



# WINDOW *talk*

ISSUE 149 – WINTER 2021



## INSIDE THIS ISSUE

Window Cleaning Company / Employee of the Year 2021 ✦ Be prepared this winter  
How can window Cleaners make the most of Google My Business ✦ Driving at work



# Contents

- 3 Winter Editorial
- 4 Coronavirus drives huge changes within the cleaning & hygiene sector.
- 5 Supporters urged to give FWC their backing in a public vote. Window Cleaning Company/employee of the year 2021
- 6 2021 Executive Committee nominations
- 7 Questions & Answers
- 8 Look Out, Look Up
- 9 How well is your current website performing
- 10 SiteWizard
- 11 The official HSE Health & Safety App for SME's
- 12 All-Party Parliamentary Group (APPG) for the Cleaning Industry.
- 13 FWC Partnership Offers
- 15. Criminal Records Services Ltd
- 16 Winter window cleaning
- 17 Winter window cleaning continued
- 18 Tailor Made Safety Accredited Member (SAM)
- 19 Benefits of membership /
- 21 Misleading Marketing Regulations/ Window Cleaning Company / Employee of the year 2021
- 22 IOSH Training dates & Venues
- 23 Useful Contacts /
- 24 Winter Offers – Useful Contacts

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## 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](http://www.polished-insurance.co.uk) - Tel: 01942 403 381

#### Moerman

[www.moermangroup.com](http://www.moermangroup.com)

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#### Spotless Water

[www.spotlesswater.co.uk](http://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
- HCS Cleaning Services Ltd - 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



# WINTER EDITORIAL

## Chairman’s Editorial January 2021

Firstly, I would like to wish all members old and new, the federation staff and my fellow committee members a very happy, easier, and hopefully prosperous new year.

I would also like to welcome on board the 70 new members who have joined the FWC during 2020 and look forward to helping, advising, supporting and working with you as members to grow and succeed with your window cleaning business's. That is... after all what the FWC is here for!

Most of the new members who joined last year did so during last years' two Coronavirus lockdowns and whilst times were extremely difficult then, it was somewhat gratifying for the FWC to be able to offer some help to these new and existing members alike during this time of crisis, every cloud has a silver lining and all that. The FWC was nominated for the 2021 National Association Awards (see page 5) a huge thanks to member Kate Lawrence for nominating us – there is still time to vote up until 7<sup>th</sup> January 2021. Thank you for the votes received so far.

As always members feedback to the FWC and committee is vital so can I just say that we welcome any suggestions and new ideas that would help us, to help you... from both long standing and new members alike. Please, please let us have your thoughts and views.

Looking back on 2020 I would like to do a bit of a “You said, and we did thing” and look at the 2017 to 2020 business plan we had in place. This was drawn up from both members suggestions and committee input and is printed below for your reference.

A new and revised business plan; 2021 to 2024 will be published in the next addition of Window talk and will include feedback ideas from members.

I have listed some – but not all of the projects your committee and FWC staff have worked on last year and these were: -

- Upgraded membership applications to electronic form filling
- SAM applications – Safety Accredited upgrade for members
- Website upgrade – Shopping site upgrade

Additional free Member benefits include Health and safety templates on the members only page, Free group accident insurance cover for members and their employees. Discounted safety training and new venues established, Free employer, and self-employed legal helpline etc. But the main added benefit being **free** access to Tender opportunities giving members access to the latest published national tenders.

We also encouraged more uptake of and reduced the SAM (Safety accredited member) fee by incorporating it with the standard membership fees in order to gain further recognition by Facilities Managers. We reduced outgoings on your magazine “Window Talk” by switching to electronic copies and this was a huge saving on printing costs which enabled us to invest into additional benefits... such as the Tender alerts! A noticeable improvement shown on our Social Media interaction with Twitter, Facebook, and LinkedIn.

A review of the Scottish Licensing is an ongoing item that will be picked up again in 2021.

We worked alongside the HSE in their revision of two INDG Leaflets offering advice on subjects such as Manual handling at work and managing upper limb disorders using Water fed poles.

FWC Committee Member Paul Thrupp who is also Chairman of the BCC (British Cleaning Council) continues to support the FWC throughout promoting all trade aspects including our IOSH training and Safety Accreditation scheme.

In 2018 FWC obtained funding from the BCC for a joint initiative undertaken by a company who uses innovative motion analysis device technologies to assess the manual handling problems that window cleaners face when using Waterfed poles; this involved the HSE, FWC and five other industry specialists who's aim was to provide guidance to decrease the risk of Musculoskeletal Disorders (MSDs) during the three steps of using water-fed-poles to clean windows – this document is available to view on the foot of the FWC Home page <https://www.f-w-c.co.uk/>

We are currently working with the British Ladder manufacturer's association and a US ladder manufacturer to come up with a better solution to the fixed stabilizing bar that currently has to be fitted to the bottom of a new ladder in order to comply with the new European standards. And as previously mentioned we are now drawing up and revising a new 3-year business plan in the next couple of months and would really appreciate members ideas and feedback. Executive committee members also take turn in writing articles of interest for each issue of Window Talk and we also welcome articles and images from members.

Some of the committee (Myself included) are coming up for re-election, and the 2021 nomination form is available online should any members be interested in a position on the management committee. On a final note, FWC is recruiting due to a vacancy for a new staff member on our head office admin team. Gill Fitzgerald, who has been with us and worked hard and diligently for 21 years (09/08/99 to 31/12/20) has retired. Good luck Gill and We all wish you well in your retirement.



Best wishes and kind regards to you all. Andrew Lee - **Chairman**

# Coronavirus drives huge changes within the cleaning and hygiene sector

By Paul Thrupp, Chairman of the British Cleaning Council (BCC)



*The Coronavirus pandemic is driving huge changes within the cleaning and hygiene sector, as it is with many other parts of the UK's economy and the BCC recently conducted a major survey of our members to assess the impact of this virus on the industry.*

Most of the members who responded talked about the unpredictable, rapid, and substantial changes the virus had brought to our sector.

An example of change has been to the structure of the industry. Manufacturers of cleaning and hygiene products for the catering, leisure and hospitality industries saw demand collapse following the lockdown, whereas makers of products such as hand-sanitiser and PPE had to work flat out to meet soaring customer demand. Cleaning operatives and their managers in hotels suffered as most establishments closed.

