



WINDOW *talk*

ISSUE 146 – SPRING 2020



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COVID-19 advice for Employers - Questions & Answers – EN131 Ladder safety standards
TUPE Regulations - Super Clean South Cleans windows safely



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SPRING EDITORIAL

Welcome to the Spring edition of Window Talk, an independent professional journal for the window cleaning industry.

2020 Annual General Meeting

The 2020 Annual General Meeting has been postponed and due to COVID-19 restrictions – we are compelled to hold the AGM remotely via a conference call. The conference call is scheduled for Wednesday 27th May 2020 which, according to the FWC rules, is the latest date we can hold our AGM. The call has been scheduled for 9:30am. Therefore, we ask that any member wishing to join in the AGM call, to please inform us on: 0161 432 8754 / Email: info@f-w-c.co.uk by 25th May 2020, to allow enough time to circulate relevant correspondence and instructions for dialing into the AGM call.

2020 Balance sheet

A copy of the FWC 2019 Annual Accounts & Balance sheet can be downloaded from the members only page of the website, and attached to this email.

2020 Nomination & Election Notice

The Committee positions are unopposed for 2020 and therefore Vice-Chairman Michael Lamont, Executive Council Members Paul Thrupp, Steve Kennedy and Darran Yates are all eligible for automatic re-election at the 2020 AGM.

COVID-19 is at the forefront of everyone's mind and we urge all Employers and their employees to take responsibility with everyone playing a role to help stop the spread of this disease and help support a safe and healthy Britain.

The Federation of Window Cleaners are lobbying the Government for the benefit of the industry through the British Cleaning Council, and we are represented by FWC Executive Member Paul Thrupp - the BCC Chairman.

The biggest confusion is over whether workers should count their jobs as essential, with construction workers, taxi drivers and tradespeople unsure – the ultimate question asked during COVID-19 lockdown is can window cleaners still go out to work.

Government advice on staying at home

You should only leave the house for one of four reasons

- Travelling to and from work, but only where this absolutely cannot be done from home.

Work carried out in people's homes, for example by tradespeople carrying out repairs and maintenance, which includes window cleaners as well as gardeners. Scotland's first minister Nicola Sturgeon said in her statement: "If window cleaners can go about their business safely this can be good for the community and we would encourage them to do so."

The Government's website also confirms that work carried out in people's homes can continue "provided that the tradesperson is well and has no symptoms". People working alone, providing community services such as gardeners or **window cleaners** can continue to work. "If they can go about their business safely this can be good for the community and we would encourage them to do so," said Ms Sturgeon.

However, it is important to ensure that Public Health England guidelines, including maintaining a 2 metre distance from any household occupants, are followed to ensure everyone's safety.

No work should be carried out by a tradesperson who has coronavirus symptoms, however mild.

No work should be carried out in any household which is isolating or where an individual is being shielded, unless it is to remedy a direct risk to the safety of the household, such as emergency plumbing or repairs, and where the tradesperson is willing to do so. In such cases, Public Health England can provide advice to tradespeople and households.

Commercial is more confusing:

The first question is whether the work is essential??

The British Cleaning Council (BCC) stance on this is that if you provide a service to an institution or business that is classified as critical, necessary and relevant (security provision in hospitals; social care; courts; government estate; supermarkets and the food supply chain; the transport network; national infrastructure and utilities), and their employees are classified as 'Key Worker' and the services you provide to enable them to continue to function safely it means your staff are also deemed to be part of the 'Key Worker' group. This is because without your support/services these critical functions may not be able to operate.

The Business Services Association (BSA) received the following information from the Cabinet Office:

'The definition of "key workers" applies (at the moment) to school and childcare provisions. The PM's Monday announcement is work from home if you can. Both are left with employers to decide at the moment. Under the definition of key workers, employers could argue that cleaners to hospitals and supermarkets are included. As long as the employers say the cleaners are essential to the provision of key goods or services, they should be included'.

Coronavirus Business Interruption Loan Scheme (CBILS) Extended

The new Coronavirus Business Interruption Loan Scheme (CBILS) has been extended. This will ensure that more firms are able to benefit from government-backed support during this difficult time. It will provide a government guarantee of 80% to enable banks to make loans of up to £25 million to firms with an annual turnover of between £45 million and £500 million.

Loans backed by a guarantee under CLBILS will be offered at commercial rates of interest and further details of the scheme will be announced later this month. You can find initial details at: <https://bit.ly/NewCLBIL>.

What is the Coronavirus Job Retention Scheme?

The scheme involves employers placing their employees on "furlough". This is a term which is typically used in the US and essentially means putting employees on temporary leave of absence where they do not work and do not receive pay, but are retained on your books to be brought back in when you need them. Employers who do this will be able to obtain a grant from the Government to cover 80% of "furloughed employees" wages, to a maximum of £2500 per employee per month.

Who can be Furloughed?

Employers must have created and started a PAYE payroll scheme on or before 28 February 2020

- enrolled for PAYE online - this can take up to 10 days
- a UK bank account

See more on page 7. For details on when and how to claim at: <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

SUPER CLEAN SOUTH CLEANS WINDOWS SAFELY

Oxford based, Super Clean South Ltd provides an efficient service across the Midlands and the south of England. Their services include window cleaning, pressure washing, graffiti removal, external building cleaning and solar panel cleaning.

The company provides outstanding customer service through their mission to minimize disruption to all site occupants, whilst always ensuring every job is completed to the highest possible standard. Their knowledge and expertise of various window cleaning systems, combined with the use of state-of-the-art equipment, enables them to tailor their service to meet clients' specific requirements.

Super Clean South also offer a range of other services, including pressure washing, solar panel, gutter cleaning and high-level access, and their clients are offered a free quote, and a promise that all work is covered by a money back guarantee.

Employee: Adam Lane proudly showing off his lifetime recognized qualification for cleaning windows safely in the use of water fed poles and portable ladders.



DOES YOUR WFP BACKPACK TROLLEY SYSTEM HAVE A BATTERY PROBLEM?

Backpacks are a great addition to any window cleaner's equipment. They allow you to quickly and efficiently pull up to a job and clean the windows without the need of trailing hoses and the hassle of going back and forth to the van to turn the speed up/down. Everything you need to clean is at your feet, the water, the speed controller, battery and pump.

However, as with all working equipment; they need to be maintained.

- If your backpack stops working except when it is plugged into the mains. It may be a loose wire connection in the base, or maybe the battery needs replacing.

If it turns out the battery is faulty, this may be due to it being stored overnight in freezing conditions and as a result the battery has gone below the amount of charge. It is essential to keep them lagged or indoors because exposing the battery to extreme cold does zap the life from it and as a result the battery will never charge up again.

How to test this:

- Plug in the charger and leave it to charge overnight to see if the light will turn green, in which case the battery is fully charged.
- If the light is still red then you will need to replace the battery.



QUESTIONS & ANSWERS

Q) Hello FWC, could you please only send me tenders for the south area as this is where we are based.

A) We appreciate your request to receive only relevant tender emails – but unfortunately this is not practical for our operating system. We now post these tenders directly to the members only page of the website so that members can log on in their own time to check what is available and relevant to your company. This eliminates sending weekly emails and blocking up members inboxes. Go to: <https://www.f-w-c.co.uk/member-login> You will need the login details to gain access to this page and this information changes periodically for security around the same time that Window Talk is published on the page. Therefore, we ask that you please call 0161 432 8754, or email: info@f-w-c.co.uk to request the login information and retain this until it changes again in July. Kind regards Beryl.

Q) Hello FWC, we occasionally use roof edge protection fitted on a building that we clean, such as guard rail with harnesses.
Two people working at any one time, with a risk assessment / method statement prepared, including emergency rescue procedures.

We have not actually had any formal training to use this fall protection and would like to know whether this is a mandatory requirement. Kind Regards FWC member.

A) Hello Member,

Further to your question about the guardrail / safety line procedure for roof work as to whether you need specific training for this.

Andrew Lee – safety officer would need to know the actual type of safety equipment you work on, and suggested you give him a call to discuss this with him first. BM

Q) Hi Federation,
I am asking if there was a template letter to give customers requesting to keep their details due to new data protection laws.

I cannot see anything in the members login area. Are you able to put something together for members?

