Park Life

Record numbers of parks in England and Wales are set to be awarded the Green Flag Award for quality this summer when the winners are announced this month.

Wildlife expert and TV presenter Michaela Strachan will be presenting the awards to winning park managers in Bournemouth on July 22nd/23rd.

New custodians of the awards scheme Keep Britain Tidy claim parks could offer an unlikely lift to cash-strapped day-trippers this summer.

Last year 743 parks and green places received a Green Flag Award, a further 73 community managed spaces won Green Pennant Awards.

But this year the number of sites receiving the top accolade is set to rise substantially and could reach close to the 1,000 mark.

Paul Todd, Scheme Manager, said: “Green Flag Parks in England and Wales are in great shape and we believe that doctors should prescribe park visits to people who feel down because of the recession. We have received a record number of park applications this year which means more people than ever before will have quality green space within easy access of where they live or work”

This year green spaces in more obscure places like allotments, hospital grounds and shopping centres are also being considered.

Paul Todd added: “We have exciting plans for Green Flag Award and we want to push and promote parks in England and Wales as much as possible. We have some fantastic green spaces on our doorstep and it’s time that the nation embraced them.”

The Green Flag Award scheme, launched in 1996, is managed by a consortium consisting of Keep Britain Tidy, BTCV and GreenSpace on behalf of Communities and Local Government. It is supported by Communities and Local Government, English Heritage, Natural England and in Wales by the Countryside Council for Wales, Welsh Assembly Government, The Design Commission for Wales and Environment Agency Wales.”

To find out more about the Green Flag visit www.greenflagaward.org.uk.

Some of our finest Green Flag parks

Wynn Gardens, Conwy, Wales: A peaceful and attractive urban park set in the centre of Old Colwyn. The park has ornamental lawns dissected by paths and island plantings. A Sensory Garden completed in 2005 is designed to stimulate the senses by including aromatic and textural plantings, a peaceful water feature and a bamboo and grass plant stimulate hearing.

Blaise Castle Estate, Bristol, England: A magnificent 120 hectare Grade 2 listed parkland and with over 5000 years of history. With a deep wooded limestone gorge, dramatic scenery and ancient monuments steeped in folklore, this estate is one of the most magical and romantic landscapes in the west country.

Connaught Gardens and Peak Hill Slope, East Devon, England: A 1930s ‘Arts and Crafts Movement’ garden which has been maintained in its original form since 1934. The gardens were designed and constructed by the famous arts and crafts centre at Dartington Hall near Totnes and consist of a series of small secluded ‘garden rooms’, each with its own character.

Gillespie Park Local Nature Reserve, Islington, London, England: Gillespie Park is a high quality natural green space in an urban setting. The nature reserve boasts 500 different plants, 90 species of bird and 20 kinds of butterfly. It is a place to relax, watch wildlife, spend time with friends and explore the outdoors.

Editorial supplied by Keep Britain Tidy
Chairman’s Comment

Welcome readers both old and new to the summer issue of BCC’s newsletter The Voice. The sun has broken through at last and this issue of The Voice shows that the sun has been shining on our industry too! This quarter we have news from the world of cleaning, member news and environmental cleansing.

Keep Britain Tidy brings details of record numbers of parks in England and Wales set to be awarded Green Flag Awards for quality. They suggest that our parks could offer a lift to cash-strapped day-trippers this summer – it’s time that the nation embraced the fantastic green spaces we have on our doorstep. Also see below for Keep Britain Tidy’s campaign to find a rubbish celebrity!

We have a feature about our industry’s trade guild, The Worshipful Company of Environmental Cleaners, news of ABCD’s highly successful 20th anniversary conference, a new Level 2 Award in Cleaning in Food Premises from CIEH, details of a range of industry awards and more. On this page you will also find details of Pandemic Flu Guidance for the cleaning industry published by The Department of Health and The Health Protection Agency in collaboration with UNISON.

From 1st of July the secretariat services for the British Cleaning Council Limited will be outsourced to the Cleaning & Support Services Association (CSSA) when John Stinton current company secretary retires. I would like to take this opportunity to officially thank John for his 16 year commitment as BCC’s secretary and wish him all the best in his retirement. I also extend my wishes to Andrew Large’s team at the CSSA and look forward to working with them moving forwards.