In the contract cleaning sector, many offices and other premises have been closed either temporarily or permanently, putting at risk the jobs of contractors who cleaned them.

Other clients are changing their requirements on an almost daily basis, meaning suppliers and cleaning operatives have to be flexible and adapt to the ever-changing demands and schedules.

This brings me on to another change in the industry. The roles of cleaning operatives throughout the industry have changed as they prove themselves willing to adapt to the 'new normal' brought on by Coronavirus.

For example, cleaning operatives in hospitals, GP clinics and surgeries, nursing and care homes have worked longer hours, taken on extra responsibilities, and adopted new standards and practices in order to protect patients, fellow staff, and the public.

Many are now supporting and staffing the Nightingale Hospitals which look set to be so important over the coming months.

The nation's cleaning and hygiene operatives have responded magnificently during this crisis, doing vital work to protect the health and well-being of others and keep key industries going.

Many do this despite risking exposure to Coronavirus when they travel to work on public transport, when they mix with other people in their workplaces or when they clean up the virus itself.

Praise for the role of ordinary cleaning operatives was a key theme that came out of our survey of the industry. We simply cannot thank them enough.

The pandemic is also driving change in another area of the industry – innovation. We are seeing a faster rate of innovation at the moment than I have ever seen in the past.

New products, new processes and new technologies are being brought to the market at a rate of knots to meet the demand for protection against this new threat. One such area is the field of robotics, which my colleague, BCC Deputy Chairman Jim Melvin, highlighted in his Tomorrow's Cleaning column last month.

Another major change driven by Coronavirus is the demand for higher standards of cleaning and hygiene in all walks of life. The spotlight is now on cleaning and hygiene in a way that it was not, just six months ago. Businesses and organisations are investing in cleaning and hygiene so that people have the confidence to return to our public spaces.

The nation has learnt a lesson about the importance of cleaning and hygiene which, I think, will keep it at the top of the agenda for the long-term.

That in turn means that, although our survey has revealed that conditions are currently challenging for some parts of the cleaning and hygiene sector, once this tragic pandemic is over the outlook should be much more positive.

The UK and its economy need the cleaning industry like never before. The industry is a major contributor to the UK economy in normal times, worth over £54 billion per annum and employing 1.63 million people. On behalf of the BCC, I want to say a big 'Thank You' to everyone who works in our fantastic industry.

## Members are urged to give their backing in a Public Vote by 7th January 2021

The Federation of Window Cleaners (FWC) has been nominated by one of its members for a prestigious, national award.

The NAA awards celebrate the hard work of associations, federations, chambers, societies, and membership organisations across all sectors. Winners are expected to be announced on 22 April 2021

The FWC is in the running to win Best Membership Association in the National Association Awards (NAA), a category which is decided by public vote.

Members of the federation are being encouraged to vote for the association before the 7<sup>th</sup> January deadline.

Andrew Lee, Chairman and Safety Officer of the FWC, said: "I am delighted that the federation has been nominated for this award, it is fantastic to get this kind of recognition.

"All credit to Beryl and the staff for all the hard work they do. They always do the best they can for our members. This shows that we are doing something right."

Beryl Murray, General Secretary of the FWC, said: "We are delighted to receive recognition and appreciation in this special way from one of our long-standing valued members. You really can't get a better testimony than this.

Kate Lawrence, a Director of Cleanbrite UK, made the nomination. She said: "The benefits of being a member of the FWC are significant and it is very good value compared to other associations.

"The website is excellent, you can access current tender opportunities, health and safety advice, people are selling things, it feels like there is a proper community.

"The customer service is top class. Whenever there is an issue, Beryl and the team go out of the way to help. Everyone is so nice.

"I really hope lots of people vote for the FWC and they win. They deserve it."

To be in with a chance we are asking members to please vote for us before the deadline, and we thank you in advance for your valued and supportive vote – which could help us gain this prestigious award.

Latest date to vote for the FWC is before:

**7<sup>th</sup> January 2021 via**

<https://nationalassociationawards.co.uk/public-vote/>.

Only one vote per person will be counted.

## Window Cleaning Company & Employee Competition 2021

It is time to complete your entries for the 2-in-1 biennial Window Cleaning **Company** of the year Award and your nominated 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. 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 home page - or by email request: [info@f-w-c.co.uk](mailto: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 – 30<sup>th</sup> May 2021**

### 2019 WINNERS AS PICTURED ON THE FRONT PAGE:

#### COMPANY WINNER:

Progress Cleaning Services Ltd – Southampton

#### Runners up

1. HCS Cleaning Services Ltd - Lancashire
2. Archer Cleaning Services Ltd - Lancashire

#### EMPLOYEE WINNER:

Lee Hewitt - Employee - Progress Cleaning

## 2021 EXECUTIVE NOMINATIONS FOR FWC MANAGEMENT COMMITTEE

Federation of Window Cleaners a registered employer's Trade Association founded established in 1947 currently has a management Committee of seven dedicated professionals within the cleaning industry. It is the executive committee who has total responsibility to exercise complete executive powers on all matters concerning the Federation which includes maintaining a three-year business plan and responding to regular emails, joining regular monthly conference calls and an Annual General Meeting.

The Chairman, Vice-Chairman and Executive Officers are elected at the annual general meeting to hold office for a period of two years. One half of the committee retire annually but are eligible for re-election. Retiring in 2021 are: Chairman Andrew Lee and two officers; Scott Smith and David Saville pictured below with their resumes hoping to continue on the Management Committee.

**Andrew Lee - Chairman** - Tec Sp iosh Nebosh (Diploma 1) and SAM

*Accreditation* – is married to Jane, a lovely Lady and has a 17-year-old Daughter, a 17-year-old stepson and three Springer Spaniels.



Established in 1980 Andrew runs his own window cleaning company J.A. Lee Window & General Cleaning Contractors Ltd in Cumbria, currently employing eleven window cleaners in total and two Office staff.

As well as his own business Andrew has many interests which include game fishing, shooting, fell walking and wild camping in the Lake District – as well as working with the FWC for the benefit of the Industry and the membership.

Andrew has been a window cleaner for 40 years, although now mainly office based. He joined the Federation in 1990, and was elected to the Management committee in 1993, then subsequently took on the role of Safety officer, and latterly in 1993 was elected Vice Chairman until 2012 when he took on the Chairman's role which he's held until present day... all-in-all Andrew has served the federation for a commendable 26 years.

