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LIST OF CORPORATE MEMBERS Suppliers of Goods & Services

Cresta Booksellers Direct

www.cresta-books.co.uk

Tel: 0151 722 7400

Unger Direct Limited

www.ungerglobal.com

Tel: 01902 306 633

Purefreedom Pure Water Systems

www.purefreedom.co.uk

Tel: 03331 234 365

Moerman

www.moermangroup.com

Tel: +32 (0)51 48 88 66

SAFETY ACCREDITED MEMBER (SAM)

- Bryan Dolby – Grimsby – Level 1
- Women Window Cleaning – Bedfordshire – Level 1
- J.A. Lee Cleaning Services – Cumbria – Level 2
- Lamont Cleaning Services – N. Ireland – Level 2
- Progress Cleaning – Southampton – Level 2
- TR Cleaning Ltd – Cambridge – Level 2
- Smith Services Ltd – Rope Access – Perth Level 2
- Caledonian Maintenance Services – Glasgow – Level 2

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Summer Editorial Partnership Offers

WHAT THE FWC. DOES FOR ITS MEMBERS – WHY JOIN THE FWC?

As well as representing our membership and the window cleaning Industry on Government matters, the FWC work closely with organisations like the Health and Safety Executive (HSE) – so that we have a say on any changes to safety legislation affecting window cleaners; we also liaise with insurers for competitive but more significant, the most comprehensive cover for you and your customers.

Working with cleaning industry bodies such as British Cleaning Council for networking with over 20 trade and membership associations all representing different industry sub-sectors; this gives the cleaning industry a huge voice when liaising on government issues, raising professional standards, employee health and wellbeing, career development, training, improved quality control and better procurement practices, they are committed to promoting higher levels of cleaning and hygiene across all commercial, domestic and public environments... and this includes running the world-renowned Cleaning Show alongside Quartz Business Media.

FWC Membership gives you access to:-

- Discounted trade equipment and services
- Competitive and comprehensive Insurance scheme
- Health and safety advice and various business templates
- Successful delivery of Cleaning Windows Safely training + Risk Assessment training that many members are taking up
- Regular Tender / Contract alerts to your inbox
- Tailored Safety Accredited procurement scheme
- Free advice from industry experts
- FWC logo to display on websites and vehicles
- Yell online Business listings and free website builder package
- Free legal advice line
- Free quarterly Window Talk
- Charity fund raising events published plus FWC sponsorship
- Discounts on safety training
- Group financial assistance
- Appointed body for DBS checks
- Web search facility listing
- Free buy and sell online facility

As Chairman I am very pleased for once to tell you some good news (no I'm not retiring) but the FWC has had yet another good year – proven by the 2018 balance sheet and all the achievements completed by executives and staff throughout the last 12 months; in fact the last four years have been really good which in turn allowed the Federation to sponsor the recent DorsaVi research into water-fed pole use to help keep the window cleaning industry safe from manual handling injuries. (This also secured 50% funding from the British Cleaning Council)

Also, Tracker Intelligence for the daily tender alerts means we can give members the opportunity to bid for, and win more work as well as some additional member discounts offered on various partnership with; Spotless Water, a new Yell business marketing tools, Blue Poppy vehicle leasing, Softwash training and many more in the pipeline to help save you money.

On top of this we have also managed to maintain your current annual subscription levels for the last four years. But, I am afraid this needs to be considered going forward if we are to continue improving and maintaining the ongoing projects and services for the future.

Therefore, the Committee has proposed the following small increase for 2020...

- Sole trader subscriptions – No increase.
- Employer bands 1, 2 & 3 to increase by £10.00 per annum.
- Employer bands 4, 5 & 6 to increase by £15.00 per annum
- Corporate membership to increase

Andrew Lee – FWC Chairman

British Red Cross

20% off for members of the FWC on any scheduled course booked directly with the Red Cross when a valid membership number is quoted at the time of booking.

To find out more about our AED courses or to make a booking please call **0844 412 9000** or email keyaccounts@redcross.org.uk. Resuscitation Council UK. The offer applies to workplace first aid courses only and one delegate per membership number can be booked.

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 if you wish 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

Business Legal Advice Service from Law Express

This invaluable service provided by Law Express the UK's leading specialist provider of telephone legal advice, online information and legal services; this is a **free** service for members of the FWC quoting a valid membership number. Law Express professional advisors are on call weekdays between 8:00am to 8:00pm on: **0800 092 1980**.

bluepoppy.co.uk

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.



Members can **save 20%** when shopping for their equipment at the FWC online Window Cleaning Store. <https://www.windowcleaning.org.uk/>

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. For commercial tenders etc. All paid-up, insured members in the area requested receive notification.

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 – <http://www.f-w-c.co.uk/checklogin.php>

Are you taking advantage of your membership benefits?

Never miss an opportunity with Tender Alert service for members

FROM TERRY TURBO TO HI-TECH TENDERING – HOW WINDOW CLEANING CONTINUES TO MOVE WITH THE TIMES

Window cleaning was in the spotlight recently with the inaugural Window Cleaning World Cup hosted at The Cleaning Show. In case you missed it, or didn't catch any of the extensive media exposure it received globally, the competition was won by Jeremiah Hickey.

In winning the title Jeremiah - the USA's reigning window cleaning speed champion - beat Sweden's fastest shiner Jimmy Strom and the Guinness World Record holder Terry Turbo Burrows.

But away from all the film crews looking to capture the excitement of competitive window cleaning, another important aspect of our window cleaning work was also showcased at The Cleaning Show.

As some members may recall, last May the Federation of Window Cleaners was given a grant by the British Cleaning Council (BCC) to take part in a study looking at the use of long-reach window washing equipment. Working with ergonomic specialists DorsaVi, HSE and other partners, the project looked at how to minimise the risk of injury on the user's back, shoulders and neck when using long water-fed poles.

This was done via sophisticated monitors and motion sensors attached to different operatives who used different cleaning techniques in a range of scenarios.

Nine months on and DorsaVi came to the Cleaning Show in London to present the findings, and the results were fascinating. For example the study found that the pole material made no real difference to the impact on the operative's body. It further revealed that more strain was felt when different types of cleaning action or arm position was used, and that small adjustments to the angle of the pole, the distance from the building, or the length of the pole, could make a significant difference to the level of potential harm. It also investigated if wearing special glasses or using pole-mounted cameras made the job harder, easier or entailed more risk.

This initial data will now be further refined and will inform a series of best practice guidelines that will be shared with the industry later this year. One thing about this particular piece of research which surprised some – beyond the insights and the health and wellbeing benefits identified – was the fact it was based on the use of hi-tech kit and sophisticated data analytics. To many, window cleaning can still appear to be an old fashioned industry characterised by blokes up ladders with a bucket of suds and chamois leather.

This image was also (inevitably) perpetuated to by some of the coverage we had for the Window Cleaning World Cup, with ITV's This Morning – and others unable to resist a little blast of George Formby to accompany their respective reports.