A) Hello Member,
We hope the attached information on GDPR compliance: <https://ico.org.uk/for-organisations/making-data-protection-your-business/> plus, the attached example letter for your customers will help. Kind Regards - Beryl Murray

Q) Hi FWC,

I'm struggling to login to my account using my company name as the user. Please can you advise how I can get into the members area.

A) Hello Member,

Please login using the current username (trade) and password (F1947wc) (Caps 'F') however, the login changes quarterly and the next change will be on 1st July but will be supplied via email or telephone on request.

Q) Hello FWC,
Please could you advise if training is required before I can use a bosuns chair.

A) Hello Member,

The simple answer is absolutely yes because this is high level specialist work, and the bosun's chair will have a safety harness and rigging. The rigging attaches to ropes, and the ropes and pulleys are used to move the chair up and down, so you still need to follow a range of safety protocols. There are various failsafe measures that are designed to protect the safety of the user. Please refer to the brief guide to working at height <https://www.hse.gov.uk/pubns/indg401.pdf>

The links below may help you with enquiries for work at height training offered by the Heightec Group:
<https://www.heightec.com/training/managing-work-at-height/>

IRATA -Rope Access training: <https://www.arcoservices.co.uk/>

Work at Height Regulations 2005
<http://www.legislation.gov.uk/uk/si/2005/735/contents/made>

Q) My company is a member of your organisation. I am putting together a small write up of the benefits of being a member and how being a member will benefit my customers and prospective customers.

Could you please help with some of the pros I can put in my write up, and how they can positively impact my customers.

A) We are happy to help with the following information: whilst continuing to support the needs of Members we also offer a number of benefits some of which include:

- Personal identity cards for members and their employees, improving customer/client confidence.
- Members must have Public / Employers liability insurance at all times, which also helps improve customer confidence.
- Use of the FWC Membership Logo on vehicles, stationery and websites - highlighting your company's professionalism.
- Members are required to adhere to the FWC Code of Practice <https://f-w-c.co.uk/code-of-good-practice> to improve credibility & customer assurance.

FWC promotes best practice in the window cleaning industry which has become more and more specialist in recent years. By promoting membership of the Federation, you can help to raise its profile and the standing of our industry.

FWC has close working relations with Health & Safety Executive and represents our industry on the HSE's Cleaning Industry Liaison Forum and the British Cleaning Council.

Safety of our members and anyone working in our industry has always been at the forefront of what we do and the Federations Safety Accreditation Member Procurement Scheme (SAM) is especially worth considering for your business as this is a very cost effective way of making sure you are compliant, improving your business opportunities and enhancing the reputation of the proud industry you represent.

Window Cleaners have access to people's properties more than any other trade, and the federation strongly encourage the public to use a bona-fide window cleaner, therefore improving safety, efficiency and status of the cleaner. By selecting a registered member of the FWC to clean their property, they can be sure liability insurance cover is in place, and that a code of good practice is in place.

NEW EN131 LADDER STANDARDS MAY MAKE LADDERS UNUSABLE, UNSAFE AND NOT REASONABLY PRACTICABLE FOR WINDOW CLEANERS

Rules regarding design and quality standards for ladders changed in January 2019 from the old standards - EN131 Trade use and EN131 domestic use – and replaced by two standards: EN131 Professional and EN131 Domestic.

The UK had differed from other European countries with a standard specific to ladders intended for domestic use (BS2037:1994 class 3) and with the introduction of the new EN131 this domestic standard was withdrawn. BS2037/BS1129 Class 1 for heavy duty and industrial use was also withdrawn.

The most noticeable difference being the width of ladders that are 3 metres or extend over 3 metres in length. These now have a splayed base, or a stabilising bar fitted as standard that is intended to stay there for the working life of the ladder. The purpose of the splayed base or stabiliser bar is for preventing sideways movement at the ladders upper resting point.

How will this impact on window cleaners?

Whilst the old ladders are still allowed to be sold up until old stock runs out, and as ladders are not an item that is replaced frequently it has taken some time before window cleaners became fully aware of the changes; and now the deadline has passed and stocks of older ladders have run low, window cleaners are finding it almost impossible to obtain a Commercially rated ladder that they are familiar with, i.e. only the new style of ladders are available.

Why is this important?

The new system is simpler and easier to understand but it could have major implications for the window cleaning industry putting window cleaners at increased risk and limiting their ability to practice their trade safely.

As a business, all window cleaners need to abide by PUWER (Provision and Use of Work Equipment Regulations) which is mandatory for all UK businesses. Failure to abide by PUWER could increase the risk of accidents, affect insurance claims, lead to fines and even criminal convictions.

However, it also creates various new potential problems:

- Difficulties in levelling the ladder on uneven or sloping ground
- There are many other effective proprietary stability devices that are no longer being used.
- Restricted space to place your ladder where it needs to be used.
- Bar Extending out from side of roof rack so cannot fit two ladders on your van.
- Manual handling issues moving it around sites, Catching the bar on site obstructions, taking ladders inside and through a property.

Can I still use my old ladders?

- Yes, provided they are regularly inspected, in good order and that you are suitably securing at the top and at the bottom. See the ladder safety article published in the January 2020 issue.



Do I need an EN131 professional ladder with the bar for my window cleaning business?

- Technically yes but you may be able to justify the use of a Domestic rated ladder without the bar via risk assessment as long as you use proprietary LSD's (ladder stability devices) fitted to the ladder – The problem is that in the event of an accident and subsequent investigation you may be found in breach of PUWER

Can I remove the bar?

- Not advisable as you are physical altering the structure and safety of the ladder.

Can I buy a ladder without the bar?

- Yes, but it will be a domestic rated ladder and although it has the same weight capacities and is made by the same process and has the same grade aluminum etc. but because it has not got the bar fitted it will not be rated for commercial use.

Can I use a domestic ladder for my business?

- Yes, if you justify its use via risk assessment however as mentioned above you still face a potential breach of PUWER. The worst part of all this change is that as an industry we already had better and safer procedures and practices in place to secure a standard portable ladder by using different types of ladder stability devices. The addition of the BAR does little to secure the ladder and in many cases and situations makes the ladder less safe to use.

What are FWC doing about it?

The FWC has looked at the issues arising from this new legislation. These concerns are serious and could potentially cause accidents.

We are currently raising the issue with HSE centrally before someone gets injured hopefully to get some form of ruling from them as to the use of domestic rated ladders with the use of LSD's for commercial window cleaning.

We are also opening dialogue with the ladder manufacturing association. However, we could certainly do with some feedback and comments from you the membership, which would really back up our arguments!!!
J.A. Lee – FWC Chairman

How to Claim For Your Employees' Wages Through The Coronavirus Job Retention Scheme (CJRS)

[As at 6 April following Government update.](#)

Who can claim?

You must have created and started a PAYE payroll scheme on or before 28 February 2020, enrolled for PAYE online and have a UK bank account. Any entity with a UK payroll can apply, including businesses, charities, recruitment agencies and public authorities.

Employees you can claim for

You can only claim for furloughed employees that were on your PAYE payroll on or before 28 February 2020. Employees hired after 28 February 2020 cannot be furloughed and claimed for in accordance with this scheme.

Employees can be on any type of employment contract, including full-time, part-time, agency, flexible or zero-hour contracts. Foreign nationals are eligible to be furloughed.

To be eligible for the grant, when on furlough, an employee cannot undertake work for, or on behalf, of the organisation. This includes providing services or generating revenue. Employers are free to consider allocating any critical business tasks to staff that are not furloughed. While on furlough, the employee's wage will be subject to usual income tax and other deductions.

Agreeing to furlough employees

Employers should discuss with their staff and make any changes to the employment contract by agreement. When employers are making decisions in relation to the process, including deciding who to offer furlough to, equality and discrimination laws will apply in the usual way.

To be eligible for the grant employers must confirm in writing to their employee confirming that they have been furloughed. A record of this communication must be kept for five years.

You do not need to place all your employees on furlough. However, those employees who you do place on furlough cannot undertake work for you.

How much you can claim

- You will need to claim for:
80% of your employees' wages (even for employee's on National Minimum Wage) - up to a maximum of £2,500. Do not claim for the worker's previous salary.

- minimum automatic enrolment employer pension contributions on the subsidised wage.

You can choose to top up your employee's salary, but you do not have to. Employees must not work or provide any services for the business while furloughed, even if they receive a top-up salary. Grants will be prorated if your employee is only furloughed for part of a pay period.

