



WINDOW *talk*

ISSUE 150 – SPRING 2021



NATIONAL ASSOCIATION AWARDS

FINALIST

BEST MEMBERSHIP ORGANISATION

INSIDE THIS ISSUE

We look forward to seeing you at the Cleaning Shows in 2021



Official Media Partner



www.CleaningShow.co.uk

A new All-Party Parliamentary Group for the cleaning & hygiene industry is inaugurated.
Window Cleaning Company / Employee of the Year 2021

Google UX Update – A Message from SiteWizard

Van & System for Sale



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

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Dear members I have to say that with this Pandemic, this last year has to have been one of the strangest, difficult, and most demanding of any of the 31 Years running my own window cleaning company coupled with the 28 years I have served on the FWC management committee including the last 9 as the Chairman.

From my own experiences and speaking to fellow committee members and you the members of the FWC alike, I know only too well

of the trials and tribulations we have all had and continue to have during the various lockdowns and now that at least some kind of end to it all seems to be in sight. Is it possible that with the Governments published plan and dates of the easing of restrictions there does appear to be light at the end of the Tunnel!

In my own company with each "Lockdown" we have seen many customers either cancel or postpone work (some never to return), the furloughing of many staff, drastically reduced company income and a major increase in the workload of the staff who were not furloughed, myself included. This coupled with the additional woe of increased costs in order to work in a COVID safe manor and seemed to be working three times as hard for twice as less money!

We also had to make use of Government grants, the furlough scheme, Finance/mortgage holidays and Government backed "Bounce back" loans just to keep our business afloat. Rightly or wrongly whether I agreed with all Government decisions and policies during this terrible time I have to say I do not think my own company would have survived without Governments and local Government aid and support.

During this time, the FWC executives and staff have tried our utmost to keep the membership updated and informed of exactly what the restrictions were, whether you could work or not, and what Financial support and help was available. We were never NOT on the end of a phone or email!

Is there hope? YES, I think there is! Now that we are approaching the Two dates 12th of April – Non-essential shops and other venues can open and 17th May – Hospitality opens. As well as the start of a new financial year in April. In my own business we are starting to see more customers returning/starting to have their windows cleaned again, or at least setting "you can start again" dates.

We have also been canvassing hard for new work, using the FWCs Tender alert system and other media and we have, thankfully, managed to make some small gains of new work.

I am hoping that by the end of May we will have been able to bring back most our staff, both clerical and window cleaners from furlough and get on with some proper business, earn some decent money, have happy customers again and have some job satisfaction. That is, surely what it is all about.

From the FWCs point of view we would also like to have Happy members!!

However, as we move forward in hope of a more positive future, we must also remain mindful of the risks during easing of lockdown restrictions, and encourage renewed energy into our employees as we all work towards a safe recovery,

Last month we saw the schools return, and all being well as this magazine lands in your inbox many other sectors will begin to reopen. Therefore, I take this opportunity to wish each and every member the very best for your future and your business.

I really would like to hear about your views and experiences as to where you are with all this, and whether you feel things are starting to improve? More importantly, to give your feedback on whether the FWC did everything it could to support you the membership during Covid-19.... did we get it right Or, could we have done more?

Your feedback is always valuable and will help us to improve, adapt and in turn help you. So please write or email your views and experiences to: beryl@f-w-c.co.uk

Ending on a positive – at the time of writing this editorial we were delighted to receive notification that the Federation of Window Cleaners had reached the finals in the National Association Awards in the best membership organisation of (1,000 members) category.

Here's to a much better, more prosperous and less stressful fresh start and year! **Andrew Lee - Chairman**

2021 Annual General Meeting

The FWC hereby gives notice that the 2021 Annual General Meeting will be held on **Friday 28th May 2021** at 12:30pm via Zoom.

Members interested in attending the Annual General Meeting are asked to please inform the General Secretary by the 24th of May 2021 so that we can send relevant correspondence and an invitation to login to the AGM via Zoom call in good time. Please contact us on 0161 432 8754 / Email: beryl@f-w-c.co.uk

2020 Balance sheet

A copy of the FWC 2020 Balance sheet is available by clicking **HERE** or the link in the email received with window talk, or download a copy from the members only page of the website,

2021 Nomination & Election Notice

The Committee positions were unopposed for 2021 therefore Chairman Andrew Lee; and Council Members Scott Smith and David Saville are all eligible for re-election at the 2021 AGM.

Registered members who feel they have the expertise, time, and a drive to help maintain and improve our independent trade body are encouraged to consider putting their name forward for a position on the executive council. Whilst the nomination date has closed for 2021 - Nomination forms will be available again in January 2022. Should anyone be interested and wish to learn more about commitments of the council please don't hesitate to contact the office on 0161 432 8754.

BCC PUBLISHES INDUSTRY-BACKED GUIDE TO CLEANING AND HYGIENE TERMS.



The industry body for the cleaning and hygiene sector has published a guide to cleaning terms to help the UK economy reopen safely following the Coronavirus lockdown. (The guide can be seen in full on page 5)

Since the pandemic began, the British Cleaning Council (BCC) has received many enquiries about cleaning applications, processes and procedures from a variety of organisations that are reopening premises or seeking to design cleaning regimes that will ensure staff, visitors and the public stay safe and well.

The BCC has consulted member organisations from across the sector in order to compile an agreed guide to ensure informed decisions are made, good standards are reached and people are reassured when it comes to cleaning and hygiene in the current environment.

