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SEPTEMBER 2019



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EDITOR'S VOICE



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

A new wave of sustainability-conscious consumers are pushing companies to recycle more. According to British information, data and measurement firm Nielsen, 81% of the public at large feel strongly that companies should help improve the environment. Indeed, just last month, FMJ and Grondon Waste Management revealed that 94% of respondents to their waste management survey were experiencing a pressure in their organisation to improve its environmental credentials. Of course, ensuring businesses become more sustainable doesn't solely fall on their ability to recycle as much as it they can, but it certainly plays a large part.

The UK would do well to look across borders for influence in this domain, as my colleague Martin Wharmby investigates in our Recycling & Waste Management feature this month. Martin took a look at the exemplary Japanese village of Kamikatsu, which has gone above and beyond in its quest to eliminate waste altogether.

At the Facilities Show in June, I had a lengthy and insightful chat with Barry Tuckwood, a Chartered Engineer and Management Consultant. He explained to me that many years ago he had the sudden realisation that there was a better way of harnessing IT to improve what we do in construction. He wrote a paper for the international conference CivilComp 1989, and said he was met with the same barriers then that still exist today: trust, sharing and real collaboration – at the heart of which was a need to change the industry's culture. Enthused by everything he had to say, I asked him to write a piece for the month's Construction & BIM feature. Head over to page 26 to find out about Barry's vision for the future.

Elsewhere in the issue we delve into the ever-popular Cleaning sector, where Lee Andrews, CEO of DOC Cleaning, looks at how a 'one team' approach to contract cleaning can deliver added value for clients. We also have a contribution from Tork manufacturer Essity about changing washrooms in schools to make them safer, more accessible and more user-friendly.

I'm sure you'll agree, there's plenty of great content to get stuck into until the next issue.

Ryan Lloyd, Editor

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CONTENTS

COVER STORY

26 FIRST IMPRESSIONS MATTER

The washroom plays an integral role in the perception of an organization and helps keep reputations intact. Here, Kennedy Hygiene Products advises on the essentials for impressing customers with a stylish washroom.

REGULARS

06 HEADLINE HITTERS

The big contract wins, senior appointments and event announcements from this month.

12 WHAT'S NEW

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

58 10 QUESTIONS WITH...

In each issue we ask an FM professional the Tomorrow's FM 10 Questions. This month we spoke to James Sutherland, Managing Director of Dorteck Maintenance.

FEATURES

10 ADAPTING FM MODELS TO MODERN TRENDS

The Integrator model is perfectly placed to provide stability for interconnected facilities management, says Mark Sutcliffe, MD of the FM Integrator at KBR.

24 THE OFFICE REIMAGINED

Catherine Bannan asked architectural designer, Maseera Tariq, to redesign the workplace from BBC 2's hit comedy series The Office in key eras of interior design. Tomorrow's FM takes a look at the results.



5. The Future

CONSTRUCTION & BIM

28 A VISION FOR THE FUTURE

Barry Tuckwood, Chartered Engineer and Management Consultant, discusses several options for expanding the current capabilities of BIM for application in new and existing facilities.

RECYCLING AND WASTE MANAGEMENT

34 THE TOWN WITH NO WASTE

Martin Wharmby, Editor of Tomorrow's Cleaning, investigates the small town in southwestern Japan which goes above and beyond in its quest to eliminate waste.

36 WASTE NOT, WANT NOT

Food waste has become a globally hot topic in recent years and a major commitment for most UK retailers through the Courtauld 2025 initiative. Antheon Analytics looks at the true cost, and the root cause, of the issue.



EDUCATIONAL/ STUDENT FACILITIES

44 WHO'S AFRAID OF THE SCHOOL TOILET?

How can we make washrooms in schools safer, more accessible and more user-friendly? Tork manufacturer Essity attempts to answer this pertinent question.

CLEANING

52 ONE TEAM APPROACH

Lee Andrews, CEO of DOC Cleaning, explores the ways in which a cleaning contractor can deliver added value in support of their FM clients.

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MITIE SELLS CATERING DIVISION

Facilities management company Mitie has agreed to sell its catering and hospitality business to the Queen's caterers, CH&CO, for up to £85m.

The deal will see Mitie and CH&CO enter into a strategic partnership to ensure that the Gather & Gather catering offer remains exclusive to Mitie's clients as its only integrated FM sector partner.

The sale comes as Mitie embark on a transformation under Chief Executive Phil Bentley after a series of profit warnings two years ago. Shares were expected to rise 1% when the stock market opens, according to traders.

Bentley commented: "Mitie's strategy is to invest in our core technology-led facilities management services - such as security, cleaning and engineering services - where we have a leading market position. Gather & Gather is a niche player in the £4bn UK contract catering market.

By teaming up with CH&CO at this time, we believe this ensures the best choice and competitive pricing for our clients, whilst releasing funds for reinvestment and strengthening our balance sheet."

Bill Toner, CEO of CH&CO, commented: "This acquisition is a key part of our growth strategy and represents a great opportunity for Mitie, Gather & Gather and CH&CO. We are very excited about the future growth potential for our business in our strategic partnership with Mitie - we bring scale and catering expertise; Mitie brings an extensive client list and innovation, and we both share a reputation for great customer service. The sharing of best practice will drive an even better service for our clients, and the enlarged CH&CO group creates unparalleled opportunities for growth."

Mitie's catering arm reported audited revenues of £136.1m and pretax profit of £4.1m in the year ending March. CH&CO will report revenue of around £300m for the year ending December 31st 2018.

ARCUS FM DELIVERING HERMES DEAL

Arcus FM has been awarded a three-year contract with courier services firm, Hermes.

The deal will see Arcus service over 100 buildings including the company's multisite head office estate, which is split across four buildings in Leeds, comprising a head office, a call centre and a brand-new innovative technology hub, two large-scale distribution centres, and 26 depots, with the

remainder being sub-depots.

The service provision includes M&E planned and reactive, building fabric, compliance, fire alarm/extinguishers, landscaping, drainage and drainage PPMs. Arcus will also provide a Helpdesk facility from its Redditch office.



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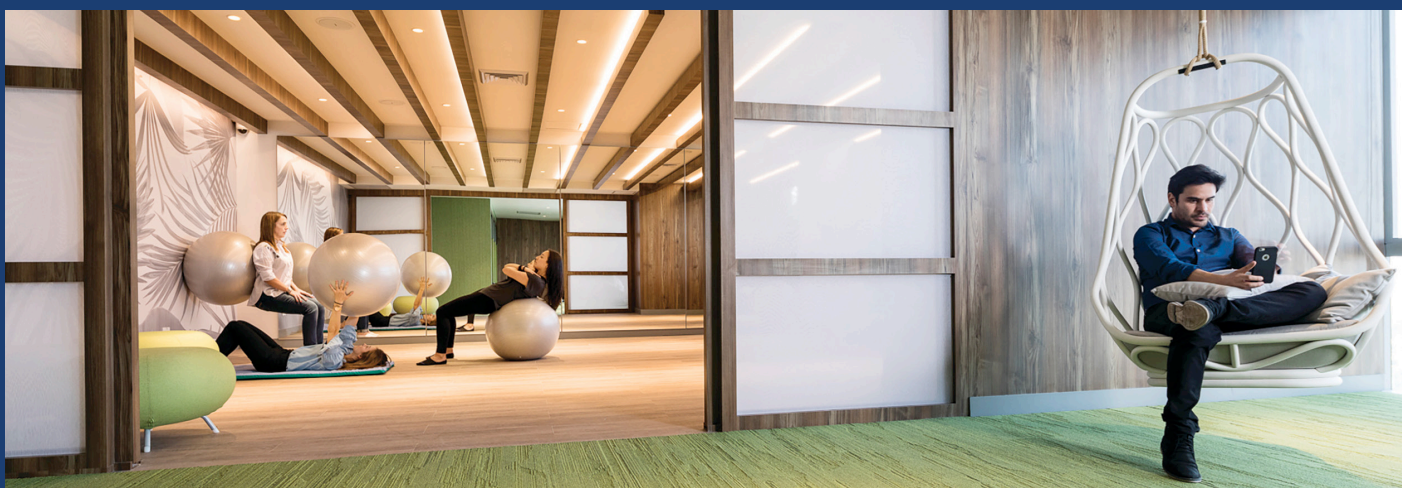


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LEESMAN HITS 600,000 MILESTONE

Workplace experience benchmark the Leesman Index hit a new apex this month with more than 600,000 responses contributing to what is now the largest independent research project of its kind.

Leesman works globally helping business leaders to understand how workplaces support individual and organisational performance. It does so by examining what employees are doing and how well each of the activities that they undertake as part of their role are supported by the physical, virtual and social infrastructures on offer. The

results are then analysed against the Leesman Index, a worldwide benchmark that calculates the design impact that these workplaces have on an employee's overall experience, from their perception of personal productivity and level of enjoyment to their pride in their workspace.

To date, the Index includes responses from 4,263 buildings in 93 countries. The data currently shows that only 53.2% of employees agree that their workplace is a place they're proud to bring visitors to; 58.4% agree it contributes to a sense of community; 57.2% agree their workplace creates an enjoyable environment to work in; and 58.0% agree it enables them to work productively.

The data makes clear that too many workplaces are not fit for purpose.

The Leesman Index is a rich research source that can be mined to help organisations and their corporate real estate teams turn the tide by engineering more strategic value from their workplaces.



B38 GROUP TEES OFF WITH MYTIME ACTIVE

Social enterprise Mytime Active has appointed B38 Group to provide a range of facilities management services for the next three years.

The Wakefield-based facilities management company will manage a wide range of services covering mechanical and engineering; and heating, ventilation and air conditioning. In addition, B38 Group will take a more strategic role including the provision of maintenance staff, training and support, as well as building lifecycle management with forward maintenance planning.

Established in 2004, Mytime Active runs lifestyle preventative health services across the UK via six leisure centres and 16 pay and play golf courses in London, the Midlands, and on the south coast. The company's head office in Bromley is also said to be included in the contract.

HSE'S NEW CEO TAKES THE REINS

Sarah Albon, the new Chief Executive of Britain's workplace health and safety regulator has taken up her post this week.

Ms Albon vacated her position as inspector general and CEO of the Insolvency Service, where she had been since 2015 to take charge of the Health and Safety Executive (HSE).

She replaces acting chief executive David Snowball who has held the post since June 2018 and will be retiring from HSE at the end of the year.

Ms Albon's past roles includes roles as Director of Strategy and Change at Her Majesty's Courts and Tribunal Service, Director of Civil Family and Legal Aid Policy and Deputy Director of Criminal Legal Aid Strategy at the Ministry of Justice. She has also served as Principal Private Secretary to two Lord Chancellors.



VINCI BOARDS WITH TRANSPORT FOR LONDON

VINCI Facilities has been awarded a three-year contract to provide services for around 2,000 properties across Transport for London's (TfL) commercial estate.

The deal, which includes the option to extend for two further years, will commence in early 2020.

As well as providing a total facilities management service, VINCI Facilities will work with TfL in its efforts to be a landlord of choice, improving and developing the estate and the services provided to its tenants.

Across its estate, TfL has a range of tenants, from large companies to small businesses who have utilised units to establish their first bricks and mortar offering, which each contribute to supporting the capital's economy by encouraging growth and creating jobs.

The work VINCI Facilities will undertake will include conducting a detailed survey of the estate as well as providing and developing a helpdesk, computer-aided facilities management (CAFM) system and data



management processes, which will give real-time information and enable faster responses and decision-making.

Graeme Craig, Director of Commercial Development at TfL, said: "As one of London's biggest landlords, our commercial estate plays a huge role in raising significant revenue to reinvest in the transport network and so it is vital that we continue to service, maintain and develop our estate and what it has to offer.

"By constantly looking to improve, we are supporting our tenants to continue playing a vital role in supporting the capital's success and economy. VINCI Facilities has been awarded this contract in order to help us do that and we look forward to working with them."



WILLMOTT DIXON LANDS DEAL GREATER BRIGHTON METROPOLITAN COLLEGE

Willmott Dixon is set to play a key role in the next stage of Greater Brighton Metropolitan College's growth plans after it was chosen for a £14m contract to redevelop its Pelham Street site in Brighton.

The project, procured via Major Works England and Northern Ireland, a part of the Scape National Construction framework, will see the company create a 3,000m² extension to an existing tower block on the campus to provide the new Centre for Creative and Digital Industries. This will become a key regional training facility for young people and those looking to retrain, while also providing local businesses with a sustainable pipeline of skilled workers.

The extension, on an existing car park, will become a welcoming new 'shop front' for the college, set within a

BELLROCK APPOINTED FM INTEGRATOR AT LEGAL & GENERAL

Bellrock has been appointed as the facilities management integrator for Legal & General Investment Management (LGIM) Real Assets portfolio.

LGIM has selected Bellrock to deliver a new innovative FM integrator model across its UK investment portfolio, covering over 100 properties, including 40 multi let offices, 400 occupiers and over £60 million of managed supply chain service.

Bellrock will shift the focus onto a data led agile service for its occupiers that can be tailored and flexed to their specific requirements whilst driving service quality and improving the occupier experience. Bellrock's technology-led FMI solution will be driven by its Concerto operating platform with a dedicated team of regional operation managers, supply chain specialists, business analysts and technical engineering compliance management backed by its 24/7 facilities management intelligence centre in Leicester.

large public space that includes secure bike storage for staff, students and visitors.

In addition to studios and classrooms specifically designed for creative and digital specialisms, it delivers updated facilities and improved public access to the college's other subject provision located on site.

"The essential role the Integrator model plays in getting more SMEs into the supply chain and ensuring those SMEs are able to deliver a high-quality service must not be understated."



ADAPTING FM MODELS TO MODERN TRENDS

In the wake of the Carillion collapse, widespread debate has primarily focused on insourcing versus outsourcing. It is however, the Integrator model that is perfectly placed to provide stability for interconnected facilities management, says Mark Sutcliffe, MD of the FM integrator at KBR.

The facilities management industry, just like any other, goes through a series of trends and cycles. In recent years the focus has been on the insourcing versus outsourcing debate.