Claims should be started from the date that the employee finishes work and starts furlough, not when the decision is made, or when they written to confirming their furloughed status.

The way you work out your employees' wages is different depending on what type of contract they're on, and when they started work.

Full or part time employees on a salary

Claim for the 80% of the employee's salary, as of 28 February 2020, before tax.

Employees whose pay varies

If the employee has been employed for 12 months or more, you can claim the highest of either the:

- same month's earning from the previous year
- average monthly earnings for the 2019-2020 tax year

If the employee has been employed for less than 12 months, claim for 80% of their average monthly earnings since they started work. If the employee only started in February 2020, work out a pro-rata for their earnings so far, and claim for 80%.

Employer National Insurance and Pension Contributions

You'll still need to pay employer National Insurance and pension contributions on behalf of your furloughed employees, and you can claim for these too.

You cannot claim for:

- additional National Insurance or pension contributions you make because you chose to top up your employee's salary
- any pension contributions you make that are above the mandatory employer contribution

Past Overtime, Fees, Commission, Bonuses and non-cash payments

You can claim for any regular payments you are obliged to pay your employees. This includes wages, past overtime, fees and compulsory commission payments. However, discretionary bonus (including tips) and commission payments and non-cash payments should be excluded.

Benefits in Kind and Salary Sacrifice Schemes

The reference salary should not include the cost of non-monetary benefits provided to employees, including taxable Benefits in Kind. Similarly, benefits provided through salary sacrifice schemes (including pension contributions) that reduce an employee's taxable pay should also not be included in the reference salary. Where the employer provides benefits to furloughed employees, this should be in addition to the wages that must be paid under the terms of the Job Retention Scheme.

Normally, an employee cannot switch freely out of a salary sacrifice scheme unless there is a life event. HMRC agrees that COVID-19 counts as a life event that could warrant changes to salary sacrifice arrangements, if the relevant employment contract is updated accordingly.

Apprenticeship Levy and Student Loans

Both the Apprenticeship Levy and Student Loans should continue to be paid as usual. Grants from the Job Retention Scheme do not cover these.

National Minimum Wage

Individuals are only entitled to the National Living Wage (NLW)/National Minimum Wage (NMW)/ Apprentices Minimum Wage (AMW) for the hours they are working or treated as working under minimum wage rules.

This means that furloughed workers who are not working can be paid the lower of 80% of their salary or £2,500 even if, based on their usual working hours, this would be below their appropriate minimum wage. However, time spent training is treated as working time for the purposes of the minimum wage calculations and must be paid at the appropriate minimum wage, taking into account the increase in minimum wage rates from 1 April 2020. As such, employers will need to ensure that the furlough payment provides sufficient monies to cover these training hours. Where

For example:

- if they have children they need to look after or arrange childcare for because their school has closed
- to help their child or another dependent if they're sick, or need to go into isolation or hospital

There's no statutory right to pay for this time off, but some employers might offer pay depending on the contract or workplace policy.

The amount of time off an employee takes to look after someone must be reasonable for the situation. For example, they might take 2 days off to start with, and if more time is needed, they can book holiday.

Please note the online service you will use to claim is not open yet

The full guidance on this can be found at:

<https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme#history>

HOW WELL IS YOUR WEBSITE PERFORMING?



How well is your current website performing and, more importantly, what can you do to improve its effectiveness? How is your website “optimised” for search engines such as Google and Bing and how can you improve your “SEO ranking?”

Find out the answers to these questions and more by running a FREE website health check, simply by typing your current website URL into the form below;

<https://business.yell.com/websites/website-checker/>

Within 90 seconds, you’ll have a detailed report, provided by our partner [Yell](#), analysing the current performance of your website along with some handy tips on how you can improve it. The report will analyse your current website and you’ll be provided with a detailed report, focussing on key areas such as;

- ✓ Page speed
- ✓ Mobile optimization
- ✓ Online reviews
- ✓ Video content
- ✓ Content depth
- ✓ Optimised code
- ✓ Social media activity
- ✓ And many more

A poorly performing website can be damaging to your business, from creating a bad first impression, to losing potential customers and profit, so take advantage of this free tool today.

So, what are the benefits of running a website health check?

The free website checker tool from Yell will search your website and tell you how your website performs and highlight what changes you should be making to improve your **search engine visibility**, **mobile optimisation**, **website security**, **page speed** and other key online measurements.

So don’t delay, run the report today and start improving your website performance...for Free!

Mobile

It is important to have your website optimised for mobile devices as search engines give more weighting to mobile friendly websites

Social media

Did you know social media presence can help with SEO? Increasing your posts or tweets will help retain existing followers and raise engagement

Website speed

Page speed is a ranking factor for search engines like Google. A fast loading site will not only help your business in rankings but keep users from leaving

Reviews

The website checker will see if your organisation has reviews in Google, Yelp and Foursquare as reviews can have a big impact on local search results and ranking

Thin content

Google will penalise websites with too little content and impact their ranking on search engine results. Pages should be rich with content such as text, images, headers

Last updated

Updating a website regularly can make search engines crawl and index your site more often and faster. Also, visitors perceive up-to-date websites as more credible

Video

Did you know 30% of web visitors will watch an introductory video? Websites with a video on their homepage turn their visitor into a sale or enquiry 10% more

Organic search

The website checker will check if you are receiving organic traffic from search engines, how many visits you get a month and what your top organic search keywords are

Domain age

Websites with older domain names have more credibility by search engines. Our tool will check when your site was first registered and the age of your domain



TUPE REGULATIONS

When a business changes owner, its employees may be protected under the Transfer of Undertakings (Protection of Employment) regulations (TUPE).

TUPE applies to employees of businesses in the UK.

The business could have its head office in another country, but the part of the business that's transferring ownership must be in the UK.

The size of the business doesn't matter.

When TUPE applies:

the employees' jobs usually transfer over to the new company - exceptions could be if they're made redundant or in some cases where the business is insolvent their employment terms and conditions transfer continuity of employment is maintained.

To find out if TUPE applies to your transfer, talk to Acas (the Advisory, Conciliation and Arbitration Service), Citizens Advice

<https://www.acas.org.uk/contact> Helpline: 0300 1231100

When TUPE applies

There are 2 types of transfer protected under TUPE regulations:

- business transfers
- service provision changes

Transfers within the public sector aren't usually covered by TUPE but some transfers from the public sector into the private sector are. However, public-sector employees get similar protection. Read the codes of practice to find out more.

Business transfers

This is where a business or part of a business moves from one employer to another. This can include mergers where 2 companies close and combine to form a new one.

The identity of the employer must change, to be protected under TUPE during a business transfer.

Service provision changes - This is when:

- a service provided in-house (eg cleaning, workplace catering) is awarded to a contractor.
- a contract ends and is given to a new contractor
- a contract ends and the work is transferred in-house by the former customer

Employees aren't protected under TUPE if the contract is:

- for the supply of goods for the company's use (eg a restaurant changing food suppliers)
- for a single event or short-term task (eg a catering company being used for a large corporate event)

Only the employees who can be clearly identified as providing the service being transferred are protected.

Example

A courier collects and delivers for a business, but the packages are picked up or delivered by a number of different couriers on an ad hoc basis. The courier isn't protected under TUPE.

A cleaner is employed by a company that decides to use an outside cleaning company instead. They're likely to be protected under TUPE.

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long reach to tackle windows from the ground without scaffolding or working platforms

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Our new Carbonator extension pole is designed to take on a huge range of window cleaning tasks. Light and easy to handle, making it perfect to reach the tightest spaces, created to work in the toughest areas with highest accuracy.

With the choice of 3 sizes you can certainly find the right one to tackle your window cleaning challenge. Each model has 5 sections for perfect height adjustment control and precise cleaning.

Carbonator, a high modules carbon pole with perfect torsion and bending resistance. No matter the size, the Carbonator comes in a five-section durable, lightweight, rigid carbon material with a soft touch anti-slip cushion on the handle which functions as a shock absorber.

Any horizontal, vertical, overhead or hard to reach place that comes up – you'll be able to get the job done in an efficient and safe way.

Combine the Carbonator with Dr. Angle, Excelerator 2.0, F*LIO and Liquidator 2.0 to create the ultimate power tool for window cleaning perfection!

Provision and Use of Work Equipment Regulations 1998 (PUWER)

These Regulations, often abbreviated to PUWER, place duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.