Key advice in the guide includes:

- when cleaning within the health care sector, standard operating procedures should be referenced in conjunction with the latest advice from Public Health England and the World Health Organisation
- a two-stage process is needed when employing methods such as ‘fogging’, ‘misting’, ‘spraying’, ‘fumigation’ and ‘bug-bombing’ – cleaning to remove the soil is essential before disinfecting to remove the pathogenic micro-organisms
- when employing a contractor or planning a cleaning and hygiene regime, it is essential that a current, robust risk assessment is designed acknowledging the various environmental factors that may be encountered.
- when engaging external providers to carry out specialist cleaning/disinfecting activity 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, preferably that which has undergone efficacy testing and has a unique EN number.
 4. result evaluation process – how is the outcome measured?

BCC Chairman Paul Thrupp said: “Outside the cleaning and hygiene industry, there is some confusion about what is needed in terms of cleaning and disinfecting to ensure people stay safe and well in light of the risk posed by Coronavirus.

“This has been aggravated by entities which have sprung up, aiming to capitalise on the public’s fears by offering cleaning.

“Our guide aims to bust these myths and offer an industry-agreed source of reliable, evidence-based information.

“It will help ensure that the high standard of cleaning and hygiene that are crucial for defeating Coronavirus as the UK economy unlocks can be achieved and it will help provide the reassurance that people need.”

For more information visit:

<https://britishcleaningcouncil.org/2020/07/15/bcc-publishes-industry-backed-guide-to-cleaning-and-hygiene-terms/>

DISINFECTING USING FOG, MIST AND OTHER SYSTEMS DURING THE CORONAVIRUS (COVID-19) PANDEMIC.

Disinfecting premises using fog, mist or UV treatment
Fog, mist, vapour or UV (ultraviolet) treatments may be suitable options to help control the spread of coronavirus 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.

If you choose to use fog, mist, vapour or UV treatments as a way of 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 while 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 a period of time after treatment (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, for example, if rooms cannot be adequately sealed to contain airborne chemicals.

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.

People should not enter rooms being treated by UV or disinfectants applied as fog, mist or vapour. Discuss with suppliers what safety features they can provide to prevent inadvertent access to a room during treatment, for example hazard-monitoring sensors.

For more on this article [CLICK HERE](#) HSE information page.

TERMS	DEFINITION	OUTCOME	EVIDENCE BASED
Cleaning	The removal of soil followed by safe disposal	Prepares surface for disinfection if required	<ul style="list-style-type: none"> ☞ If cleaning operatives are trained and provided with appropriate cleaning equipment and soil removal product, the process is safe and efficient.
Enhanced Cleaning	Where the frequency of cleaning has been increased to support the reduction of a specific or contamination problem. Sanitary areas and touch points are the priority	Areas are cleaned more often therefore reducing the risk factor associated with cross contamination.	<ul style="list-style-type: none"> ☞ Product knowledge is essential. ☞ If cleaning operatives are trained and provided with appropriate cleaning equipment and soil removal product, the process is safe and efficient. ☞ Colour coded equipment disposable cloths and mops are recommended. Spent solutions disposed of as contaminated waste. All waste matter bagged and disposed of in line with contaminated waste policy.
Disinfecting	The reduction of micro-organisms to safe levels	Renders the surface safe through the reduction of micro-organisms	<ul style="list-style-type: none"> ☞ Product knowledge and contact time is crucial. If cleaning operatives are trained the process is safe and efficient.
Decontamination	Cleansing an object or substance to remove contaminants such as micro-organisms	Involves cleaning and disinfecting.	<ul style="list-style-type: none"> ☞ Product knowledge and contact time is crucial. ☞ If cleaning operatives are trained and provided with appropriate cleaning equipment and soil removal product, the process is safe and efficient.
'Deep Cleaning'	The removal of soil accumulations	Renders surfaces free from soil build up however the surface is not disinfected.	<ul style="list-style-type: none"> ☞ Product knowledge and contact time is crucial. ☞ If cleaning operatives are trained and provided with appropriate cleaning equipment and soil removal product, the process is safe and efficient.
Periodic Cleaning	Non-routine cleaning where access may be difficult	Scheduled cleaning maintenance to support and preserve longevity of surfaces fixtures and fittings.	<ul style="list-style-type: none"> ☞ Manual handling training vital since items will be moved. ☞ Product knowledge and contact time is crucial. ☞ If cleaning operatives are trained and provided with appropriate cleaning equipment and soil removal product, the process is safe and efficient.
Spraying	The dispersion of liquid based fungicides, pesticides, chemicals	For best results, should follow thorough cleaning	<ul style="list-style-type: none"> ☞ Inhalation concerns as droplets vaporise. Residues may impact on fixtures and fittings. Environmental impacts must be considered. ☞ Trained cleaning operatives are essential to ensure the process is safe and efficient.
Misting	A condensed vapour settling in fine droplets on a surface	For best results, should follow thorough cleaning	<ul style="list-style-type: none"> ☞ Inhalation concerns as droplets vaporise. Residues may impact on fixtures and fittings. Environmental impacts must be considered. ☞ Trained cleaning operatives are essential to ensure the process is safe and efficient.
Fumigation	Reduces micro-biological agents largely used where micro-biological cleanliness is required	For best results, fumigation should follow thorough cleaning	<ul style="list-style-type: none"> ☞ Trained operators required to carry out the process. The fumigation process can have consequences if inhaled as the many substances used are extremely toxic. After the process, the area requires airing and a thorough after-clean is recommended. ☞ Environmental impacts must be considered.
Phase Fogging	A fine spray of chemical solution, used as a means of sanitising surfaces used in advance of cleaning then again after cleaning	First phase 1 is suggested as preparing the area for the cleaning team to enter safely. Area is then cleaned. Phase 3	<ul style="list-style-type: none"> ☞ Room should be sealed. May be out of action for a period. ☞ Environmental impacts must be considered. ☞ Process takes a much longer period. ☞ Trained cleaning operatives are essential to ensure the process is safe and efficient.
Fogging - Dry	Preferred where electrical equipment is in place. Room is filled with a mist of ultrafine droplets that do not settle easily on surfaces.	For best results, should follow thorough cleaning	<ul style="list-style-type: none"> ☞ Room should be sealed. May be out of action for a period of time. ☞ Environmental impacts must be considered. ☞ Trained cleaning operatives are essential to ensure the process is safe and efficient.
Ultraviolet Light	Water is heated past the boiling point and forced out as pressurised steam through a nozzle, brush, or other attachment. The vapour loosens dirt and kills dust mites, mould, other allergens, and some harmful bacteria. No suction is required, since the high-heat moisture dries quickly.	The UV light must fall directly on a surface to disinfect effectively.	<ul style="list-style-type: none"> ☞ If a UVC Robot is used to irradiate space with UV light the room must be clear of all Human and animal life forms. ☞ It will be 10 to 20 minutes before the room can be entered again! ☞ Trained cleaning operatives are essential to ensure the process is safe and efficient.
Steam Cleaning	Water is heated past the boiling point and forced out as pressurised steam through a nozzle, brush, or other attachment. The vapour loosens dirt and kills dust mites, mould, other allergens, and some harmful bacteria. No suction is required, since the high-heat moisture dries quickly.	For best results correct equipment, temperatures and manufactures training are required.	<ul style="list-style-type: none"> ☞ Product knowledge and contact time is crucial. Electrical sockets and electrical items and smoke detectors must be protected. Trained cleaning operatives are essential to ensure the process is safe and efficient.
Thermal Disinfection	Thermal disinfection is a method of disinfection which relies on moist heat to kill bacteria and viruses by exposure to a specific temperature for a set amount of time. The high-temperature Thermal Disinfection process can destroy the proteins in viruses and bacteria and render them as dead or inert.	For best results, should be followed by thorough cleaning.	<ul style="list-style-type: none"> ☞ Room should be sealed. May be out of action for a period. ☞ Environmental impacts are minimal. ☞ Process takes a much longer period. e.g., an average hotel rooms treatment will take 5 to 6 hours to complete. ☞ Trained cleaning operatives are essential to ensure the process is safe and efficient.

