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SEPTEMBER 2011

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European Cleaning Journal has a new website at www.europecleaningjournal.com. Visit for regular updates on industry news, archived editions of *ECJ* and directory of industry manufacturers

Rubbermaid appoints new European head

RUBBERMAID Commercial Products, US-based specialist in professional cleaning and hygiene products, has appointed Anna Whitton as its new vice president and general manager for Europe, Middle East and Africa. She is based at the company's new European headquarters in Geneva, Switzerland.

Whitton comes to Europe after being with parent company Newell Rubbermaid for 14 years - most recently as director of marketing for North America with another business in the group, Lenox.

Commenting on her appoint-

ment Whitton said: "In Europe, we have a great team of people with a real sense of purpose, a passion for our brand and a strong desire to win.

Leverage brand

"My vision is to leverage our brand, exploit the breadth of our current product portfolio, extend our innovation leadership position and nurture the amazingly strong customer/end user relationships we already have in Europe and the emerging markets in the Middle East and Africa to place RCP products in away-from-home locations across the entire region."

DIARY DATES

To have your event included in the Diary, contact *ECJ* on +44 (0)1494 791222 or via email at michelle@europecleaningjournal.com

September 20-23

CMS
Berlin, Germany
T +49 30 3038 2035
cms@messe-berlin.de

September 27-28

Ausclean Convention
Gold Coast, Australia
T +61 2 8586 6115
melanie@intermedia.com.au

October 18-21

ISSA/Interclean USA
Las Vegas, USA
T +1 847 982 0800
info@issa.com

October 25-27

parts2clean
Stuttgart, Germany
T +49 7025 84 34 0
info@fairxperts.de

November 10-12

Clean India Pulire
Mumbai, India
T +91 22 2879 4695
jp@virtualinfo.in

January 31-February 2 2012

Hygienalia+Pulire
Valencia, Spain
T +39 02 6744581
afidamp@afidamp.it

April 9-12 2012

China Clean Expo
Shanghai, China
T +86 21 64371178 384
sean.song@ubmsinoexpo.com

May 8-11 2012

ISSA/Interclean
Amsterdam, Netherlands
T +31 20 549 1212
info@issainterclean.com

May 24-25 2012

Clean NZ
Auckland, New Zealand
T +61 2 8586 6115
melanie@intermedia.com.au

September 27-29 2012

Pulire Eurasia
Istanbul, Turkey
T +39 02 67 44 58 1
info@pulire-eurasia.com

October 10-14 2012

WFBC congress
Curitiba, Brazil
T +44 20 7920 9632
alarge@cleaningassoc.org

Dirty hands in Europe's workplaces

A EUROPEAN study into workplace hygiene carried out by service provider Initial shows that hygiene standards are severely lacking, with a high percentage of workers failing to wash their hands after a visit to the toilet.

Employees in France and the Benelux countries are the worst offenders: in France 83 per cent of men and 76 per cent of women do not wash their hands, while in the Benelux the figure is 83 per cent and 77 per cent. In Germany 72 per cent of men and 59 per cent of women don't wash their hands. In Italy the figure is 70 per cent of men and 63 per cent of women not washing; while in the UK the corresponding figures are 73 per cent and 63 per cent.

Potential health risk

Benelux businesses are the worst at providing soap dispensers - 25 per cent don't have access to them - while Germans are the best, with just 11 per cent not having systems in place. In Italy 23 per cent don't have access to soap, in the UK it's 22 per cent and in France 17 per cent.

Over half of Italian workers believe their workplace toilets pose a potential health risk, compared to only 19 per cent of

Benelux employees. And more Italian workers than elsewhere in Europe believe hygiene standards in have worsened in the difficult economic climate.



Interestingly, however, it's in Germany that the most workers believe the last time they were off sick was due to something picked up in the workplace - 44 per cent.

Lack of care

Across all the countries of Europe, a high percentage of workers are likely to think less of employers who fail to show a responsible approach to hygiene, believing it shows a lack of care about the health of employees.

For the survey 6,000 respondents were interviewed in France, Germany, Italy, Benelux (Belgium, Luxembourg and the Netherlands) and the UK.

• Une étude de l'hygiène sur le lieu de travail menée par la société Initial a fait ressortir des insuffisances en normes hygiéniques dans de nombreux domaines.
• Rubbermaid Commercial Products a nommé Anna Whitton aux fonctions de nouveau président et directeur général de cette société pour l'Europe, le Moyen-Orient et l'Afrique.

• Im Rahmen einer von Initial durchgeführten europäischen Studie zur Hygiene am Arbeitsplatz zeigte sich, dass Hygienestandards in vielen Bereichen schwere Mängel aufweisen.
• Rubbermaid Commercial Products bat Anna Whitton zum neuen Vice President und zur Geschäftsführerin für Europa, den Naben Osten und Afrika ernannt.

• Uno studio europeo sull'igiene nei posti di lavoro effettuato dalla Initial mostra come gli standard di igiene siano completamente inesistenti in molte aree.
• La Rubbermaid Commercial Products ha nominato Anna Whitton vice presidente e general manager per Europa, Medioriente e Africa.

• Les résultats d'études cliniques aux Etats-Unis montrent que l'usage de surfaces antimicrobiennes en cuivre dans les salles de soins intensifs opère une chute de 40,4 % du risque de contracter une infection hospitalière.

• Le fabricant de machines de nettoyage Fimap, dont le siège est en Italie, a reçu la distinction Meilleure Performance 2010 du Bureau italien de certification de la qualité.

• Die Ergebnisse einer klinischen Studie in den USA zeigen, dass die Verwendung von antimikrobiellen Kupferoberflächen in Zimmern der Intensivstation das Risiko einer Krankenhausinfektion um 40,4 Prozent reduzierte.

• Der Reinigungsmaschinenhersteller Fimap, dessen Hauptsitz sich in Italien befindet, wurde vom italienischen Qualitätszertifizierungsinstitut Q.C.B. Italia mit dem Top Performance 2010-Award ausgezeichnet.

• Negli Stati Uniti i risultati di test clinici mostrano che l'uso di superfici in rame antimicrobico nelle stanze delle unità di terapia intensiva hanno avuto come risultato la riduzione del 40,4 per cento del rischio di contrarre infezioni ospedaliere.

• La Fimap, produttrice di macchine per le pulizie professionali con sede in Italia, ha ricevuto il premio Top Performance 2010 conferitole dall' Italian Quality Certification Bureau (QCB).

Research backs up copper claims

EARLY RESULTS from a multi-site clinical trial in the US demonstrate the use of antimicrobial copper surfaces in intensive care unit rooms resulted in a 40.4 per cent reduction in the risk of acquiring a hospital infection.

Initial study results were presented at the World Health Organisation's first International Conference on Prevention and Infection Control (ICPIC) in Geneva, Switzerland.

The study, funded by the US Department of Defense, was designed to determine the efficacy of antimicrobial copper in reducing the level of pathogens in hospital rooms, and whether such a reduction would translate into a lower rate of infection. Researchers at the three hospitals involved in the trial replaced commonly-touched items, such as bed

rails, overbed tray tables, nurse call buttons and IV poles, with antimicrobial copper versions.

Rooms with copper surfaces demonstrated a 97 per cent reduction in surface pathogens, the same level achieved by 'terminal' cleaning: the regimen conducted after each patient vacates a room.

Dr Michael Schmidt, professor and vice chairman of microbiology and immunology at the MUSC, who presented the results at ICPIC said: "Bacteria present on ICU room surfaces are probably responsible for 35-80 per cent of patient infections."

"The copper objects used in the clinical trial supplemented cleaning protocols, lowered microbial levels, and resulted in a statistically significant reduction in the number of infections."

www.antimicrobialcopper.com

Fimap awarded quality accolade

CLEANING MACHINE manufacturer Fimap, which has its headquarters in Italy, has been awarded the Top Performance 2010 award by the Italian Quality Certification Bureau (QCB).

The award is presented annually to the company that has shown consistent compliance with the QCB quality standards, and has been certified for at least three years. Fimap was given a special mention for being among the first firms to get certification related to quality, the environment and safety.

Fimap ceo Massimiliano Ruffo said: "We are very proud to have received this award, an acknowledgement of the attitude Fimap chose to assume - in terms of constant improvement in quality performance; of safety regulations compliance for its employees; and reducing our impact on the environment."

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European cleaning workers campaign for justice

CLEANING WORKERS around the world have organised events to mark the 20th anniversary of International Justice Day. This takes place in June of every year and is the day when they mark their struggle for fair treatment and equality at work.

Trades unions in countries including Australia, Belgium, Brazil, Chile, Germany, Ireland, Netherlands, Spain, Portugal, Hungary, Poland, United States, New Zealand, and the United Kingdom staged events. UNI Global Union's Property Services section coordinated its affiliates' activities and demonstrations around the world.

In Australia, for example, United Voice cleaners held rallies and flash mob actions in six cities around the country. And



in Germany, members of the IGBAU union showed support for their campaign - Cleaning Has its Price - in Berlin, Frankfurt, Leipzig, München and Hamburg. Visit www.sauberkeitathihrenpreis.de for more information.

Proactive in Ireland

Irish SIPTU member cleaners were extremely proactive. They held a cleaners' forum; signed a Responsible Contractor agree-

ment with ISS; held an international conference with cleaners in Holland and Germany; undertook direct action on their labour minister over proposed cuts to

cleaners' wages; held an event for contractors and public sector buyers of contract cleaning; and were interviewed on prime time TV about how cleaners' work is undervalued.

International Justice Day was first celebrated in the United States in 1990 and was established after cleaners in Los Angeles were beaten by police during a demonstration against a multinational cleaning firm.

www.uniglobalunion.org

The next edition of *ECJ* is October. In the meantime keep up-to-date with news as it happens on the website at www.europeancleaningjournal.com

• Des agents de propreté du monde entier ont organisé des manifestations pour marquer le 20ème anniversaire de la Journée internationale de la Justice. Cette Journée a lieu chaque année en juin et sert de rappel du combat mené par les travailleurs pour l'équité et l'égalité de traitement.

• Anlässlich des 20. Jahrestags des Internationalen Tags für Gerechtigkeit haben Reinigungskräfte auf der ganzen Welt Veranstaltungen organisiert. Er findet jedes Jahr im Juni statt und ist der Tag, an dem sie ihren Kampf um faire Behandlung und Gleichberechtigung begeben.

• Gli addetti alle pulizie di tutto il mondo hanno organizzato eventi per festeggiare il 20° anniversario della Giornata Internazionale Della Giustizia. Questa giornata si celebra ogni anno a giugno ed è il giorno in cui si festeggia la lotta per un trattamento equo e per la parità.

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Don't miss the special ECJ supplement *Hygiene for Health* - free with this edition. If you do not have a copy, email michelle@europeanclaningjournal.com

• *Kimberly-Clark a lancé le projet Lieu de Travail Sain visant à monter aux gestionnaires d'installations bâtementaires comment les mesures antimicrobiennes dans bureaux sont susceptibles d'y faire tomber l'absentéisme.*

• *Kimberly-Clark bat das Healthy Workplace Project gestartet, das Facility Managern zeigen soll, wie sie durch die Ergreifung geeigneter Maßnahmen zur Beseitigung von Krankheitsregern in Büroräumen die Abwesenheit von der Arbeit reduzieren können.*

• *La Kimberly-Clark ha lanciato il progetto Healthy Workplace Project per dimostrare ai manager dei servizi come, prendendo provvedimenti per eradicare i germi dagli uffici, si possa ridurre l'assenteismo.*

Promoting health at work

KIMBERLY-CLARK has launched The Healthy Workplace Project, an initiative designed to show facilities managers how taking steps to eradicate germs from the office environment could cut absenteeism and raise staff productivity levels.

The company says it will offer companies advice and practical support to enable them to install hygiene systems around the workplace and to inspire staff to use them regularly. Businesses who sign up to the project will be offered the opportunity to receive a comprehensive assessment of their working environment, from reception desks to individual workstations. Kimberly-Clark will then make tailored recommendations on where to place its products - such as hand sanitisers and desk wipes.

Also included is a pack comprising stickers, posters and other material carrying information

and messages about workplace hygiene. The aim is to encourage long-term positive change in staff behaviour.

Costly absence

There is also a dedicated website at www.kcphealthyworkplace.com/uk offering guidance on implementing healthy workplace initiatives and on how to best engage with staff to communicate the benefits of workplace hygiene. Richard Millard, office building segment manager, EMEA at Kimberly-Clark Professional said: "Recent research shows, most

illness-based absence from the workplace is caused by colds, flus and stomach upsets. The number of germs present on the average desk is 400 times greater than that found on the average toilet seat, while bacteria such as the influenza virus can live on surfaces for 24 to 48 hours.

"Fortunately, engaging directly with staff to enable them to see the benefits of changing their workplace hygiene habits for the better can significantly reduce and help prevent the spreading of these germs."

He continued: "To make an impact on overall health and wellbeing in the workplace, many things have to be considered within a comprehensive programme, such as which products are required, where they should be placed and how it is possible to encourage staff to use them."

For more details email healthyworkplaceuk@kcc.com



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Sodexo signs union agreement

GLOBAL BUILDING services provide Sodexo has signed a National Framework Agreement with three of the UK's leading trades unions - Unite, UNISON and GMB.

The agreement defines the nature of the strategic relationship between Sodexo and the three unions, and identifies guiding principles for managers, union representatives and other employees regarding the expectations they may have of each other.

Sodexo has worked with trades unions worldwide for several years - it has approximately 380,000 employees at over 34,000 sites in 80 countries and says it respects employees' right to unionise as they choose.

Aidan Connolly, chief executive officer for Sodexo UK and Ireland said: "This agreement is a significant achievement that clearly demonstrates our

commitment for joint working with trade unions. Our culture is based on respect and high moral and ethical standards."

Shared belief

Len McCluskey, Unite's general secretary, said: "This agreement reflects our shared belief that Sodexo and its workforce are stronger working together. Union-organised workplaces bring companies progress, be it improved health and safety or lower staff turnover."

Dave Prentis, Unison's general secretary, said: "Increasing numbers of workers providing public services are now employed by private companies. It's only right they should have the protection of a trade union."

And GMB secretary Paul Kenny concluded: "This new agreement between GMB and Sodexo sets the benchmark for relations between the unions and private employers working

in this part of the public sector. It shows how, with the right mind set, workers can be unionised to their own and their employer's mutual benefit."

www.sodexo.com

MITIE takes control of SMI

MITIE GROUP, the outsourcing and building services company based in the UK, has acquired the remaining 50 per cent share of Service Management International (SMI) to take full control. It had already owned the other half of the business.

It acquired the remaining share from Klüh Service Management, based in Germany. Founded in 2000, SMI employs 280,000 people worldwide and currently manages and delivers 15 EMEA portfolio contracts.

• Sodexo, le prestataire mondial de services de bâtiment, a signé un accord cadre national avec trois des principaux syndicats du Royaume-Uni : Unite, UNISON et GMB.

• Le groupe britannique MITIE a repris une participation résiduelle de 50 % du capital de Service Management International (SMI) afin de s'assurer le contrôle complet de cette société qu'il détenait déjà pour moitié.

• Sodexo, der weltweit agierende Anbieter von Facility Management, hat einen Rahmenvertrag mit drei führenden Gewerkschaften in Großbritannien unterzeichnet - Unite, UNISON und GMB.

• Die britische MITIE Group hat den verbleibenden 50 Prozentanteil der Service Management International (SMI) erworben, um die vollständige Kontrolle zu übernehmen. Die andere Hälfte des Unternehmens befand sich bereits in ihrem Besitz.

• La Sodexo, fornitrice mondiale di servizi ha firmato un accordo National Framework Agreement con tre delle organizzazioni sindacali leader nel Regno Unito - Unite, UNISON e GMB.

• Nel Regno Unito, il gruppo MITIE Group ha acquisito il rimanente 50 per cento delle azioni della Service Management International (SMI) per prenderne il pieno controllo in quanto possedeva già l'altra metà dell'attività.



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Brightwell in agreement with All Care

NETHERLANDS-BASED All Care has become the sole representative for Brightwell wash-room dispensers in the Benelux and Germanic countries - following the signing of an exclusive alliance agreement last month.

Brightwell, which has its headquarters in the UK, specialises in the development of dosing systems - from soap dispensers in washrooms to electronic dosing pumps for industrial applications. All Care, meanwhile, manufactures and imports washroom dispensers and has many years of expertise in producing aluminium and stainless steel-based units.

www.brightwell.co.uk
www.all-care.nl

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- see form inside back cover

• *La World Federation of Building Service Contractors (WFBSC) entend jouer un rôle plus positif et proactif sur le secteur mondial de la propreté, a déclaré son vice-président exécutif, Andrew Large, à ECJ.*
• *La société néerlandaise All Care est devenue le seul représentant au Bénélux et en Allemagne de Brightwell Dispensers, le fabricant britannique d'appareils distributeurs et doseurs.*
• *Le salon Clean India Pulire aura lieu du 10 au 12 novembre à Mumbai.*

• *Die World Federation of Building Service Contractors (WFBSC) wird eine positivere und aktivere Rolle in der weltweiten Reinigungsbranche spielen, sagte Executive Vice President Andrew Large dem ECJ.*
• *Das niederländische Unternehmen All Care ist nun der einzige Vertreter für den britischen Hersteller von Dosier- und Wäschräumen Brightwell Dispensers in den Benelux- und deutschsprachigen Ländern.*
• *Die Messe Clean India Pulire findet vom 10. 12. November in Mumbai, Indien, statt.*

• *Il vice presidente esecutivo di World Federation of Building Service Contractors (WFBSC) Andrew Large ha dichiarato a ECJ che la federazione avrà un ruolo più positivo e proattivo nel settore del cleaning mondiale.*
• *Nei Paesi Bassi la All Care è il rappresentante esclusivo nelle nazioni del Benelux e Germania per la produttrice britannica di sistemi di dosaggio e per sale da toilette Brightwell Dispensers.*
• *La fiera di settore Clean India Pulire si terrà dal 10 al 12 novembre a Mumbai.*

World federation to play more positive role

THE WORLD Federation of Building Service Contractors (WFBSC) is to play a more positive and proactive role in the global cleaning sector, its executive vice president Andrew Large has told *ECJ*.

The federation - which has been in existence for many years and comprises national associations, individual contractors and manufacturers - has long been criticised for its lack of purpose. Large accepts those criticisms and since taking on the secretariat in the UK he has identified a number of areas where he believes WFBSC can make a real contribution to raising the status of cleaning worldwide.

He says: "I see WFBSC as doing three main things: acting as a liaison point for global institutions; taking an increasingly public profile on key issues; and providing a network of valuable information for the global cleaning sector."

Step forward

Cleaning for Health is the first significant step forward in WFBSC's new strategy - a project that aims to drive forward the role of the cleaning industry in the promotion of public health. Within the healthcare environment cleaning is widely acknowledged to be an important aspect of infection control. Outside that environment, however, the position of cleaning and cleanliness is much less clear. WFBSC now aims to promote the industry's role in securing a healthy and hygienic everyday environment.

So the organisation is cur-



rently collating information and research about hygiene in public places from around the world, with the aim being to launch a website later this year offering grounded, impartial information - a resource to be used by cleaning contractors and other relevant parties in the industry. "The website will constantly be updated and material will include, for example, guidance on how to clean in a daily environment when there's an outbreak of an illness," Large adds.

Data and statistics

Cleaning for Health is just one part of WFBSC's repositioning exercise for itself and for the cleaning industry as a whole. Large believes: "Cleaning is a professional service and that is why we must have good professional data and statistics."

Establishing an industry federation that can claim to have truly global representation is a challenging task, Large acknowledges, however he believes that modern information technology makes it all the

more feasible. WFBSC does already have members around the world, however Large would like to fill in some gaps in order for it to be entirely comprehensive. "Here in Europe, I'd like to have more representation from EU countries. I would also like to have better links in mainland China, India and Russia."

Membership fees are graduated by turnover, with the highest fee currently being US\$ 10,000 (charges will be made in sterling from next year).

Brazil congress

The main event for the WFBSC is of course its congress. The next one takes place in Curitiba in Brazil from October 10-14 2012. This event has been criticised by many in the industry in the past as only being accessible to executives from the biggest companies in the industry. Large insists the congress is always attended by a broad range of sector businesses but also admits it does need to have wider appeal with the industry as a whole.

"I would like the WFBSC congress to be the equivalent of the Davos World Economic Forum for the cleaning industry," he explains. "And if many cleaning professionals cannot actually attend, at least we want the industry to be engaged. Again, IT could be a big help to us in that regard."

"Key to its success, of course, is to build engaging content and then find the best way to promote it."

For details of the congress, Cleaning for Health and WFBSC visit www.wfbsc.org

Build-up to Indian cleaning exhibition

PROFESSIONAL cleaning show Clean India Pulire takes place from November 10-12 in Mumbai. Organisers Virtual Info Systems and Afidamp Servizi report that over 90 per cent of stand space has now been filled.

International names includ-

ing Diversey, Kärcher, Nilfisk, Vectair, 3M, Santoemma and Eureka have booked stands.

Dedicated pavilions

And for the first time there will be dedicated German and Italian pavilions.

Alongside the cleaning exhibition will be Integrated Facility Management Expo. There is also a comprehensive programme of conferences and workshops.

For details of visiting the show in Mumbai visit: www.cleanindiapulire.com

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Foam soap 'saves water'

RESEARCH commissioned by hand hygiene systems manufacturer Deb claims to show that people use 16 per cent less water in the washroom when they use foam soap compared with liquid soap.

Researchers asked 150 people to place their hands in compost to simulate a moderate level of dirt and then wash their hands, once with a traditional liquid/ lotion soap and once with foam soap. Participants were free to use their hand washing method of choice and to control the tap, and hence water flow rate, as necessary. The product tested first was rotated to avoid order effects and all the participants used liquid/lotion or foam soaps on a day-to-day basis.

When testing the lotion soap, participants used an average of 1758 ml water with the tap on for 19.7 seconds. For foam soap, this reduced to 1475 ml

water with the tap on for 19.7 seconds. This amounted to a 16 per cent water saving. If people wash their hands three times a day at work, Deb calculates that an office of 100 people currently using lotion soap would save nearly 20,000 litres of water per year by changing to foam soap.

And the company says water savings can be increased even further by using a specific hand washing technique - dispense, lather, tap on, rinse. By encouraging this change in behaviour it reckons up to 45 per cent less water could be used compared



with liquid soap.

And because foam soap is eight times more spreadable than lotion soap, less product is used.

UK meet agenda

THE BRITISH Cleaning Council (BCC) has announced details of the agenda for its second annual conference, which takes place on October 11 in London, at Kings Place.

The theme of the event is Social Responsibility - Working Together Ethically in Tough Economic Times. Among the topics being addressed are fair pay; business sustainability and economic rebalancing; economic outlook; sustainable living; and health and safety.