PUWER requires that equipment provided for use at work is:

- suitable for the intended use
- safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate
- used only by people who have received adequate information, instruction and training
- accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices
- used in accordance with specific requirements, for mobile work equipment and power presses

Some work equipment is subject to other health and safety legislation in addition to PUWER. For example, lifting equipment must also meet the requirements of LOLER, pressure equipment must meet the Pressure Systems Safety Regulations and personal protective equipment must meet the PPE Regulations (PDF)- Portable Document Format.

What is work equipment?

Work equipment is any machinery, appliance, apparatus, tool or installation for use at work (whether exclusively or not). This includes equipment which employees provide for their own use at work. The scope of work equipment is therefore extremely wide. The use of work equipment is also very widely interpreted and '...means any activity involving work equipment and includes starting, stopping, programming, setting, transporting, repairing, modifying, maintaining, servicing and cleaning'.

What you must do

If your business or organisation uses work equipment or is involved in providing work equipment for others to use (eg for hire), you must manage the risks from that equipment. This means you must:

- ensure the equipment is constructed or adapted to be suitable for the purpose it is used or provided for
- take account of the working conditions and health and safety risks in the workplace when selecting work equipment
- ensure work equipment is only used for suitable purposes
- ensure work equipment is maintained in an efficient state, in efficient working order and in good repair
- where a machine has a maintenance log, keep this up to date
- where the safety of work equipment depends on the manner of installation, it must be inspected after installation and before being put into use
- where work equipment is exposed to deteriorating conditions liable to result in dangerous situations, it must be inspected to ensure faults are detected in good time so the risk to health and safety is managed

- ensure that all people using, supervising or managing the use of work equipment are provided with adequate, clear health and safety information. This will include, where necessary, written instructions on its use and suitable equipment markings and warnings.
- ensure that all people who use, supervise or manage the use of work equipment have received adequate training, which should include the correct use of the equipment, the risks that may arise from its use and the precautions to take
- where the use of work equipment is likely to involve a specific risk to health and safety (eg woodworking machinery), ensure that the use of the equipment is restricted to those people trained and appointed to use it
- take effective measures to prevent access to dangerous parts of machinery. This will normally be by fixed guarding but where routine access is needed, interlocked guards (sometimes with guard locking) may be needed to stop the movement of dangerous parts before a person can reach the danger zone. Where this is not possible – such as with the blade of a circular saw – it must be protected as far as possible and a safe system of work used. These protective measures should follow the hierarchy laid down in PUWER regulation 11(2) and the PUWER Approved Code of Practice and guidance or, for woodworking machinery, the Safe use of woodworking machinery: Approved Code of Practice and guidance
- take measures to prevent or control the risks to people from parts and substances falling or being ejected from work equipment, or the rupture or disintegration of work equipment
- ensure that the risks from very hot or cold temperatures from the work equipment or the material being processed or used are managed to prevent injury
- ensure that work equipment is provided with appropriately identified controls for starting, stopping and controlling it, and that these control systems are safe
- where appropriate, provide suitable means of isolating work equipment from all power sources (including electric, hydraulic, pneumatic and gravitational energy)
- ensure work equipment is stabilised by clamping or otherwise to avoid injury
- take appropriate measures to ensure maintenance operations on work equipment can be carried out safely while the equipment is shut down, without exposing people undertaking maintenance operations to risks to their health and safety

When providing new work equipment for use at work, you must ensure it conforms with the essential requirements of European Community law (for new machinery this means the Machinery Directive). You must check it: Learn more about this at: https://www.hse.gov.uk/work-equipment-machinery/puwer.htm?utm_source=govdelivery&utm_medium=mail&utm_campaign=digest-26-feb-20&utm_term=puwer&utm_content=workplace-equipment



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NATIONAL MINIMUM WAGE AND LIVING WAGE RATES CHANGE ON APRIL 2020

The minimum wage rate varies depending on your age and whether you're an apprentice.

WAGE BAND	CURRENT RATE	RATE FROM 1 ST APRIL 2020
<u>25 and over</u>	<u>£8.21</u>	<u>£8.72</u>
<u>21 to 24</u>	<u>£7.70</u>	<u>£8.20</u>
<u>18 to 20</u>	<u>£6.15</u>	<u>£6.45</u>
<u>Under 18</u>	<u>£4.35</u>	<u>£4.55</u>
<u>Apprentice</u>	<u>£3.90</u>	<u>£4.15</u>

Who gets the minimum wage?

Workers must be at least school leaving age to get the National Minimum Wage. They must be 25 or over to get the National Living Wage.

Contracts for payments below the minimum wage are not legally binding. The worker is still entitled to the National Minimum Wage or National Living Wage.

Workers are also entitled to the correct minimum wage if they are:

- ❖ Part-time
- ❖ Casual labourers, for example someone hired for one day.
- ❖ Agency workers
- ❖ Workers and homeworkers paid by the number of items they make
- ❖ Apprentices
- ❖ Trainees, workers on probation
- ❖ Disabled workers
- ❖ Agricultural workers
- ❖ Foreign workers
- ❖ Seafarers
- ❖ Offshore workers
- ❖ Apprentices
- ❖ Apprentices are entitled to the apprentice rate if they are either:

Most UK workers over school leaving age are legally entitled to be paid at least the NMW. Those eligible include agency workers, casual workers, part-time workers, pieceworkers, homeworkers and anyone working on commission. Those not entitled include the self-employed, volunteers, students on work experience, people on certain training schemes, some company directors, workers living in an employer's household, residents of certain religious communities, prisoners, the armed forces and share fishermen.

Employers can be 'named and shamed' and face criminal prosecutions and unlimited fines for failing to pay at least the NMW to eligible workers. For more information on NMW & NLW go to: <https://www.acas.org.uk/about-us>

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* The offer applies to workplace first aid courses only. Only one delegate per membership number can be booked



Free Legal Helpline for whenever you are faced with a legal problem call them on Tel:0800 092 1980



The Specialist CRB/DBS Checks Agency. Criminal Records services Ltd is the appointed DBS Umbrella Body of the Federation of

Window Cleaners providing specialist support and processing DBS checks to over 3500 Businesses across the UK. For further information on legibility and convictions, or to apply for DBS checks visit our website: www.criminalrecordsservices.com/news or contact a member of our team on 01942 609365 or email: enquiries@criminalrecordsservices.com



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Website Facilities and Member referral service

The FWC website facility; "find a window cleaner" receives many customer enquiries for registered member services. "FWC current standard procedure for supplying member's company details is to select 3-4 members closest to the enquirer for domestic – who in turn select their preferred choice and for Commercial contracts we include all paid-up members in the area.

Members-only Page

The members' area of the website offers Safety guidance documents in PDF format for downloading....in addition to other useful information. You will need your login details to gain access to this page. <https://www.f-w-c.co.uk/member-login>



Allied Insurance Services Limited can assist and help our members with Public and Employers Liability Insurance and they have arranged a scheme underwritten by AXA UK Plc for our members. contact Lynda Allan or Paula Crossland at Allied on telephone number (0)84 4815 6211. or go to <http://www.polished-insurance.co.uk/window-cleaners> for a quotation.



<http://www.polished-insurance.co.uk/window-cleaners>



Members of the Federation of Window Cleaners will receive an extra 2 weeks of water use (usually expires after 4 weeks) to activate this offer please use the promotional code: FWC555

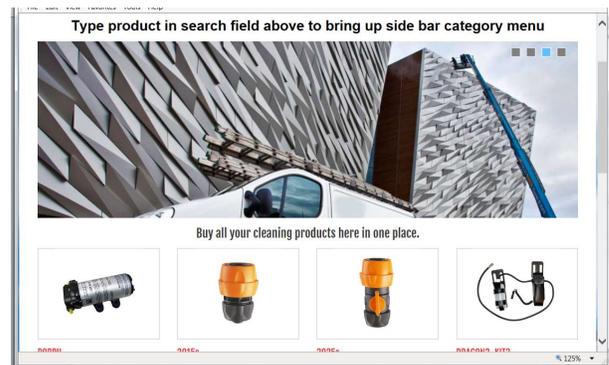
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Blue Poppy Vehicle Solutions Ltd. This offer is also extended to friends and family of federation members. To find out more call or email Claire Green at: Claire@bluepoppy.co.uk Mobile: 07771 515 230 / T: 0345 207 3720. When making contact please quote FWC2019 where we will apply a further discount as a member of the federation

FWC ONLINE SHOP



Members can save 20% when shopping at the FWC online store: <http://www.windowcleaning.org.uk>

Are you taking advantage of your membership benefits?

