equans UK has announced the strategic acquisition of Mway Communications (Mway), a leading specialist in highways technology and communications infrastructure.

Mway serves National Highways and Tier 1 contractors throughout the UK's Strategic Road Network (SRN), delivering critical technology and engineering solutions that underpin National Highways three key imperatives - safety, customer & delivery. The company employs 100 people and generates an annual turnover of £26 million.

This acquisition enhances Equans' UK offering, advancing its growth strategy by expanding expertise in connected infrastructure, operational technology, and communications networks. Mway's comprehensive portfolio - including technology deployment, electrical engineering,



street lighting, traffic signals, inductive loop installation, and highways civil works - complements Equans' end-to-end capabilities across digital infrastructure, energy systems, engineering, and asset management.

Equans welcomes the Mway leadership team, led by Stephen Crawford, Managing Director, and Lee Day, Relationship Director as part of the acquisition.

James Graham, Divisional CEO, Equans UK & Ireland, commented: "Mway Communications has built an excellent reputation as a trusted delivery partner across the UK's Strategic Road Network. Their deep sector knowledge and proven

customer partnerships make them excellent in their operation. We are delighted to welcome Stephen, Lee and the wider Mway team to Equans."

Stephen Crawford, Managing Director, Mway Communications, added: "Our focus has always been on delivering high-quality, dependable solutions, while building long-term relationships with our customers. Joining Equans unlocks new scale, capabilities, and growth opportunities while preserving the expertise and values that define Mway. We are excited about the future and look forward to working with our new colleagues across the Equans group."

www.equans.com



SIMPLIFYING THE MOP: A SMALL CHANGE WITH WIDER FM BENEFITS

Facilities managers are under constant pressure to find efficiencies without compromising cleaning standards. Yet some of the easiest opportunities can be found in everyday equipment that rarely receives much attention.

The traditional mop is a good example

Across a multi-site estate, different cleaning contracts, suppliers and historic purchasing decisions can leave organisations with several mop handle systems in circulation. Each may require a different socket fitting and therefore a different mop head. What should be a simple consumable becomes another product variation for procurement teams to manage.

For FM providers operating across multiple client sites, the challenge can be greater still. Changing cleaning supplier or standardising a product range may mean replacing perfectly serviceable handles simply because a new mop head doesn't fit.

Designing out the compatibility problem

UK manufacturer Ramon Hygiene Products set out to address this with Trinity, a patented socket system designed to work across several of the most commonly used professional mop handles.

Developed over almost two years, Trinity is compatible with both Exel and SYR Interchange handles,

alongside standard wooden and most commercial threaded handles.

Bringing these fittings together within one socket gives FM teams greater freedom to standardise mop heads without having to standardise every handle across an estate.

The benefits extend beyond compatibility. Fewer variants can mean simpler procurement, less duplicated stock and fewer opportunities for the wrong product to arrive at the wrong site. Existing handles can remain in service rather than being discarded because of compatibility, while contractors taking on new sites have greater flexibility to work with equipment already in place.

Across a large estate, these relatively small efficiencies can quickly add up.

Standardisation without limiting choice

Trinity has been introduced across Ramon's traditional mop range, including Hygiene, PY, Twine and Super White options, with different weights and five colour coded socket options available.

This allows cleaning teams to select the mop appropriate for the task while retaining the same approach to handle compatibility.

Material efficiency was also considered during development, with Trinity using less plastic than the socket designs it replaces.

The development has received independent industry recognition,

with Trinity named joint winner of the Back of House Product Innovation Award at the 2026 Foodservice Packaging Association Awards.

75 years of UK manufacturing

Behind Trinity is a British manufacturer celebrating its 75th anniversary in 2026.

Founded in Leicester in 1951, Ramon Hygiene manufactures traditional textile cleaning cloths and socket mops at its Leicestershire facility, alongside supplying a comprehensive range of professional cleaning consumables through its distributor network.

Recent investment in two new mop production machines has increased annual UK socket mop production capacity to more than 15 million units.

For FM procurement teams, manufacturing capacity and supply resilience are increasingly important considerations alongside product performance and price.

Trinity demonstrates that innovation doesn't always mean completely reinventing a product. Sometimes it means looking at a familiar piece of equipment, identifying the unnecessary complexity surrounding it and finding a practical way to remove it.

For FM teams tasked with simplifying procurement, controlling costs and maintaining consistent cleaning standards across increasingly complex estates, even the humble mop can provide an opportunity to work smarter.

www.ramonhygiene.co.uk/trinity

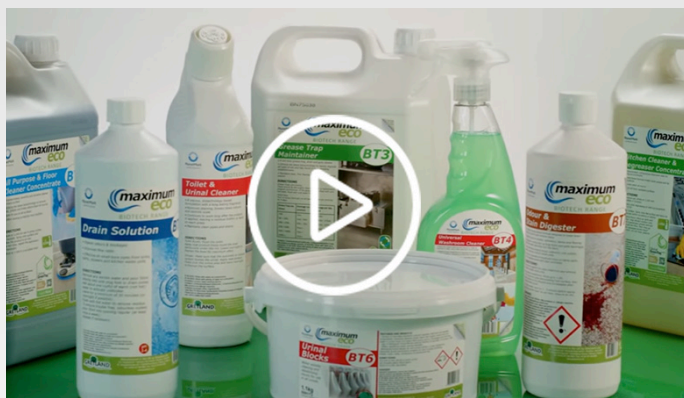
VIDEO SHOWCASE



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



Greyland showcases its expertise in biotechnology and super-concentrate formulations through a series of informative and engaging videos. These highlight the science behind advanced cleaning solutions, focusing on efficiency, sustainability, and high performance. By combining innovation with practical application, Greyland demonstrates how its products deliver powerful results while reducing environmental impact, offering viewers a clear insight into the future of professional cleaning technology.

www.greyland.co.uk

Full video here



Towercraft is a specialist provider of robotic façade cleaning and inspection services. Our robots clean glass, metal, composite and mixed façades. Each clean is accompanied by a detailed inspection report, giving property and facilities managers clear visibility of façade conditions over time.

By carrying out the physical cleaning operation, Towercraft helps reduce the risks associated with working at height while supporting a more consistent and predictable maintenance schedule throughout a building's lifecycle.

Find out more at towercraft.io.

Email: support@towercraft.io

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Website: towercraft.io

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



TRAINING EXPERTS LEARNMORE LAUNCHES AI AND DATA TRAINING FOR BUSINESSES TO UPSKILL TALENT

Training specialist Learnmore has unveiled new apprenticeship training programmes for AI and data science to meet the demand from employers looking to upskill staff.

With studies showing a skills shortage in these fast changing workplace areas, the Learnmore courses will help participants build practical skills while achieving recognised standards.

Recent research for the Department for Science, Innovation and Technology found AI skills shortages are widespread, with 97% of organisations reporting at least one gap.

A further 57% identified technical shortages in areas such as data science while 28% said these gaps were impacting their ability to achieve business goals.

Open to colleagues working in any business department Learnmore is now offering Level 3 AI Essentials and Level 4 Applying AI For Business, along with Level 3 Data Essentials and Level 4 Applying Data For Business.

The Level 3 courses will give participants the skills to be confident to use AI or data science in the workplace, while the Level 4 programmes will enable professionals to develop higher skills to apply their knowledge towards business goals.

Charlie Gray, Client Director, said Learnmore had rolled out the programmes to meet the urgent requirements for businesses adapting to the rapid pace of change.

He said: "As organisations aim to turn AI and data potential into results, our new Level 3 and Level 4 apprenticeships focus on the practical, everyday skills which businesses are crying out for.

"Learnmore has a strong reputation for working closely with each business, especially larger employers, to meet their needs so having listened to our customers and the issues in the market we are confident we can deliver these programmes to the high standards of client service for which we are known."

Faith Mills, Commercial Director, said: "Businesses do not just need highly technical AI and data experts,

it needs everyday 'champions' who can use their learning safely and efficiently to drive commercial value.

"Our Level 3 and 4 programmes put practical data and AI tools directly into the hands of employees from day one, ready to harness the opportunities ahead."

Based at The Lantern in central London Learnmore deliver high-quality apprenticeships and qualifications in leadership and management, facilities management, hospitality, women in leadership, and learning and development. Clients include Mitie, ISS and Impact Food Group.

Celebrating its 15th anniversary this year, Learnmore helps organisations of any size across London and the UK to deliver results through their people.

More than 2,700 learners have been trained, with feedback showing 100% feel more confident as a leader after completing a programme and 82% receiving a promotion or new responsibilities as a result.

<https://learnmoreuk.com/apprenticeship-programmes/#tab-ai>



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MEMBERSHIP MATTERS

Joining a trade association is not an obvious decision for every business. Membership requires both financial investment and a commitment of time, while the benefits can sometimes seem intangible or difficult to measure. Here, Nick Thompson, Chair of the Cleaning & Hygiene Suppliers Association (CHSA), explains why membership is so important and the value it can bring to businesses.



Industry community

At their simplest, trade associations bring their members together. This was the initial purpose of the CHSA, when it was founded as Jansa in the 1970s. Today, in a highly competitive and uncertain world, this is not enough. Members need to get clear and unequivocal value. Commercial reality means, for our members, their customers and end users, many of whom operate in the tough facilities management arena, need to benefit commercially from their suppliers' membership. They need to minimise their purchasing risk. They need confidence in their suppliers and to know they offer products of a proven quality, are consistent in their supply and have ethically and environmentally sustainable business practices. Representing manufacturers and distributors of cleaning and hygiene products we responded. The value of CHSA membership is tangible.

Supporting business growth

Fundamentally we must deliver real value by supporting the growth of our members. At the heart of this is our commitment to standards, embodied by our Accreditation Schemes. Guaranteed by Independent Inspection the Schemes are a verified mark of quality that reduces purchasing risk and increases customer confidence. The value of this to our members is clear – it boosts their reputation and offers competitive differentiation.

Shaping the industry future

Those who are actively involved in the CHSA can shape future industry standards. Our manufacturing and distributor members lead the evolution of their Accreditation Schemes as market and customer demands change with time. It means they make sure the Schemes are commercially valuable to customers and end users and reflect modern manufacturing and business practices.

Collaborating to lift industry standards

Bringing together our members, we use their collective power to add value. For our manufacturing members we highlight and tackle rogue business practices, including spurious product claims and inadequate products. This gives them competitive differentiation, reputational advantage and protection from unfair competition. For our distributor members, we offer opportunities to influence manufacturers and build strategic connections with associations representing their customer groups. To this end, new networking opportunities are to be delivered during autumn 2026 and spring 2027.



Run by our members for our members

The CHSA is run by our members for our members. This philosophy means we are well placed to work with the British Cleaning Council and other industry trade bodies to represent members' interests with Government, regulators and key stakeholders. The two-way communication adds value – we amplify members' voices and share important information on policy and legislative changes.

The assurance and credibility of product standards

Members get value from the active support we offer around quality assurance and inspection readiness. The annual accreditation process is rigorous and comprehensive. We expect a lot of our members. However, we want them to be prepared, so they can glide through the process and offer a range of additional services accordingly.

Supporting education

We also offer value by encouraging the next generation while giving our members the chance to say thank you to their employees. Our Bursary offers substantial financial support to young people, who are the children of our members employees, heading to universities. We know from the feedback we receive every year that this makes a big difference to the young people and is something many members do not have the resources to offer.

Ultimately, however, membership is not simply about what the trade association can provide to the individual business. It is also about participation: contributing to discussions, sharing knowledge, supporting common standards and helping shape the direction of the industry. In a market, that collective role is at the heart of why trade associations matter.

<https://chsa.co.uk>

NEW Biodegradable Exel® Mop Socket

Sustainable by design.

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

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



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RECYCLING THE RULEBOOK

From cutting contamination to increasing recycling rates at multi-tenanted sites, First Mile and JPC by Samsic are demonstrating what data-led waste management can achieve with RecycleID™.

Tackling waste challenges in multi-tenanted sites

JPC by Samsic, a specialist FM provider, and First Mile, a UK-based waste management company, have formed a results-driven partnership that's transforming waste management at large, multi-tenanted London sites. Faced with poor recycling rates, high contamination, and growing sustainability expectations, the two companies joined forces to deliver a smarter, more transparent approach. Their work at Here East and Chiswick Park has produced measurable results, thanks to a combination of cutting-edge technology, tenant engagement, and hands-on collaboration.