THE SEARCH CONTINUES FOR THE UK'S TOP WINDOW-CLEANING COMPANY AND EMPLOYEE

The Federation of Window Cleaners (FWC) is welcoming entries into its biennial industry competitions Window Cleaning Company of the Year and Window Cleaner Employee of the Year, 2021.

Entries forms are available on the [Homepage](#) of the FWC website. To be in with a chance of winning this 2021 Window Cleaning Company of the year Award – in addition to our chosen window cleaning Employee.

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 be nominated by their employer; and only one employee per company is eligible to participate.

The competition will be judged by three independent judges together with the General Secretary.

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

Category one

1. Employee entry forms must be completed by their employer and include any client testimonials, evidence of training, qualifications etc. Before returning to the FWC by; post or email: beryl@f-w-c.co.uk before the closing date.

Category two

2. Company entry forms must be completed in full by the member or a representative for the company, including any client testimonials, evidence of training, qualifications etc. to be sent by post or email to beryl@f-w-c.co.uk 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 notified by email within 28-days of the closing date – presentation of the awards will be held at the Cleaning Show Excel London 2-4th November 2021 – day and time to be confirmed in the next issue.

To be in with a chance go to the FWC HOMEPAGE to download your entry form by email request: info@f-w-c.co.uk or telephone: 0161 432 8754.

CLOSING DATE FOR ENTRY FORMS – 30th May 2021

2019 WINNERS AS PICTURED BELOW:

COMPANY WINNER:

Progress Cleaning Services Ltd – Southampton



Runner up - HCS Cleaning Services Ltd – Lancashire



Runner up - Archer Cleaning Services Ltd - Lancashire



EMPLOYEE WINNER:

Lee Hewitt - Progress Cleaning - Southampton

VAN FOR SALE

Ford Transit Custom Van

Reason for sale due to retirement

- April 2015 plate
- 12 months MOT as from 29th March 2021
- New starter motor fitted recently.
- New rear brakes
- low mileage and has a full-service history.
- Some damage to body work (as shown below) otherwise Clean condition.
- Fitted with IONIC's own system, complete with reels and poles.
- New R.O filter fitted last year.

Price: £8,250.00 + VAT = £9,900.00 - O.N.O

Contact: Phil on T: 07840 961 955

Or by email: pjandjdbyrne@talktalk.net



Three small bodywork damages shown above to wheel arch, front guard & above rear bumper.

PASMA RESPONDS TO TOWER FALL PROSECUTION

We were saddened to learn about the injuries sustained by two workers who fell from an incorrectly assembled tower scaffold while installing signage at a retail premises in Prestwich. They both suffered fractures to their legs and ankles.

The accident, which happened in November 2018, was the subject of a recent prosecution by the Health and Safety Executive (HSE) at Manchester Magistrates' Court. The investigation found that the person who erected the tower had not been properly trained. There were missing guardrails and no outriggers in place. The tower moved away from the building and the employees fell two metres.

Roofabs Direct Limited and its sole director, Paul McMahon, both pleaded guilty to breaching section 2(1) of the Health and Safety at Work etc. Act 1974 which means they did not 'ensure, so far as is reasonably practicable, the health, safety and welfare at work of all [their] employees.' They also both pleaded guilty to breaching section 3(1) of the Reporting of Injuries, Diseases and Dangerous Regulations 2013 for failing to report the incident.

The company was fined £20,000. The director was ordered to complete 100 hours of community service, pay compensation orders of £500 each for the two injured people and pay costs of £1,000. Speaking after the hearing, HSE inspector David Norton said: "Falls from height remain one of the most common causes of work-related fatalities and severe injuries in this country."