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Allied Insurance Services

Have you considered what would happen to your business if you suffer an injury from an accident and are unable to work? Or worse still, are left permanently and totally disabled?

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EXAMPLE – A self-employed window cleaner fractures his ankle following a fall from a ladder. He is unable to work for 8 weeks. His Personal Accident policy pays him £300 a week, less his 2 week excess period. He is paid £300 per week for the final 6 weeks of disablement, a total of £1,800.

Cover	Platinum	Gold	Silver
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Permanent Total Disablement	£20,000	£15,000	£10,000
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- » Own Office Buildings and Contents;
- » Own Office Buildings and Contents
- » Commercial Vehicles
- » Motor Fleet
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Criminal Records Services Ltd is the appointed DBS Umbrella Body of the Federation of Window Cleaners providing specialist support and processing DBS checks to over 3500 businesses across the UK.

We are an independent specialist service that has been established since 2006 providing support in this very difficult area of recruitment with applications done either through our on-line application system or by paper applications.

We have been ISO 9001 Accredited since 2007 and our online system is ISO 27001 Accredited.

Since 2014 we have processed CRB/DBS Checks in over 30 countries across the world from China to the USA and all across Europe.

We would like to thank all of our customers who have supported us since 2006 and we look forward to providing our excellent customer care and support over the next decade with confidence.

CRB/DBS checks

Please check our website www.criminalrecordsservices.com

Please visit this website if you require any information or wish to apply for DBS checks. You can find us on Google or any search engine together with the Government's Home Office database website.

DBS eligibility

There are three types of Criminal Record Check Enhanced, Standard and Basic.

As an individual you can only obtain a basic check. This will show all unspent convictions and the eligibility for this check is not dictated by which job role you do it is available to everyone.



The Specialist CRB/DBS Checks Agency

E-mail: enquiries@criminalrecordsservices.com

www.criminalrecordsservices.com

Anybody working on a specified establishment such as schools or care homes for more than 4 times in a 30 day period with access to all areas unsupervised is entitled to the Enhanced DBS Check without the barred list. If you will be working on schools whilst the pupils are present on a regular basis, you will qualify for the child barred list check. As window cleaners that are going into these specified establishments this is the check you will most likely be asked to obtain.

As window cleaners the Standard check will not apply to you as this is for people that are working in professions such as legal, finance, security or within the NHS.

For further information on eligibility and convictions, please refer to our blogs on our website

www.criminalrecordsservices.com/news/ or contact a member of our team on 01942 609365 or email enquiries@criminalrecordsservices.com



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THE FUNDAMENTAL PRINCIPLES OF BODY POSITIONING WHEN CLEANING WINDOWS

Extract from Window Cleaning with WFP – How to do it and look after your body:

There are various techniques used to clean windows, however, no matter which technique you adopt, applying the following principles can reduce the risk of MSDs. These include:

- ✓ Adopting a single stride position; one foot in front of the other, to provide a stable base and help reduce the use of your arms;
- ✓ Avoid twisting or rotating the body by adopting a 'front-on' position to the window being cleaned;
- ✓ Maintain a position where arms remain below shoulder height and elbows are kept close to the body (Images 4 & 5). The higher your arms are elevated and away from your body, the higher the demand on your shoulders;
- ✓ Hold the pole with an underhand grip rather than an overhand grip (Image 6).

This can reduce the pressure on your shoulder joint;

- ✓ Minimise the repetitive tilting back of the neck during the task;
- ✓ Where space is restricted or you find that you are fatiguing from increased neck tilting and repetitive arm movements, take the below mitigating measures as additional controls to allow your muscles to recover:

- A. Take periodic breaks while performing the task;
- B. Two people working with regular switching of roles;
- C. The greater the height being cleaned, the shorter the working time between breaks or the greater the frequency of swapping roles; and
- D. Alternate your lead arm holding the pole.

1. USING AN OVER-HAND GRIP as this can place increased pressure on the shoulder joint
2. REPETITIVE OVERHEAD ARM MOVEMENTS can increase the fatigue level in your shoulder muscles
3. EXCESSIVE TILTING OF THE NECK can also increase the pressure on the spine and increase the strain on your spinal muscles

Cleaning Windows Techniques

Technique 1: Using the 'Whole Body' Technique

Stand with one foot forward and one back.

- ✓ Where it is safe, stand away from the wall to help you look upwards to the brush head.

As a guide, aim for a start position **half the length of your pole away from the building**.

The further outside of this you work, the greater emphasis you should place on the mitigating measures outlined in the above section under 'the fundamental principles of body positioning when reaching and washing'.

- ✓ Move the water-fed pole with your arms and alternate your body weight between your front and back foot by leaning forward as you push the pole up the window and backward as you pull it down again.

When moving the water-fed pole up and down the window, keep your arms below shoulder height, and avoid moving your elbows away from the body into a 'winged' position.

- ✓ Swap hands periodically to minimise fatigue on one side of the body

See the full document information and illustrations at: https://www.f-w-c.co.uk/images/HSE_Window_Cleaners_Best_Practice_Guide_FIN_AL.pdf



WHAT

British Cleaning Council (BCC) 'worried and concerned' by proposed post-Brexit immigration rules

The British Cleaning Council (BCC) has said it is 'very worried and concerned' about the 'huge' possible impact of Government proposals to introduce an 'Australian-style points-based' immigration system from 2021.

The BCC, which is the industry body for the cleaning sector, fears plans to restrict visas for lower-skilled, lower-paid overseas workers will cause serious labour shortages in the cleaning sector, which is one of the largest industries in the UK, worth £49.9bn and employing 914,000 people.

BCC research released last year showed that cleaning sector workers tend to have lower levels of qualifications, with migrants making up 19 per cent of the workforce and average pay at £8.42 per hour.

The research, which was conducted well before the immigration rule changes were proposed, predicted that 93,000 new cleaning jobs would be created by 2024.

Paul Thrupp, Chairman of the BCC, said: "We are very worried and concerned by the huge impact these proposals will have on the cleaning sector, if they are introduced.

"The cleaning sector was expected to thrive over the next few years, creating thousands of jobs.

"Instead, these proposals would strangle our industry by cutting off easy access to the lower skilled, lower paid, overseas workers we rely on.

"With the lowest UK unemployment for years, there is no chance of UK-born workers being able to take up the slack and fill the vacancies. This has serious implications across the economy.

"Health and safety will suffer through lower hygiene standards, because cleaners have a vital role in all sectors, including healthcare and all industries such as chemicals and manufacturing. It will hit the environment, because of the role of our colleagues in street-cleaning, waste and recycling. Cleaning is also important to the success of many enterprises such as hotels and restaurants.

"Cleaning businesses could shrink or close because of this labour shortage. Because of the sheer size and the number of people the sector employs, this in turn, will also affect the UK economy and damage growth.

"We are calling on the Government to rethink their proposals and ensure the rules are loosened for the cleaning sector, to let in the less qualified workers we rely on."

If the new immigration system is approved by Parliament, after Brexit, overseas citizens would have to reach 70 points to be able to work in the UK.

Speaking English and having the offer of a skilled job with an "approved sponsor" would give them 50 points.

More points would be awarded for qualifications and working in a sector with shortages. Skilled workers would generally need to be earning £25,600, though this could be lowered for 'specific shortage occupations'. <http://britishcleaningcouncil.org/>

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The Health and Safety at Work etc. Act 1974 (HSW Act)

What the Law says

The law requires employers to ensure, so far as is reasonably practicable, the health, safety and welfare of their employees and to ensure that those affected by their activities are not exposed to risk. Health and safety law also applies to self-employed window cleaners if their work exposes others to risk.

The Work at Height Regulations 2005 require employers and those in control of any work at height activity to ensure that the work is properly planned, supervised and carried out by competent people. This includes using the right type of equipment for working at height. When planning and organising window cleaning you must avoid work at height where it is reasonably practicable to do so, for example by using telescopic water fed poles or cleaning windows from the inside.