During these years - alongside his fellow committee members and dedicated FWC office staff Andrew has worked on numerous successful projects for the FWC; initially instigating the Yellow pages corporate advertising scheme back in July 1999, although the big book has now come to an end...to be replaced with other partnership offers in the form of website construction and a prominent listing on Yell.com website which promotes your business across a network of search engines and websites.

Together with Woodward Safety consultants FWC executives supported the very first accredited training course for our industry; "Cleaning Windows Safely" which Andrew is proud to have been involved with the initiation and delivery of the first Cleaning Windows Safely course in Stockport in 2008. This was quickly followed by an industry Risk Assessment course, and more recently the Safety Accreditation Scheme (SAM).

Throughout his time in office, Andrew has helped many FWC members with various trade matters, developed many of the safety guidance documents available to member on the website, but still feels he can offer more to the Window cleaning Industry and would like to remain FWC Chairman and continue working on the management committee.

Managing Director Scott Smith of Smith Services Limited – Rope Access Specialist with a NEBOSH and SAM accreditation certificate has 36 years industry experience in High-Level window cleaning. Initially having worked for his father's company - Smith Window Cleaning Services established in 1959 he eventually took up the reins where he is now managing director of Smith Services Limited, which is the second-generation company with new level technologies.



Scott joined the FWC in 2009 and soon had a keen interest to apply for a position on the management committee to help advance the industry and he was elected to the Executive Committee in 2011.

Since being elected he has attended several management meetings and regular monthly conference calls, responding to emails on behalf of the FWC – attended various Cleaning Shows together with fellow executives to offer help and advice to visitors on the FWC stand; in between judging the Innovation Awards - Guinness Book of World Records window cleaning challenge and presentation of the Window Cleaner of the year awards. He also attended the British Association of Cleaning in Higher Education (BACHE) annual conference in Northern Ireland in 2018 with fellow executive Michael Lamont to help promote the FWC Safety procurement Scheme (SAM) which provided a perfect opportunity to network with others in the industry and meet with FM' and suppliers. Scott is also NEBOSH trained and one of the FWC training course Tutors currently delivering the IOSH Cleaning Windows Safely & Risk Assessment training to window cleaners in and around Scotland, and he would like to continue working with the FWC.



Educated at West Kent College and successively Hull and York Universities – David Saville was appointed Director at Ramoneur Cleaning and Support Services in 1988 with a responsibility of 85 staff, he gained NEBOSH certificate in 1994 and took on the responsibility for health and safety for the entire business which employed over 2000 people – In 2001 he moved to OCS Ltd London Window and Specialist Cleaning as divisional Managing Director responsible for 100 staff and profitability and overall running of a large division until 2003 when he moved on to Advance Cleaning Services as Director and company secretary until 2013, Since 2013 worked London based Principle Cleaning's Specialist as operations Director for the Window and High Level Cleaning Division which now employs almost 100 operatives; and in 2019 he upgrading the company to FWC Safety Accredited Member (SAM).

David has served on the FWC Executive Council since 2019 and would like to continue for a further two- years to help maintain and improve the window cleaning industry with his fellow executives.

# QUESTIONS & ANSWERS

**Q)** Would you have any example risk assessments for solar panel cleaning, specifically regarding risk of electrocution?

**A)** We published an article on solar panel cleaning in a 2016 Window Talk following many enquiries about the safe cleaning method and the FWC Chairman/Safety Officer put together a basic Code of practice for the safe cleaning of solar panels based on manufacturers information at that time.

## **SOLAR PANEL CLEANING BASIC GUIDE**

To be used in conjunction with the WAH regulations; where Applicable.

### **Preferred Method:**

Water fed pole and deionised water – you may also want to consider a specially designed solar panel brush to improve removal of impacted soilage and prevent damaging the surface. (Manufacturers recommendations /instructions should be referred to before commencing work).

Current manufacturer’s guidelines indicate that solar panels should not be cleaned when too hot or too cold; suggested preferable cleaning times are spring and autumn.

**Installations:** Commercial and Domestic

### **Safety:**

Access / Hierarchy of control.

Ideally solar panels should be cleaned from the ground (If this is not possible) it may be reasonably practicable to clean the Solar Panels: Using MEWPS where access and site conditions are suitable; Use scaffold towers where MEWPS are not suitable. Operatives would need to be IPAF trained in the use of scaffold towers.)

**Last resort** - if portable ladders are used: (a) the ladder will need to be secured at its upper and lower resting point and footed. (b) The operator will also need to be secured to the top of the ladder in his work position by means of a harness and fixed lanyard (not shock absorbing) because the operative will need two hands free to operate the pole.

### **Recue Procedure**

The operative footing the ladder must have communications to the emergency services –i.e., mobile phone. ‘A documented and effective rescue procedure must be in place when staff are using harnesses and access equipment and portable ladders.’

When using portable ladders, it is absolutely essential that you are not lone working.

### **Method of securing Ladders:**

Lashing at upper resting point, or use of LSD’S ladder stability device i.e. (Ladderfix Microlite) USE OF LADDERMATE AT FOOT.

### **Electrocution:**

Isolation - in many cases you will not be able to assure the integrity of the installation, so it is advisable to have the electric supply to the panels turned off during cleaning.

### **Risk Assessment:**

It will be up to the contractor to produce a Site-Specific Risk Assessment and method statement for each individual Site to include “Rescue Plan” in all cases of access.

### **Lone Working:**

If Access equipment is being used to clean a solar panel, then the operator should not be lone working.

### **Liability Insurance:**

It is advisable to check with your insurers to ensure solar panel cleaning is covered on your existing liability policy.

You may also wish to consider sending operatives on the FWC IOSH training in the use of WFP & portable ladders “Cleaning window safely” course (see page 22)

We hope this will assist in preparing a Risk Assessment using the Example blank copy. And remember there are many more example documents available on the members’ only page of the website <https://www.f-w-c.co.uk/member-login> Or, on request email: [info@f-w-c.co.uk](mailto:info@f-w-c.co.uk).

**Q)** I am looking for help regarding employing someone on a casual basis (Probably one day a week). They currently receive jobseekers’ allowance, am I right in thinking they can still work 16 hours a week as well?

I have already made enquiries with regards to obtaining employers and public liability for them, please could you tell me what else I need to do regarding this matter, i.e. Tax and NI contributions, registering this with the inland revenue.