To see the full programme and book a place visit: <http://britishcleaningcouncil.org/cleaningconference.html>

• Selon un projet de recherche entrepris à la demande de la société Deb, l'emploi de savon moussant consomme 16 pour cent d'eau en moins que l'usage de savon liquide.

• Le Conseil britannique de la propreté tiendra le 11 octobre, à Londres, sa seconde conférence annuelle, qui sera consacrée aux thèmes de la responsabilité sociale et de la viabilité.

• Laut einer unabhängigen, von Deb in Auftrag gegebenen Untersuchung verbrauchen Menschen bei der Verwendung von Schaumseife 16 Prozent weniger Wasser als bei der Verwendung von Flüssigseife.

• Das British Cleaning Council wird seine zweite Jahreskonferenz am 11. Oktober in London veranstalten, wobei die Themen „Soziale Verantwortlichkeit“ und „Nachhaltigkeit“ behandelt werden.

• Una ricerca indipendente commissionata dalla Deb afferma che utilizzando il sapone in schiuma, le persone usano il 16 per cento in meno di acqua di quando usano saponi liquidi.

• Il British Cleaning Council terrà la sua seconda conferenza annuale l'11 ottobre a Londra. La conferenza tratterà i temi della responsabilità sociale e della sostenibilità.

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Health and safety focus for global ISS campaign

“WE STRIVE TO protect the personal health and safety of our employees, recognising that healthy business performance is delivered through healthy people and safe processes and equipment. We recognise that our success and our future require us to carry out our operations in a safe and environmentally conscious way. This is part of the ISS Way. That is why we need to have a systematic approach to health, safety and environmental management to achieve continuous improvement in quality and performance. ISS needs to manage these matters as critical business activities, set standards and targets for improvement, and measure, appraise and report on our performance”.

ISS has the objective to create a consistent approach to HSE throughout the ISS countries. To ensure this objective an ISS Group Health, Safety and Environment (HSE) Manual has been developed, which acts as framework by which each country shall develop effective HSE management to support the ISS Values, Code of Conduct, HSE Vision and Policy.

According to Joseph Nazareth however, the success of ISS' HSE culture is dependent on every individual and every manager in the company. Each has the responsibility to eliminate their risk behaviour and that of others. In 2010, ISS initiated the development of a set of safety rules, which are intended to align behaviours in carrying the daily tasks.

In order to improve the HSE culture at ISS and to improve performance in these areas, ISS has sent a Group HSE Action Plan with specific targets and actions for each country to incorporate in their action plan. One of the actions to keep focus on health, safety and environment is the running of a glo-



bal campaign under the heading of 'Me and You'. Countries are required to develop their own campaigns to supplement the group effort in order to engage their own employees.

Drive to 100

The safety campaign is one of three campaigns ISS will run this year under the name You and Me (the others being health and the environment).

The campaign on safety, called Drive to 100 Safety Campaign started in March 2011. The Drive to 100 refers to ISS' HSE Vision of 100:

- ISS aims to be number one in the industry and recognised as an industry leader in the way

ECJ examine les campagnes d'hygiène et de sécurité que l'entreprise mondiale de services de bâtiment ISS a lancé cette année. Couvrant la sécurité et la santé au travail ainsi que l'environnement, cette initiative désignée Toi et Moi s'adresse au 522 000 employés mondiaux d'ISS.

it delivers health, safety and environmental performance

- ISS operates with 0 fatalities at its workplaces
- ISS incurs 0 serious incidents and occupational injuries at its workplaces.

Campaign roll-out

We asked Joseph Nazareth how he intends to roll out the campaign: “Material including posters has been sent from our headquarters in Copenhagen to all countries. The countries have then undertaken their own initiatives such as: translating the posters into their local languages, holding a campaign kick-off, convening safety committee meetings, convening

ECJ betrachtet die Gesundheits- und Sicherheitskampagnen, die im laufenden Jahr von ISS, dem globale Gebäudetechnikunternehmen, durchgeführt werden. Die Initiative trägt den Titel „You and Me“ (Du und ich), deckt die Bereiche Sicherheit, Gesundheit sowie Umwelt ab und richtet sich an die 522.000 Mitarbeiter des Unternehmens auf der ganzen Welt.

ISS, the world's leading building services provider, is launching worldwide campaigns among its employees to promote health, safety and the environment. There will be a number of initiatives throughout this year under the name You and Me. These will be promoted to the company's 520,000 employees in over 50 countries. ECJ spoke exclusively to head of HSE and corporate responsibility at ISS, Joseph Nazareth on the company's commitment.

safety forums, holding tool box talks, writing articles in their employee newsletters, etc. In order to reach our front line employees, supervisors and facility managers were also encouraged to discuss the three focus areas through Tool Box talks and pre-shift meetings.”

What's next?

Next step in the You and Me campaign is the Global Health Campaign, which was launched in June with a focus on these three key areas:

1. Healthy back
2. Working with chemicals
3. Personal Protection Equipment.

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ECJ prende in esame le campagne di salute e sicurezza organizzate quest'anno dalla ISS, fornitrice mondiale di servizi. L'iniziativa, chiamata You and Me, copre salute, sicurezza e l'ambiente e raggiungerà i 522.000 dipendenti dell'azienda a livello mondiale.

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Europe's second largest

The French cleaning sector now ranks second in Europe in terms of turnover - according to latest statistics. Christian Bouzols, ECJ reporter, explains the details.

This news can be considered as good given other gloomy news about the French economy. Despite a greater than forecast slowdown in the creation of new cleaning jobs, the French cleaning industry ranks second in Europe in terms of its turnover.

With total sales of 11.021 billion euros it has now reached second continental position. France accounts for 18 per cent of the total European turnover, just behind Germany, which accounts for 19 per cent of the European cleaning business. The two countries are followed by Italy (14 per cent), the United Kingdom (14 per cent) and Spain (13 per cent).

For the whole of Europe, contract cleaning had a turnover of 62 billion euros in 2009. In France, there has been a marked slowdown in the employment growth rate for the sector (+0.9 per cent in 2009 against +3.76 per cent in 2008). There was also a slowing down in the growth of total turnover - a consequence of the global economic crisis that started in 2008. Final figures for 2010 haven't yet come out but no miracle or dramatic increase of activity is to be expected. What we know already is that the cleaning sector is France's sixth largest employer, with 436,000 employees.

Its turnover is only marginally lower than that of the German cleaning sector. This is quite a decent outcome in these economically difficult times.

In the European Union, 3.75 million people are currently employed in the cleaning sec-

tor. France's 463,000 cleaning workers represent 11.56 per cent of the European sector workforce, against 22.97 per cent for their German counterparts. Spain, which is fifth in terms of turnover, is second in terms of cleaning worker employment, at 12.14 per cent, ahead of Britain, at 12.06 per cent.

It can be noted that in France the growth of cleaning sector turnover (+0.9 per cent in 2009) has been well correlated with the growth of the workforce (+0.9 per cent in 2009). Those two figures are satisfactory in the context of a fall of total employment in France since 2007 (-0.63 per cent in 2007 and -1.55 per cent in 2008). But although the cleaning sector is quite vigorous, the cost of labour in France acts as a brake to the creation of new jobs in comparison to the situation in the rest of the EU. On average, French cleaning workers get three per cent over the official minimum wage, which is 9.22 euros per hour gross.

It can also be noted that for the first time, the French cleaning sector has lost two per cent of its companies between 2008 and 2009. Normally, 2,000 new cleaning companies are created every year. That's a sure sign that the global crisis has hit the French cleaning sector which so far had managed to weather the various economic downturns that had occurred.

This edition features a special preview of the CMS exhibition in Berlin. Starts on page 51

Malgré un ralentissement dans la création d'emplois dans le secteur français de la propreté, ce secteur se classe second en Europe par le chiffre d'affaires. Christian Bouzols en donne des précisions.

Trotz einer Abschwächung bei der Schaffung neuer Stellen nimmt die französische Reinigungsbranche jetzt im Hinblick auf den Umsatz die zweite Stelle in Europa ein. Christian Bouzols gibt auf Einzelheiten ein.

Nonostante il rallentamento nella creazione di nuovi posti di lavoro, il settore del cleaning francese si posiziona al secondo posto in Europa in termini di volume d'affari. Christian Bouzols esamina i dettagli.

Responsible behaviour?!

Dutch reporter Anton Duisterwinkel on the new Code for Responsible Market Behaviour

May 25, The Hague: the Code for Responsible Market Behaviour is officially presented to the minister for social affairs and employability, Henk Kamp. This code is a voluntary agreement between the major parties of the largest labour dispute that hit the Netherlands in years, the cleaners strike in 2010. It puts forward a number of rules for clients, cleaning companies, intermediaries and organisations that represent these companies and trade unions. This in an attempt to reinstitute some trust in the trade and to counter the apparent causes for the dispute.

It is believed that the way cleaning work is tendered is one of the major causes of the recent conflicts in the trade. In these tenders, the price of the product is the only determining factor. Cleaning quality, service and expertise are not valued. In order to win tenders, cleaning companies feel that they need to quote extremely low costs. This results in unreasonable offers, which can only be realised by putting cleaners under huge stress, severely cutting middle management and even by bending the rules.

An additional problem is that the contract time is shortened from more than seven years on average to hardly three years. Consequently, cleaning companies have only three years to earn back the investments in the quotations. Inevitably, the stress on cleaning workers in combination with their low payments leads to conflicts.

During the strike, the clients, often large companies like the Dutch Railways, Schiphol Airport, hospitals and so forth, were pointed to their responsi-

bility. They should not accept quotations that can never be met without bending rules or cutting corners. So, in a first step to setting up a Code, it was attempted to set standards for production norms, hourly rates and contract duration. However, it appeared that The Netherlands Competition Authority would not accept such norms, as they would infringe on open competition.

Consequently, the Code that is presented remains rather vague. For instance, clients are urged to not only select on price, but to weigh this reasonably against other factors. The Code also points to the responsibilities for a client company to ensure sound labour conditions, and urges these companies to discuss labour conditions yearly with cleaning companies. Comparable demands are also put on cleaning companies (eg, deliver clear quotations) and on their employees (who should learn Dutch, for instance). Intermediaries are expected not to work for cleaning companies and their clients at the same time.

These demands hardly go beyond common sense and legal obligations. Furthermore, it suffices to declare that you follow the Code. No official assessment is organised and no sanctions are described. The committee that prepared the Code will stay in place and discuss complaints. Naming and shaming of obvious and repeated offenders is proposed and the participating organisations for cleaning companies and intermediaries are working on rules on their membership. It is therefore no surprise that most reactions to the code are only mildly positive: 'a first step in the good direction'. Maybe, this is all that could be expected after such a large conflict.

Dans son reportage des Pays-Bas, Anton Duisterwinkel rend compte d'une nouvelle convention facultative, rédigée par l'Association néerlandaise de la propreté après la grève de l'année dernière, prévoyant un Code de comportement responsable sur le marché.

Anton Duisterwinkel berichtet aus den Niederlanden über den neuen Kodex für verantwortungsvolles Marktverhalten, bei dem es sich um eine Selbstverpflichtung handelt, die nach den Streiks im letzten Jahr vom niederländischen Vertragsreinigungsverband zusammengestellt wurde.

Dai Paesi Bassi, il corrispondente Anton Duisterwinkel ci informa sul nuovo Code for Responsible Market Behaviour, un accordo volontario stilato dall'associazione del cleaning professionale in seguito all'azione di sciopero dello scorso anno.



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Half-century celebration

One of the UK cleaning industry's leading organisations celebrates its 50th anniversary this year, explain's ECJ's reporter.

As mentioned in the last edition's column the British Institute of Cleaning Science (BICSc) is 50 years old this year, which marks the first for a number of our cleaning organisations. In many cases the members of these organisations believe that they have shaped or helped to shape the industry into what it is today.

This is perhaps a good time to take a look back and observe the changes. Yes, there have been some, probably not enough, but speed of thought has never been one of the outstanding characteristics of our industry.

Which parts have changed the most? Have public attitudes changed? Unfortunately this is the most easily answered question, with a swift negative. Cleaning is still a music hall joke long after music halls have passed into oblivion - but cleaning has always been good for a laugh. The BICSc was formed to create some status for the industry. Did it succeed?

Frankly no, although its sibling the Worshipful Company of Environmental Cleaners, growing from the original Guild of Cleaners, has achieved a veneer of respectability. The British Cleaning Council (BCC) has developed towards the original dream of a central body with political power and influence but there remains much to do. Political power in the sense of influencing decisions of government features in most associations but is probably beyond the industry. But it has made small gains. This has partly been due to national press coverage of some of the less attractive habits of the NHS, which began by centring on

cleaning. As it turns out cleaning is not the major villain, but sheer carelessness and a lack of interest by many staff. The unions continue to agitate for more money but offer no solutions to improve the service. They are not alone in operating the Whim principle. (What's in it for me). Almost all other branches of the profession also have restrictive practices.

This has led to overall consideration as to whether the NHS is a force for good and efficient management. The jury is still out on this.

Contract cleaning rise

The major change in the cleaning industry has been the rise and rise of contract cleaning. Fifty or more years ago in-house cleaning was the norm but the rise and rise of the accountant and the need or perhaps the vision that overheads needed to be reduced changed the picture. The point has been reached where the big players are FM companies - some actually employing contract cleaners to carry out their work as well as being willing to carry out outsourcing of almost any commercial activity for major clients.

The salesman who plied his trade door to door or shop to shop is now the rarely seen sales representative appearing only in response to a complaint. Vast sales forces are a thing of the past. Online marketing is increasing but it would be unwise to see it as a panacea for all ills. Attention is needed in the areas of customer care and call centre response.

In the columns of the *Financial Times* and the cleaning journals the buzz words are 'sustainability' and 'carbon capture' together with the mother of them all, 'green'. Many companies make much use of their 'green credentials' in promoting their products and services.

Alors que l'Institut britannique des sciences de la propreté (BICSc) célèbre son 50ème anniversaire, le reporter d'ECJ au Royaume-Uni jette un regard en arrière sur les principaux jalons du secteur au cours de ces années.

Das British Institute of Cleaning Science (BICSc) feiert seinen 50. Jahrestag und unser britischer ECJ-Reporter blickt aus diesem Anlass zurück über die wichtigsten Entwicklungen, die sich in diesem Zeitraum in der Branche ereignet.

Mentre il British Institute of Cleaning Science (BICSc) celebra il suo 50° anniversario, il corrispondente britannico di ECJ rievoca gli sviluppi più importanti del settore durante quel periodo.

Agreement signed

Anna Garbagna reports from Italy on a new collective agreement for the cleaning sector that was recently signed.

At the end of May, contract cleaning association FISE Anip, four other sector organisations and the trade unions signed an agreement for the renewal of the National Collective Labour Agreement (CCNL) for cleaning and integrated/multiservice companies.

In July, because the summons from the Ministry of Employment had not been received, the enforcement of the agreement was temporarily suspended, as well as the implementation of the pay rise that was to take effect from June.

The negotiation for the renewal of the agreement CCNL 19/12/2007 took place during a difficult time for the market in a sector which has experienced moments of economic stagnation caused, among other reasons, by the cost of labour which is disproportionately high compared to other costs and investments.

Another element of difficulty for the negotiations was the difficult relationship between the several trade unions.

Solutions to problems

The negotiations started in May 2010 with the objective to find solutions for the sector's problems as well as the negotiations for the contract's renewal. Everything was set on a 'light' kind of exchange, without the involvement of 'heavy' and awkward issues which would have lengthened the negotiations.

The CCNL contract will expire on April 30 2013 (four months longer than the standard duration) and it will include the regulations aspect as well as the economic aspect.

Among the main aspects of the provisional agreement, the national contract will have, as mentioned before, a three-year

duration without halfway deadlines; as far the second level of negotiation is concerned, some matters that could be the subject of discussion have been identified. Postponement, finalised to 'contrast possible abnormal forms of absenteeism' and properly used, could have great importance.

Regulate leave periods

Regarding different aspects of the negotiation, for the first time it has been acknowledged that there is a need to regulate periods of leave within the contract. This intervention is aimed at regulating the matter, which became necessary because of the constant increase in the use of unauthorised leave. This increases costs and complicates the management of companies.

As far as other aspects are concerned, there have been improvements in the regulations regarding dispensation of weekly days off and full-time working hours, (to be calculated as an average out of six months instead of four), and the removal of the replacement allowance of the notice in the case of worker's transfer during a change of the contract.

Sense of responsibility

Among the other key topics on which an agreement has been achieved, are: range of application, fixed-term work contracts, part-time work contracts, health and safety in workplaces, right of education, salary, maternity leave, parental leave and healthcare.

"The renewal of CCNL," as Massimo Diamante, vice president of FISE Anip has emphasised, "is, with the appropriate conditions, an action owed to a sector which still strives to be structured and adequately represented. It has been a negotiating platform where, with a great sense of responsibility, the parties have taken into consideration this time of unfavourable prevailing economic trends".

Anna Garbagna rend compte de la convention collective qui vient d'être conclue dans le secteur italien de la propreté.

Anna Garbagna berichtet aus Italien über eine neue Tarifvereinbarung in der Reinigungsindustrie.

Anna Garbagna ci informa sul rinnovo del contratto collettivo di lavoro per il settore delle pulizie in Italia.

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Blowing leaves

Correspondent Tom Crockford reports from Helsinki in Finland on the problems caused by the use of leaf blowers.

The autumn always used to be considered by many as being the 'quiet' season. But that was before leaf blowers came along. The gentle autumn sun still shimmers on brightly coloured leaves, and the season continues to instil a feeling of calm after the heat of summer, and before the storms of winter. But the once 'quiet' season has been hijacked by the high pitched whine of motorised leaf blowers, and city parks are regularly taken over at this time of the year by gangs of municipal workers armed with these obnoxious noisy, fume emitting machines.

The noise issue is indeed one of concern in many communities, particularly where leaf blowing takes place adjacent to hospitals, schools or other such noise-sensitive facilities. And then again, the decibel ratings given by the manufacturers are typically taken some 20 metres from the source. The operator of the leaf blower meanwhile has the source on his or her back, and is thus exposed to far higher levels of noise than those given in the manufacturer's specifications.

In Scandinavia, most service companies are diligent in ensuring that their employees use hearing protection, but of course, exceptions exist. Private users appear to be far more cavalier in their approach to protecting their sense of hearing.

In Helsinki, however, another problem with leaf blowers has arisen, and it is a problem completely unrelated to autumn leaves. Although the City of Helsinki authorities specifically forbid the use of such machines for blowing sand and debris, workers employed by the Palmia Oy service compa-

ny have been doing just that. The irony is that Palmia Oy is owned by the City of Helsinki.

The problem is that leaf blowers create a huge dust problem when used to clear pavements and school yards of sand. This in turn lowers the air quality and can be dangerous for people with serious allergies, such as asthma. Palmia's web pages boast of the company's commitment to the environment, as follows: "Our goal is to take environmental issues into consideration in all aspects of our activity, to make sure that the burden on the ecologic system remains as small as possible."

The media has been quick to bring this variance between theory and practice to the public's attention, much to the embarrassment of the company management. Naturally, the blame has been passed down to the local supervisors because top management was blissfully unaware that such practices were taking place! After all, a city owned cleaning service company contravening city environmental laws would be unthinkable. Wouldn't it?

One assumes, nevertheless, that leaf blowers are here to stay. Raking is too labour intensive and time consuming to be economically feasible in today's cost-sensitive world. But one would hope that limits on their use are imposed and upheld, for while they may be effective work tools, they are undoubtedly creators of considerable noise and air pollution. In the meantime, autumn can remain a season of beauty, reflection and calm – provided you stay far enough away from public parks.

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Dans un reportage de Finlande, le correspondant ECJ Tom Crockford examine les problèmes causés par les chasse-feuilles utilisés à Helsinki.

ECJ-Reporter Tom Crockford beschreibt in seinem Artikel aus Finnland die Probleme, die in Helsinki durch Laubbläser verursacht werden.

Dalla Finlandia, il corrispondente di ECJ Tom Crockford esamina i problemi causati dai soffia foglie usati nella città di Helsinki.



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Delicate by nature

German correspondent Thomas Schulte-Marxloh looks at how modern architecture is affected by sustainability policies.

Sustainability, environment, nature and purity have become key words in our modern world. Contemporary examples of architecture are supposed to reflect this shift from a disposable society to a sustainable, environmental friendly community which appreciates the purity of natural materials.

Sometimes, however, there seems to be a conflict between the 'green' approach and actual needs; then it is hard to know what to do and good advice does not come cheap. When renovating the entrance areas of the main train station, the administration of the city of Essen was delighted by an architectural draft which suggested using natural stone. The material seemed to fit perfectly in terms of design and function. A special feature of the French granite is its water permeability which is supposed to be environmental friendly (the surface is not 'sealed') and sustainable (relieves the strain on the sewerage system).

High quality natural stone is not a bargain but when looking at the long-term advantages it can be a good investment, of course. Unfortunately, soon after completion of the entrance areas the first problems occurred: the delicate material could not be cleaned, neither by the municipal cleaning service (which is in charge), nor by the helpful cleaning service of the train station. Experts and several companies were hired to find out the best solution for the problem.

When it became apparent that there is no way to avoid additional costs for cleaning,

the municipal administration intended to seal the water permeable natural stone; the special (and expensive) feature of the material would be gone, of course... Luckily, another expert explained that certain substances may penetrate the seal nevertheless and the removal of this contamination may be even more difficult.

As a result, several contract cleaning companies were asked by the municipal administration to develop a cleaning plan. The area includes some stairs and corners which cannot be cleaned by machines and require expensive manual work. Finally, the municipal administration concluded a tentative agreement with a cleaning company, the additional annual costs for cleaning the entrance areas will be about 220,000 euros (which is a nice economic stimulation of the contract cleaning industry). The basic fact, however, still remains: when problems regarding cleaning occur, the contract cleaning company will be blamed first and has to prove that competent services have been delivered.

Once you're a suspect it is hard to convince the accuser; the supplier, again, will present experts' opinions and reference projects in order to reject any objections to the delivered material. Additional experts may be involved and various opinions may be presented – good business for respective experts, by the way – just to make clear that contract cleaning companies cannot work wonders and the material itself is great, however, does not meet the specific requirements of the project. In terms of sustainability, environmental friendliness and easy maintenance we can still admire the Romans for their streets - which seem to last forever and do not require laborious cleaning.

Dans des immeubles modernes, un conflit oppose parfois l'approche "verte" aux besoins en présence, par exemple dans la planification des opérations de nettoyage. Notre correspondant en Allemagne Thomas Schulte-Marxloh en rend compte.