The current trend appears to favour insourcing. In July, the Labour party revealed plans to curb the amount of private contracting for local council services. Look up the debate online and you'll likely find plenty of articles calling for a move towards insourcing.

Of course, there are two sides to every coin. CBRE's 2018 report highlighting the top trends in FM suggested an "outsourcing revolution" in a market that will be worth \$1tn by 2025. CBRE found flexibility to be the key driver, and stability to be the main concern – a sure-fire sign that the Carillion collapse will have a long-lasting ripple effect.

The truth is that there are pros and cons to both insourcing and outsourcing, thus, a 'perfect' method doesn't exist. Businesses need to consider a variety of factors for service delivery including cost, quality, flexibility of service and organisational knowledge.

Whichever way FM is handled there needs to be a structure in place to manage and control all processes as one cohesive unit. A further trend that is emerging in the market as part of the new age of outsourcing was the need for integrated

property and facilities management under one supplier and one point of control.

We're seeing this trend come to fruition now as clients are increasingly adopting the Integrator model. One of the great benefits of the model is that it is essentially immune to trends because it operates in exactly the same way regardless of whether a service is insourced or outsourced. Furthermore, it provides a seamless transition if a service changes from being insourced to outsourced, or vice versa.

Moreover, the essential role the Integrator model plays in getting more SMEs into the supply chain and ensuring those SMEs are able to deliver a high-quality service must not be understated. SMEs are the backbone of a strong economy and a vital part of a robust supply chain. In the public sector, the government has set a target of spending 33% of all procurement with small businesses by 2022, while also trying to simplify the route to securing government contracts.

Across the public and private sectors the appetite to work with SMEs is growing. This is in part due to shaken confidence in big businesses, but also because SMEs bring a unique offering to service delivery. Small businesses can respond and adapt quickly thanks to a lack of hierarchy, have



the ability to bring innovative products to market faster and are experts in their particular area. It also demonstrates a clear commitment to social value.

The Metropolitan Police (MPS) FM Integrator model was developed with SMEs in mind. This proved to be a fantastic method because the model could be improved and adapted in real-time thanks to feedback from the MPS and SMEs in their supply chain. The MPS second-generation FM Integrator model has a number of features that support SMEs from the very outset right through to the completion on a contract.

Bidding for a government contract can be a daunting prospect, even more so when it's the first time a business is experiencing the process. The Integrator guides SMEs through the process by preparing all tender documents, providing evaluations and recommendations to the client for the pre-tender questionnaire, and managing the invitation to tender.

Contracts are forged directly between the client and service provider so the two are able to move beyond a working relationship and build a strong partnership. The Integrator continues to provide support by running a helpdesk centre and creating a governance structure with monthly meetings.

For SMEs new to contracts of this size, having a defined structure has proved to be a huge help in keeping projects on track and ensuring the highest standard of service delivery.

Numerous SMEs have used their experience of a big public contract to take their business to the next level. The credibility of working with a large organisation combined with their knowledge of the tender process has enabled them to win contracts that they would not have even considered bidding on before.

Aside from bringing SMEs into the supply chain, the advantages of the Integrator include cost savings, increased compliance and reduced risk. But perhaps the most important aspect is the independence and impartiality it provides.

The reason that the Integrator is trusted as an FM model is because it sits separately from the client and the suppliers. This allows it to report and make recommendations fairly and to the benefit of all parties.

We've seen some high-profile cases where the model provider is also supplying some of the services. This is controversial because that provider is reporting on its own services which immediately raises questions about impartiality. There is also a conflict of interest because the model provider is competing for contracts with the very same SMEs it is meant to be supporting. It is simply not possible to have a fair and transparent process with this set up.

As long as the model provider does remain independent then the Integrator has a vital role to play in the future of FM service delivery, regardless of trends towards insourcing or outsourcing. There have been plenty of successful applications of the model since its introduction with the MPS that have resulted in companies making significant savings, bringing more SMEs into the supply chain and having more control over FM as a whole.

Still in its relative infancy and with the private sector keen to try out the model, the future looks bright for the Integrator.

www.kbr.com/en



WHAT'S NEW?

BURGESS FURNITURE BRINGS NEW COMPACT STYLES TO THE COFFEE TABLE

Burgess Furniture has turned the tables on traditional design with the launch of two new innovative and compact coffee tables.

The new A-Cross and TriSmart tables are smaller pieces designed to maximise practicality without compromising space.

The new A-Cross table is an extension of Burgess' popular A-Fold range and is an elegant and versatile table for smaller areas and bedrooms. Available in a round or square top, the table has two height options and a choice of natural, walnut-stained or charcoal stained hardwood legs for neutral interiors.

The new TriSmart table is an ultra-modern, slim table that is the perfect partner for corporate spaces.

With its quick and convenient wireless and USB charging technology, coffee or poseur height positions and a choice of table top shapes and base options, TriSmart can be matched to Burgess' Configure-8 range for a seamless breakout area solution.

Jeremy Burgess, Managing Director of Burgess Furniture, said: "Maximising space whilst maintaining guest



comfort and facilities are key issues for hospitality businesses. Coffee tables are essential but can be cumbersome.

"Our new A-Cross and TriSmart tables are the ideal solution for both leisure and working areas where guest space and freedom of movement is premium. Both types can neatly slot into any type of space, for quick and convenient relaxation and break zones.

"Our new coffee tables are yet another example of our dedication to clever and innovative hospitality furniture that truly meets the needs of clients and guests."

The new tables are part of Burgess' new bedroom range, which focuses on modern seating solutions for hotel rooms.

www.burgessfurniture.com



FSI'S WORKPLACE SOLUTIONS BENCHMARKED FOR CAFM/IWMS MARKET

FSI's Space and Workplace Management solutions have been benchmarked by independent research firm Verdantix for the CAFM/IWMS market.

Verdantix has published its latest report, IWMS Benchmark: Space Management and Workplace Services, for real estate and

facilities management executives, to understand the breadth and depth of these functionalities.

CAFM/IWMS solutions assist organisations with the effective management

of workplace and real estate portfolios, including infrastructure and facilities assets.

Verdantix finds that the strengths of the FSI offering include successful move management, be it for one or a large group of employees, and cost estimating for asset relocation.

FSI scored top on occupant wellbeing analytics, for the ChatLog app, a sociable facilities helpdesk experience for use by end users.

ChatLog encourages the entire workplace community to contribute to the success of the facilities that they occupy. With effective and successful FM put directly in the hands of all those on the receiving end, a positive workplace environment is achieved.

Ibrahim Yate, Industry Analyst at Verdantix, said: "In the 2019 Product Benchmark on Space and Workplace Management Software, Verdantix finds that FSI offers market-leading functionality in wellbeing analytics. In particular, FSI offers strong functionality for collecting feedback, on-site service bookings and delivering insights on occupant comfort."

www.fsifm.com

INNUSCIENCE TAKES THE LEAD WITH IOT PRODUCT MONITORING SYSTEM

Milton Keynes-based InnuScience believes it is the first cleaning product manufacturer in the UK to launch an Internet of Things (IoT) based product monitoring system.

Its system – Connected Cleaning – works by monitoring product usage, which is then reported on a monthly basis against the budget per site. A key benefit of this system is to allow the proactive management of any deviations from budget that could potentially occur.

InnuScience, a specialist in commercial cleaning systems based on biotechnology, can achieve the upfront results of strong chemical products by using biological actives – fermentation extracts, enzymes and microbes – to create a residual cleaning action that boosts standards.

The company prides itself on:

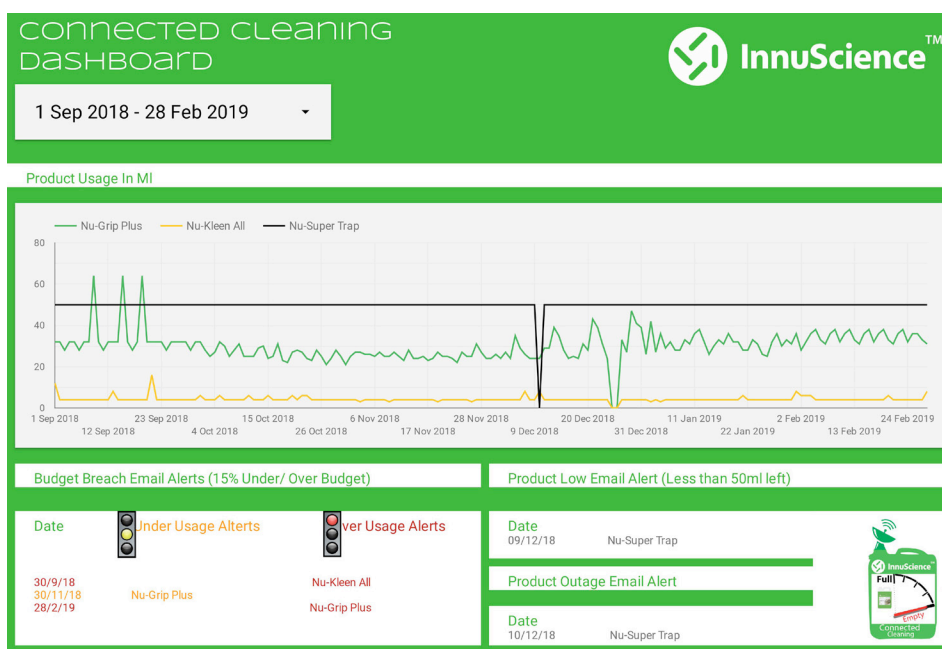
Performance: Connected Cleaning offers a superior performance on porous surfaces – such as natural stones, tile grout and safety flooring – as the actives penetrate the micro pores and extract the dirt.

Competitive pricing: The cost in use of Connected Cleaning can be from as little as two pence per litre. InnuScience's products are competitively priced compared to conventional cleaning products, ruling out the need to spend big to go green, as has been the case in the past.

Respecting the planet: InnuScience insists on all of its products being environmentally-friendly with ultimate biodegradability of 99.99% – according to OECD test 301 – being standard. In addition to these stringent internal standards, all the company's cleaning products are either Ecologo or Ecolabel certified.

Safety: Its cleaning products are not classified as hazardous – and in their diluted form they are not even classified, thus minimising any unwanted health and safety risks.

Passionate service: A national support team is on standby to offer a proactive approach by connecting



cleaning, monitoring product usage and slashing costs.

A router integrated into InnuScience's dispensing equipment communicates product usage data back to the company via Wi-Fi or 4G. The company is then able to issue simple customer reports in a traffic light format, indicating if product usage is in line with budget. The sophisticated system can also flag up other metrics such as usage diagnostics and empty product warnings.

This efficient procedure allows InnuScience to adopt a proactive approach and ensure that clients never run out of products. The dispenser can be accessed remotely to take corrective action where necessary.

Nick Winstone, UK Managing Director of InnuScience, said: "InnuScience is passionate about providing high performance, responsible products that leave lasting impressions, so that you can go green without compromising the quality of your cleaning. Our revolutionary biotechnology products offer superior performance and unrivalled value for money. They are also planet conscious and people friendly.

"Technology has the ability to transform the way we clean and the way we control the budgets around cleaning product spend. By monitoring our customer spend on cleaning products we can ensure that savings are being delivered and



that product usage is optimal per customer site."

InnuScience UK is the youngest and fastest-growing of the top 15 manufacturers in the country supplying biotechnology-based cleaning products to the facilities management, building care, hospitality and care sectors.

Its UK range of professional cleaning products cover the needs of the most prestigious public sectors, education, restaurants, hotels, stations, airports, healthcare and retail contracts, and include cleaners and degreasers, maintenance products, industrial cleaners, odour eliminators, laundry products and floor care.

www.innuscience.com

WHAT'S NEW?

'CLEAN HANDS FOR ALL' THIS GLOBAL HANDWASHING DAY

Handwashing is an effective and affordable way to prevent infection and save lives. As a skin and surface hygiene expert, GOJO Industries-Europe is a great supporter of Global Handwashing Day (Tuesday 15th October 2019).

This annual, worldwide advocacy day is dedicated to increasing awareness and understanding about the importance of handwashing. The campaign ultimately helps to influence behaviour change and encourage healthy hand hygiene. This year's theme reminds us that we must be inclusive when addressing handwashing. Inequalities in handwashing facilities can put individuals at higher risk to diseases that impact their health, education, and economic outcomes.

Chris Wakefield, Vice President, European Marketing & Product Development at GOJO Industries-Europe Ltd, commented: 'GOJO, THE INVENTORS OF PURELL, is a trusted brand in skin and surface hygiene around the world. We are a strong advocate of the 'total solution' approach to making hand hygiene second nature to everyone. By educating about the importance of hand hygiene, and teaching best practice techniques, we can help



reduce diseases and save lives. "Clean Hands for All" will help achieve "Health for All".

Backed by a wealth of scientific expertise, and specialist formulations, GOJO has the technology and experience to help implement effective hand and surface hygiene

regimes in a range of different settings. They can supply products, dispensers, and eye-catching signage suitable for healthcare, education, catering, hospitality, leisure and corporate facilities.

www.GOJO.com

ADLER AND ALLAN ANNOUNCES NEW BRAND

Environmental risk reduction company Adler and Allan, has launched a new brand and logo which is part of the strategy to bring its group of companies together and reflect an enhanced range of services and solutions.

The benefit to customers is a more comprehensive set of solutions from one customer focused team. Bringing together knowledge, expertise and equipment Adler and Allan will provide market leading 24/7-365 environmental risk reduction services through preventative and responsive services and solutions.

A brand is more than just fonts and colours, it is about the people and the story. As part of the brand project Adler and Allan has also developed a suite of new employee values. These were developed in-house by a cross section of employees across different parts of the business to ensure they reflect the key priorities.

Bob Contreras, Group Chairman, said: "I am really excited to be entering the next phase of our journey. The new brand and employee values will unite the business, giving us one common purpose, which will benefit our customers in many ways."

Contreras explained how the brand roll out would take place: "Where we do need to replace physical items such as van livery and PPE this will be done when the item is worn out. Afterall, we are an environmental company so we wouldn't just throw something away that is still usable."