**A)** Initially I would suggest calling the Free legal advice line Law Express who are specialist for employment law advice – when you call you will be asked for your membership number and a brief explanation of your enquiry for a Legal expert to call you back who will answer all your queries without any time limit to the call. However, this is only verbal advice so having paper and pen to hand to jot things down may be useful. Law Express can be reached on Tel: 0800.092 1980.

The links below are also helpful on employment and more

**GOV.UK Website:** <https://www.gov.uk/employing-staff>

**ACAS** Employment website: <https://www.acas.org.uk/advice>

**Q)** Previously, being a sole trader, I was exempt from registering my business on the data protection register however, I believe the rules have changed and I now have to register and pay a data protection fee - I have a dashcam in my vehicle and if it is used only partly for work you must register and pay a fee of £40 per annum for small businesses. The rules I believe also state that I am required to have a data protection policy and to put it on my website. Does the FWC have a data protection policy template that you are able to share? Thank you, Beryl, as always for all your help.

**A)** When the GDPR was enforced for small businesses in 2018 this is the link they provided to check your obligation: <https://ico.org.uk/for-organisations/business/assessment-for-small-business-owners-and-sole-traders/>

I have also attached document examples and links below for guidance on preparing your GDPR policy; taken from the Information Commissioners Office website and should help you to prepare a GDPR policy: more information for completing this can be found at: <https://ico.org.uk/for-organisations/guide-to-data-protection/> Also, at: <https://ico.org.uk/for-organisations/business/assessment-for-small-business-owners-and-sole-traders/>

You can see a copy of the FWC privacy policy at: [https://www.f-w-c.co.uk/images/doc/pdf/FWC\\_Privacy\\_Policy2018.pdf](https://www.f-w-c.co.uk/images/doc/pdf/FWC_Privacy_Policy2018.pdf)

Also, most websites have privacy policies – hope this helps.

**Q)** Hi Beryl, I have not been receiving the tender opportunities. Could you please include me; and do we have any memberships outstanding?

**A)** Tenders are published regularly on the members only page of the website. you will need to login onto the members page by clicking this link: <https://www.f-w-c.co.uk/member-login> Login details are: USERNAME: trade - PASSWORD: F1947wc

**Q)** How can I stop water overflowing when filling my tank something to turn off the tap so that it doesn’t continue running.

**A)** A simple cost-effective solution is to fit a programmable electronic water timer to the tap.

# LOOK OUT, LOOK UP

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

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>



# Driving at work Managing work-related road safety

Health and safety law applies to work activities on the road in the same way as it does to all work activities.

You need to manage the risks to drivers as part of your health and safety arrangements. The HSE's INDG382 leaflet suggests ways you can do this.

Effective management of work-related road safety helps reduce risk, no matter what size your organisation is. It could also result in, for example:

- fewer injuries to drivers
- reduced risk of work-related ill health
- reduced stress and improved morale

The leaflet mainly applies to any employer with employees who drive (or ride a motorbike or bicycle) at work. It also applies to those using their own vehicle for a work-related journey. It will be particularly useful to those responsible for fleet management. Employees and their safety representatives will also find it helpful.

For most people, driving will be the most dangerous activity they do. It is estimated that one third of all road traffic collisions (RTCs) in Britain involve someone driving as part of their job and countless other RTCs involving people travelling to or from their place of work.

Although the risks associated with driving cannot be completely controlled, an employer has a responsibility to take all reasonable steps to manage these risks and do everything reasonably practicable to protect people from harm in the same way as they would in the workplace.

HSE and Department for Transport produced joint guidance in 2014, [INDG382: Driving at Work](#), to help duty holders manage work-related road risk.



However, in recent years there have been significant developments in driving technologies and practices that have brought into question the currency of this guidance.

The HSE are interested to hear from people who drive for work or employ those who do, across all industries including construction, to help identify how INDG382 can be improved in terms of relevance, currency and accessibility by clicking on the image.

# 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



## How can Window Cleaners make the most of Google My Business?

2020 has been a year of adaptation for most businesses, Window Cleaners included. There are already a number of important safety precautions involved in this industry but now there are even more to consider, as well as dealing with the day-to-day challenges and obstacles lockdowns and different tiers can bring.

However, adjustments are being made and as everyone begins to get back to business thoughts must return to promotion.

The pandemic has brought with it an appreciation for local businesses and communities are coming together to support these establishments to help them survive and even thrive in the current climate.

So, as one of these essential local businesses, it is hugely important that you begin to take advantage of this newfound love of local by promoting yourself to these willing customers using the free tools at your disposal.

A great one to start with is Google My Business. A Google My Business listing showcases all the key information a potential customer needs to know about your Window Cleaning company such as contact details, opening times, photos, and reviews.

A Google My Business listing is free for every business and appears when potential customers make a relevant search using Google or Google Maps.

For example, if you are local to Kent, a potential customer may search for 'Window Cleaners in Kent' and by having a Google My Business listing within that area, that matches those search terms, you have the potential to be shown in the Search or Maps results, promoting your services for free. This works the same way across any location, globally.

This free promotion can lead to a range of different interactions with your business, all ending in potential sales and repeat custom. All you need to do is create your listing and add as much information about your Window Cleaning company as you can.

Google My Business is also an incredibly useful tool for businesses during the pandemic. There are several great features of a Google My Business listing that make it easy for customers to see how you are handling the current climate and simple ways for you to communicate any changes you have made.

**Opening Times:** An easy way to show when you are available. Customers are aware that Opening Hours are frequently subject to change these days and being able to see updates in real-time ensures they are left feeling relaxed and reassured about when you are open for business.

**Posts:** Google My Business allows you to post updates whenever you like about whatever you like. From product updates to new health and safety methods – you can use the Posts feature to keep current and potential clients informed about the steps you are taking to keep safe and most importantly, provide the best service possible!

**Photos:** The best way to sell your services is to post photos of the results! Use the Photos feature to upload photos of recent projects using your mobile, tablet or computer!

**Reviews:** Google reviews are so important! It not only lets customers know what a fantastic job you are doing but it helps give you a little boost, making you more visible on Google Search and Maps the next time someone types in a search that is relevant to you.

**Website:** You can link your website to your listing, giving your customers access to a more in-depth overview of who you are and what you have to offer! There are also some fantastic features that allow customers to find and contact you quickly.

**Call Button:** Customers on Mobile can push the Call button and instantly call your preferred number, meaning you can answer their questions directly.

