

Global News

News and information exclusively for customers from the UK's largest office cleaning franchise



0870 766 8557

Global goes greener

According to recent research carried out by the Government's Department of the Environment, facilities managers are increasingly turning to suppliers who have environmentally-friendly credentials. Commercial clients are looking for tough cleaning products that not only do the job, but are also safe for their workplace and staff and are environmentally responsible.

In line with these current trends, Global can announce that contractors will be supplied with cleaning products from the recently launched Greenline Plus range.

Accredited with the EU Ecolabel 'Flower', the Greenline Plus range complies with the strict ecological and performance criteria required under the European Biocidal Products Directive of 2008.

Progressive companies are now taking steps to protect their staff from unseen dangers, such as harmful bacteria and fumes, and are also looking to reduce their own environmental footprint. Characterised by nausea, vomiting, headache and fever, the recent outbreak of Norovirus struck 2.8 million people in the UK and we are all acutely aware of the dangers of MRSA.

The legislation unifies the control and use of products claiming sanitising or disinfecting properties and will dramatically affect the future of the cleaning industry. The majority of chemicals currently used will soon be either banned completely or their use strictly monitored.

In addition to new cleaning products, Global will be making available new hygiene products from the Germwarfare range.

These products, containing Hygienilac that kills most species of bacteria, offer an unparalleled level of protection. The range has the additional advantages of being biodegradable and non-irritant as well as being competitively priced.

Going green is about protection. Powerful and safe green-cleaners perform just as well as their dangerous counterparts and are generally more economical. Such products have been specifically developed to deliver the best cleaning performance whilst protecting the environment and the people using them.

For more information call the Customer Service Line on 0870 766 8557



In order to qualify for the eco-label, an all-purpose cleaner or a cleaner for sanitary facilities must comply with strict criteria set out by the European Commission.

These criteria aim at promoting:

- the reduction of environmental impact by limiting the quantity of harmful ingredients, by reducing the quantity of detergent used and by reducing packaging waste,
- the reduction or prevention of risks to the environment and for human health relating to the use of hazardous substances,
- information that will enable the consumer to use the product in the way that is efficient and minimises environmental impact.

The criteria are set at levels that promote the labelling of all-purpose cleaners and sanitary cleaners that have a low environmental impact.

Growth



Trading conditions were put into stark perspective in a recent study by Plimsoll. It states that 11 major cleaning companies are in serious financial difficulty and 12 of the top 100 companies in the sector are likely to make a significant trading loss this year. Despite this, Global can announce an improved ranking as the UK's 42nd largest cleaning company. Furthermore, the Plimsoll report placed Global in exceptional performance categories for efficiency, service and delivery.

Innovation



Clients often view cleaning as just another utility cost. Global differentiates itself from other providers, not just on price, but by exceeding client's ever increasing expectations. Global does this through increased investment in customer awareness, use of modern technology and the promotion of cleaning products which deliver improved performance and ensure protection to staff and the environment. Global recently introduced new information systems to aid resource planning.

Satisfaction



Client acquisition continued to show remarkable growth throughout 2007. Typical examples include blue-chip companies such as Carlsberg and Carat among our recent new clients. Customer retention is also better than ever, with increased contract sales to national companies such as DHL, Autoglass, Bairstow Eves and Endsleigh Insurance.

partnerships

Since its foundation in 1975, Global has enjoyed long and successful working relationships with various business partners. We associate with companies who offer excellent service, great products with speedy turnaround and response times.

More recently we have demanded that our partners also share our commitment to the environment and demonstrate 'green' consciousness within their businesses.

Currently three partners assist us in providing a comprehensive service to our clients throughout the UK.

Georgia-Pacific and Bunzl together enable us to offer the widest possible range of environmentally-friendly commercial cleaning products. Hydro-Dynamix complements this service with a range of powerful deep-cleaning floor maintenance and restoration solutions for the workplace.

Georgia-Pacific

Around the world, Georgia-Pacific plays an active role in the conservation and protection of our environment. From responsible energy use, to product stewardship, to emission reductions, Georgia-Pacific is dedicated to delivering innovative solutions through sustainable practices.

Georgia-Pacific believe that social responsibility should be demonstrated both through the products it makes and the actions it takes. The company continuously researches and develops new processes for creating products that use resources wisely and studies and develops safe uses for recycled materials in all its consumer goods.

Georgia-Pacific also ensures that its commitment to the environment spans the journey from procurement through distribution. For consumers, the company distributes and promotes the use of product dispensing systems that decrease waste.

Source Reduction, One Towel at a Time, Georgia-Pacific's unique dispensing systems for paper towels, tissue, napkins and soap have been proven to reduce consumption in away-from-home environments.

Innovative product designs, including the Big Fold® C-fold replacement towel and the EasyNap® dispenser napkins, reduce usage and waste by 30 per cent compared with other standard products. Georgia-Pacific's Compact® coreless tissue and dispenser eliminate roll cores and reduce packaging waste by 96 per cent.



Georgia-Pacific uses recovered paper in most of its paper products. Almost 200,000 tons of wastepaper per year are diverted from landfill sites and used to produce bright white pulp without the aid of chlorine or chlorine compounds. The pulp is used for Georgia-Pacific business papers and for its towel and tissue products.



Lotus Professional

The Lotus Professional range provides a total washroom solution. The offering is hygienic and attractive, cost-effective and efficient, strong and durable. The dispensers have a co-ordinated and streamlined look to match any washroom interior.