He's right. We know that 14 people suffered a non-fatal fall from height in the workplace every day in 2019/20, according to the most recent RIDDOR statistics released by HSE.

However, we also know the true number was much higher. As this case proves, employers often don't report when they should. HSE believes that only around half of reportable accidents actually are. The Labour Force Survey also collects data on non-fatal workplace injuries. It uses self-reports from workers, so records a wider range of accidents than RIDDOR. Last year it recorded an estimated 36,000 falls from height, which is a horrifying 99 per day.

The saddest fact of all is that these accidents didn't have to happen. Commenting on the case in Prestwich, HSE inspector David Norton added: "This incident could so easily have been avoided by having a suitably trained person put up the tower scaffold and ensuring that the required guardrails and outriggers were in place."

Roger Verallo, PASMA Chairman and Managing Director of Euro Towers commented: "This case highlights the importance of training for all those who assemble, dismantle, inspect or move tower scaffolds. Just look what can go wrong when it's done incorrectly. Anyone who has completed a PASMA course knows that guardrails and outriggers, or stabilisers, are absolutely essential for fall prevention and stability.

"And PASMA training isn't just for operatives. There's a new course - Towers for Managers - aimed at those who supervise work on towers. It helps them gain and demonstrate the competence required by the Work at Height Regulations. Afterwards, they know what good practice looks like and can be more proactive at preventing falls. As this accident reminds us, even falls from low heights can inflict life-changing injuries.

"Every day PASMA and its members work towards a world where an accident like this isn't such a familiar story."

ACCUSED OF SCRATCHING WINDOWS USING PROFESSIONAL WFP EQUIPMENT.



what would your first reaction be to such an accusation?

We hope the following information may help on this matter.

Initially, never accept liability without checking on a few important facts, and in any event, you're innocent until proven guilty.

A professional approach might be to provide a written response before offering to take a look at the scratches on the customer's windows, this way you are allowing them time to take in any relevant information beforehand.

Explain that the cleaning method used on their property is a professional and widely used method in the window cleaning industry for over a decade; also, the specialist Water fed pole brush used are designed not to hold on to grit or stones during cleaning and that the bristles are made up from materials not hard enough to scratch glass when in use. Should this be a Possibility the industry would be inundated with claims.

Sometimes it may prove a point to offer a demonstration of the brush to the customer to reassure them the brushes cannot scratch.

A possible suggestion for scratches appearing soon after the glass has been cleaned by pure water method – could be that the scratches were present already but less visible following a traditional clean because some detergent and dirt remain in the scratch making it less visible under sunlight.

Following one or two WFP cleans with pure water washing out any detergent and dirt from the scratch allows the sun to catch the facets of the scratch and shine, similar to a diamond ring after cleaning it.

It is also important to mention that should a visit be agreed ask if you could take a photo of the alleged scratches and enquire who has previously cleaned the windows and whether there has been any building or decorating work carried out on the property prior to your clean.

New windows often have scratches that were caused during the fitting or transporting process because they were not protected during fitting.

Old windows too will have had years to gain building and decorating scratches.

Going forward you might find the window cleaning disclaimer on the members area of the website useful.

QUESTIONS & ANSWERS

Q) Please could you help me with preparing a Covid Risk Assessment and method statement for water fed pole work.

A) please find attached example content for a Covid Risk Assessment and WFP Risk and method statement. Feel free to adjust and adapt for your own company – and if you need any further help please don't hesitate to ask and my best attention is assured. This is also available to download from the members area of the website, together with many other templates should you need to access out of office hours.

Q) Hello Beryl, I have been trying to log into the members area of the webpage with the previous details you gave me, but it won't allow me in - can you tell me the log in again please.?

A) Hello Stuart, for security purposes the login details need to change periodically but you can call or email us at any time for this information and our best attention is assured.

Q) Hello Federation, I am a registered member and ask if you can send me the latest tender opportunities. David.

A) Hello David, we stopped emailing the tender opportunities a while ago. They are published regularly onto the members area of the website now as soon as they are available. This allows members to access anytime and just select the ones that are of interest to you, rather than receive every tender for all areas and for every type of cleaning opportunity.

You can view at a glance and once you see something of interest just click on the title to view full details and links. You will of course need the login details for access which was supplied in the email content that delivered your magazine but if you forget the login information, we can supply this on request.

Q) I have recently been discussing the cleaning of glass with a window cleaner and he said that it was necessary to use de-ionised or "purified water" when cleaning glass, as I thought that tap water could be used to clean glass. What is your experience on this? Why should de-ionised water or pure water be used to clean the glass and not tap water? Thanks, I look forward to hearing from you. Regards **a Customer**.

A) Dear Customer, the simple answer to your question is that ordinary tap water is full of sediments and minerals and it is these impurities that cause spotting and streaking on the glass when tap water is left to dry on its surface, similar to rainwater. Window cleaners purify their water by passing it through a series of filters and resins, making use of natural processes like reverse osmosis and deionization, resulting in "pure water" which can be left to dry to a streak free finish. However, I would also like to mention that Trades people who use ladders must undertake a Risk Assessment before deciding on the correct equipment for the job – as outlined in the HSE work at height regulations 2005. <https://www.hse.gov.uk/work-at-height/the-law.htm>

I trust this clarifies your window cleaner's explanation.

ENSURING ADEQUATE COVER IS IN PLACE FOR ALL TYPES OF WORK UNDERTAKEN

When arranging your liability covers it is important to let your broker know all the activities your business will carry out to ensure you are adequately covered in the event of a claim. This applies at the start of the policy, during the policy period and at renewal date.

You will find your business description on your policy documents and these are the activities you are covered for.

Don't assume that if you have liability cover in place for your Window Cleaning Business it will automatically extend to include other activities you may take on such as pressure washing of driveways or roof cleaning for example. It is important that these additional activities are included within your business description to be therefore covered.