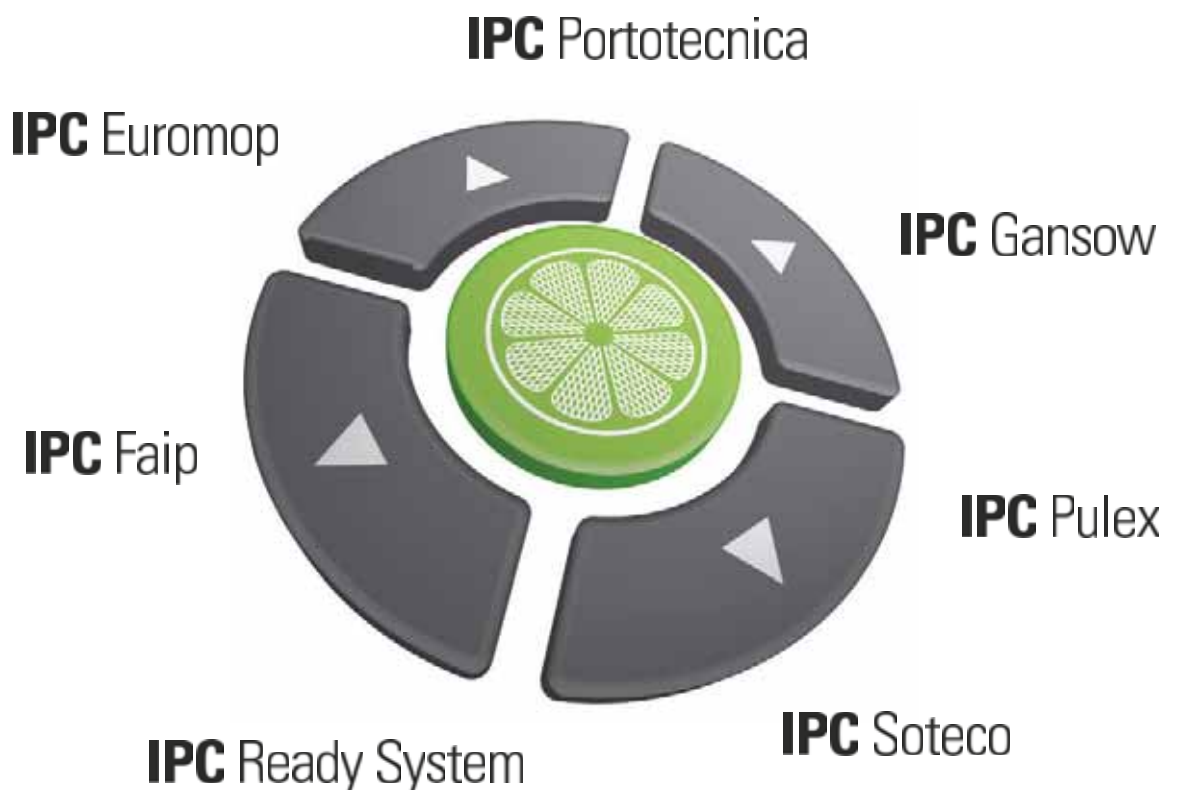
In modernen Gebäuden kann es manchmal zu Konflikten zwischen Umweltfreundlichkeit und tatsächlichen Notwendigkeiten kommen – beispielsweise der Planung für die Reinigung. Unser Deutschland-Korrespondent Thomas Schulte-Marxloh berichtet.

Negli edifici moderni a volte ci può essere un conflitto fra l'approccio "verde" e le necessita reali, per esempio nella pianificazione delle operazioni di pulizia, come ci riferisce il nostro corrispondente tedesco Thomas Schulte-Marxloh.

Pulire 2011 - IPC wins the Innovation Award

We always listen very carefully to our clients.

Whatever the needs, we have smart solutions.



IPC celebrates the second consecutive international **Innovation Award** (Pulire, Verona 2011). The award was assigned to IPC's HydroTube - GreenTube system for its advanced cleaning technology based on pure water. IPC received the Innovation Award back in 2009 for its achievements in research and development, demonstrating the group's continuous commitment to innovation in the service of customers.



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Customer benefits and the environment at a glance

Alfred Kärcher GmbH & Co. KG is synonymous with cleaning machines that are resource-efficient and deliver impressive cleaning results. More than 600 employees in research and development are constantly developing efficient and environmental processes and products – for example the T 12/1 eco!efficiency dry vacuum cleaner or energy-saving eco!efficiency mode.

The T 12/1 eco!efficiency dry vacuum cleaner has a low power consumption of only 750 W. It requires 40 per cent less energy than machines with comparable cleaning performance. This reduction in energy was achieved by improved flow characteristics. A further significant advantage is its whisper-quiet operation: with only 56 dB(A), it is suitable for noise-sensitive areas and cleaning during business hours. Features include a 12-litre container for long periods of uninterrupted use.

Economical and easy to use

The B 40 C/W walk-behind scrubber drier features the „Kärcher Intelligent Key“, a newly developed operating system that allows users to create their own profiles and is easy to use. Parameters such as travelling speed, brush speed or cleaning agent dosage can be programmed to suit the particular cleaning task.

Supervisors can transfer these settings using their keys to operators' keys, allowing them to select the required cleaning program via a control. This machine is very efficient – energy and cleaning agent consumption is kept to a minimum. The machine is most energy-efficient and eco-friendly in the eco!efficiency mode, which is fully adequate for maintenance cleaning of most floors. In this mode, the machine uses a minimum amount of water and operates at a slow brush and suction turbine speed.



With the new, compact class hot water high-pressure cleaners, the water temperature can be varied from 20 to 155°C for energy-efficient cleaning.

The energy-efficient ecoefficiency mode

In the ecoefficiency mode, fuel consumption can be reduced by up to 20 per cent – most dirt can easily be removed already at temperatures of about 60°C. Precise cleaning agent dosage between 0.5 and 6 per cent reduces the impact on the environment and is more efficient. The correct amount of cleaning agent is used for the respective task.

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No longer just a mop and bucket

With growing demands and expectations worldwide on the cleaning industry to continually improve the effectiveness of mopping systems it has become apparent that the traditional mop and bucket system is no longer appropriate. Rubbermaid, writing exclusively for *ECJ*, looks at how this part of the industry is developing.

With growing demands and expectations on the cleaning industry to continually improve the effectiveness of mopping systems it has become apparent that the traditional mop and bucket system is no longer appropriate. Today the market has expanded dramatically and we find ourselves with an overwhelming array of choices. The primary considerations of most organisations when planning their investment fall into one of three categories: productivity and efficiency gains; sustainability; and ergonomics. All three categories are successfully served with microfibre mops; their increased use in the last few years is a testament to the fact they are increasingly viewed as the professional's choice.

Productivity and efficiency

For many businesses productivity and efficiency are primary concerns when it comes to choosing cleaning equipment. They want products that will complete the task to the standard they require, in the quickest time.

Microfibre mops are produced from a combination of microscopic polyester and polyamide fibres which are split during manufacturing to form a dense blend of microscopic hooks less than 1/1000th the width of traditional cloth fibres. Their size allows deep cleaning to be achieved in even the smallest of crevices and on a number of surface types.

The positive charge of the microfibre mop



head attracts negatively charged dust and dirt particles and holds onto them. This improves efficiency by ensuring the dirt is removed rather than redistributed. In addition, the high density of the material makes it extremely absorbent; creating a safer environment by reducing the risk of accidents - quickly removing residue from spillages.

The versatility of this method means it is possible to clean using the mop wet or dry. In addition to this a number of different microfibre mop heads can be employed to achieve the desired effect or match to the task requirements. Features such as a foldable mopping system are invaluable when targeting corners or hard-to-reach areas. Different styles of mop can be used depending on the type of flooring or task: a flat mop system is more suitable for hard surfaces whereas zig-zag shaped microfibre is particularly effective on floors with grout lines.

The initial cost of implementing such a cleaning system can be overwhelming with cheaper products providing a clear short term cost benefit. However they cannot

offer superior performance or maintain the same level of hygiene standards. High quality, modern mopping solutions may require more investment but the proven reduction in chemical and labour costs dramatically reduce its lifetime cost.

Sustainability

Sustainability is becoming a growing concern for companies and is now a fundamental consideration for cleaning professionals in order to remain competitive and meet legislative pressures. The very fact microfibre mops dramatically reduce chemical usage and water consumption ensures they are increasingly favoured therefore.

Cleaning professionals must find a delicate balance between meeting hygiene standards and protecting their employees and the environment from the chemicals used in the process. The reduction in chemical usage has become a key selling point for many manufacturers; microfibre systems having notable cost reductions in chemical usage for the user

Continued page 26

over the product lifetime. One study found that using a microfibre mop reduces chemical consumption by 95 per cent compared to traditional mopping. This vast reduction limits employees contact with hazardous chemicals that can be harmful to their health.

In addition, water consumption is also cut by 90 per cent. This ensures clean water is not wasted and prevents employees having to refill their systems as often, proving more time efficient. And because it holds more water without dripping, there is less potential for accidents.

Microfibre products can be washed, allowing them to be re-used up to 1,000 times. This extends their life span ensuring they last 10 times longer than traditional cotton mops - reducing waste. Energy and transportation costs are limited as unlike traditional mops, microfibre can be cleaned using an in-house domestic washing machine.

Ergonomics

The ergonomics of the product have gained in importance as a decision factor when choosing which system to purchase. Companies want to ensure their staff have access to equipment that will not have detrimental effects on their health in the future. Key to this is combining the right system with a lightweight, ergonomic handle.



Microfibre mops weigh around 1.3 kg which is a dramatic reduction compared to the six kg of the traditional cotton loop mop.

Specialised handles add to mops' comfort and ease of use with the development of features such as trigger handles helping to ensure labour intensity is reduced. Telescopic or extendable handles allow for mops to be adjusted to a comfortable length when cleaning.

The aesthetics of the products is an additional area of growing importance. With

an increased emphasis on daily cleaning, organisations feel the need to portray a professional image, and require their cleaning equipment to reflect this message.

Product developments

In recent years a number of developments have enabled an expansion in the possible applications for mopping systems. Sophisticated solutions are now used in hygiene-critical areas such as hospitals. This is largely due to the development in microfibre technology. Using such systems eliminates the risk of cross-contamination by disposing of the used pads rather than returning them to the cleaning solution. This ensures water is not contaminated and helps with infection control. With traditional systems the same cleaning equipment could be used throughout the hospital, facilitating the spread of disease and infection.

The issue of water contamination has also been tackled a different way with more recent developments including a clean water system that filters dirty water. The combination of such a filter bucket with a microfibre mop has been proven to dramatically increase performance levels - helping to maintain a healthy, safe environment.

Continued page 28

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Rubbermaid Commercial Products is proud to be supporting WaterAid (www.wateraid.org). WaterAid is an international non governmental organisation which uses practical and sustainable solutions to improve poor people's access to safe water, improved hygiene and sanitation. WaterAid currently works in 26 countries throughout Africa, Asia and the Pacific region.

Starting in June 2011 and continuing for a period of not less than three years, Rubbermaid Commercial Products will donate a minimum of 1% of the value of sales of the HYGEN Clean Water System to Wateraid.

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www.wateraid.org

Charity registration numbers 288701 (England and Wales) and SC039479 (Scotland)

MOPPING EQUIPMENT

Additionally, unlike traditional cotton mops, the static charge of the microfibre prevents dirt from simply being redistributed. The microscopic nature of the fibres allows even the smallest pores to be penetrated and a flat mop system makes it possible to reach corners.

Features such as on-board reservoirs have allowed the expansion of spot cleaning by enabling the user to release the cleaning solution as it is needed. This innovation has proven to be efficient for flash cleaning. In line with this a variety of curved mops now make it possible to clean curved surfaces effectively; expanding possible uses.

Two-sided mops allow a different material to be used on each surface. This means that optimal cleaning performance can be achieved for different environments from a single product. This has become invaluable in fast paced environments.

Ergonomic advances have made modern

mopping systems lighter, faster and easier to use. Improved absorption rates allow more water to be held within the mop, reducing the need for cleaning personnel to return to the bucket. In line with this a reduction in water and chemical consumption means fewer trips required to refill buckets.

There have recently been new developments in floor cleaning solutions resulting in the introduction of compact floor cleaning machines to the market. Despite claims of increased economic benefit from the new systems, mopping solutions still hold a firm place in the market.

Floor cleaning machines offer the same benefits in water and chemical reduction however mopping can still be viewed as the more sustainable option - not being a drain on energy sources. The non-motorised systems do not require recharging or access to mains electricity which can be time consuming and inconvenient.

When cleaning busy areas the mopping system is less intrusive as it is smaller and quieter. The compact cleaners lack the same versatility; mops can be adapted to combat a variety of surface types by changing their head. With compact machines there is an issue that each machine is designed for a specific purpose. A smaller machine would be needed for tight areas underneath objects but a larger machine is more appropriate for large open spaces in locations such as train stations. Purchasing can be costly, depleting the apparent economic benefits provided.

One of the major claims made by compact floor cleaning machine manufacturers is that their innovations eliminate the safety risks of mopping. This may be a valid point with regard to traditional systems, however with new microfibre technology we have shown that this risk no longer exists.

The cleaning industry is continually developing new products and technologies to improve cleaning standards worldwide. Expanding product ranges and new innovations can make choosing the appropriate system for a particular specification difficult. Most companies will find a compromise between productivity and cost effectiveness, although it appears quality is of growing concern - introducing additional decision areas.

Le balayage humide constitue un élément vital des activités de nettoyage quotidiennes dans des immeubles de tous types. Avec la montée actuelle des normes de nettoyage, les fabricants sont mis au défi de produire des systèmes totaux qui soient plus ergonomiques et hygiéniques tout en améliorant la productivité et en diminuant la consommation d'eau et de produits chimiques.

Das Moppen ist ein wichtiger Teil des täglichen Reinigungsprogramms in Gebäuden aller Art. Gleichzeitig mit gesteigerten Erwartungen an höhere Reinigungsstandards sehen sich Hersteller mit der Herausforderung konfrontiert, umfassende Systeme zu produzieren, die sowohl hygienischer, ergonomischer und produktivitätssteigernd sind als auch den Verbrauch von Wasser und Chemikalien senken.

La pulizia con il mop è una parte vitale della routine giornaliera di pulizia degli edifici di tutti i tipi. Le aspettative per standard sempre più alti aumentano e quindi i produttori vengono messi alla prova per produrre sistemi completi che siano più igienici ed ergonomici e allo stesso tempo aumentino la produttività e riducano l'uso di acqua e di prodotti chimici.

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Abrasive microboard

Microboard is the new micro-fibre mop head developed by **IPC Euromop**, featuring a black abrasive insertion.

The Microboard microfibre is alternated with nylon filaments that provide a gentle abrasive action during cleaning. The high quality yarn is extremely thin, says Euromop, enabling it to penetrate even into small cracks in the floor for deep cleaning.

The Microboard mop head can be washed over 500 times



and is also suitable for wet cleaning stubborn stains in conjunction with the Speed Clean holder. Available in 30 or 40 cm widths, it comes with pockets

and flaps or flaps only.

Tel: +39 049 9325075. Email: info@euromop.com

Smart squeegee

For a streak-free finish on freshly-mopped floors, **Unger** has launched the SmartFit squeegee range. The universal power socket enables every squeegee in the range to fit securely onto any standard handle from 20 mm to 29.5 mm diameter.

The range includes a two-in-one Sanitary Squeegee with

Brush, as well as a selection of Standard, Heavy Duty and Sanitary WaterWand squeegees, each one supplied with four different colour chips for colour coding.

Suitable for moving large volume of debris and water, the SmartFit range also features an open socket design that allows easy flush and rinse cleaning to prevent bacteria build-up.



Available as individual squeegees, or in a kit with a three-part handle.

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- *Le Microboard de la société IPC Euromop est une nouvelle tête de balayage humide à poudre noire abrasive.*
- *La raclette de lavage des sols SmartFit, de la société Unger, réalise un fini sans traînées sur des planchers fraîchement lavés.*

- *Microboard von IPC Euromop ist ein neues Mikrofaser-Moppersatzteil mit schwarzer scheuernder Einlage.*
- *Laut Unger bietet der Bodenabzieher SmartFit ein streifenfreies Finish auf frisch gemoppten Böden.*

- *Microboard della IPC Euromop è un nuovo ricambio mop in microfibra con un inserto abrasivo nero.*
- *La Unger afferma che il suo tergilavamento SmartFit offre una finitura senza striature sui pavimenti appena lavati.*

Daily mops

The new TASKI Standard range of ultra microfibre mops from **Diversey** comprises a set of mops for every daily cleaning application. They can be used dry or with water alone to reduce chemical consumption.

The Standard Dry Mop is designed for dust control on smooth hard floors; the Standard Damp Mop is for smooth, polished hard floors and the Standard HD Mop for smooth and textured hard floors. The Standard Wet Mop, a Kentucky-style mop with a lower percentage of microfibre, is suitable for heavily soiled areas and can be used with chemicals.

All mops are 40 cm wide and guaranteed for a minimum of 300 washes as long as they are laundered in line with the manufacturer's recommendations.

Tel: +31 302476911. Email: info@diversey.com

Cleans mops

The Primaster Mop Cleaner has been developed by **Primapalvelu** to accompany its Click Magnetic Mops. Said to clean mops in a few seconds, the machine is suitable for all kinds of flat mop with



different thicknesses. It can also be used with mops of different widths and for the treatment of damp mops.

In order to prevent dust from

re-entering the work area the machine incorporates an outlet to connect it to a vacuum cleaner. The brush removes both large and extremely small particles and holds them in the waste bin.

The company has also launched Primaster Click, a magnetic attachment that enables hands-free mop change. The mop is positioned accurately every time with one simple click - claims Primapalvelu.

Tel: +358 10 421 9200. Email: primapalvelu@kolumbus.fi

Pockets and flaps

The new Klik Kombi mop frame from **Splast** can handle mops with either pockets or flaps. The foldable frame is equipped with changeable mop clip sets, features an easy-open 'klik' system and self-regulated locks.



Tel: +48 13 43 738 39. Email: handlowy@splast.com.pl

- La nouvelle gamme Taski de têtes de balayage humide en ultramicrofibres, proposée par Diversey, répond à toutes les situations pouvant se présenter dans un immeuble.
- Le Primaster Mop Cleaner, un nettoyeur de têtes de balayage humide proposé par Primapalvelu, est capable de nettoyer des balais-éponges et fauberts de tous types.
- Splast a lancé le Klik Kombi, support de tête de balayage humide pouvant être utilisé avec des têtes munies de poches ou de languettes.

- Laut Diversey ist die neue Produktreihe Taski Standard mit Ultramikrofaser für jede Gebäudeanwendung geeignet.
- Beim Primaster Mop Cleaner von Primapalvelu handelt es sich um eine Maschine zur Reinigung aller Mopptypen.
- Splast hat den Mopprahmen Klik Kombi vorgestellt, der sowohl für Mopps mit Aussparungen als auch mit Laschen geeignet ist.

- La nuova gamma di mop in ultra microfibra Taski Standard della Diversey soddisfa ogni tipo di applicazione di pulizia delle strutture.
- Primaster Mop Cleaner della Primapalvelu è una macchina che pulisce tutti i tipi di mop.
- La Splast ha lanciato la struttura mop Klik Kombi che può essere utilizzata con mop con sistema a tasche o flange.

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No bacteria



According to **Filmop**, its new A-B Plus mopping system can slow down and even eliminate the growth of microorganisms and bacteria.

It is a combination of the company's TopDown system of pre-soaked pocket mops and silver ions in both the microfibre mop and the plastic of the trolleys. One mop per room is used, reducing the risk of cross-contamination while also using less chemical and water.

There are four different Alpha trolley options, whose antibacterial properties are guaranteed for up to five years. The system is completed by an anti-bacterial Uniko mop frame, anti-bacterial handle and anti-bacterial microfibre cloths.

Tel: +39 049 932 5066. Email: filmop@filmop.com

Full colour

To meet colour coding requirements in many applications, Toolflex equipment holders for wall and rail mounting are now available in full colour. The hooks used on rails come in seven colours - red, blue, green, yellow, black white and orange.

Manufacturer **Delex Technik**

is also working on a new version of the Toolflex holder which it says will be easier to detach and clean - it will also be suitable for autoclaving. This new series will be launched at ISSA/INTERCLEAN in Amsterdam next year.

Tel: +46 370 37 46 00. Email: info@toolflex.com



• *Filmop affirme que son nouveau système de balayage humide est capable de prévenir la contamination croisée dans des établissements de santé.*
 • *Les supports de balai Toolflex, qui sont montables sur paroi ou rampe, sont proposés en diverses couleurs pour répondre à des exigences de codage couleur.*

• *Laut Filmop kann das neue Moppsystem zur Verbindung von Kreuzkontamination in Einrichtungen des Gesundheitswesens beitragen.*
 • *Die Mopphalter Toolflex können direkt an der Wand oder in Schienen befestigt werden und sind in vielen Farben erhältlich, um dem Bedarf nach Farbkodierung gerecht zu werden.*

• *La Filmop afferma che il suo nuovo sistema mop può aiutare a prevenire la contaminazione crociata nelle strutture sanitarie.*
 • *I portamop Toolflex a parete o a rastrelliera sono disponibili in vari colori per soddisfare le richieste di prodotti con codifica colore.*

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Free of buckets

Ramon Hygiene has extended its range of 'bucketless' mopping systems with the Bio Cleaning Tool - a self-contained colour coded mopping solution.

This is available in two formats, for use with Velcro or pocket microfibre mop heads. The Velcro version is designed for use in commercial premises while the pocketed Blik system is more suitable for professional healthcare.

Chemical and water are dispensed to the floor via a bottle mounted on the mop handle - the operator simply has to depress a button. Additional bottles can be stored on the cleaning trolley when large areas are being cleaned. Mop heads can be laundered up to 500 times, and they can be changed without the operator having to bend or touch them.

Tel: +44 116 276 1881. Email: sbaldock@ramonhygiene.co.uk

Removable wheels

The Action Pro trolley system from **TTS** features removable 80 mm wheels and a new double bucket designed to separate the rinsing water from the detergent solution.