Adler and Allan started trading as Coal and Coke Merchants in London back in 1926 and since then, through over 90 years of steady growth and strategic acquisition, the Adler and Allan Group has grown to become Britain's leading supplier of spill response, technical, fuel and environmental risk reduction services.

www.adlerandallan.co.uk

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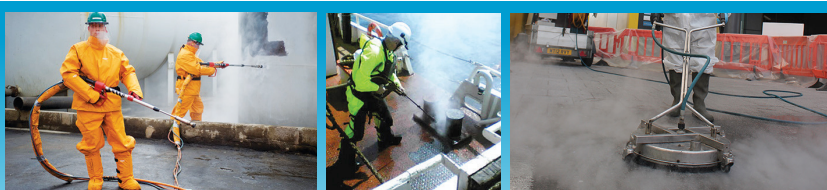
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ESSITY'S NEW SOFTWARE 'A GAME-CHANGER' IN CLEANING

Tork believes its new cleaning management software solution is the most advanced on the market.

Digital Cleaning Plans make life easier for the cleaner while empowering facility managers with better reporting and enhanced control. And the software will be a game-changer for the industry, claims Essity.

"Digital Cleaning Plans are a simple solution to a major headache for cleaning managers: how to keep track of what needs to be done and ensure that all tasks are completed without anything being overlooked," said Essity UK Sales Director Nathan Titheridge.

"Many cleaning companies currently use paper plans and reports to map out their cleaning rounds. We are helping them move from an analogue world to the digital age and make their operations much more efficient because tasks and reports will be logged immediately and all monitoring will be instant."

He says the software will give cleaning managers the tools they need to take control of their operations and to use their time and resources in smarter ways. "Digital Cleaning Plans are an industry game-changer and the next big thing in cleaning," said Titheridge.

The software includes functions for planning, communication, administration and follow-up and can be used by both mid-size and small-scale companies. Digital Cleaning Plans also simplify the introduction of new staff and handovers between staff members.

Essity already offers one data-driven cleaning solution – Tork EasyCube® – which enables cleaners and facility managers to check on washroom refills and monitor washroom traffic via a smartphone or tablet. This is growing rapidly and has been installed in airports, theme parks, retail centres, offices and other facilities throughout the world.

"Digital Cleaning Plans are Essity's first venture into the software industry and signing up is easy," said Titheridge. "Customers simply need to register via the Tork website to

gain instant access to a free version of the software with functionality in up to 30 locations."

This allows customers to discover the value of Digital Cleaning Plans without paying anything up front, says Nathan.

"We expect a large number of free sign-ups at first, but as customers see the huge benefits of the software they will be keen to move on to the enhanced version which offers more locations and a higher level of functionality," he said.

"With the launch of Digital Cleaning Plans, Essity will become the first and only company to ensure that the proven benefits of digital cleaning are made easily available to the whole cleaning sector."

He claims cleaning companies are crying out for innovations they can pass on to customers. "Digital Cleaning Plans deliver on this while also making life easier for the cleaner and cleaning manager," he said. "We are expecting the software to be massively popular."

www.tork.co.uk/services/digital-cleaning-plan

CENTIEL APPOINTS NEW OPERATIONS MANAGER

Andrew Skelton has been named as CENTIEL UK's new operations manager. Skelton will now oversee the delivery and deployment of CENTIEL's full range of uninterruptible power supply (UPS) solutions for projects across the country.

Mike Elms, Managing Director, CENTIEL UK, confirmed: "We are delighted to welcome Andrew to our growing team. Andrew has an engineering background with over a decade of experience in the UPS industry and is familiar with the implementation of large UPS installations in the commercial sector including delivery of projects within large datacentres."

Skelton commented: "As operations manager, my new role is to make sure project specifications are met. Careful management of timelines is critical and this means working

closely with clients and contractors to meet project milestones. My technical background enables me to support our engineers to solve any challenges that come up during complex installations. I also work with CENTIEL's project management team to guarantee all our projects are delivered both on time and on budget, every time."

Skelton originally completed his apprenticeship in Electrical & Electronic Engineering in 2008 while at Benning UK, where he worked for six years in a variety of roles including product engineer, sales engineer and projects manager. He joins CENTIEL from AVK-SEG (UK) Ltd where he was a technical engineer for three years, responsible for design on turnkey UPS and Generator projects. Highlights at AVK-SEG (UK) Ltd included being technical lead on multiple high-value projects such as a large tier 4 European data centre, where over 40MW of UPS

and generator systems were successfully deployed.

CENTIEL is a Swiss-based technology company designing, manufacturing and delivering power protection solutions for critical facilities. Its three-phase true modular UPS, CumulusPower, known for its "9 nines" (99.999999%) system availability and low total cost of ownership through its Maximum Efficiency Management (MEM) and low losses of energy, has now been installed in datacenters and comms rooms in over 60 countries across five continents.

www.centiel.co.uk



VIKAN LAUNCHES COMPLETE CONCEPT FOR FACILITIES CLEANING SEGMENT

Vikan, hygienic cleaning tools specialist, is launching a complete concept – including training, dedicated tools and pre-configured trolleys – to help facility management setups improve their cleaning operations.

The unique concept is based on the insight that cleaning staff are critical to more efficient, profitable operations, and that better tools and knowledge are required to unleash the full potential of these vital employees.

Smarter trolleys

At the centre of Vikan's new offering is a system of ergonomically designed, purpose-built micro-fibre mops and other tools that come on trolleys pre-configured for specific cleaning applications such as stairways, large offices, restrooms and more.

The trolleys are lightweight, easy to manoeuvre and stocked with application-specific tools as standard.



The trolleys can be further configured individually, giving customers the exact tools they need to meet highly specific cleaning challenges.

Instant information

Cleaning staff using the new trolley system are further empowered with Vikan CleanAssist on-trolley cue

cards and instantly available online guidance videos. These tools have been shown to accelerate training and improve cleaning efficiency, all adding up to higher productivity, customer satisfaction and business success.

"Cleaning staff want to perform at their best, but they don't always have the tools and knowledge they need to do so. This makes it imperative for facility management outfits to push cleaning tools and knowledge higher up the agenda. Our facility cleaning solutions are designed to help do just that," said Vikan UK Sales Manager Andy Freer.

A full-service partner

In addition to its range of microfibre products and cleaning trolleys, Vikan also supplies hygienic cleaning and food-handling tools for kitchens and canteens and a vehicle-cleaning range. This enables the company to serve as a one-stop shop where facilities management setups can find solutions to all their cleaning tool needs.

www.Vikan.com/fm/facilities-cleaning/

WHAT'S NEW?

EARTHSAFE INTRODUCES MULTI-PURPOSE CLEANER AND DISINFECTANT

The EarthSafe mission statement reads, “Designing a future where applying the technologies of tomorrow protects the public health beyond the limits of the tools today.” Simply put, time is the cleaning industry’s number one limiting factor for successful infection prevention. This challenge has been the driver for all EarthSafe product innovations since day one.

They began by developing the EvaClean Infection Prevention System, which leverages advanced electrostatic sprayer technologies to cover three-times the area in 80% less time, a ‘drop and go’ sanitizing/disinfection chemistry, and simplified, scalable processes for higher-level compliance and maximum output. Still, a critical gap remained in daily cleaning and floor disinfection strategies.

“EvaClean is 100% infection prevention focused,” said Jeremiah Gray, COO/ Co-Founder of EarthSafe. “We’re also about innovation with a purpose, which means we take a practical approach to developing new ways to elevate cleaning efficacy and efficiency.”

Enter PUR:ONE—A one-step cleaning and disinfection solution for high touch surfaces and floors, and the new front-end component of the all-encompassing EvaClean System. But, PUR:ONE does much more than fill a necessary gap in environmental hygiene.

It’s the first single step cleaner and disinfectant to receive EPA registration as effective against bacteria in biofilm, and is on K-List of approved products for use in cases of *Candida auris*, plus other emerging pathogen threats, which are vital concerns in healthcare. While PUR:ONE is powerful enough to kill *C. diff* in four minutes, this broad-spectrum chemistry also works for daily cleaning and floor disinfection, the latter typically lacking in most cleaning protocols. With a top NFPA rating of triple zero, it’s also safer for personnel, patrons and patients, and the only sporicidal disinfectant that won’t damage equipment or floor finishes. Like EvaClean’s PURTABS sanitizer



and disinfectant, PUR:ONE is a NaDCC pre-measured tablet concentrate that is sustainable, stable and economical. Because EvaClean’s entire program is standardized around a single chemistry solution, it streamlines cleaning processes from beginning to end, reduces potential failure points due to human error, eradicates chemical hazards and exposure, increases worker safety, and ensures a higher level of compliance.

The difference is in the application method. PURTABS are designed for use with EvaClean’s Protexus Electrostatic Sprayers, while PUR:ONE works with existing microfiber cleaning programs, as well as dry wipes and spray bottles. It can also be mixed on the go at a workstation cart, the ideal single dosing solution for floor disinfection using disposable or launderable microfiber mop heads. When combined with EvaClean’s best practice guidelines and training for optimal implementation efficiency, it creates a synergistic system that will enhance cleaning protocols from A to Z.

Flavia Da Silva-Benson, SVP Operations/General Counsel for EarthSafe said, “We’re not changing the way things are done, just simplifying the process by replacing multiple chemicals with an all-in-one sporicidal cleaner and disinfectant



that’s more potent, yet safer for people and surfaces.”

The measurable efficacy and improved outcome of this systematic approach are confirmed by a new EvaClean Environmental Monitoring Program, an evidence based third-party validation of cleaning processes and surface disinfection. EvaClean’s credibility is further reinforced by its recent recognition from The Infection Prevention Strategy (TIPS) as a 2019 Top Innovation of the Year. However, the truest form of authentication are the hospitals, schools, businesses and buildings who trust EvaClean to protect the health and welfare of everyone therein.

Ultimately, it’s all about time. Improving labor efficiency and empowering workers with the ability to clean more surfaces in less time will prevent outbreaks, stop the spread of infections and effectively solve the cleaning industry’s top challenge—just in the nick of time.

www.earthsafeca.com

www.evaclean.com

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CASE STUDY

UWC ATLANTIC ADOPTS SUSTAINABLE CLEANING REGIME WITH TOUCAN ECO

United World College (UWC) Atlantic is the founding and flagship college in the UWC movement, located in 12th Century St Donat's Castle in South Wales. Championing the UWC mission 'to make education a force to unite people, nations and cultures for peace and a sustainable future', sustainability has always been part of the college's DNA.

In addition, one of the core UWC values 'respect for the environment' has been a key driver in exploring a chemical-free cleaning regime. It hasn't just been about improving the college's green credentials, more about showcasing what a real commitment to sustainability looks like in the day-to-day life of the college.

In May 2019, UWC Atlantic took the decision to transform its cleaning regime by installing a completely chemical-free system across the 122-acre campus – Robert Scott's Toucan Eco bio-cleaning range. The installation means the college can make a sustainable, effective and non-chemical disinfectant cleaner on-site, which removes the need for 80% of chemicals, while significantly reducing single-use plastic waste and costs.

Alan Fleming, Director of Facilities and Operations for UWC Atlantic, explained: "The college takes a challenging and interactive approach to learning that inspires and equips students to work towards a more sustainable future.

"Learning revolves around increasing students' understanding of global challenges – environmental issues are high on the agenda – and developing a vision of how we can adopt alternative approaches to living. As well as introducing a student Sustainability Council, we have also implemented ways to offset our carbon footprint, reduce water consumption and transition to using more green energy.

"As part of this strategy we've been exploring chemical-free cleaning for some time and hadn't found a solution that met the specific needs of



the UWC Atlantic campus. Jonathan Thiel, the college's on-site manager from Compass Group, made a recommendation that we consider Robert Scott's innovative new bio-cleaning system – Toucan Eco – and so we invited the team to campus for a demonstration of the technology."

Steve Courtney, Toucan Eco Product Specialist at Robert Scott, continued: "While the multi-surface disinfectant and cleaner kills up to 99.999% of bacteria and is certified as a general disinfectant – it's also non-toxic, non-hazardous and non-allergenic, so it is safe for staff to use on a daily basis. This also appealed to the management team as it meant students can use the solution to spray, wipe or mop their dormitory areas, helping to prepare them for the next stage of independence at university and beyond."

After an extremely positive trial period, UWC Atlantic proceeded with the installation of 13 Toucan

Eco Active units, each with a 10-litre capacity, installed across the college's residential quarters, study rooms, sports facilities and other areas of public footfall.

Jonathan Thiel, Compass Group's General Manager at UWC Atlantic, added: "For the team, Toucan Eco was the next logical step in order to reduce our environmental impact. Not only have we drastically cut the use of harmful chemical cleaning agents, we're also making considerable reductions on single-use plastic waste and the unnecessary transportation of cleaning fluids."

How does the Toucan Eco system work?

Toucan Eco requires only tap water, salt and a low voltage electrical current to produce limitless disinfecting and cleaning solution through a process called electrochemical activation.

The technology first appeared as a chemical-free disinfectant in industrial applications in the 1970s. With developments in technology, new smaller and more portable devices have been designed that allow the solution to be made on demand and on-site. It's now being used by the cleaning industry in a growing number of applications as the eco-friendly way to clean without the use of chemicals or excess plastic waste.

www.robert-scott.co.uk

www.atlanticcollege.org

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WASHROOM INNOVATION

SC Johnson Professional has launched an exciting range of new foam soaps under its Deb Skin Care brand, to bring fresh, clean innovation to the washroom.

SC Johnson Professional (SCJP) has drawn upon insights from facility owners, cleaning professionals, fragrance experts and washroom users to re-think the professional washroom experience.

Their innovative new range has been designed to delight users and make washroom management more efficient, redefining the market for foam soaps.

The range includes unique new signature fragrance options, plus a fragrance-free foam soap. All are EU Ecolabel and ECARF-certified and with just one pump are proven to wash away 99% of dirt and germs when used properly.

The biodegradable products have been formulated with one of the mildest preservatives and added skin conditioners, making them pleasant on the hands and suitable for all ages.

When combined with SCJP's unique antimicrobial foam soap powered by Accelerated Hydrogen Peroxide, the refreshed range is crafted to meet the needs of any busy washroom setting. The formulations leave skin silky-smooth with no sticky residue.