Best practice guidance 'Window Cleaning with Water Fed Poles – How to do it and look after your body' was produced jointly by HSE and industry is available from the Federation of Window Cleaners website (PDF)- Portable Document Format

Where window cleaning at height cannot be avoided, you must first consider using an existing place of work that is already safe for example, cleaning from inside windows or from a balcony. If you cannot find an existing safe place, to work from, you must provide suitable access equipment. Where the risk of falling is not eliminated by either of these means, you must take additional measures to minimise the distance and consequences of any fall by using the right type of fall arrest equipment.

It is important to discuss all window cleaning activities with the client as they will know their business well. Working together to develop an agreed co-ordinated approach is essential for reducing the risks e.g. your client will be aware if window/building design allows for safe cleaning of windows from the inside effectively eliminating the risk of falling.

All those working at height must have the right skills, knowledge and experience. The requirements for specific competences will depend on the work being done, e.g. a window cleaner involved in abseiling will require different skills, knowledge and experience from someone only involved in cleaning ground floor windows.

If working at height is unavoidable, you must plan and organise the task in advance. You will need to consider the following areas:

Working conditions

Working conditions will vary from site to site. It is important, before beginning any window cleaning task, to consider how these variations will impact on actions you need to take to control the risk.

These include:

Height – How high is the job from the ground?

Access – How can workers get safely to and from where they work at height e.g. cradle operators must not have to climb over the edge of a building into a cradle. Consider the presence of fragile surfaces, obstructions and the proximity of overhead power lines.

Location – Buildings in busy town or city locations can present different risks to those on industrial estates and domestic properties. Consideration should be given to the time of cleaning, traffic conditions and preventing public access to areas directly below the working area to minimise the risk of them being struck by any falling object.

Weather conditions – Are there procedures in place to stop work in the event of adverse weather conditions that could endanger

those working at height e.g. high winds when using access equipment?

Surface – What surface will the access equipment rest on? Is this surface strong enough to take the weight of the workers and their equipment?

Ground – What is the ground condition under the area where access equipment might need to be set up - for example, is it sloping, muddy or uneven? The access equipment you use must be suitable for the ground conditions - stable, level and not liable to fall or collapse.

Tools/materials – What tools or materials will you need for window cleaning? How will you get them up and down safely? How will you secure tools to avoid them being accidentally dropped?

Selecting the right access equipment

For every window cleaning job your choice of access equipment will be determined by the height to be negotiated, site conditions, duration and extent of work and frequency of access. Access equipment including anchorages etc, must be suitable for the task and must be properly maintained, regularly inspected and, where applicable, thoroughly examined in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Safe methods of work must be implemented for all activities where there is a risk of injury, particularly where higher risk window cleaning activities are carried out e.g. those requiring powered access or rope access. Operatives carrying out this work must be fully aware (and their understanding checked) of the safe working method statement.

Fall prevention equipment must also be suitable for the task and should be subject to the same maintenance and inspection regime as access equipment. You should also complete pre-use checks of your equipment ensuring any damage is identified before use. Any damage likely to compromise the integrity of equipment should be reported to the appropriate person and the equipment repaired/replaced before next use if necessary.

Regardless of the equipment to be used you must ensure you/your employees/contractors are fully trained and competent to use the work equipment provided.

Considering the risks associated with work at height and putting in place sensible and proportionate measures to manage them is an important part of working safely. Follow this simple step-by-step guide to help you control risks when working at height.

Portable Ladders

Portable ladders have traditionally been used mainly for cleaning domestic premise windows on ground, first and second floors. Whilst use of a ladder should not be your automatic choice, it can be the most sensible and practical option for low-risk, short duration tasks.

Before beginning work you should ensure that any ladder is both suitable for the work ie it is strong/robust and long enough for the job and is in a safe condition ie. without any visible defects.

Almost all falls from ladders happen because the ladder moves unexpectedly. The key factor in preventing falls from ladders is to ensure your ladder is stable whilst being used, through careful consideration of the working conditions and whenever possible tying the ladder to a suitable point to prevent movement.

INDG455: Safe use of ladders and stepladders (PDF)- Portable Document Format provides further information.

For windows that are more difficult to reach the use of specialist access equipment will be necessary. See more on this at: <https://www.hse.gov.uk/cleaning/topics/window-cleaning.htm>

Anti-Bribery & Anti-Corruption Policy

What is an anti-bribery and corruption policy?

The Bribery Act 2010 modernises the law on bribery. It came into force on 1 July 2011. The Government has produced detailed guidance about the Act and the procedures that organisations can put in place to prevent bribery, as well as a set of illustrative case studies which you may find of further assistance (available here: www.justice.gov.uk/guidance/bribery.htm).

Basically, it is illegal to offer, promise, give, request, agree, receive or accept bribes - an anti-bribery policy can help protect your business.

You should have an anti-bribery policy if there is a risk that someone who works for you or on your behalf might be exposed to bribery.

Your anti-bribery policy should be appropriate to the level of risk your business faces. Your policy should include:

your approach to reducing and controlling the risks of bribery
rules about accepting gifts, hospitality or donations
guidance on how to conduct your business, e.g. negotiating contracts
rules on avoiding or stopping conflicts of interest
Read the leaflet below for more information on how the bribery laws could affect your business.

What is covered by the Act?

The Act is concerned with bribery. Very generally, this is defined as giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so. So this could cover seeking to influence a decision-maker by giving some kind of extra benefit to that decision maker rather than by what can legitimately be offered as part of a tender process.

How to prepare an anti-bribery and corruption policy for your company:

Your anti-bribery policy should be appropriate to the level of risk your business faces. Your policy should include:

- your approach to reducing and controlling the risks of bribery
- rules about accepting gifts, hospitality or donations
- guidance on how to conduct your business, eg negotiating contracts
- rules on avoiding or stopping conflicts of interest

A template is available on request from the FWC and any legal advice please call the FWC free legal help line - Law Express for expert verbal advice on what should be included. You will need to quote your membership number. They can be contacted on: Tel: 0800 092 1980

safety in window cleaning using water fed poles

Avoiding Risk

The use of waterfed poles removes the need to work at height and providing the window to be cleaned can be viewed from the ground without obstruction, it is possible to clean using a waterfed pole.

Although adopting waterfed use may remove the risks involved when working at height consideration must be given to both operational risks and other obvious risks that apply to waterfed pole use.

When assessing operational risks consideration must be given to the location of the building, its design site conditions obstacles, terrain underfoot, weather conditions and overhead power sources. The suitability of the operator with regard to their level of fitness and medical history and the need to identify any muscular or skeletal disorders that may develop as a result of operating a pole using poor technique.

Less obvious risks include the consequences of carrying tank systems and equipment that are heavy, unstable, unsecured or incorrectly installed within a vehicle, as well as the small/slight potential for the spread of legionella disease caused by poorly maintained filter systems.

Buildings on both industrial estates and domestic properties can present different risks than those in busy town or city locations, consideration must be given to the time of cleaning and traffic conditions and preventing public access to the working area.

Warning signs should be displayed to warn of trip hazards presented from trailing hoses and the slip hazard presented by wet. Slippery surfaces, Hi-viz clothing should be worn by operators, especially when near to pedestrian and vehicular traffic. Consideration should be given to adverse weather conditions. Consideration should also be given to size of working and in the event of the waterfed pole being dropped or blown over.

Hazards associated with the use of waterfed poles:

- Trip hazards to general public presented by trailing hoses.
- Slip hazard presented from wet pathways.
- Slip hazard for operator while concentrating on work.
- Falls from height when working from flat roofs.
- Electrocution from pole coming into contact with overhead power source.
- Injury to others from falling poles or fabric of the building that may be dislodged.
- Injury to others from falling poles caused by incorrect handling or failure of pole.
- Injury through incorrect manual handling of poles and other equipment.
- Spread of legionella disease through poor maintenance of the system.
- Hazards from carrying tanks, systems and equipment that are overloaded, unstable, unsecured or incorrectly installed within a vehicle. Further information on this topic can be found at: https://www.f-w-c.co.uk/images/doc/pdf/Safety_in_Window_Cleaning_using_Waterfed_Pole_Systems.Ameded.2_pdf.pdf

TAILOR MADE SAFETY ACCREDITATION SCHEME



Sam was developed by FWC Executives who have many years' experience within the window cleaning industry. The aim of this scheme is to help potential tenderers find reputable and compliant window cleaning companies. The scheme will aim to enhance each company's health and safety practices.