The trolley is double-handled and comes equipped with two drain-plugs -

- *Le Bio Cleaning Tool est un système de balayage humide sans eau proposé par la société Ramon afin de réduire la consommation d'eau et de produits chimiques.*
- *Le système à chariot Action Pro de TTS comprend un nouvel ensemble à deux seaux permettant de séparer l'eau de rinçage de la solution de détergent.*
- *Reflex Systems a développé la raclette de planchers ProS Q qui est munie d'une lame en caoutchouc synthétique.*
- *La Fregomatic est la nouvelle essoreuse automatique de têtes de balayage humide de la société Sprimsol.*

- *Laut Ramon handelt es sich bei Bio Cleaning Tool um ein eimerloses Moppsystem, mit dem der Verbrauch von Chemikalien und Wasser gesenkt werden kann.*
- *Das Action Pro-Reinigungswagensystem von TTS bietet den neuen Doppelleimer, der die Trennung von Spülwasser und Waschmittellösung ermöglicht.*
- *Reflex Systems hat den Bodenabzieher ProS Q entwickelt, dessen Blatt aus Kunstfaser besteht.*
- *Bei Fregomatic handelt es sich um den neuen automatischen Moppwringer von Sprimsol, der für alle Arten von Mopps und Tüchern geeignet ist.*

- *La Ramon afferma che il suo Bio Cleaning Tool è un sistema mop senza secchio che riduce la quantità di acqua e di prodotti chimici usati.*
- *Il sistema di carrello Action Pro della TTS è un nuovo secchio doppio per separare l'acqua di risciacquo dalla soluzione detergente.*
- *La Reflex Systems ha sviluppato il tergipavimento ProS Q dotato di lama di gomma sintetica.*
- *Fregomatic è il nuovo strizzatoio automatico per mop prodotto dalla Sprimsol che può essere usato con tutti i tipi di mop e panni.*



one to the front and one to the rear - for emptying out liquids.

The product is said to be ergonomic since the bucket is higher than on traditional trolleys, which allows the operator to work while standing. The Action Pro

is also claimed to be eco-friendly since it is made entirely from polypropylene and is robust, non-rusting and recyclable.

Tel: +39 049 9300710. Email: info@ttsystem.com

Professional rubber blade

The ProS generation of floor squeegees from **Reflex Systems** is now available with a synthetic rubber blade ProS Q with two sharp edges. The new material, says Reflex, is more flexible than the previous EVA and guarantees better contact between squeegee and mopping cloth.

Cleaning efficiency is also said to be improved thanks to this new blade, thanks to better dirt pick-up.



When used without the microfibre mop, the ProS Q can be used for squeegeeing water off floors, tiles and windows.

Tel: +358 40 840 0136. Email: info@reflexsystems.net

Wrings out mops

Sprimsol has developed the automatic Fregomatic wringer, a compact machine that wrings out mops, cloths, towels and other cleaning tools at the touch of a button.



The Fregomatic, which works on a rechargeable battery, is said to offer a robust design and long lifespan and can be adapted to

work in conjunction with most trolleys, buckets and mop holders. It is claimed to speed up cleaning tasks and avoid injuries and pain.

Tel: +34 956 41 77 54. Email: sprimsol@sprimsol.com



The new standard in Retail Cleaning Twister™ - the original diamond pad

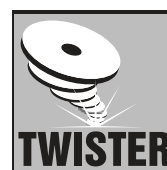


The benefits

- Cut costs
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 - same routines as before
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How often and how much do you ask your suppliers to come up with innovations for you? How much do you share with them your business challenges? How many of those innovations fail and how many succeed? How many of those are exclusive to you?

These are questions that any leading facility management company should ask itself on a regular basis. Innovation is a critical differentiation factor in the marketplace if you do not want to compete on cost, and the one of the most recent trends I see in our market is collaborative innovation with suppliers.

Your suppliers may be able to bring a fresh new look and solutions to your long-standing challenges and because they possess different competencies, they may be able to solve the problem in an alternative way.

Think of recent innovations coming from leading FMCG companies: most of them stem from the packaging, logistics, displaying fields, and mainly from their vendors more than their own innovation...

In this article I would like to recommend you a new corporate approach to foster innovation that is really customer oriented and holds a high probability of success. There are three areas we need to organise internally in order to profit from this new approach.

Processes

In my view, there is a clear process of four stages that has to be set up before the new idea enters your traditional innovation pipeline:

1. Problem definition – define your most critical business challenges (whether it is in service delivery, end-user adoption, training, ergonomics, productivity or other fields such as shipping, invoicing, etc). Choose a few vendors that are closely involved with the area at stake, and share those challenges with them openly. It is even more interesting if you share your customer needs, strategy, technology gaps etc, before describing the detailed challenges.

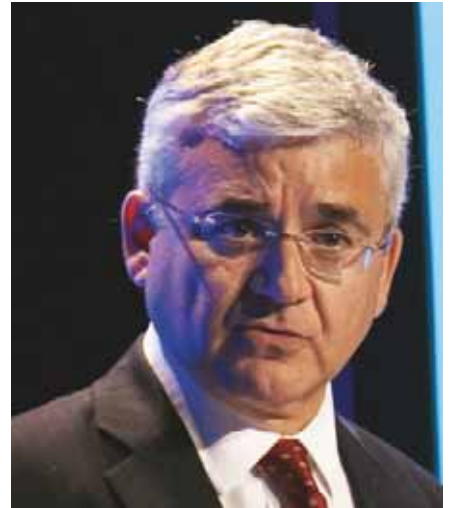
2. Joint field observation – not only does this set the context for the innovation gaps you need to fill, it employs the creativity and expertise of the supplier much more effectively, as it can often come up with solutions you hadn't anticipated, simply because it understands your business better.

The next guideline is to spend more time defining the problem/opportunity than detailing the solution.

3. Scanning committee – after all suppliers have done their homework and studied their own individual solutions, a meeting is called to share them and brainstorm possible joint ones. A thorough analysis of the alternative options must be done, including traditional financial measures such as Expected Net Present Value and CAPEX required, understanding the strategic fit with the company's

Differentiation via collaboration

In his fourth article for *ECJ*, Pedro Chidichimo explains the benefits for facility management companies of working with suppliers in the identification and development of innovations that solve end user needs. New processes, new relationships and most importantly, a new culture must be set to achieve sustainable differentiation in the marketplace.



long-term growth plan.

A critical point here is the team composition for this review. Suffice to say that it must be open, diverse and include representatives from the suppliers and from several areas of the company (sales, marketing, finance, logistics, etc).

A presentation must then be prepared for the company's leadership team to make decisions.

4. Solution selection – be realistic about the number of innovations your company can work on at a given time. Innovation is a process that fails when 'hope' of success is part of the decision criteria. I do not personally trust silver bullets, but I have great confidence in selecting a limited number of projects and going all the way until the end with them.

The leadership team of the company must make those decisions and put the resources behind them, on a quarterly basis.

Relationships

Supplier relationships are usually managed by procurement professionals. I would

personally recommend the process to be managed by an innovation relationship that involves other parts of the business that have responsibilities for internal innovation, particularly sales, R&D and marketing.

And of course, do not underestimate the value of personal relationships in the management of innovation with suppliers. The personal bit is the glue that will keep the process together.

Culture

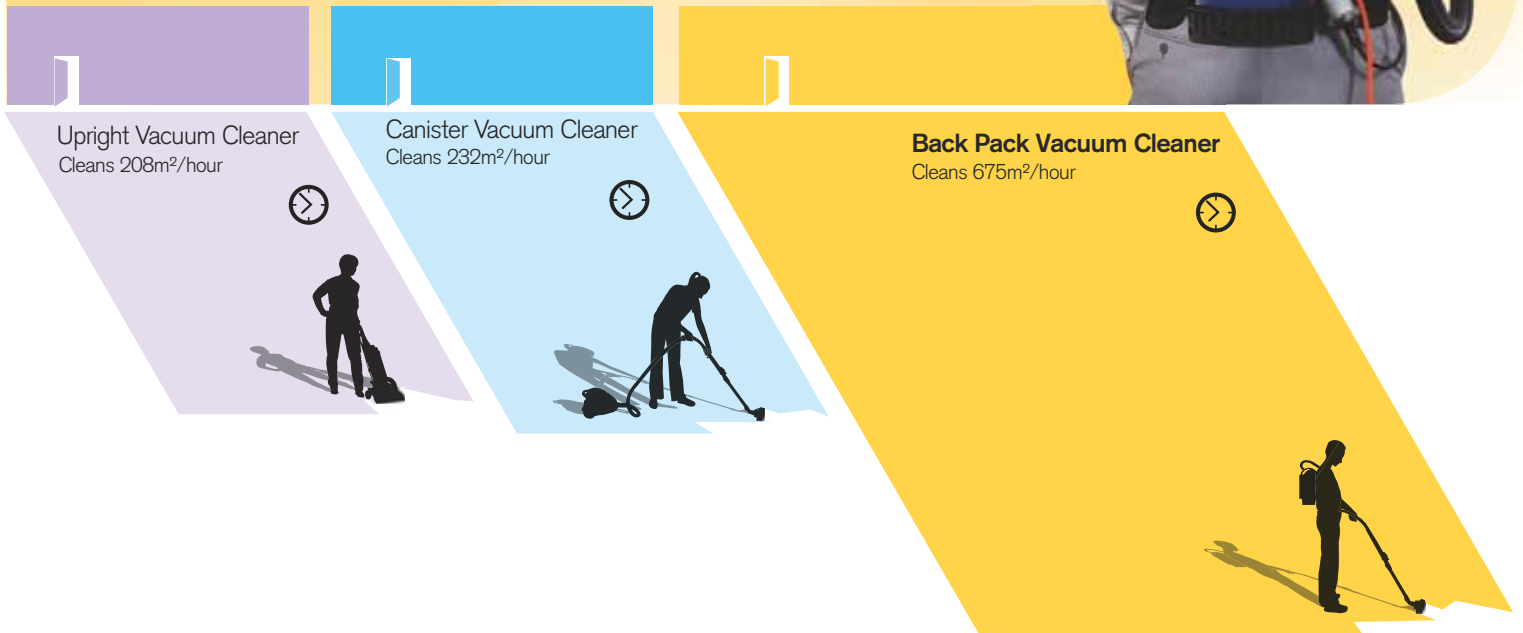
The culture in the most innovative companies around, like Google or Apple is based on the firm belief that 'leading from the top' is the only way to succeed. Their founders and ceo's make innovation part of the strategic planning of the company. First, appoint an innovation leader that consolidates all innovation and knowledge efforts scattered around the company. Then, make innovation part of your corporate purpose and part of your variable pay. And last, but most importantly, put great effort in communication and recognition that fuel up employees' self esteem and sense of urgency.

Dans son quatrième article pour ECJ, Pedro Chidichimo explique pourquoi il est avantageux pour les entreprises de gestion de bâtiment de collaborer avec leurs fournisseurs pour identifier et élaborer des innovations qui répondent aux besoins des utilisateurs et introduisent de nouvelles procédures et relations.

In seinem vierten für das ECJ verfassten Artikel erläutert Pedro Chidichimo die Vorteile, die Facility Management-Unternehmen entstehen können, wenn sie bei der Identifikation und Entwicklung von Innovationen, die die Bedürfnisse von Benutzern erfüllen, mit Anbietern zusammenarbeiten: neue Verfahren und neue Beziehungen.

Nel suo quarto articolo per ECJ, Pedro Chidichimo spiega quali sono i benefici per le imprese di gestione delle strutture nel collaborare con i fornitori nella identificazione e nello sviluppo di nuovi prodotti che incontrano le necessità degli utenti finali – nuovi processi e nuove alleanze.

When it comes to performance, one vacuum cleaner stands tall.



When it comes to the world's most efficient vacuum cleaner, Pacvac's Superpro 700 has the measure on all other vacuum cleaners. Independent testing by the ISSA – "The Official ISSA Cleaning Times" - tested how long it took the different types of vacuum cleaners to clean 1,000 square feet. The statistics from the test are as follows:

Carpet Surface Vacuumed with:	Square Ft.	Minutes	Square Ft. per Hr.
Back Pack Vacuum & 12" Carpet Tool	1,000	8.25	7,273
Tank Type/Canister Vacuum & 12" Carpet Tool	1,000	24.00	2,500
12" Upright Vacuum Cleaner	1,000	26.80	2,239

The results are clear. Back pack vacuum cleaners have a much higher efficiency level than either the canister vacuum or an upright vacuum cleaner.

Australia's first choice

The Superpro 700's efficiency, durability and reliability is the result of over 30 years of innovative design and development, making it the Australian cleaning industry's first choice in back pack vacuum cleaners. Its performance is also matched by its comfort. Weighing just 5 kilos, the Superpro 700 is fitted with an ergonomically accredited harness, providing cleaners with an effortless and healthy cleaning experience.

A back pack for every use

The Superpro 700 is part of the Superpro 700 series. There are 5 back pack models suitable for every commercial environment including; offices, schools, showrooms, department stores, theatres, resorts, cafes, hospitals, laboratories, aircraft, ships and trains. So no matter where you clean, your guaranteed a performance to save you time and money.

Carpet challenges

Which types of carpet are the easiest to clean and which present the greatest headaches for the professional carpet care company? Ann Laffeaty looks at the chief challenges being faced by the industry today.

A carpet in a commercial or hospitality facility is meant to provide an ambiance of warmth and luxury. Whether that carpet is made from wool, natural sea grass or synthetics its main function will be to enhance the visitor's experience and improve the appearance of the building's ingress.

However, any carpet will fail in this aim if it is grubby and soiled, and it is therefore the task of the carpet care provider to keep floor coverings looking clean and attractive.

However, the cleaning task changes dramatically depending on the type of carpet chosen. So which carpets are the hardest to clean?

According to Prochem's national sales manager Paul Robinson there is no doubt about it: carpets made from materials such as natural sea grass and coir present the biggest challenges for the carpet care company.

"These materials are very absorbent and tend to hold on to wood-based stains," he explained. "Some natural carpets also tend to shrink or 'brown out' from the jute."

He says their tendency to shrink means that wet cleaning is not advisable for carpets made from sea grass, coir and other natural materials. "However they don't respond well to dry cleaning, either, because you can't really get the dry cleaning compound out afterwards," he adds.

And the solution? Ideally you don't clean them at all, says Robinson. "Such carpets are very expensive to clean in terms of product and machinery and it is a highly labour-intensive process - and in the end the cus-

tomers do not really get the result they want," he said.

According to Robinson most other carpets are fairly easy to clean given the right training, machinery and products. "It is all about understanding the particular issues involved," he said. "Most carpets tend to be made from wool, nylon or polypropylene and every fibre has its own challenges. Wool holds on to water-based stains but releases oil quite effectively, for instance, while polypropylene tends to hold on to oil-based stains. Nylon is very greedy and holds on to both."

"The condition of the carpet can also have an impact on cleaning. If a carpet is very worn, sometimes the cost of cleaning will be more than the carpet is worth which means it will not be cost-effective to take on the task at all."

According to managing director of Chemspec Richard Suddall it is more about the colour of the carpet and the way in which

Continued page 40





it has been made that dictates how hard it is to clean.

"The lighter the colour, the more difficult a carpet is to clean because there is no hiding place for staining and soiling," he said. "If a carpet is beige, light blue or pale pink for example you will have to do a much more thorough job than if the carpet were, say, a traditional multi-coloured Axminster in a British pub.

"Sometimes these carpets are cleaned only once or twice a year and it will become sticky underfoot and start to smell before customers even begin to notice that it is dirty."

He said woven carpets can also present a challenge to the carpet cleaner. "These have a lot of tension in the backing and if you wet them, shrinkage can be a problem," he said. "The jute in the warp and weft can also cause browning which means that a shade from the backing comes through to the carpet pile."

Besides the colour of the carpet and the material used to make it, Suddall claims there are three other factors that can affect its cleaning: namely fading, abrasion and wear. "There is a theory that a new carpet should be cleaned after only a few months to maintain its condition," he said. "Frequent cleaning won't harm the carpet – particularly if a detergent-free cleaning product is used."

Synthetic easiest to clean

Chemspec offers a range of DFC (Detergent Free Cleaners) made from natural ingredients that are already in the food chain, says Suddall.

He claims the easiest carpets to clean are those made from synthetic fibres. "These tend to release stains more readily," he said. "However, the ability to clean a carpet well depends greatly on the skill of

the technician."

He agrees with Robinson that carpets made from products such as sea grass, coir, coconut and sisal can be difficult to clean. "Vegetable materials tend to change when wet," he explained. "The reaction depends on the material – while some will shrink, others will go brown or perhaps they won't retain their dye very well."

However according to Suddall, carpets made from natural materials can be dry cleaned quite effectively using the company's Dry Power compound. This is based on wood flour with added surfactants and solvents and can be sprinkled on to the carpet and brushed in using a cylindrical brush machine, then removed.

ServiceMaster technical manager Ian McCormack agrees that 'natural' carpets, can be problematical to clean. "They suffer from all sorts of problems such as colour loss, fading - even growing," he said.

"Antique floor coverings also require expert attention, but we pre-test these first and then clean them in a way that is sympathetic to their make-up. For instance we may use an acid cleaning process on wool which stabilises the dyes and leaves the fibres soft to the touch."

He said cut-pile polypropylene carpets can also present a challenge for the carpet cleaner. "These flatten with traffic and remain crushed after cleaning. Some mechanical lifting can be achieved but the results tend to be poor compared to a wool carpet."

He adds that most modern carpets are fairly straightforward to clean. "Wool carpets respond particularly well since they tend to crush less and the fibres plump back when wetted," he said. "Cut pile carpets hold

less soil and stains than loop-pile carpets, and polypropylene carpets are virtually 'stain-proof' but have a great affinity to oil-based soiling."

Among the ServiceMaster Clean range of products is woosafe UltraClean P. "Although this is quite alkaline, it does not require an acidic rinse since it is neutralised by the carpet," said McCormack. The company also offers Solvoil, an oil and grease remover that is VOC free.

Intensive cleaning agents

According to manager of CEBE Reinigungschemie Dr Jan Reimers carpets that contain wool in the pile and jute or cotton in the backing pose a major challenge for carpet care companies.

"In such cases the potential for moisture storage, cellulosic browning and possibly even shrinkage are great," he said. "This means that the cleaner must not only consider special chemicals but also the amount of moisture that may be used, and this will affect both the cleaning result and the time spent on the job."

In his opinion, hard-wearing carpets consisting of a nylon pile and synthetic backing pose the fewest cleaning problems. "Carpeting laid down in commercial sites is generally composed of entirely synthetic material and in general one may use any cleaning method on these, whether it involves low or high moisture," he said. "In addition you can apply more mechanical action and use more intensive cleaning agents which makes the whole procedure easier."

He says universal carpet cleaning products can only be used on carpets that are not moisture-sensitive. "Of course there are exceptions depending on the effectiveness of the product in terms of stain removal, but it is up to the cleaner to judge whether or not simplifying the product line is worth this trade-off," he said.

According to Dr Reimers carpets made from wool or a wool blend require greater care and factors such as the age and wear of the carpet also need to be taken into account.

"If the wear is heavy and the quality of the carpet is low, the cleaner will be confronted with a difficult situation since the carpet may be clean but its optical appearance may not be satisfactory," he said. "This is not something the cleaner can rectify to any great extent since even a velvet carpet can only be restored to a certain extent with the help of a pile lifter, for example."

According to Dr Reimers, the most important point is that the technicians carrying out the cleaning task should be trained sufficiently to be able to discern subtle differences in the make-up of the carpet. "If this is done correctly, then the actual cleaning process will not be a problem," he said.

Quels sont les moquettes qui se nettoient le plus difficilement ? Quels sont les tissus qui présentent le plus de problèmes de nettoyage ? Les fabricants développent-ils actuellement de nouveaux produits pour traiter les nouveaux tissus de moquette qui arrivent sur le marché ?

Welche Teppicharten sind am schwersten zu reinigen? Welche Fasern präsentieren die meisten Probleme? Entwickeln Hersteller neue Produkte, um den neuen Teppichfasern auf dem Markt gerecht zu werden?

Quali sono i tipi di moquette più difficili da pulire? Quali tipi di materiali tessili presentano la sfida più grande, e i produttori stanno sviluppando nuovi prodotti per stare al passo con i nuovi materiali delle moquette in vendita?

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Lifting pile

A pile lifter, says **KleenRite**, helps to rejuvenate old carpet fibres because it lifts the pile of the carpet and works to break up soil and debris and extract embedded dry particulate matter - leaving it prepared for thorough cleaning.

The company has developed the X-Vac Pile Lifter, which features a 12,600 rpm high velocity vacuum fan and a natural vegetable brush that's safe for both natural wools and synthetic fibres. And to promote a healthier environment, the machine has top fill with 99 per cent (0.3 micron) filtration.

Tel: +1 559 673 5700. Email: sales@kleenritemfg.com



Carpet strategy

Host carpet cleaning system manufacturer **Racine Industries** has launched Strategem, which it describes as a sustainable maintenance management and cleaning strategy.

The company says Strategem is an intuitive process that recognises the performance characteristics of carpet and how carpet performs relative to soiling and cleaning, and applies targeted solutions. With the Host Liberator or Freestyle Extractor-Vacuums, it claims cleaning staff will know immediately what needs to be done to keep the carpet clean daily.

Tel: +1 262 637 4491. Email: askus@hostdry.com

Industrial use

For the cleaning of smaller and medium-sized areas **Hako** has expanded its range of vacuum sweepers to include the Hako Hamster 650. Although it is just 68.5 cm wide the new model can



clean up to 3,525 square metres per hour.

For carpeted areas, the carpet kit allows the battery driven machine to clean short pile carpets. The kit contains an automatic main broom switch-off when the machine comes to a standstill, a special fluff pre-filter and a modified filter shaker.

Tel: +49 4531 8060. Email: info@hako.com

All in one

The **Truvox** Hydromist Compact spray-extraction carpet and upholstery cleaning machine is one of a range of six Hydromist models. It is an all-in-one model with a 250 mm cleaning width and built-in rotary brush for lifting dirt from deep within the carpet pile.

With a high capacity 14-litre solution tank, Truvox says the Hydromist Compact is easy to manoeuvre thanks to its large non-marking stair-climbing wheels. The large recovery tank has a transparent lid allowing the operator to see how much dirt has been lifted



from the carpet. And the carpet is almost dry after just one pass.

Tel: +44 23 8070 6600. Email: truvox@truvox.com

Vac on the back

ProTeam says the design of its Super CoachVac and Super QuarterVac backpack vacuums is based on mountaineering backpacks, incorporating padded waist and hip belts that distribute weight over the leg muscles.

The company claims operators can work more quickly and efficiently than with conventional vacuums, as all floor types can be cleaned with a natural, side-to-side walking motion. Up to 930 metres can be cleaned in an hour.

The high capacity Super CoachVac weighs five kg, while the more compact Super QuarterVac is 4.5 kg. Both models feature ProTeam Four Level Filtration. HEPA filters and models are also available.

Tel: +1 208377 9555. Email: customerservice@pro-team.com

Reach for Prochem

A new cleaning machine has been launched by **Prochem Europe** for use with its REACH-accredited S745 Procaps encapsulation spray cleaner.

The new PRO 35 is an all-in-one solution for dry and wet cleaning and comes with renovator, brush covers, transport trolley and blue standard brushes with soft carpet and hard floor brushes as optional extras.