The power of RecycleID™ waste tracking

At the heart of the partnership is RecycleID, First Mile's unique waste tracking solution that allows JPC by Samsic's cleaning teams to scan and log every waste bag. This simple step gives facilities managers and tenants clear insight into what's being thrown away, when, and by whom. By using RecycleID, in daily operations, the team can identify problem areas quickly, track recycling rates and implement a 'pay-as-you-throw' chargeback to tenants, reduce contamination, and give real feedback that helps encourage better practices.

For FMs, RecycleID turns waste management from a hidden cost into a measurable performance indicator. By providing real-time data, the system makes it possible to:

- Pinpoint problem areas quickly - identifying tenants or zones where recycling rates are low or contamination is high.
- Reduce costs - by cutting contamination, avoiding unnecessary disposal charges, and linking waste output directly to tenants through 'pay-as-you-throw' chargebacks.
- Improve recycling performance - tracking trends over time allows managers to set targets, benchmark progress, and demonstrate results to stakeholders.
- Enhance tenant and customer engagement - by sharing data and tailored feedback, managers can influence behaviour change and encourage occupiers to take responsibility.
- Support compliance and ESG reporting - with accurate, auditable data that feeds directly into sustainability reports and regulatory requirements.

A clear example of this in action can be seen at Here East, where RecycleID revealed high levels of contamination from just a few tenant spaces. By identifying the source and working with those occupiers directly, JPC by Samsic and First Mile were able to reduce contamination across the site, cut disposal costs, and lift the overall recycling rate from 20% to 69% in just one year.

The data-driven chargeback system also meant that tenants generating higher waste volumes were held accountable, encouraging fairer distribution of costs and incentivising better recycling behaviours.

By embedding RecycleID into daily operations, waste management shifts from a reactive process to a proactive, insight-led strategy, helping facilities managers deliver higher recycling rates, lower costs, and a demonstrably better service for their customers.

Implementing smarter waste management solutions

It wasn't just a case of First Mile installing new bins or offering more collections. JPC by Samsic and First Mile worked together from day one to design site-specific waste strategies that reflected the needs of each tenant community. At both Here East and Chiswick Park, over 10 new recycling streams were introduced, including dedicated bins for coffee cups, paper towels, and wood. A closed-loop coffee cup recycling scheme at Chiswick Park even saw used cups turned into branded notebooks, which were returned to tenants as a clear symbol of circularity in action.

Delivering measurable results

Real-time contamination monitoring has helped reduce recycling contamination levels by 15%, cutting disposal costs and improving recycling quality. Recycling rates at Here East jumped from 20% with a previous waster provider to 69% in just one year, which translates to a 245% increase. Chiswick Park saw a 10% improvement over the same period. Together, the two sites avoided more than 500 tonnes of carbon emissions through increased recycling and more efficient waste handling.

Sam Fletcher, Key Account Director at JPC by Samsic, reflected on the partnership's impact, saying: "We've worked with First Mile for over two years at Chiswick Park, running joint initiatives from estate-wide coffee cup recycling to clothing swap shops. The success of that relationship led us to expand the partnership to Here East in 2024. Both sites now work closely with First Mile to raise recycling rates, train staff and tenants, and stay ahead of legislation. Our partnership is collaborative



first mile

on many levels, with innovation at its core, ensuring we deliver best practice and sustainability as standard.”

Building a culture of accountability

Tenants were brought into the process through Sustainability Clubs and a Waste Champions programme. These initiatives gave occupiers a direct role in improving recycling on-site. They received regular performance updates, attended events, and could clearly see the impact of their efforts. At Here East, local students also got involved, helping spread awareness and build momentum across the wider community.

This joined-up approach created a culture of ownership and accountability. Everyone involved, from cleaning staff to coffee shop managers, could see the value of the changes being made. The data from RecycleID, made

performance visible, and the combined support of JPC and First Mile ensured that problems could be addressed quickly, with clear evidence and shared goals.

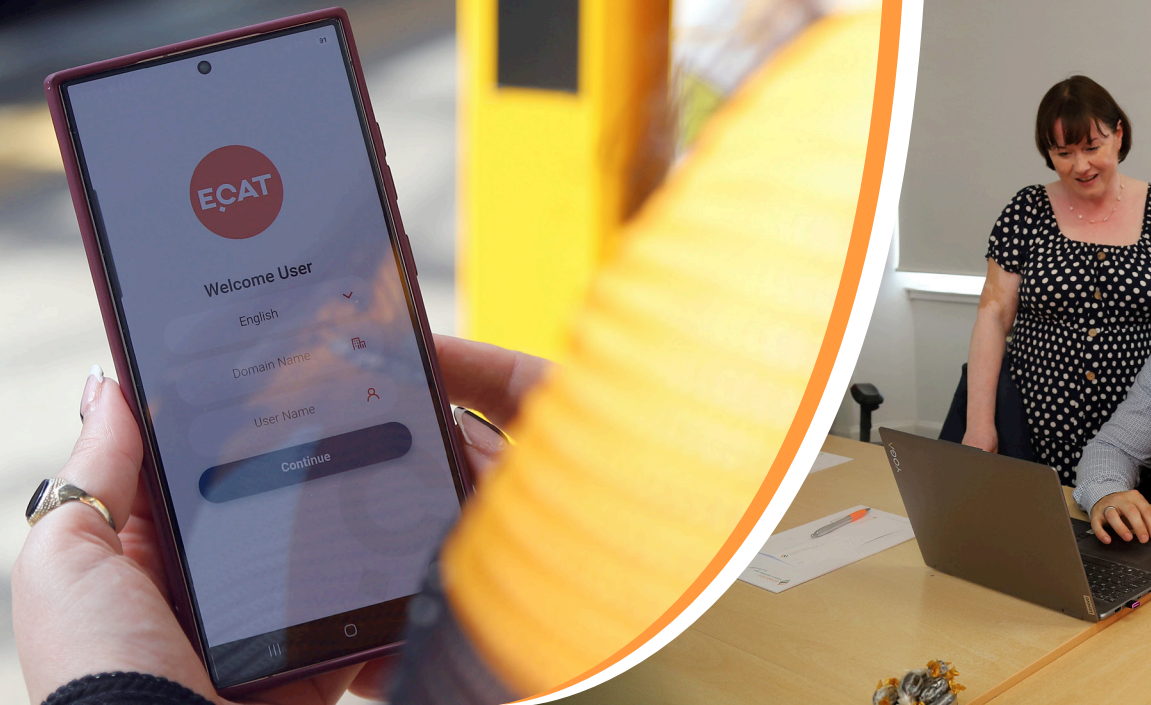
Looking ahead

JPC by Samsic and First Mile plan to roll out this model to more client sites, introduce additional AI-led analytics, and expand closed-loop initiatives. Their partnership has proven that with the right technology and collaborative mindset, waste can become a source of value rather than frustration. It is setting a new standard for waste management in multi-tenanted environments.

Call: 0333 300 3448

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MAKING COMPLIANCE WORK HARDER

The withdrawal of ServiceTrac has left many FM organisations considering their next move. A carefully managed migration can protect business continuity while creating opportunities to improve compliance processes and operational performance, says ECAT CEO Francis Lyons.



For many facilities management organisations, the announcement that ServiceTrac's compliance platform is being withdrawn has brought an important decision into sharp focus. How do you replace a business-critical system without disrupting service delivery, creating additional work for your teams or compromising the standards your customers expect?

It's a challenge many organisations won't have expected to face, but it's also an opportunity to take a fresh look at the role compliance technology plays in the wider operation.

The best compliance platforms don't simply record completed audits; they help organisations demonstrate performance, improve consistency, support operational decision making and provide customers with confidence that standards are being maintained every day.

Whether you're replacing ServiceTrac or simply reviewing whether your current platform is still meeting the needs of your business, it's worth thinking beyond a like-for-like replacement.

Keep your operation moving

One of the biggest concerns organisations have when replacing compliance software is disruption. Will teams need to learn entirely new ways of working? Will reporting change? Will existing audit programmes need to be rewritten? Can the transition happen without affecting customers or day-to-day operations? They're all sensible questions.

At ECAT, we believe the first priority should always be maintaining business continuity. That's why every implementation begins by understanding how your organisation currently works. Rather than expecting businesses to change established operational

processes overnight, we configure ECAT around existing requirements wherever possible.

Whether your teams manage a single contract or hundreds of sites across the UK, the objective is the same: keep the operation moving while making the transition as straightforward as possible.

More than a like-for-like replacement

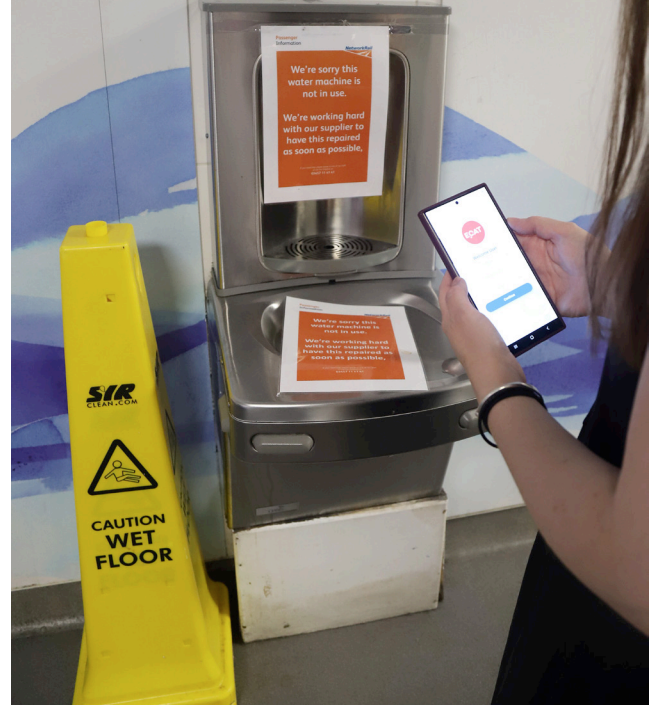
For some organisations, replacing ServiceTrac is simply about ensuring audits continue without interruption. For others, it's an opportunity to improve reporting, increase visibility across contracts and give managers better operational insight. ECAT supports both approaches.

Existing audit processes can be replicated where appropriate, while new functionality can be introduced gradually as users become familiar with the platform. That means organisations don't have to choose between continuity and improvement. They can achieve both at a pace that works for their business.

ECAT CEO Francis Lyons said: "When organisations replace compliance software, it's natural to focus on preserving what already works. In our experience, the most successful projects do exactly that while also creating opportunities to improve over time. The technology should fit around the business, not the other way round. When you understand how people work day-to-day, you can introduce meaningful improvements without creating unnecessary disruption."

Better visibility across your operation

Facilities management has become increasingly data-driven. Customers expect greater transparency, contract



managers need quicker access to information and operational decisions rely on accurate, timely reporting. The most effective compliance platforms bring that information together in a way that's easy to understand and simple to act upon.

ECAT provides configurable dashboards and reporting that help managers monitor compliance across contracts, sites and regions. Automated reporting reduces administration while integration with wider business systems allows data to become part of broader operational reporting.

Rather than simply recording completed audits, the information gathered every day becomes a valuable management tool that supports continuous improvement and stronger customer relationships.

Built for operational teams

Technology should make work easier, not more complicated. Frontline teams need mobile auditing, offline capability, photo evidence and the ability to capture corrective actions while they're on site. Managers, meanwhile, need timely information that helps them identify trends, monitor performance and focus on improving service quality rather than chasing paperwork.

ECAT has been designed around the realities of operational environments, whether that's a university campus, healthcare setting, office portfolio or complex multi-site FM contract.

Because every organisation works differently, there is no one-size-fits-all implementation. We work alongside customers to configure templates, reporting and workflows around their operational requirements, ensuring the platform supports the business rather than dictating how it should operate.

Reduce risk with a proof of concept

Replacing business-critical software is a significant decision and organisations quite rightly want confidence before committing. That's why we offer a structured proof of concept.

Rather than relying solely on a software demonstration, organisations can experience ECAT using their own audit processes, reporting requirements and operational workflows. It provides an opportunity to see how the platform performs in a real operational environment before wider implementation begins. That collaborative approach helps reduce implementation risk while giving both managers and frontline users confidence that they're making the right decision.

Looking beyond today's requirements

Although many organisations are currently exploring alternatives following ServiceTrac's announcement, the principles of choosing the right compliance platform remain the same.

The right solution shouldn't simply replace existing functionality. It should provide the flexibility to adapt as contracts evolve, customer expectations change and reporting requirements become more sophisticated. That's the approach we've taken with ECAT.

