



WINDOW *talk*

ISSUE 148 – AUTUMN 2020



INSIDE THIS ISSUE



Incredible & Indepth response to the Pandemic – Digital lifeline for small businesses

Disinfecting premises using fog, mist, vapour or ultraviolet during the coronavirus



Contents

- 3 Autumn Editorial
- 4 Incredible & Indepth response to the pandemic
- 5 Disinfecting premises using fog, mist, vapour or ultraviolet (UV) systems during the coronavirus pandemic
- 6 Digital lifeline for Small Businesses
- 7 Questions & Answers
- 8 Look Out, Look Up
- 9 How well is your current website performing
- 10 SiteWizard
- 11 New Guide aims to clear the fog around cleaning and hygiene terms
- 12 New Apprenticeship Standard launched & welcomed by the cleaning sector.
- 13 FWC Partnership Offers
- 15. Criminal Records Services Ltd
- 16 The Cleaning Sector's essential role in the UK's recovery from Coronavirus / A3 Law Poster and Accident pack
- 17 Tailor Made Safety Accredited Member (SAM)
- 18 Benefits of membership / New training solutions available for slips & Trips / How to install the Uni-Valve
- 19 Misleading Marketing Regulations/ Window Cleaning Company / Employee of the year 2021
- 21 Pure Freedom Disinfection Mobile Trolley System
- 22 IOSH Training dates & Venues
- 23 Useful Contacts /Summer offers
- 24 Autumn Offers – Useful Contacts

The Association does not necessarily agree with the views and opinions expressed by contributors. We reserve the right to sub edit or condense any article for publication at the editor's discretion. Whilst every effort is made to ensure the accuracy of the statements within this publication, we cannot accept responsibility for any errors, or omissions. We may use names within articles that are purely fictitious in order to protect the identity of the contributor.

All rights reserved – no part of this publication may be reproduced or transmitted in any form without the prior permission of the Federation of Window Cleaners.

Published Quarterly by:
Federation of Window Cleaners
Summerfield House, Harrogate Road,
Tel: 0161 432 8754
Email: info@f-w-c.co.uk

Website: www.f-w-c.co.uk
Editor: Beryl Murray
Referral Editor: Andrew Lee
Publisher: Federation of Window
Design & Artwork: FWC

All correspondence to: beryl@f-w-c.co.uk

Advertisers

- 8 Moerman / Sitewizard
- 12 Allied – Personal Accident Insurance
- 14 Lansford Access
- 19 Spotless Water
- 23 Allied – Polished Insurance
- 24 Autumn Offers

LIST OF CORPORATE MEMBERS Suppliers of Goods & Services

Allied Insurance Services

www.polished-insurance.co.uk - Tel: 01942 403 381

Blue Poppy Vehicle Solutions

bluepoppy.co.uk/ - Tel: 0345 207 3720

Moerman

www.moermangroup.com

Tel: +32(0)51 488866

Pure freedom Pure Water Systems

www.purefreedom.co.uk - Tel: 03331 234 365

Unger UK Ltd

www.ungerglobal.com - Tel: 01902 306 633

Spotless Water

www.spotlesswater.co.uk – 0800 35 76 76

Safety Accredited Members (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
- T.R. Cleaning Ltd – Cambridge – Level 2
- Smith's Services Ltd – Rope Access – Perth – Level 2
- Caledonian Maintenance Services – Glasgow – Level 2
- Principle Cleaning – London – Level 2
- Horan Cleaning Services (HCS) Level 2

Federation Executive Council Officers

- Chairman Andrew Lee Cumbria 01946 862 398
- Vice-Chairman Michael Lamont N. Ireland 0289 267 4313
- Committee Paul Thrupp West Midlands 0121 541 4444
- Committee Scott Smith Scotland 07947 730 858
- Committee Steve Kennedy Scotland 07771 964 614
- Committee Darran Yates Cheshire 03306 600 818
- Committee David Saville London 0208 341 4718



AUTUMN EDITORIAL

Welcome to Window Talk's 149th issue.

How have you coped with normal life on hold?

Thank heavens for computer technology social media and web based conferencing apps without which lockdown would have proved much more sufferable for those businesses who were able to continue trading because staff worked on PC's in their own homes, and the free web-based video conferencing apps such as zoom enabled online meetings and virtual safety training as well as keeping the children up to date on homework and for most of us in touch with family and friends. We were also able to continue supporting the membership through social media, E-Mailing and on our website news page.... small mercies and positive thoughts all help during such challenging times.

As well as the social challenges and uncertainty many people face in unknown work circumstances or whether staff are apprehensive about returning to the office or dreading having to "get back to normal" Whatever the issue, you can seek guidance from the Free legal help line offered to members by Law Express. In this time of uncertainty, conflicting and changing information, finding tangible guidance and advice along with talking through a problem may just be the lifeline you need so before considering any action on employment or other legal matters don't hesitate to call Law Express on 0800 092 1980 to speak to one of their professional advisors who will guide you through the best possible solution.

On a more positive note we would like to welcome 55 new members so far this year - 40 enrolled soon after lockdown in March which is very encouraging, as is the continued loyal support shown by the renewal of existing memberships and our grateful thanks are conveyed to everyone.

The 2021 window cleaning company/employee of the year competition will be slightly later - in September 2021 and application forms will be made available on the members page of the website from January 2021. See more on page 19.

Autumn is now upon us so it's a good time to start thinking about preparing for the winter months to avoid those problems with your water fed pole systems and batteries - remember when water turns to ice it expands and that's why anything full of water is at risk of cracking or breaking when temperatures plummet. De-pressurise water pumps, insulate the van and, or the tank to prevent the tank and equipment (pumps) freezing overnight.

The new EN131 Professional Ladder launched in 2019 has raised a few concerns both with members, and executives. One of the changes to the standard is the required dimension for the base width of portable leaning ladders which are wider at the base than the top and are deemed significantly more resistant to instability than parallel ladders. A zoom meeting has been arranged between the ladder manufacturers Association and the FWC to discuss ways in which Conforming ladders could be made to better suit Window cleaners and we will publish more on this in the next issue.

In the meantime, please be aware that ladder accidents still happen and we must stay alert of the potential risks when using portable ladders and remain mindful of the importance of inspecting work equipment - Please refer to [The Provision and Use of Work Equipment Regulations 1998 \(PUWER\)](#)

[A ladder safety tagging system](#) is also available for compliance with HSE inspection requirements to help eliminate accidents and improve inspection management processes.

Manchester Cleaning Show Moves to September 2021

Virtual Exhibition and Conference to Replace Event in October 2020

This has been a saddening decision for everyone working on the Manchester Cleaning Show, but we have unanimously agreed that the best course of action is to re-schedule the event. The show will now be held in September 2021.

The latest government rules regarding social gatherings, and the ongoing local lockdown in the Greater Manchester Area has forced us to re-evaluate our plans for the event. We have always put the health and safety of our exhibitors and visitors first and will continue to do so.

We have been, and remain, steadfast in our commitment to stage a much-needed physical exhibition and conference for the industry. We hope that the move to September 2021 will see us able to operate freely without social distancing restrictions and ensures that we do not interfere or clash with other planned industry events.