Recently FWC members have been able to gain access to each and every window cleaning tender. In order to be considered for these contracts, companies applying must demonstrate they can meet health and safety standards, by having this prestigious scheme; tenderers can easily demonstrate compliance and give not only company's assurances of their health and safety compliance, but to all their new and existing clients.

What the SAM scheme entails:

There are certain standards which must be achieved; the main principal's being FWC IOSH Accreditation: "Cleaning Windows Safely" and IOSH "Risk Assessment" courses which are both practical and written exam based. This is one of the key differences with the FWC scheme over other contractor's schemes which can be easily gained by completing some online forms which really demonstrate very little. Our scheme is audited annually to ensure companies continue to meet health and safety standards and procedures.

This accreditation can really benefit your company.

- When a client knows you are a "Safety Accredited Member" you will be considered for proposed tenders by Government bodies and other major organisations.
- Allied Insurance Services offer an additional 5% discount in recognition of the SAM accreditation.
- SAM will show you are compliant with health and safety laws and help improve your business productivity.
- You can display the accredited logo and certificate on your website, vehicles and stationery to demonstrate your professionalism.
- You can market your SAM achievements through window talk and other trade magazines.
- Improve staff ability to clean safely.

What will it cost? - (20% vat applies to these charges)

- Level one (Sole trader) Annual Accreditation charge £50.00
- Level two (Employers) Annual Accreditation charge £100.00

Testimonial:

Michael Lamont "Developing this scheme was important to us all within the management committee, to not just have a simple online accreditation, but to have an accreditation which potential clients can see demonstrates a company's ability to comply with health and safety legislation. It's important we continue educating potential clients on the importance of asking window cleaning contractors for the right Information and accreditation as we continue developing the highest levels of safety within the window cleaning industry. The scheme has helped our company win prestigious contracts, which we would not have been considered for had we not had this accreditation.

FWC Safety Accredited Members

Level 1

- Bryan Dolby – Grimsby -
- Women Window Cleaning – Bedfordshire

Level 2

- J.A. Lee Cleaning Services – Cumbria
- Lamont Cleaning Services – N. Ireland
- Progress Cleaning – Southampton
- T.R. Cleaning Ltd – Cambridge
- Smith's Services Ltd – Rope Access – Perth
- Caledonian Maintenance Services – Glasgow

More information and application are forms available at: http://www.f-w-c.co.uk/Safety_Accredited_member.htm or by emailing your request to: info@f-w-c.co.uk

Testimonial:

"We found SAM relatively easy to achieve because all our operatives had already completed the FWC "Cleaning windows safely course" (CWS) and we had most of the required documentation in place. Although we already had/ have "Safe Contractor" we have found that because SAM is training based Safety in procurement scheme (as opposed to paper based) it is appreciated by our Commercial Customers as it documents and demonstrates our Companies commitment to Health and Safety. It also puts us out in front when applying for Tenders and Contracts' JA Lee Window & General Cleaning Contractors Ltd



Early engagement the key to marketing procurement success

Marketing procurement professionals are encouraged to engage with suppliers as early as possible to get ideas to help shape the brief.

Looking to win public sector tenders in Europe, Market Leads gives users instant visibility of new and pipeline opportunities long before contract opportunities are published, which means users can engage earlier with buyers and learn more about their needs.

Grow your customer base with Tracker's business intelligence.

Tracker's Tender Alerts can help you find both public sector contract opportunities and private supply chain opportunities.

This service is still very much open for business

All relevant Tender Alerts continue to be published on MEMBERS ONLY AREA of the NEW website:
<https://f-w-c.co.uk/member-login>

You will need the login details available on request to: info@f-w-c.co.uk or Telephone 0161 432 8754
Note: The Login details will change every 3 months!

Tracker's Tender Alerts service provides you with access to more tender opportunities and awards notices than anyone else in Europe, providing you with all you need to find, bid for and win public and private sector business. Tracker Intelligence check every magazine, journal, portal and website that publishes contracts including up-to-the-minute data feeds from the OJEU and some of the UK's biggest contracts portals to give you peace of mind that no opportunities will be missed.

Why Tracker Tender Alerts?

- Relevant and quality content
- Opportunity searches based on our profile of keywords and/or CPV codes
- Widespread coverage across UK, Europe, and Global opportunities
- Personalised daily alert emails

Real-time opportunities updated from direct feeds from OJEU/TED, Contracts Finder, Public Contracts Scotland, Delta eSourcing, MOD eNotice, and Fedcon plus many more.



BENEFITS OF MEMBERSHIP

HELP US TO HELP YOU

Current Membership Benefits include:

- Regular Tender alerts
- Eligibility to display FWC Member Logo
- Free Quarterly Window Talk
- Discounted trade insurance
- Discounted trade equipment
- Discounted accredited training
- Discounted First Aid Training
- Free 24-hour legal advice line
- Group accident financial cover
- DBS checks – appointed body
- Yell Business marketing
- Free entry into members listing
- Health & Safety documents
- Trade specific procurement-scheme
- Buy & sell rounds & equipment online
- Free advice from industry experts.

FWC is the independent government recognised Employers trade association supporting the needs of domestic and commercial window cleaners since 1947

Email: info@f-w-c.co.uk /Web: www.f-w-c.co.uk

Tell us what you want from us!



Displaying the FWC membership Logo on your website, vehicle or stationery implies that your company is **affiliated /registered with the FWC**. The official FWC Membership logo as displayed here with the word **MEMBER** beneath is a privilege for paid-up members only.

Falsely displaying official logos is a breach of Trading Standards under "misleading marketing" regulations.



Please contact the federation office on: 0161 432 8754 for your copy of the MEMBER logo which is available in jpeg or high resolution eps, or you can download this direct from the download Logos page of our website: <https://f-w-c.co.uk/member-login> Note: login details are required.

The Federation works closely with trading standards in all areas of the UK and companies like Yell.com and Free Index who all understand and support our campaign to combat unauthorized use of the FWC Logo and we follow up all public enquiries.

Trading Standards

FWC only call on Trading Standards as a last resort when all other communication has failed and we have a good working relationship with the Trading Standards in all areas of the UK.

When a case is transferred to an officer of the Trading Standards - We must send all relevant evidence concerning misuse of the logo including our attempts to communicate a polite request to remove the FWC Logo and any wording portraying FWC Membership – which is used as evidence to follow this up.

Should the personal visits or letters from Trading Standards be ignored – Formal action may be initiated by Trading Standards in conjunction with the FWC's support.

Yell.com and Free Index

FWC Logo misuse and false statements may not always be restricted to business websites - many non-members advertise under search engines for locating a window cleaner via the internet through companies such as; Yell.com and Free index, and their dedicated teams assist us with all unlawful advertising issues on any of the sites they host. As always this is a last resort when all FWC courteous appeals fail, and no consideration is given to applying for membership.

Accidental misuse of the FWC Logo

As always we prefer to negotiate direct with any lapsed member company still displaying the logo as this could simply be an oversight if their website has not been updated for some time...and our initial communication is acknowledged and the logo removed directly.



Safety Accredited Member (SAM) logo

Displaying the Safety Accredited member logo on your website, vehicle or stationery implies that your company is a *Safety trained and Accredited Member*. The official SAM

logo as displayed here with the word **SAM** beneath and is a privilege for FWC Safety trained & accredited members only.

Please help to eliminate misuse of the FWC Membership logo by notifying the FWC of anyone you think we should check out.



Due to the Coronavirus outbreak and ongoing government advice the Manchester Cleaning Show that was due to take place on 25-26th March has been postponed until 15 - 16 September 2020.

Register now at <https://cleaningshow.co.uk/manchester>



Attending the Manchester Cleaning Show will give you the chance to connect with the industry, enjoy lively debate, see demonstrations of the latest products and take advantage of many opportunities for business deals.

This year's Manchester Cleaning Show looks set to be bigger and better than ever, featuring national and international exhibitors and an exciting conference program of talks by leading industry figures and experts.

The Manchester Cleaning Show is the region's LARGEST cleaning & hygiene event offering an invaluable opportunity to meet with suppliers, make new connections and gain knowledge about the key challenges affecting the industry.