Steve Wright
Chairman

Rubbish Celebrity Required

There is a ‘rubbish’ job opportunity available for one eco-friendly celebrity according to BCC member Keep Britain Tidy. In an unusual step, Keep Britain Tidy has taken out a job advert in the national press to search for a celebrity to be its ambassador and to help give England a facelift.

Amongst other key criteria applicants must hate litter, have a passion for cleaner, greener places and be willing to give up two days a year for free. In return the star would be forever linked with Keep Britain Tidy’s efforts to make our country a better place to live.

With past celebrity faces ranging from ABBA to Atomic Kitten and Mark Bolan to Morecambe and Wise, the new ambassador will join a long line of iconic figures showing their support for the fight against litter.

Phil Barton, chief executive of Keep Britain Tidy said: “We are searching for a celebrity that hates litter and wants to roll up their sleeves and get stuck in. “They need to be able to inspire others and use their celebrity status to influence and educate everyone who litters, whoever they are and wherever they live. “We are used to hearing famous people make commitments championing the anti litter cause but this is really their opportunity to put their money where their mouth is.”

Can you think of someone that would make a great Keep Britain Tidy ambassador? Who would you like to see take the job? Let Keep Britain Tidy know by emailing web.editor@keepbritaintidy.org www.keepbritaintidy.org

Pandemic Flu Guidance for Cleaners

The Department of Health and The Health Protection Agency in collaboration with UNISON has produced a pandemic flu guidance document for the cleaning industry. The guidance explains how cleaning staff and refuse collectors working in non-health care settings, in the course of their daily work, can protect themselves, their colleagues and their families, and prevent the spread of flu.

The guide explores the following areas in detail:

• What is pandemic flu
• Symptoms, what to do if infected
• Protecting yourself and others
• Personal protective equipment
• Hygiene measures
• Environmental hygiene

A copy of the guidance document in PDF format plus other extensive information can be found at www.dh.gov.uk
ABCD Conference 2009
‘Twenty Years and Still Inspiring’

The Association of Building Cleaning Direct Service Providers held its 20th Anniversary Conference at the Imperial Hotel in Torquay on 7th May. With quality rather than quantity being the order of the day, a highly successful conference was had with some 70 delegates, exhibitors and guests in attendance.

The day was opened by the Chair of Torbay and Mike Fletcher, the first Chairman and General Secretary of the association, and Past Chairman David Froggett gave delegates a trip down memory lane looking back at ABCD’s 20 year history.

Mike Fletcher provided insight into shared and contrasting experiences across the public and private sectors which served as an excellent start to a day of inspirational talks and workshops. The conference’s main speaker was Martin Pickard, from Asset Faculty who gave a lively talk on Expanding FM Horizons. Ken Baxter, the current Chairman of ABCD, encouraged delegates to see cleaning as a campaign for excellence in the same way that Jamie Oliver’s work has made catering in schools a big issue in today’s society. Meanwhile, Martin Pickard and Stan Atkins introduced new thinking on Facilities Management and Sustainability.

The work of Asset Skills services, facilities management was a common thread. That the discipline of facilities management was a common thread. The issues of facilities management were discussed.

Richard Beamish, Chief Executive of Asset Skills, explained how the tough economic climate had resulted in a sharper focus on the skills of the workforce.

The event was held in 16 prisons earlier this year. The top award in this strand went to Rentokil Initial, BP Hull, The joint first prize for best cleaning team went to TC Contractors and Rentokil-Initial.

The Team Clean Challenge is one of 22 skills contests running across a range of industries and overseen nationally by UK Skills. The winners of the first challenge represented the UK at EuroSkills last September, bringing home gold in several categories.

For more information please contact Jess Watson at Asset Skills on 07769 900 963 or jwatson@assetskills.org

Awards Ceremony
Honours UK’s Best

The skills and talents of the UK’s best cleaners have been recognised at an awards ceremony in central London.

The entrants took part in two cleaning competitions organised by Asset Skills, the Sector Skills Council for the cleaning industry. One contest was open to industry while the other took place within prisons.

The heats in the open contest took place last year. The award for best cleaner in the 2008 Team Clean Challenge went to Annette Giblin, from Rentokil Initial, BP Hull. The joint first prize for best cleaning team went to TC Contractors and Rentokil-Initial.

The event was held in 16 prisons earlier this year. The top award in this strand went to HMP Pentonville, London while the Best Cleaner award went to Brian Cunningham, HMP Hightown.