But there is so much to discuss right now. So many of our exhibitors have products that can help the UK get back to business; and so many individuals need the support and the contacts that an event brings. The UK cleaning industry needs an opportunity to come together now so we will be staging a virtual version of the Manchester Cleaning Show on the same dates of the planned event on 14-15 October 2020.

This isn't what we had hoped for but the opportunities that this virtual event presents are exciting and we have a really innovative platform to show you. There are no apps to download, you can view everything on a device of your choice, and it will deliver exciting content and business solutions for our visitors and a vital commercial opportunity for our exhibitors. It's important that we come together.

Exhibitors are being contacted individually regarding the multiple opportunities available to them, and those professionals already registered to attend the Manchester Cleaning Show will soon receive an invitation and access details to enjoy the virtual version.

The industry has demonstrated resilience, adaptability, and innovation throughout this pandemic, and we must thank all our exhibitors, visitors and speakers for your continued support and patience.

We look forward to welcoming you to the Manchester Cleaning Show Virtual in October.

The Manchester Cleaning Show is organised by the BCCE Board and comprises:

John Oliver, Chair, British Cleaning Council Exhibitions | **Paul Thrupp**, Chairman, British Cleaning Council | **Stan Atkins**, Group CEO, British Institute of Cleaning Science | **Deborah Bland**, Global Marketing Manager BSC and Retail, Diversey | **Darren Marston**, Executive Chairman, Industrial Cleaning Equipment Ltd | **Paul Michael**, Vice President, Quartz Business Media | **Steve Diprose**, CEO, Quartz Business Media | **Tony Crinion**, Managing Director, Quartz Business Media | **Stuart Dacre**, Event Director, Quartz Business Media

INCREDIBLE & INDEPTH RESPONSE TO THE PANDEMIC



Pandemic Response - Protecting our workforce

As a business that prides itself on services delivered by people, we knew that the social restrictions imposed back in March would prevent us from carrying out many of our duties under normal circumstances.

When lockdown initially commenced, window cleaning was deemed as a non-essential service and we had to take immediate action to protect our employees. Fortunately, the government introduced the Job Retention Scheme which enabled us to furlough our staff within the division and work with our clients to find interim resolutions to paused services.

Within the Daily Office Cleaning (DOC) business the majority of our client base were deemed as essential suppliers to the NHS and associated sectors. Therefore, we responded by issuing our employees notifications about their 'keyworker' status to enable them to travel freely to and from client key sites.

With our strong, pre-existing digital communications tools we were able to mobilise remote working overnight and continue to support our Operatives who were essentially on the front-line delivering our services. This involved the production of new literature, instructions, safety data sheets and risk assessments to coincide with the introduction of new services and anti-viral chemicals.

Developing Reactive Services

We adapted our business offerings by launching reactive services and products that could be included on long and short terms or purchased on an ad hoc basis, should the need arise. These included Reactive Cleaning Kits 'Just In-case' that would address the cleaning need should a suspected case of Covid-19 arise, Touch Point cleaning services focusing on hygienically cleaning regularly touched surfaces, Preparation Cleans to ensure businesses could return safely, to name but a few.

Essential Communication

The key focus for our business was to ensure that we communicated and engaged effectively with both our clients and our employees, and we achieved this through regular news bulletins, promoting mental and physical health, issuing formal letters, running social media campaigns, offering clients products and services in condensed digital mailings and helpful posters reminding people of the importance of social distancing and effective handwashing.

We adapted our communications to include Microsoft Teams and messaging via text messages to ensure prompt delivery. We even held daily virtual coffee sessions and quiz nights to keep our workforce connected and motivated.

Creating a Covid-Secure Work Environment

Our workplace needed to adapt to allow people to return safely and accept visitors when the time was right.

We created a one-way system around the building, measured out every desk and moved workstations where necessary. We increased our own cleaning specification, focussing on touch points and ensured there was a good supply of hand sanitiser throughout the building. We introduced temperature testing and enforced handwashing on arrival to the office and restricted access to the building during certain hours.

In communal areas, such as the canteen, we created a rota to minimise the number of people in each room and a cleaning regime to keep people safe and give peace of mind.

Room sensors were implemented in the entrances of the washrooms to alert people of room usage and prevent them from being closer than 2 metres.

When we finally welcomed people back into the office, we issued them with packs that included essential items to ensure their safety and created a presentation in the reception area that we ask all visitors to watch prior to entering the rest of the building.

Addressing Training Needs

During this time, our window cleaning division has retrained to offer 'Return to Work' cleaning, or 'Touch Point' cleaning. We have been working with our clients CoViD-19 plans on each site, whilst dealing with working safely protocols concerning social distancing, hand hygiene and the correct precautions around coughing and sneezing.

We introduced a Training Visor Kit that allows us to train in a Covid-secure manner so that we can continue to recruit and offer ongoing essential training.

If you look back over the same period of time you will each have a different slant on it depending on how it has impacted upon you and your business. Some window cleaners moved into fogging, Eco Static Spraying, some Carpet cleaning companies did the same and lots of people are now selling, face covering, hand sanitiser, dispensers, cleaning chemicals that "KILL COVID19" (allegedly). Some people went into furlough and some people under furlough did charitable acts with their time. It is all about supply and demand, but I also believe we need to stick to our core business and specialism, and window cleaning is a skill that not all can master.

It's a new way of working and we should not expect to see things go back to how they were last Summer 2019, but we will adapt, change, grow from it, become closer because of it, thrive, build and succeed through it.

Darran G Yates MBICSc - CSR, Innovations & Research Director.

Incredible Window Cleaning / Indepth Managed Cleaning Services.

Disinfecting Premises Using Fog, Mist, Vapour or Ultraviolet (UV) Systems During the Coronavirus

Cleaning your workplace

As an employer, you must protect people from harm. This includes taking reasonable steps to protect your workers and others from coronavirus. (COVID-19)

You may need to increase how often and how thoroughly you clean, as well as cleaning surfaces that you do not normally clean. **HSE** has published guidance which will help you to clean your workplace to reduce risk. Go to their guidance on cleaning your workplace

During the coronavirus (COVID-19) pandemic, fog, mist, vapour or UV treatments may be suitable options to help control the spread of the virus, by cleaning and disinfecting a larger space or room. Any use of these treatments for these purposes should form part of your COVID-19 risk assessment. **Users must be competent and properly trained.**

Select the correct treatment

If you choose to use fog, mist, vapour or UV treatments as a way of cleaning and disinfecting surfaces, discuss your requirements with your manufacturers/suppliers (this may include fumigators), to help you decide if a product/system meets your needs. The treatment you use will depend on:

the size of the area to be treated, its shape and how easily it can be sealed off if delivering an airborne product

whether there are hard or soft surfaces - soft furnishings may act as a 'sink' for the airborne chemicals and emit them for some time after treatment (it may be possible to remove items such as sofas before treatment)

the type of business you have - some areas may be better suited to UV surface treatments than airborne chemicals or vice-versa

Fog, mist, vapour method

If using the fog, mist, vapour method you will need to ensure the correct concentration of the active chemical is used, this means there is enough for it to work properly, but not so much as to leave a residue which may remain at unsafe levels for some time after treatment ends.