Whether in corporate washrooms, office spaces, retail or hospitality settings, schools or hotels, the range delivers the quality customers want with features that redefine the foam hand wash experience.

Signature Fragrance Foam Soaps

Based on extensive customer research and insights, SCJP's unique new signature fragrances have been designed by world leading experts and appeal to a broad range of washroom users. Each fragrance note plays a unique role in communicating the caring, pleasantly fresh and clean attributes that users like and remember.

Azure Foam has a sparkling fresh and clean 'crisp fruit' fragrance. Rose Foam, has a luxurious modern floral 'enchanted rose' fragrance. Both bring a pleasantly fresh scent, with biodegradable formulations and have been dermatologically tested, making them mild, allergy-friendly and suitable for all ages.

With a signature scent at the heart of each fragrance, the range has been proven to leave hands softly scented with a luxurious feeling that users notice.

Fragrance Free Foam Soap

Ideal for people sensitive to fragrances and dyes or prefer products which do not have these added. The Fragrance Free Foam Soap formula has been dermatologist test and ECARF-certified to verify it is 'skin hypoallergenic', with very low allergenic potential and is designed for sensitive skin.

Antimicrobial Foam Soap

For settings where a higher level of hygiene is preferred, this lightly fragranced foam soap is powered by Accelerated Hydrogen Peroxide to provide broad spectrum antimicrobial activity killing up to 99.99% of many common bacteria, yeast and viruses.

Readily biodegradable formula and biocidal active ingredient, Hydrogen Peroxide, breaks down into oxygen and water to leave no active residue.

Efficient management

Compared to a traditional lotion soap, just one pump of SCJP's refreshed foam soaps takes care of user's hands and the soap provider's bottom line. They create the following savings:

- 36% less product is required
- 45% less water is required
- 30% more hand washed per litre of soap
- 26% less packaging waste created

The new Quick-View Dispenser

When the products are paired with the new Quick-View Dispenser, even more cost efficiencies can be gained. The dispenser has transparent sides to allow cleaning staff to accurately see the soap level from any angle or distance, eliminating the need to open up dispensers to check if a cartridge change is required. This saves time and reduces maintenance costs.

Helping give users a pleasant, positive handwashing experience differentiates facilities from their competitors. By re-thinking the foam soap solution to address the challenges of the professional washroom, these new innovations from SC Johnson Professional not only bring benefits to washroom users, but also cost savings for facilities managers with a range to suit all washroom environments.

www.scjp.com/en-gb



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The Office: Design Through The Ages

Curious about how the dreary place of business from BBC 2's hit comedy series *The Office* would have changed over time, HR Director for Printerland, Catherine Bannan asked architectural designer, Maseera Tariq, to redesign the show's workplace in key eras of office design.

Taylorism

Taylorism, also known as Scientific Management, was characterised by a rigid and regimented office layout. Workers were put together in an open environment where bosses could observe them from private offices. As if on a conveyor belt, tasks were split up into small repetitive acts.

Employers were obsessed with gaining maximum productivity from their staff and failed to take into consideration their employees' human and social needs, and in cases of structural unemployment, little time or money was spared for training and retraining staff.

Although the first version of the office appeared around the middle of the 19th century, it wasn't until the end of the century that organisations started to realise that the way offices are designed has a huge impact on how workers behave towards one another, their employers and their work.



1. Taylorism

The Bürolandschaft

The Bürolandschaft gained popularity in Germany after the war when people were eager to move away from the ideas of previous generations. It wasn't just a new look for offices but a whole new way of thinking about working environments, which recognised workers and workplaces as complex and diverse.

Managers were pulled from their offices and put on the main floor, desks were placed in relation to each other according to the flow of paperwork and communication needs of teams, and areas were separated by plants and temporary screens that would give workers some level of privacy.



2. Bürolandschaft



3. The Cubicle Farm

The Digital Workplace

The utopian 1990's, fuelled by the dot-com bubble and telecommunications technology, dramatically changed the office into the digital workplace we know today.

Although the digital workplace is still in its infancy and changing at a considerable rate as we try to make sense of the growing number of new tools, apps and platforms that don't yet work together or intuitively; what we can say with certainty is that tech is freeing up time and space in physical offices by letting employers hire remotely.

The Cubicle Farm

The late 1980's and early 90's saw the height of the cubicle farm and walled desks that have become synonymous with a loss of identity, lack of sunlight and diminishing contact and communication with other people.

The office cubicle evolved from the Action Office which was designed and patented by well-meaning art professor Robert Propst who invented the Action Office to try and solve the problems previous generations had experienced with the distracting layout of the Bürolandschaft.



4. The Digital Workplace



5. The Future

The Future

For architect, Norman Foster, the future of office spaces will be greener in every sense. Generations that precede us are already showing a deep concern for the future of the planet. Young people will choose their employers based on their social agenda, sustainability credentials, the facilities they offer and lifestyles they encourage.

The future workplace will be fully digital says Bryan Berthold. Augmented and virtual technologies will allow for seamless collaboration and interaction between people in different parts of the world. Applications and platforms will be integrated into business processes to meet the specific requirements of organisations and mundane jobs like minute taking will be automated. The digital workplace will be able to anticipate the requirements of the user for information and data.

www.printerland.co.uk/The-Office-Through-the-Ages

FIRST IMPRESSION

The washroom plays an integral role in the perception of a business. Here, Kennedy Hygiene Products advises on the essential elements for a successful washroom experience.

According to Formica's latest washroom report, there is a clear link between the condition of public washrooms and the perceived overall quality of the relevant site. For most people running a business, washrooms are simply regarded as a necessary amenity. Few realise how much they leave a lasting impression on customers.

Whilst hygiene and maintenance are identified as the biggest issues, the design and aesthetic of a washroom can affect the user's perception of comfort. According to the Formica's report, the perfect washroom is light and spacious, clean and ventilated, well designed with large mirrors and provides hygienic, no-touch experience.

With our integrated washroom solutions, you can achieve all of your customers' requirements for the perfect washroom experience:

Perfect hygiene with 'no-touch' and reserve features

Our range of products includes no-touch hand drying and toilet tissue dispensers; automatic soap dispensers and fully programmable air fresheners; no-touch sanitising dispenser for the toilet cubicle and sanitary bins that are sensor or pedal operated.

We also have dispensers with reserve features that are ideal for high traffic environments. They incorporate intelligent features that prevent waste of consumables, and the reserve systems ensure our dispensers don't run out of paper, soap and other consumables.



Freshness, comfort and ambience

Our air fresheners include programmable and air movement activated non-aerosol dispensers.

Our Freedom in Fragrance range contains patented neutralising agent that breaks down malodour molecules in the atmosphere. It consists of 12 fragrances ranging from fresh, cool tones to fruity and floral notes.

Our best-selling feminine hygiene bins are suitable for liner and bin replacement service. Ergonomic and elegant, they provide hygienic and pleasant user experience, and come with innovative consumables: biological germicidal powder sachets and black protective lid inserts for the cover flap.

Our sanitising range includes bactericidal quick-drying foam dispensers and wet wipes for the toilet seat and a fully programmable sanitiser specifically created for service providers.

We also supply a large selection of soap dispensers; hand drying and toilet tissue dispensers; and baby hygiene equipment - our popular Bambina bins and baby changing tables.



Modern design, decor and brand

Our customised inserts can brighten up every washroom. They are available in four colours (white, red, turquoise and taupe) and four special finishes (water drops, metal, carbon and wood). All our dispensers are available in three premium metallic finishes (designer grey, chrome and satin) that are suitable for prestigious establishments. If you supply us with a logo, we can ensure the products maintain your brand identity.

If you are looking for something unique, we offer bespoke design service. Our innovation team can develop your design ideas so you can be confident that the result will be an intelligently designed product in line with your technical requirements.

IONS MATTER

of an organization and helps keep reputations intact.
 tials for impressing customers with a stylish washroom.



Our environmental credentials

Proud of holding the ISO 14001 environmental accreditation since 2000, Kennedy Hygiene has vast experience in developing environmentally solutions. One example is our cotton towel cabinet, where the towels are washed and reused up to 100 times. We also sell a range of Ecolabel soaps. The European Ecolabel is a voluntary system for promoting products and services that are recognised as being kinder to the environment and that are symbolised with the Ecolabel 'Flower' logo.



About Kennedy Hygiene Products

Established in the 1960s, Kennedy manufactures products designed with the service specialist in mind. Our integrated product range Ellipse encompasses hand drying, hand washing, air freshening, sanitizing, feminine hygiene, baby hygiene, toilet tissue dispensers and their associated consumables. We operate under ISO 9001 and ISO 14001 quality and environmental accreditations.

The fully integrated Ellipse dispensers are produced in Arctic white colour. They are also available in a selection of coloured inserts. The premium Ellipse dispensers are available in satin, chrome and designer grey finish.

At Kennedy Hygiene innovation and new product development are at the heart of our strategy, continuing our heritage as a precision engineering company. We are the leading UK supplier for feminine hygiene products, and we sell to 80 countries worldwide, with business partners and distributors in Europe, North America, Africa, Australia and the Middle East. Recent innovations include Satin Ellipse – our stylish range of dispensers, and Mini Seatsan – a compact and elegant 300ml sanitizing foam dispenser.

Contact information

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Kennedy

INTEGRATED HYGIENE SOLUTIONS

A VISION FOR THE FUTURE

Barry Tuckwood, Chartered Engineer and Management Consultant, discusses several options for expanding the current capabilities of BIM for application in new and existing facilities.



I had a lightbulb moment many years ago, the realisation that there was a better way of harnessing IT to improve what we do in construction.

My paper for the international conference CivilComp 89 was met with barriers then that still exist today: trust, sharing, and real collaboration, at the heart of which was a need to change the industry's culture.

By now we are all aware of BIM; digital engineering and virtual models of infrastructure, even if they have not yet taken root in all of our offices and those of our clients. We should ask ourselves why. What can we do to encourage uptake?

The real advantages are for clients and owners, often uncertain of the benefits and unwilling to invest to achieve them. Many organisations are embracing the concepts of shared data, enhancing efficiency and effectiveness for all aspects of asset management in the built environment. Shared data enables design for manufacture and assembly, easier use of modular construction and prefabrication, reductions in clashes, less rework, and greater safety.

We now need to continue to promote BIM and digital models, and consider the next steps. What might technology enable? What will we need to do to maximise the benefits?

For example, we now have the facility for real-time monitoring of assets; for heat, light, and movement. Monitoring enables action to reduce cost of energy for example, to improve safety, to reduce environmental impact. More monitoring means more data and more sharing, and these lead to a virtuous circle of improvement.

Virtual and augmented reality provide better understanding of what we are building, how to build it, how to use a building, and how to deal with it at the end of the lifecycle. There are visible virtual 3D models offering the potential for testing different conditions, and imagining how we could use spaces more effectively, whether that is a shopping mall, an airport, or a domestic kitchen.

However, due to the multiplicity of stakeholders, the industry can be slow to make changes. For optimum results we need to consider the whole lifecycle from concept to completion, and through the multiple changes in all of the built environment to refurbish, repair, and replace. Few organisations have that facility: the utilities,

transport, and petrochem are examples of where policy, strategy and implementation can follow the whole lifecycle.

But there are many others that could and should be forerunners in the advanced use of technology to enable long term benefits. Commercial and domestic developments can all make long term savings for collective flats as well as individual houses, schools, hospitals, ports, road and rail. We need to look towards the needs of all users of our built environment.

If you could model a new or existing part of the infrastructure, digitally, do virtual walk-throughs, cater for future changes, enhance services, test security, and work out energy use, what would matter most? What would you and your clients really need?

Whether they are rail passengers, port customers, hospital patients, school pupils, or householders, what do they need in order to save money, time and the environment. We need to consider how we can help them, through monitoring, collaboration and data management for the long term.

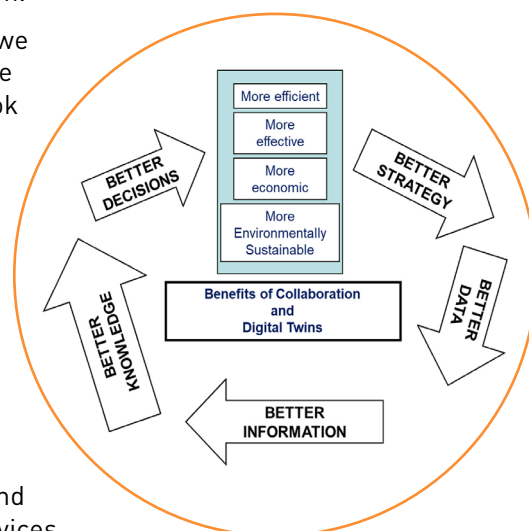
As an industry we already have the capability to look at the future demands of our many stakeholders whatever they need to do: shopping, driving, as patients, visitors, maintainers, security staff and emergency services.

If you were to ask your clients and their stakeholders what they need, what would they say?

What would be their lightbulb moment? Whatever our role is, we need to use our expertise more to help our clients. Society depends on it.

www.tuckwood.co.uk

"Virtual and augmented reality provide better understanding of what we are building, how to build it, how to use a building, and how to deal with it at the end of the lifecycle."



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Alcumus

THE FUTURE OF THE CONSTRUCTION ECOSYSTEM

Innovations in digital technology are fostering change and unlocking improvements in operational processes for the construction industry across the globe. Nick Sacke, Head of IoT and Products at Comms365, takes a look at some innovations that may help to run the building sites of tomorrow.



At every level, from the conceptual design all the way through to the physical construction and continued upkeep of the building, new digital devices, applications and methodologies are starting to prove their worth. Yet, IT investment within the construction industry has typically lagged far behind other industries, with less than 1% of revenues being spent on IT compared to more than 4% being invested by the automotive sector.

“AR could be used to position holographic markings displaying warnings and awareness of an electrical conduit which is positioned behind a wall, to caution and inform engineers.”

Some of the most forward thinking organisations are seeing the full value and opportunities that investing in innovative digital technology can provide from day one, and are leading the way in revolutionising how construction sites operate. However, for many, some of

the most basic requirements of running a site are still a challenge - such as gaining access to high speed, reliable internet networks to support people, applications, devices and processes, wherever the site may be located.