Many standard liability policies will contain exclusions for certain activities and so it is important to read your policy documents so you understand and can comply with any conditions of cover.

Sourcing Public and Employers Liability Insurance can prove much more difficult if you work at height with many insurers imposing restrictions on the maximum height being worked at. Liability Insurance companies accept that working at height (e.g. up a step ladder) is necessary for many cleaning companies, however most policies will exclude work over 10 metres or on property over 3 storeys. It may be that your policy doesn't state a working at height limit but if you look closely into your policy another way they impose this restriction is by the access methods used for example there may be a condition in your policy that excludes any bodily injury, loss or damage arising out of the use of lifting platforms, ropes, cradles or harnesses thereby excluding any high access work.

In such a specialist area, understanding your policy conditions and exclusions and embedding these within your own Health and Safety processes is paramount. A specialist insurance broker such as Polished Insurance, can guide you through to ensure you are correctly protected in the event of a claim.

Each business is different, you can source public liability cover from £1 million although any business with any regular contact with the public will most likely start their cover at £2 million as a minimum. Local councils and larger commercial customers will often insist on higher levels of cover, £5 million as a minimum, before you undertake the work and will specify the level required.

This is why it is important to seek a specialist insurer such as Polished Insurance who understand the varied requirements of cleaning companies, have the expertise and have created a bespoke policy exclusively for the cleaning industry. Our underwriters reward companies who recognise the risks, cater accordingly and have a good health and safety record.

Contact **Polished Insurance** today on 01942 403370 for a free no obligation quote.

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



Google UX Update – A Message from SiteWizard and the Federation of Window Cleaners

The Google UX Update is almost here, with the launch set for May 2021. Google will often introduce updates to their algorithm to help ensure the best pages are appearing at the top of the search results. Last year Google announced that there will be another such update, this time focusing on User Experience.

Here at SiteWizard we are working with the Federation of Window Cleaners to help prepare its members for this new update and show you how you can make helpful changes right now. Entering premises has been a challenge during the current climate and so the main reflection of your business and services comes from your website. How your customers both old and new interact with you online is just as important as those in person, with both leaving an impression of how you operate and what you have to offer. With this in mind it has become increasingly important for online businesses to offer the same high level of customer service online as in person and this is what the Google update is focusing on.

Google typically keeps information regarding algorithm updates close to their chest but due to the current climate and challenges businesses are already facing, they decided to give an insight into what they will be looking for as of May. The clue is in the name and the update will focus on whether users have a positive or negative experience when using a website. Those with a user-friendly interface will see favourable results and those without will potentially see a drop in their ranking position.

They have also mentioned a plan to introduce Visual Indicators in the search results to highlight which websites are likely to provide good experiences. This is important as it could heavily impact the number of people choosing to click on and interact with your site.

So, what are some things you can focus on right now to ensure your website is providing a positive experience for visitors?

Page Speed: Fast Page Speed is something that Google values highly and is already a ranking factor. It is proven that users will typically stay on a website longer, convert more often and bounce off your site less if the page speed is good. A slow site will provide a negative experience for the user and more often than not means they will leave, resulting in a high bounce rate and ultimately, Google pushing that site further down the search results.

HTTPS: In 2017 Google told users that they would begin flagging websites without SSL Certificates as 'Not Secure' and began doing so in 2018. An SSL Certificate is a technology used to protect any sensitive data submitted to your site. Once an SSL Certificate is added the application protocol (HTTP) will change to HTTPS. Those with HTTPS will often find a Lock symbol appearing next to their domain in the browser, signalling to users that the site is safe to use.

Knowing they can interact with your business safely creates a positive experience for the user and as this is something that Google has previously flagged; we think it is important to update your site as soon as possible. To learn more about this read our blog [here](#).

Mobile-Friendly: Mobile browsing is becoming increasingly important with Mobile accounting for approximately 50% of web traffic Worldwide. With a large portion of users browsing your website on their Mobiles and Tablets, it is important that your site adapts to these platforms. Navigating a website that is not mobile-friendly can result in a bad experience for users.

This is because while the site will still function, it will often shrink on the screen forcing them to zoom in and out to navigate pages and read information. As well as this, pages are often slow to load which as we have already explained is never a good thing!

Being mobile-friendly is incredibly important to Google and has been a ranking factor for a long time. Mobile-first Indexing is also in effect meaning Google predominantly uses the mobile version of your website for indexing and ranking.

Site Usability: Look at your website from the perspective of a user and try to create a site that is easy to navigate. Pop-ups, broken links, buttons that do not work, and messy layouts are all things that can lead to a user wanting to leave your site. Try and create something easy to read, explore and buy from.

Content: Google has made it clear that websites with useful, relevant content will be placed above those with little to no information. We have written a blog all about how to create great content which you can find [here](#).

While details are yet to be determined and we cannot provide an exact A-Z of what Google will be looking for after the update in May, we do know that the above are all things that they currently value and attribute to a good user experience. Getting ahead of the curve and having these elements in place before May should put you in a good position. Not only are these updates essential to staying on Google's good side but they are also going to mean your customers can interact better with your business online.

Businesses across the board have faced a very challenging year and as lockdown rules look set to relax over the coming months, more companies are looking at how they can get back out there and start thriving once again. Federation of Window Cleaners members are part of a group that will have likely felt the impact of recent times the hardest and the journey to rebuilding your brand and your customer interaction could be best started with your [website](#).

As Federation of Window Cleaners **members**, you have access to our marketing experts who can help you with a wide range of services and offer advice on the best way to market your business and indeed provide a good user experience. As well as updating your site with the Google UX Update in mind there are also beneficial services such as [SEO](#) (Search Engine Optimisation), [Facebook Ads](#) and [Google Ads](#) (Pay Per Click) that will help gain more visits to your website, increase brand awareness, and achieve more conversions. As part of your membership, SiteWizard are offering a free no obligation report where we can show you how online marketing can benefit your business.