There are different types of source disinfectants that can be applied as a fog, mist or vapour treatment. Some are liquid disinfectants used to create a fog, mist or vapour, such as hydrogen peroxide, others are generated from gases, for example ozone from air. Seek advice on what is appropriate to the environment that requires treatment.

UV method

An advantage of UV over disinfectants applied as a fog, mist or vapour is that no chemical residue is left behind.

Rooms with complex configurations/interior designs may not be suitable for UV treatments due to the limitations of shadowing effects, unless multiple systems can be deployed. Similarly, very small spaces, such as small sanitary areas, may not be suitable for treatment via UV carousel as they need to be a minimum distance from walls etc to be deployed safely. Some disinfectant technologies are scalable so are typically more flexible in this respect.

Avoiding harm

Disinfectants applied as a fog, mist or vapour may reach harmful levels during delivery and UV systems may cause eye/skin

damage if people enter an area undergoing treatment. Discuss with suppliers what safety features they can provide to prevent inadvertent access to a room during treatment. For example, safety sensors, simply locking rooms during treatment if feasible, or safety signage as part of a safe system of work.

Do not disinfect large outdoor spaces

In outdoor spaces, large-scale spraying or disinfecting in areas such as streets or open marketplaces for the COVID-19 virus or other pathogens is not recommended. Streets and pavements are not considered as routes of infection for COVID-19. Spraying disinfectants, even outdoors, can be dangerous to people's health and cause eye, respiratory or skin irritation or damage.

Supply and manufacture of disinfectants

The disinfectant applied as a fog, mist or vapour treatment must comply with the Biocidal Products Regulations (BPR). This includes the generation of ozone or free radicals. Please note the use of UV to disinfect is not covered by the BPR.

Under BPR it is the disinfectant, or the chemical used to generate the disinfectant, added to the machine, that is the biocidal product. Please note that the machine itself is not covered by BPR.

Suppliers of fog, mist or vapour units/machines should ensure that any disinfectant products they supply or recommend using with the unit/machine comply with BPR.

HSE has published separate guidance on the regulatory requirements for surface disinfectant products used, manufactured and supplied during the pandemic, which applies to disinfectant products applied via fog/mist/vapour units/machines.

Manufacturers of disinfectant products are responsible for ensuring that their products are suitably effective, including meeting any necessary testing standards. They are also responsible for providing information and instructions for the user on the product label.

The law on chemicals

Ensure that you follow the manufacturer's instructions to ensure you are using the product safely and effectively.

Where units/machines are used in a workplace, under the Control of Substances Hazardous to Health Regulations (COSHH) employers must ensure substances which may be harmful to people's health from their work activities are identified and assessed; and processes are put in place to eliminate or control risks.

COSHH also requires employers to provide information, instruction and training for all their employees who use hazardous substances such as disinfectants in their work, including the appropriate precautions and actions employees must take to safeguard both themselves and others in the workplace.

Sealing off rooms

Rooms treated by UV or disinfectants applied as fog, mist or vapour should be empty and sealed off to avoid risk of human exposure to the potentially harmful treatments. Disinfectants may reach harmful levels during delivery and UV systems may cause eye/skin damage if people enter an area undergoing treatment. You may also consider safety sensors that can shut off UV systems if a room is inadvertently entered during treatment. Rooms that are very difficult to seal may not be suitable for delivering airborne chemicals.

For more detailed information go to the HSE website at:

<https://www.hse.gov.uk/coronavirus/disinfecting-premises-during-coronavirus-outbreak.htm>

If you are cleaning because of a known or suspected case of COVID-19 in your workplace you should **follow the guidance on GOV.UK**.

Digital Lifeline for Small Businesses



Learn how to get your small business online and start selling products or services to customers. Then start promoting your work and using social media, all while staying secure. The Make It Click small business hub is backed by the Federation of Small Businesses.

With significant revenue decline this year, small businesses

are adapting to a new normal – developing new digital skills to stay competitive. Make It Click has launched a new [small business hub](#) with free resources to support small businesses as they adjust to new online tools.

The pandemic has forced many of us to be creative and adjust the way we live and work. Small businesses are no exception; adapting to survive is vital. Many businesses are finding ways to diversify their offer and reach new and existing customers by introducing new features such as click-and-collect, takeaway services and deliveries.

The pandemic has accelerated digitisation and online skills have become more important than ever, offering a lifeline for small businesses and sole traders as they adapt to new ways of working. Some business owners are prevented from driving their business forward post-lockdown due to limited digital capabilities: small businesses don't always have an IT team or a workforce with social media and online expertise.

Make It Click

The Make It Click programme is focusing on helping small businesses achieve their goals and secure their futures. It has launched a new resource hub to help fill the digital skills gap experienced by many small businesses.

Most business owners recognise the importance of digital skills; new research has found that 73 per cent of small business owners agree that online/IT skills are essential for their business to thrive. Keeping up to date with advances in technology and social media is important for any business. As the research shows:

- more than 65% of business owners recognise the need to continually update their online/IT skills
- just over half of small businesses questioned have plans to learn how to set-up social media business accounts to help them market their business more effectively
- 49% of businesses also have plans to set-up a website for their business for the first time to offer new features such as online ordering.

How businesses can strengthen their digital skills

It is encouraging that some of these businesses are already putting these plans into action. But many small businesses don't know where to start.

The Federation of Small Businesses' recent report '[Learning the Ropes: Skills and training in small businesses](#)' highlights, a quarter (26%) of small business owners lack confidence in their basic digital skills. In many cases it is not just having the confidence in existing skills, a third of small business owners do not know where to go to get the skills they need to help their business survive post lockdown.

The [Make It Click small business hub](#) is designed to help small businesses increase digital know-how and confidence in an easy and convenient way. It includes a wealth of free online learning resources to help business owners, including beginner courses on word processing, social media marketing and creating a budget. With the right skills in place, small businesses will be in a much stronger position to face these challenging times and remain a much-valued part of our communities. Our lives and our towns will look and feel very different in the future if we don't support the country's small businesses today.

Helen Milner OBE, chief executive of Good Things Foundation said: "This a challenging time for people who run small businesses, as they cope with the huge impact of the COVID-19 pandemic and juggle so much at work and at home whilst keeping afloat and helping the nation's recovery. We know that digital skills deliver growth and jobs, and for many small businesses a lack of digital skills is holding them back.

"Our new resources are vital to help small businesses recover and build skills and resilience, and our small business hub offers free support to improve digital skills and help small businesses achieve their goals. I hope our new hub can help small businesses feel more confident about their future."

Small Business Minister Paul Scully said: "I have been so impressed by how small business owners across the country have risen to the challenges posed by coronavirus, adapting the way they do things in really tough circumstances.

"The Make It Click initiative, which is part of the government's Skills Toolkit, will help ensure businesses and their employees have the digital skills they need to rebuild and grow as we enter the next phase of our recovery from the pandemic."

Mike Cherry OBE, National Chairman of Federation of Small Businesses said: "Delivering support to help small businesses increase their digital skills is crucial. The pandemic is making this even more of a priority; FSB research found that in early lockdown, around 40 per cent of small businesses adopted or increased their use of digital technologies.