For wet cleaning the machine can be used with Procaps encapsulation spray cleaner, a soil encapsulating clear liquid formula that leaves carpets clean



and dry in 20-30 minutes. For dry applications, there is Fiberdri dry cleaning compound.

Tel: +44 20 8974 1515. Email: sales@prochem.co.uk

Good microorganisms

Beneficial microorganisms improve the cleaning performance in **Novozymes** products by penetrating deep into fabrics to remove stains and odours from carpet and upholstery.

The surfactant system releases the stain for cleaning, then the beneficial microorganisms penetrate into the carpet pile and sub-surfaces, where they degrade the residual soils and organics that can cause stains and smells.

Deep cleaning and odour control is enhanced by degrading the residual organics embedded in the carpet and padding.

Tel: +33 1 30152840. Email: cleaningsolutions@novozymes.com

Freedom to vac

The Jetvac accu vacuum cleaner, according to **Vermop**, offers complete freedom of movement to the operator when vacuuming. Because it has no cable (it is powered by a rechargeable battery) it is suited to daytime cleaning.

Three battery run times are available - 20, 30 or 45 minutes.

Tel: +49 8105 77 88 9 100. Email: info@vermop.com

- KleenRite a mis au point le X-Vac Pile Lifter, un aspirateur contribuant à rajeunir les fibres d'un tapis.
- Stratagem représente la nouvelle stratégie de nettoyage de moquettes proposée par Racine Industries, producteur de la gamme de produits Host.
- Pour les superficies allant d'exiguës à moyennes, Hako a étendu sa gamme d'aspirateurs pour y ajouter la Hako Hamster 650.
- L'appareil Hydromist Compact de la société Truvox assure la pulvérisation et l'extraction pour le traitement de moquettes et garnissages.
- Les aspirateurs à dos Super CoachVac et Super QuarterVac de la société ProTeam sont désormais disponibles en Europe.
- La PRO 35 est une nouvelle machine de nettoyage sec et humide de moquettes et de sols signée Prochem Europe.
- Novozymes teilt mit, dass nützliche Mikroorganismen in seinen Reinigungslösungen tief in die Fasern eindringen, um Schmutz und Gerüche zu entfernen.
- D'après Vermop, l'aspirateur à batterie Jetvac de ce producteur assure une liberté de mouvement totale à son opérateur.

- Laut KleenRite hilft der neu entwickelte X-Vac Pile Lifter, Teppichfasern zu regenerieren.
- Strategem ist die neue Teppichreinigungstrategie von Racine Industries, dem Hersteller der Produktreihe Host.
- Hako hat sein Programm mit Saugkehrmaschinen um den Hako Hamster 650 erweitert, der für kleine und mittelgroße Bereiche konzipiert wurde.
- Der Hydromist Compact von Truvox ist ein kompletter Sprühsauger für Teppiche und Polstermöbel.
- Die Rucksack-Staubsauger Super CoachVac und Super QuarterVac von ProTeam sind jetzt in Europa erhältlich.
- Mit dem PRO 35 bietet Prochem Europe einen neuen Trocken- und Nassreiniger für Teppiche und Hartböden.
- Novozymes affirme que les micro-organismes bénéfiques de ses solutions de nettoyage pénètrent en profondeur dans les fibres du tapis pour en éliminer taches et odeurs.
- Laut Vermop bietet der Staubsauger Jetvac accu vollkommene Bewegungsfreiheit bei der Arbeit.

- La KleenRite ha sviluppato X-Vac Pile Lifter che aiuta a ringiovanire le fibre delle moquette.
- Strategem è la nuova strategia per la pulizia delle moquette della Racine Industries, azienda produttrice della gamma di prodotti Host.
- La Hako ha espanso la sua gamma di spazzatrici a estrazione includendo il modello Hako Hamster 650 adatto per aree di piccole e medie dimensioni.
- Hydromist Compact della Truvox è una macchina a estrazione e spray per moquette e stoffe per arredamento.
- Gli aspirapolveri dorsali Super CoachVac e Super QuarterVac prodotti dalla ProTeam sono ora disponibili anche in Europa.
- PRO 35 è una nuova macchina dry & wet per la pulizia di moquette e pavimenti duri prodotta dalla Prochem Europe.
- La Novozymes afferma che i microorganismi benefici presenti nei suoi detergenti penetrano in profondità nelle fibre per rimuovere macchie e cattivi odori.
- La Vermop afferma che il suo aspirapolvere Jetvac permette una completa libertà di movimenti durante il lavoro.



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Sensitive to water



The BRS 43/500 C from **Kärcher** is used together with iCapsol RM 768 OA carpet cleaner for dry interim cleaning of water-sensitive carpets.

The cleaning agent is sprayed onto the carpet directly in front of the two carpet shampooing roller brushes and then worked in at a speed of 500 rpm. As the brushes are contra-rotating, they cause the carpet fibres to stand up at the front and rear at the same time. Lint and loose dirt are collected in the dust pan.

The product has been

designed to have a very short drying time, and to absorb unpleasant odours. It encapsulates dirt, which can then be picked up with an upright vacuum cleaner. Depending on the degree of soiling, 50 to 250 ml in a six per cent solution is sufficient for one square metre - so it leaves very little moisture in the carpet. This means carpet is ready for use again after between 20 and 120 minutes.

Tel: +49 7195 140. Email: info@karcher.com

Deodorising challenge

For tackling all types of urine contamination problems on carpet and upholstery, **Chemspec Europe** has developed Kill Odor Plus to neutralise odours and encapsulate soiling. There is also the more targeted solution, Urine Contamination Treatment.

This is specifically designed to remove urine odour and it does not form a sticky residue - meaning it can be left in the

carpet to perform the neutralising task before extraction rinsing at a later date.

Tel: +44 1274 597333. Email: richard@chemspec-europe.com

Minimal effort

Rug Doctor says its Pro cleaning system requires minimal time and effort. And it incorporates Quick Dry technology on both Mighty Pro and Wide Track machines.

Vibrating brush technology agitates the carpet fibres to loosen deep down dirt, and the carpet pile gets deep cleaned on both sides.



The system also includes concentrated cleaning detergents, plus stain and odour removal solutions. And each Rug Doctor Pro comes with a universal hand tool and 12-ft hose attachment.

Tel: +44 1903 285853. Email: helen.sacre@rugdoctor.co.uk

• Le BRS 43/500 C de Kärcher s'utilise avec le nettoyeur de moquettes iCapsol RM 768 OA de ce fabricant pour le nettoyage intérieur sec de moquettes sensibles à l'eau.

• Pour attaquer la contamination par urine de tapis et garnissages, Chemspec Europe a développé l'Urine Contamination Treatment.

• Son système Pro de nettoyage de moquettes et garnissages est fiable et peu onéreux, affirme Rug Doctor.

• Die BRS 43/500 C von Kärcher wird zusammen mit dem Teppichreiniger iCapsol RM 768 OA zur trockenen Zwischenreinigung von wasserempfindlichen Teppichen eingesetzt.

• Chemspec Europe hat zur Behandlung der Urinverschmutzung von Teppichen und Polstermöbeln Urine Contamination Treatment entwickelt.

• Laut Rug Doctor ist das Pro-System zur Teppich- und Polstermöbelreinigung zuverlässig und kostengünstig.

• BRS 43/500 C della Kärcher è usato in congiunzione con il detergente iCapsol RM 768 OA per la pulizia a secco fra un lavaggio e l'altro per le moquette sensibili all'acqua.

• La Chemspec Europe ha sviluppato il prodotto Urine Contamination Treatment per trattare moquette e stoffe d'arredamento contaminate con urina.

• La Rug Doctor afferma che il sistema di pulizia di moquette e stoffe per arredamento Pro system è affidabile ed economico.



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CHINA CLEAN EXPO 2012

April 9 - April 12, 2012

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The Real Value for the Global Cleaning Industry



One of the first things professional carpet care contractors learn is that research and detailed planning are essential before you quote for, or commit to, a carpet care and cleaning contract. There is much more to it than sending somebody round with a vacuum cleaner every evening, and even experienced contractors can forget to check vital cost factors.

So visit your prospective customers with a detailed checklist of what you need to assess. You should start by asking questions as you walk the premises, preferably with somebody senior who understands what goes on there.

First, assess the type of building to be cleaned. How many floors? Are there lifts? Are all the doorways wide? What sort of work is carried out there? Are the offices easily accessed from a factory, and do workers normally do that – for example to go to the canteen? Is the floor of the factory oily? Is it littered with metal swarf or sawdust?

Ask about the rules for office workers. Will they be carrying hot drinks from where they are made or dispensed to their desks? Are the office staff mainly male or female? Or a typical mixture of the two? These and other questions will help you to assess the types of soil your cleaners are likely to encounter.

Check the type (carpet tile, cord, woven or tufted) and age of the carpets and whether they have an underlay or are direct stick. Note the brand if you can find a label on the back – manufacturers' cleaning instructions can be invaluable. Feel the texture of the carpet. Some contract cleaning estimators take a rechargeable hand-held vacuum cleaner with them and, by knowing its performance by comparison with a commercial vacuum cleaner, can estimate how easy or difficult carpets are to clean – they vary widely.

Checks like these will help you decide the length of time between cleanings and how much time to allow.

Check the outside

The exterior of the building is an important area to consider for planned maintenance. Many soils are walked or blown in. Car park areas, entrances to the building and entrance mats, both exterior and interior, need to be properly cleaned or serviced on a regular basis, or there will be a drastic increase in the soil to be cleaned inside. It is always helpful to obtain a floor plan of the areas to be cleaned, as this will assist you in working out schedules by recognising flow or traffic patterns of staff and visitors within the building. A floor plan also provides a good resource for working out how many square metres are to be cleaned, and a basis for making geography-related notes that affect your quotation.

Where there is a hard surface immediately following the carpet more concentrated vacuuming will be required and the carpet will



Planning ahead

Research and detailed planning are essential before you quote for, or commit to, a carpet care and cleaning contract. Gordon McVean of Truvox International offers advice.

need to be cleaned more frequently, due to tracking of soils from the hard surface.

One of your biggest objectives has to be soil prevention. Proper walk-off mats should be installed both outside and inside of the entrances to the building. These mats will also need to be thoroughly maintained – one way to do this is to cost in the use of a sub-contracted mat cleaning service. Walk-off mats should be large enough to allow people to take around five to six footsteps across the mat in order to remove the majority of dirt and dust from their shoes, and they should be exchanged on a regular basis (at least once every two weeks). They should always be removed from site and beaten thoroughly prior to wet cleaning.

When costing, start with the heavy traffic areas that you have identified, such as entrances, showrooms, reception, corridors, stairs, hallways, retail sales floors, executive offices, clerical office areas, food service areas, traffic flow areas, break rooms and post rooms. Where those areas are carpeted, you need to allow in your costing for:

1. Vacuuming: all areas need to be vacuumed with a commercial grade vacuum cleaner on a daily basis. Vacuums that use HEPA filters are recommended as these filters trap particles down to 0.3 microns.

2. Spot cleaning: all areas should be spot cleaned by a trained professional using proper techniques to ensure the use of the right cleaning solution, agitation and rinsing. Pre-spotting in commercial environments is not always the best way, rather the carpet should be cleaned normally then spots cleaned afterwards if the soil or stain remains.

3. Interim maintenance cleaning: some areas may require weekly or fortnightly cleaning, which can be carried out by any of the following – an absorbent pad system, dry foam shampoo, light surface extraction or dry powder. When using any of these methods you must always adhere to the manufacturer's recommendations.

4. Restorative cleaning: this should be performed on a quarterly basis to remove any residues from interim maintenance cleaning procedures, remove deeply imbedded soil, refresh the texture of the carpet and improve overall indoor air quality. Restorative cleaning should be done using wet extraction equipment or deep clean systems.

Be clear on what the customer is expecting. Morning cleaning completed before 7.30am? Evening cleaning starting at 6.30pm? Is the building access-controlled with coded keys or cards, or are pass-codes

Continued page 48

allotted for numeric keypads? Are the codes regularly changed, meaning that you will need to have nominated staff on the list for receiving details of the changes?

Is there high security for any particular area of the building, such as the R&D laboratory, a dealing room or the finance and payroll department? Will that mean cleaning those areas will have to be done in the daytime? Or at special times of the night?

Finally, be sure that you have clarified key areas of responsibility before you submit a quotation. Are you responsible for any damage that could be caused, for example by a machine accidentally colliding with the leg of an antique desk in the chairman's office? If so, ask for a list of valuations of any unusual or valuable items of furniture or objects on the premises, and obtain estimates for insurance before submitting your quotation.

Does the customer require criminal record checks on staff who are to clean the premises? Are there any stipulations about the gender of cleaners? If there are, check whether

the stipulations are legal before accepting the contract.

Does the company require special cleaning for any special days in the year, like anniversaries, or visits by the international board?

Equipment needs

Ensure that, as you tour the building and assess the cleaning requirement, you have noted every unusual carpet or floor covering, and identified exactly what it is, so that you can check with the manufacturers or with expert sources how that type of carpet or covering should be maintained. Take particular note of the exact nature of any highly polished hard surface – ask detailed questions to get the facts if the details are less than obvious – so you can obtain advice on cleaning, lacquering or polishing that surface and the frequency with which that maintenance must be carried out. Ask your potential customer's opinion on how often such special maintenance needs to be done – even if he or she is wrong, you need to know

what is expected so that you can correct or go along with that opinion when preparing your quotation. Remember that your company will be judged in a year's time on how the place looks, not on whether you did as you were told.

Companies vary in their attitudes to sustainability issues. Always ask for any generally available document on the company's environmental policy, and whether there are any specific company rules relating to:

- Use of cleaning chemicals or products
- The residual odour of cleaning products (can be important if there are agreements with staff over health issues)
- The noise of cleaning machines.

As you will be well aware, there is constant pressure on margins in the cleaning business. Everybody is expecting more to be done for less. Whatever figure your quotation offers must be capable of generating a profit.

Cleaning machines have advanced a lot in recent years, and it is a fact that new machines operate more efficiently, with less noise and smaller risk of breakdown than old machines. Because modern premises tend to be more fully used than, perhaps, five or 10 years ago, manoeuvrability is more of an issue than it used to be and, where daytime cleaning is involved, you are likely to need quieter machines without trailing leads.

Un travail d'étude et de planification de détail s'impose avant qu'une entreprise de nettoyage professionnel de moquettes puisse formuler un devis. Gordon McVean, de la société Truvox International, a des conseils à donner sur les aspects à prendre en considération.

Bevor professionelle Teppichreinigungsfirmer ein Preisangebot machen oder sich dazu verpflichten, sind Recherche und detaillierte Planung absolut unerlässlich. Gordon McVean von Truvox International bietet Ratschläge zu den Bereichen, die berücksichtigt werden sollten.

Ricerca e pianificazione dettagliate sono essenziali prima che gli appaltatori di servizi di pulizia delle moquette possano fare un preventivo o impegnarsi per un contratto di lavaggio delle moquette. Gordon McVean della Truvox International consiglia su ciò che deve essere tenuto in considerazione.

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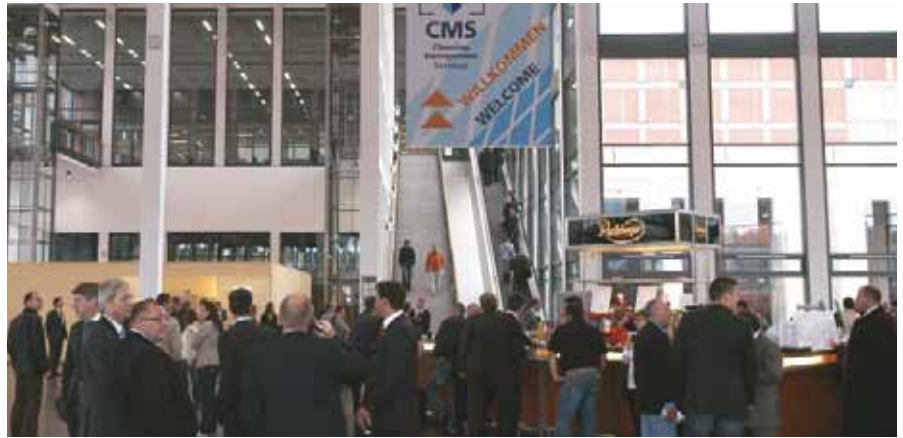
German show focus on sustainability

ECJ looks ahead to CMS, Germany's cleaning exhibition taking place from September 20-23 in Berlin.

According to the organisers of CMS, the German professional cleaning show has now firmly established itself as an international event. The last event in 2009 attracted over 14,000 visitors from 52 countries, and a similar level of international attendance is expected this year. Dr Christian Göke of Messe Berlin commented: "CMS has established itself as an indispensable marketing platform for commercial cleaning systems in Europe."

The biggest names in the industry will be represented at the event, which will feature all the key product areas of cleaning. There will also be areas demonstrating glass and façade cleaning, as well as aerial work platforms in front of the building.

The programme of seminars at the CMS Forum will incorporate sustainability as the key theme - under the areas economics, ecol-



ogy and social responsibility.

The presentation of the Purus award for good design is always a highlight of CMS. This year Nilfisk-Advance, Kärcher, IP Gansow,

Vermop, TTS, Strato, Unger, Diversey, Dolly, Sprimsol, Georgia-Pacific, SCA and Ecolab have all been shortlisted.

For details: www.cms-berlin.com

ECJ jette un coup d'oeil anticipé sur le CMS, le salon allemand de la propreté qui aura lieu du 20 au 23 septembre à Berlin. Il commence par un aperçu des manifestations qui se tiendront pendant le salon, puis présente un guide des produits qui y seront lancés.

ECJ wirft einen Blick auf die bevorstehende deutsche Reinigungsmesse CMS, die vom 20.-23. September in Berlin stattfindet. Auf einen Überblick über die wichtigen Ereignisse während der Messe folgt ein Leitfaden zu den neuen Produkten, die im Rahmen der Messe vorgestellt werden.

ECJ fa un'anteprima dell'esibizione tedesca del cleaning CMS, che si terrà a Berlino dal 20 al 23 settembre. Innanzitutto un'anteprima degli eventi più importanti che si terranno durante la fiera, e poi una guida ai nuovi prodotti che verranno lanciati durante l'esibizione.

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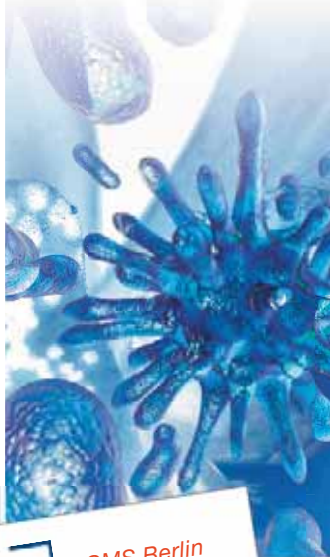
www.serving-nature.com



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- Hako Daytime-Cleaning: quick charge technology for flexible use thanks to constant availability

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permanent



hako  **force**
PURE WATER NO CHEMICALS



hako  **dtc** daytime
cleaning



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For more information go to – www.hako.com/innovations



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Innova 60/65/75/85 B



The innovative scrubbing machine which allows a dramatic reduction in the cost of cleaning

Innova, on-board scrubbing machine with the same dimensions as a walk-behind machine, was designed with the aim to drastically reduce sq.m scrubbed cost, offering a real competitive advantage, particularly for the end user. Innova is user-friendly and suitable for maintenance cleaning of commercial surfaces up to 3.500 sq.m.

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For further information visit our web-site www.comac.it

Kärcher

Hall 3.2, stand 100



Among the new products on the **Kärcher** stand is the walk-behind B 40 C-W scrubber dryer, featuring a brand new operating system called the Kärcher Intelligent Key. This is used to set individual user profiles, making it extremely easy to operate, claims the company.

First, parameters such as speed of travel, brush rotation speed and detergent dosage are set to suit the application. The

premises manager then transfers these settings to the operators' keys and after that the operator uses a rotary switch to select the programme required.

The machine is economical to run, says Kärcher, because only the required amounts of energy and detergent are used - it is particularly energy-efficient on the eco/efficiency setting.

Water temperature in the new compact class hot water high pressure cleaners can be varied between 20° and 155°C - also for energy-efficient operation. On the eco/efficiency setting, the machines' fuel consumption can be reduced by up to 20 per cent because many types of soiling can be removed at around 60°C.

Tel: +49 7195 140. Email: info@karcher.com

Dreiturm

Hall 3.2, stand 126

Dreiturm's stand features the new range of surfactant-free cleaners - Torwol, Torwol A and Torwol S. These cover the com-

plete pH-value scale, the company says, and meet the cleaning demands of most surfaces when applied either manually or mechanically.

Neofris citrus+ is a new alcohol-based surface cleaner with a long-lasting, fresh perfume.

Tel: +49 6663 9700. Email: alangwasser@dreiturm.de

Haaga

Hall 2.2, stand 119

Haaga is launching two new sweepers, both suitable for indoor and outdoor use.

The Haaga 477 has a sweeping width of 77 cm and incorporates dust-protected drive and flexible rubber gaskets on the roller brush. The battery-powered Haaga 677 is designed for more demanding conditions and has a capacity of 3,800 square metres per hour. If the battery runs out of power, it can be used manually.

Tel: +49 7021 3642. Email: info@haaga-gmbh.de

- Parmi les nouveaux produits Kärcher figure la laveuse sècheuse B 40 C-W comportant le système de contrôle Intelligent Key.
- Dreiturm a lancé une nouvelle gamme de nettoyeurs sans surfactant, les Torwol, Torwol A et Torwol S.
- Haaga Sweeping Systems propose deux nouvelles balayeuses à conducteur à pied, les 477 et 677.

- Unter den neuen Produkten von Kärcher befindet sich die Scheuersaugmaschine B 40 C-W mit dem Betriebssystem Intelligent Key.
- Dreiturm stellt eine neue Produktreihe mit tensidfreien chemischen Reinigungsmitteln vor: Torwol, Torwol A und Torwol S.
- Neu von Haaga Sweeping Systems sind die zwei Nachläufer-Kebrmaschinen 477 und 677.

- Fra i nuovi prodotti della Kärcher c'è la lavasciuga pavimenti B 40 C-W dotata del sistema operante Intelligent Key.
- La Dreiturm lancia la sua nuova gamma di detergenti chimici senza surfattanti: Torwol, Torwol A e Torwol S.
- I nuovi prodotti della Haaga Sweeping Systems sono le spazzatrici con operatore al seguito 477 e 677.