If you would like a report or have any questions about how to implement any of our recommendations, please get in touch as we have a dedicated team who will be happy to help!

You can get in touch via our [Contact Form](#), by email at enquiries@sitewizard.co.uk, or by phone on 01622 200 045.



6 ways to improve your online security.

Due to coronavirus, people are spending more time online this year. This means more opportunities for hackers to carry out cyber attacks.

They often do this by targeting people and businesses using:

- email and website scams
- malware - software that can damage your device or let a hacker in

If hackers get into your device or accounts, they could access your money, your personal information, or information about your business.

Get your Cyber Action Plan

Answer a few questions and get a personalised list of actions to help protect you or your business online:

You can improve your cyber security by taking six actions:

1. Use a strong and separate password for your email
2. Create strong passwords using 3 random words
3. Save your passwords in your browser
4. Turn on two-factor authentication (2FA)
5. Update your devices
6. Back up your data

Improve your password security.

Hackers can get access to your account by using software to crack your password, by trying one password in lots of places or by trying to trick you into disclosing your password through scams.

Creating strong, separate passwords and storing them safely is a good way to protect yourself online.

Use a strong and separate password for your email If a hacker gets into your email, they could:

- reset your other account passwords.
- access information you have saved about yourself or your business.
- Your email password should be strong and different to all your other passwords. This will make it harder to crack or guess.

Using 3 random words is a good way to create a strong, unique password that you will remember.

You should also protect your other important accounts, such as banking or social media.

Learn how to stay secure at:

<https://www.ncsc.gov.uk/cyberaware/home>

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STANDARD CUT & LIQUIDATOR CUT	10"	12"	14"	18"	22"

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NXT-R

- ✓ Excellent performance
- ✓ Perfect glide
- ✓ All-season rubber for top performance
- ✓ Excellent grip on all kind of windows
- ✓ Unique turquoise colour
- ✓ Available in standard cut
- ✓ Available in original LIQUIDATOR cut
- ✓ Fits in many different channels
- ✓ Each rubber inspected manually
- ✓ Made in Europe

A new All-Party Parliamentary Group for the cleaning and hygiene industry has been inaugurated.

An All-Party Parliamentary Group (APPG) for the cleaning and hygiene sector has been inaugurated today (Tuesday, 2 February).

A total of 53 MPs and three Members of the House of Lords have joined the group, making it one of the bigger and most credible APPGs.

Members of six parties are taking part – the Conservative, Labour, Scottish National Party and Democratic Unionist Party, Democratic Unionist Party, Plaid Cymru and Liberal Democrats – and participants include some of the most prominent Parliamentarians in the country, such as the former director of Age Concern, the Baroness Greengross, OBE, the former Chancellor, the Rt Hon The Lord Lamont of Lerwick and the former CEO of Mitie, The Baroness McGregor-Smith.

At the inauguration meeting today, MPs elected Nigel Mills, MP for Amber Valley, and The Baroness Greengross as co-chairs, and agreed on vice chairs and the make-up of the committee which will run the group.

The British Cleaning Council is sponsoring the APPG. Chairman Paul Thrupp and Deputy Chairman Jim Melvin addressed the group at the inauguration.

John Hines, from SC Johnson Professional, also updated the group on the work that is being done by the Global Handwashing Partnership to promote best practise in hand hygiene.

The APPG will represent the interests of the cleaning and hygiene sector in Parliament and influence MPs, ministers, and Government.

The BCC wants the [APPG](#) to put the status of the sector's operatives as key and essential workers, and their priority for Covid-19 vaccination, at the top of its agenda, in recognition of their role fighting the Covid-19 pandemic.

Paul Thrupp said: "This is a historic day for our industry. The establishment of the APPG is a major development for the cleaning and hygiene sector. I am delighted that we have achieved this.

"The APPG will help ensure policy-makers are aware of the vital work we do and ensure the sector's voice is heard in decisions that affect it. An industry of such large scale and huge importance as ours needs to have this kind of representation in Parliament.

"I'm particularly pleased that so many MPs have agreed to give the group their backing. Such widespread backing will ensure it is highly-credible and influential."

Jim Melvin said: "This groundswell of support shows that there is growing recognition of the industry's contribution and the vital work of its personnel, particularly in the fight against Covid-19.

"Though there are many important issues for the APPG to discuss, we'd like it to focus on the status of the sector's operatives as key and essential workers, and their need for Covid-19 vaccination as an immediate priority."

The BCC has been working alongside former MP for Stirling, Stephen Kerr, to support the establishment of the APPG, as well as encouraging member organisations and cleaning and hygiene companies to lobby their MPs to join.

The screenshot shows the UK Parliament website. At the top, there is a navigation bar with the UK Parliament logo and links for Business, MPs, Lords & offices, About, and More. Below this is a dark blue header with the text 'UK Parliament'. A breadcrumb trail reads: 'UK Parliament > About Parliament > Members of Parliament > All-Party Parliamentary Groups'. The main content area has a heading 'All-Party Parliamentary Groups' followed by a paragraph: 'All-Party Parliamentary Groups (APPGs) are informal cross-party groups that have no official status within Parliament. They are run by and for Members of the Commons and Lords, though many choose to involve individuals and organisations from outside Parliament in their administration and activities.' Below this is a section titled 'Latest News: Coronavirus and APPGs' with a sub-heading 'Please see [Advice Note 7](#) for guidance on how APPGs are affected by Coronavirus.' To the right is a 'Contacts' section with two paragraphs: 'For information about a specific group (eg its membership, publications or meetings) please contact the group itself. The group's contact details are on its entry in the [Register of APPGs](#).' and 'For advice on APPGs in general and the rules governing them please contact the Office of the Parliamentary Commissioner for Standards on groupsregister@parliament.uk'.