Everyone involved in the contest - entrants, judges, organisers and trainers - gathered at a venue in Westminster to see the trophies handed out.

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while Karen Waterlow of Asset Skills highlighted opportunities for training and development of cleaning staff.

Afternoon workshops and a panel session concluded the conference part of the event before a relaxing networking dinner was enjoyed until the small hours.

The ABCD would like to thank its members for their ongoing support and looks forward to the next 10 years.

www.abcdisp.org.uk

"The Team Clean Challenge has been extremely well received by employers and is growing in popularity," said Richard Beamish, Chief Executive of Asset Skills.

"It gives the industry a chance to showcase on a national stage how skilled and well trained their cleaners are. They form an essential workforce, ensuring we can all live and work in safe places without fear of disease. Events such as this help boost our efforts spreading this message."

In the prisons’ sector, the competition highlights to inmates how cleaning can be a viable and worthwhile job to consider for the future while flagging to employers the quality training on offer within prisons for potential future workers. Representatives from each prison collected the award on behalf of each winning prisoner.

Teams were put through rigorous assessments of their practical responses to a set of scenarios. When deciding the winners the judges looked at social skills and project management.

The Team Clean Challenge is one of 22 skills contests running across a range of industries and overseen nationally by UK Skills. The winners of the first challenge represented the UK at EuroSkills last September, bringing home gold in several categories.

For more information please contact Jess Watson at Asset Skills on 07769 900 963 or jwatson@assetskills.org
Wanted - Award - Wining Loos!

Entries are now being received for the 2009 Loo of the Year Awards – the annual competition to find the best places ‘to go’ in Britain, Ireland and The Channel Islands.

“We’re expecting to exceed last year’s total of over 1700 entries” said Managing Director, Mike Bone. “With the Government’s increasing interest in the number and quality of toilets available for public access, now is the time for toilet providers throughout the UK to ensure their loos receive proper recognition through our annual grading scheme. Good loos are proven to be good for business as well as for Britain.”

Any ‘away from home’ toilet can be entered in one of sixty different entry categories covering all types of commercial or public locations. Every entry receives a dedicated unannounced inspection visit and entries gaining three, four or five stars are presented with a Grading Certificate – to help them promote their Award winning facilities to their customers and staff. A range of Awards and Trophies will be presented at the prestigious Awards Event on Friday 4th December in Birmingham.

Anyone can enter or nominate any number of ‘away from home’ loos, via www.loo.co.uk 01403 258779 or via email: nominations@loo.co.uk

Apprenticeships – The Way Forwards for Facilities Management?

A new apprenticeship is being fast-tracked that will enable thousands of young people to be taken on in facilities management (FM). Around 10 major FM companies including Interserve, MITIE, Carillion and OCS have called for the new qualification following the government’s recent push on apprenticeships fronted by Sir Alan Sugar. It comes as Apprenticeships Minister Lord Young announced a further £7 million to fund more apprentices during the downturn.

Asset Skills, the Sector Skills Council for FM with responsibility for developing the new apprenticeship, is now working to ensure the demand is met. “Facilities management is one of the fastest growing, most essential yet least known sectors in the UK,” said Steven Proudfoot, UK Operations Director at Asset Skills and Chair of industry group Action FM.

“The green agenda has had a big impact on facilities management changing the required know how of staff working in this field. Reflecting the growing importance of environmental issues, the new FM apprenticeship is one of the first vocational qualifications to include managing sustainability.”

“It is essential the FM workforce is highly skilled and understands the complexities and changing nature of the industry,” said Proudfoot. “FM underpins so many areas of our everyday lives yet there is insufficient acknowledgement of its importance. The new apprenticeship will help draw in talent and ensure FM’s future is healthy.”

The apprenticeship framework normally comprises an NVQ, a Technical Certificate and Key Skills. Last year Asset Skills set the occupational standards for the new apprenticeship. Now awarding bodies, including City & Guilds, are fast-tracking work to produce a National Vocational Qualification (NVQ) for FM and it is hoped it will be ready later this year.

“Facilities management employs hundreds of thousands of people in the UK and is not as exposed as other sectors to the recession,” said Helen Jeffery, National Skills Manager at Interserve.

“At this time in particular, it is crucial that such an important industry and the people that work within it can benefit from a formal facilities management apprenticeship. We wholeheartedly support Asset Skills in their work with this qualification and are investing heavily to develop our offering for all of our apprentices.”