Advances in surveying

One particular issue that often causes construction projects to be delayed is when undetected geological elements are discovered that were not initially picked up by the ground survey. Not only does this delay the project in terms of time, but can also be one of the primary reasons that causes projects to go over budget. With new photographic and geographic information systems integrated into affordable drones and unmanned-aerial-vehicle (UAV) technology, surveying accuracy and speed has been drastically improved, coupled with easier access to areas that historically were inaccessible.

For example, light-detection-and-ranging (lidar) combined with ground-penetrating radar and GPS positioning provides additional data allowing for more detailed surveying of above and below groundwork before construction begins. Digital data from the drone is typically captured onto a memory card and this is

then sent via courier to a facility where the data can be uploaded and manipulated by software into usable information. With a high quality internet connection at site, there is now the possibility of patching the drone's data directly from the site to Amazon Web Services data storage and application hosting servers (AWS), cutting down the time to generate the report.

Building information modelling and augmented reality

5-D building information modelling allows for a project to be fully designed in principle, before building work starts. This process provides a platform to analyse the planned design in detail, as well as record and measure any potential changes to the design or scheduling, taking costs and timings into consideration as well as the parameters of the building in three dimensions. Not only does this provide a cost effective and efficient way to measure alterations to the design, it can also predict and show any possible issues with the construction and give attention to areas that need particular focus for safety aspects.

“Construction is an industry that remains profoundly dependent on paper-based and manual processes that are inherently inefficient and prone to error.”

Augmented Reality (AR) software can also be used to enhance the 5-D model through the use of wearable technology and mobile devices. Through digitally mapping out the environment, content can be pinned and projected through holograms, which can be additionally accessed and updated by use of voice commands. For instance, AR could be used to position holographic markings displaying warnings and awareness of an electrical conduit which is positioned behind a wall, to caution and inform engineers that would be accessing this area of the building in the future.

At the site level, high quality wireless networks are required to provide access to site mobile devices, wearable technology and workstations to gather the mapping data and send it to artificial intelligence resources for analysis and update - in real time. This delivers a highly dynamic, up to date, and efficient planning process, with information all digitised and available for use by multiple internal and external stakeholders.

Enhanced efficiency through collaboration and mobility

Construction is an industry that remains profoundly dependent on paper-based and manual processes that are inherently inefficient and prone to error. Large scale projects in particular, typically take 20% longer to finish and can be up to 80% over budget with traditional methods.

The adoption of digital-collaboration solutions is already significantly improving processes in the industry,



positively impacting supply-chain orders and progress reports. Cloud-based software as a service applications have risen in popularity as a result of the availability of lower cost wireless connectivity and ensures the efficiency and mobility of the construction team.

Collaboration and mobility at construction sites also requires high quality wireless networks, with the ability to separate the traffic from different groups: in-house employees, contractors, and other site visitors.

An interesting example of an end-to-end digital collaboration project is that of a \$5bn rail project that was able to save more than \$110m and significantly increase productivity by using automated workflows, review and approval. What this demonstrates is that deploying technology throughout the entire construction process is essential. IoT is also a significant component of this shift, which through machine learning is able to enrich data and make rules-based changes in a highly automated way to systems with little supervision, proving a valuable contributor to project efficiency. Examples of this include tracking assets, controlling costs and minimising equipment downtime, thereby unlocking additional productivity.

‘Carpe diem’: the choice facing construction firms

Digitalisation of the global economy and every industry in it is underway but some industries have made more progress than others. In the construction industry, there are promising signs of activity and engagement with digital technology and opportunities to leverage its transformative power and scale to positively impact sites, people and operational processes.

To effectively deploy digitalisation at sites, the basic requirement of high quality, rapidly deployed, portable and reliable internet networks to support applications and collaborative processes is a must, which needs to be taken care of first, not last. Firms should work with an ecosystem of experienced and trusted providers who can supply the connectivity and IoT services required by sites. The potential rewards to firms that ‘seize the digitalisation day’ will be instantaneous.

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A QUESTION OF

Why, in our digital age, where smartphones are the underpinning technology behind so many IoT services, do so many buildings fail to provide satisfactory levels of coverage, when communication is regarded as the fourth utility, along with water, gas and electricity?

The requirements of a modern building have changed dramatically in recent years. Not so very long ago a building simply had to provide a space for people to live, learn, work or visit. Now they are expected to be sustainable, eco-friendly, communicate problems, reduce carbon emissions and lower energy bills by becoming power producers rather than power users. In other words, they have to be smart.

A vast range of initiatives are already in place to reduce the carbon footprint of modern buildings, including the global drive for all buildings to be nZEB (near zero energy building) by the end of 2020 and net zero carbon by 2030 through the increased deployment of renewable energy systems, such as solar panels or integrated photovoltaics. However, another feature of an eco-friendly building, according to the World Green Building Council, is the "Consideration of the quality of life of occupants in design, construction and operation."

It would not be unreasonable to assume that mobile connectivity falls under this umbrella because, after all, smartphones are integral to every aspect of modern-day living and are the go-to device for controlling smart building automation systems. However, a national survey carried out by the British Chamber of Commerce revealed that 70% of commercial buildings are blighted

by full or partial not-spots in their mobile coverage, whereby impacting basic business tasks such as holding a conversation or accessing the internet. The situation is just as bad for private buildings and in the homes.

Why then in our digital age, where smartphones are the underpinning technology behind so many IoT services that facilitate smart building automation services, do so many buildings fail to provide satisfactory levels of coverage, when communication is regarded as the fourth utility, along with water, gas and electricity?

The situation is understandable in older properties because mobile coverage was simply never a consideration in their initial design. They are often heavily reliant on stone, concrete and brick, all of which are renowned for impacting signals, especially in densely populated urban environments.

As for new buildings, strict building regulations and modern construction materials can greatly impact indoor mobile coverage; Energy Performance Certificates, high standards of soundproofing and safety, insulation requirements, treated glass, galvanized steel and reinforced concrete are all great for reducing a building's overall carbon footprint, but they don't allow RF waves to penetrate inside. The higher frequency signals (which are often used for 4G and now 5G) are the worst effected, and the deeper inside a building you



“The British Chamber of Commerce revealed that 70% of commercial buildings are blighted by full or partial not-spots in their mobile coverage”

OF RECEPTION

services, do so many buildings fail to provide satisfactory levels of coverage? Nextivity explores how less mobile coverage for all smart buildings.

go, the more coverage deteriorates. Lower frequencies have better propagation rates, but do not have the bandwidth of the higher frequencies.

As well as striving to achieve the 2030 sustainability targets set out by the building regulatory bodies, construction companies should also be taking mobile coverage into account because there are government targets for 95% mobile coverage throughout the UK, regardless of location. Not only would this satisfy growing consumer demand, mobile coverage represents a huge opportunity for property developers to increase the total value of their buildings through mobile driven value-added services, as well as maximise occupancy rates.

The only feasible way to provide the bandwidth needed is to ensure appropriate infrastructure is installed to facilitate reliable coverage in the first place. This has historically been challenging because of regulatory constraints, equipment costs, and the lengthy time scales involved. Indeed, many larger buildings, including public sector ones, have been forced to consider deploying contraband systems to overcome mobile coverage problems, which has put them at loggerheads with the operators and the regulators.

However, thanks to changes made by Ofcom concerning the use of such equipment (known as Wireless Telegraphy

(mobile repeater) (Exemption) Regulations 2018), providing ubiquitous mobile coverage is no longer the challenge it once was. Any property developer wanting to overcome the coverage problem, make their property more sought after and deliver a better consumer experience, can do so by purchasing off the shelf equipment that is readily available and affordable.

So long as that equipment satisfies the repeater spec prescribed by Ofcom, signal booster technologies can be rolled out en masse. The Cel-Fi by Nextivity product range is one option that ticks all the regulatory boxes. It is the only product range in the UK that satisfies Ofcom's mobile repeater licence exemption specification, making it legal to use on all mobile 3G and 4G networks.

Seamless mobile coverage for smart buildings is a win-win situation for all concerned. Consumers can access bandwidth hungry data applications, businesses can access services such as online trading, building automation solutions such as smart metering can be controlled more accurately, property owners can deliver greater value to building occupants and the government is well on the way to reaching its targets for 95% coverage for all.

www.nextivity.com

THE TOWN WITH NO WASTE

Tomorrow's Cleaning Editor Martin Wharmby investigates the small town in southwestern Japan which goes above and beyond in its quest to eliminate waste.

From the outside, the Japanese village of Kamikatsu might seem idyllic, if a little isolated. Located on the smallest of Japan's four main islands, Shikoku, Kamikatsu is spread across a mountainside in Tokushima Prefecture along the Katsuura River, shaded by a forest that coats the lush landscape.

It's a picture-perfect slice of rural Japan, the polar opposite of bustling mega-cities like Tokyo or Osaka, where life moves at bullet-train speeds, population density is absurdly high, and greenery is at a premium. Kamikatsu's peaceful utopia is a perfect antidote to the country's many dystopian cityscapes.

The households and buildings of Kamikatsu are few in number and accommodate a population of around 1,500 or so people, spread across settlements set at different altitudes across the mountain. Like many bucolic, sparsely-populated countryside locales, the town previously kept its waste elimination simple through

incineration, but was able to provide small subsidies for residents purchasing household composters.

Japan is historically an environmentally-conscious and responsible society, with children taught from a young age to clean up after themselves and minimise littering. When visiting, many tourists comment on the scarcity of bins even in big cities, yet despite this the streets are always clean with minimal evidence of litter and refuse.

While the country is very conscious of littering and on the whole is very receptive to recycling, in the post-war boom years the volume of waste ballooned beyond the country's ability to deal with it in the ideal time-consuming, environmentally-friendly methods wanted. Incinerators and landfill became the norm for several decades, as demand outstripped capacity.

In 2003, the village made a bold statement: the Kamikatsu Zero Waste Declaration. The main aim of this was to become waste free by 2020, eliminating the use of



damaging waste disposal methods entirely to protect the land, air and water for future generations. Even for a small village, this 17-year project had a very ambitious target to meet.

In the years leading up to the declaration, waste segregation had already been taking place, with more than 30 different categories of recycling already in operation at the local Hibigatani Waste and Resource Station. Non-organic waste is washed at home and brought in to the station and manually segregated by local residents and volunteers, between the hours of 7:30 AM and 2:00 PM each day.



Photos:
Zero Waste Alliance

In the years since, more and more recycling initiatives have launched in Kamikatsu, including the establishment of Non-Profit Organisation (NPO), the Zero Waste Academy, in 2005. Nowadays, materials get recycled into new products regularly, local collections have been set up for the elderly and disabled, and volunteer patrols – ‘Gomi (waste) rangers’ – remove illegally dumped garbage from around the village.

Several locations have been opened over the years in order to promote reuse and the remaking of items using recyclable material. The Kuru-kuru shop takes in items like clothing, tableware and ‘sundries’ from Kamikatsu residents, while anyone can take away what they will find useful, all for free. Material is

weighed in order to monitor reuse rate, with an average of 80-90% getting reused. In 2016, around 15 tons of items were brought in and 15 tons taken home.

The Kuru-kuru Craft Center, in the Kamikatsu Care Prevention Center next to the Hibigatani Waste and Resource Station, takes in unwanted fabrics, clothing and carp streamers where they are reworked and remade for sale by craftspeople from the local area. In order to cut down on single-use items for festivals and events, Kuru-kuru tableware can be lent out, with reusable containers, plates and cups available to lend to residents for free. Approximately 8,300 pieces of tableware are lent every year.

In 2014, a Recyclable Paper Point campaign began to promote paper segregation and reduce incineration waste. Points cards were distributed to local residents, and they can collect points whenever they bring certain categories of paper waste in. These points can be exchanged for prizes (from toilet paper up to Zippo lighters), while everyone is also entered into a monthly draw for gift vouchers. The scheme was renamed ‘Chiritsumo’ in 2017, and expanded to include more categories of waste – hence the name, which means ‘Small things add up to make a big difference’.

Until 2018, the Zero Waste Academy ran the town’s only waste collection centre, and had increased the number of categories to a staggering 45 segregated waste and resources types across 13 categories. Incineration is kept to an absolute minimum, and only truly unrecoverable items (i.e. feminine hygiene products, disposable diapers, some PVC and rubber) are eliminated.

Understandably, while the Zero Waste objective is a commendable goal, it has been hard work for the village. Much of the criticism and unhappiness stems from the sheer variety of sorting that has to be done and the fact that almost everything has to be washed first. The regularity of the cycle can be quite tough on the ageing population, too.

However, this hasn’t stopped the recycling rate soaring, and in 2016 the municipality achieved an impressive 81% recycle rate. Residents are taking onboard the message to avoid purchasing or using products that may end up as waste, while more manufacturers are producing products that can be easily and safely disposed of in order to cut waste generation at its source.

Even so, it’s clear that while comprehensive, Kamikatsu’s demanding system may eventually be its undoing. With more than 50% of the village’s inhabitants now elderly and the population shrinking year on year, even if it does meet its 2020 goal, it may prove impractical for the village to maintain a 100% rate in the future.

Kamikatsu was the first Japanese location to make a Zero Waste Declaration, but now many other spots have joined in, including Oki town in Mizuma, Fukuoka, Kumamoto’s Minamata City, and Ikaruga Town, Nara. With more towns and cities around the globe now setting their own ambitious targets, this small, mountainside village has been setting recycling standards for years that the rest of the world can only dream of.

www.zwa.jp/en

WASTE NOT, WANT NOT

The need for action against food waste is sparking a mini revolution in the grocery retail supply chain, as organisations increasingly realise that fixing waste means understanding the true cost, and the root cause, suggest Guy Cuthbert, CEO at Atheon Analytics.



Food waste has become a globally hot topic in recent years and a major commitment for most UK retailers through the Courtauld 2025 initiative. Indeed, UK grocery retail leads the way in managing waste, not least through its role in helping consumers manage – even own – waste in the home.