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**

Criminal Records Services Ltd.
+44 (0) 1942 609365

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

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



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 Tenders are published regularly on the members only page of the website. <https://www.f-w-c.co.uk/member-login> if you have forgot your login details please email: 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 requested.



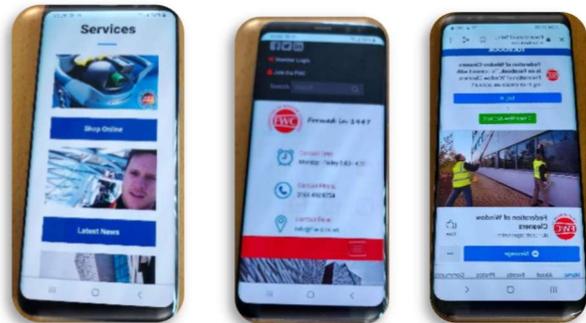
Allied Insurance Services
COMMERCIAL INSURANCE
SPECIALISTS



Allied Insurance Services Limited can assist and help our members with Public and Employers Liability Insurance. Contact Lynda Bibby or Paula Crossland at Allied on telephone number 01942 403370 or go to <http://www.polished-insurance.co.uk/window-cleaners> for a quotation.



FWC WEBSITE + ONLINE SHOP + SOCIAL MEDIA



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

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>

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

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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 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
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Singles & Doubles | Next-day Delivery

Ladder Safety Accessories for Window Cleaners
Stoppers & Ladder Mats | Ladder Base Levellers
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Full range of Doubles & Triples | Next-day Delivery

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Tel: 01452 520144
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Fitting the Phantom Clamps

Fitting the clamps is a simple process, follow our guide below to ensure you get the most from your Phantom Clamps.

Firstly, let's ensure you've received all the correct pieces. Here is everything that should be included with each clamp: Please note, the FaceLift Phantom Clamps are designed and tested for FaceLift Poles only.

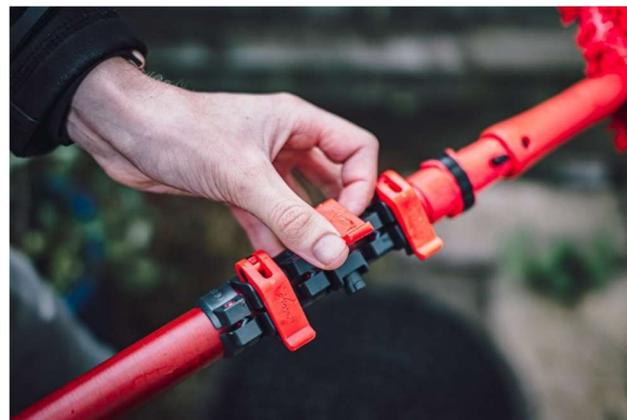


Step 1. Removing Old Clamps

Yes, we realise this goes without saying - but it is important after removing the clamps that the section is properly cleaned, particularly if the previous clamp set were bonded on. To ensure the clamp is able to firmly grip the section, you will need to ensure the surface is as smooth as possible.

Step 2. Fitting the Clamp to the section

The Phantom clamp should slide over the pole until the lip on the internal side of the clamp stops it going any further. If already fitted, you may need to loosen the nut & bolt. Once in place, tighten the bolt with a 4mm Allen Key, ignore the nodules inside and tighten a half-turn at a time until the clamp is firmly fixed in place, the blue lining inside the nut should be facing away from the clamp.



Step 3. Insert the TPU Sleeve

Once the clamp is fixed firmly in place, insert the TPU Red Sleeve insert, this should simply slot into place, ensuring the gap lines up with the gap in the clamp.



Step 4. Finishing Touches

Now you simply need to attach the lever. To do so, insert the part threaded bolt through the dowel nut in the lever - this then slots through the clamp and into the wing nut the other side. To help illustrate how the lever is attached, see the images below.



THAT'S IT. YOU'VE GIVEN YOUR POLE A NEW LEASE OF LIFE!



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**



Warwick Business School research Wasp Control

We are working on a project related with DIY Wasp Control Products. As our research shows, due to the climate change in the U.K, the market for Wasp Control Products/Services has risen to approximately £120M this year.



We would like to know the market needs for DIY Wasp Control products and would like to conduct a survey with the members(cleaners) of your organisation to see:

- the frequency they meet with Wasp Nest issues when providing services to their clients
- if they are ever asked by their clients to remove Wasp Nests?
- if yes, are they happy to go with a user-friendly DIY Wasp Control Products?
- are they happy to pay £10-£16 for this DIY Wasp Control Product?

We hope our approach does not bring you any inconvenience. And we can assure you that Warwick Business School operates a high standard of confidentiality.

Therefore, any information received would be solely used for internal academic purposes and not published anywhere.

If you are happy to assist on this online survey which has been set up via Warwick's online survey software, please using the link below:
https://wbs.qualtrics.com/jfe/form/SV_4NquwhqVL9Rqjbv
Online Survey Software | Qualtrics Survey Solutions



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!





REGISTERED ® LOGO OF THE FEDERATION OF WINDOW CLEANERS

Displaying the official FWC membership Logo on your website, vehicle or stationery implies that your company is affiliated /registered with the FWC.



The logo displayed here with the word **MEMBER** beneath it, is the official FWC logo for paid-up members only to display on their vehicles, websites, and stationery.

Falsely displaying of Association logo's is in breach of Trading Standards under the "misleading marketing" regulations.

The Federation works closely with trading standards in all areas of the UK as well as Yell.com and Free Index who all understand and support our campaign to combat unauthorised use of the FWC Logo and all public enquiries are followed up.