However, when you look at our work with DorsaVi and the fact that all of our members now get the benefit of a free live tender alert system (which delivers real time contact opportunities direct to their mobile phones via the Tracker Tender Alert Service), plus the many other technology-led products, services and solutions which are embraced by our sector, you soon realise that window cleaning is a highly professional, regulated and responsible industry which we can all be proud of.

That's not to take away from those that took part in the Window Cleaning World Cup, nor the fantastic PR which it generated for the sector, but in my view initiatives like the DorsaVi project – and the added values offered by mobile technology and other innovations – these are the key to improving what we do, how we do it, and how we are perceived by our customers, the rest of the cleaning industry, and the general public.

The Federation of Window Cleaners is a member of the British Cleaning Council.



WINDOW OF OPPORTUNITY

Simon Hart of Art Cleaning outlines the ways in which cleaning contractors can generate more revenue from their window cleaning subcontractors.

As a contract cleaning company you will no doubt have window cleaning subcontractors that undertake works for your clients' windows. However, are you aware you could be generating thousands of pounds of revenue from your window cleaning contractors and in turn show a proactive approach to your clients' cleaning needs?

Nine times out of ten, the appearance of a client's building requires some attention, whether that is internal high level cleaning or external cladding cleaning. Most window cleaning contractors will be able to utilise the tools they already possess to offer a diverse range of services on a periodic basis, at a fraction of the cost. This will then allow the cleaning contractor to add a healthy mark-up to the end client for the additional services. Let's take a look at the additional services that could potentially be offered.

Cladding Cleaning

Most cladding can be cleaned using the Reach & Wash system. A basic clean can be achieved using pure cold water; however, to achieve superior results, utilising a hot water system that appropriate detergents can be added to will ensure the cladding looks brand new.

Remember, if chemicals are used to clean the cladding, then they must be rinsed to remove any sticky residues. Here at Art Cleaning, we were aware that one of our clients had a window cleaning budget remaining from an existing order which needed to be spent before the end of the financial year. We suggested to the client that some of the budget was utilised to clean the cladding and bicycle shelters near the front main entrance, given this was the first area the public see when they arrive.

The client agreed to the additional work being undertaken, and were so impressed with the results that were achieved with a simple and inexpensive process, that they have now entered into talks regarding extra cleans in different areas and annual cleans to

the main entrance. This would result in an additional contract of cladding cleaning to a building of several of thousand square metres and the bicycle shelters.

Canopy Cleaning

Innovations in pole cleaning equipment, such as telescopic 'Goose Neck' allow window cleaners to easily clean glass canopies and the windows directly above them. This would primarily mean your clients' front entrances; an area they will be keen to ensure creates a positive impression. Historically, the window cleaners would have either time consuming and expensive options of setting up and working off a scaffold tower, or adopting unsafe practices of working from a ladder.

But thanks to the new innovations, contractors are able to highlight the ease in which these can now be cleaned on a regular basis, at a minimal outlay, to ensure they are clean throughout the year.

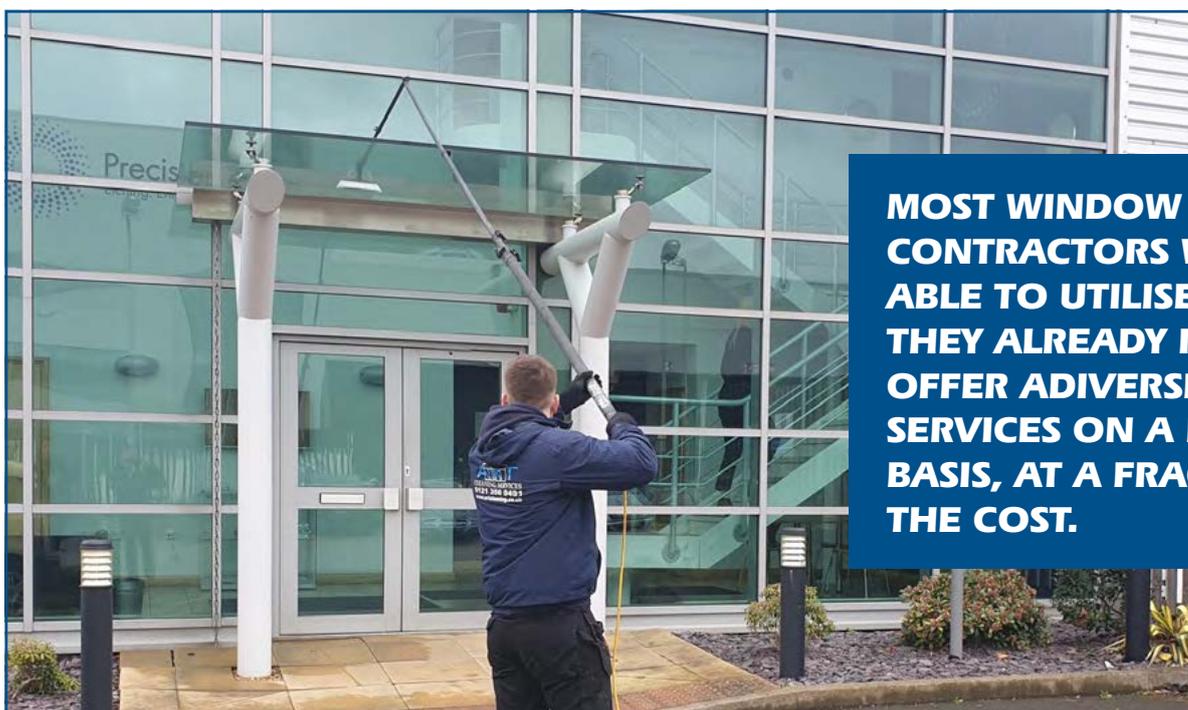
Gutter Cleaning

It is likely that most window cleaners will have invested in some form of technology that allows them to vacuum debris out of gutters, up to approximately four stories high. This is a safe and inexpensive way for your clients to maintain their gutters and prevent water damage to their buildings.

Furthermore, it is worth noting that most insurance companies require the policy holders to maintain their building adequately, and should a claim be made, can require proof of these measures being undertaken on a regular basis. It is not always the case that vacuum systems can reach all areas; however, good window cleaner subcontractors should have undertaken working at height training and have IPAF licences, for the areas that are more challenging to access.

Don't be afraid to challenge your window cleaning contractor

Having an understanding of the best practices your contractor should be adopting will ensure your end client is happy. Check the quote carefully; are they using Reach & Wash to clean entrance areas? Could that cause a slip hazard to your clients' employees or visitors will it walk dirt into the building? Ground floor windows can be cleaned traditionally so don't be afraid to challenge the proposed method.



MOST WINDOW CLEANING CONTRACTORS WILL BE ABLE TO UTILISE THE TOOLS THEY ALREADY POSSESS TO OFFER A DIVERSE RANGE OF SERVICES ON A PERIODIC BASIS, AT A FRACTION OF THE COST.