**Directions Button:** Customers on Mobile can push the Directions button which will link with Google Maps to direct them to your physical location. A great option for those with brick-and-mortar locations!

Adding all the above information helps to not only inform your customers about your business but it can also mean getting picked up and promoted by the Google Algorithm. If Google thinks you are relevant to its searchers keywords, then it will show your Google My Business Profile in the Google Search Results or Google Maps Listings. This is free and highly effective marketing that can get you in front of your competition and potentially gain you hundreds of clicks, calls and enquires each month!

It is something we at SiteWizard encourage businesses to take very seriously and a Google My Business set-up service is even something we offer to our clients as its impact can be great.

*We are also currently offering 30% off any of our marketing packages for the first 6 months to members of The Federation of Window Cleaners, with our SEO service including a free Google My Business set up in the cost.*

Whether it is with us, or on your own we encourage members of The Federation of Window Cleaners to invest your time in a Google My Business listing, keeping it updated and refreshed throughout the upcoming months to remain relevant to your customers and to Google.

Find out more at: [www.sitewizard.co.uk](http://www.sitewizard.co.uk)





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- ✓ Unique turquoise colour
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- ✓ Available in original LIQUIDATOR cut
- ✓ Fits in many different channels
- ✓ Each rubber inspected manually
- ✓ Made in Europe

## The Official HSE Health and Safety app for SMEs

The NEW Official HSE Health and Safety App – guidance at your fingertips



The Health & Safety Executive (HSE) are delighted to announce the release of a bespoke mobile app, designed to help organisations understand the law, their health and safety rights, and their responsibilities.

HSE's mission is to prevent death, injury and ill-health in Great Britain's workplaces. Ensuring that guidance is available and accessible in a variety of formats is central to achieving this objective.

The HSE app is now available as a public beta and can be downloaded at an introductory rate of only £2.99 from the Apple iOS store and the Google Play Store.

### The app contains three main sections:

1. The Health and Safety Toolbox (HSG268) – Covers the most common workplace hazards. It shows how most small to medium-sized businesses can put measures in place to control the risks.
2. A guide to managing risk – This section provides a simple step-by-step guide and practical advice on how to manage risk within an organization
3. Work-related stress – Includes a condensed version of HSE's stress management standards approach. Designed for smaller organisations, it comprises a step-by-step guide to manage work-related stress

### The app also includes:

- An intuitive search function – so users can find the guidance and content more quickly
- Key products section – easily browse and purchase the Health and Safety Law Poster, Accident Book or Managing for Health and Safety publication (HSG65)
- Automatic live updates – so users have the latest guidance and content sent automatically to their device

**Find out more** - <https://books.hse.gov.uk/HSE-Mobile-App>

All of our publications and tools are available on the [HSE Books website](#)

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## APPG WILL GIVE CLEANING AND HYGIENE INDUSTRY A VOICE IN PARLIAMENT

### ALL-PARTY PARLIAMENTARY GROUP FOR THE CLEANING AND HYGIENE INDUSTRY COULD BE INAUGURATED EARLY 2021

The British Cleaning Council (BCC) is sponsoring the creation of an All-Party Parliamentary Group (APPG) to represent the cleaning and hygiene sector in the Houses of Parliament.

The aim is to give the industry a voice in Parliament, allow it to influence discussions, debate and pose questions and to influence ministers and the Government.

The BCC has been working to attract prominent MPs to join the All-Party Parliamentary Group for the Cleaning and Hygiene Industry, particularly those who represent constituencies where cleaning and hygiene sector businesses are based, particularly SMEs.

It is working alongside Stephen Kerr, the former Member of Parliament for Stirling, who knows the cleaning and hygiene industry well, as both a former Sales Director with Kimberly-Clark Professional before his election and as an unpaid Parliamentary Adviser to the Cleaning & Hygiene Suppliers Association (CHSA) during his time as an MP.

Parliament needs to approve the establishment of any APPG and it is hoped that this 'inauguration' could happen early in 2021. The group would also elect its own chair. Details of its membership can not be confirmed until then.

Chairman of the BCC, Paul Thrupp, said: "Cleaning and hygiene operatives were once known as an invisible workforce but during the Coronavirus pandemic and due to the BCC's constant lobbying, there is now much more recognition of the industry and its operatives.

"The creation of an APPG for the cleaning and hygiene industry is the next step in that process.

"Through it, we will ensure that MPs, ministers and the Government are made aware of the huge size of this industry, its massive contribution to the economy and the vital role that cleaning and hygiene operatives have in protecting people's health and safety, particularly as we recover from the pandemic.

"The APPG will enable us to provide expert guidance and assistance to the Government and the country, allow us to put critical and relevant issues on the Parliamentary agenda and provide a forum for an exchange of views between MPs and those involved in the cleaning and hygiene industry.

"It will give the industry, the BCC and all our members a voice at the highest levels, helping to ensure that we have a say when decisions are made that affect us, at a time when we have never been so depended on or needed so much."

Mr Kerr said: "The APPG will make a massive difference by ensuring MPs are informed and aware of issues relating to the cleaning and hygiene sector.

"It is about MPs working together with the BCC to get the UK cleaning industry a fair hearing in Parliament and with ministers.

Over the past five years, with Brexit and Covid, we have seen that it is essential for business to engage with politicians.

"MPs need good information about business. When they make policy decisions which are detrimental to a particular business sector, it is usually because that business has not communicated with them, so they are not fully informed. "



# 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](mailto: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](http://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](http://www.criminalrecordservices.com/news) or contact a member of our team on 01942 609365 or email: [enquiries@criminalrecordservices.com](mailto:enquiries@criminalrecordservices.com)



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## Website Facilities and Member referral service

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



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.



[www.spotlesswater.co.uk](http://www.spotlesswater.co.uk)

## FWC ONLINE SHOP



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](http://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.

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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](http://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](mailto:enquiries@criminalrecordsservices.com)

[www.criminalrecordsservices.com](http://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/](http://www.criminalrecordsservices.com/news/) or contact a member of our team on 01942 609365 or email [enquiries@criminalrecordsservices.com](mailto:enquiries@criminalrecordsservices.com)**



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# BE PREPARED THIS WINTER – DON'T GET CAUGHT OUT IN FREEZING WEATHER CONDITIONS

For window cleaners winter means cold hands, freezing hoses, water freezing, and many more hazards to contend with.