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More efficient workflows across all areas

Tork · Hall 4.2 · Stand 206

Today's hygiene dispenser systems need to be both efficient and easy- to-use in order to save time and costs and to reduce consumption and waste. Find out how Tork can help you to optimise processes and experience **simple, efficient and sustainable** hygiene solutions first hand: at CMS – Cleaning. Management. Services. The trade fair will take place in **Berlin from 20–23 September 2011.**

www.sca-tork.com



- Sofidel, un fabricant de papiers mousseline, a lancé une nouvelle marque, dénommée Papernet, pour le marché professionnel.
- Le premier thème d'intérêt du stand Unger est un système de lavage des vitres à eau pure.
- Sur le stand Vermop sont présentés le chariot de nettoyage Shopster et le système de lavage de vitres TopLock.

- Hygienepapierhersteller Sofidel stellt eine neue Marke für den Profimarkt vor: Papernet.
- Am Stand von Unger liegt der Schwerpunkt auf dem mit Reinwasser arbeitenden Fensterreinigungssystem.
- Highlights auf dem Stand von Vermop sind der Reinigungswagen Shopster und das Fensterreinigungssystem TopLock.

- La Sofidel, produttrice di prodotti in carta, sta lanciando una nuova marca per il mercato professionale, la Papernet.
- Il prodotto di rilievo sullo stand della Unger è il sistema di lavaggio delle finestre che utilizza acqua pura.
- I prodotti di rilievo sullo stand della Vermop sono il carrello di pulizia Shopster e il sistema di lavaggio delle finestre TopLock.

Sofidel

Hall 3.2, stand 112

The **Sofidel Group** is an international group specialising in the manufacture of tissue used in both the consumer and professional markets.

In order to further define its position in the away-from-home market, the company has launched the Papernet brand, and this will feature for the first time at CMS. Sustainability and hygiene are core to the values of this new addition to the Sofidel business, it says.

Tel: +39 0583 2681. Email: sofidel@sofidel.it

Unger

Hall 1.2, stand 204

The key feature of the **Unger** stand is window cleaning with pure water systems. An expert will demonstrate the HiFlo CarbonTec system and the RO and DI- water filter systems on a live demo window, and visitors have the opportunity to try



them for themselves.

The HiFlo range is being expanded with the addition of some new tools, such as an entry indoor cleaning system which enables effective cleaning of windows which are hard to reach. Also new is the Y-Adapter for the HiFlo MultiLink adapter system - allowing the operator to use two tools at height such as a cleaning brush and a scraper or a scrubbing pad.

The new ErgoTec Ninja squeegee for window cleaners offers channels of up to 105 cm in length - meaning more work in less time. And Unger says its ergonomic construction ensures smooth and easy working, even for long periods.

Tel: +49 212 2207 0. Email: ungereurope@ungerglobal.com

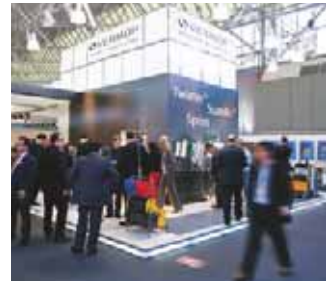
Vermop

Hall 4.2, stand 104

The Shopster cleaning trolley will be a focus of the **Vermop** stand, offering all the functionality of a conventional cleaning trolley on the footprint of a double trolley. Shopster comes with a large selection of floor cleaning accessories, along with smart solutions for material transport and disposal - plus a new solution for stair climbing.

Alongside its existing TopLock window cleaning range, the company is also promising innovations in glass cleaning at the show.

Tel: +49 8105 77 88 9 100. Email: info@vermop.com



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Gloria

Hall 2.2, stand 228

Specialising in professional sprayers for use with cleaning agents or foam is **Gloria**. Both the FoamMaster FM 10 and FM 50 are particularly suitable for use with foam, the company says, and the user can easily vary the degree of foaming.

The FM 10 has a capacity of one litre and is designed for cleaning smaller objects such as lavatories and kitchens. With a five-litre capacity the FM 50



is recommended for effective cleaning of larger objects. Both are equipped with a high performance pump and fan nozzle.

For large scale cleaning with acid and alkaline cleaning agents the company has developed the CleanMaster series - CM 12, 50 and 80 - with capacities of 1.25,

five and eight litres. For smaller applications there are half-litre and one-litre versions - the CM 05 and 10.

Tel: +49 731 140 60 560. Email: info@gloria-garten.com

Metsä Tissue

Hall 2.2, stand 110

Hand hygiene specialist **Metsä Tissue** is demonstrating its Katrin lines of paper hygiene products and dispensers. The theme of the company's stand is Hygiene Spreads Success.

The company aims to illustrate how paying more attention to hygiene can reduce illness and increase productivity in the workplace. It will focus on its e-learning system, plus hand washing stations are being installed to enable visitors to try the systems for themselves.

Tel: +358 1046 16. Email: jaana.tiura@metsatissue.com

Bay West

Hall 3.2, stand 129

The Bay West line of coloured washroom dispensers - for toilet tissue, towels and hand soap - is being showcased at the **Disposables UK** stand. Designed to reduce consumption and minimise waste, the company says these models can lower operating costs.



For example, Wave'n Dry, Hands-Free and Hybrid hand towel dispensers each deliver a measured amount of paper to every user to save on over-use. And cross-contamination risk is reduced because the user does not have to pull a lever or press a button to get a towel.

Tel: +44 1484 854460. Email: info@disposablesukgroup.co.uk

- Gloria expose sa gamme de pulvérisateurs professionnels capables de pulvériser des agents de nettoyage ou des mousses.
- Les visiteurs au stand Katrin seront invités à accorder davantage d'attention à l'hygiène des mains.
- Disposables UK expose en première sa gamme de distributeurs couleur pour toilettes publiques.

- Gloria präsentiert eine Produktreihe mit professionellen Sprühgeräten zum Einsatz mit Reinigungsmitteln oder Schaum.
- Die Besucher beim Stand von Katrin werden dazu ermuntert, der Handhygiene mehr Aufmerksamkeit zu schenken.
- Disposables UK stellt die Produktreihe Bay West mit farbigen Waschräumspendern vor.

- La Gloria presenta la sua gamma di spray professionali adatti per prodotti chimici o schiuma.
- I visitatori dello stand della Katrin vengono incoraggiati e prestare più attenzione all'igiene delle mani.
- La Disposables UK espone la gamma di dispenser colorati per sale da toilette Bay West.

NEWS

Mini Duplex 280
floor and carpet cleaners

minimum size
maximum cleaning results

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C. Pannini NTE

This new compact machine from Duplex washes and dries all floor types, because of its small size it cleans into the tightest corners and right up to the edge. It washes every kind of floor including wooden parquet, short and long pile carpet, it cleans and disinfects perfectly into corners. It's easy to use and to carry as it only weighs 13Kg, storage is easy due to its compact size. In use it's as light as a feather, and using Duplex Mini 280 is a real pleasure!

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Hako**Hall 1.2, stand 200**

At the **Hako-Werke** stand there will be a cross-section of the company's range for industrial cleaning, contract cleaning, city cleaning and outdoor maintenance. This includes vacuum sweepers, scrubber dryers, wet and dry vacuum cleaners, carpet cleaners, floor polishers and street sweepers.

The company also boasts a comprehensive service package, which includes 24 hour service, emergency help lines round the clock and extended warranties. And there are alternatives to outright purchase - such as hire, leasing and rental - along with used machines.

Tel: 49 4531 8060. Email: info@hako.com

SCA**Hall 4.2, stand 206**

SCA is presenting its latest washroom innovations under the theme Simple, Economical, Sustainable. Among the new solutions on show is a range of foam soaps.



Tork **Antimicrobial Foam Cleanser** - designed for the food and healthcare industries - is

kind to the hands while also containing 40 per cent ethanol which means it destroys bacteria, viruses and fungi. Tork Mild Foam Soap is particularly suitable for use in public toilets in restaurants, offices and hotels; and Tork Extra Mild Foam Soap is aimed at environments such as schools and hospitals.

Tel: +49 621 778 4700. Email: torkmaster@sca.com

Wecovi**Hall 4.2, stand 127**

Wecoline pads by **Americo** will feature on the Wecoline stand. Made from 100 per cent recycled fibres and water-based latex resins, these are suitable for all floor cleaning tasks.

New in the range is the Wecoline Maroon Chemical Free Stripping Pad, which has been designed to remove floor

finishes

and repair floors without chemicals. For use on standard rotary or oscillating floor machines, it is used dry or with water.

Also on the stand is the complete Wecoline microfibre cleaning system, incorporating products for cleaning interiors, sanitary units, flooring, walls and ceilings. For example, the mechanical flat mop moisture control system dampens the microfibre flat mop in one action with exactly the right amount of water.

Tel: +31 38 468 68 88. Email: sales@wecovi.com

All Care**Hall 3.2, stand 240**

Mediqo-Line is the latest range of dispensers and washroom accessories from **All Care** - comprising hand cleanser, towel and glove dispensers; waste bins; feminine hygiene bins; and toilet brush holders. The products have been designed for use in areas where maximum hygiene and functionality are priorities, making them suitable for healthcare and food processing environments.

Also recently added to the company's portfolio is the Qbic dispenser range, featuring a cubist design.

Tel: +31 318 517 778. Email: info@all-care.eu

IPC Euromop**Hall 1.2a, stand 128**

Taking centre stage on the **IPC Euromop** stand is the Healthcare Disinfection Suite (HDS) system of cleaning products, encompassing trolleys, dispensers, mops and waste bins. Developed specifically for high risk and high traffic areas, this line is claimed to limit the risk of transmission and spread of bacteria through the transfer of cleaning equipment from one area to another.

The updated Hotel line



of trolleys is available in various modular options and incorporates rigid ABS panels covering three sides, closed toilet roll holder and top cover - for tidy appearance and security.

Tel: +39 049 9325075. Email: marketing@euromop.com

DiBO**Hall 3.2, stand 237**

High pressure cleaner specialist **DiBO** has added a Waste Water Control (WWC) system as a new feature in its Green Technology models.

An autonomous working vacuum system, combined with a



hot water high pressure cleaner on a trailer, makes it possible to

clean at high pressure without leaving the polluted residual water behind. And the machine can be connected to various accessories - for example a floor or wall cleaner.

The GreenBoiler has also been fitted, which means low emissions and 18 per cent less fuel consumption.

Tel: +32 14 67 22 51. Email: sales@dibo.com

Mosmatic**Hall 3.2, stand 136**

Specialising in high pressure cleaning systems for applications including surface cleaning, duct cleaning and belt cleaning is **Mosmatic**.

The floor cleaner FL-AHK-KAU 520 with Air Recovery System has an integrated chewing gum remover. The successful launch of that led to the development of a new bigger version, with 750 mm stainless steel housing.

Tel: +41 71 375 64 64. Email: sales@mosmatic.com

Dr Schnell**Hall 4.2, stand 100**

Chemical specialist **Dr Schnell** is promising improved versions of its Milizid, Forol and Floortop building cleaning formulas at the show.

Tel: +49 89 35 06080. Email: info@dr-schnell.de

- *Les visiteurs au stand Hako apprécieront la gamme d'aspirateurs, laveuses sécheuses, lustruses et balayuses de ce fabricant.*
- *SCA Hygiene Products présente, sous sa marque Tork, des solutions d'hygiène pour toilettes publiques.*
- *Wecoline, un spécialiste des microfibras, expose ses tampons de nettoyage des sols produits par Americo, ainsi qu'une gamme étendue de matériels de nettoyage spécialisés.*
- *Le producteur d'appareils distributeurs All Care présente cinq gammes, y compris la ligne Mediqo pour environnements à hygiène critique.*
- *IPC Euromop présente sa gamme Health Disinfection de chariots, distributeurs, balais-éponges et poubelles.*
- *DiBO, spécialiste en nettoyeurs haute pression, a incorporé un nouveau dispositif de contrôle des eaux usées dans ses machines.*
- *Les visiteurs au stand Mosmatic verront le nettoyeur de planchers FL-AHK-KAU 520 doté d'un système de récupération d'air et d'un dispositif intégré d'élimination de chewing-gum.*
- *Dr Schnell dévoilera des formules améliorées pour ses produits chimiques de nettoyage des sols Milizid, Forol et Floortop.*

- *Am Stand von Hako können Besucher das Angebot an Staubsaugern, Scheuersaugmaschinen, Foliermaschinen und Kehrmaschinen betrachten.*
- *SCA Hygiene Products präsentiert Hygienelösungen für den Waschraum unter dem Markennamen Tork.*
- *Mikrofaser-Spezialist Wecoline zeigt die Bodenpads von Americo sowie eine umfangreiche Produktpalette mit speziellen Reinigungsmaterialien.*
- *All Care, der Hersteller von Spendern, zeigt fünf Produktreihen auf der Messe, darunter die Reihe Mediqo für Bereiche, in denen Hygiene besonders wichtig ist.*
- *IPC Euromop präsentiert die Health Disinfection Suite mit Reinigungswagen, Spendern, Mopps und Abfallbehältern.*
- *DiBO, der Spezialist für Hochdruckreinigung, hat jetzt ein WWC-System (Waste Water Control) in seine Maschinen integriert.*
- *Am Stand von Mosmatic können Besucher den Bodenreiniger FL-AHK-KAU 520 mit Luftaufbereitungssystem und integriertem Kaugummientferner sehen.*
- *Dr. Schnell präsentiert verbesserte Formeln der Reinigungschemikalien Milizid, Forol und Floortop.*

- *I visitatori dello stand della Hako vedranno esposta la sua gamma di aspirapolveri, lavasciuga pavimenti, lucidatrici e spazzatrici.*
- *La SCA Hygiene Products presenta soluzioni di igiene per sale da toilette commercializzate con il marchio Tork.*
- *La Wecoline, specializzata in microfibre, espone i dischi per pavimenti della Americo e una vasta gamma di materiali per la pulizia specializzata.*
- *La produttrice di dispenser All Care espone cinque gamme e fra queste la linea Mediqo per gli ambienti dove l'igiene è di estrema importanza.*
- *La IPC Euromop presenta la sua linea di carrelli, dispenser, mop e portarifiuti Health Disinfection Suite.*
- *La DiBO, specializzata in idropultrici ad alta pressione ha inserito nelle sue macchine un nuovo sistema di controllo delle acque sporche Waste Water Control (WWC).*
- *I visitatori dello stand della Mosmatic vedranno esposta la lavasciuga FL-AHK-KAU 520 con sistema di recupero dell'aria e il sistema integrato per la rimozione della gomma da masticare.*
- *La Dr Schnell rivela le formule migliorate per i suoi detersivi chimici Milizid, Forol e Floortop.*



ECO The new range of scrubber-dryers by EUREKA



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WHAT THE OTHERS MAY
DO TOMORROW**



Kimberly-Clark

Hall 2.2, stand 205

Kimberly-Clark has launched The Healthy Workplace Project, an initiative designed to show facilities managers how taking steps to eradicate germs from the office environment could cut absenteeism and raise staff productivity levels.

The company says it will offer companies advice and practical support to enable them to install hygiene systems around the workplace and to inspire staff to use them regularly. Businesses who sign up to the project will be offered the opportunity to receive a comprehensive assessment of their working environment, from reception desks to individual workstations. Kimberly-Clark Professional will then make tailored recommendations on where to place its products - such as hand sanitisers and desk wipes.

Also included is a pack comprising stickers, posters and

other material carrying information and messages about workplace hygiene. The aim is to encourage long-term positive change in staff behaviour.

There is also a dedicated website at www.kcphealthyworkplace.com/uk offering guidance on implementing healthy workplace initiatives and on how to best engage with staff to communicate the benefits of workplace hygiene.

Email: healthyworkplaceuk@kcc.com

Diversey

Hall 1.2, stand 202

Visitors to the **Diversey** stand can see the new TASKI by Diversey swingo 4000 ride-on scrubber dryer. Designed for large areas, key features are manoeuvrability and compact design, says the company.

For smaller and congested areas there is the swingo 350, which is an ultra compact battery operated floor cleaning machine. Other new products

on the stand include the QuattroSelect lockable chemical dosing systems and the



TASKI cleaning trolley.

Tel: +31 302476911. Email: info@diversey.com

CEBE

Hall 2.2, stand 134

New from **CEBE** is Limporo, a cleaner for fine stoneware and other hard surfaces boasting deep penetration into micropores. This means thorough cleaning of finely structured surfaces without clogging the pores.

Also debuting is the concentrated all-purpose cleaner Lemon Fresh Ammonia, which can be diluted up to 1:100. And Kill Odor T ready-to-use solution is a product designed to be a treatment after water damage.

Tel: +49 40 851 82 15. Email: info@cebechem.com

• *Kimberly-Clark Professional a lancé son projet Lieu de Travail Sain visant à montrer comment l'élimination de microbes des bureaux peut y faire tomber l'absentéisme.*
 • *Les visiteurs au stand Diversey verront la nouvelle laveuse sècheuse à conducteur monté Swingo 4000, ainsi que le système de dosage chimique QuattroSelect.*
 • *Comme nouveau produit, CEBE propose le Limporo, un nettoyant pour cheminées en grès cérame fin et autres surfaces dures.*

• *Kimberly-Clark Professional startet das Healthy Workplace Project, mit dem gezeigt werden soll, wie durch die Beseitigung von Krankheitserregern in Büroräumen die Abwesenheit von der Arbeit reduzieren werden kann.*
 • *Auf dem Stand von Diversey können Besucher die neue Aufsitz-Scheuersaugmaschine Swingo 4000 sowie das Chemikaliendosiersystem QuattroSelect sehen.*
 • *Neu von CEBE ist Limporo, ein Reiniger für Feinsteinzeug und andere harte Oberflächen.*

• *La Kimberly-Clark Professional sta lanciando il suo progetto Healthy Workplace Project, progettato per dimostrare come eradicando i germi dagli uffici si possa abbattere l'assenteismo.*
 • *I visitatori dello stand della Diversey potranno vedere esposta la nuova lavasciuga pavimenti con operatore a bordo Swingo 4000 e il sistema per il dosaggio dei prodotti chimici QuattroSelect.*
 • *La novità della CEBE è Limporo, un detergente per porcellana e altre superfici dure.*

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- Le nouvel appareil à mousse 5 litres Foam-Matic 5 P de la société Birchmeier exécute des opérations mobiles et souples de moussage.
- Wetrok propose une nouvelle laveuse sècheuse, l'iMatic, dont il prône la simplicité d'usage et le fonctionnement intelligent.
- Karlhans Lehmann est un spécialiste des systèmes de nettoyage pour vitres, façades et équipements solaires.
- Le SanTRAL HAU 1 est le nouveau distributeur automatique de serviettes en papier de la société Ophardt Hygiene.
- Célébrant son 50ème anniversaire, la société Nilco a lancé un nouvel aspirateur à cuve, l'IC 225.
- MagicArt, la nouvelle gamme de chariots TTS pour hôtels, se caractérise par son design moderne et une famille de sept collections.
- L'intérêt de Steiner ayant surtout porté cette année sur l'écologie, cette société présentera sa gamme Simply Eco 2 de distributeurs fabriqués à partir de matériaux recyclés.
- CWS-boco présentera sa nouvelle série de distributeurs pour toilettes publiques ainsi qu'une collection de vêtements de travail fonctionnels.

- Die neue 5-l-Schaumeinheit Foam-Matic 5 P von Birchmeier ermöglicht mobiles und flexible Schäumen.
- Wetrok bietet die neue Scheuersaugmaschine iMatic, die Benutzerfreundlichkeit und intelligenten Betrieb verbindet.
- Karlhans Lehmann ist auf Reinigungssysteme für Glas-, Fassaden- und Solaranlagen spezialisiert.
- Bei SanTRAL HAU 1 handelt es sich um den neuen automatischen Papierspender von Ophardt Hygiene.
- Nilco feiert das 50. Jubiläum und hat einen neuen Kessel-Trockensauger vorgestellt: den IC 225.
- Bei MagicArt handelt es sich um die neue Produktreihe mit Reinigungswagen von TTS, die speziell für Hotels entworfen wurden: Sie weisen ein modernes Design auf und sind in sieben verschiedenen Kollektionen erhältlich.
- Der Schwerpunkt bei Steiner liegt in diesem Jahr auf dem Umweltschutz, und das Unternehmen wird seine Produktreihe Simply Eco 2 zeigen. Dabei handelt es sich um Spender, die aus Recyclingmaterialien hergestellt werden.

- CWS-boco wird die neue Reihe mit Wäschraumpendern und eine Kollektion mit funktionsgerechter Arbeitskleidung zeigen.
- La nuova unità di erogazione di schiuma con cinque litri di capacità Foam-Matic 5 P prodotta dalla Birchmeier è mobile ed è dotata di tubo flessibile.
- La Wetrok afferma che la sua nuova lavasciuga pavimenti iMatic è facile da usare e offre un funzionamento intelligente.
- La Karlhans Lehmann è specializzata in sistemi di pulizia per vetro, facciate e impianti solari.
- L'articolo SanTRAL HAU 1 è il nuovo dispenser automatico di prodotti in carta prodotto dalla Ophardt Hygiene.
- In occasione del suo 50° anniversario, la Nilco ha lanciato un nuovo aspirapolvere con serbatoio a secco, il modello IC 225.
- MagicArt è la nuova linea di carrelli TTS progettati per hotel che vanta un design moderno e sette diverse collezioni.
- L'obiettivo principale di quest'anno della Steiner è stato l'ecologia. L'azienda esporrà la sua linea di dispenser Simply Eco 2 prodotta con materiali riciclati.
- La CWS-boco espone le sue nuove serie di dispenser per sale da toilette e una collezione di abbigliamento funzionale da lavoro.

Birchmeier

Hall 2.2, stand 201

The new five-litre foam unit Foam-Matic 5 P from **Birchmeier** is designed for mobile and flexible foaming without connection to a compressed air line.

Thanks to the large air compression volume, the effective hand pump and four bar operation pressure, a very dry foam can be created - ideal for cleaning vertical surfaces and equipment. Plus the long contact and reaction time save mechanical cleaning effort, energy, chemical and working time. Birchmeier claims one litre of foam liquid can cover up to 40 square metres.

Tel: +41 56 485 8181. Email: info@birchmeier.com

Wetrok

Hall 4.2, stand 114

The iMatic is the newest **Wetrok** ride-on scrubber dryer, boasting simple operation thanks to the touch-sensitive Touch N Go operating panel. The electronic Smart Drive System (SDS) allows the operator to steer, accelerate and brake with just one hand.

The operating panel comes in six languages and a number of cleaning programmes can be stored in the system. This means cleaning chemical and water are applied automatically.

The operator does not need to dismount the machine to change cleaning agent, as the iMatic carries two containers and the integral chemical injection system ensures excess chemical is never used. To tackle stubborn stains, there's the Power Shot.

Tel: +41 43 255 5103. Email: info@wetrok.ch

Karlhans Lehmann

Hall 4.2, stand 113

Karlhans Lehmann specialises in cleaning systems for glass, façades and solar equipment. Its Lewi and Qleen ranges are designed for cleaning at heights up to 20 metres, and one of



the most popular tools is the Rotaqleen electrically operated brush head.