Trusted by organisations across facilities management, healthcare, manufacturing, logistics and other highly regulated sectors, ECAT helps organisations maintain operational continuity today while giving them the tools to improve tomorrow.

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

If you're beginning your migration journey or simply want to explore whether your current compliance platform is delivering everything it could, we'd be delighted to arrange a demonstration, discuss your requirements or talk through a proof of concept. Replacing your compliance platform doesn't have to be disruptive. With the right partner, it can become an opportunity to strengthen your operation for years to come.

<https://ecat-group.com>

THE NEXT 40 YEARS: KEEPING A FAMILY BUSINESS FIT FOR THE FUTURE

As Peartree Cleaning Services celebrates its 40th anniversary, Managing Director Bradley Reames reflects on family ownership, long-serving employees and preparing the next generation for the future.

Forty years ago, I was cleaning carpets alongside my dad. There was no grand plan to build a national cleaning business and certainly no expectation that four decades later Peartree would employ more than 1,500 people and operate across the UK. Reaching a milestone like 40 years is important but the real challenge for any long-established family business is making sure it remains successful for the next generation.

Like many family businesses, we started relatively simply. We worked hard, looked after our customers and took opportunities as they came. Today Peartree is a very different organisation but one thing has remained constant: we are still independent and family-owned. As we celebrate our 40th anniversary, I find myself thinking as much about the future as the past. For Peartree, succession is becoming an increasingly important part of that conversation.

Two of my sons, Max and Bradley, now work within the business. Max is Business Development Manager and Bradley is Commercial Manager, giving them experience across two areas that will be important to Peartree's continued growth. If they are to take on greater responsibility in the future, it is important that they develop their own understanding of the business, build

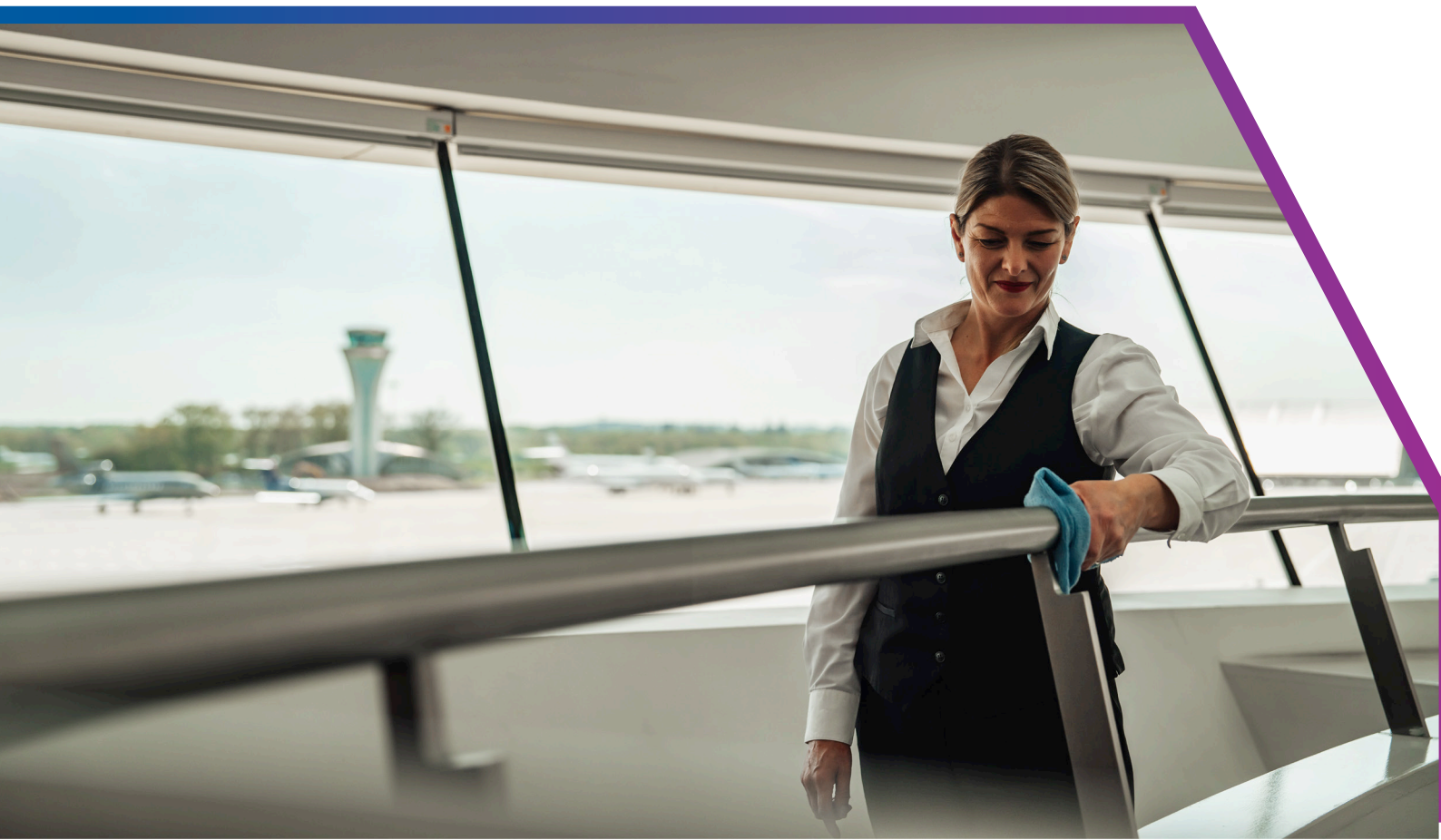
relationships with colleagues and clients and establish credibility in their own right.

There can sometimes be an assumption that succession within a family business simply means passing responsibility from one generation to another but I don't believe it is that straightforward. A family name alone does not prepare somebody to help lead a business employing more than 1,500 people.

The next generation needs experience and a strong understanding of the commercial realities of the industry. Just as importantly, they need the confidence to challenge the way things have always been done.

Keeping the values, changing the business

One of the dangers for any company that has been successful for 40 years is assuming that what worked in the past will continue to work in the future. The cleaning industry has changed enormously. Technology has transformed how contracts are monitored and managed, sustainability has become a fundamental part of client requirements and expectations around data, compliance, training and employee wellbeing continue to increase. Peartree has had to evolve with those changes and I



expect Max, Bradley and the wider leadership team to continue that evolution.

Succession should not be about creating a replica of the previous generation; it should be about protecting the values that have made the business successful while allowing future leaders to take it in new directions. For us, those values include staying close to our customers, looking after our people and making decisions based on the long-term interests of the business. Family ownership gives us the freedom to do that.

However, being family-owned does not mean that Peartree's success is only about the Reames family. Some of the people who best understand our culture and our customers have spent a significant part of their working lives with Peartree.

Svetlana Mickevica is a perfect example

Svetlana joined us in September 2005, shortly after arriving in the UK from Latvia. Her English was limited at the time and she initially relied on friends to help translate instructions from supervisors. Twenty-one years later, she is still with Peartree and describes "the people" as the reason she has stayed.

Over those two decades she has seen technology, equipment, uniforms and training change significantly. Training can now be accessed digitally and in different languages, something Svetlana particularly values. Yet when she talks about why she has remained with Peartree, she focuses less on systems and more on the support she has received from managers and colleagues. As she puts it: "Peartree has always felt like another family."

There is something particularly appropriate about that sentiment because Svetlana's own daughters have also worked for the business over the years, with one continuing to provide holiday and sickness cover.

Her story is a reminder that culture is not something that can simply be written into a set of company values, it is created over many years through how people are treated and supported.

That is something the next generation must protect.

The next chapter

Succession in a family company should never be a single event. It happens gradually as people gain experience, take on greater responsibility, make decisions and learn from them.

For me, preparing Peartree for its next chapter is therefore about more than deciding who will eventually sit in which role, it is about making sure the company has strong leadership, strong values and people throughout the organisation who understand what has made it successful. There is something particularly satisfying about seeing another generation choosing to build its career within Peartree.

When I was cleaning carpets with my dad 40 years ago, I could never have predicted where the business would go. I cannot predict exactly what Peartree will look like in another



40 years but I know it will still be family-owned, independent and run by people who understand that a family name may open the door, but credibility must be earned.

That was true for me. It will be true for Max and Bradley too.

www.peartreecleaning.co.uk

LESSONS IN CLEANLINESS

Matthew Ferrin, Digital Project Manager at BICSc, explains how training, supervision and professional standards can help facilities managers deliver consistent cleaning across education estates.

In an education facility, cleaning is far more than an operational task carried out behind the scenes. It is a core part of creating a safe, welcoming and effective environment for pupils, students, staff, visitors and the wider community. From schools and colleges to universities and training centres, every education setting depends on clean, hygienic and well-maintained spaces to support learning, protect wellbeing and maintain confidence in the organisation.

Education buildings are high-footfall environments. Classrooms, corridors, washrooms, dining areas, sports facilities, libraries, offices and shared study spaces are used throughout the day by large numbers of people. High-touch points such as door handles, desks, handrails, taps, switches and shared equipment can quickly become a source of risk without effective cleaning standards, contributing to illness, poor presentation and a weaker experience for building users.

Why cleaning quality matters

High-quality cleaning plays a direct role in infection prevention and control. In education settings, germs can spread quickly because people learn, work, eat and socialise in close proximity. Effective cleaning and disinfection helps reduce transmission, particularly in shared spaces and areas where food preparation or personal hygiene takes place. Government health protection guidance highlights that keeping settings, equipment and surfaces clean is critical to managing infection risks.

Cleaner environments can also help reduce avoidable disruption. Illness-related absence affects learners, staff and operational continuity. When cleaning standards are inconsistent, education facilities may experience more complaints, more reactive cleaning requests, and greater pressure during periods of seasonal illness. In contrast, a proactive and professional cleaning programme can support attendance, safeguard wellbeing and help facilities managers demonstrate that appropriate standards are being maintained.

The importance of cleaning is not limited to health and hygiene. The condition of an education facility strongly influences first impressions. Clean reception areas, classrooms, washrooms and communal spaces communicate professionalism, care and pride. They reassure parents, students, staff, inspectors and external partners that the facility is being managed properly. Poor cleaning can quickly damage trust and confidence, even where teaching, resources and leadership are strong.

The facilities manager's challenge

For facilities managers, achieving consistent and high-quality cleaning across an education estate can be complex. Different areas have different levels of risk, use and expectation. A science laboratory does not have the same cleaning profile as a sports changing room. A

nursery classroom has different needs from an exam hall, a canteen or a university lecture theatre. Cleaning schedules must be practical, responsive and aligned with the way each space is used.

Facilities managers must also balance quality, compliance, budget, staffing and service expectations. They may be managing in-house teams, outsourced contractors or a combination of both. They need confidence that cleaning operatives understand safe working practices, correct chemical use, colour-coding, cross-contamination control, equipment care, and the standards expected in each area. Without a clear training framework, standards can vary between individuals, shifts, buildings and contractors.

Consistency is often the biggest challenge. A facility may look excellent after a deep clean or inspection visit, but the true measure of quality is whether standards can be sustained every day. This requires more than a checklist. It requires competent people, effective supervision, suitable training, clear methods, regular monitoring and a shared understanding of what good looks like.

How BICSc can support facilities managers

BICSc can support facilities managers by providing recognised training, practical guidance and professional standards that help cleaning teams work safely, consistently and effectively. As a leading training provider for the cleaning industry, BICSc training is designed to support best practice and raise standards across the sector. For education facilities, this gives facilities managers a structured route to developing cleaning competence across their teams.

The BICSc Licence to Practice is an essential starting point for anyone carrying out cleaning tasks. It helps candidates understand the practicalities of safe working before progressing to further skills training. It covers important areas such as health and safety, COSHH, dynamic risk assessment, electrical safety, safe use and care of equipment, correct dilution and cleaning store housekeeping. For facilities managers, this creates a foundation of knowledge that can be applied across different roles, locations and cleaning tasks.

BICSc also supports those responsible for managing and supervising cleaning teams. The BICSc Cleaning Supervisor's Certificate provides robust knowledge for current or aspiring supervisors. It includes topics such as the role of a supervisor, health and safety, practical skills, cleaning science, cross-contamination control, training, cleaning standards and inspections, operative deployment and customer service. This is particularly valuable in education facilities, where supervision is vital to maintaining standards across busy and varied spaces.

Training also helps facilities managers move from reactive cleaning to planned quality management. When operatives understand why tasks matter, not just how to complete them,



they are better equipped to make informed decisions on site. They can recognise risks, follow correct procedures, prevent cross-contamination and use equipment and products safely. This improves confidence, reduces variation and helps create a professional culture where cleaning is understood as a skilled and essential service.