Outdated thinking

Retailers have been gathering and assessing waste data within their businesses for over 20 years; monitoring and acting on waste, damages, and reduced-to-clear rates as part of their range and assortment decisions in order to influence the choice that they offer to shoppers. Unfortunately, understanding the true cost of waste and the drivers which impact it – still proves complex, time-consuming and worryingly opaque to many retailers.

The cause is a combination of disconnected data silos and disconnected, siloed thinking used to power understanding and decision-making. Whilst all grocery retailers determine waste cost as a percentage of sales,

and can measure the value of waste versus budget, their ability to assess the true cost and its effect on product margin remains elusive for most.

Indeed, many retailers assess and manage their waste almost exclusively on the infamous 'Waste Budget', which (in common with many such budgets) is often seen as an acceptable target rather than the worst acceptable case. Store managers relax when a new range is launched with a 'sufficient' waste budget to ensure that they can stock – i.e. overstock – a range to attract the shopper's eye without worrying about the impact of reduced-to-clear on operating margin. Yet gross margin and operating margin are very definitely impacted by the simplistic, aggregated approach to waste that such (sub)category budgets encourage.

This sort of thinking is outdated. We need to use information in a more responsible, effective and actionable manner. Instead of meeting a waste budget, we should be beating it consistently with the aim of tending towards zero waste. We should be identifying the impact



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RECYCLING & WASTE MANAGEMENT

that waste has on sales margin and customer perception, and looking at the steps we can take to reduce total waste on an item-by-item basis.

Aggregated data drives aggregated action

The challenge for most organisations and individuals is how to deal with the vast amounts of data required to identify primary waste drivers using the analytical tools and techniques in place. Traditional business intelligence tools require substantial IT involvement and a protracted implementation project. Spreadsheets are often applied to aggregated data, leading to incorrect actions - a product line that exceeds its waste target is rarely given an opportunity for improvement, it just gets delisted.

“We should be identifying the impact that waste has on sales margin and customer perception, and looking at the steps we can take to reduce total waste on an item-by-item basis.”

This challenge isn't isolated in waste analysis but is true of most of the decision-making in retail commercial teams today; if you can't determine why product performance is poor then the simplest solution is to get rid of it.

So how can you collate, analyse, present and act upon large and complex datasets, simultaneously retaining access to fine-grained data, avoiding complex IT projects and empowering commercial decision makers with simple, intuitive tools? Modern technology offers a solution in the form of guided visual analytics; a blend of machine learning and data visualisation which provides the necessary power and speed whilst maintaining simple and effective engagement to enable informed, data-driven decisions.

Waste management applications developed this way can provide a rapid remediation path for products that are responsible for generating excess waste, via their performance over time and across the country, through identification of waste drivers - pricing, markdown, distribution, code life, packaging, case size etc. - to specific actions which protect products when and where they do perform well but remove them where they don't.

Moreover, as margin metrics are combined with sales and waste data, buyers become aware of the impact that waste has on (theoretical) commercial gross profit, the real 'discount' you are giving to customers through markdown from expected price, and what you should do about it; if nothing else does, this will focus buyers' minds. The approach results in an objective 'ability to sell' - a clear picture of what sells where, within the code life of the product, given its case size, and how you can influence this to reduce waste and achieve that theoretical gross margin.

Visualising your waste data

Taking a visual approach to understanding the true cost and cause of waste is incredibly valuable across buying,

merchandising and supply chain teams. Instead of just removing a product, everyone can see if waste is being driven by promotional activity, an incorrect price position, whether it is ranged in the wrong stores or formats, or if it simply down to the case size or a recipe change affecting its code life. This is the insight that drives action and positive interventions.

You can see where your product works across the country, in different store types, or formats, or within certain demographics and make a data-led decision on where best to stock it. As a last resort - if the product performs poorly across all factors - then the evidence for a GSCOP-compliant delisting is at hand. Now a supplier and retailer can make a collaborative, informed decision, at speed, and reduce waste by up to 20%, without impacting shopper choice, and improving quality perception.

Buyers and supply chain managers who have used this visual approach aren't just saving time and removing the pain of spreadsheet hell. They are identifying new patterns and trends in the underlying causes of waste, changing store listings (in compliance with GSCOP), and generating significant savings.

More importantly, they are meeting the expectation of their customers in helping them to waste less: how many times have you bought something that has been reduced to clear only to dispose of it yourself at home as the expiry date glares balefully at you from the fridge?

Conclusion

Taking action on waste is not just the right thing to do; it drives significant business results. According to WRAP, every £1 invested in waste management drives a £14 return. Having that objective 'ability to sell', selling 'imperfect' products, developing and delivering new lines, reducing the cost of waste, increasing sustainable availability to customers and making packaging more environmentally sustainable, all drive sales.

“According to WRAP, every £1 invested in waste management drives a £14 return.”

Moreover, waste 'know-how' transforms more than just your retail and brand sales; it changes shopper perception and improves their image of the retailer. Store staff spend less time handling and reducing products to clear and more time serving customers, the right products make their way to the right store, and shopper perception of food quality improves.

Working together everyone benefits: from producers, through manufacturers and retailers, to shoppers and consumers. However, global waste reduction initiatives, such as Courtauld 2025, require clarity of purpose driving informed action. Only this way we can collectively reduce not only the impact of waste on the bottom line but also across the globe.

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TAKING THE LONG APPROACH

When CI Financial invested in Inscape's furniture system in 1999, 20 years later the products were still in use. With CI recently moving to a different office, the company found that Inscape's product components allowed for an easy reconfiguration to create a fresh and contemporary look with no sacrifice in functionality. David Gerson, Chief Brand Officer at Inscape reports.



Background: Two Canadian firms focused on sustainability

Founded in 1888, Inscape is one of Canada's oldest furniture manufacturers. The company is headquartered in Holland Landing, Ontario, Canada, with showrooms in Toronto, Chicago, New York and Washington, DC.

Inscape develops office products and services that are focused on the future, so businesses can adapt and evolve without investing in their workspaces all over again. Inscape's environmental strategy is devoted to all aspects of sustainability – including energy, atmosphere, recycling, technology and water – and is committed to ensuring success today, tomorrow and for many years to come.

CI Financial, a global asset and wealth management advisory firm, is a long-time client of Inscapes. As an independent Canadian company, they are committed to reducing their impact on the environment and have many initiatives to ensure they are doing their part. A company 'Green Committee' was created by a group of enthusiastic employees with a shared vision of making CI Financial a more sustainable workplace.

Opportunity: Re-use versus recycling

Inscape designs and manufactures workstations, storage solutions, walls, tables, seating and accessories for flexible offices. The company's products are built to last and are completely reconfigurable so they can adapt as workspace needs change, extending the product life cycle. Inscape's goal is to create workplace solutions that make sense for today and are kind to tomorrow – solutions that are sustainable, long-lasting and produced in a way that minimizes the impact on the environment.

CI Financial originally invested in Inscape's furniture system in 1999 because of its technology capability, reusability of its components, and ability to be easily and quickly reconfigured. However, even after an office reconfiguration in 2005, the company was still growing, and it became time for CI to move offices in 2011.

Inscape's systems were an integral part of CI's flexibility thus far, but after 12 years of usage, could the furniture be re-used, or should it be recycled entirely?

Approach: Considering our environmental impact

The original 1999 investment was in Inscape's 8' x 8'

workstations with 64" high panels. However, in 2005, due to the growth of the company, CI required 10% more capacity within their space. And because the Inscape furniture system is designed to be flexible, CI was able to adjust the size of the workstation footprints to 7' x 8', and decreased panel heights to 51". Twin-Bin storage was also introduced to accommodate binder storage in the lower panels.

CI continued to grow, and in 2011, needed to relocate to a larger space entirely. In consideration of the firm's environmental impact, they opted to re-use the existing Inscape system again instead of purchasing all new furniture. The furniture system was dismantled, moved to the new facility, and reconfigured to reflect the trend towards more open, collaborative workstations.

A fresh and modern aesthetic was created for the space. Panel heights were lowered to 37" and up-mounted frosted glass panels were added to create a more open environment that promotes collaboration. New tapered trims replaced the radius-style trims, and tiles were updated in a white finish to help create a more modern aesthetic. Bookcase units with sliding doors saved space and replaced the shelves and overhead bin storage.

Inscape's system helped CI become more flexible as the company grew over the years. The product components allowed for a quick and easy reconfiguration to create a fresh and modern look with no sacrifice to functionality. All that was needed was an updated furniture refacing to complete the aesthetic of the new office.

Today, CI is continuing to re-use the system products they started purchasing 20 years ago. They continue to evolve their workspace to address current work styles and are in the process of converting Inscape's systems product into 'bench-type' applications which are more open and linear. Their employees are loving the latest changes that are enhancing collaboration within their teams.

Results: Economic and environmental savings

By reusing existing Inscape products with some new components, instead of purchasing completely new workstations, CI Financial was able to realise significant environmental and economic results:

1. Approximately 95% of the product from 950 workstations were re-used
2. Of the 5% of product that was not re-used, 90% was recycled so that only a minimal amount was diverted to landfill
3. These sustainable environmental practices saved CI Financial \$2,375,000 CAD (£1,500,000)

Inscape prides itself on flexibility and re-use of its furniture systems in the workplace environment. Reusing existing components enables re-use rather than disposing of products in landfills or recycling depots. CI Financial invested in Inscape's furniture system in 1999 – and 20 years later the products are still in use. This Canadian case study is a true win-win situation from both resource utilization and product disposal perspectives.

www.myinscape.com



COMMITTING TO SUSTAINABILITY

Sometimes perceived to be difficult, time-consuming and costly, recycling can be a challenge to embed in an organisation. It can often seem as though FM's have more pressing issues to dedicate time and resources to. Here, Method explains why everyone must step up to the mantle.



Around the world, the focus on sustainable business practices continue to grow and there is pressure from all sides. Customer purchasing decisions are increasingly influenced by environmental efforts, governments are increasing waste levies and requiring organisations to take ownership of their environmental impact, organisations want to outwardly display their commitment to making a difference, and environmental KPIs are being introduced in most industries.

Recycling redesigned with FM's in mind

Method developed the philosophy of Open Plan Recycling, bringing bright colour-coded recycling stations out into the open plan design of modern spaces. This increases awareness and changes the way individuals interact with waste and recycling in any facility.

Traditional recycling and waste solutions such as desk bins and bins hidden in cupboards mean that users often

throw all of their waste mindlessly into the nearest bin. With Open Plan Recycling you remove these convenient general waste options and place recycling stations consistently throughout a space.

Our bins and recycling stations make recycling a part of the furniture. Being out in the open as a visible statement of your organisation's commitment to recycling and sustainability.

We recommend one recycling station per 30 - 50 employees, which is around a 10-second walk from their desk. This means when an individual needs to dispose of something, each recycling and waste option is available to them. This increases awareness and recycling rates while reducing contamination. You can also place single bins where recyclables are produced, such as a paper bin next to the photocopier to maximise results.

The design of Method's system means that you can easily move and introduce additional bins and streams as your

needs change, or based on employee feedback. Recycling becomes an unconscious behaviour with uniform bins placed consistently throughout a space or building.

At the inception of the Method system, co-founders Steven and India Korner knew that to be a truly sustainable solution, it needed to be financially viable. Open Plan Recycling can have a significant impact on your bottom line. With our communal recycling stations there are fewer bins and liners to purchase and service, saving time and money. Further, you reduce the number of plastic liners sent to landfill or incinerator by up to 90%. As you recycle more and waste less, the cost of waste disposal will be reduced.

Westpac bank in New Zealand reduced their waste to landfill from 70% to 30% with the introduction of Method bins, and are on a mission to keep reducing this further.

How to achieve results

Method's innovative solution will change the way individuals interact with recycling and waste, but there is always more you can do to improve your results and report improvements on your KPIs.

We recommend you measure what matters, as this is the only way to see the true benefits of any system. This can be as simple as taking basic measurements of your waste and recycling to demonstrate your 'diversion rates'. Diversion rates demonstrate how much of the total 'waste' that has been produced in your facility has been sent for recycling or composting instead of going to the landfill or incinerator. Many organisations that have switched to Method bins have simply purchased scales that their cleaners use to measure the waste periodically with the time saved servicing fewer bins.

Another great way to simplify waste and recycling is to leverage the passionate and committed individuals that are a part of most organisations. Method recommends each organisation form a 'Green Team' with volunteers from across the business that serves as the communicators of your new system and future sustainability endeavours. They can assume the role of educating people from across the business about how to recycle, why the change is being made, and answer any questions. Your 'Green Team' can also take advantage of the numerous resources available on the Method **website**. There are inevitably passionate people in any business and they can be your greatest allies - while reducing your workload.

Conversely, there are always some people who are averse to change and will find it difficult to adjust to their desk bin being removed. So, we designed our precyclers to help with the transition. Precyclers are desktop paper, recycling and waste storage that encourage separation at the desk, before it's transferred to the nearest recycling station. They allow all users to have a space to collect and sort waste at the desk without wasting bin liners.

Finally, Method have also designed heavy duty connectors that seamlessly lock your bins into place side-by-side, to a wall, or back-to-back. Meaning bins always stay in place, which is particularly useful in high traffic areas.

Beautiful recycling in practice

Method are the long-term sustainability partner of leading organisations around the world. The considered design of their bins means that they effectively divert recyclables in any open-plan space. From the innovative headquarters of British architecture firm Foster + Partners, the historical Sydney Cricket Ground with over 1.5 million visitors each year, large London coworking provider The Office Group serving their diverse residents, to airports, universities, banks, hospitality venues and so many more.

Design giant Canva implemented Method bins when they were looking for a recycling solution that complemented their modern aesthetics, while helping to achieve their lofty sustainability goals - with the added complication that their business continued to grow rapidly around the world. A spokesperson for the company said: "Method's beautiful bins allow the sometimes-daunting task of having four waste and recycling options to be manageable and scalable across our ever-expanding offices."

Is it time to transform waste and recycling in your space?

www.methodrecycling.com.



WHO'S AFRAID OF THE SCHOOL TOILET?

Concerns about hygiene, safety, cleanliness and bullying are deterring our children from using the school toilet. Liam Mynes from Tork manufacturer Essity, looks at ways of changing the washrooms in schools to make them safer and more accessible.