QUESTIONS & ANSWERS

Q) Please could you advise me how to download documents to my computer, from the members' page of your website, so that I can fill them in digitally... as I am only able to download them as PDF file which doesn't allow me to type on them?

A) Hello Member,
I have emailed two example Risk Assessments and a Method Statement – Policy statement that you can open and type in your company name, details, etc. including anything relevant for your company. I hope these will help, but if you need anything more specific just let me know.

Q) Hi Beryl,
I've just received the April Window Talk magazine, great news! I had just started reading the magazine when I saw the article on Women's Leadership Scholarship and thought I would let you know that I have just registered for this. Following on from my article published in the January 2018 issue. It would be great to see more women involved in this industry running their own businesses – and I wondered if there was any feedback on the article I wrote last year good or bad?
GM

A) We are pleased you managed to register your interest for Women's leadership following publication of the final extended call on this. Regarding your article on stopping organised criminals exploiting customers and undermining reputable vetted businesses; as well as encouraging more women into the trade – This hasn't raised any member feedback so far – but hopefully this will help to remind readers to make some comment about your views.

Q) Hi Beryl,
I was looking for an employment application form but can't seem to find one! I've got one that we've used before but it doesn't have anything on it to declare any criminal convictions or even just an-add on declaration form would suffice if you have such a thing?

A) Unfortunately, we do not have anything specific on this – but to avoid any legal implications – and find out what you can include in an employment application – may we suggest you give the [Free Legal Advice](#) line a call. This is an invaluable service provided by Law Express the UK's leading specialist provider of telephone legal advice. Simply ask them 'if or, what you can include in your application about criminal convictions. You will need to quote your membership number when you get through on: **Tel: 0800 092 1980** and be aware this is only verbal advice so have a pen and paper to hand. It's always best to check the legal aspects for all employment issues and have peace of mind from the start. You can also check out this information on the GOV.UK website: <https://www.gov.uk/exoffenders-and-employment>

Q) Hello Federation,
Please can you offer any advice – I am a member of the FWC and we have been accused of scratching some glass panels that we don't believe we are responsible for?

A) Hello Member,
Following our discussion I reiterate that FWC finds it difficult to understand how it is automatically assumed that any damage to glass panels is as a result of using professional cleaning equipment. Manufacturers of professional window cleaning products conduct studies to ensure such cleaning methods cannot scratch glass... otherwise the window cleaning trade would be inundated with claims of this nature. FWC's general opinion is that professional window cleaning equipment – such as professional squeegees, applicators

and water-fed pole brushes will not scratch glass when used correctly, and that members should decline any responsibility unless proved otherwise. The attached waiver standard may be worth considering – perhaps adding some of the content to your invoice / receipt etc. especially, about reporting any incidents within a reasonable timescale. http://www.f-w-c.co.uk/documents/Contractors_Waiver_construction.pdf

Hi Beryl,
Thanks for that, we were on the right lines but you made it sound much better. I might add some of the waiver material to our commercial agreements. Thanks for the advice, it seems to be sorted now.
FWC member.

Q) Hello Federation,
I am currently getting some professional assistance to update my health and safety records, I have been told that I can no longer use a domestic ladder.

A) Hello Member,
Under no circumstances should you be using domestic ladders as they are only suitable for light domestic use. Ladders have to meet British and European standards in terms of their "duty rating" and the "maximum static vertical loading". All ladders are marked with their safe working load. Whereas a class EN131 ladder is designed for commercial use with a maximum load of 150 kg.

The Work at Height Regulations 2005 state the level of duty required when using ladders which means that safety and risk controls must be implemented regardless of cost, time, trouble and effort. The legislation uses the word shall when referring to safety requirements and this is an indication of absolute duty. The ultimate aim is to use ladders safely so no one falls from them. A range of ladders stability devices are to be used to prevent both outward and sideways slip.

You are legally obliged under the Provision and Use of Work Equipment Regulations 1998 to ensure that at all times your ladders are fit for purpose. Therefore, carry out a quick visual inspection before each use and a more rigorous inspection at least every 3 months. Best practice would be to keep a ladder register, for each ladder uniquely identified with appropriate labelling, and record each rigorous inspection date and findings. The FWC has a one-day Cleaning Windows Safely training course covering the safe use of portable ladders and WFP shows how to use a ladder safely complete with reputable stability devices. Cost is £135.00 plus vat per candidate. If you need any more information on this course please call us, or click on the link below to our website for dates and venues. <http://www.f-w-c.co.uk/training.htm> we have also sent you a complimentary 'Safety training' DVD that you can use as a possible training guide for your window cleaning employees. I hope this information is of help but if you have any further queries or concerns please don't hesitate to contact us.

Q) Hello FWC,
Thank you for the recent Tender alert, could I ask you what I need to do as this is my first time.

A) Full details of how to register your interest in any tender is contained in the contract notice published within the email alert you receive from the FWC. There are no joining fees or management charges to pay. So if you see a contract you are interested in applying for, click on the relevant link – or website listed under the awarding authority – then you will need to register with your email and a password and follow the instructions provided. Some may only provide their website, in which case you locate business suppliers and find the relevant link to the tender.

THE NEW EXCELERATOR 2.0 TAKES YOUR WINDOW CLEANING TO ANOTHER LEVEL

Moerman keeps its promise: continuous innovation in traditional window cleaning tools. Excelerator 2.0 has arrived!

The Excelerator handle... redesigned and improved for an even better cleaning experience!

The new Excelerator 2.0 takes your window cleaning to another level. This innovative update is engineered to be easy to use, more robust, even more adjustable and stable. A whole new design of the bi-component handle is sculpted to fit comfortably in your hand.

The new Excelerator 2.0 doesn't only promise, it delivers! It features a redesigned grip, easy and safe channel fixation, adjustable swivel and 5 adaptable angles (-20°, -5°, +10°, +25°, +40°). The Excelerator 2.0 is the handle that can help you do that unreachable and nasty job in a considerably shorter period of time!

For hand-use we recommend the combination of Excelerator 2.0 and the Liquidator 2.0 channel. Tired of switching tools all the time? Just click the F*LIQ on the Liquidator 2.0 channel and you have an all-in-one tool with just a flick of the wrist!

Do the F*LIQ and you're ready to take it higher, literally! Call in Dr. Angle and get the maximum out of the Excelerator 2.0 on your extension pole to reach even the hardest and highest places to clean. Zero-detailing!



THE HSE APPROVED LAW POSTER MUST BE DISPLAYED ON ALL BUSINESS PREMISES

The Health & Safety Executive (HSE) has published a 2018 reprint of the Health and Safety Law Poster. All employers have a legal duty under the Health and Safety Information for Employees Regulations (HSIER) to display the poster in a prominent position in each workplace or provide each worker with a copy of the (free to download) equivalent leaflet, which is also available in hard copy.