"Alongside supporting this new skills hub, we are asking Government to widen the definition of 'R&D' and introduce digital vouchers for small businesses to make it easier for them to adopt digital technologies. Many small firms already rely on Google and the UK's growing tech sector, and now want to find new ways to boost small businesses' digital growth. I'm pleased to see this happening through this new Google-funded Make It Click initiative."

Small businesses can access Make It Click's free skills hub for small businesses by visiting www.makeitclick.com/business on a smartphone, tablet or computer.

QUESTIONS & ANSWERS

Q) Would the FWC be able to help with some information On collecting overdue payments from a previous Management Company who is behind with payments and the new Management Company will not acknowledge the outstanding debt. FWC Member.

A) Hello Member, you can claim interest and debt recovery costs if another business is late paying for goods or a service.
If you agree a payment date, it must usually be within 30 days for public authorities or 60 days for business transactions. This is usually printed on your invoice.
You can agree a longer period than 60 days for business transactions - but it must be fair to both businesses.

If you do not agree a payment date, the law says the payment is late 30 days after either:

- the customer gets the invoice
- you deliver the goods or provide the service (if this is later)

I have attached 4 example letters you can use to follow the correct procedure to claim bad debt recovery....initially sending each letter 7-14-days apart...keeping a copy for your records - hopefully you won't need to send them all. But if you do, then be sure to follow it through.

More information on claiming is available at the following GOV.UK link – <https://www.gov.uk/late-commercial-payments-interest-debt-recovery/print> We hope this helps.

Q) Some clients are now insisting we enter their flats to carry out awkward windows (balcony glass, Velux glass obscured by projecting roofing etc.).
Are we permitted to do so during lockdown? Naturally, our company wears appropriate PPE and keeps to the 2m social distancing but we cannot insist customers do similar in their own home.

Provided the customer has requested the internal clean and you have a COVID Risk Assessment in place (copy available from FWC) and are following all government guidance on social distancing / PPE etc. to protecting your staff and your customers you are permitted. See more government guidance on working safely during COVID-19. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

COVID-19 exclusion – Insurance cover is beyond the capacity of insurers because it is very hard to prove where a source of infection has come from in the event of COVID-19 claims. So essential you also put a COVID-19 disclaimer in place (this is added to the foot of the example COVID RAMS) copy of which can be adapted to suit your own company – The Staying COVID-19 secure poster is available for [free download](#) to display in your workplace.

Q) Does a Domestic Duty ladder have this new stabiliser bar fitted at standard?

A) Yes, the Domestic Duty ladders (now known as EN131 Non-Professional) does have the base stabiliser bar fitted at any height over 3m (includes shorter ladders which extend over 3m) in exactly the same way as EN131 Pro ladders do.

It's a fact, that many window cleaners use a Double 3.0m ladder and the bar on these short ladders is only 800mm long so only projects 200mm / 8" either side of the normal ladder width which is not too annoying but still presents a levelling problem.
On the tallest ladders, however, the bar is 1.20m / 4ft long so projects double that each side which can be a real problem.
More information/clarification on this in the next issue following FWC's interaction with the Ladder Manufacturers Association.

Q) I am looking for advice on how to remove an oily film left by white spirits on a glass conservatory roof.

I have a customer who has a glass roof conservatory of which I clean by WFP monthly.
He had the firm back to fix a leak and had noticed some silicone left on glass roof after they had left.
Using a scraper then white spirits he managed to remove silicone. Also, since the panel was looking particularly clean, he decided to clean complete roof with the same white spirits.

Unfortunately, he now has an oily film on complete roof, he has looked online for solutions but so far, after a lot of effort and risk, he has contacted me for advice.
As I have never had to do this in the past can you suggest anything? Or can you put me in touch with any fellow member who may be able to help?

A) There is a product called OIL-FLO for this type of clean:

A unique water-soluble solvent and degreaser which will dissolve numerous adhesives from glass and other hard surfaces. Use Oil-Flo 141 to remove stickers, tapes, silicone sealant, tar, cosmetics, graffiti, and solar film adhesive. Oil-Flo 141 is slow to evaporate and is easily washed off with window cleaning detergents. Oil-Flo 141 is particularly useful for 'builders' cleans' and for the removal of BBO grease and smoke-haze Biodegradable and non-flammable. 3.8Litres OIL-FLO this is available from the FWC: <https://www.windowcleaning.org.uk/liquid-oil-flo-38l-c2x23944704>

Q) Hope you are well. I was looking for the scratched glass disclaimer in the members area but can't seem to find it. Please can you send me one if it is not on the website. It's for a client that has had solar film applied to the external windows and happy for us to clean even though we have made them aware of the possibility of scratches so I thought I better get something signed.

A) Hello member,
Very sensible indeed – the disclaimer document is titled FWC Standard construction window cleaning waiver. https://www.f-w-c.co.uk/images/doc/pdf/Contractors_Waiver_construction.pdf

Designed initially for use when doing builders cleans by way of protection against scratch glass allegations. I have attached the document for convenience for you to adjust for your companies needs where necessary.

Q) I am enquiring what CITB stands for and the process when applying for their industry card scheme?

A) CITB stands for **Construction Industry Training Board** – your enquiry relates to the CSCS Construction Skills Certification Scheme. This is a card required in order to gain access to a site for builders cleans. As the window cleaning element forms part of the builder's cleaner role and you are working on a live construction site, you need to apply for either the Labourers card or the Construction Site Cleaner Skilled Workers card; depending on which card best suites your requirements. You will need to complete the One Day Health Safety and Awareness course or the Level 1 Award for Health and Safety – Visit their website for more information at: <https://www.cscs.uk.com/contact/>

LOOK OUT, LOOK UP

Every year, people are killed or seriously injured when they come into contact with high voltage electricity. This can have a far-reaching and 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. Where equipment or machinery is used near overhead power lines the risk must be considered and controlled in the interest of everyone.

- ➔ Check - look up and around for overhead power lines before starting work
- ➔ Contact UK Power Networks for copies of plans showing where power lines are situated and mark this information on site plans
- ➔ Assess your safe working clearances to overhead power lines. If in doubt, contact the electricity network operator
- ➔ Ensure everyone working on site, visitors, contractors and casual workers are aware of the location and voltages of the overhead power lines before starting work
- ➔ If you are erecting scaffolding, tree trimming or planning any other work near to overhead power lines, always contact UK Power Networks for advice on shrouding or disconnections before starting work
- ➔ Use spotlights or lighting equipment when working in poor visibility or at night
- ➔ Find out the maximum height of any equipment and machinery that may be used on site when all parts of the machinery are fully extended
- ➔ Clearly signpost the dangers with high visibility warning notices
- ➔ Keep overhead power lines in view when moving plant and equipment
- ➔ Restrict access to work near overhead power lines using barriers



We offer a free service to cover the overhead lines to allow people to work near them.

<https://www.ukpowernetworks.co.uk/safety/around-power-lines/cover-my->

[power-lines-so-i-can-work-near-them](https://www.ukpowernetworks.co.uk/safety/around-power-lines/cover-my-power-lines-so-i-can-work-near-them)



The electricity network is designed to keep you safe. But how safe are you when you are working?