TRADING STANDARDS

FWC has a good working relationship with the Trading Standards in all areas of the UK, and we 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 - the dedicated teams support the FWC with all unlawful advertising issues on any of the sites they host.

UNINTENTIONAL MISUSE OF THE FWC LOGO

From time to time, we need to contact lapsed members who may simply have overlook they are still displaying the logo on their website, in most cases we are grateful this is resolved amicably.

SAFETY ACCREDITED MEMBER (SAM) LOGO



This logo is the official Safety Accredited Member (SAM) Logo. And it is only available to those Member companies that have applied for and achieved FWC Safety Accredited Member status. Displaying the Safety Accredited member logo on your website, vehicle or stationery implies a company is safety trained and fully accredited.

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

NATIONAL ASSOCIATION AWARDS 2021

Fantastic news! Federation of Window Cleaners reached the finals for the National Association Awards (up to 1,000 members) category.

Beryl Murray – General Secretary said, "we are delighted to have reached this stage of the awards, it is an incredible achievement for the Federation and reflects our commitment to the membership and the hard work of the committee and staff."

FWC Vice-Chairman Michael Lamont commented "Excellent Beryl massive well done"

Executive Committee member Darren Yates commented "Fantastic news, well done. So, So, Justified"

The awards ceremony is to be held at the Copthorne Tara Hotel in Kensington on Tuesday 27th July at 12 noon.



Early Bird tickets are available at £225.00 + vat until 15th April 2021. This includes drinks reception – a 3 course meal & wine plus Entertainment and the awards ceremony.

Standard tickets available at £255.00 + vat

Should any members wish to attend this ceremony tickets are available online at: <https://bookwhen.com/eventsandpr> or call the Awar4ds Team direct on T:01908 542720 or email amy@eventsandpr.co.uk

Ticket refund guarantee - As the current pandemic situation changes daily, NAA want you to feel completely confident about booking a seat or table at the 2021 National Association Awards. Should they need to reschedule the event, they will simply roll your booking over to the new date and in the unlikely event they are unable to run the event within the following 12 months, you will be entitled to a full refund.

The independent awards aim to celebrate the hard work and success of associations, federations, chambers of commerce, societies and membership organisations across all sectors.

The awards are open for entries:

Categories include: Best Conference; Best Event; Best Magazine; Best Newsletter; Best Covid Response; Best Membership Initiative; Best Website; Best Blog; Best Lobbying Campaign; Best Partnership; Outstanding Director; Outstanding Volunteer; Best Internal Team and Best Social Media. <https://nationalassociationawards.co.uk/>

spotless water

0800 35 76 76

accounts@spotlesswater.co.uk

www.spotlesswater.co.uk

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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.

Our sites are open 24/7 all year round,
always with a TDS meter reading of 0.
We offer competitive pricing from
3.5p per litre.

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





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



2021 COURSE DATES & VENUES

Due to a COVID-19 Risk Assessment additional safety measures are in place to keep you and our team safe; *only six candidates can be booked on each course and attendees need to bring their own lunch. Face masks, Visors, Gloves, & Sanitiser will be available for use on the day.*

APRIL

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

MAY

Thursday	27 th	Stockport	SK5 6H
Dates on request		Scotland	PH1 3UQ
Dates on request		Ireland	BT28 2BU
Dates on request		London	SE23 1AH

JUNE

Thursday	24 th	Stockport	SK5 6HQ
Dates on request		Scotland	PH1 3UQ
Dates on request		N. Ireland	T28 2BU
Dates on request		London	SE23 1AH

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



2021 COURSE DATES & VENUES

APRIL

Thursday	29 th	Stockport	SK5 6HQ
Dates on request		Scotland	PH1 3UQ
Dates on request		London	SE23 1AH

MAY

Thursday	27 th	Stockport	SK5 6HQ
Dates on request		Scotland	PH1 3UQ
Dates on request		London	SE23 1AH

JUNE

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

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:

- o Identify any applicable legislation.
- o discuss what to look for.
- o Show you how to put controls in place, In addition to some examples
- o 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

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 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

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CODE –FACESHIELD

CLEAR VISOR / FACESHIELD

Technical Specifications
 Dimensions (fully assembled):
 320mm(L) x 250mm(H) x
 200mm(D)
 Weight (approx.): 200g
 Materials used (shield):
 1mm Polycarbonate
 Materials used: straps and visor:
 polypropylene
 No Latex is used in any part of
 this product.



The visors are reusable, but sterilisation is a decision for each health authority based on their processes and risk assessments.

Price £5.00 (zero vat.)

BLUE VINYL POWDERED DISPOSABLE GLOVE.

CODE PKGLOVL – LARGE

CODE PKGLOVXL – X-LARGE

FEATURES & BENEFITS

Manufactured from:
 PVC plastisol Latex free:
 reducing the risk of
 hypersensitivity and
 allergic reactions.
 Soft smooth
 formulation for
 improved feel and fit
 reducing fatigue
 during extended wear



- Lightly powdered to ease donning and absorb perspiration.
- Smooth finish
- Blue glove: Offering traceability for the food industry.
- Food Contact: Tested in accordance with European standard EN1186 making it suitable for food contact.

PRICE £7.50 per box of 100 (+ VAT. @ 20%)

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'S' CHANNEL +RUBBER

Premium brushed
 Stainless-Steel channel &
 rubber (rust-resistant)
 Durable Complete with
 Dura-Flex SOFT rubber.
 Notched channel to
 securely hold rubber
 and channel in place.



- Available in 45cm/18"

PRICE £1.25 (+ VAT @ 20%)

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 Scotland: scratched glass repaired:
<http://www.glassrepairsotland.co.uk/>

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/>