## Planning is key | Assessing Hazards

Plan / Take action whenever freezing temperatures are forecast; it is a good idea to keep up to date by subscribing to weather service site such as the Met Office - MET office reports are available free and highlight adverse weather conditions. Most winter related problems can be avoided with good preparation.



## Equipment / Water-Fed pole System's

When water turns to ice it expands and that is why anything full of water is at risk of cracking or breaking when temperatures plummet. If the forecast is anywhere near zero degrees or below then prepare the evening before.

Prevention is the best cure. Take hose reels indoors and if you have a trolley system or backpack left in a van outside then bring it inside, bring your water-proofs in from the van to the warmth of your house / office / yard. De-pressurise water pumps. Insulating the van and, or the tank could prevent the tank and equipment (pumps) freezing overnight.

Consider where to install your RO unit at outset, as these are at particular risk in winter conditions. RO units have fragile membranes which can easily be damaged in freezing conditions. Some window cleaners have these units mounted directly in the van or even worse have a static system placed outdoors. If this is the case then you need to take measures to protect the unit from the cold to minimize the possibility of damage. Some people disconnect hoses from filters and pumps so any remaining water can expand. Quick release fittings would help with this.

At fitting stage, it is also worthwhile keeping all hoses within van /not clipped to external underside of van, using rollers / guides instead. At end of each day ensure hoses are clear of water which may freeze during night,

empty all water from tanks within van, and keep the van inside where possible.

## Working - Reduce water spillage

Apart from equipment issues, freezing cold weather also poses problems whilst cleaning. An obvious danger exists cleaning externally in freezing temperatures with water falling onto ground and likely to freeze causing potential slip hazards for clients, members of public tenants etc. so the less water spillage the better in freezing conditions.

## Some ideas on how to tackle this:

Take action before | during | after when freezing temperatures have been identified, to reduce the risk of slips on ice, frost or snow, ensure to assess the risk and put in a system to manage it.

Identify the areas affected by our window cleaning, use warning signage and where possible. Often we will be away from site long after hazard is still applicable so if warning signage / cones are used, ask site to remove them once the hazard has passed or they will eventually be ignored.

Can we divert pedestrians to less hazardous walkways, without endangering further with traffic?

Consider re-scheduling of some work | can it be undertaken at warmer times of the year without compromising on safety? Look to reduce the amount of water impacting on walkways, if site is traditionally cleaned using a water fed pole system evaluate whether it is possible to use traditional methods which require much less use of water.

## Can ladder be used more safely?

Pay particular attention to the landing area of ladder and assess risk of ladder slipping and also working at height. Another alternative is to use of an extension pole.

## Gritting | Salting

The other thing you can do is to give a generous spread of salt / grit on the areas of spillage. Give particular attention to areas that people are most likely to tread. Salt can stop ice forming and cause existing ice or snow to melt. It is most effective when it is ground down, but this will take far longer on pedestrian areas than on roads. Gritting should be carried out if window cleaning has affected entrances paths public highways when frost, ice or snow is forecast and the floor temperatures are at, or below freezing.

## Avoid water freezing while you work

Often the biggest problem for window cleaners when temperatures drop below zero is the fact that water can often freeze on the glass or even in the pipes of the WFP system.

If a building is well heated on the inside then in most cases water is unlikely to freeze on the window. Avoid cleaning the windows of places which are unlikely to be well heated internally. It is not an unforeseen event were brush sticks / freezes to window!



When using water fed pole systems the water is left to dry on the window so there is more chance of the water freezing. In some cases it may be best to use traditional methods so that windows are left dry. Keep freezing surfaces to a minimum / reduce length of hoses being used were possible. If using traditional methods then you can use additives in the water to lower the freezing point of the water. Try mixing the water with methylated spirits, or screen wash to a mixture to give the product a lower freezing.

## PPE – Keep warm and dry

As Employers we have duties concerning the provision and use of personal protective equipment (PPE) at work. We have a general duty under section 2 of the Health and Safety at Work etc. Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare of their employees at work.

## Outdoor working in cold conditions

When working outdoors the effects of the weather in the UK environment can potentially have a serious impact on an employee's health if the risks have not been considered or properly managed. Ensure all employees have the adequate personal protective equipment issued and is of a quality and appropriate standard to keep employees warm and dry.

Continued on page 17



Use decent boots that don't let the water in. Snow boots or Wellington boots might not qualify you for the front cover of FHM but your feet will thank you for it. Have employees check soles of Workwear boots, to ensure of good grip.

Choose warm waterproof gloves that keep your hands warm as well as dry. Golf Hand warmers are also great to have in pockets to reheat hands, good thick winter socks. Most of your body heat escapes through your head so be sure to wear a hat and a snood.

Encourage the drinking of warm fluids such as soup or hot drinks, introduce more frequent rest breaks. Educate workers about recognising the early symptoms of cold stress.



**BE SEEN** | Always ensure to use High Vis workwear - account for ambient and artificial lighting conditions while working and the effect of conditions such as fog and snow.

Check HSE website for some sample toolbox talks which may further help, ensure compliance.

The Workplace (Health, Safety and Welfare) Regulations 1992. The Personal Protective Equipment Regulations 2002 and the Personal Protective Equipment at Work Regulations 1992 (as amended)

**Finally be realistic**

Realistically you are not likely to cover as much of your work as you usually would but something is better than nothing. Give priority to your best work. Do you have work to do which is under cover or inside cleans? If you keep an eye on the forecasts then you can plan ahead to schedule these kind of jobs for when it is likely to snow or be extremely.

**Company Vehicles**

With winter approaching, a few minutes' maintenance could see your van through the worst the weather has to offer.

**1. Get your vehicles serviced**

If your van is due a service, get it done before the winter.

**2. Check the battery**

The battery should be the first priority. During the winter months it suffers from a double whammy of cold temperatures - reducing the output - and the increased use of lights, heater and blower, which place it under additional strain. Batteries have an effective life of around five years.

**3. Top up engine coolant with antifreeze**

Engine coolant should be a 50/50 mix of water and antifreeze. You will need to top it up with antifreeze as it becomes diluted over time. People make the mistake of topping up with water during the year, so the antifreeze gets over-diluted and freezes during very cold weather.

**4. Check the condition of your tyres**

As van's tyres are key to both steering and braking, it is essential they are in good condition.

Check tyres for pressure and tread depth. We recommend a minimum of 3mm depth during the winter, compared to the legal minimum of 1.6mm, as this gives better grip. You could also look at changing from summer to winter tyres, as these also offer increased grip in snow slush or ice.