There is no change to the written content in the 2018 reprinted version, and no legal requirement for owners of the current HSE approved Law Poster to replace it with a new one. The poster tells workers what they and their employers need to do to ensure their health and safety in the workplace. In simple terms, using numbered lists of basic points, the poster outlines what employers must do, what workers must do and what to do if there are concerns with health and safety in the workplace.

An up-to-date Health and Safety Law Poster displayed in a prominent position helps to fulfil an employer's legal duty to inform employees of their rights and obligations under Health and Safety Law.

There are various versions of the poster, so that you can select the most appropriate for your business, depending on where in the UK your business is based.

You can download the law poster for free, or purchase hard copies at the HSE Books website.

HSE also offers health and safety law pocket cards, which are a simplified, easy to read, version of the poster - ideal for workers to carry with them around the workplace. <https://www.hse.gov.uk/>



OKLAHOMA WINDOW CLEANERS RESCUED FROM SWINGING LIFT

Two window cleaners have been rescued from a metal basket which was swinging out of control near the top of a 50-storey building in Oklahoma.

Reports said the crane at the Devon Tower was unstable and the incident took place in high winds. The basket smashed several windows before emergency responders stabilised the crane and lowered it down.

Oklahoma City Fire Department said the two workers were being checked for injuries. Read in BBC News: 15 May 2019

<https://www.bbc.co.uk/news/>

THE REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS 2013 Forms Update

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) requires employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences.

These reports simply let the relevant enforcing authority know that an incident has occurred so they can identify where and how risks arise, and whether they need to be investigated. This allows the enforcing authorities to prioritise their work helping duty holders understand what they need to do to manage risk in the workplace. For guidance on what, and how, to report, visit HSE website: <https://www.hse.gov.uk/index.htm>

If the incident falls under RIDDOR you, as the responsible person, have a legal duty to report it correctly. You need to send a report without delay, as reports must be received within 10 days of the incident. However, if the incident resulted in more than seven days' absence from work it can be submitted within 15 days. In the case of occupational illnesses and diseases, the report should be submitted as soon as a diagnosis is received.

You must submit the report online via the HSE website with all the relevant details of the incident. You may use the telephone service for fatal or major incidents and can report by post if you have no other means of doing so.

The report must include:

- The date of the recording.
- Their personal details (name, job title, phone number).
- The details of their company (name, address, email).
- The location, date and time of the incident.
- The personal details of the person(s) involved (name, job title, etc.).
- A description of the injury, illness or incident.

The suite of RIDDOR forms is being refreshed, moving to a more modern platform to improve user experience and give an enhanced look and feel. Reporting requirements remain unchanged. A feature of the new forms is that once a report has been submitted to the RIDDOR database an email copy will no longer be automatically sent by the system to the notifier email address.

If required, the notifier has the opportunity to download a copy of their form at the point of submission; otherwise a copy will not be received.

Find out more by visiting the HSE website:
<https://www.hse.gov.uk/index.htm>

YOUR LIFE CAN BE LOST WITHIN SECONDS IF YOU COME INTO CONTACT WITH ELECTRICITY

LOOK OUT, LOOK UP

Every year people are seriously injured or even killed when they accidentally come into contact with the electricity network when they are at work. For working too close to electricity wires entering properties at roof level).

This can have a far-reaching devastating effect on family, friends and colleagues.

Distractions, working long hours, rushing to get the job done, can all impact on how we work and our safety.

Taking time to plan, being prepared and focusing on the way we work can help keep us safe.



AQUAMARK CLEANING'S MD HAS RAISED £1,371 FOR 'BREAST CANCER NOW' RUNNING THE LONDON MARATHON

On 26th April 2019, London stood still while dedicated runners took to the streets for the Virgin Money London Marathon. Amongst those runners, and ready to run 26.2 miles, was Aquamark Cleaning's own Managing Director, Brad Staines, who was running to raise money for Breast Cancer Now.

Running the London Marathon

Brad has this to say about his experience running the London Marathon:

"The Marathon was an awesome event, I'd thoroughly recommend anyone to do it just to experience the atmosphere, regardless of their running capabilities. London is at a standstill for one day, everyone comes out to cheer you on as they stand on the side of the streets / roads.

There are bands every mile or so creating the music to the atmosphere, seeing roads that are usually congested with sheer heavy traffic completely clear just for the runners to use – Overall, just an amazing event.

I struggled a bit at the beginning, but as the miles were being ticked off, I felt better. The last 3 miles were my fastest of the event – this could have had something to do with the crowds and bands generating the electric atmosphere."

Despite an Achilles injury acquired before the event, Brad managed a strong running time of 3 hours and 54 minutes on the day.



Who are Breast Cancer Now?

Brad chose to run for Breast Cancer Now, which is the UK's largest breast cancer research charity. They are dedicated to funding research into finding a cure and better treatments for breast cancer sufferers. They regularly fundraise, campaign, research and believe in finding cure, funded by their supporters.

Running the London Marathon helped Brad to raise an amazing total of £1371 for Breast Cancer Now. He had this to say,

"We want to really thank everyone who has donated, it's been an amazing £1371 raised for Breast Cancer Now."

If you'd like to give to Brad's Marathon Run or find out more about Breast Cancer Now, get in touch with the **Aquamark Cleaning** team today on **0208 401 2375**.



Are you planning a fundraising event for Charity? – Let the FWC know and we will donate £50.00 to your charity in return for editorial and images of the event for Window Talk.

WHO IS WORST HIT BY THE DECLINE IN CASH?



By Francesca Gillett & Kris Bramwell – BBC News – 1 May 2019

Free-to-use cash machines are disappearing at a rapid rate, a study from which? Has found as it becomes increasingly harder and more expensive to withdraw money, who might be among the worst hit by the lack of cash?

More than 1.2 million Britons do not have a bank account, research has suggested. Aside from missing out on discounts for payments like bills, it means they rely on cash for their everyday life. And Bank of England figures show that 2.2 million people are almost entirely reliant on cash. Among the biggest cash users are poorer people.

Market traders

Joe Harrison, chief executive of the NMTF which represents the market trader industry, said he believes a proportion of the 2.2 million people who only use cash would do their shopping at markets.

Having to pay to withdraw cash would have a “damaging effect” on market shoppers, he said, adding: “I don’t think it’s morally right they would be having to pay just to get something they don’t have much of.”

The homeless

For homeless people, who without an address are often unable to open a bank account, cash is a lifeline.

Jon Glackin, founder of homeless charity Streets Kitchen, said a society in which cash is rarer would be “tricky” for people who are sleeping rough.

“For them [homeless people] to purchase things, they need cash,” he said. “They are isolated. Often they don’t have access to a banking system or access to a debit card.” But Mr Glackin said the effect of people carrying less cash may not be entirely detrimental to homeless people.