UK Power Networks is the country's biggest electricity distributor, making sure the lights stay on for more than eight million homes and businesses across London, the South East and East of England. If you live in another area ring 105 to contact your local electricity network operator.

The safety of our customers and staff is our top priority.

Overhead power lines run across the countryside, supplying local communities with power.

The wires can be on wooden poles as well as metal pylons and carry voltages from 230 volts (domestic supply) up to 400,000 volts. Depending on the voltage the wires will be at different heights above the ground.

Overhead power lines should be 5.2 metres (17 feet) above the ground. However, live equipment fitted on poles may be as low as 4.3 metres (14 feet).

For further advice and cable maps visit

www.ukpowernetworks.co.uk/

Be Bright Stay Safe

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



NEW GUIDE AIMS TO CLEAR THE FOG AROUND CLEANING AND HYGIENE TERMS



British Cleaning Council (BCC) Chairman Paul Thrupp.

Coronavirus pandemic has sparked a huge demand for cleaning and hygiene services and products and the public's interest is at the highest level I've seen in over 40 years in the industry with everyone looking for the product or service which will stop Coronavirus in its tracks.

Many new entities have sprung up, all aiming to capitalise on the public's fears by offering cleaning products and services and, as an example, these include a lot of new businesses offering deep cleaning services which have appeared since the outbreak began.

In a similar way, a lot of businesses all over the world have started making hand-sanitiser to meet public demand, with even some distilleries and breweries bidding for a share of the hand-sanitiser market which is reportedly set to soar in value to \$3.65bn by 2025.

In last month's column, I also warned that you should be careful that you do not engage some of the underhand profiteers who are offering products that don't do what they claim. These unscrupulous people try to take advantage of a certain level of confusion outside the cleaning and hygiene industry about what is really needed in terms of cleaning and disinfecting to ensure people stay safe and well during this pandemic.

People are being bombarded by stories and adverts on social media and the web generally, in newspapers, radio and TV and through all sorts of marketing, all aimed at getting them to buy cleaning and hygiene services and products. Some of these are promoting products like 'fogging', 'misting', 'spraying', 'fumigation' and even 'bug-bombing', terms which people outside the sector don't always understand, with the result that they waste their money or get an ineffective result.

Sometimes even those buying cleaning services in commercial environments aren't sure what to require in terms of chemicals, materials or equipment, and as a result, many businesses, organisations and individuals have contacted us about cleaning applications, processes and procedures, wanting advice on how to reopen premises or design cleaning regimes that will ensure staff, visitors are protected from the virus.

So, we have consulted all our member associations, drawing on their expertise from all across the sector, and have compiled and published an industry-agreed guide to cleaning terms. This myth-busting guide describes and explains a wide range of terms such as 'decontamination', 'deep cleaning' and 'fumigation' and goes into details about how they are used.

The guide strongly advises that robust risk assessments are needed when cleaning regimes are being designed and highlights the importance of cleaning to remove soil prior to any process of sanitisation or disinfecting.

The guide also advises that when engaging external providers to for cleaning activities it is important to review their credentials in terms of:

1. reputation and credibility
2. operator training
3. credibility of the product intended for use – it should have undergone efficacy testing and have a unique EN number
4. clarity about the way the outcome is measured.

We are sure that this guide will help people buying cleaning and hygiene products and services to make informed decisions and assist in raising the standards of cleaning and hygiene across the UK.

Where there is evidence of profiteering or false claims about cleaning and hygiene products, I am asking readers to share the evidence with us at the BCC by emailing info@britishcleaningcouncil.org

On another note, I wanted to tell you about our recent, virtual meeting with the Director of Labour Market Enforcement, Matthew Taylor, which we held as part of our programme of lobbying to ensure the voice of the cleaning sector is heard at the highest levels.

I am pleased to say Mr Taylor has agreed to hold a workshop for the industry to look at how to stamp out exploitation of workers in the industry. I will let you have further information in due course.



www.britishcleaningcouncil.org

NEW APPRENTICESHIP STANDARD LAUNCHED & WELCOMED BY THE CLEANING SECTOR



On 7th July National /Worcestershire-based training provider, InterLearn, launched new qualification in the form of a trailblazing apprenticeship which has been greeted with open arms by companies in the cleaning industry. The Healthcare Cleaning Operative (HCO) programme comes at a time when businesses are keen to demonstrate their commitment to this standard of hygiene.

InterLearn is one of only a select number of training providers offering this apprenticeship, which was only approved by the Institute of Apprenticeships & Technical Education in February this year.

Developed by a 'Trailblazer' group of employers which was spearheaded by healthcare companies, with support from trade unions, universities, education, awarding organisations and a number of industry associations, the programme couldn't be more timely for many businesses.

With all property owners, Facilities Management companies and cleaning organisations fully aware of their responsibility to help maintain a safe and healthy Britain, the apprenticeship will provide all cleaning operatives across a raft of industries with the skills to deliver the most robust hygiene standards.

These leading employers all saw the value in an innovative apprenticeship programme, tailored specifically around effective cleaning schedules and systems. It also covers protective measures and controls against infection, which now more than ever provide a challenge to the workplace every day.

This new standard has been welcomed by the general cleaning sector, which has been crying out for a standard with direct relevance to the cleaning industry, and a regulated qualification which has essential healthcare cleaning aspects embedded within it.

The 12-month programme covers responsibility for routine and non-routine cleaning, including both deep-cleaning and rapid response cleaning to a hygienic standard of cleanliness set by organisational and policy guidelines. Completion of the apprenticeship will see learners cover a wide range of topics from managing risk and chemical competence to equipment use and the principle of the prevention and control of infection in healthcare settings.

Speaking of the apprenticeship, Chief Commercial Officer at InterLearn, Michael Bradshaw said: "We are proud to be one of the few providers to have taken the lead to deliver this trailblazing qualification, which is a hugely complementary programme for many of the businesses and sectors we already operate in. Offering this additional service line is part of the ongoing strategic development for our employer solution and is one for which there is a pressing need right now."

Business Development Manager for Interlearn, Ross West, leading on the HCO programme added: "Effective tuition for cleaning operatives and supervisors has never been more essential within the cleaning industry than it is now, particularly as agreed standards of hygienic service delivery become a prerequisite of successful contract fulfilment for all its deliverers. We're really pleased to count this qualification as part of our service offer to clients within the vertical markets we already work across".



If you would like to know more about the Healthcare Cleaning Operative apprenticeship and how it can be funded through the apprenticeship levy, visit

<https://www.interlearn.co.uk/apprenticeships/healthcare-cleaning-operative/> or ring 01527 407 140.

FWC PARTNERSHIP OFFERS



In partnership with

Members will receive 20% off any scheduled course booked directly with the Red Cross if an FWC membership

number is quoted at the time of booking. The offer applies to workplace first aid courses only and only one delegate per membership number can be booked. To find out more or to make a booking please call 0844 412 9000 or email. keyaccounts@redcross.org.uk

SiteWizard.co.uk SiteWizard offer 10% discount off website build for members – increased up to 30% during COVID-19. As well as reducing their SEO services by 30% a month for the first 6 months. If any member needs advice on social media or anything else digital, they are willing to help Find out more at: www.sitewizard.co.uk



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.criminalrecordservices.com/news or contact a member of our team on 01942 609365 or email:

enquiries@criminalrecordservices.com



Never miss a single relevant tendering opportunity – spend your time winning

business, not finding it.