New on the stand is the Qleen Indoor system for cleaning of indoor window surfaces and staircases. Comprising telescopic poles, a vaporising system for pure water and micro-fibre pads, the operator works from the ground and can even reach into hard-to-access areas.

Tel: +49 3981 48850. Email: info@lewi.de

Ophardt Hygiene

Hall 2.2, stand 222

The new SanTRAL HAU 1 automatic paper dispenser from **Ophardt Hygiene** offers automatic paper feed and it can accommodate many different standard paper rolls. A no-touch version is also available.

The whole SanTRAL range of washroom dispensers comes with a five year manufacturer's warranty and a durable Anti-Fingerprint-Coating (AFP). This, the company says, makes cleaning and care easier and less



costly (the coating is resistant to standard cleaning agents).

The stainless steel line PLS offers value for money, claims Ophardt, encompassing soap and paper towel dispensers, waste bins and accessories.

Tel: +49 2835 18 10. Email: washroom@ophardt.com

Nilco

Hall 3.2, stand 137

Celebrating its 50th anniversary with the launch of a number of



new machines is vacuum cleaner producer **Nilco**. Among them is the dry tub vac IC 225, with a 19 litre canister capacity and operating radius of 13.5 metres.

Also new is the S 20 Öko Power dry tub vacuum cleaner, which boasts high filter quality, large operating radius of 15 metres, Super-Silent-Technology and many accessories.

Tel: +49 7042 9120. Email: verkauf@nilco.de

TTS

Hall 2.2, stand 206

MagicArt is the new range of hotel cleaning trolleys from **TTS** - the company says they incorporate Italian design and elegance to make them a powerful communication and marketing tool.

Seven collections are available and trolleys can also be customised with logos or any other illustrations.

Tel: +39 049 93 00 710. Email: info@ttsystem.com

Steiner

Hall 3.2, stand 115

Dispenser specialist **Steiner** has been focusing on ecology recently, and CMS sees the launch of the Simply Eco 2 line, which is made from 100 per cent recycled materials. The company has also reduced the environmental impact of its production process and designed more eco-friendly packaging.

Also new is the automatic warm air dryer Stein'air, incorporating Microban protection, which can house a perfume cap.

Tel: +41 21 614 04 04. Email: ch@steinersystem.com

CWS-boco

Hall 4.2, stand 122

The main focus of the **CWS-boco** stand will be the CWS ParadiseLine of towel, soap and fragrance dispensers - new colours are being launched. The Stainless Steel series of dispensers will also be on display.

Visitors can also see the boco Freestyle functional workwear collection, which is suitable for interior and exterior use.

Tel: +41 44 809 37 77. Email: info@cws-boco.ch

HTC

Hall 2.2, stand 230

The DCS Hybrid system, claims **HTC**, can bring heavily worn down natural stone and terrazzo floors back to their original quality and shine. Stains and scratches are removed using specially designed tools on ordinary cleaning machines. No chemical is required, only water.

DCS Hybrid has recently been redeveloped and the lifespan is now at least double that of the previous version.



The micro scratch pattern has also been improved and the system now has a better overall grinding performance, according to HTC.

In addition, visitors can see the Twister diamond floor pad,

which is also used without chemicals. This can be used on most common floor surfaces such as terrazzo, ceramic tiles, linoleum, vinyl/plastic, natural stone and concrete.

Tel: +46 121 29400. Email: info@htc-floorsystems.com

Tecnica International

Hall 1.2, stand 127

Tecnica International specialises in upright vacuum cleaners and at the show is launching the HD 14- or 18-inch heavy duty model for cleaning of large open areas as well as tight congested spaces.

The low profile and ability to operate when the handle is completely flat to the floor allows the HD line to clean under furniture, while the onboard wand and stretch hose allow for cleaning



of difficult-to-reach areas.

Both power heads have multi-level manual adjustment - four levels - for optimum cleaning on all levels of flooring. The brush strips can be replaced when worn.

Tel: +39 0432 570845. Email: info@tecnica-international.it

Sprimsol

Hall 1.2, stand 205

Sprimsol has developed the automatic Fregomatic wringer, a compact machine that wrings out mops, cloths, towels and other cleaning tools at the touch of a button.

The Fregomatic, which works on a rechargeable battery, is said to offer a robust design and long lifespan and can be adapted to work in conjunction with most trolleys, buckets and mop holders. It is claimed to speed up cleaning tasks.

Fregomatic works with a rechargeable battery.

Tel: +34 956 41 77 54. Email: sprimsol@sprimsol.com

• Le système DCS Hybrid de la société HTC peut servir à la rénovation de sols en pierre et terrazzo.

• Le nouvel aspirateur-balai HD 14/18 pouce, un appareil à haut rendement, est proposé en deux tailles.

• Sprimsol fera la démonstration de la Fregomatic, son essoreuse automatique de têtes de balayage humide.

• Mit dem DCS Hybrid-System von HTC können Stein- und Terrazzoböden restauriert werden.

• Der neue HD 14/18-Zoll Hochleistungs-Handstaubsauger HD von Tecnica International ist in zwei Größen erhältlich.

• Sprimsol demonstriert den Fregomatic, einen automatischen Moppwringer.

• Il sistema DCS Hybrid della HTC può essere usato per rinnovare i pavimenti in pietra e terrazzo.

• Il nuovo aspirapolvere industriale verticale HD 14/18 pollici della Tecnica International è disponibile in due misure.

• La Sprimsol espone e dimostra il suo strizzatoio automatico per mop Fregomatic.

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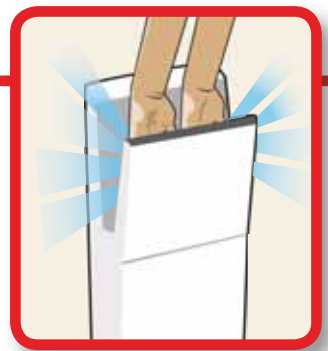
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Paper Towels Dispenser



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90% dry hands after 10 seconds

Jet Air Dryer



* Source: University of Westminster, commissioned by ETS



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Iceland on the road to the EU

ICELAND HAS started accession talks to join the EU, setting off a process that could take several years and hit stumbling blocks over fishing rules and debt.

The early phase of talks should proceed smoothly, because unlike other EU hopefuls in the western Balkans, Iceland comes to the negotiating table well prepared in many areas thanks to its membership of Europe's economic and travel cooperation zones.

But the nation of 320,000 people faces difficult issues later in the process, when it will likely have to address EU opposition to its whaling traditions and share control over its lucrative fishing industry.

Iceland has resisted joining the EU for decades - it applied in 2009 when its banking system collapsed and it sought the stability of membership.

Looking for more info on important topics? Search back issues of *ECJ* online at www.europecleaningjournal.com

Historic labour agreement signed in Italy

AN HISTORICALLY significant agreement has been reached between the Italian employers' federation Confindustria and major trade unions (MF, CGIL, CISL and UIL) on reform of the collective bargaining system.

It has taken two years to reach agreement because CGIL held out against the new rules.

The final deal establishes national procedures to achieve union representation and recognition, guarantees the validity of arrangements signed off by a majority of worker representatives and allows individual enterprises to negotiate local agreements within the broad terms laid down by the new national framework.

EU Ministers shelve maternity leave directive

A CONSORTIUM of EU member states led by the UK and Germany has stopped the Pregnant Workers Directive in its tracks, in the hope that the European Commission will later abandon it.

In its original proposal for a directive two years ago, the Commission suggested increasing the minimum level of maternity leave in the EU from 14 to 18 weeks, in line with standards developed by the International Labour Organisation.

But in October last year a large majority of MEPs voted at first reading to boost the minimum duration of maternity leave to 20 weeks and require member states to ensure women continue to receive their full salary while on leave. Following

that decision, many countries registered reservations and that group has now consolidated in opposition in order to freeze the legislation.

Lack of flexibility

They are concerned about what they regard as the adoption of maximum not minimum EU standards and the lack of flexibility of the proposals to accommodate the various maternity leave systems that exist throughout the EU - as well as the financial consequences of providing a guarantee of 20 weeks on full pay, especially in the current economic climate.

Since the proposed directive is subject to qualified majority voting, the consortium has the power to shelve the draft leg-

islation indefinitely. Although the Council does not have the power to throw out the proposal, it cannot be forced to put the issue back on the agenda.

- *Plusieurs pays membres de l'UE ont collectivement gelé la Directive relative aux travailleuses enceintes dans l'espoir que la Commission européenne l'abandonnera.*
- *Les négociations pour l'accession de la Croatie à l'UE se sont achevées et ce pays devrait adhérer à l'Union européenne d'ici juillet 2013.*
- *La Pologne a repris la présidence tournante de l'UE pour la première fois depuis son adhésion en 2004.*
- *L'Islande est entrée en négociations pour adhérer à l'Union européenne. Ce processus pourrait durer plusieurs années.*
- *Un accord historique a été conclu entre Confindustria, la confédération patronale italienne, et les principaux syndicats du pays sur une réforme du système de négociation collective.*

Croatia to join EU by 2013

EU MEMBER states have closed accession negotiations with Croatia, which should allow the country to join the EU on July 1 2013. This ends six years of talks during which Croatia has been asked not only to adopt new laws and regulations to comply with EU standards, but also implement them.

"We are celebrating this historic event with our Croatian friends: within 20 years as an independent republic, Croatia has changed tremendously. It has made impressive progress towards meeting the EU membership criteria. This is being

rewarded today," said Stefan Füle, EU commissioner for enlargement and European neighbourhood policy.

"The European Commission has consistently supported Croatia on this reform path. We have been fair but strict: we will continue this strict, transparent approach to monitor how Croatia delivers on the commitments so that it will be able to fully assume the responsibilities of membership from the first day of accession."

The signature of the accession treaty is expected to take place by the end of the year.

- *Viele EU-Mitgliedsstaaten haben die Mutterschutzrichtlinie in der Hoffnung eingefroren, dass die EU-Kommission die Überarbeitung aufgeben wird.*
- *Die EU-Beitrittsverhandlungen mit Kroatien wurden abgeschlossen, und somit wird das Land voraussichtlich im Juli 2013 der Europäischen Union beitreten.*
- *Polen bat die rotierende Präsidentschaft der EU zum ersten Mal seit dem Beitritt 2004 übernommen.*
- *Die Verhandlungen zum Beitritt Islands zur Europäischen Union wurden aufgenommen; dieser Prozess könnte mehrere Jahre beanspruchen.*
- *Zwischen dem italienischen Arbeitgeberverband Confindustria und den wichtigsten Gewerkschaften wurde eine historisch bedeutsame Vereinbarung zur Reform des Tarifverhandlungssystems erreicht.*

Poland takes over presidency

POLAND HAS ASSUMED the rotating presidency of the EU for the first time since it became a member in 2004. Its priorities for the six-month term include building relations with the EU's eastern and southern neighbours, and encouraging economic growth. It also says it wants to promote further EU enlargement.

There is an Eastern Partnership summit this month, gathering leaders from the EU and six former Soviet nations. Poland wants to conclude negotiations on a free trade agreement with Ukraine.

The rotating presidency is less powerful than in the past, now that the EU has a full-time president of the European Council - Herman Van Rompuy - and a foreign policy chief, Baroness Ashton.

- *Molti stati membri dell'UE hanno collettivamente congelato la direttiva per le dipendenti incinte (Pregnant Workers Directive) nella speranza che la Commissione Europea la abbandoni.*
- *Si sono concluse le trattative per l'ammissione della Croazia nell'UE ed è stato stabilito che la nazione entrerà nell'Unione Europea entro luglio 2013.*
- *La Polonia ha assunto la presidenza di turno dell'UE per la prima volta da quando ne è entrata a far parte nel 2004.*
- *L'Islanda ha iniziato i negoziati per diventare un membro dell'Unione Europea, un iter che potrebbe durare parecchi anni.*
- *E' stato raggiunto un accordo con significato storico fra la federazione italiana degli imprenditori Confindustria e le principali organizzazioni sindacali sulla riforma del sistema di contrattazione collettiva.*

The cost of stress

Stress-related illnesses are one of the biggest causes of staff absenteeism in Europe. Yet surveys reveal businesses seem more prepared to take the hit in terms of lost productivity than get to grips with the issue, as Hartley Milner reports

I'm under so much pressure at work I really don't know how I'm going to cope!" It is a familiar refrain, yet most of the time we do manage to meet the demands heaped upon us and may even surprise ourselves and impress others with the excellence of our solutions. A little pressure can be a positive and motivating force, say psychologists – driving us on to improve our performance and achieve amazing goals.

Stress kicks in when the pressure becomes too great and the demands made of a person exceed their ability to deal with them. Unless managed early, this feeling of being overwhelmed can trigger acute mental and physical problems that may lead to prolonged periods off work and, in the most extreme cases, suicide.

Across the EU, between 50 and 60 per cent of all lost working days are related to stress, according to the European Commission. And the impact on the region's economies is alarming. In France, the cost is around three billion euros a year, while in the UK close to 10 million working days are lost due to anxiety, stress and depression. Overall, the cost to the EU is estimated at four per cent of GDP.

Symptoms managers should be alert for are many and varied, explains Malgorzata Milczarek, prevention and research unit project manager at the European Agency for Safety and Health at Work (EU-OSHA).

"Stress can include physiological responses such as stimulation of the autonomic nervous system and hormonal system, cardiovascular diseases, musculoskeletal diseases (MSDs), weakened immunity and hypertension," she said. "Emotional symptoms may include irritability, anxiety, sleep problems, depression, hypochondria, alienation, burnout and relationship problems.

"There may also be cognitive responses, such as difficulty in concentrating, remembering, learning new things and making decisions. Psychological symptoms may include

strong negative emotions like anger, anxiety, irritation, depression, changes in cognition, decreased self-esteem and a perception of the social world as hostile." Drug, alcohol and tobacco abuse are other pointers, as well as proneness to making mistakes.

"The declining physical and mental health of workers invariably leads to deteriorated performance of the entire organisation," Milczarek continued. "This is reflected by such indicators as increased absenteeism, increased staff turnover, decreased productivity, disciplinary problems, harassment, accidents, errors and increased costs due to compensation payouts or health care."

Some common causes:

- Long hours, heavy workloads, infrequent breaks, boring tasks, poorly defined goals, too much responsibility
- Not being involved in decision-making, poor communication, a lack of family-friendly policies
- Poor support from co-workers and supervisors and people having conflicting expectations of you
- Job insecurity, a lack of opportunity for growth or advancement
- Unpleasant or dangerous working conditions, such as overcrowding, noise, air pollution or ergonomic problems.

'Patchy' response

EU-OSHA recently unveiled the results of Europe's biggest workplace health and safety study, showing that 79 per cent of managers have concerns about stress at work, but only 26 per cent of EU organisations have measures in place to deal with the problem.

The European Survey of Enterprises on New and Emerging Risks, carried out across the 27 EU countries plus Croatia, Turkey, Norway and Switzerland, also shows 42 per cent of companies consider psychosocial risks harder to deal with, due to the sensitivity of the issues and lack of awareness.

"Providing effective support to enable enterprises to tackle stress will be crucial in ensuring we have the healthy and productive workforce required to boost European economic performance and competitiveness," the report says.

In 2009, EU-OSHA released the findings of a Europe-wide citizens' poll, highlighting widespread concern that the economic downturn could impact on health and safety at work. Six out of 10 respondents expected the crisis to erode their working conditions, especially relating to health and safety,

and 75 per cent across EU member states believed ill-health was caused in part by the job people have.

And a study carried out last year by the European Foundation for the Improvement of Living and Working Conditions revealed growing anxiety about job security. In 2005, 14 per cent of workers in the EU27 feared they might lose their job during the next six months. By 2010, this figure had risen to 16 per cent – "no doubt reflecting the impact of the recession," the survey concludes.

Employers are obliged to manage work-related stress in line with EU health and safety directives where made law in member states.

Earlier this year, the European Commission published its evaluation of the 2004 cross-country social partners agreement on tackling work-related stress, concluding it has had some positive effects. Nineteen EU countries now have legislation or binding collective agreements addressing psychological risks at work.

However, the Commission concedes the agreement's implementation has been "patchy", with some partners not reporting on the follow-up to their commitment or falling short of expectations.

Stress in cleaning

Our industry has specific concerns relating to workplace stress, according to another recent EU-OSHA report. The *Managing Psychosocial Risks With Cleaning Workers* study finds that stress-related mental health problems, such as depression, anxiety and burnout, are common among the 3.75 million people employed in the European cleaning sector. It observes that sick leave is significantly higher than the EU average and cleaning personnel are more likely than others to leave the workforce because of mental health problems.

The study concludes that factors such as low occupational and educational status, non-standard working hours, part-time work, temporary contracts, staff shortages, under-resourcing, lack of training and high workload make it "unattractive as a career choice".

"As a result, the sector continues to suffer from high staff turnover and difficulties in recruitment," it observes. "This, in turn, can affect the skills available in the profession or create skills gaps. These negative factors can damage the reputation and perceptions of the occupation and the sector. The challenge is to reverse these negative perceptions by



improving working conditions.”

Andrew Large, chief executive of the Cleaning and Support Services Association (CSSA), conceded: “It is vital for the development and the continued professionalisation of the sector that cleaning clients and contractors recognise the need for improved wages, health and safety measures and high quality management.”

But he added: “These initiatives need to come from within the industry and from relationships between clients and their cleaning service provider. Attempts to impose improvements from the outside only create incentives for the informal economy.”

The European Federation of Cleaning Industries (EFCI) has sought to address illness and stress issues among workers through a range of free handbooks produced in co-op-

eration with its European trade union counterpart UNI Europa. “If people know their job well, they feel rather less stressed,” said director general Andreas Lill.

A manual on health and safety identifies the most common occupational risks in office cleaning and suggests a range of preventative measures, while *Ergonomics in Cleaning Operations* deals with the physical aspects of cleaning – bodily position, working positions, etc – that can lead to musculoskeletal disorders. “MSDs are often the source of problems, because if people have back pain or other kind of pain they feel stressed,” explained Lill.

The isolation cleaning staff can feel working outside normal office hours, often alone in the early morning or late afternoon when it may be dark, is another area where the EFCI has been active, promoting daytime working where possible.

“Our experience is cleaners feel less like outsiders and are not so stressed,” Lill continued. “They have a relationship with people in the office, who can tell them what

areas they want cleaned and which to leave. They feel part of the workforce and that their work is more visible.”

Cutting red tape

A common complaint of businesses is the bureaucratic burden resulting from legislation. Of 500 small business owners questioned in a survey by startups.co.uk, 81 per cent said red tape and legislation were the major factors causing them day-to-day stress and, for almost half, sleepless nights.

In 2007, the European Commission gave itself until 2012 to reduce the annual administrative cost of EU legislation on business by 25 per cent, with special measures for small enterprises. These included simpler accounting rules for companies of up to 10 employees and the removal of restrictions on using electronic invoices to report value added tax.

In its latest progress report, the Commission says it is on track to exceed its target, cutting red tape by 33 per cent and saving businesses more than 40 billion euros a year.

Le stress constitue la première cause des journées de travail perdues dans l'UE et cette situation s'aggraverait sans doute à mesure que la crise économique s'intensifiera. Hartley Milner fait le point de cet état de choses.

Stress ist die Hauptursache für verlorene Arbeitstage in der EU und wird wohl zu einem noch größeren Problem werden, wenn sich die Wirtschaftskrise verschärft. Hartley Milner berichtet für ECJ.

Lo stress è la causa principale di perdita di giornate lavorative nel Regno Unito e sembra che stia per diventare un problema ancora più grande con l'inasprirsi della crisi economica. Hartley Milner fa un resoconto per ECJ.

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The air freshener market seems to have been split into several different channels over recent years. On the one hand we have seen increasing numbers of high-tech solutions that can be programmed to the customer's own requirements. On the other there has been a growing focus on easy-maintenance, low-cost air freshener systems that require no dispenser and that take up little space.

At the same time, air care companies have been surpassing themselves by coming up with huge varieties of fragrances. But which of these initiatives is striking the most significant chord with the customer?

According to Vectair marketing manager Matt Wonnacott most customers demand value-for-money dispensers that are reliable and cost-efficient. "High levels of technology help the user to achieve what they demand," he said. "It is not necessarily a case of the lowest price wins: the majority of our customers require automatic dispensers using technology such as automatic reset buttons since this helps to reduce service time."

An air freshener system should be easy to use and provide consistent bursts of fragrance, said Wonnacott. "It should also be highly secure and pose a minimal threat of being vandalised," he adds. "A locked cabinet helps to address this."

He said most Vectair customers consider the aroma to be important and tend to request specific fragrances. "For example in the United Arab Emirates, a strong, musky smell is highly desired as this has been typically used over the centuries by royalty," he said. "Many washroom customers, too, request a strong fragrance such as citrus to underline the impression that their washroom is clean and sanitised."

According to Wonnacott environmental issues are also high on many customers' agendas. "If aerosols are used they have to be VOC compliant without using any harmful chemicals," he said. "If they are aerosol-free they may be environmentally-friendly in their output, but they must also be made from environmentally-friendly resources at the input stage." Vectair's Omniscent products use a recyclable ceramic cartridge while its V-Air system uses a recyclable wick.

Wonnacott feels that the market has generally remained steady over recent years in terms of what the customer wants. "Up until around 2006-2007 the majority of users were reluctant to change from traditional air fragrancing methods," he said. "However I think that in the past five years there has been a small shift towards non-aerosol based systems for environmental reasons."

Vectair provides both aerosol and non-aerosol solutions including the Airoma, Micro Airoma Omniscent systems. Wonnacott claims the company has recently perceived a slight increase in customers requiring lower

Is it all about the smell?

What is the customer's highest priority when it comes to choosing an air-freshener system? Is it cost, ease of use, programmability – or is it all about the smell? Ann Laffeaty asks manufacturers about their customers' key requirements.

cost solutions, particularly in the UK market. "In general, however, I would say that the quality of a high-end air freshener will eventually show through and that most customers will be prepared to pay a slightly higher sum for a product that works, is reliable, safe, secure and simple to use," he said. "An air freshener may be purchased at a really low price, but it could cost

more in the long run when the inevitable happens and the user has to replace the unit due to it not performing as well."

Brian Chappell, managing director of Signature Aromas, said: "Around 60 per cent of the time our customers are dealing with a specific problem or addressing an issue - such as masking a malodour in a nursing home for example, or creating an impression front-of-office. Most of the time it is this type of issue that dictates what the customer wants."

Chemical concern

"However, cost is obviously important and we are also finding that customers are increasingly becoming concerned about sustainability and health and safety."