He said the number of cash donations that homeless people received did not appear to have dropped, despite the decline in cash.

As people carry less cash, it also raises the question of whether other street-based donations – such as charity donation buckets or buskers are affected. Several years ago, several charities tested contactless card payment charity boxes. The NSPCC found that during the trial, the average donation they received was higher than usual.

The food industry

Some food businesses, for example independent takeaways, have traditionally only accepted cash.

Fish and chip shop owner Andrew Crook, who is also president of the National Federation of Fish Friers, estimates that around 10-20% of fish and chip shops are still cash only. His shop, in Euxton in Lancashire, started taking card payments around six years ago to gain an advantage over competitors. “Where my shop is, there is a parade of shops,” said Mr Crook, 43. “We have got a Chinese, a sandwich place. So if somebody pulls up outside and they have no cash, they will go to the

other shops rather than come to me.” And he has not looked back, saying it is “fantastic – quicker than cash if you use contactless, a lot safer and more hygienic with less banknotes. It’s a positive step.”

He said gradually more fish and chip shops were going electronic, adding: “I have heard of shops now taking 70% of their payments by card.” Meanwhile, in restaurants, tipping in cash has traditionally been your best chance of making sure the tip goes to the waiter or waitress, rather than the owner.

However as people carry less cash, tipping via card is more common. And tipping by card may not give the waiting staff the same benefit. When a service charge is added on to the end of a bill, there is no legal requirement for businesses to pass it on to their employees.

Kate Nicholls, chief executive of industry representatives UK Hospitality, said a decline in the use of cash should not lead to a significant reduction in tipping, since customers usually still have the facility to tip staff when they make a card payment. But she added: “Reduced cash flow is more likely to hit other hospitality businesses like rural pubs and will have an impact on things like fruit-machine play, which also has a knock-on effect for the business.”

Traditional cash-based businesses

In the past, window cleaners would often wash customers’ windows during the day while they were at work, and then return in the evening to collect cash payments. Now, that is changing.

Andrew Lee, who owns J A Lee window cleaners in Workington, Cumbria, said payments are gradually going electronic but that there are still “lots of window cleaners out there who will only take cash”, especially smaller companies.

Mr Lee, 55, who is chairman of the Federation of Window Cleaners, said: “Certainly my own company, we have seen a gradual move from cash over the last five years. Once upon a time we used to get a lot of cash a week, now it’s less than 10%. Even the residential houses, we clean over 1,000 a month and less than 10% will pay in cash.” Mr Lee said window cleaners use less cash “whether that’s forced or voluntary, or a bit of both”.

The people who prefer cash For some people, cash is a personal preference or part of family tradition – will the Tooth Fairy be expected to transfer children 50p by bank transfer, and what about pocket money? In fact, children as young as four are able to learn to manage their pocket money on digital budgeting apps. One parent, posting on Mumsnet last year, said she set up an app for her daughter to see how her pocket money could grow. Some decide to use cash because of data issues. Retired army officer Mark Hainge, 62, from Hay-on-Wye, said: “I think people here in Hay would prefer not to give away any more data than they have to, like their shopping preferences, for example.” And for others, paying in cash is about being able to budget and feel more in control of their spending.



See full story at: <https://apple.news/A41UqiOiEOGii9JLQui0wLQ>

FINDING IT DIFFICULT TO COME OFF THE TOOLS?



Our contact details are:

George Theodosiou – GFS SOLUTIONS

Mobile: 07967 963 877 **Phone:** 020 3862 5000

Twitter: george@gfssolutions.co.uk

Facebook: <https://m.facebook.com/gfssolutions/>

Instagram: [gfs_solutions](#)

Want to know more about how to come off the tools BOOK A FREE STRATEGY CALL here <https://calendly.com/business-solutions/15min>

This will help...

1. YOU NEED A VISION FOR YOUR BUSINESS!

Your Vision is the difference you want to make in the world with your Business!

Remember the reason you started your own Business. It somehow got disconnected over time?... You need to reconnect with that!

Once you do this people will be attracted to your Business and what it stands for meaning they will want to work with you / for you, they'll stay with you for years, you'll get great performance from them and your clients

2. Hire on ATTITUDE first and then on SKILL.

You can teach skills much easier and quicker than you can attitude!

3 Then you need a SYSTEM of PROCESSES for your team to follow (under your supervision initially). Then you can come off the tools confidently!

I've helped many Trades Business Owners do this.

What our clients say...

"Earlier this year I started to work with George who is a business coach specialising in Trades Businesses and he has helped me to reach this level. I'm working less hours than ever before and definitely less stressed, the next step is to be earning more. I would recommend all Trades Business owners to speak with George!"

Levente Katona
London Window Cleaners
Member of Federation of Window Cleaners

VULNERABLE WORKERS

New to the job – Workers are as likely to have an accident in the first six months at a workplace as during the whole of the rest of their working life.

The extra risk arises due to:

- lack of experience of working in a new industry or workplace
- lack of familiarity with the job and the work environment
- reluctance to raise concerns (or not knowing how to)
- Eagerness to impress workmates and managers.

This means workers new to a site:

- may not recognise hazards as a potential source of danger
- may not understand 'obvious' rules for use of equipment
- may be unfamiliar with site layout – especially where site hazards may change from day to day
- may ignore warning signs and rules, or cut corners.

Six steps to protect new starters:

1. Capability
2. Control measures
3. Information
4. Supervision
5. Check understanding

Find out more on vulnerable workers on the HSE website:

<https://www.hse.gov.uk/vulnerable-workers/index.htm>

DO YOU WANT TO GROW YOUR BUSINESS?



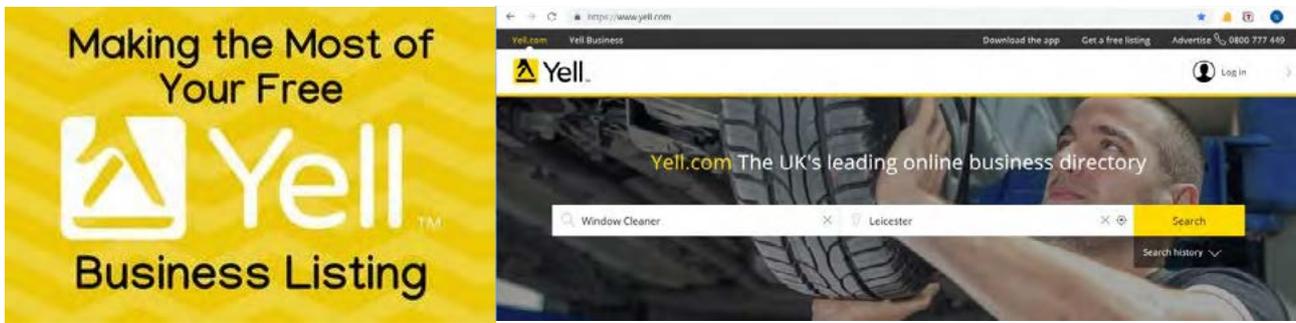
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Discover SoftWash is an intensive 3 day course based in the classroom and out in the field. Over the 3 days you will learn everything you need to know about Softwashing and how to use the equipment, along with the opportunity to speak to industry leading professionals on how they implemented it into their businesses.