Toilets are a necessary part of our lives and most of us expect to be able to find a safe, hygienic washroom whenever we need one. But it seems we are failing our children in this regard. Earlier this year, Essity commissioned a YouGov survey into pupils' attitudes towards the toilets in schools. The results were shocking.

The study revealed that 5% of secondary school pupils never use the toilets at school. More than half of the 1,500 students questioned said the facilities were dirty while 12% blamed the fact that toilet paper or soap was often lacking and 19% were actually fearful of the loos because they felt them to be unsafe.

The survey also revealed that 9% of secondary school children refrained from eating or drinking during the school day to avoid having to use the toilets. One third of pupils said they had suffered from headaches and struggled to concentrate as a result.

Last year Essity conducted a similar survey in primary schools which also gave unsettling results. This revealed that 44% of pupils routinely avoided using the school washroom, with a quarter of teachers and children describing hygiene levels as being either poor or very poor. Moreover, a fifth of respondents claimed that no checks whatsoever were made on these facilities during the school day.

A report by the London School of Hygiene and Tropical Medicines also revealed that more than half a million pupils are estimated to have refrained from drinking during the school day to avoid using the toilets. Around 40% of girls said they would never use the facilities while 16% of teenage boys claimed that 'bad things' frequently happened in the washrooms and were afraid to use them.

This situation is obviously unacceptable. If children are reluctant to use the toilets at school it could have serious



implications for their health and wellbeing. For example, it could lead to wetting or soiling accidents in younger children and urinary tract infections and constipation in older students. So, what can be done to improve the washrooms in schools?

Some institutions are already changing the design of their washrooms to make them more child-friendly. Better lighting, a more modern décor and open-plan areas for handwashing where staff can see inside can all help to keep the washrooms safe. Any hidden corners and alcoves where children might be bullied should also be eliminated where possible.

“Better lighting, a more modern décor and open-plan areas for handwashing where staff can see inside can all help to keep the washrooms safe.”

As for other issues such as poor hygiene, messy surroundings and a lack of paper or soap, these can all be addressed by providing appropriate washroom systems.

Conventional toilet rolls are often provided in schools as a low-cost option. But these may be thrown around by unruly pupils or left on the floor where they will become wet, soiled and unusable – which will lead to the supply running out too quickly and the washrooms gaining a messy appearance. So, it makes sense to provide lockable toilet tissue dispensers with a sturdy design to resist vandalism while also helping to control consumption and prevent run-outs.



The Tork SmartOne toilet tissue system works well in schools since the dispenser is designed to give out only one sheet at a time, reducing consumption and helping to cut costs. The dispenser is tightly sealed to protect the paper from contamination and prevent product spoilage while also improving hygiene, since each student only touches the paper they use.

The dispenser also contains no flat surfaces or crevices where drug paraphernalia may be left or stored, so that drug-taking in the washrooms is discouraged – something that could become a cause of fear and intimidation.

The ideal soap system in a school should be hygienic and easy to use while ensuring a long-lasting supply. And the soap should be gentle on the hands and cause no stinging if inadvertently transferred to the eyes.

Tork Extra Mild Foam Soap is a good option because it is safe for children, quick to lather and comes in a dispenser that has been purpose-designed to be easy to use by people with low hand strength. Each cartridge contains 2,500 shots of soap compared with around 1,000 in most liquid soap systems, which means the supply will last two and a half times as long.

C-fold hand towels are often supplied in schools – again for cost reasons – but these can lead to excessive consumption, unnecessary waste and messy units. This is particularly the case where loose towels are stacked on the units to avoid the hassle and expense of installing a dispenser: any pupil picking up a hand towel will inevitably drip water on to other towels in the pile and make them unusable.

Even when a dispenser is installed it is all too easy to take out clumps of C-fold towels at a time. The unused towels will then be discarded on washroom units or on the floor where they will become damp and soiled.

A good alternative to C-fold towels is a high-capacity system that protects the towels before use and helps to control consumption. For example, the Tork Matic Hand Towel Roll dispenser holds sufficient towels for up to 1,400 hand dries and avoids the risk of towels running out between maintenance checks. Tork PeakServe works well in particularly large, busy schools because the dispenser holds more than 2,000 hand towels which means the supply will not run out, even during the busiest of recess periods.

Other measures can be taken to make the school washroom less intimidating. Effective air fresheners will help to neutralise unpleasant washroom smells and cubicles should be fitted with user-friendly locks that are easy to operate, even by smaller hands.

Loud flush systems and noisy air dryers can be frightening for younger children – and the noise could mask other sounds emanating from the washroom such as those of a child being bullied, mocked or intimidated. So every effort should be made to reduce noise levels by installing quieter systems and ideally, hand towels instead of air dryers.

At Essity we have set up a School Hygiene Essentials Initiative in a bid to improve the toilets in schools. We are working with teachers, local authorities and health professionals to tackle the issue and ensure that schoolchildren throughout the UK have access to safe, private facilities.

Providing pleasant washrooms for our children should not be rocket science – but it can be a challenge. By investing properly in hygiene provision, educational institutions will finally remove that lingering fear of the school toilets that has overshadowed our collective school experience for decades.

www.tork.co.uk



PIONEERING CHANGE IN EDUCATION

FSI explains how it is empowering students, teachers and other professionals in the education sector to support their own wellbeing and the continued improvement of their facilities.

Traditionally, any fault found in education buildings – be it a blocked toilet, spillage or broken window – would be logged via a form or ticket on their intranet site, or sent to the appropriate person by phone or email. This could then sit there for hours, days, even weeks at a time, misplaced due to more pressing issues, site staff being on holiday or simple human error.

ChatLog from FSI provides students and staff with a collective helpdesk in the palm of their hands. This unique application harnesses users' initiative and feedback to efficiently resolve problems, protecting the wellbeing of the people, structures and assets.

The app presents students with a modern, chat-based interface, comparable to WhatsApp. This provides a familiar platform for today's end users to highlight any issues they spot around their school building, fitting comfortably alongside the other apps on their smartphone.

When a fault is spotted, users open ChatLog and interact with a dedicated chatbot, which helps to clearly define the issue through a range of questions. The algorithm is developed between FSI and the FM team to meet the site's unique features and functions, and ensure it employs terminology users will be familiar with. Alternatively, the chat function can be handled by a real helpdesk person, or configured to utilise both.

This approach saves time getting information to the right people over a phone call or email chain that could otherwise be forgotten over time. Instead, ChatLog's two-way live chatting feature sends tasks directly to

helpdesk operators, which stay in sight with automated status updates until the issue is marked as resolved by the assigned member of staff.

The conventional concern of tasks being overlooked by other priorities is addressed by ChatLog's 'Me Too' functionality. With clear display of existing issues (preventing duplication of tasks), students can quickly check if the fault they've spotted is on the list and, if so, click 'Me Too'. As more users are affected, this problem automatically moves up the priority list, ensuring FM teams can suitably react to the issues affecting the most students.

ChatLog compels users to review how effectively concerns they've highlighted are resolved through a straightforward five-star rating system, with full audit trails and reports centrally stored inside Concept Evolution, FSI's core CAFM/IWMS platform. This direct feedback helps FMs identify if changes are required to improve how efficiently problems are dealt with, and played a key role in FSI scoring top on occupant wellbeing analytics in Verdantix's 2019 Product Benchmark on Space and Workplace Management Software.

A simple, yet effective tool, ChatLog has the power to revolutionise how the education sector responds to issues affecting the wellbeing of their students, staff and buildings, engaging all users to take ownership of their surroundings.

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SCHOOL OF THOUGHT ON HEALTHY HANDS

With many children put off using the washroom due to lack of cleanliness and inadequate facilities, Trudi Osborne, Marketing Manager at Airdri, gives us a lesson in how to create the right environment for youngsters.

A couple of years ago I read an article that claimed teaching was the 'top germ profession' due to the high levels of bacteria in schools. The article stated that the surfaces teachers regularly touch contain up to 10 times more bacteria per square inch than those of other professions.

Staggering but believable statistics. After all, it's no secret that it can be a real battle to get children into the washroom. With unwashed hands passing bacteria from surface to surface, schools can quickly become a hotbed for germs.

How do we encourage good hand hygiene in schools, to reduce the spread of bacteria? It all comes down to doing your homework and investing in the right facilities to make the washroom environment a hygienic and inviting place. Here are some top tips:

Keep it clean

First and foremost, we need to ensure that the washroom is clean, hygienic and inviting. We have recently added the Airdri Air Purifier to our portfolio to address concerns around washroom cleanliness. The unit uses custom thermal convection technology to destroy airborne and surface bacteria and viruses in the entire washroom, 24 hours a day, 365 days a year. Other solutions, which may feature a HEPA filter or have an antibacterial coating, only clean the area immediately surrounding the dryer where the Airdri Air Purifier provides a complete hygiene solution for the whole washroom.

Do your homework

Making the right purchasing decisions when it comes to equipment is key. Paper towels are a very costly and ineffective choice in schools. Not only do they need constant replenishment, they also make the washroom an untidy place when misused. Youngsters often dispense far more than needed for an effective dry and throw them on the floor, or discard them in the toilet, causing blockages and increased washroom maintenance.

Keep quiet

For many reasons hand dryers are a more appropriate choice for school environments but some models can be scary for very young and autistic children, due to the loud noise they emit when in use. Investing in a quiet hand dryer can make all the difference and will ensure that children aren't startled by a loud burst of noise when it is activated. Over the past 45 years, we have been at the forefront of designing some of the quietest, most energy efficient hand dryers on the market.

Keep up with the kids

School washrooms are busy areas, with high footfall, so the facilities need to be able to stand the test of time. We are renowned for making some of the most reliable and durable hand dryers on the market, thanks to our bespoke motor brushes. Using the latest motor technology means that, on average, our hand dryers have a lifespan of around 6,000 hours – six times longer than that of similar, fast dry models. In fact, when placed on lifecycle testing, the Airdri Quantum jet dryer lasts for over 10,000 hours, outperforming popular, competitor models by tenfold.

Make it fun

Encouraging children to wash and dry their hands properly will help to ensure that this practice becomes a lifelong habit. To achieve this, we need to make sure that young children are enthusiastic about their visit to the washroom. In an attempt to make the washroom a friendly and inviting space for young children, The Children's Hand Hygiene Company created Puff the Magic Dryer using our quiet, slim profile Quad hand dryer. Children simply put their hands under Puff's mouth, and he dries their hands quickly and quietly, removing any fears around noisy, intimidating hand dryers.

www.airdri.com



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TURNING CHALLENGES INTO OPPORTUNITIES

With constant pressure to maintain service levels and ever-rising client expectations, the contract cleaning sector is a fiercely competitive market. The added pressures of Brexit, and squeezed profit margins, threaten to stifle the industry's growth. Here, Jan-Hein Hemke, MD of Facilicom UK, discusses the challenges the sector currently faces, and shares his thoughts on how to weather the storm.



Brexit concerns

The cleaning industry employs more than 500,000 people in the UK alone and many of these are EU nationals. In fact, a recent ONS study showed that around 25% of cleaning staff in the UK don't have British nationality. Their hard work and commitment are extremely important for the resilience of the industry.

However, there are major concerns that Brexit could have a detrimental impact on the labour market, particularly if restrictions are imposed on migrant workers entering the UK. Companies that rely on non-British nationals could find themselves with a smaller workforce, and may also struggle to secure new employees. Only time will tell whether the government will continue with EU free movement as part of a new trade deal. If it manages to retain the current agreement, the damage may not be as significant as we fear.

Rising costs

Another impact of Brexit could be restrictions on the movement of goods. Theresa May stated that she was keen to maintain trade between the UK and EU, but with her successor now in place, we can't rule out a no deal Brexit. If we leave without a deal, the supply chain could

be disrupted, and prices of imported raw materials and goods could soar.

Increasing goods and labour charges put significant pressure on profit margins. With staff wages accounting for a significant proportion of a cleaning company's operational outgoings, rises in the national minimum wage could hit the bottom line hard when combined with increased operational costs.

Turning challenges into opportunities

Although rising costs sound problematic, signing up to paying a fair wage can actually be beneficial for business. As one of the first national contract cleaning providers to sign up to the Living Wage Service Provider Recognition Scheme, we have seen first-hand the positive impact that this can have on an employee's wellbeing and commitment. In turn, it increases their loyalty to your business, supporting the retention of staff and improving service levels, ultimately helping your business to grow.

We may not be able to predict exactly what a post-Brexit industry might look like, but we can ensure that we equip our employees with the skills to adapt and thrive in the ever-changing market. To make sure we can consistently exceed client expectations, we gear our training to both the operational excellence and the social aspect of the job. We offer each of our colleagues coaching in 'Hostmanship' - the art of making people feel welcome.

This training goes above and beyond the basic skills required to deliver the job. It enables our teams to add significant value to our clients. Good Hostmanship encompasses aspects such as customer care, quality, friendship and hospitality. It begins with a welcoming and open attitude to the people and situations we encounter, and can be as simple as assisting with directions, running the reception desk, or even just offering a friendly smile.

By developing and honing colleagues' interpersonal skills, a caring, yet professional, approach is introduced to our work. In return, colleagues are more motivated and committed to their tasks, have a better understanding of a client's needs, and are more likely to be proactive, rather than simply doing the minimum amount of work required.

If we can make our cleaning teams indispensable, by training them to deliver added-value services, we can safeguard contracts and protect our business, during what may be a turbulent few years.

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ONE TEAM APPROACH

Lee Andrews, CEO of DOC Cleaning, explores the ways in which a cleaning contractor can deliver added value in support of their FM clients.



Cleaning is often seen as the Cinderella of all support services. Carried out, in the main, when there's no-one around, it often lives up to its sobriquet of only getting noticed when it isn't done. And yet in any given building it is the only service that covers every corner from reception, communal spaces and hygiene areas, through to offices, meeting rooms, waste collection, windows and often the roof itself. The cleaning contractor undeniably has a valuable knowledge of the building.