We have an arrangement with Tracker Intelligence! The largest public sector tenders and awards database in Europe – With an average of 120,000 tenders and awards published monthly from around the world With features built to support your business growth at every level, whether you are an SME relatively new to working with the public sector, or a large multinational corporate company looking for deeper market insight. FWC collate hot off the press tender /contract opportunities – to help you bid for and win more work. Currently being published regularly on the members only page of the website. <https://www.f-w-c.co.uk/member-login> If you've forgot your login details please request by email to: info@f-w-c.co.uk or call 0161 432 8754.

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.



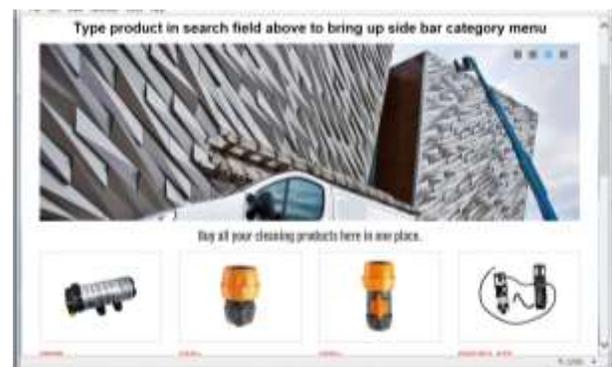
Members of the Federation of Window Cleaners will receive an extra 2 weeks of water use (usually expires after 4 weeks) to activate this offer please use the promotional code: FWC555

www.spotlesswater.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

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?

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;
- Commercial Vehicles
- Motor Fleet
- Personal and Group Accident Insurance.

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

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 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



Probably the widest choice of ladders,
& safety accessories from any UK supplier

Window Cleaners "A" Ladders
Standard & Heavy Duty | Alloy or Timber
Singles & Doubles | Next-day Delivery

Ladder Safety Accessories for Window Cleaners
Stoppers & Ladder Mats | Ladder Base Levellers
Top Stabilisers & Stays | Next-day Delivery

Trade Duty Alloy Ladders
BS EN131 kitemarked | Strong for daily use
Full range of Doubles & Triples | Next-day Delivery

See our excellent website
www.ladders999.co.uk
order online or just browse for information

Tel: 01452 520144
Unit 2 Chancel Close Eastern Ave Gloucester GL4 3SN

The cleaning sector's essential role in the UK's recovery from Coronavirus

By British Cleaning Council (BCC) Chairman Paul Thrupp



After over 40 years in the industry, it's really sad that it's taken a terrible pandemic of Covid-19 to make people in authority sit up and realise what an important role cleaning staff play in keeping the country clean, hygienic and safe.

Before I joined BCC I thought that everyone realised the part the industry plays in the economic success of the nation, however it's become clear to me that the opposite was true with those heads of authority seemingly unconcerned with the industry and the people within it.

Well, haven't times changed, with even the Prime Minister, other party leaders and Government heads all realising the importance of effective cleaning and hygiene regimes and using the press to recognise the people who are working tirelessly and unselfishly to maintain clean environments.

However, we at the BCC along with all our members have had to work hard to get the industry and cleaning workforce recognised as key or critical workers. We have lobbied key Government departments including the Cabinet Office and to date we have only had limited success. I cannot believe what it has taken to raise the profile at a time when cleaning and hygiene should have been top of everybody's agenda.

At first cleaning staff were not even mentioned within the support personnel identified in key critical sectors. Then when this was corrected and while cleaning staff were identified as key staff in those critical sectors, they were still not confirmed as key or critical for every sector, which clearly they are.

To date we have lobbied extensively, and particularly to the Government and through the press and media and together the whole cleaning industry and beyond, we have raised the profile of this fantastic industry with many realising the role we will play in advancing the UK's recovery.

No longer can our cleaning staff be seen as the 'invisible workforce'. The industry must be embraced, and we must ensure that each and every individual within it gets the reward and recognition they deserve.

We must have support for industry-wide apprenticeship schemes to recognise the professional nature of the industry. We must have a voice in Government and a voice at every industry leader's forum.

Going forward, the cleaning industry will have many challenges especially as businesses try to reduce costs to overcome the recession that we will be in. However, I hope and trust that we will not see those cuts being applied to cleaning with reduced schedules, specification and ultimately staff. In fact, I believe we will see the opposite as businesses invest more in cleaning and hygiene, to raise levels of hygiene across the UK and to protect their staff, their customers, and their business.

A clean and hygienic environment increases the well-being of people, reduces sickness and absence from work, improves customer satisfaction and ultimately helps growth and profits. More importantly now it will ensure that we are more protected and better placed from a future pandemic of this sort and will save lives.

And of course, we hope and pray that we see the back of this awful pandemic soon, and trust that the good practices we have now learned and particularly that of good hand hygiene is maintained. We train all our people on the importance of effective and frequent handwashing and hope the nation understands why.

The cleaning industry, and more importantly the cleaning staff all over the world, are vital in ensuring the world stays safe. I ask you all to thank your cleaning staff and ensure that their profile and that of the industry is raised and recognized throughout the UK.

A3 Law Poster and Accident Book pack

The Law Poster needs no introduction - 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 workers with a copy of the equivalent leaflet ([free to download](#)) [equivalent leaflet](#), which is [also available in hard copy](#).

The 2018 reprint of the law poster includes enhanced security features and is more durable.

Features include an image flip hologram with surface relief, optical variable ink, embossed roundel, rounded corners and printed on recyclable PP5 material. [Find out how to identify a genuine poster](#).

The newly updated edition of **the accident book** is a vital document for employers and employees, who are required by law to record and report details of specified work-related injuries and incidents. The book contains 50 perforated accident record forms and is designed to support users in being GDPR compliant. [Save 20% on this promotional pack!](#)

A fantastic offer for all businesses, especially SMEs. [Click the image](#)



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.

An 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 to upgrade?

- Level one (Sole trader) Annual Accreditation charge £50.00
 - Level two (Employers) Annual Accreditation charge £100.00
- (20% vat applies to these charges)

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
- ❖ Horan Cleaning Services (HCS) - Lancashire

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

TESTIMONIALS:

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.

"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**



HOW TO INSTALL THE UNI-VALVE

The Uni-Valve is the most used control valve in the industry, realistically it should only take a few minutes and it does make a profound difference to your working day. Fitting the Uni-Valve is simple, but there is a common mistake to avoid. Follow our step by step below.

Step 1. Before fitting the valve, it's worth checking to be sure the Uni-Valve fits your pole - as this may not be the case with all brands/ models. If you have FaceLift Phoenix or Phantom poles, then you can be sure the Uni-Valve will fit.

To fit the Uni-Valve you will need 3 x 5mm O-Clips (this may vary if you have a reinforced pole hose)

Step 2. The simplest way to fit the Uni-Valve is to remove the top insert to your pole, pull a length of hose out and cut here, this will allow the Uni-Valve to sit comfortably in the top section of the pole. *Depending on your model of pole, you may also need to remove the top clamp.