For contractors and in-house teams alike, BICSc standards can provide a common language. This helps facilities managers set specifications, review service quality, onboard team members and discuss improvements with suppliers. A recognised training framework makes expectations clearer and more measurable, while supporting consistent induction, better communication and stronger evidence that cleaning standards are being taken seriously.

Delivering consistent results

Consistent cleaning quality depends on a combination of training, supervision and continuous improvement. Facilities managers should have clear cleaning schedules, documented procedures, risk-based priorities and inspection routines. However, these tools are only effective when the people delivering the service have the right

knowledge and confidence. BICSc training helps bridge that gap by giving cleaning professionals practical skills that can be applied directly within education environments.

Education facilities need cleaning teams who can adapt to changing demands. A rainy day can increase floor-care pressures. A sickness outbreak may require enhanced cleaning. A school event, open evening or inspection may place extra demands on presentation standards. With the right training and supervision, cleaning teams are better prepared to respond professionally, protect standards and support the wider objectives of the facility.

Ultimately, high-quality cleaning helps education facilities operate with confidence. It supports health and safety, reduces avoidable disruption, improves the experience of learners and staff, protects reputation and reinforces the professionalism of the organisation. For facilities managers, working with BICSc provides a practical way to raise standards, develop teams and build a cleaning operation that is consistent, compliant and fit for the demands of modern education.

<https://bics.org.uk>

MEET THE CHSA SECRETARY

Lorraine Francis joined the CHSA in March 2020 as Secretary of the Association. The first point of contact for members and prospective members, Lorraine is also at the heart of the CHSA's back office. We asked what keeps her busy, at work and play.



Q: Briefly describe your role and what a typical week looks like?

Lorraine Francis (LC): Typical is probably the one word I'd say doesn't apply!

I'm often triaging queries, identifying what's urgent, what's important, and who's best placed to respond. Sometimes that's about connecting people. Sometimes it's gently steering away enquiries that are not CHSA-related.

I keep a close eye on everything that's going on behind the scenes – making sure progress is made, deadlines met, and nothing falls through the cracks. I'm also a bit of an 'eyes and ears' for the Chair, flagging anything important they might not yet be aware of – a slightly Yes Minister-style role at times!

Q: What attracted you to the CHSA?

LC: I've spent my career working with membership and not-for-profit organisations, so it was a natural fit. The CHSA is doing genuinely important work that makes a difference, and it was an opportunity to use that experience in a meaningful way.

Q: What do you love most about your role?

LC: It's incredibly satisfying when all the moving parts come together – when information is gathered, responses agreed, and a project can move forward. A lot of the work involves coordinating with Council or working group members who are juggling busy day jobs. Knowing when to gently nudge is key.

Q: Why are the Accreditation Schemes so important?

LC: They involve physical audit visits – and that really matters. Many accreditations rely on paperwork, but the Inspector goes into members and checks their products and processes. It's about 'holding feet to the flames' and making sure standards are genuinely met.

Q: What might members not realise about the work behind the Schemes?

LC: Quite how much goes on behind the scenes.

The Schemes are under constant review to make sure they stay relevant and fit for purpose. Updating standards and

technical regulations is an ongoing, detailed process... it can feel a bit like painting the Forth Bridge!

We've also been developing clearer resources for members to make navigating the complexity of the Schemes as straightforward as possible.

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

LC: The people. There are so many friendly, committed individuals – often running businesses or holding senior roles – who give their time and energy to the Association. It's a real pleasure to support them, and even nicer when you get to 'put a face to an email' at events like the Ball.

Q: If you had to describe the CHSA in three words?

LC: Necessary. Worthwhile. Rewarding.

Q: What do you enjoy doing outside of work?

LC: Going to auctions... which can be dangerous! I often come away with things I hadn't planned to buy and then have absolutely no space for them. They sometimes end up going straight back into another auction.

One memorable purchase was an enormous wooden donkey – big enough to rival the Trojan Horse. Not my wisest investment, but one of the funniest!

Q: If you weren't doing this role, what might you be doing?

LC: Spending far too much time at auction houses.

Q: What might surprise people about you?

LC: I've done welding and blacksmithing courses – and made some pretty good pieces. I just haven't quite found the time to take it further... yet.

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

LC: A lot of your fellow members – many in senior roles – give a significant amount of their time voluntarily to support the Association. They care deeply about the CHSA, its members, and the wider industry, and are committed to ensuring it continues to grow and raise standards.

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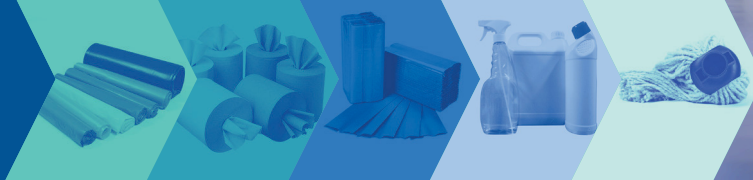
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TOOLS FOR A SMARTER CLEAN

Cleaning is a tough task, but the process can become vastly more efficient with the aid of technology, training and logical methodology. Stuart Hands from Tork manufacturer Essity looks at ways of improving the efficiency of cleaning in buildings and facilities.

Speed and efficiency are of the essence when cleaning any large facility.

Operatives will only have a limited time in which to address every part of the building to ensure it is ready for the workers, customers or guests who will be using it.

They will need to clean all areas in the right order for maximum efficiency. Shelves need to be dusted before the floors are cleaned, for example, otherwise there is a risk that the newly cleaned floor would be soiled with shelf dust.

A clear plan of action will help to ensure that no areas are missed. Cleaners also need to have the right tools for the job to maximise efficiency as well as an easy method of transporting all cleaning tools and supplies to their point of use.

Trolleys should be lightweight and manoeuvrable and all mops need to be easy to use and ideally eliminate the need for the cleaner to bend or stretch.

Cleaning efficiency can also be improved if 'cleanability' is factored into a facility's design. Small tiles in a washroom can be a nightmare to clean since dirt will settle in the numerous grout lines, for example. Smooth, continuous surfaces and dispensers with curved lines will be much easier to clean than tiled walls and boxy units with sharp corners.

All washroom dispensers should be easy to open and refill. They should also be designed to minimise mess and to reduce consumption, since this will lighten the maintenance burden.

Bulk fill soaps need to be manually refilled – a task that can be both messy and time-consuming for the cleaner. Any spills will have to be removed from sinks and this will further add to the operative's workload.

A sealed soap cartridge that quickly slots into place inside the dispenser will remove the need for manual refilling and speed up the whole process. For example, refill cartridges for Tork Foam Soap can be inserted into the dispenser within seconds.

C-fold dispensers are a low-cost option for public washrooms, but these offer a relatively low hand towel capacity. This makes it tempting for the cleaner to jam as many towels as possible inside the unit to avoid frequent refill visits – and it can then be hard for the user to pull out a single towel from an over-stuffed dispenser.

As a result, towels will be taken out in clumps where many will be wasted and the supply will quickly be used up. Towels will also potentially be left on the units or dropped on to the floor where they will create a soggy mess – generating more work for the cleaner.

A system such as the Tork PeakServe Continuous Hand Towel Dispenser is a good alternative because the towels are always withdrawn singly, reducing over-consumption and avoiding the issue of soggy towels on the units or floor. Refilling can take place at the cleaner's own convenience simply by inserting a new bundle into the unit at any time, lightening their load and further improving efficiency.

Many high-traffic washrooms are equipped with jumbo toilet rolls which offer a long-lasting supply and help to



prevent run-outs. But it can be difficult for the cleaner to predict when the supply will run out which means they will need to make multiple washroom checks and may also be tempted to replace a roll before it has been fully used up.

The Tork SmartOne Twin Mini Toilet Roll System allows the cleaner to insert a new roll at any time at their own convenience to ensure a continuous supply.

The process of refilling will also be sped up if the dispensers are quick and easy to open, either with a universal key or via a push-button. All Tork Elevation dispensers offer these options.

In order to keep the dispensers constantly replenished, the cleaner will be expected to manually transport boxes of soap and paper to the facility. Carrying large, unwieldy boxes of toilet tissue and hand towels can be exhausting and lead to excessive strain on the back.

All washroom products should therefore be housed in easy-to-transport packaging. For example, Tork Easy Handling packaging has comfortable handles allowing staff to carry two packs at a time, one in each hand. The containers are easy to open without the use of scissors or knives and have features adapted to different finger sizes.

Among the most tedious washroom tasks that a cleaner has to undertake are the repetitive checks that need to be made on the soap and paper supplies. Many of these checks will be unnecessary, but supplies cannot be allowed to run out since this could compromise hygiene.

Tork Vision Cleaning allows cleaners to check remotely when a washroom dispenser is running low on soap, toilet paper or hand towels. This allows them to stay ahead of the game and removes the need for multiple unnecessary physical checks. Tork Vision Cleaning also incorporates people-counters which enables cleaners to check remotely whenever a washroom is experiencing particularly high usage and might need an extra service check.

Cleaning efficiency is particularly crucial in environments such as healthcare where any lapses in protocol could lead to life-threatening outbreaks. Our own training module for healthcare cleaners provides insights as to how the process may be carried out in the most logical and effective way.

Tork Interactive Clean Hospital Training covers each step from picking up debris, emptying the bins and wiping down refuse containers. The course incorporates tips and tricks for safe healthcare cleaning and is available in more than 15 languages.

Of course, cleaning efficiency depends greatly on the effectiveness of the people who are actually carrying out the task. An efficient cleaner needs to be motivated, in good health and fully conversant with the challenges of their role.

However, a recent Tork Insight Survey revealed that nearly 90% of cleaning operatives experienced some form of physical challenge as a result of their work such as back pain, joint pain, muscle fatigue, skin irritation, repetitive strain injuries or respiratory issues.

Meanwhile, four out of every five cleaners said they experienced mental challenges as a result of their job such as stress, anxiety, emotional exhaustion or a low mood. Around a quarter of respondents also claimed their mental or physical challenges inevitably resulted in a lower quality of work.

Employers therefore need to provide cleaners with a good working environment that incorporates training, ergonomic systems, good tools and easy-to-transport consumables. This will help to lighten their load and enhance their job satisfaction – which in turn will enable them to work more efficiently.

www.torkglobal.com



MATCHING THE MACHINE TO THE ENVIRONMENT

Emily Coleman, Product Manager at Kärcher UK, explores the importance of matching floorcare equipment to the demands of different environments, from busy educational settings to larger waste and recycling facilities.

Educational estates contain a huge variety of environments. From classrooms, corridors and communal spaces to bathrooms, canteens and storage areas, many of these areas are high traffic or heavily furnished, making them challenging to clean effectively.

When it comes to floorcare, there is no single machine suited to all areas. Education facilities teams therefore need to consider the size, layout, footfall, and the cleaning demands of each space, before choosing equipment that can deliver effective and efficient results.

For schools, colleges and universities, this can be particularly challenging. Cleaning often needs to take place around busy timetables, while maintaining hygienic and presentable environments for students and staff. Traditional mopping continues to have its place, but across larger or frequently cleaned areas it can be time-consuming, while repetitive movements may place additional strain on operators. At the same time, conventional scrubber dryers can be too large for classrooms, furniture-filled spaces or narrow corridors.

This is where compact, highly manoeuvrable and effective floorcare equipment can help bridge the gap between manual and machine cleaning, especially in educational spaces. Kärcher's K-Mop 46 has been developed specifically to combine mop-like agility with the performance of a professional scrubber dryer. With a 46cm cleaning width and lightweight, balanced design, it can move easily around desks, furniture and other obstacles, making it well suited to educational environments.

For operators, the upright, ergonomic format supports a more natural working posture, while the height-adjustable handle allows users to adapt the machine to their own height. For busy facilities teams, usability is equally

important. Intuitive controls, a clear runtime display and colour-coded LED indicators provide clear information on water levels, battery status and eco mode, helping operators work confidently and efficiently. Furthermore, its 36V battery operation provides additional flexibility, allowing users to move between classrooms, corridors and communal areas without relying on nearby power sockets or trailing cables.

Together, these features make the K-Mop a practical option, well suited to compact, frequently occupied areas.

Beyond classrooms and other interior spaces, educational facilities also include operational areas such as service zones, waste storage areas and recycling points. These can present different cleaning demands, with larger floor areas, loose debris and heavier soiling requiring more robust cleaning solutions.