The groundswell of interest from employers follows the Government’s recent revival of apprenticeships which has seen numbers treble from what they were a decade ago. Across all industries the figure rose from 65,000 in 1996/97 to 225,000 at present and more than 110,000 people completed apprenticeships in 2007/08.

For further information contact Jess Watson at Asset Skills on 07827 947 519 www.assetskills.org
Worshipful Company of Environmental Cleaners

I recently had the pleasure of attending the Installation Banquet of the Worshipful Company of Environmental Cleaners held at the splendid Mansion house in the City of London. So impressed by the whole proceedings, I returned to my desk with the idea of sharing a little with readers about the Company, its historical beginnings and modern day activity.

The Company is one of 108 Livery Companies which are based upon trades, industries and professions and carry on the ancient traditions of the Guilds and Livery Companies which started in the 12th century. Formed in 1972 as the Guild of Cleaners and subsequently known as the Guild of Master Cleaners, the Company was granted full Livery Status in 1986 as the Worshipful Company of Environmental Cleaners, the 97th Livery Company of the City of London. HRH The Prince Phillip, Duke of Edinburgh is an Honorary Freeman of the Company.

So what is the purpose of the Company? The Company aims to encourage and maintain high standards of practice and integrity while promoting and supporting education, training and research projects within the cleaning industry. One fine example of its efforts to raise the industry can be seen in its pursuit of a Royal Charter over the last two years. The achievement of a Royal Charter would without doubt do considerable good for the cleaning industry by professionalising it in the eyes of the people.

While representing the industry, the Company is also heavily involved in military awards, charity work and education. It is associated with The Royal Army Medical Corps, the South East London Army Cadet Corps and the Royal Air Force and awards medals and purses for exemplary performance and meritorious service. With respect to charitable assistance, the company provides income to charitable institutions within the City of London. It supports training within the industry and has a financial hardship fund. In addition it gives a number of education awards and prizes each year for City & Guilds, the City of London Girls, Boys and Freemen’s Schools and the street Sweeper of the Year at the ‘Clean City Awards’.

The Company also enjoys a busy social calendar with a host of well attended events each year. In addition to the Installation Banquet, Court Lunches, a Ladies’ Banquet and a Livery Dinner to name just a few, are firm favourites in the diary. Events take place in beautiful city buildings, often of historical interest.

For many the Installation Banquet is the highlight of the Company’s year. A very lavish affair, the event involves much tradition and protocol and has taken place in the Egyptian suite at Mansion House, London for the last couple of years. The Banquet is preceded by the Service of Rededication at St Olave’s Church in Hart Street which witnesses the installation of the new Court; this year comprising Jack Amos, Master, Barry Torbett, Senior Warden, Peter Holt, Junior Warden and retiring Master, Ken Marriott, Deputy Master.

As the newly installed Court is settling into its responsibilities I wish them every success in their on-going work in support of the cleaning industry.

To learn more about the Worshipful Company of Environmental Cleaners visit www.environmental-cleaners.com

A Few Facts - WCEC

- Founded in 1972 by Eric Walter Francis Hill
- 1986 granted full livery status
- Their Guild Church is St. Olave’s, Hart St, London
- Saint Martha is the patron saint of the Company
- The Company resides at Armourer’s Hall, Coleman St., London
- Liverymen are responsible for nominating the Lord Mayor and for electing the Sheriffs
- HRH The Prince Phillip, Duke of Edinburgh is Honorary Freeman of the Company

Armorial Bearings

The Blue and Silver colours adopted in the Company’s armorial bearings as well as the Madonna Lilies and the Cross are symbolic of cleanliness, purity and sacrifice - all being admirable aims of those connected with keeping the environment clean. The motto ‘Tergere est Servare’ means to clean is to preserve.
The Asset Skills “footprint” section of industry employers. A forerunner was CINTO, led by Chris Clarke, in conjunction with the cleaning industry Livery Company’s Court meeting Luncheon on Monday 12th July 2010. This latest scheme, covering the whole of the UK, as well as Southern Ireland, will culminate with a prestigious Presentation Ceremony in London’s famous Guildhall on Monday 13th July being held at Butcher’s Hall in London.