Hygiene is ensured with these easily maintained and easy-to-clean dispensers. Also, fully enclosed paper products limit the spread of germs and protect from dust and damp. The product is dispensed with a minimum of hand contact, thus reducing the risk of cross-contamination. These innovative and unique dispensing systems have been designed to control dispensing and limit misuse by regulating the amount of product used and minimising water usage. These features ensure that the system is cost-effective.

protecting the environment

Bunzl are the United Kingdom's largest distributor of janitorial products. From Plymouth to Dundee, Bunzl depots service an extensive customer base with more than 12,000 deliveries per week. Utilising a fleet of 135 Bunzl-owned and operated vehicles, deliveries are made within 5 working days from receipt of order.

Bunzl has been Global's preferred product supplier for many years and this partnership enables us to offer a truly national service on a local basis.

In line with our partnership criteria, Bunzl exercises a clear environmental policy constantly striving to minimise packaging waste and to ensure the optimum use of transport resources.

Also, within the next 3 years, Bunzl aims to receive 50% of its orders electronically. Global will assist Bunzl by placing orders electronically within this period.

In 2008 Bunzl and Global will introduce a new and comprehensive range of environmentally-friendly cleaning products within our selected ranges. These products will be launched under the branding banner of 'Greenline Plus'.

Bunzl



Hydro-Dynamix

Global recently agreed a strategic partnership with Hydro-Dynamix to provide a nationwide floor maintenance programme to all 2300 of Global's clients. Hydro-Dynamix specialises in powerful floorcare maintenance including flood restoration and graffiti removal.

During 2007 Hydro-Dynamix rescued the flooded TLC nursery at Watford Hospital, restored the Endsleigh Insurance offices in Sutton Coldfield and completely restored the Amtico floor at Endsleigh, Oxford.

Angela Creasy of Vertex Management praised the Hydro-Dynamix service, saying: "Global has always provided Vertex with an excellent cleaning service, but our carpets had become very stained and needed completely restoring. Frankly, the results are stunning and the carpets now look as good as new! Hydro-Dymanix did a superlative job and I highly commend the service".



news:

Good news can travel fast!

Every day Global's Customer Services department handles numerous queries and requests from its clients. However, receiving a positive word can be a rarity. So, a call from one of our clients, a financial recruitment specialist in the City, was a welcome surprise.

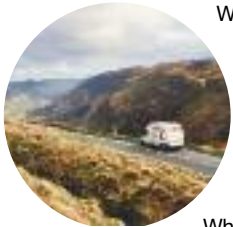
The client wished to reward Global contractor Nicola Agu with £100 for her professionalism, commenting: "Nicola has continually provided excellent support in the role of a cleaning contractor. She is helpful, flexible and a pleasure to be around and has an upbeat attitude that ensures she is considered as part of the team. Nicola's role within our company is an asset to us, as her reliability and 'can-do' attitude means that we are rest-assured that we always have a



Nicola Agu

well maintained office for the next working day. Nicola Agu is a solid and reliable cleaning contractor, and an expert in her field."

Every cloud has a silver lining



When disaster strikes, you need to know that there is professional help at hand to ensure that employees and business are returned to normal as soon as possible.

When the TLC nursery at Watford Hospital in Hertfordshire was flooded, Global were called to assist in the rescue operation. Global sent partner Hydro-Dynamix to attend within an hour of the call. James Every, Managing Director of Hydro-

Dynamix, says: "Our nationwide network of trained operators allows us to quickly respond to incidents from major flood disasters to minor dishwasher leakages in the office kitchen." For example, a blocked drain flooded the Endsleigh Insurance offices at Sutton Coldfield and left staff paddling in water. Vicky Watkins, Endsleigh's facilities officer, says: "Hydro-Dynamix carried out excellent work for us – fast and to a high standard – we are very happy with their excellent service."

Our partnership with Hydro-Dynamix emphasises our commitment to client satisfaction.

Cheers!

Global is also proud to have won the contract to supply cleaning services to Carlsberg in Birmingham. The contract calls for cleaners and two full time staff on site. The main contractor will provide supervision and quality control support.



Planning ahead

Global contractor Sheila Rose recently celebrated 20 years of cleaning services for London architects Kenneth Pring and Associates.

Lee Miles, who introduced Sheila to our client says: "If there's a better attendance record in the cleaning industry I'd like to hear about it. Firms can change cleaners on a regular basis if they cannot find a company that consistently meets their demands. Maintaining a relationship with Kenneth Pring for 20 years has been a real achievement."

Although Sheila recently retired, Global continue to provide cleaning services for Kenneth Pring. New Global contractor Angela Carrera has now taken over the mantle and we are looking forward to yet another 20 years of successful cleaning!

selected clients:



services:

Office cleaning

A daily (or any other interval) cleaning programme keyed to your individual needs.

Blind and curtain cleaning

Blinds and curtains are removed, cleaned and rehung. Some blinds can be cleaned in-situ.

Carpet and upholstery cleaning

Clean carpets and upholstery look better and last longer.

Dust control

Dust control mats used in entrances, corridors and workstations keep dust at bay.

Builders cleans

Global will clean after builders have left and before you start work in a new, refurbished or repaired building.

Pest control

Removal and control of office parasites.

Window cleaning

Nothing is too large or too small.

Feminine hygiene

Specially designed units for sanitary disposal need no attention from your staff. Regular and discreet exchange by Global ensures exceptional hygiene.

Computer valeting

Dirt and dust are computer enemies and can cause crashes and loss of information. Expert valeting from Global can reduce the risk.

Telephone cleaning

Weekly cleans with germicidal wipes eradicate bacterial colonies that can cause infection.

Graffiti removal

With high pressure hosing, Global ensures that not a bad word is written against you!

Janitorial and catering supplies

Delivered to your door at prices cheaper than local supermarkets on 30 days credit and not restricted to clients using our cleaning services.

Ground control and maintenance

A complete landscape design, construction and maintenance service.

Fire and flood restoration

When disaster strikes you need to know that there is professional help at hand.

global

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