In these environments, larger cleaning solutions help teams cover more ground while maintaining consistent cleaning standards. Kärcher's wider professional range includes ride-on machines such as the B 110 R scrubber dryer, which is suited to deep maintenance cleaning across larger floors, with an area performance of up to 4,500m² per hour. Where loose dirt and debris are the main challenge, Kärcher's KM range of professional sweepers and vacuum sweepers can support efficient cleaning too.

Ultimately, effective floorcare is about matching the machine to the task rather than adopting a one-size-fits-all approach. By combining agile solutions such as the K-Mop 46 with larger professional floorcare machinery, educational facilities teams can build a more comprehensive cleaning strategy that answers the different demands across the entire estate.

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A GAMBLE THAT PAID OFF

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

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

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

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

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

Not marketing language

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

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

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

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

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

Certified, not claimed

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



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

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

Growing into what it always was

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

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

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

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

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

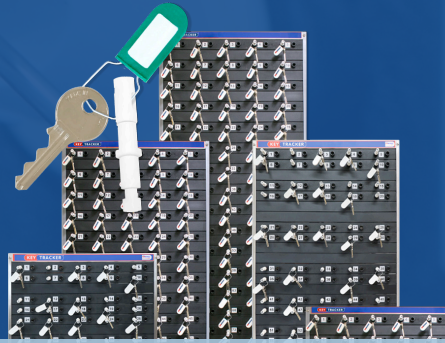
This is not the end of the story. It looks very much like new chapters will be written.

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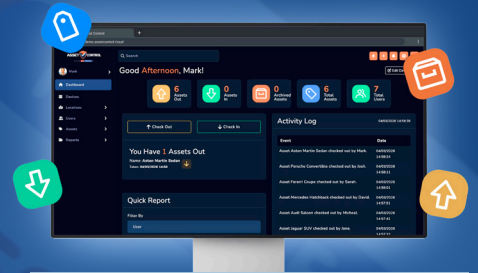
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RETHINKING THE RED ZONE

Danny Terry, Regional Sales Manager, at Groundforce Shorco, explores the dangerous paradox of project deadline pressures and explains why replacing red zone vulnerability with mechanised control is the key to deep excavation safety.

Between acute labour shortages, rising material costs, and ever shortening delivery deadlines, the pressure on Tier 1 contractors to get projects out of the ground has never been higher. As a result, groundworks and deep excavations - positioned squarely at the start of the critical path - have become the ultimate pressure point. If pre-construction is delayed, the ground phase is relentlessly squeezed to recover lost time.

This commercial urgency creates a dangerous precedent. In the rush to fast-track excavations, site safety is routinely put under strain. Over the past 18 months, the pressure for contractors to work safer across the UK has rightly intensified, with a particular focus on high-energy hazards and People Plant Interface.

Despite this, when programmes come under pressure, site teams are often expected to work faster with the equipment available. This can lead to extraction tools being used for pitching or general-purpose lifting accessories being relied upon where dedicated solutions would improve safety and efficiency.

For contractors, this critical safety management of interactions between on-foot personnel and heavy mobile machinery or equipment is especially important when it comes to excavations, shoring and piling.

Historically, trenching and shoring have relied heavily on human compliance: groundworkers manually steadying swinging steel sheets, working at height, or pulling release ropes in close proximity to heavy machinery. However, under intense schedule pressures, relying on human behaviour alone to prevent 'struck-by' incidents is a failing strategy.

The vulnerability of traditional trenching

According to the Health and Safety Executive (HSE), struck-by incidents involving moving or falling objects remain a prevalent cause of serious injury on UK construction sites. Lifting operations involving heavy components like trench sheets, piling pipes, or hydraulic struts present a particularly high-consequence risk if load control is compromised.

On a live site, load control in traditional trenching is fragile. During installation, control can be instantly lost if a release rope accidentally snags while the excavator slews into position, or if sudden gusts of wind catch a long steel sheet.

Even more volatile is the embedment phase. Traditional pitching shackles must be removed before the machine can apply downward force to the top of the sheet. During that brief window, mechanical control is severed, and stability rests entirely on an operative manually holding the sheet. Speeding up this lift-slew-position-push cycle with traditional equipment creates an environment where human error becomes statistically inevitable.

Breaking the 'speed vs safety' cycle

The construction industry has long accepted a deeply ingrained mindset: that safer site methods inherently mean slower progress. Breaking this mentality requires moving beyond basic toolbox talks and examining where time on the critical path is actually wasted.

The true bottlenecks in traditional groundworks are rarely the physical driving times; they are the fragmented tool changes. Stopping the cycle to attach driving caps, working at height to detach shackles, or swapping out extraction clamps consumes valuable hours.

True progress occurs when the industry stops viewing safety and speed as a trade-off, turning instead to mechanised, multi-functional excavator attachments. By integrating pitching, driving, and controlled release into a single system attached to the excavator's quick hitch, a single operator can maintain complete control of the sheet throughout the entire cycle, without constantly swapping equipment or requiring ground personnel to manually steady swinging loads.

Rethinking the red zone

The ultimate goal of modern site design is to drastically reduce red-zone exposure. Real-world site trials with major contractors highlight the transformative impact of this shift.

When contractor JN Bentley approached Groundforce to address site risks, their primary objective was clear: eliminate work at height and drastically reduce time spent in the excavator's danger zone. Listening to these frontline concerns triggered a fundamental design shift away from traditional spring-loaded release mechanisms, which carry inherent failure risks, toward multi-repeat ratchet systems like SafeRelease that eliminate accidental sheet drops.

Similarly, Seymour Construction reported cutting exclusion-zone personnel from up to four workers down to just one or two during sheet installation. Removing up to 75% of personnel from the immediate hazard zone completely transforms site dynamics. While mechanised tools may not dramatically alter an individual sheet's cycle time, eliminating manual steadying, equipment swaps, and work at height significantly reduces the overall operational window.

Safety and productivity are not opposing forces. By replacing human vulnerability in the red zone with mechanised control, Tier 1 contractors can de-bottleneck the critical path, protect their workforce, and deliver projects on time without compromise.

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MIND THE THERMAL BRIDGE

Dr. Alex Boote, Product & Innovation Manager at ARC Building Solutions, takes a look at the hidden construction detail that can create major headaches for facilities managers.



Since Awaab's Law came into force, there's been a notable shift in the types of conversations taking place across the housing and facilities management sectors. Building owners and facilities managers are focused on responding to damp and mould more effectively – and rightly so – but in my view, we're still spending too much time tackling the symptoms and not enough time addressing the root cause.

Mould is still treated as a maintenance issue. It appears on a wall or ceiling and it's cleaned away, surfaces are redecorated and the problem appears resolved. But that's only a temporary fix. In most cases, it returns, perhaps just weeks or months later.

Over the years I've worked in this sector, I've seen countless examples where recurring condensation and mould problems have been linked back to hidden weaknesses within the building fabric. For low-rise buildings in particular, one of the most commonly neglected areas is the eaves junction – that's the point where the roof meets the external wall.

It's a relatively small detail, but it's one that has the potential to create significant operational, financial and compliance headaches.

The problem hidden in plain sight

The building envelope is only as effective as its weakest detail. It should function as a continuous layer that manages

heat and moisture throughout the structure, but where insulation is interrupted, thermal bridging can occur.

Where there are colder surfaces, condensation can form when warm, moisture-laden air comes into contact with them. Over time, those conditions provide the ideal breeding ground for black mould growth. In more serious cases, it can lead to timber decay, structural deterioration and wider issues within the roof construction, as well as serious health issues for those who dwell in the building.

In any case, facilities managers are usually faced with a cycle of complaints, inspections and remedial work.

Awaab's Law has changed the conversation for good

Awaab's Law has introduced clear expectations around how housing providers investigate, document and respond to hazards that could impact occupant health – with damp and mould firmly in the spotlight.

Where a reported hazard presents a serious threat to health, an investigation must be undertaken within 24 hours. Other reported concerns must be investigated within 10 days, with a written summary of findings provided within a further three working days. For significant hazards, necessary repairs must begin within five working days.



For facilities managers responsible for low-rise residential buildings, that means understanding why damp and mould are occurring in the first place is more important than ever. If mould is repeatedly removed but thermal bridging remains, the cycle will continue, creating ongoing operational challenges and potentially exposing building owners and managers to scrutiny, fines and reputational damage.

A common weak spot for low-rise buildings

Maintaining insulation continuity at eaves level has always been challenging, whether in a new-build property or an existing building undergoing refurbishment. It's also an area where seemingly simple solutions can unintentionally create new problems.

One mistake I see regularly is the assumption that adding more insulation will automatically improve performance. Unfortunately, it's rarely that straightforward. And in many cases, doing so can actually worsen the situation.

Where insulation is packed into the eaves space without careful consideration, we typically see one of two things happen:

- Too much insulation can obstruct or block ventilation pathways. This restricts the removal moisture-laden air and can increase the risk of condensation forming within the roof structure itself.
- Too little insulation, or insulation that isn't positioned correctly, can leave gaps in thermal continuity. Conversely, stuffing insulation can compact the overall structure which can impact the thermal performance of the material and lead to less effective insulation, allowing cold spots, condensation and mould risk to persist.

Ultimately addressing the eaves is a balancing act: achieving the right combination of thermal performance and ventilation. When one is prioritised at the expense of the other, problems can quickly emerge.

Getting the fundamentals right

The good news is that addressing these challenges is far easier today than it was even a few years ago.

Innovations in product design have resulted in solutions specifically developed for these difficult-to-access eaves cavities, both in new-build construction and retrofit applications. Features such as integrated ventilation trays and compression-fit installation methods have made it possible to insulate the space more reliably and consistently than ever before, while maintaining essential airflow pathways. Solutions now exist for virtually every cold roof configuration, including situations where access to the wall plate is restricted.

However, the product itself is only part of the answer...

As regulatory expectations continue to rise, I believe the industry needs to become much more proactive and adept in identifying hidden building fabric issues before they develop into recurring maintenance problems.

The eaves junction may be hidden from plain sight – yet it's often these such construction details that have the greatest long-term impact on building performance.

Get them wrong? Facilities managers can inherit years of avoidable complaints, maintenance costs and compliance challenges. Get them right though, and they can help create healthier, more resilient buildings.

www.arcbuildingsolutions.co.uk



TURNING DATA INTO DAILY INSIGHT

Reality capture has traditionally been viewed as a surveying exercise. At the University of Cambridge, however, McArthur Global is demonstrating how spatial data can become an operational asset, giving FM teams a reliable digital view of buildings and infrastructure.

Project delivery and consultancy specialists McArthur Global are helping the University of Cambridge Estates Division put reality capture to work in everyday operations, rather than treating it as a standalone scanning exercise.

The University of Cambridge, like many large, historic estates, faces challenges around fragmented asset information, inconsistent legacy records and increasingly complex building infrastructure across a diverse portfolio, from historic listed buildings to modern research laboratories.

“ The team that once operated within the estate’s records become owners of them, with data that is representative of true conditions and fully shareable.”

A digital view of the live estate

It was this challenge that McArthur Global set out to address with its Asset Visualisation Platform (AVP), which is being used initially in certain buildings across the University of Cambridge estate. The approach combines LiDAR scanning and point cloud capture and integrates

this data into the University’s computer-aided facility management (CAFM) workflows.

The result is a highly accurate digital twin of live environments that FM and project teams can navigate and inspect remotely.

By tying spatial data like point clouds to CAFM records, McArthur Global is able to turn this into a workflow that teams return to again and again. A maintenance manager can assess the real-world conditions and location of an asset before scheduling work while an estates manager can confirm the configuration of a plant room without needing to physically access it.