Step 3. Sleeve the hose either side of the Uni-Valve, ensuring the trigger (small grey section) faces towards the base of your pole. When doing so, ensure the sleeve does not go above the lip on the trigger, doing so will stop the valve from closing off completely. The image below helps illustrate this.

Please Note: Fitting the hose too high on the trigger can stop the valve from correctly closing and it will appear to leak. This is the most common problem found when installing the valve.

Step 4. Insert the Uni-Valve into the pole, but before connecting the hose to your brush head, place the remaining 5mm O-Clip at the very top and clamp lightly to hold it in place on the hose. This will give you the leverage to switch the valve on & off without disconnecting the hose from your brush head.



Available from the FWC online store

<https://www.windowcleaning.org.uk/univalve-water-stop-connector-c2x23943800>



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 logo's is in 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 which can be supplied on request to info@f-w-c.co.uk

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

When a case is transferred to an officer of the Trading Standards - FWC is required to send all relevant evidence concerning misuse of the logo including our attempts to communicate our polite request to remove the FWC Logo and any wording depicting FWC Membership. Should any follow up visits or letters 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 the FWC with all unlawful advertising issues on any of the sites they host. As always this is a last resort when all initial FWC requests fail and no consideration given to applying for membership.

ACCIDENTAL MISUSE OF THE FWC LOGO

As always we prefer to negotiate direct with any lapsed member company who may still be displaying the membership logo, which could simply be an oversight.

SAFETY ACCREDITED MEMBER (SAM) LOGO

Similarly, 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 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.

Window Cleaning Company & Window Cleaner-employee Competition 2021

Traditionally the Window Cleaning Company and Window Cleaner-employee of the year competition is a two-stage competition.

1. "Window Cleaning Company of the year 2021".
2. "Window Cleaner-employee of the year 2021"

The competition is open to all window cleaners who are registered members of the Federation of Window Cleaners, and to all employees of registered members.

Employees must have been nominated by their employer; and only one employee per company is eligible to participate.

FWC Executive members and their employees are not eligible

The competition will be judged by the FWC Executive Management Committee.

Subject to the following conditions - judging will be based on industry achievements, time served in the window cleaning industry, customer / client testimonials, and your reasons for entering this competition:

Category one

1. A competition entry form for a nominated employee must be completed by the employer and be submitted together with any client testimonials, evidence of training, qualifications etc.to the FWC by post or email before the closing date.

Category two

2. A company competition entry form must be completed in full by the member or a representative for the company, then submit the form together with any client testimonials, evidence of training, qualifications etc. by post or email before the closing date.

2021 Prizes awarded for each category winner

- Framed certificate • Engraved trophy • £100 gift voucher.

2021 prize for each category runner-up

- Framed certificate • £25.00 gift voucher

All winners will be announced at the 2021 Cleaning Show Event City Manchester scheduled for September 2021 – due to COVID-19 this date and venue could change but will be verified in the next issue.

Entry forms are available to download from the website link on the home page - and by email request: info@f-w-c.co.uk or telephone request 0161 432 8754.

Note: all questions on the application must be answered and it is essential that you include any qualifications, training evidence and client /customer testimonials with your entry form.

CLOSING DATE FOR ENTRY FORMS – August 2021

WINDOW CLEANING COMPANY OF THE YEAR AWARD 2019:

- WINNER - Progress Cleaning Services Ltd – Southampton
- SECOND – HCS Cleaning Services Ltd - Lancashire
- THIRD - Archer Cleaning Services Ltd - Lancashire

EMPLOYEE OF THE YEAR AWARD 2019:

- Lee Hewitt - Employee - Progress Cleaning - Southampton

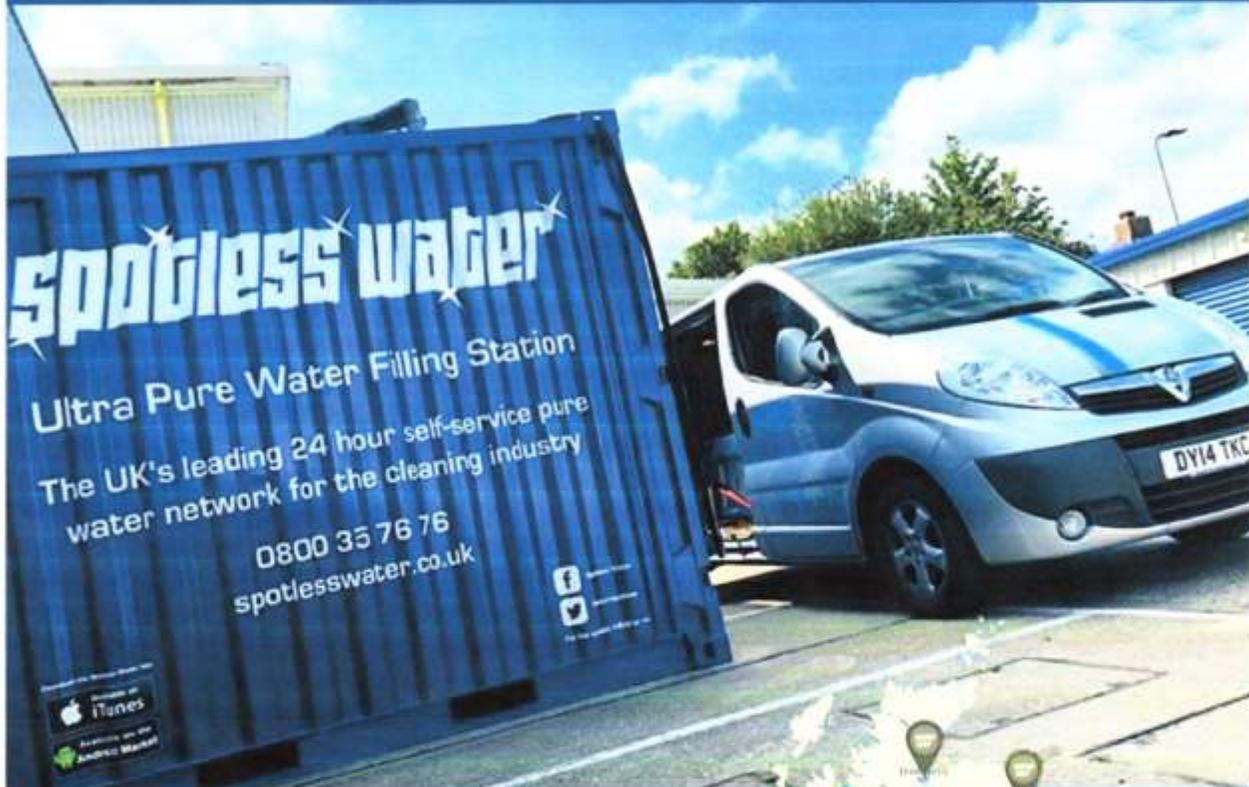
spotless water

0800 36 75 75

accounts@spotlesswater.co.uk

www.spotlesswater.co.uk

The UK's Leading Provider of
Pure-Water for Window Cleaners



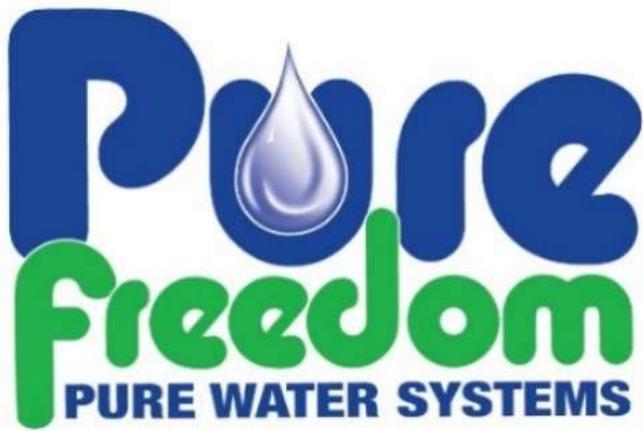
We have over 40 filling stations located around the UK & many more still to come!
See our website for location details.