**5. Clean your lights**

Check that all lights, indicators and rear reflectors are clean. Make sure there are no cracked lenses or blown bulbs. And don't forget to check full beam headlights, fog lights and indicators.

**6. Wash your windscreen and wipers**

Give your windscreen a thorough clean inside and out and top up your screen washer fluid with antifreeze. Run your finger down the wiper blades to check for nicks and tears, check for any chips in the windscreen, as these can grow in the cold weather.

Also touch up any chips in the bodywork as the salt deposits on the road will attack these.

**7. Prepare for longer journeys** Before setting off on a longer journey, check the weather forecast, travel news and safest routes. Also, allow extra journey time to avoid having to rush. Clear all

windows of snow and ice using a scraper and de-icer, and ensure you have antifreeze in your car. Read our guide to driving safely in the dark.



**8. Carry a winter car breakdown kit** this should include a shovel, torch, blanket, hi-visibility vest, screen wash, food and drink supplies, scraper and de-icer, and snow grips for your shoes in case you need to walk to safety.

And don't forget a fully charged mobile phone. Drive according to the road and weather conditions.

**9. Check your cover** Comprehensive breakdown cover is crucial at this time of year and will give you the peace of mind of knowing you will not end up stranded in the cold. So check your policy and remember to take a contact phone number with you on all journeys.



**10. Other important areas** Also, keep at least a quarter of a tank of fuel in case of unexpected delay and check the oil.

If you have a bit of motor know-how, check your brake pads, brake discs and brake fluid to ensure the brakes are fast and responsive. Ensure the fan belt and alternator drive belts are tight and not worn and that plugs and other leads are in good condition and secure.

If you don't feel confident making these checks, any garage should be able to help.

<https://www.confused.com/on-the-road/safety/winter-driving-fails>



*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](http://www.f-w-c.co.uk/Safety_Accredited_member.htm) or by emailing your request to: [info@f-w-c.co.uk](mailto: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**





Following an opportunities email that FWC sent to members on the 17<sup>th</sup> November 2020 on behalf of **Radisson Hotel Group UK** who announced an upcoming tender for their window cleaning services.

All notes of interest were to be made by 11<sup>th</sup> December for this two-stage process and we understand that 47 members responded by the deadline with further enquiries continuing after the 11<sup>th</sup> December cut off – regrettably, Zoe was not able to reply to all the late enquiries but has asked that we publish the following acknowledgement:

“From Radisson Hotel Group, thank you so much for the interest noted for the upcoming tender. Due to the huge response, we have not necessarily been able to contact everyone but we thank you for the interest and hopefully you can participate in the next one”.

### FM20062 - Provision of Cleaning, Window Cleaning & Pest Control at UK Astronomy Technology Centre

- o **Publication Date:** December 4, 2020
- o **Deadline Date:** January 18, 2021 - 13 days to go
- o **Reference:** TKR-20201204-CF2-17463822
- o **Type of Procedure:** Services Contract
- o **Nature of Procurement:** Contract Notice

**Description:** The final date and time for the submission of bids is Monday 18th January 2021 at 11:00. DO NOT apply directly to the buyer. All tender information MUST be submitted through the Delta eSourcing Portal. Brief Description of Requirement UK SBS wishes to establish a contract for the appointment of a Contractor who will work collaboratively with UK Research and Innovation (UKRI, Science and Technology Facilities Council (the Contracting Authority) with a view to providing cleaning services, window cleaning and pest control at the UK Astronomy Technology Centre based at the Royal Observatory, Edinburgh.

**To register** on the Delta eSourcing portal please use the link below: <https://uksbs.delta-esourcing.com> and follow the instructions  
**Awarding Authority:** UK SHARED BUSINESS SERVICES LIMITED, Polaris House, North Star Avenue, SWINDON, England, SN21FF, [fmprocurement@uksbs.co.uk](mailto:fmprocurement@uksbs.co.uk), 07849 079788  
<http://www.uksbs.co.uk/services/procure/contracts/Pages/default.aspx>  
 Delta eSourcing Portal: <https://uksbs.delta-esourcing.com>  
 For further information/documentation please visit:  
<https://www.contractsfinder.service.gov.uk/Notice/e5559b32-ac73-4b64-9435-ebe9aa287759>

The above Tender opportunity is just one of many that we publish regularly on the members-only page of the FWC website; to access all available tender opportunities go to: <https://www.f-w-c.co.uk/member-login> and keep checking daily for updates.



## 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](mailto:info@f-w-c.co.uk)  
**Web:** [www.f-w-c.co.uk](http://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](mailto: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.

## PASMA joins CSCS Partner Card Scheme

PASMA, the recognised authority in access towers, and CSCS, the leading card scheme for the UK construction industry, have teamed up to help managers check that anyone working with complex access towers is suitably qualified.

Starting in 2021, Access Tower Specialist cards issued by PASMA will carry the Construction Skills Certification Scheme (CSCS) logo, providing a familiar and reliable way for clients, employers and contractors to verify qualifications and training.

The holographic logo will only appear on cards held by those who achieve the highest qualification available for access towers, having completed a demanding training programme with PASMA. These individuals are competent to erect, dismantle and inspect all types of towers, including bespoke structures designed to suit the needs of a site.

The partnership between CSCS and PASMA signifies industry-wide agreement that the PASMA Access Tower Specialist course is the required standard of qualification and skill for anyone erecting, dismantling or inspecting complex access towers.

Most access tower specialists work for 'hire & assembly' companies, using their skills to build structures where others can work safely at height. Their service covers equipment rental, consultation, specification, design, assembly and dismantling. Working closely with tower manufacturers, they are qualified to:

Plan the build - Select safe equipment - Follow design drawings

Assemble and dismantle - Make engineer-approved alterations

Tie structures into buildings - Inspect towers - Collate all paperwork

Conduct safe handovers

PASMA will continue to issue cards without the CSCS logo to anyone qualified to work with one or more standard configuration towers, such as mobile access towers or cantilever towers. The addition of a CSCS logo means the individual can work with any type of tower and they're the only people qualified to work with custom-designed towers.

Peter Bennett OBE, managing director of PASMA, commented: "The partnership between PASMA and CSCS is a huge step forward for access tower safety on UK construction sites. If someone arrives to assemble a tower, the site manager can easily check they're qualified just by viewing the details on their PASMA card.