The 2009/2010 Building Cleanability Awards will be the eighth scheme promoted by the cleaning industry Livery Company – The Worshipful Company of Environmental Cleaners, supported, as Awards Patron, by The British Cleaning Council.

This year sees the active involvement of the architectural profession with representatives from both The Royal Institute of British Architects and The Chartered Institute of Architectural Technologists joining the management team charged with expanding the Awards scheme to best effect.

Associate Sponsors so far identified include ISS UK, Mayflower Washroom Solutions and Selden Research, together with a number of cleaning industry Champions who have pledged their support for the Awards. (Visit the awards website for further details www.cleanabilityawards.co.uk)

The 2009/2010 Building Cleanability Awards are open to any building of any age with an internal area in excess of 5,000 square metres. There are ten separate entry categories covering all types of building – public, commercial, education, transport, hospitality, heritage, retail, health, leisure and sport.

Short listed entries from each category will receive a detailed assessment visit and featured in the Awards Presentation Ceremony and on the Awards website, to help promote best practice.

This latest scheme, covering the whole of the UK, as well as Southern Ireland, will be officially “launched” at the Livery Company’s Court meeting Luncheon on Monday 13th July being held at Butcher’s Hall in London.

Entries will be received through until the end of December 2009 and, following the assessment reviews and visits, the 2009/2010 Awards scheme will culminate with a prestigious Presentation Ceremony in London’s famous Guildhall on Monday 12th July 2010.

Any company or organisation, architect, designer, constructor, occupier, building owner, cleaning contractor or management company can enter one or more buildings – so now is the time to put your building on the ‘cleanability’ map, since building cleanability is a key cornerstone of sustainable building management.

Further information is available on the Awards website www.cleanabilityawards.co.uk or via email information@cleanabilityawards.co.uk

Don’t Slip Up on Cleaning Regimes

Statistics from the Health and Safety Executive highlight that slips and trips are one of the most common causes of accidents both at work and in public spaces, costing businesses and local authorities more than £500 million a year in compensation and legal fees. According to Lisa Cobden of slip resistance testing consultancy firm CERAM, this figure could be significantly reduced with appropriate and effective cleaning regimes.

“Whilst some people believe that a vacuum, mop or brush will suffice, the reality is that different floor surfaces require very specific cleaning procedures,” says Cobden. “The selection of a suitable cleaning method must take into consideration not only the contaminants, but also the surface finish. For example, a method used for cleaning a smooth ceramic surface may not be appropriate for a textured resilient floor. It is vital that an effective cleaning protocol is in place and adhered to at all times,” she adds.

Cobden’s comments come in the wake of a recent High Court case involving New Forest District Council, which has been left facing a bill of almost £350,000 after a four-year legal battle against the flooring company that refurbished three leisure centres in Hythe, Ringwood and Totton. The council mistakenly claimed that the work carried out by Titanium Polyurethane Seal resulted in slippery and dangerous floors. However, it was in fact the council’s own cleaning methods in using the wrong type of wax that were responsible for the problems.

“Even the most slip resistant of surfaces can become slippery if not correctly maintained,” explains Cobden. “Often the cleaning process is poorly managed with the emphasis placed on aesthetic appearance in preference over the restoration of the surface to its original pre-contaminated slip resistant finish. Huge amounts of time and money are often spent when specifying slip resistant surfaces only to find at a later date that an ineffective cleaning regime has rendered them useless.”
Thanks and Goodbye

John Stinton, long standing British Cleaning Council company secretary and general manager, has retired after 16 years of dedicated service. John has been a faithful servant to Council since the early 90’s and has brought the consistency that any council requires.

A presentation was made to John following the BCC’s AGM which was held on 17th June at the premises of Premiere Products in Cheltenham. On behalf of the Council and its members, a mass of thanks go out to John and we wish him a very enjoyable retirement with his family.

With effect from 1st July, the BCC secretarial services have been outsourced to the secretariat of CSSA, a member association.

Cleaning Qualification Launched

The CIEH has launched its new Level 2 Award in Cleaning in Food Premises qualification. The Award is aimed at cleaning operatives working in food manufacturing, catering and retailing and supports a range of CIEH and Ofqual accredited food safety qualifications. Successful completion of the programme will enable learners to understand the importance of subjects such as; the importance of cleaning in food premises, preparation for cleaning in food premises, cleaning methods and materials, and measuring the impact of the cleaning undertaken.