Opening times:

Tuesday 15 September 2020 - 09:00 - 17:00 and
Wednesday 16 September 2020 - 09:00 - 15:00

More information available at

<https://cleaningshow.co.uk/manchester>



“Cleaning Windows Safely Using water fed poles & Portable ladders”



2020 COURSE DATES & VENUES

APRIL

NONE THIS MONTH	Scotland	PH1 3UO
NONE THIS MONTH	N. Ireland	BT28 2BP
NONE THIS MONTH	London	SE23 1AH
NONE THIS MONTH	Stockport	SK5 6HQ

MAY - DUE TO COVID-19 THESE COULD CHANGE

Tuesday	12 th	Scotland	PH1 3UO
Wednesday	6 th	Ireland	BT28 2BU
Thursday	7 th	Stockport	SK5 6H
Thursday	14 th	London	SE23 1AH

JUNE - DUE TO COVID-19 THESE COULD CHANGE

Tuesday	16 th	Scotland	PH1 3UO
Wednesday	3 rd	N. Ireland	T28 2BU
Thursday	11 th	London	SE23 1AH
Thursday	11 th	Stockport	SK5 6HQ

This course is designed to provide you with the necessary foundation knowledge which will enable you to keep yourself and colleagues safe and healthy whilst undertaking the job of cleaning windows.

Written by window cleaners for window cleaners this one-day IOSH (Institution of Occupational Safety & Health) accredited Health & Safety course covers both the use of water fed poles and portable ladders. It's a no-nonsense – hands on practical and theory course with an IOSH certificate at the end; giving you an industry recognised lifetime qualification which will help you or your organisation comply with legislative training requirements.

COMMENTS:

'I have cleaned windows for 10+ years, found the course very informative and learnt a lot from the information provided' Adam Bayarin-Stockport.

'Bryan was clear with everything, it made a lot of sense, and I am glad I did the course today!' Stockport

'Very informative course, made all the better by the Tutor, Bryan actually being a current window cleaner. I really enjoyed the day.' Darron Hunt – Stockport.

Really beneficial as a reminder of practices that we should be using, the course is delivered very well and with a fun aspect. - London



“Risk Assessment “ For cleaning windows, Gutters and external facades



2020 COURSE DATES & VENUES -

APRIL

NONE THIS MONTH	Scotland	PH1 3UO
NONE THIS MONTH	London	SE23 1AH
NONE THIS MONTH	Stockport	SK5 6HQ

MAY – DUE TO COVID-19 THESE COULD CHANGE

Wednesday	13 th	Scotland	PH1 3UO
Thursday	21 ST	London	SE23 1AH
Thursday	21 st	Stockport	SK5 6HQ

JUNE - DUE TO COVID-19 THESE COULD CHANGE

Wednesday	17 th	Scotland	PH1 3UO
Thursday	18 th	London	SE23 1AH
Thursday	25 th	Stockport	SK5 6HQ

This one-day IOSH accredited Risk Assessment for cleaning windows; guttering and external facades training course was designed by experienced Window Cleaners and is delivered by experienced window cleaners who have obtained the suitable health and safety knowledge and qualifications.

This one-day Risk Assessment training course for Cleaning Windows, Gutters and external facades will:
Identify any applicable legislation.
discuss what to look for.
Show you how to put controls in place, In addition to some examples show you how to draft out the risk Assessments.
In the paperwork of generic Risk Assessments, method statements are also looked at.

The course is aimed at everyone within the window and specialist cleaning industry, specifically self-employed, employees, supervisors, managers and safety officers.

COMMENTS:

'Very compact and the Tutor is very good, easy to follow course and if help needed, Tim was always there to help.

'Tim was fantastic, well presented, very informative and easy to understand'

COURSE COSTS & WHATS INCLUDED

£135.00 + VAT for members - £185.00 + VAT for non-members
Free caution sticker for every candidate - Lifetime certificate - Light lunch on the day

Please Note:

It is essential due to the written element of both these courses, that all candidates sitting either course are able to speak and understand English. With respect Tutors are unable to accommodate non-English speaking candidates booked without prior notice - who then struggle to complete the course because they do not understand English. We also reserve the right to refuse a refund.

Anyone with specific learning difficulties please contact the FWC in advance to check that arrangements can be put in place to accommodate them.

Spaces are limited so early booking is recommended. Discount may be offered on number of employees booked on same course

BOOK ONLINE: <http://www.f-w-c.co.uk/training.htm> **CALL:** 0161 432 8754 or **EMAIL:** info@f-w-c.co.uk

Polished Insurance Scheme



For Window, Solar and General Cleaners

Discounts given for **Federation Members**

**Market leading
Employers and Public
Liability Cover**

5%
**ADDITIONAL
DISCOUNT**
in recognition of the
SAM accreditation

We can offer you a policy with the following covers automatically included:

- » Damage to property being worked upon (e.g. scratched or damaged glass)
- » Treatment risks (damage caused by cleaning materials used)
- » Loss of customer's keys
- » Plus, other non-standard benefits

You can also choose to add the following to the same policy:

- » Own or hired in plant
- » Tools and equipment
- » Business premises and contents

Highly competitive premium levels and Interest free direct debit facility available.

To get a quote

Visit www.polished-insurance.co.uk
or Call 01942 403370

www.polished-insurance.co.uk

Polished Insurance is a brand name of Allied Insurance Services Ltd registered in England no: 4319831.
Authorised and regulated by the Financial Conduct Authority reference 309497

SPRING OFFERS

The All New Slick-Connect

The only coupling designed for Water fed Pole
Totally replacing the Rectus 21 and Rectus 26 couplings.



- o No more snagging when moving hoses along the ground
- o No more accidental disconnection
- o No more damaged fitting, now has a protective cover
- o No more exposed O-clips to catch your skin or snag

Slick Connect Male



Code MALE6 – This one is always used for the pole hose

**SPECIAL OFFER PRICE – was £4.95
Now £3.60 plus 20% vat**

Slick Connect Female



Slick Connect Female - Code for 8mm Hose is FEMALE8

Slick Connect Female - Code for 6mm Hose is FEMALE6

**SPECIAL OFFER PRICE – was £9.95
Now £7.40 plus 20% vat**

Useful Contacts

Allied Insurance Services: www.fwc-insurance.co.uk

APL Training: www.apltraining.co.uk

British Cleaning Council (BCC) - www.britishcleaningcouncil.org

British Institute of Cleaning Science (BICS)- www.bics.org.uk

British Red Cross - www.redcross.org.uk

Blue Poppy - Vehicle Solutions Limited www.bluepoppy.co.uk

British Woodworking Federation - <http://www.bwf.org.uk/>

Chicago Glass (UK) Ltd (Scratch Removers)

<https://www.scratchremovers.co.uk/>

Cleaner Planner –Modern Window Cleaning Software

www.cleanerplanner.com

Cleaning & Maintenance Journal - www.cleaningmag.com

Cresta Booksellers Direct -www.cresta-books.co.uk

Criminal Records Services Ltd -www.criminalrecordsservices.co.uk

Darwin Clayton (UK) Insurance - www.darwinclayton.co.uk

UK Legislation <https://www.legislation.gov.uk/>

Amended from Data Protection

FWC Online store - <https://www.windowcleaning.org.uk/>

George Systems – Software - www.georgesystems.co.uk

GFS Solutions – Trade specialist business coach -

<https://calendly.com/business-solutions/15min/>

Glass Repair UK: scratched glass repaired - www.glass-repairuk.com

GOV.UK - for government services

<https://www.gov.uk/business-support-helpline>

Gutter Vac: www.space-vac.co.uk

Health & Safety Executive HSE Cleaning Industry Liaison page

<http://www.hse.gov.uk/cleaning/index.htm>

International Powered Access federation (IPAF)- www.ipaf.org

J.V. Price Ltd: Access hire & training - www.jvprice.co.uk

Lansford Access Ltd: Ladders & associated equipment-

www.ladders999.co.uk

Logic – Round Pro – Trade Software -www.roundpro.co.uk

National Britannia Ltd Safe Contractor Scheme

www.safecontractor.com

National Carpet Cleaners Association (NCCA)www.ncca.co.uk

Site Wizard – website building & social media services

www.sitewizard.co.uk

Tek-Tanks – custom built water tanks-www.tek-tanks.com

Window Cleaner Professional –Software

www.windowcleanerpro.com

Wiltshire Friendly Society Ltd-www.wiltshirefriendly.com

Yell BUSINESS – <https://business.yell.com/leaal/partner-offer-terms->