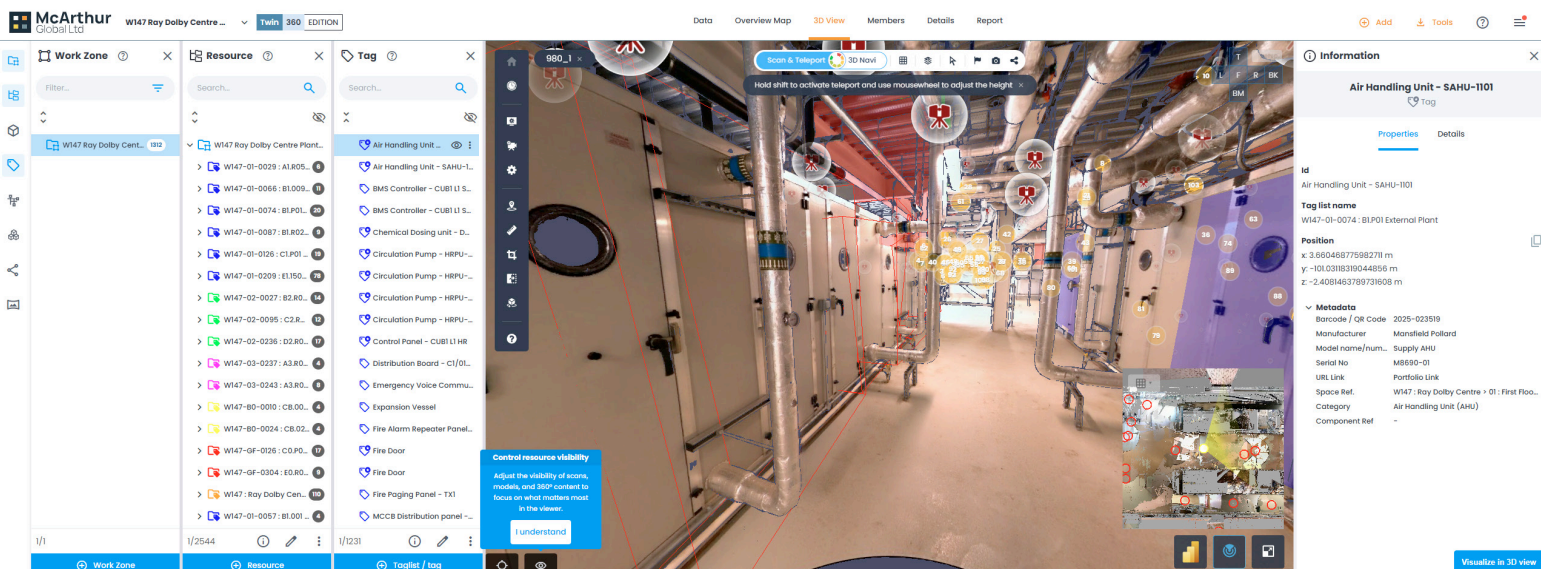
Making large datasets usable

Underpinning the workflow is Cintoo's platform, which McArthur Global uses to manage reality capture data across the estate. Point cloud files are massive and have traditionally been a barrier to visibility and understanding, as the data could only be accurately interpreted by a handful of specialists.

Cintoo’s mesh-based technology enables the streaming of these large datasets to the platform where they can be managed and shared with anyone within the supply chain – both internally and externally. Importantly, this provides more clarity to members of the estate’s team who don’t necessarily have a technical background or any scanning or 3D modelling experience.

Instead of relying on static drawings, which may be wrong or simply out-of-date, teams can visually verify assets and review their condition, coordinating maintenance or





upgrades within a live spatial environment. Everyone is working from the same accurate picture of what exists across the estate – a single source of truth.

Having a central point for this data is particularly important for historic projects. A recurring frustration that McArthur Global hears from teams is that legacy data is scattered and out of date, to the point where project teams feel they have little control over what they're working with.

Bringing everything into one connected environment addresses this. The team that once operated within the estate's records become owners of them, with data that is representative of true conditions and fully shareable. This sense of ownership over both the information and the workflow is something legacy formats weren't able to facilitate.

Fewer site visits, better decision-making

The platform is also helping to reduce the need for repeat site visits, which can be a huge time saving in a dispersed estate. Decisions about maintenance, compliance and lifecycle planning can be made using more accurate information and made earlier in the process by accessing the site remotely.

From an FM perspective, the result is greater transparency over the estate infrastructure and the condition of assets, which in turn supports more proactive management. Issues are anticipated rather than discovered with FM teams having a much more reliable foundation to base decisions on.

From visualisation to application

For McArthur Global, the University of Cambridge is an example of a more widespread change in the industry. Reality capture has traditionally been treated as a standalone surveying exercise – scan the building, produce the model and deliver the data files. The value

has largely sat in visualisation and being able to see a space you can't easily visit.

Increasingly though, this spatial data is being fed into the day-to-day business of running an estate rather than sitting separately from it. This demonstrates reality capture is moving from something you look at to something you rely on.

“Asset management is no longer just about capturing data but about making that data operational, tangible and easily digestible at every stage.”

“Asset management is no longer just about capturing data but about making that data operational, tangible and easily digestible at every stage,” Cameron Rogers from McArthur Global explains. “While the technology for scanning a building has existed for years, we can now feed this information directly into how an estate is maintained and how projects are planned to create continuous value across the board.”

www.mcarthurglobal.com

<https://cintoo.com/en/>

MAKING SCHOOL WASHROOMS EASIER TO USE

Using a school washroom can be problematical, stressful and even just plain scary for some kids. Stuart Hands from Essity looks at ways of making the toilets easier to use for all students regardless of any challenges they may face.

School washrooms are becoming increasingly difficult to use.

Many teachers are locking these facilities outside of break times to prevent them from being vandalised, abused, or used as a means to avoid lessons. According to a recent survey by the children's bowel and bladder charity ERIC, nearly half of all UK pupils are currently banned from using the school toilets during lesson times.

Even when the toilets are open around a quarter of the 1,000 students who took part in the study admitted to being scared to use them. In fact, around 36% said they refrained from drinking water during the day to avoid having to use the washrooms – a practice that can lead to a lack of concentration and dehydration.

Just over half of respondents said the toilets at school were dirty while nearly 40% reported issues such as a lack of toilet paper or non-functioning locks.

And just over 15% said the toilets had insufficient space for them to use medical equipment, such as fitting a catheter.

It is not only students who have issues with a shared washroom space. A total of 54% of the 11,500 people polled in a recent Tork survey claimed to experience some form of difficulty when using a public washroom.

Problems occurred due to individual conditions or circumstances. For instance, some people found it difficult to use the dispensers for soap, toilet paper and hand towels because these required a degree of dexterity. Others struggled to reach the wash hand basin because they were either too low or too high for them.

Restricted space, a lack of appropriate disposal options and inadequate support for hygiene concerns can all make washrooms difficult to use. These environmental barriers can be particularly significant for people who use catheters or ostomy bags, and for those who feel uncomfortable in small, shared spaces.

Young people can be particularly sensitive to their environment. A messy, uncomfortable or noisy washroom could discourage use, particularly for pupils who are neurodivergent. Background noise from chattering students, air dryers and general activity can contribute towards sensory overload for some users. Many youngsters suffer from childhood eczema and fragranced soaps or rough, abrasive hand towels could aggravate their condition. So, what can be done to improve the facilities and make them more comfortable and easier to use for as many users as possible?

Basins and dispensers need to be installed at reachable heights for all students. All units should require a low-force operation to access the soap or paper inside. Lever handles or sensors for operating taps and toilet flushes will also make them easier to operate.

Hand towel dispensers that give out towels automatically or that self-present are easier to use than an over-stuffed unit. The towels themselves should be sufficiently soft and user-friendly to avoid aggravating any skin conditions. And noise levels should be kept as low as possible to protect those who are sensitive to sound.

The school washroom can become particularly unsightly and unpleasant to visit when used by unruly pupils. Conventional toilet rolls could also easily be thrown around or left on the floor where they will quickly become wet and soiled, for example. As a result the supply will rapidly run out and the washrooms will become even more messy, while some rolls could end up down the toilets where they could cause expensive blockages.

Bar soaps will quickly become slimy, cracked and unpleasant to the touch and may also end up on the floor. And bulk-fill soap systems are hard to fill without creating drips on the sinks, leading to an unpleasant slimy residue.

The Tork Foam Soap Dispenser has been designed to be easy to operate even by younger children. The soap comes in a non-drip cartridge to prevent any mess, and Tork Sensitive Soaps are extra mild and formulated for sensitive skin. Allergy Friendly Certified by ECARF, helping create a more comfortable handwashing experience for children with skin sensitivities, including conditions such as eczema.

C-fold towels may exacerbate the mess in a school washroom, particularly when loose towels are provided to avoid the expense of installing a dispenser. Any pupil picking up a hand towel will inevitably drip water on to other towels, making them unusable and unsightly.

C-fold dispensers offer some protection but they make it difficult to take out one towel at a time – particularly if the dispenser has been over-filled by the cleaner. Each student will therefore be forced to take out a clump of towels and will either use more than they need or leave the discarded towels on the units where they will be wasted.

The Tork PeakServe hand towel dispenser requires a particularly low pull-force to access a towel in just three



seconds. And both the unit offers a high capacity so that a long-lasting supply of towels is assured.

Toilet paper should be housed in a dispenser from which it is easy to extract the tissue. Folded toilet tissue sheets or units that require the paper to be pulled out from the front require less dexterity than a jumbo roll where the user may struggle to find the end of the roll inside.

For example, the Tork SmartOne toilet paper dispenser gives out paper from the front of the unit and the tissue is protected before use to prevent contamination or spoilage. The dispenser design also enables users to take out sheets easily with one hand.

Drug-taking can be a problem in a secondary school washroom and users will add to the already uncomfortable, threatening environment. The Tork SmartOne dispenser contains no flat surfaces or crevices where drug paraphernalia may be used or stashed away.

While low-cost dispensers might seem to be a good option in general in school washrooms, these types of units are

easier to open, damage or rip from the walls than sturdier alternatives. And this can be a problem in school toilets where vandalism is an ongoing issue. All Tork washroom units are sufficiently robust, sturdy and lockable to frustrate potential vandals.

Children with specific health issues may find the design of their school washroom particularly challenging. All school toilets should therefore ideally incorporate features advised by Colostomy UK such as hooks for clothing or bags, a shelf for supplies, a bin for discreet disposal and a mirror to help with appliance checks.

Washrooms are an important part of our daily lives, so why should we make it so hard for the most vulnerable members of our society to use them? Every effort should therefore be made to keep school toilets open and operational by equipping them with systems that deter vandals, prevent mess and that are easy for everyone to use.

www.torkglobal.com

CLEAN WHERE IT COUNTS

Effective cleaning is not about doing more, but doing the right things in the right places. Risk-based cleaning can help educational establishments improve hygiene, protect resources and create safer learning environments, says BICSc.

Creating a safe, healthy learning environment takes more than simply cleaning more often. Effective cleaning is targeted, efficient, and focused on the areas where it will have the greatest impact. In schools, colleges and universities, different spaces carry different levels of risk, so cleaning programmes must reflect how each building is used throughout the day. By focusing on high-risk areas, critical times and the needs of students, staff and visitors, educational establishments can improve hygiene standards, reduce infection risk and make better use of budgets and resources.

Traditional cleaning schedules often rely on fixed routines, with the same tasks completed at the same time each day regardless of occupancy or footfall. A smarter approach uses risk and usage to guide cleaning activity. Washrooms, entrances, dining areas, and communal spaces may need more frequent attention during busy periods, while lower-risk areas can be managed more proportionately. This ensures cleaning teams spend their time where it matters most.

One common challenge in education is overcleaning areas that present limited risk while overlooking the surfaces most likely to spread infection. Walls, ceilings, and some floors may be cleaned regularly for appearance, yet frequently touched surfaces often present a greater hygiene concern. Door handles, push plates, light switches, desks, tabletops, handrails, and shared equipment are touched repeatedly throughout the day and should be prioritised, particularly during periods of increased illness or after school holidays.

Communal areas also require careful consideration. Breakout spaces, dining facilities, staff rooms, and social areas often bring large numbers of people together and involve regular contact with shared surfaces. Increased cleaning visits, focused touchpoint cleaning, and prompt waste removal can significantly reduce opportunities for contamination and help maintain confidence in the learning environment.

A smart cleaning strategy can also support better resource management. By understanding exactly where and when cleaning is needed, organisations can reduce unnecessary use of water, chemicals and energy while maintaining high standards. Technology can help by alerting teams when consumables need replenishing, reducing unnecessary inspections and freeing staff to focus on activities that directly improve hygiene, safety and user experience.

Productivity can be improved through effective task allocation. Rather than asking one operative to complete every activity in an area, many organisations use team cleaning principles, where individuals specialise in tasks such as washroom cleaning, touchpoint disinfection or machine operation. This can reduce unnecessary movement, improve consistency and help staff build confidence and competence in their specialist activities.



Preventing cross-contamination is another essential part of safer cleaning. Colour-coded equipment provides a clear, practical way to ensure tools used in one environment are not transferred into another. BICSc has long championed colour-coding as a best-practice approach and would welcome the introduction of a recognised national or international standard. In the meantime, the BICSc colour-coding system offers a practical framework: red for washrooms, blue for classrooms and learning spaces, green for catering and breakout areas, and yellow for medical or specialist environments. When supported by training, colour-coding helps reduce contamination risks and promotes consistent, safe working practices.