A series of one-day workshops around the UK has been designed to support delivery of the qualification. The workshops ensure trainers achieve the required level of knowledge in the issues surrounding cleaning food areas, as well as acquiring methods to effectively teach candidates responsible for cleaning. Combining case studies and practical sessions, the workshops illustrate how the key messages are imparted to candidates.

The CIEH has approached Asset Skills to seek 'Train for Gain’ support for the programme. BCC members with training capability may wish to consider registration for the programme - to find out more about this qualification and how to deliver it see www.cieh.org/cleaning

Pastures New for BCC PR Manager

After five years with the British Cleaning Council, Eibhlin O’Somachain, Communications & Marketing Manager, is branching into the freelance sector, to set up her own PR and marketing consultancy.

Eibhlin, who played a large part in BCC logo re-branding and other key communications projects is a qualified journalist with experience in the media, print and sales industries.

She said: “I have thoroughly enjoyed my time spent working for the BCC. I have found the cleaning industry to be a professional, resilient and welcoming one at that. So much so that I hope to build upon the working relationships I have made so far and form new ones.”

I believe one of my main strengths lies in understanding the media and what they consider to be newsworthy, meaning that clients can achieve a high level of exposure and an enhanced profile.”

Eibhlin will be spending her time between Northern Ireland and England, and intends to continue to work within the cleaning and environmental sector, among others.

She is a member of the Chartered Institute of Public Relations. For further information contact Eibhlin on tel. 07779 341565 or via email eibhlin_o@hotmail.com
**NEWS ROUND-UP**

**CIWM Awards for Environmental Excellence**

The 3rd CIWM Awards for Environmental Excellence will take place at the Dorchester Hotel in London on 11th November. This year the ceremony will be hosted by entrepreneur and TV’s Dragon’s Den investor Deborah Meaden.

Entries are now open for all categories which include; Sustainable Facilities Management Performance of the Year, Recycling Performance of the Year, Product Development of the Year and Health & Safety Best Practice.

For a full list of awards, categories and entry criteria or details of sponsorship opportunities please visit [www.ciwmawards.com](http://www.ciwmawards.com)

The deadline for applications is 28th August. All enquiries should be made direct to Harvey Sugden, CIWM Business Development Manager at Harvey.sugden@ciwm.co.uk or telephone 01604 620426.

**International Healthcare Waste Symposium**

The International Healthcare Waste Symposium will take place at the Royal College of Physicians on 24th-25th September. Organised jointly by CIWM and the Healthcare Waste & Resources Research Group (HCWRR), the objective of the event is to enable the sharing of best practice related to the management of healthcare waste and public health and to provide networking opportunities for individuals working in the field of healthcare waste management and public health globally.

The keynote speaker this year is Dr Raki Zghondi of The World Health Organisation. Aimed at waste management practitioners, infection prevention and control, researchers, estates/facilities managers and anyone else interested in healthcare waste management and public health, topics to be covered include biohazards, waste minimisation, treatment technologies, pharmaceutical waste and finance.

For full details and to download the symposium programme visit [www.ciwm.co.uk/events](http://www.ciwm.co.uk/events).

**BICSc Expansion**

The British Institute of Cleaning Science (BICSc) has recently purchased a second building and by the time you read this will be nicely settled in. Good luck BICSc!

Apparently more space was needed for several reasons. The staff have increased in numbers and more importantly, it was felt that they should be offering their members the opportunity to hold meetings and training sessions at the Northampton offices away from the distractions of the normal office environment. This will also mean that BICSc will also be able to once again accommodate Council meetings rather than holding them off site.

**Introduction of New Technical Helpline**

BICSc has introduced an internal Technical Helpline for member use. The Helpline will utilise all available skills to answer member’s questions on technical issues, employment law, health and safety and premises management. The website will also contain a FAQ section which will feature the most commonly asked questions and answers.

In order to ensure that information given is up-to-date and aligned to current Legislation and Regulations, the Helpline will be supported by Workplace Law. BICSc believes that by taking this service in-house they will further enhance their offering to members while providing expert advice to those working within the cleaning industry.

The Helpline can be reached on 01604 678710 (operational hours 10.00hrs to 14.00hrs Mon to Fri) or e-mail helpdesk@bics.org.uk www.bics.org.uk

The BCC welcomes articles for publication. Please forward any suggestions to press@britishcleaningcouncil.org