"We find that customers are becoming increasingly concerned about chemicals being sprayed into the air," continued Chappell. "Our sales have gone up by around 14 per cent every year for the past five years, and we believe it is because we only use 100 per cent natural oils with no chemicals or aerosols."

"Aroma is also important and customers are constantly demanding new ones." The company offers a number of unusual fragrances including chocolate and baby pow-



der. "These are frequently used in dementia units to stimulate people's memories," said Chappell. "One care home we deal with is building a 'seaside' in its dementia homes and we supply them with the scent of coconut oil to evoke the smell of suntan lotion."

According to Chappell the market is constantly changing, but he feels that facilities are increasingly choosing natural oil products above high-tech solutions. "The trouble with programmable aerosol systems is that they can be horrendously expensive," he said. He claims there has been an increasing demand for bespoke systems. "For example, we have built a stainless steel air freshener unit to adhere to the strict fire regulations on trains."

Product and segment manager of Tork manufacturer SCA Charlotte Branwhite feels that as far as the end-user is concerned, the general impression created by the air freshener is more important than the fragrance used to evoke it.

"Smell is such a personal thing and we all have our individual preferences when it comes to perfumes and aftershaves," she said. "We carried out a survey across Europe in 2008 and found that 92 per cent of

Continued page 74



washroom users simply felt it was important that a washroom should be clean and fresh. Customers, on the other hand, chiefly want a cost-efficient solution that is

easy to maintain."

According to Branwhite, customers require a system that has a perceivable effect on the end-user. "Aromas need to be changed regularly so that end-users do not become accustomed to the fragrance and no longer notice it," she said. "This is particularly important when the same people use the same wash-

rooms regularly such as in an office or school rather than 'one-off' washroom visits such as in an airport, a restaurant or a hospital."

Hagleitner's product manager for washroom and sanitary hygiene Christian Aigner says a pleasant odour coupled with a low maintenance system comes top of the list for its customers.

Most economical

"Most customers want an aroma that is consistently pleasant in order to create an atmosphere of well-being for their visitors, but they also prefer a simple system that adapts itself to the requirements of the room," he said.

Cost is also a factor, says Aigner, with many customers choosing the most economical systems. But the type of aroma chosen depends greatly on the customer. "We have some customers who keep their chosen

aroma forever while others like to change their fragrances, sometimes to match the season," he said.

So what is the bottom line as far what the customer wants from an air freshener system?

SCA's Charlotte Branwhite feels that the customer's requirements depend heavily on the type of business in question. "For example, a high-tech solution that can be programmed to a customer's needs is ideal for offices and many other facility management company customers, whereas in a washroom where space is severely limited a small, discreet and aesthetically-pleasing unit will be more suitable," she said.

And Vectair's Matt Wonnacott concurs. "For example in a high-end hotel that has been designed using the latest technology and that incorporates innovative design, everything needs to complement the surroundings – and that includes the air freshener system," he said. "In a washroom that has high user traffic, on the other hand, a unit that is simple to programme for the washroom service company will be required.

"However it is possible to combine a high-tech, programmable solution and a discreet, aesthetically pleasing one in one unit – and this is requested more often than not from customers."

Quattend le client d'un système de purification de l'air? Est-ce une solution de haute technologie capable d'être programmée suivant les exigences du client? S'agit-il de déployer des appareils discrets et esthétiques, ou encore des unités peu onéreuses? Ou alors suffit-il d'éliminer les odeurs? Ann Laffeaty interroge les fabricants sur les désirs de leurs clients.

Was erwarten Kunden in erster Linie von einem Luftfrischersystem? Bevorzugen sie eine High-Tech-Lösung, die gemäß den Kundenanforderungen programmiert werden kann? Verlangen Sie eine diskrete, ästhetisch ansprechende Einbeit oder eine kostengünstige Lösung? Oder ist der Duft der wichtigste Aspekt? Ann Laffeaty befragt Hersteller zu den wichtigsten Anforderungen ihrer Kunden.

Che cosa esigono i clienti da un sistema di purificazione dell'aria? Deve essere una soluzione high-tech che può essere programmata per soddisfare le richieste specifiche dei clienti? Richiedono una unità discreta ed esteticamente piacevole oppure un prodotto a basso costo? Oppure è tutta una questione di fragranze? Ann Laffeaty chiede ai produttori quali sono le richieste principali dei loro clienti.

ECJ direct to your inbox



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New sensations

New from **Vectair Systems** this autumn are four new fragrances for its Xtreme Airoma air care range - African Pride, Florida Zest, Oriental Harmony and Latin Passion.

Each aerosol is said to contain an increased level of perfume oil for a longer lasting scent that also keeps malodours at bay. Typical applications include washrooms, offices, and hotels.



Refills are available in 100 ml and 270 ml and are used in the Airoma aerosol automatic air freshener dispenser.

Tel: +44 1256 319 500. Email: info@vectair.co.uk

Timer options

The Neo Breeze aerosol air freshener from **Proandre**

works with two alkaline batteries and comes equipped with a timer that allows three different spray intervals - 7.5, 15 and 30 minutes. Each refill contains up to 3,000 sprays and there is also a light sensor. This unit is designed for areas between 25 and 60 square metres.

The company also offers the Even Plus air freshener, incorporating a fan. Perfume is distributed through a porous membrane - there is no spray. The intensity of fragrance can be adjusted through the fan's different functioning modes - it can be on all the time, on only when the lights are on, or off.

Tel: +34 93 860 03 41. Email: info@proandre.com

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Steady fragrance

The Hygofresh 2008 digital programmable air freshener dispenser from **Hygolet** is a metered unit designed to provide a steady and long lasting flow of fragrance.

It can be set to operate on a selective day, week or week-



end mode, and fragrance can be dispensed in minutes, hours or day intervals. Refills last up to 30 days when set to dispense every 15 minutes.

The unit operates on two batteries and a warning light indicates when they are low, or when refills need to be replaced. Constructed in white ABS plastic, it can be used with a variety of aerosol refill fragrances.

Tel: +41 44 933 56 56. Email: hygolet@hygolet.eu

• Vectair a lancé quatre nouvelles fragrances pour sa gamme de purificateurs d'air Xtreme Aroma.

• Parmi les systèmes proposés par Proandre figurent le purificateur d'air à aerosol Neo Breeze et le purificateur d'air à ventilateur Even Plus.

• HygoFresh 2008 est un distributeur doseur de fragrances en aerosol assurant la présence régulière de fragrances.

• Vectair bietet vier neue Düfte in der Produktreihe mit Luftpflegestoffen Xtreme Aroma.

• Unter den von Proandre angebotenen Systemen befinden sich der Luftfrischer Neo Breeze Aerosol und der Luftfrischer Even Plus mit Gebläse.

• HygoFresh 2008 ist ein dosierter Sprayspender, der zur ständigen Beduftung entwickelt wurde.

• La novità della Vectair sono quattro fragranze per la sua gamma per il trattamento dell'aria Xtreme Aroma.

• Fra i sistemi offerti dalla Proandre ci sono: il deodorante per ambienti Neo Breeze Aerosol e il deodorante per ambienti con ventola Even Plus.

• HygoFresh 2008 è un dispenser aerosol a contatore progettato per fornire fragranze a intervalli regolari.

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Milliken[™]

An individual matter



There are many different reasons why the manager of a commercial, industrial or hospitality venue will choose a matting system. An office, for example, may require a mat to enhance the company's image while a supermarket might want to primarily prevent slips and trips. Other facilities simply need a heavy-duty solution for high foot traffic to avoid mud and dirt being trampled into the building.

This means that a hospital administrator would potentially opt for a different type of mat to, say, a supermarket manager. But how do they make their decision and what makes a mat particularly suitable for the facility in question?

COBA offers a range of options from a simple doormat that lays on the floor surface to heavy-duty systems for busy commercial buildings.

"We offer a choice because there are so many factors to take into consideration," said UK sales director Chris Stanley. "For example we need to consider whether the matting is to be installed in a recessed matwell or laid to surface; if the entrance is an unusual shape or features a rotating door

system, and how much wear and tear the mat is likely to receive. We also have to consider the type of footwear likely to be worn by the users."

He says other factors to consider include how frequently the matting needs to be cleaned; the cleaning methods involved; its suitability for wheeled access and the cost of the product. "It is also important to weigh up the main functions that the matting needs to perform since this will vary according to the type of building," he said.

Wear and tear properties

"When supplying a matting system for a hospital, for example, the system needs to be suitable for wheelchair and trolley access. It also needs to be capable of effectively removing moisture and debris from the footwear.

"Given that hospitals are usually busy environments, a durable matting system with good wear and tear properties is essential. Thorough cleaning is imperative in this type of environment which means that an entrance system with a solid surface is preferable."

Good wear resistance is also required in a

Matting systems come in all shapes and sizes and the type of mat you choose depends heavily on the type of facility in which it will be placed. Ann Laffeaty finds out which type of entrance mats to put where.

supermarket, says Stanley, since the store will attract high footfall. "The matting here should be able to withstand the weight and constant pressure from trolleys while allowing easy access," he said. "If the matting isn't installed in a recessed well then beveled edging will be essential for access and to help prevent trip hazards.

"Interlinking tile systems also work well here and are cost-effective, too, as they allow for isolated tiles to be moved and cleaned or replaced for easy maintenance. Supermarkets find it difficult to gain insurance against slip-related accidents, so matting systems that offer good absorption and dirt-scraping/wiping properties will mini-

Continued page 78

mise the potential for slips on smooth floors and be an important factor for safety."

Entrance matting in an office needs to be practical and fit-for-purpose, said Stanley. "It should also be smart and professional to create a good impression to visitors," he said. "Logo mats are a popular choice for companies looking to promote their brand or corporate message."

He says there are various new technologies available for trapping dirt. "Our PathMaster entrance matting has a polypropylene carpet surface with aluminium scraping inserts that can be cut to shape and fitted on site," he said. "The surface is solid which means that the dirt can't escape underneath the mat and can be easily vacuumed or spot-cleaned. It is proving a popular option for commercial and office interiors."

Superior Europe's marketing executive Margot van Gils says the specific type of building does not necessarily have a bearing on the type of matting system chosen. "We only make a distinction between mats that are used inside and those for external use," she said. "Up to 80 per cent of interior soil is brought into facilities from foot traffic, and the matting system should ensure that the majority of dirt is stopped at the entrance."

Traffic levels

She says that when supplying a matting system it is important to take into account the likely degree of traffic. "One should also consider whether the material used in the mat needs to be absorbent or non-absorbent."

According to Milliken marketing director Patrick Morel only around 50 per cent of today's buildings have a mat-well designed in by the architect - and he adds that this is usually too small. "We often have to supply an extra area of matting as a second barrier," he said.

Airports and shopping centres are among the most challenging environments to mat, says Morel. "When people go home they automatically wipe their feet on the doormat, but they don't do this when they walk into a shopping centre," he said. "Instead they expect the mat to magically clean and dry their shoes for them. So in an airport or shopping centre where there is wheeled traffic as well as foot traffic the matting should

be designed to withstand heavy use."

He says the company's Obex mats - made from a patented textile designed to scrape dirt while also feeling soft underfoot - are particularly suitable for airports and shopping centres. "Obex mats absorb sound and prevent that juddering sensation you sometimes get when wheeling a trolley over matting," he said.

According to Morel the matting supplied in a heavy-use area usually needs to be more than 10 metres in length - but he claims it is highly unusual for an architect to design



in a mat-well of this size. "Unlike carpet, marble and tiles, mats are often perceived as not being attractive to look at and for this reason architects tend to design in small mat-wells," he said. "But mats today can look extremely good and even enhance the design of a building and fit in with the décor. And the more people coming into a building, the larger the mat needs to be."

According to Crown Mats vice-president sales and marketing Chris Tricozzi the most challenging types of building to mat are those that see heavy traffic - both in terms of footfall and wheels - and where bad weather is also an issue. "For instance, many grocery stores have trolleys constantly moving in and out of the entrance," he said. "Combine this with snow and rain and even the sturdiest of matting systems may only

last a season."

He says hospitals are also a challenge since these have to cope both with wheelchair traffic and with people on foot. "This may mean a different type of profile or edging may be required for the recommended matting. However, it is not necessarily the type of building that is important when it comes to choosing a mat - more the environment it is in and the traffic that it encounters," he said. "So if the climate is bad and the traffic is heavy we would offer one solution while we would suggest a different solution in an environment where the traffic is light and the climate is good."

Challenging environments

Floor and surface care marketing manager for 3M western Europe Richard Jones concurs with this statement. "The choice of mat depends heavily on the size of the building, the number of people walking through the door and the environment in which it will be placed," he said. "For instance, is the outdoor environment susceptible to rain, snow, or dirt? This may be a problem in northern Europe while in southern Europe you may have a bigger problem with sand and grit.

"Then you have to consider: how many people will walk through the entrance on a daily basis? This has a huge effect on the choice of mat. Safety is also important and aesthetics play a major part, too. For a corporate headquarters a good first impression is vital and the building manager will probably choose an expensive engineered mat in an aluminium frame that will look good even in the most inclement of weather."

Products offered by 3M include the Nomad Optima aluminium frame which can house textile infills of 3M Nomad 8400 Aqua Plus matting. This is said to be suitable for all types of location and can cope with any level of pedestrian, trolley and small vehicle traffic.

According to Jones, airports are among the most challenging environments to mat. "The matting system here has to cope with a high volume of people in different footwear coupled with the heavy weight of their luggage," he said. "The design should allow the mat to successfully trap dirt - but not high heels."

Shopping centres are among the easiest environments to mat, he adds. "Although there is high traffic in a shopping centre, the owners and retailers want to ensure a high footfall which means the entrance will usually be wide and straight with no bottlenecks."

He says architects often consider the matting system only at the final stages of planning, and that this is a mistake. "In busy environments, a matting system that will last 10 years and cope with 5,000 visitors per day will be an investment - and it should be a smart investment," said Jones.

Les systèmes de paillasons et tapis-brosses sont proposés dans des tailles très diverses et certains d'entre eux sont destinés à des usages sévères. Certains ont pour but de rehausser l'image de marque d'une entreprise et d'autres visent surtout à prévenir les glissades. Ainsi, l'administrateur d'un hôpital choisira-t-il une solution différente que, par exemple, le directeur d'un supermarché. Des fabricants expliquent à Ann Lafferty les types de paillasons et tapis-brosses qui se recommandent pour différents environnements.

Mattensysteme gibt es in allen möglichen Formen und Größen und einige auch in hoch strapazierfähigen Ausführungen; einige dienen zur Verbesserung des Firmenimages während andere vor allem Ausrutschen und Stürze verhindern sollen. Eine Krankhausverwaltung würde also eine andere Mattenart als beispielsweise ein Supermarktleiter wählen. Hersteller informieren Ann Lafferty über den besten Eingangsmattentyp für verschiedene Umgebungen.

I sistemi di zerbini sono disponibili in tutte le forme e misure e alcuni sono progettati per aree ad alto traffico; alcuni hanno lo scopo di valorizzare l'immagine dell'azienda, e altri hanno principalmente il compito di prevenire scivolate e cadute. Quindi l'amministratore sanitario di un ospedale sceglie un tipo diverso di zerbino da quello che sceglierebbe il dirigente di un supermercato. I produttori spiegano a Ann Lafferty quali sono i migliori tipi di zerbini per ingressi per i diversi tipi di ambienti.

- **Wetrok** a développé une nouvelle gamme de balayuses mécaniques ainsi que la laveuse sècheuse **iMaticXR 85**.
- Le désinfectant e-card de récipient sanitaire proposé par **Genesis Biosciences** est un produit antimicrobien naturel recourant à une technique de vaporisation.
- L'appareil **ECR Eco Remover** est un nouveau système d'élimination de graffiti conçu par **IPC Portotecnica**.
- **Comac** a lancé la laveuse sècheuse à conducteur monté **Innova 60 B**, qui se veut une alternative aux versions à conducteur à pied.
- **Bestroom** est une plate-forme numérique développée par **F-Matic** qui utilise une application informatique mobile et une interface Internet pour gérer des installations de toilette publique.
- Parmi les innovations exposées sur le stand **Cleanfix** figurent une gamme de laveuses sècheuses, un appareil de nettoyage /lustrage des sols et un nettoyeur à la vapeur.
- La nouvelle **Taski Swingo 400 de Diversey** est une laveuse sècheuse à batterie et conducteur monté.

- **Wetrok** hat neben einer neuen Produktreihe mit mechanischen Kebrmaschinen auch die Scheuersaugmaschine **iMaticXR 85** entwickelt.
- Bei e card, dem Desinfektionsmittel für Hygienebehälter von **Genesis Biosciences**, handelt es sich um ein natürlich antimikrobielles Produkt, das sich die Bedampfung zu Nutze macht.
- **ECR Eco Remover** ist ein neues System zum Entfernen von Graffiti von **IPC Portotecnica**.
- **Comac** hat die Aufsitz-Scheuersaugmaschine **Innova 60 B** vorgestellt, die als Alternative zu Nachläufermodellen entwickelt wurde.
- **Bestroom** ist eine von **F-Matic** entwickelte digitale Plattform zur Verwaltung von Waschräumen mit Hilfe einer Mobiltelefon-App und Webschnittstelle.
- Unter den Neuerungen von **Cleanfix** befinden sich eine Produktreihe mit Scheuersaugmaschinen, eine Bodenreinigungs-/Poliermaschine und ein Dampfreiniger.
- Bei der neuen **Taski Swingo 400** von **Diversey** handelt es sich um eine akkubetriebene Aufsitz-Scheuersaugmaschine.

- La **Wetrok** ha sviluppato una nuova gamma di spazzatrici meccaniche e la lavasciuga pavimenti **iMaticXR 85**.
- Il sanificante per portarifiuti sanitari e card della **Genesis Biosciences** è un prodotto antimicrobico naturale basato sulla tecnologia della vaporizzazione.
- **ECR Eco Remover** è un nuovo sistema per la rimozione dei graffiti prodotto della **IPC Portotecnica**.
- La **Comac** ha lanciato la lavasciuga pavimenti con operatore a bordo **Innova 60 B**, progettata come alternativa ai modelli con operatore al seguito.
- **Bestroom** è una piattaforma digitale sviluppata dalla **F-Matic** che utilizza una applicazione mobile e interfaccia web per la gestione delle strutture delle sale da toilette.
- Le innovazioni della **Cleanfix** includono una gamma di lavasciuga pavimenti, una macchina per lavare/lucidare i pavimenti e una macchina per la pulizia a vapore.
- La **Comac** ha lanciato la lavasciuga pavimenti con operatore a bordo **Innova 60 B**, progettata come alternativa ai modelli con operatore al seguito.

Fresh winds

New from **Wetrok** are three mechanical vacuum sweepers - **Speedmatic Twister**, **Tornado** and **Zyklon** - all boasting easy operation and affordable price.

The walk-behind **Twister** is a walk-behind machine with a 780 mm working width and onboard battery charger.



The ride-on **Tornado** boasts compact design and comes in either petrol or battery

versions. Finally, the diesel-powered **Zyklon** is designed for use on larger areas and features hydraulic lift on the dirt hopper.

The **iMatic** is the newest **Wetrok** ride-on scrubber dryer, boasting simple operation thanks to the touch-sensitive **Touch N Go** operating panel. The electronic **Smart Drive System (SDS)** allows the operator to steer, accelerate and brake with just one hand. The operating panel comes in six languages and a number of cleaning programmes can be stored.

Tel: +41 43 255 5103. Email: info@wetrok.ch

Award winner

Genesis Biosciences recently received a **Pulire Innovation Award** for its e card sanitary bin sanitiser - a natural anti-microbial product which eradicates bacteria within sanitary units.

Based on patented vaporisation technology, e card also releases a pleasant aroma in the surrounding washroom. It is made from sustainable materials and will biodegrade when disposed of, says **Genesis**.

Tel: +44 29 2079 1185. Email: hon@genesissciences.com

Water based

IPC Portotecnica has developed what it claims to be a completely new water-based cleaning solution. The **ECR Eco Remover** is built around a high pressure cleaner while also incorporating an integrated graffiti removal system.



This makes for powerful cleaning at high pressure combined with the action of an inert sodium bicarbonate based-agent supplied from a built-in hopper. Specially formulated for use with the **ECR** system, this agent is easy flowing, natural, inorganic, does not contain solvents or caustic chemicals, and is water soluble, with a soft and non-abrasive crystalline structure.

Tel: +39 0421 205511. Email: info@portotecnica@ipc-cleaning.com

Ride-on alternative

With the introduction of its **Innova** scrubber dryer **Comac** claims to be offering significant cost savings on cleaning costs. This compact ride-on is designed to replace walk-behind models and comes in two versions.

The **Innova 60 B** can be used on surfaces up to 3,500 square metres and has one disk brush offering a working width of 60 cm. Features include four hours



of working time; compact size that can pass through any door; and low noise level.

With capacity of up to 4,000 square metres per hour, the **Innova 65/75/85 B** is available with two disk brushes for a 65, 75 or 85 cm working width. It can be fitted with the **Comac Dosing System (CDS)** for optimum use of water and detergent, and the **Start&Stop** system which halts water flow and brushes when the machine is idle.

Tel: +39 045 877 4222. Email: com@comac.it

Washroom app

Bestroom is a digital platform developed by washroom sanitation manufacturer **F-MATIC**, which uses a mobile app and web interface to give service providers and washroom owners instant feedback to streamline cleaning services and inventory management.

The app offers not only general rate and search functions but also the ability to sort by

category, attributes and proximity to the users' current location. Users can also provide specific feedback - right down to specifying a lack of soap, a plumbing problem or a dirty floor.

That feedback is instantly sent to washroom owners and service providers so they can request cleaning services, place orders or restock the facility. A website interface can be used to access more advanced features.

Tel: +44 (0)845 519 6658. Email: info@thebestroom.co.uk

Clean and polish



The two speeds of **Cleanfix's RA 431 B Duo** allow for cleaning and polishing with the same machine. Cleaning is first carried out at a speed of 180 rpm, then the operator fits the Mexican fibre polishing brush - or white polishing pad - to polish at 500 rpm.

This model is said to be particularly suitable for the linoleum floors often found in schools. **Cleanfix** recommends using a cleaner/conditioner that produces a slightly shiny protective film during cleaning, then polishing to give the floor a lasting, dirt-repellent gloss.

Tel: +41 71 955 47 47. Email: info@cleanfix.com

For large areas

The new **TASKI** by **Diversey** **swingo 4000** scrubber dryer is a battery powered ride-on for large floor areas. Designed for round-the-clock cleaning in retail, transport, healthcare and other applications with expansive open spaces, this is the largest model in the range.

This model is said to combine a wide working width and large tank size with the outer dimensions of a more compact unit. With a cleaning capability of up to 6,375 square metres per hour, working width is 850 mm and tank capacity 200 litres.

Tel: +31 302476911. Email: info@diversey.com

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