Held monthly at our Head Office in Ashford.

25% off for FWC members just quote FWC0619

Email natalie@softwash-systems.com for more information



Note – to follow the links in this article, hover over the link, hold the ctrl button and then click

If you're looking for some free exposure for your business online, claiming a [free listing on Yell.com](#) is a great place to start. In fact, setting up free listings on a number of platforms like Yell.com and Google My Business all helps search engines build up a good view of your business, and can help you appear [more consistently in local search](#).

But once your Yell.com listing goes live, what happens next? How do you maximise your profile's marketing potential without spending any money?

Let's look at five totally free ways to make the most of your business's free listing on Yell.com.

Share as much information as possible!

As with any online profile promoting your business, it's crucial to provide as much information as possible right at the start. You need to paint a clear picture of your business so potential customers don't have to look elsewhere to find essential details. Start off with your basics: physical address/location, phone number, email address, website address, opening hours, and social media links.

But why stop there? You can also include a headline, a slogan, a short description of your business, a list of your products and/or services, and which payment methods you accept. There's also an option to list current deals and offers, as well as any qualifications, awards, and accreditations your business has received – and, of course, your membership of the FWC, along with the FWC logo. There are more options available with a [paid listing on Yell.com](#), but the free ones are a good start!

The more information you can include on your listing, the better. After all, you want prospects to get in touch with you straight away while their buying intent is high, which won't happen if they must hunt elsewhere for a specific piece of information!

Keep Topping Up the Reviews

- 73% of consumers are more likely to choose a business that has online reviews compared to a business that has none.
- 56% of consumers who have read reviews expect the most recent review to have been posted within the last month

Source: Critical Research 2017

It stands to reason that a regular flow of reviews on your business profile is much more favourable than an odd review here and there. Make a note of all your previous customers and identify if there are any who had a really good experience who haven't shared their thoughts yet by leaving a review for your business. Reach out! Drop your client an email, or even better, use the "Request new reviews" feature within your [Yell account dashboard](#) or the [Yell for Business app](#).

But what about future reviews? Within your normal workflows, implement a system for requesting new reviews once you've provided your customer with the products or service they required. Provide instructions on how to leave a Yell.com review on your till receipts or include a link to your Yell.com listing when you send your client their final invoice. Make it a part of your internal systems so requesting reviews becomes second nature with every sale – check out [11 Ways to Encourage Customers to Leave Online Reviews](#) for some further inspiration.

Always Read and Respond to Reviews – Good or Bad!

This one's pretty much exactly what it says on the tin. No matter what a review says or whether its sentiment is positive or negative, always read it and carefully respond. Yell.com allows you to provide an official business response to any review left for you – simply log in to your account dashboard and click on “Manage existing reviews”.

But what should you say in reply? Never be generic – don't just have a response that you copy and paste each time. Always thank the person for their custom and for leaving the review, formulate a response around the specific feedback they've given, and acknowledge their opinion. For some more in-depth pointers on how to reply to reviews left anywhere online, head over to our article [How to Professionally Respond to Online Reviews](#).

Panicking over a less-than-rosy review? Head on over to our post [Turning Negative Reviews into Positive Experiences](#).

Advertise your Yell.com Listing and Reviews

Who said you can't make your Yell.com listing a bit of a destination for those interested in working with you? When you're logged in to your account, click on “Promote your reviews”, and you'll be presented with two options. The second option shown is a link to a set of logos that you can use on your website or on printed materials to direct people to your Yell.com listing (if you follow the usage guidelines provided).

In terms of getting maximum exposure for individual reviews, why not include particularly positive reviews in your other marketing collateral? Include testimonials in flyers and website copy, create graphics in Canva to showcase glowing reviews and share them on social media, or install a testimonials page on your website. Don't think you have to restrict good reviews to your listing pages – share them around!

We advise getting each reviewer's permission before you publish their words elsewhere, but once they've given the thumbs up – you're good to go! Check out our previous article [10 Places to Use Customer Reviews in Your Marketing](#) for some great places to feature your reviews.

On the Go? Use the App!

If you're in a line of work that involves you being out and about rather than sitting at a desk, managing and requesting reviews may seem like something you'll only tackle once in a blue moon.

If this sounds familiar, you will definitely benefit from the free [Yell for Business app](#) (available for both Android and iOS). If you have a smartphone and internet access, you can update your business details, read and reply to reviews, as well as request new reviews on the go. Plus, many other useful features.

Low Cost Personal Accident Insurance Cover from

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?

Could you cope financially if you suffered an accident and were unable to work?

Could you afford to pay your household bills? Would your business survive? Our Personal Accident insurance policy provides financial reassurance for you and your family.

Obtain a quotation today by visiting our website www.polished-insurance.co.uk or if you would like to speak with one of our experienced and knowledgeable members of staff and provided all your details to them, then please telephone **0844 815 6211** and we will then provide a full and detailed quotation for you in writing.

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
Accidental Death	£20,000	£15,000	£10,000
Permanent Total Disablement	£20,000	£15,000	£10,000
Temporary Total Disablement	£400 per week 2 week excess Up to 104 weeks	£300 per week 2 week excess Up to 104 weeks	£200 per week 2 week excess Up to 104 weeks

24 Hour Worldwide Cover. Age Limit without prior referral 16-60. Full Schedule of Benefits provided at quote stage. Please provide full details of any accident in the last three years resulting in time off work.

Personal Accident Premiums start at £100 per annum plus Insurance Premium Tax.

We also have available Accident and Illness policies for individuals and Group Accident and Illness Policies for small businesses covering all or key staff members. So if you are a Professional Cleaning Contractor when it comes to selecting your insurance, speak to the specialists – Allied Insurance Services Ltd or to discuss any of our insurance facilities exclusively for the cleaning industry:

- » Employers and Public Liability;
- » Own Office Buildings and Contents;
- » Own Office Buildings and Contents;
- » Own Office Buildings and Contents;
- » Commercial Vehicles
- » Motor Fleet
- » Personal and Group Accident Insurance.

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www.polished-insurance.co.uk

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Criminal Records Services Ltd.

+44 (0) 1942 609365

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 3,500 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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Dear Federation Member,

After meeting with your colleagues and following on from the London Cleaning Show, I'd like to take this opportunity to introduce myself and Bluepoppy Vehicle Solutions to all the Federation of Window Cleaners. Bluepoppy are a national vehicle provider and supply both businesses and private individuals' great rates for cars and vans.

At Bluepoppy we love to take the challenge of finding you the best price for your new vehicle!