Educational establishments should also have a clear outbreak response plan covering procedures, responsibilities, risk assessments and equipment requirements. Staff need to understand when disposable materials are required, how reusable equipment should be disinfected and when specialist training is needed. BICSc advocates a structured training pathway that gives cleaning operatives the knowledge, practical skills and confidence to work safely and effectively. For education providers, this investment supports cleaner spaces, healthier communities and greater resilience.

To find out how BICSc training, standards, and guidance can help strengthen your cleaning strategy, contact BICSc and take the next step towards safer learning environments.

<https://bics.org.uk>

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TURNING THE TIDE ON WASHROOM WASTE

Joel Quick, Sustainability Manager at Northwood Hygiene Products, outlines why sustainability matters in the washroom.



With a changing climate, we must do everything we can to preserve our resources and minimise the amount of waste we generate. Washrooms use large quantities of consumables every day, which all have an environmental impact.

FMs face a complex set of challenges when trying to adopt a more sustainable operation. The biggest hurdle for most is how to create hygienic, user-friendly, practical and cost-effective washrooms without sacrificing on sustainability.

Washroom consumables can make an enormous difference to how sustainable a washroom is. Identifying the right product for individual washrooms can impact significantly on how efficiently it operates.

The design of the products themselves and their lifecycle is important too. Products dispense differently and suit different scenarios, and can also influence consumption behaviours.

Another consideration would be the material of the products: our data suggests that our recycled tissue has around a 12.6% lower carbon impact than virgin equivalents.

Managing waste

And simple changes can stack up. Traditional C-fold towels, for instance, can lead to over-use because it is difficult to pull just one towel from the dispenser, meaning users often take more towels than they need, leading to wastage.

A stronger alternative is a mechanical hands-free roll towel dispenser, which dispenses single sheets to encourage users to take only what they need. Electronic hand towel dispensers which have a range of settings - from dispensing delays to adjustable sheet lengths - also manage user habits.

Switching to foam soap is another easy win, with research suggesting that this type of soap can reduce water consumption by 15% compared with liquid soaps.

We should also consider what happens to products and packaging after use. Can customers successfully recycle what manufacturers produce?

When it comes to washrooms, you can't compromise on hygiene, but it shouldn't be at the expense of sustainability.

Good washroom hygiene means keeping facilities clean, well-stocked, and pleasant to use. It also means selecting products and dispensers that help to boost hygiene, whilst minimising mess and waste and discouraging overuse.

This is where it helps to consider soap dispensers that control usage and high-capacity toilet rolls and towel dispensers that help to reduce run-outs and reduce the frequency of refills.

It's also worth thinking about durability. Robust dispensers can take heavy use and won't need replacing as often, which is more sustainable.

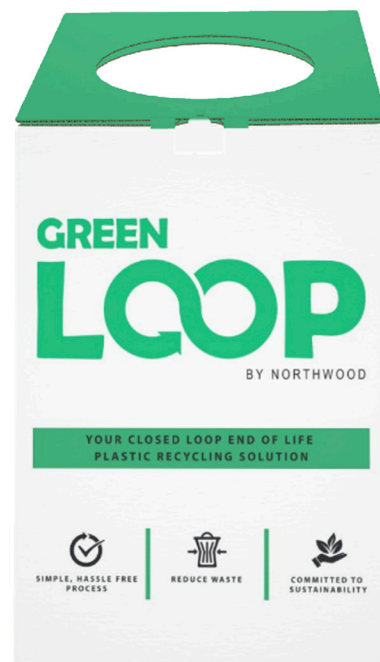
FMs should look carefully at what their suppliers are doing to make products as sustainable as possible. As a specialist manufacturer, Northwood prioritises the responsible sourcing of raw materials and promotes the principles of circularity to help protect our forests and reduce environmental impact.

Championing recycling

One of the biggest advances we made was introducing our Green Loop recycling service, a closed loop hand towel recycling initiative. We recently supported a music festival in London, where we recycled nearly half a tonne of hand towels - the equivalent of 290,000 towels - material that would otherwise have been lost to the value chain.

An ISO-aligned Life Cycle Assessment shows that recycling used paper hand towels through Green Loop can reduce greenhouse gas emissions by around 38% compared with traditional disposal routes, such as landfill and incineration.

Instead of being lost to waste streams, Green Loop collects used hand towels and recycles them into new hygiene paper products, keeping valuable fibre in circulation and reducing the need for virgin raw materials.





The assessment compares the full life cycle of paper hand towels, from raw material production through manufacturing, distribution, and end-of-life management.

By choosing closed-loop recycling, customers can take a practical, evidence-based step towards lowering the carbon footprint of their washroom operations, without compromising product performance or quality.

As we scale our Green Loop service, more used hand towels are recovered and kept in circulation, reducing the need for virgin raw materials and creating further efficiencies across the value chain.

“Foam soap can reduce water consumption by 15% compared with liquid soaps.”

The need for data

To be truly sustainable in the washroom, however, we need to be able to measure the data. We understand that you can't manage what you can't measure and have invested heavily in this area.

Our business has very mature data for product carbon footprints and we've been independently verified to the international standard (ISO 14067). This means that we can help customers to make more informed decisions when it comes to understanding the carbon impact of products.

Having the data and being able to report accurately on carbon impact is a step forward, allowing us to support customers as they inform on their Scope 3 carbon reduction initiatives.

Another way of measuring the impact of change is by measuring recycling rates through initiatives like our Green Loop service. The music festival I mentioned earlier already had mature waste management systems in place and had set robust targets. Green Loop, together with the data and reporting we provided, supported those objectives and helped them measure their improvement.

We focus on transparent reporting and independently verified data to help customers measure their progress towards sustainability. But the value goes beyond simply providing the data. Our own Group carbon footprint reduced by around 8% in absolute terms in 2025 compared with 2024, and as we reduce the impact of our own operations, that improvement can cascade into the products we supply to customers.

The same principle applies to circularity. As we scale our Green Loop service, more used hand towels are recovered and kept in circulation, reducing the need for virgin raw materials and creating further efficiencies across the value chain.

Our vertically integrated model also means we have visibility across much of that value chain, from raw material supply and manufacturing through to converting, storage and transportation. Ultimately, we believe the biggest opportunities come from collaboration, working with customers and suppliers to identify where we can reduce carbon, waste and resource use, and then using data to measure the difference that those changes make.

Sustainable washrooms are more than the products and consumables they contain. They are defined by how the circular economy functions. And a few simple tweaks can make all the difference.

Call: 01952 236 930

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THE COMPLIANCE BLIND SPOT

Confidential waste is more than a document problem, argues Gary Moore, Sales Director at UNTHA UK.



The waste stream has changed – walk through almost any modern facility and that's obvious. Sensitive data now sits on hard drives, solid-state drives, USB devices, and mobile phones – not just in filing cabinets. 3D printing in additive manufacturing has also created another stream, with test pieces and prototypes that reveal how a product is designed or how it's intended to perform. A digital file may be protected by a network, yet the physical prototype produced from it can easily be left in a workshop bin.

Confidentiality can also be attached to the product itself. For example, a manufacturer may have faulty or surplus goods that mustn't find their way on to a secondary market. Aerospace and defence sites handle obsolete components, while pharmaceutical businesses handle packaging marked with batch and brand information. These are different materials, but the underlying risk is the same: information, intellectual property, and brand value can escape with the waste.

Secure destruction is a process

The regulatory framework spans the General Data Protection Regulation (GDPR) and sector-specific standards that define destruction methods, particle sizes, and chain of custody requirements depending on the nature of the material and its level of sensitivity. Choosing equipment or a third-party waste partner is only one part of the puzzle – the organisation must be able to follow material from the point it's discarded to the point its information can no longer be recovered. Depending on the risk, this may mean locked containers, asset-level barcodes, secure transport, witnessed or recorded destruction, and a certificate that can be reconciled to the original consignment. The evidence should show what moved, who handled it, how it was destroyed, and where the resulting material went.

Where controls tend to fail

Most weaknesses are not dramatic. They appear in ordinary handovers – for example, an unsealed container left in a loading area, a contractor appointed without sufficient checks, an IT asset removed from the register before its destruction is confirmed, or a certificate that records a collection but not the individual items. Outsourcing the work does not outsource the responsibility. Facilities managers still need confidence in the people, premises, and processes used on their behalf.

Businesses would also be wise to consider any instances where face-to-face interactions take place. Sensitive

material shouldn't pass through more hands than necessary, with automated feeding and supervised destruction recommended. Electronic waste can contain valuable recoverable metals which creates an incentive for material to be diverted before or after destruction. Tamper-evident tagging, clear custody records, and reconciled weights or asset counts help close that gap.

” **"The evidence should show what moved, who handled it, how it was destroyed, and where the resulting material went."**

The questions facilities managers should ask

A useful review starts with the material rather than the machinery. What needs to be destroyed, in what volume, and how often? Which items contain personal data, commercially sensitive information, or intellectual property? How difficult would recovery be, and what would the consequences be if the material were exposed or diverted? The answers determine whether destruction should happen on or off site and what evidence the organisation should retain.

The same discipline should be applied to suppliers. Can they demonstrate relevant certification or independent assurance? Can every asset or consignment be matched to proof of destruction? For IT assets, these questions should sit at the centre of IT asset disposition due diligence, and not be treated as paperwork to complete after collection.

The facilities manager's task is to understand exactly what the organisation is discarding, choose a proportionate method, and preserve enough evidence to prove the process is appropriately completed. If any link in this chain is assumed rather than verified, the blind spot remains.

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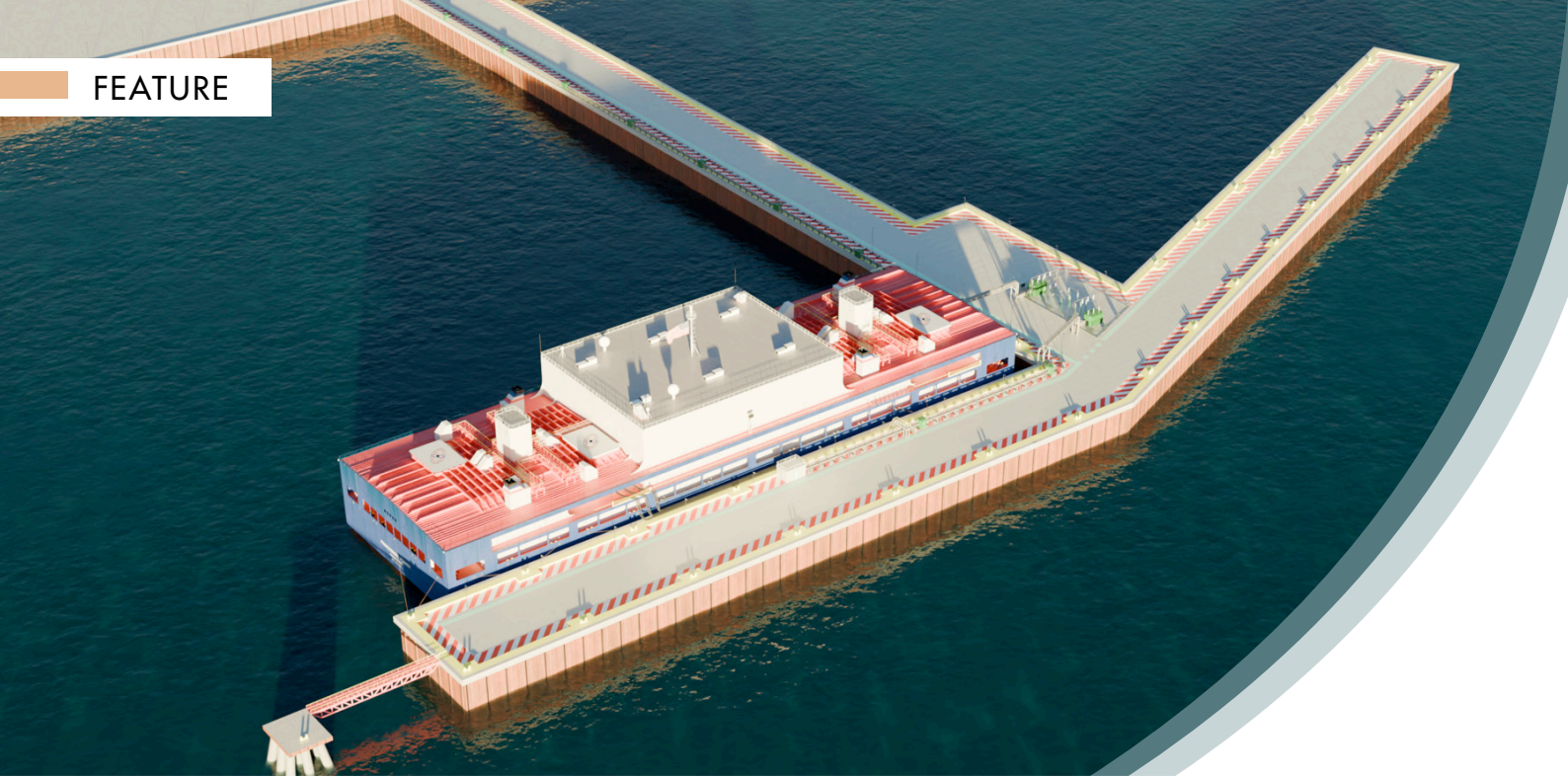


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FLOATING DATA CENTERS: UPTIME IS THE PRODUCT

The challenge isn't putting a data center on water. It's delivering hyperscale-level availability in a maritime environment. Frank Genco, ABS Vice President of Strategic Account Program writes that with the right partners, data center operators will find transitioning their land-based infrastructure to a marine environment delivers safer, more secure and sustainable performance



Every industrial revolution comes with its own infrastructure, which must scale rapidly in order to fuel the innovation and associated disruption that comes in its wake. Data centers are the factories of the AI revolution, and their rapid growth — in scale, output and resource-demand — is already outpacing capacity in some areas, particularly when it comes to grid connections, water resources and the tolerance of local communities. By siting data centers offshore, however, many of those constraints can be resolved, enabling timely development of hyper-scale computing to meet accelerating adoption of AI.