"Anyone holding this card has considerable experience and knowledge of scaffold towers. Gaining industry-wide recognition of their specialist skills and level of qualification was a logical move with a big impact on height safety."

Graham Wren, CEO of CSCS, added: "CSCS holds an important place in our industry, providing evidence of qualifications and training thousands of times a day. PASMA have been maintaining safety, standards and best practice for many years and I am pleased to welcome them as the latest CSCS Partner Card Scheme.

"This is positive news for the industry, PASMA cards displaying the CSCS logo align with the objectives of the Construction Leadership Council and are another example of the industry working together to achieve a fully trained and qualified workforce."

This move makes PASMA the 37th member of the CSCS Partner Card Scheme. You can learn more about the CSCS's Partner Card schemes on the CSCS website: [cscs.co.uk/about/partnercard-schemes](https://cscs.co.uk/about/partnercard-schemes)

PASMA will be running Access Tower Specialist courses in 2021. For more information and to enquire, visit [pasma.co.uk/ats](https://pasma.co.uk/ats).

# spotless water

0800 35 76 76

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.

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

### JANUARY – dates on request

Dates on request	Scotland	PH1 3UQ
Dates on request	N. Ireland	BT28 2BP
Dates on request	London	SE23 1AH
Thursday	14 <sup>th</sup>	Stockport
		SK5 6HQ

### FEBRUARY - dates on request

Dates on request	Scotland	PH1 3UQ
Dates on request	Ireland	BT28 2BU
Thursday	18 <sup>th</sup>	Stockport
		SK5 6H
Dates on request	London	SE23 1AH

### MARCH - dates on request

Dates on request	Scotland	PH1 3UQ
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



## 2021 COURSE DATES & VENUES

### JANUARY

Dates on request	Scotland	PH1 3UQ
Dates on request	London	SE23 1AH
Thursday	21 <sup>st</sup>	Stockport
		SK5 6HQ

### FEBRUARY

Dates on request	Scotland	PH1 3UQ
Dates on request	London	SE23 1AH
Thursday	25 <sup>th</sup>	Stockport
		SK5 6HQ

### MARCH

Dates on request	Scotland	PH1 3UQ
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:

- 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](mailto: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](http://www.polished-insurance.co.uk)  
or Call 01942 403370

[www.polished-insurance.co.uk](http://www.polished-insurance.co.uk)

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**ETTORE PRO PLUS SCRAPER 6" +  
ONE BOX OF 10 BLADES**

Ettore Pro+ Window scraper 6" perfect for removing paint, construction debris and other caked on deposits from glass.

Ergonomic, rubberized comfort handle ensures good grip even when wet.

- 6" wide blade.
- Fits all Ettore extension poles.
- Includes "safety" yellow blade cover



Was £15.43 + vat. combined  
**Now £8.00 + vat combined**

**FISHSCALE GLASS CLOTHS - Code – MSBU7001L**

High quality next generation glass cloth that is more aggressive than the standard weave glass cloth, has slightly higher absorption qualities too.



This high quality fishscale cloth can be used for all brightwork. These cloths are ideal to buff or polish any bright surface, due to their texture they will ensure a streak free finish.

Although they are made from the same material as the terry cloths, these fishscale glass cloths are a much tighter weave. Although they clean more aggressively than a traditional glass cloth, they are still soft so will not damage any surface.

The large 78×60 cm is a popular choice for window cleaners Fishscale cloths are not ideal to use on lead flashings as the lead can pull the fibres out, although this will not damage the performance of the cloth or hinder its performance, but it may age quicker. **Was £3.20 - Now £2.40 + vat**

**Hi Rise Economy plastic handled squeegee**

Economy plastic squeegee and handle for the easy drying of windows to a streak free shine. Can be used with telescopic poles on low level work.



- CODE**  
**7025 – 10" Was £2.36 Now £1.50 + vat**  
**7030 – 12" Was £2.66 Now £1.70 + vat**  
**7035 – 14" Was £2.96 Now £2.00 + vat**

**Useful Contacts**

Allied Insurance Services: [www.fwc-insurance.co.uk](http://www.fwc-insurance.co.uk)

APL Training: [www.apltraining.co.uk](http://www.apltraining.co.uk)

British Cleaning Council (BCC) [www.britishcleaningcouncil.org](http://www.britishcleaningcouncil.org)

British Institute of Cleaning Science (BICS):  
[www.bics.org.uk](http://www.bics.org.uk)

British Red Cross: [www.redcross.org.uk](http://www.redcross.org.uk)

Blue Poppy - Vehicle Solutions Limited:  
[www.bluepoppy.co.uk](http://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](http://www.cleanerplanner.com)

Cleaning & Maintenance Journal: [www.cleaningmag.com](http://www.cleaningmag.com)

Cresta Booksellers Direct: [www.cresta-books.co.uk](http://www.cresta-books.co.uk)

Criminal Records Services Ltd:  
[www.criminalrecordsservices.co.uk](http://www.criminalrecordsservices.co.uk)

Darwin Clayton (UK) Insurance: [www.darwinclayton.co.uk](http://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](http://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](http://www.glass-repairuk.com)

GOV.UK - for government services:  
<https://www.gov.uk/business-support-helpline>

Gutter Vac: [www.space-vac.co.uk](http://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](http://www.ipaf.org)

J.V. Price Ltd: Access hire & training - [www.jvprice.co.uk](http://www.jvprice.co.uk)

Lansford Access Ltd: Ladders & associated equipment-  
[www.ladders999.co.uk](http://www.ladders999.co.uk)

Logic – Round Pro – Trade Software: [www.roundpro.co.uk](http://www.roundpro.co.uk)

SafeContractor- Health & Safety Accreditation Scheme  
<https://www.safecontractor.com>

National Carpet Cleaners Association (NCCA):[www.ncca.co.uk](http://www.ncca.co.uk)

Site Wizard – website building & social media services  
[www.sitewizard.co.uk](http://www.sitewizard.co.uk)

Tek-Tanks – custom built water tanks: [www.tek-tanks.com](http://www.tek-tanks.com)  
 Window Cleaner Professional –Software  
[www.windowcleanerpro.com](http://www.windowcleanerpro.com)

Wiltshire Friendly Society Ltd: [www.wiltshirefriendly.com](http://www.wiltshirefriendly.com)

Yell BUSINESS:  
<https://business.yell.com/legal/partner-offer-terms-starter-pack/>