What we do:

- Search the UK for the best leasing deals across all manufacturers
- Leasing and outright purchase
- Provide you with a quotation that matches your requirements
- Process your finance application and documentation
- Locate the vehicle of your choice and have it delivered direct to your doorstep
- A total hassle free process
- Telematics and Fleet Management

Please take a look at the website bluepoppy.co.uk where you will see examples of offers we have available. To find out more or to discuss a current requirement, please do not hesitate to call or email me on the details below.

When making contact or enquiring online please **quote ref FWC2019** where we will apply a further discount as a member of the Federation. This offer is also extended to friends and family of Federation members.

We look forward to talking to you.

Best regards,

Claire Green E: claire@bluepoppy.co.uk • M: 07771 515 230 • T: 01275 371 467
Paul Watts Barnes E: paul@bluepoppy.co.uk • M: 07968 112337

YOU CAN GET HELP & SUPPORT FOR YOUR BUSINESS FROM THE GOV.UK WEBSITE

Your business can get advice and financial help from government-backed schemes?

You can also get:

- help with tax
- regional help with exporting
- advice on writing a business plan

Find out more by clicking on this gov.uk website link: <https://www.gov.uk/business-support-helpline>

Contracts Finder:

Contracts Finder is a new service that lets you search for information about contracts worth over £10,000 with the government and its agencies.

You can use Contracts Finder to:

- search for contract opportunities in different sectors
- find out what's coming up in the future
- look up details of previous tenders and contracts

You can create an account to get email updates and save your searches. But you can still search and apply for contracts without an account.

- Scotland, Wales and Northern Ireland have their own dedicated public sector procurement websites. These are: Public Contracts Scotland for opportunities with public sector bodies in Scotland
- Sell2Wales for opportunities with public sector bodies in Wales
- eSourcing NI and eTendersNI for opportunities with public sector bodies in Northern Ireland. Find out more at: <https://www.contractsfinder.service.gov.uk/Search>

Spotless Water

THE UK'S FIRST 24 HOUR, SELF SERVICE
PURE WATER NETWORK FOR WINDOW CLEANERS

Spotless Water is the UK's first self-service, ultra-pure water distribution network for the window cleaning industry, providing the highest quality pure water at a cost effective price. With multiple self-service filling stations located throughout the UK, obtaining ultra-pure water has never been easier.

Spotless Water filling stations are situated around the UK and are based at a number of easy access locations, often partnered with cleaning & maintenance supply shops. The filling stations are open 24 hours a day, 365 days of the year, meaning customers do not need to worry about opening hours or weekend closures. Spotless Water is rolling out over 350 stations throughout the UK, meaning large companies with multiple vans in different areas can top up their tanks wherever they are that day, and with almost 40 stations already open, water is already conveniently accessible for many customers.



The process is extremely simple and efficient with no contracts, commitments, or monthly payments to worry about. When customers sign up for a Spotless Water account (free to do) a welcome pack is sent out in the post. This will include information on local filling stations and the account key fob(s). Key fobs are what make the process so simple. Company accounts will have an amount of credit loaded onto them and every time a key fob is swiped to dispense water the filling station will deduct the payment from the customer's credit balance. The transaction is added to the customer's account history, and all relevant information logged (including date, time, location of transaction and the key fob used to dispense the water). This is great for larger companies as each van in the fleet can have its own key fob, there is no limit on how many key fobs one account can have, and they can all link to the main account.

Once the key fob has been received, Spotless Water customers can drive to a filling station, swipe the key fob, and dispense the desired amount of water (so long as there is sufficient credit on the account) the invoice will then be added to the account and the ultra-pure water is ready to use.



The ultra-pure water is produced using advanced technology to ensure the water is always measuring OTDS in order to produce the best possible results. Spotless already has in excess of 7000 customers with over 8500 key fobs on board, ranging from smaller sole trader companies, to larger corporate companies, including Mitie, Nationwide Window Cleaning, JV Price and OCS.



So make sure you too, join the hassle-free future of pure water!

If you would like to know more, sign up for a free account, or locate your nearest filling station, please visit: spotlesswater.co.uk, download the Spotless Water App, or give our customer service team a call on 0800 35 76 76. All new sign ups receive their first fill free of charge and members of the Federation Of Window Cleaners will also receive an extra 2 weeks of water use (usually expires after 4 weeks) to activate this offer please use the promotional code:

FWC555

WWW.SPOTLESSWATER.CO.UK

Spotless Water Ltd is part of the European Spotless network

ARE YOU A SAFETY ACCREDITED MEMBER?



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 principals 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?

- £25.00 joining fee (20% vat applies to these charges)
- Level one (Sole trader) Annual Accreditation charge £75.00
- Level two (Employers) Annual Accreditation charge 225.00

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.



FEDERATION OFFICE STAFF



From left to right:

- Gill Fitzgerald – call handler on sales training coordinator and general administration.
- Amanda Marshall – for Membership administration, renewals and sales.
- Debbie Fyfe – sales manager for online and counter sales plus a lot of technical work behind the scenes!
- Beryl Murray – General Secretary is responsible for managing the day to day business, including finances and Window Talk Editing.

All the staff has worked for the FWC for more than 20 years, though initially employed by the National Window & General Cleaners' Assurance Society founded in 1914 to provide financial relief in the event of Personal Accident and Sickness. The Federation was established in 1947 and both entities worked close together until the Assurance Society dissolved in 2006. Gill commenced work on 9th August 1999 and now in her 20th year; she is generally your first point of contact for most telephone enquiries. Amanda started employment as a typist in 1993 preparing the membership renewal notices, certificates and ID cards now in her 26th year there has been so many changes in the office workplace since she commenced back in the 90's – like saving data to a floppy disc!

In 1995 Patricia (not pictured above) was employed as a cleaner for the FWC office and she is currently in her 24th year with the FWC.

Debbie started in 1982 as a speed copy typist with such a bright and bubbly personality it became infectious with everyone – Debbie has breezed her way through all new challenges and technology adaptations here with such incredible confidence and she is a real pleasure to work alongside; plus a huge asset to the federation. In 1993 she left for a brief career change but she quickly returned in 1994 where she continued as she left off and now manages counter and online sales, stock control and updating the shopping site and much more. Now on her 36 year she still retains the same level of commitment and enthusiasm as when she first started in the 80's.

It is with bated breath that I tell you that I (Beryl) have been working for the Society / Federation since 17th September 1979. I started shortly after a new General Secretary (Doreen Richards) was appointed to take over from the founder's son; Albert Townsend Jnr who was retiring. Initially, I started on part-time as a Benefit's clerk for the Assurance Society, primarily typing and updating and filing index cards, then moved to membership renewals and applications, as well as a Royal Sun Alliance Liability insurance scheme run by the federation at that time. It was around 1981 the federation introduced the sale of traditional window cleaning equipment and ladders so a young man Mark was employed for sales and stock control which was mainly hand written receipts and daily cash sheet entry. Unfortunately, Mark left in 1982 for a change in career and it was a struggle to find someone to replace his position; as I had initially worked on the sales I was asked to go full-time sales. Seven years on and in 1989 I advanced to General Secretary where I have remained for 30 years + 10 from 1979 this is my 40th Year at the FWC. Nevertheless, I share Debbie's enthusiasm in thanking the membership and the Executive Team for their loyal support over the years which has kept all your loyal staff in employment for all these years.