Floating platforms are not novel

The challenge is not putting a data center on water. ABS-class assets ranging from regasification units and deep-sea FPSOs to autonomous spaceport drone ships have been operating in demanding marine environments for decades. The industry has a long record of doing this reliably.

The challenge is delivering hyperscale-level availability in a maritime environment. Data centers specialise in training AI models or undertaking inference workloads related to real-time search engines and chatbots. Both require higher power densities than legacy computing infrastructure. Training models is a particularly intensive exercise, with power draws surging or declining by 30-

60% within milliseconds. This places a huge strain on GPUs and power supply systems as well as requiring advanced liquid-cooling systems to sustain compute-intensive jobs. Here, being offshore is an advantage, with the use of seawater for cooling expected to make a major dent in power demand¹.

Uptime is already a mature discipline offshore

Every minute of downtime is lost computing capacity. In training models, this can see workloads set back by hours, days or weeks. In inference centers, which are revenue-linked, outages can have a direct commercial impact. The industry standard uptime guarantee is 99.999% — the 'five nines' — but data from some AI clusters suggests higher failure rates due to the scale and complexity of these training runs². One study reported that one in five surveyed data center operators reported outage costs exceeding \$1m, and one in ten said their last outage had serious or severe impacts³.

Striving for a 'five nines' uptime guarantee, however, is not unique to data centers. High uptime thresholds are set for all offshore assets, from oil and gas production to offshore wind. Downtime on an FPSO can run into millions of dollars per day as a result of lost production and recovery costs. As a result, offshore operators invest

heavily in technology, redundancy and training to optimise operations and minimise downtime, and bring in technical authority, like ABS, to help ensure safe and reliable operations day-in and day-out, not just for years, but for decades.

Predicting faults, pre-empting failure

Achieving 'five nines' availability is not simply a matter of designing in redundancy. It depends on understanding how equipment degrades over time, especially in a maritime environment, identifying early indicators of failure and intervening before performance is affected. This is an area where offshore industries have developed mature methodologies over decades of operating complex assets in remote, harsh environments.

”**Training models is a particularly intensive exercise, with power draws surging or declining by 30-60% within milliseconds.**”

Digital twins, for example, provide operators with a dynamic representation of the asset, allowing performance to be monitored against expected operating conditions and enabling maintenance scenarios to be tested before work is undertaken. Condition monitoring systems continuously assess the health of equipment, electrical systems and critical infrastructure, while predictive maintenance uses operational data and analytics to identify emerging faults long before they become failures. Rather than reacting to breakdowns, operators can work proactively, planning interventions around operational requirements, reducing disruption and improving asset availability.

ABS has spent years developing and applying these approaches across some of the world's most demanding offshore assets. Its condition-based classification framework, already used on FPSOs and other complex floating production units, integrates real-time data, digital twin modeling and predictive analytics to shift inspect and maintenance from fixed schedules to asset-driven decision-making. This translates directly to floating data centers, where the same logic applies: the earlier a fault is identified, the lower the cost of intervention.

These same principles also apply to power distribution systems, cooling infrastructure, electrical equipment and marine systems. As AI workloads create highly dynamic power demands, combining operational technology

data with predictive analytics will become increasingly important in maintaining stable, reliable operations.

Minimising repair time

When failures do occur, the differential between high performance and poor performance is not the number of failures, but by how quickly they recover from them.

Offshore maintenance planning begins long before equipment fails. Critical spare parts are strategically stocked, and logistics routes are planned to minimise costly mobilisation times. Crew competency is equally important as personnel must have the technical skills and decision-making capability to diagnose faults and restore operations safely and efficiently – often now backed through real-time remote diagnostic tools that connect to shore-based experts.

For floating data centers, this philosophy becomes even more important. Every hour spent waiting for replacement equipment or specialist engineers represents lost compute capacity. Starting with 'maintenance by design' principles so that computing racks and associated systems are easy to access will be as important as the resilience of the underlying technology itself.

ABS has been working with floating data center developers from the concept stage, applying the same principles as a classification input, not an afterthought. The goal is to have accessibility, spare parts strategy and fault recovery baked into the design before the first line is drawn.

Optimising assets for the long term

Floating data centers are unlikely to be short-life demonstration projects. Like other offshore infrastructure, they will be expected to deliver reliable performance over operational lifetimes measured in decades while adapting to changing technologies and customer requirements.

The offshore sector has developed systematic approaches to managing long-term asset performance through reliability-centered maintenance, lifecycle asset management and risk-based inspection, methodologies that ABS helped develop and has applied across floating production assets for decades. These approaches prioritise maintenance based on operational criticality rather than fixed schedules, allowing resources to be focused where they deliver the greatest improvement in reliability. Performance benchmarking across fleets also enables operators to identify recurring issues, compare operational efficiency and continuously improve maintenance strategies.

For floating data centers, these disciplines offer a framework for managing not only the platform itself but also the rapid refresh cycles of computing hardware. While GPUs and servers may be replaced every few years, the supporting marine infrastructure, power systems and cooling architecture must continue to operate reliably for decades. Managing these different asset life cycles together will be key to successful operations.

What changes when the offshore 'factory' is computing instead of hydrocarbons?

The engineering principles behind reliable offshore operations remain remarkably consistent, regardless of what the asset produces. Redundancy, maintainability, resilience and disciplined operational management transfer directly from offshore energy into floating data centers. The difference lies in the payload.

Instead of processing hydrocarbons, the facility is processing information. The critical systems shift from separators and compressors to high-density power distribution, cooling systems, fiber connectivity and AI compute clusters. Failure modes also evolve. Thermal management becomes mission-critical. Millisecond fluctuations in electrical supply that might be insignificant elsewhere can interrupt AI workloads, causing expensive modelling losses and delay. This intersection of proven offshore experience with emerging computing technologies creates a unique operational environment – one that will pull together multidisciplinary teams from very different industries. Finding a common language and developing shared knowhow will be key.

Why classification and assurance matter

For many data center developers, investors and hyperscale customers, offshore operations are unfamiliar territory. Confidence will not come from demonstrating that floating data centers can be built but from demonstrating that they can consistently achieve the levels of reliability and availability expected by digital infrastructure customers.

Independent classification and technical assurance have long played a central role in building confidence. ABS, as

Footnotes

¹Cooling systems could account for another 38% to 40% of electricity consumption in a data center. <https://www.congress.gov/crs-product/R48646>

²<https://www.tomshardware.com/tech-industry/artificial-intelligence/faulty-nvidia-h100-gpus-and-hbm3-memory-caused-half-of-the-failures-during-llama-3-training-one-failure-every-three-hours-for-metas-16384-gpu-training-cluster>

³<https://www.businesswire.com/news/home/20260513289344/en/Uptime-Announces-Annual-Outage-Analysis-Report-2026>

a classification society, provides independent verification that complex offshore assets have been designed, constructed and operated to meet defined performance and safety standards throughout their service lives.

Over generations, the marine and offshore sectors have pushed boundaries, from bigger structures to deeper wells and remoter waters, by evolving and embedding technologies, processes and methodologies that have helped enable safer and more reliable operation in some of the harshest environments on the planet. ABS has been part of that journey for the offshore energy sector since the beginning, helping operators optimise asset integrity, reliability engineering, maintenance strategies and inspection regimes across some of the world's most complex offshore assets. Those same disciplines now provide the technical rigor to support a new generation of offshore digital infrastructure.

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10 QUESTIONS WITH...

In each issue we ask an FM professional the Tomorrow's FM 10 Questions. This month we spoke to Matthew Ferrin, Digital Project Manager, BICSc.



Q1 WHAT WAS YOUR FIRST JOB?

My first job was a supermarket assistant at Waitrose. This was a great opportunity and came while I was studying at college. I was trusted with manning the Welcome Desk (their friendly way of saying customer service desk), dealing with customer enquiries, click and collects and, of course, the complaints – all with a smile on my face!

Q2 HOW DID YOU GET INTO THE FACILITIES MANAGEMENT INDUSTRY?

I got into the industry shortly after leaving university. I had studied digital media and was on the lookout for a graduate role to begin paying back my ever-growing student loan, something I have now realised is futile.

A role at the British Institute of Cleaning Science (BICSc) came up, they were looking for a social media and content assistant. A role full of variety – website work, graphic design, events and as the job titled suggested, social media. It was the perfect role for me to sink my teeth into and introduced me to a sector I had rarely encountered. And a sector that needed positive promotion for all the good that people within it do.

Q3 HOW DO YOU CHALLENGE THE STATUS QUO?

I tend to question a lot. And while on the face of it, this could seem problematic, asking why we do something can help improve things. If it's the way something has always been done, is that truly the best way of handling it? There could be better methods, or more efficient ways to work through it.

Q4 SINCE YOU STARTED IN FM WHAT HAS BEEN THE BIGGEST CHANGE THE INDUSTRY HAS SEEN/ YOU HAVE OBSERVED?

The biggest change I have seen in the industry is the adoption of cobotics and AI. Cobotics, only a few years ago this would have been seen as too challenging to have implemented at sites. But we are now seeing the increase of these being rolled out. You may have seen the recent story from Tesco stores now making use of cleaning robotics, it's clear to see how much has changed in the last few years.

And with AI, it's now everywhere. What we saw as laughable at the beginning, has quickly turned into some of the most useful tools for businesses.

Q5 WHO, IN ANY OTHER INDUSTRY, DO YOU MOST ADMIRE?

Christopher Nolan. Not only has a stellar catalogue of films which he has directed, but also the way he chooses to do things is admirable..



Q6 WHAT IS YOUR FAVOURITE FILM??

The Social Network. Watched it many times, the pacing, the story and the acting make it very rewatchable.

Q7 IF YOU COULD HOST A DINNER PARTY WITH THREE GUESTS, DEAD OR ALIVE, WHO WOULD THEY BE AND WHY?

David Attenborough. Ricky Gervais. Louis Theroux. All iconic British celebrities who I think would create quite the conversation.

Q8 ANY ADVICE TO SOMEONE JUST STARTING OUT IN THE INDUSTRY?

Get involved as much as you can. There is a lot this industry can offer, so be open to it.

Q9 WHAT DO YOU THINK IS THE FUTURE OF THE FM INDUSTRY?

The continual introduction of cobotics is where I see things going. Making companies more efficient and productive.

10 WHICH AREA OF FM DO YOU THINK COULD BE BEST TRANSFORMED THROUGH TECHNOLOGY?

I think the further implementation of cleaning robotics is going to transform the industry. It is already happening, but I think this only scales up and the efficiency gets better, allowing operatives to work on the more specialist tasks.

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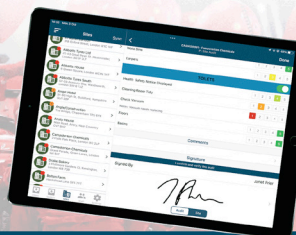
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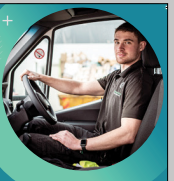
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