Because of this 'all-seeing' nature, in many respects cleaning is perfectly placed to be a key support to the person with overall responsibility for the building itself, in other words the facilities manager. Which raises the question, 'How can the cleaning contractor proactively convert their unique position into added value for the FM over and above just keeping the building clean?'

At DOC, the answer for many years has been to take the lead in a One Team approach, whereby a combination of cleaning's access to areas,

relationships with other service providers and use of communications technology is used to deliver a valuable resource for the FM on a whole range of matters ranging from maintenance to tenant grumbles.

How does One Team work in practice?

FMs are busy people, facing challenges that range from risk management, energy saving and building security, through to keeping building occupants happy, ensuring cooperation between contractors, introducing eco-friendly initiatives and, last but not least, proactively managing an aging inventory to extend the life of fixtures and fittings.

Reading this list, it's easy to see how a cleaning contractor, directly or indirectly, can proactively assist with many of them. Be that as it may however, a team effort is likely to work better than individual initiatives, so the challenge is how to coordinate the efforts of different service providers to deliver meaningful support in helping the FM meet these challenges?



CASE STUDY: TOWER 42

One of London's original skyscrapers, Tower 42 is now a hi-tech, multi-occupancy office building that over 70 companies call home. For over ten years DOC have had the privilege of cleaning the entire building from top to bottom, including all the tenanted areas. During that time, the company has worked alongside the Tower 42 management team as part of a One Team approach, designed to ensure that all service providers work together to deliver the highest quality working environment for the building's occupants.

With a fairly small management team themselves, Tower 42 have come to rely on DOC, who have over 100 staff on site each day, as their 'eyes and ears'. A good example of this is in waste management, where DOC is responsible for collecting waste from every floor, monitoring occupants' compliance with recycling via a clear bag system and ensuring that no contaminated waste is loaded into the basement recycling bins and compactors. DOC's cleaning site manager feeds back to the Tower 42 team on recycling performance (66% at Tower 42 versus 38% for London as a whole), as well as other aspects of building's health, such as maintenance. It goes without saying that DOC is fully integrated to the building's CAFM helpdesk and, as the only contractor to have staff visiting every floor, DOC staff also act as the go-to resource for collecting and collating information from different areas of the building or checking out the facts when an incident is reported.

Where does One Team work best?

A One Team approach comes into its own when the building is under the stewardship of a roaming FM, visiting site as part of a wider portfolio of buildings. In this situation, a proactive cleaning contractor who has access to all parts of a building can confidently become the FM's representative on site, acting as the channel for communication between providers and the FM. When faced with this situation at DOC, we have often convened informal meetings with other contractors to discuss concerns and initiatives around issues such as maintenance, waste segregation, tenant complaints, or health and safety.

In a large building, a One Team approach delivers real benefits, but in a slightly different way. It's not unusual to have your cleaning site manager, who is usually a hands-on, practical personality, again acting as the 'eyes and ears' of the FM. Service provider meetings may be chaired by the FM, but cleaning's position as the omnipresent service can result in it taking on an important new role focusing on the use of mobile app technology, such as RFID tags, camera based quality monitoring systems, or waste recording equipment to generate management information on both service compliance and building usage. All this data can be analysed at a granular level that will usefully inform changes to the way services are delivered within the building.

Can cleaning perform this role more often?

What's clear is that by virtue of its central position as an integral service within a building, cleaning and cleaning contractors can play a role in facilities management that goes far beyond creating a hygienic work environment. It just takes a willingness on behalf of all those involved to work out how the very considerable resource that is a cleaning operation can be used to drive superior FM delivery.

www.doccleaning.co.uk



VAC TO BUSINESS

With 43% of lower level occupations currently filled by EU nationals, the cleaning sector could be facing a huge labour crisis in the years to come. The changing vacuum market may help subside the repercussions of the predicted productivity and recruitment gaps, suggests John Brill, Sales Director for Nilfisk.

Commercial vacuums

From dry canister to uprights, portable backpacks to battery operated, and wet to dry vacuums, the current market has driven product development to what it is today. With so many different applications it is essential to have a full range available for the customer and to back that up with strong advice and support.

Understanding what machines are available and selecting the best fit is not always easy, so we encourage customers to consider the features and benefits across the range, particularly when it comes to productivity, ease of use and the total cost of ownership for the client.

A classic example of this are our compact and mobile GD5 backpacks that are perfect for cleaning where space is limited such as cinemas and trains. The GD5 battery unit eliminates the need for power cords and outlets providing maximum freedom to clean and 2 x 36V lithium batteries provide continuous cleaning with a run time of one hour and a best in class charge time of only 40 minutes. An additional boost button

provides for extra suction power where it is needed. Whilst sales of ergonomic backpacks are low there is undoubtedly a need for them within the FM sector.

There will always be a place for a low-cost tub vacuum, but a decent share of the market still goes to high end machines with HEPA filtration, low noise and stronger build construction. In fact, the Nilfisk Group still has one of its oldest stainless-steel vacuums in production, the VP930, which remains a very popular choice in the hotel sector. Its low noise level of 42 dB(A) really makes daytime cleaning a reality. There is a big requirement for low noise level vacuums so cleaning can continue without disruption to the public during daytime hours. Low noise is often an underrated feature, but it is critical when it comes to guest satisfaction so careful selection of vacuum equipment is advised.

Nilfisk's product development teams are good at identifying gaps in the market, developing products that meet a specific need, often at an acceptable price point. Our VU500 upright vacuum is a good example

"Understanding what machines are available and selecting the best fit is not always easy."

of this, providing an inexpensive quality alternative in a sector dominated by multiple brands. Upright vacuums do have the edge on productivity, cleaning faster with on board accessories for edges and hard to reach areas. The beater bar facility within the base of the unit is particularly effective for high traffic entrances and walkways.

Automation and the future

Autonomous cleaning equipment can effectively become 'extra members of the cleaning crew' and are perfect for repetitive

"Autonomous cleaning equipment can effectively become 'extra members of the cleaning crew' and are perfect for repetitive cleaning tasks."

cleaning tasks. This is undoubtedly the future and will allow resources to be re-distributed so operatives can address higher level cleaning tasks that may be more public facing. Perception of a clean facility is known to improve if visibility of cleaning tasks is increased, autonomous equipment will deliver that benefit whilst improving quality and reducing stress on the cleaning team.

Support where it matters most

Selecting the right vacuum for the right application is key and will significantly affect productivity and costs. Site surveys and demonstrations for key clients are available across the UK from the experienced Nilfisk team.

www.nilfisk.co.uk



A PRINCIPLED APPROACH

Washrooms are the greatest drain on cleaning budgets and yet the principal source of complaints and infections. To remedy this perverse situation, Rawlins' James White urges FM's to go back to first principles.

From office blocks to public buildings, there's a particular space that clients and facilities managers tell us causes more angst than any other. Washroom or toilet areas seem to embody the cleaning industry's own perverse version of the Pareto Principle.

This states that roughly 80% of effects tend to come from around 20% of causes – and it has been shown to be true for everything from people's share of wealth, companies' customer sales, and software problems from bugs.

In cleaning, the same principle could be said to apply to customer complaints, staff time and cleaning budgets – though the most widely accepted average for the proportion of spend swallowed up by toilet upkeep is around 70%.

And the principle probably holds true for actual bugs too. Washrooms bring together germs and bio-hazardous waste, multiple touch points and infectious individuals in confined spaces. So special measures are warranted to protect people's health and present a positive image to building users.

However, in our experience, often this extra attention is wasted and money is going down the drain. Putting this right comes down to a different set of basic principles – pristine cleans, proof of performance, productivity and professionalism.

Even in washrooms that are not visibly soiled, there can be high levels of harmful micro-organisms. Bacteria and toxins ensconced in crevices contribute to bad odours too.

Traditional cleaning methods such as hand mopping are not effective and compound the problem. Not only is used solution returned from bucket to floor, spreading contamination, but also mop-heads cannot dislodge embedded soils from grout lines or hard-to-reach areas in and around cubicles.

Liberal use of disinfectants may kill bacteria (and mask bad smells) but does not necessarily remove them. Dead bacteria left behind serve as a smorgasbord for the next wave. Given this ready-made food source, microbes can more easily multiply. And as they acquire immunity, they proliferate and disinfectants become increasingly less effective.

Also, common threats such as E coli, salmonella, listeria and campylobacter can produce biofilms that help shield them from cleaning solutions.

So we advocate cleaning methods that thoroughly remove soils as well as eliminating contamination, backed up scientific testing to prove the effectiveness of cleaning.

A hand-held ATP monitor for adenosine triphosphate (ATP) – the universal marker for animal, bacterial and mould cells – can easily test floors and touch points.

Independent testing in the US showed that even microfibre mopping, at best, cut bacteria levels by 51%, and effectiveness overall dropped to 24% as E. coli on test plates was dragged back into clean areas. Equipment that removed spoils and applied fresh solution while cleaning – such as a scrubber-dryer or a low-cost automatic alternative – eliminated 99% of bacteria.

Mopping and other manual methods are also wasteful of labour. There is a far superior method that produces hygienic cleaning results in a third of the time.

Using a low-pressure fan spray, an operator can apply a dilute cleaning solution over floor and fixtures, rinsing with always-clean water under high pressure to flush out embedded toxins, before vacuuming away soils and solution. This no-touch cleaning system leaves washroom surfaces soil-free and virtually dry.

It's also 60 times more effective than mops at removing bacteria from grout lines. So another significant advantage is that deep (and expensive) cleans are no longer needed to make up for inadequate daily cleaning.

No-touch cleaning not only makes for a more professional cleaning service. It can raise the status of the cleaning operative, who is no longer expected to scrub around foul-smelling sanitary ware on bended knee. Properly equipped for the job, cleaners are more productive, motivated and can project a more professional image for our industry.

Hygiene, efficiency and professionalism are principles that we should all sign up to and put into practice.

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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 James Sutherland, Managing Director of Dortech Maintenance.



Q1 WHAT WAS YOUR FIRST JOB?

At 14-years-old, I started out working in a shoe shop in the centre of Leeds. My parents taught me that if you want to be successful, you have to start earning and appreciating your own money early.

Q2 HOW DID YOU GET INTO THE FACILITIES MANAGEMENT INDUSTRY?

I've been a part of the business since 2005, originally joining as a small works manager. Now I look after both the architectural and maintenance divisions, helping to make facilities' glazing installations safe and compliant throughout the UK.

Q3 HOW DO YOU CHALLENGE THE STATUS QUO?

Mainly by raising awareness of what can go wrong when bad industry decisions are made. For example, whenever we find fundamental issues with installations, we try to sensitively raise this with our customers, through our architectural provision. With planned preventative maintenance – something often not prioritised at all – installations can last much longer.

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

Unfortunately, during the last recession procurement behaviour in the industry meant that some decisions were made just on the basis of cost, and these habits seem to have continued. There are only a small number of main contractors learning from past mistakes – a trend driven by market insecurity and instability.

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

Philip Knight – the Co-Founder of Nike. He's an innovative thinker who has overcome lots of problems by working with people and building his team – very admirable leadership qualities.

Q6 WHAT IS YOUR FAVOURITE FILM?

It's tricky to choose just one. Good Will Hunting and Carlito's Way scoop the top spots for me. I enjoy watching films about people who have dramatic things happen in their lives, which then lead to positive changes.



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

My grandfather Jim, who I never met and would love to know more about, my father Steve, to make sure I keep grounded, and American ultramarathon runner David Goggins, whose determination I find really inspiring.

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

For me, there are four key areas. The first is to keep your eyes on your own course and don't get distracted by what the competition are doing. Secondly, don't put everything on your own shoulders – engage, nurture and listen to your team, and work with them. Thirdly, make contingencies – it's not always rosy, so it's important to be prepared if the unforeseen happens. And finally, don't put all your eggs in one basket when it comes to customers – keep your approach grounded and practical.

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

It's on the precipice of growing. As the new-build and construction markets start to improve, the FM industry will benefit too.

Also, with the availability of new smart technologies and more efficient, high-performance materials now more accessible, these advances will make FM more interesting. They'll improve productivity, reduce costs and enhance energy efficiency.

Q10 STEVE MCGREGOR, GROUP MD AT DMA GROUP ASKS: WHICH AREA OF FM DO YOU THINK COULD BE BEST TRANSFORMED THROUGH TECHNOLOGY?

Definitely the surveying and fault-finding side of operations. For instance, the utilisation of Building Information Modelling (BIM) technology is useful for maintaining buildings and ensuring they are performing to the highest level. But I think there is far more innovation to come in this area.

www.dortechmaintenance.co.uk

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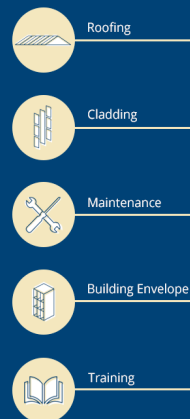
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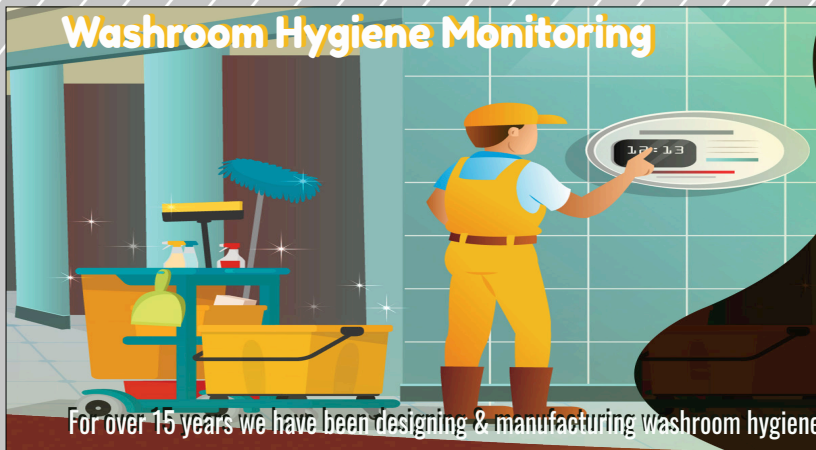
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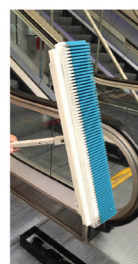


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