Members of the Federation Of Window Cleaners can receive an EXTRA £10 welcome credit!

To activate this offer please use the promotional code: FWC555 upon sign up.

You can sign up for free online, or give our customer service team a call on:
0800 35 76 76





DISINFECTION MOBILE TROLLEY SYSTEM

Pure Freedom is one of the most recognised and trusted names in the industry for quality water fed pole window cleaning systems.

We do not compromise on quality; we only use components that are guaranteed to last and only recommend the right equipment to suit your needs.

Combat COVID-19 with our mobile external disinfection system for quick surface sanitising. This disinfection package comes ready to go and includes:

- ✓ Nano trolley,
- ✓ Charger, drum,
- ✓ 15 metre extension hose,
- ✓ 20 litres of covaid disinfectant that will dilute to 2000 litres of disinfectant
- ✓ A lance and safety data sheets.

The Pure Freedom® 25 Litre Nano Trolley System is the latest development of the original market leading portable water fed pole trolley. It has been designed, built, and developed by our engineers with professional window cleaners in mind.

Time is money - especially for window cleaners. The Pure Freedom® Nano Trolley System gets you to where you need to be with the absolute minimum set up time. No other purpose-built system achieves the speed of setup, with light weight, ease of use and the 'go-anywhere' qualities of the Pure Freedom® Nano Trolley.

The highly concentrated quat based disinfectant is proven to kill 99.9% of bacteria so helps reduce the risk of cross contamination and transfer of viruses when used 1% diluted with water and leave for 30 minutes.

Areas of use:

Work surfaces, Equipment, floors, walls, door handles, handrails and high-risk areas including known contact surfaces of prescribed corona virus 19 victims.



Risk assessment during the coronavirus (COVID-19) pandemic

As an employer, you must protect people from harm. This includes taking reasonable steps to protect your workers and others from coronavirus. This is called a COVID-19 risk assessment and it'll help you manage risk and protect people.

You must:

- identify what work activity or situations might cause transmission of the virus
- think about who could be at risk
- decide how likely it is that someone could be exposed
- act to remove the activity or situation, or if this isn't possible, control the risk

If you have fewer than five employees, you don't have to write anything down, but it might help if you do.

Find out more about [managing risk and risk assessment](#).

The Public Health England report [Disparities in the risk](#) and outcomes of COVID-19 shows that [some groups of people may be at more risk](#) of being infected and/or an adverse outcome if infected. You should consider this in your risk assessment.

We have produced guidance to help you work safely (be COVID-secure) and manage the risk associated with running your business at this time. [What to include in your COVID Risk Assessment \(PDF\)](#)



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



2020 COURSE DATES & VENUES

Following an independent COVID-19 Risk Assessment we have put some additional safety rules in place to keep you and our team safe; *only six candidates will be booked on each course and we ask that attendees bring their own refreshments as we are unable to provide lunch on the day.* Face masks, Visors, Gloves, and Sanitiser will be available for use on the day

OCTOBER – dates on request

Dates on request	Scotland	PH1 3UO	
Dates on request	N. Ireland	BT28 2BP	
Dates on request	London	SE23 1AH	
Wednesday	22 nd	Stockport	SK5 6HQ

NOVEMBER - dates on request

Dates on request	Scotland	PH1 3UO
Dates on request	Ireland	BT28 2BU
Dates on request	Stockport	SK5 6H
Dates on request	London	SE23 1AH

DECEMBER - dates on request

Dates on request	Scotland	PH1 3UO
Dates on request	N. Ireland	T28 2BU
Dates on request	London	SE23 1AH
Dates on request	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.

'Great instructor, I would highly recommend the course because of how it was delivered' 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 -

OCTOBER

Dates on request	Scotland	PH1 3UO
Dates on request	London	SE23 1AH
Dates on request	Stockport	SK5 6HQ

NOVEMBER -

Dates on request	Scotland	PH1 3UO
Dates on request	London	SE23 1AH
Dates on request	Stockport	SK5 6HQ

DECEMBER

Dates on request	Scotland	PH1 3UO
Dates on request	London	SE23 1AH
Dates on request	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. London

'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 & 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 monthly payment 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

AUTUMN OFFERS

SEALSKINZ TOUCHSCREEN FRIENDLY GLOVES

Cold and wet hands can lead to numb fingers, blisters and even frostbite – this 100% waterproof technology close-to-skin knitted glove offers incredible grip control along with breathability and has pre-curved fingers to help to reduce hand fatigue will keep your hands dry and protected in rain, light snow, and mud while preserving the grip of the dexterity you need to get things done. Constructed of 2MM Techline™ Neoprene with a fleece lining. **Was £28.00 + VAT**

CODE	SIZE	PRICE
KJ751-S	SMALL	£10.99
KJ751-M	MEDIUM	£19.99
KJ751-L	LARGE	£19.99
KJ751-XL	X-LARGE	£19.99

Prices are subject to 20% vat



THE GLACIER PERFECT CURVE GLOVES

The Perfect Curve glove is 100% waterproof and is constructed of 2MM Techline™ Neoprene with a fleece lining. The pre-curved fingers help to reduce hand fatigue which makes this our number one watersports glove used by avid kayakers and paddlers and for cycling. **Was £15.00 + VAT**

CODE	SIZE	PRICE
6337024-L	LARGE	£10.00
6337025-XL	XLARGE	£10.00

Prices are subject to 20% vat



UNGER NEOPRENE RUBBER GLOVES

These rubber neoprene gloves for window cleaning are tear resistant stitching and glue seal along seams for durability soft and comfortable on inside with adjustable hooks & loops wrist strap. **Was £22.00 + VAT**

CODE	SIZE	PRICE
GLOV1	SMALL ONLY	£4.00 +VAT



UNGER ERGOTEC NEOPRENE GLOVES

ErgoTec Neoprene Gloves for window cleaning, made of 3 mm thick textile neoprene with tear resistant stitching and glue seal along seams for durability knuckle inserts and flexible curved shape for ultra-comfort - nonslip palm With screened-on silicone for secure grip with adjustable hooks & loops wrist strap. **Was £20.00 + VAT**

CODE	SIZE	PRICE
GLOZS	SMALL ONLY	£4.00 + 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/>

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 Forum (CILF): <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

SafeContractor- Health & Safety Accreditation Scheme
<https://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/legal/partner-offer-terms-starter-pack/>