We take pleasure knowing the federation is growing year on year and continues to move with the times – Members should also be gratified knowing that the FWC is independently owned and run by members and any proceeds are ploughed back into the industry!



BENEFITS OF MEMBERSHIP

Help us to Help YOU

Current Membership Benefits include:

- Regular tender alerts
- Authorised use of 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 and 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: 0161432 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 members only page of our website: www.f-w-c.co.uk/login.htm.

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 remove unauthorized use of the FWC Logo and we have had many occasions during 2017-2018 where we had to call on their help; all with a positive outcome.

Trading Standards

FWC only call on Trading Standards as a last resort when all other communication has failed – we have a great 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 to follow on from where we left off.

We are pleased to report that so far all cases we referred to trading standards have had a positive result; either with the non-member company applying to join the FWC or, the FWC LOGO and or, any wording removed or in some cases the website in question is closed.

Trading Standards have intervened with the following:

Dorset Trading Standards – were effective in getting a non-member who was displaying the FWC logo – to apply for membership.

London Trading Standards – were effective in getting a non-member who was displaying the FWC Logo and wording to join.

Leicestershire Trading Standards – is an ongoing case

Surrey Trading Standards – website is now closed down

Dorset Trading Standards – is another ongoing case

Should their personal visits or letters from Trading Standards be ignored – Formal action may be instigated 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 their own websites - many non-members advertise under search engines for finding a window cleaner via the internet with companies such as; Yell.com and Freeindex, both who are very supportive with a dedicated team we can call on for help with any unlawful advertising issues with any of the sites they host.

Once again this action is always a last resort when all our courteous attempts to inform non-members they do not have authorisation to display the FWC Logo and or wording, also suggesting they may wish to consider joining... or alternatively they must remove the logo.



We have called on Yell.com and Free index on seven occasions each time with a positive outcome their recent intervention achieved the following results.

- 2 former members re-joined
- 4 Had the FWC Logo and wording removed
- 1 listing was removed completely

Accidental misuse of the FWC Logo

We must protect the FWC Logo from misuse which results in misleading the general public - we would always prefer to negotiate direct with the company displaying the logo and this has been possible this year with 13 positive results as noted below. The majority of these are simply overlooked by lapsed members who have not updated their website for some time, and usually our initial communication is acknowledged and the logo removed directly.

- 9 Removed the Logo and wording portraying membership
- 3 closed down their websites
- 1 Re-joined

Safety Accredited member (SAM) Logo



Displaying the Safety Accredited Member (SAM) 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 is a privilege for FWC paid-up Safety trained & accredited members only.

We recently received a complaint from a member of the public about a non-member company – the reason the caller contacted us is because this company displayed both FWC member logo and the SAM logo. A letter to this company resulted in both logos being removed immediately.

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



Cleaning Windows Safely

Using Water Fed Poles & Portable Ladders



2019 COURSE DATES & VENUES

JULY

No course this month in N. Ireland

Thursday	11th	Stockport	SK5 6HQ
Thursday	11th	London	SE23 1AH
Tuesday	16th	Scotland	PH1 3UQ

AUGUST

Thursday	1st	London	SE23 1AH
Tuesday	13th	Scotland	PH1 3UQ
Thursday	15th	Stockport	SK5 6HQ
Wednesday	28th	N. Ireland	BT28 2BU

SEPTEMBER

Thursday	5th	London	SE23 1AH
Wednesday	11th	N. Ireland	BT28 2BU
Thursday	12th	Stockport	SK5 6HQ
Tuesday	17th	Scotland	PH1 3UQ

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:

"The course was well presented and included lots of relevant topics covered. It was well spaced and well timed breaks. Overall I found it very useful information." Daniel.

"I feel the course is a must, as you become more aware of the benefits to yourself and the public." William.

"Very good course; you learn something new every day!" Ian.



Risk Assessment

For Cleaning Windows, Gutters and External Façades



2019 COURSE DATES & VENUES

JULY

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

AUGUST

Thursday	8th	London	SE23 1AH
Wednesday	14th	Scotland	PH1 3UQ
Thursday	22nd	Stockport	SK5 6HQ

SEPTEMBER

Wednesday	18th	Scotland	PH1 3UQ
Thursday	19th	Stockport	SK5 6HQ
Thursday	26th	London	SE23 1AH

This one day IOSH accredited Risk Assessment for cleaning windows; guttering and external façades 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 façades will:

- Identify any applicable legislation;
- Discuss what to look for;
- Show you how to put controls in place;
- Show you how to draft out the risk assessments.
- In addition to some examples 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:

"Excellent and informative course that met my objectives and more – I would recommend this course to others."

Course Costs & Whats Included

£135.00 +VAT for members – £185.00 +VAT for non-members

Free caution sticker for every candidate – Lifetime certificate

Please Note: It is essential due to the written element of this course, that all candidates sitting the course are able **to speak, write 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 must contact the FWC in advance to check that arrangements can be put in place to accommodate them. This will in turn help to avoid disruption on the day.

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

BOOK ONLINE: www.f-w-c.co.uk/training.htm **CONTACT US ON:** 0161 432 8754 **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

Summer Offers

THE ALL NEW SLICK-CONNECT

The only Coupling Designed for Water Fed Pole
Totally replacing the Rectus 21 and
Rectus 26 Couplings



- No more snagging when moving hoses along the ground.
- No more accidental disconnection.
- No more damaged fitting as fittings have protective covers.
- No more exposed 'o'-clips to catch your skin, or snag. Now it's all concealed.
- Spring loaded stop valve.
- No bearings.
- Ultra-lightweight only 30g.
- Simple twist connection.

Slick Connect Male

CODE: MALE6 – this one is typically used for the pole hose.



Was £4.95

SPECIAL OFFER Price Now £3.60

(excludes 20% VAT)

Slick Connect Female (6mm & 8mm)

CODES: FEMALE6 (6mm Hose) or FEMALE8 (8mm Hose)



Was £9.95

SPECIAL OFFER Price Now £7.40

(excludes 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: www.bluepoppy.co.uk

British Woodworking Federation: www.bwf.org.uk

Chicago Glass (UK) Ltd (Scratch Removers):
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: www.legislation.gov.uk

FWC Online store: www.windowcleaning.org.uk

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

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

GOV.UK – for government services:
www.gov.uk/business-support-helpline

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

Health & Safety Executive HSE Cleaning Industry Liaison page:
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:
www.business.yell.com/legal/partner-offer-terms-starter-pack/