

A·I·S·E

Association Internationale de la Savonnerie, de la Détergence et des Produits d'Entretien
International Association for Soaps, Detergents and Maintenance Products

PROFESSIONAL CLEANING: A KEY CONTRIBUTOR TO PUBLIC HEALTH, HYGIENE AND WELLBEING



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PROFESSIONAL CLEANING : VITAL FOR OUR HEALTH AND WELLBEING

Imagine trying to keep our homes, our clothes and linen, and our dishes clean and hygienic without cleaning products and detergents. And what about schools, hospitals, offices, stations and airports and food and drink factories?

Companies in the professional cleaning sector of A.I.S.E. contribute to securing high levels of cleanliness and – where

appropriate – disinfection in any place outside the home, helping to reduce or eliminate contact with serious and potentially fatal infection agents.

“At any time, over 1.4 million people worldwide suffer from infectious complications acquired in hospital.”
Source WHO

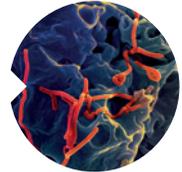
Cleanliness and hygiene in any place outside the home would be impossible without the products and services provided by the companies that make up the professional cleaning sector of A.I.S.E., the International Association for Soaps, Detergents and Maintenance Products. It is these companies – large and small – that make the detergent and maintenance products and services that help to ensure hygienic hospital equipment, safe food and beverage production, healthy public transport environments, and clean and pleasant offices.

In large parts of the world, hygiene is still an ongoing challenge and many lives are lost every day due to unsafe water, poor sanitation and poor hygiene. In Europe, hygiene standards are relatively high, but outbreaks of diseases such as SARS, MRSA, Norovirus, E. coli, H1N1 Influenza, hospital acquired infections and Ebola underline the importance of securing good levels of hygiene as a first line of defence through prevention.



Aspergillus sp
 Fungi spread in hospitals. This can cause serious, even fatal infections.

Ebola virus (EV)
 Causes Ebola Hemorrhagic Fever which has a very high fatality rate.



What do we expect from professional cleaning?

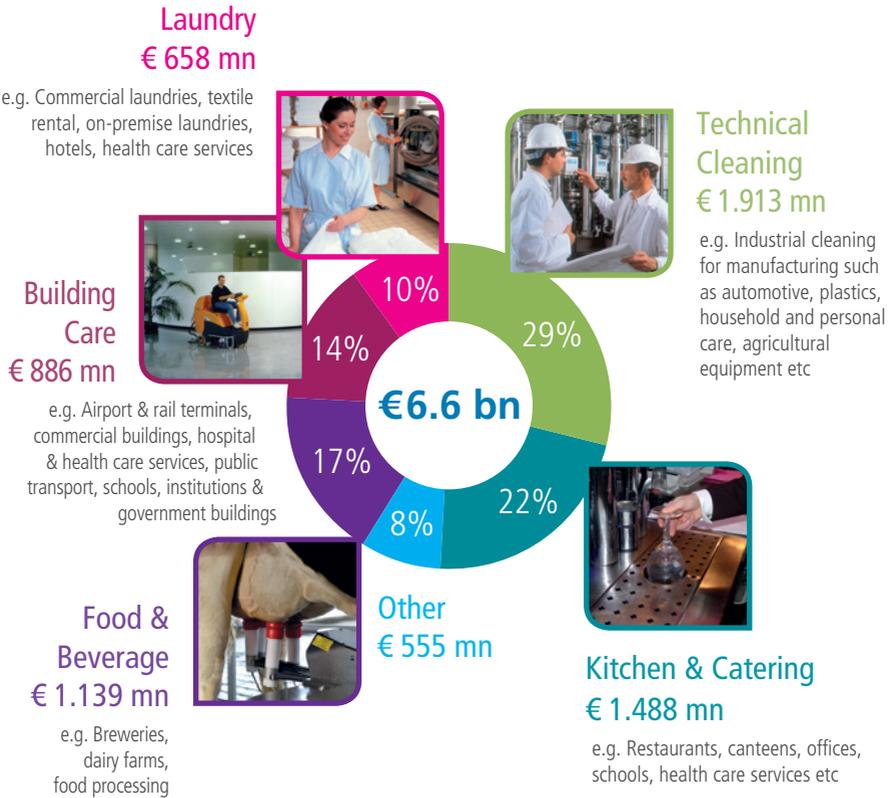


THE PROFESSIONAL CLEANING SECTOR AT A GLANCE

Delivering products & services to all sorts of customers

The market value of the sector in 2013 was **€ 6.6 billion** (representing 18% of the total A.I.S.E. portfolio). It is spread out as outlined in the below chart with a broad variety of applications.

A.I.S.E. represents the vast majority of companies active in the industry. Of those, more than **440** companies are involved in the professional cleaning market with **85%** being SMEs.



WHAT'S SPECIAL ABOUT PROFESSIONAL CLEANING PRODUCTS AND SERVICES

Companies in the professional cleaning market provide a wide variety of products and services for professional users who often have very specialised cleaning and hygiene needs.

HYGIENE AND SAFETY

Products and services meet specific cleaning needs and are part of a complete delivery system requiring special packaging, dosing and control equipment. The companies that make them must not only deliver sustainable cleaning solutions but also safeguard users.



Salmonella
Most common bacteria found in food. It can cause illnesses in humans and many animals.



TAILOR-MADE PRODUCTS AND SERVICES

Professional customers can have unique operational demands requiring customised solutions, taking into account, for example, local water hardness or specific soil conditions. This need for a tailor-made approach means the range of products and services offered is thus extremely broad and significantly higher than in the household market.

SERVICE AND TRAINING

Service in the professional cleaning sector is at least as important as the product itself. Services offered include environmental safety information, advice on cleaning techniques and training of personnel. Professional cleaning companies work closely with their customers to develop and document their hygiene routines and procedures, helping them to conform to applicable regulations.

DISTRIBUTION AND SALES

The diversity of customers, in terms of size, activities and organisation, presents special challenges and obliges the professional cleaning industry to be creative and flexible in terms of distribution and sales models. For example, companies may offer in-house service and cleaning solutions, including provision of some or all of the detergent and maintenance products needed. An added demand on companies is that the great majority of the professional cleaning sector work is tendered.

3 examples of professional cleaning applications:

1

In a dairy company that undertakes transformation, production and delivery of finished dairy products, a professional cleaning company can work with the customer to design and install the cleaning-in-place (CIP) units and the belt lubrication system on the bottle conveyor, using associated chemical products.

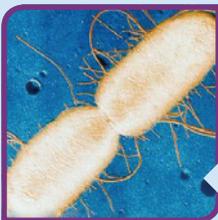
Reference No:	CIP-NC10	Sheet 1 of 3	Prepared by	Michael Williams
Department Area:	HIGH CARE PRODUCTION	Typical Duration:	45 minutes	
Work to be cleaned:	ICE CREAM TANK 3	Application Method:	CIP-CIRCULATION	
Hygiene Monitoring / Risk Assessment		Cleaning Equipment Required		
Hygiene Standard:	Specific Procedure Training required	YES		
Lack of Hygiene:	Risk Assessment	YES		
CCP:	NO			
On completion of cleaning procedure issue a CCP result. Check it is completed 'incidentally' if the CCP result is 'OK'.				
Flushing Procedure		Flushing Protective Equipment		
A double-check that you have sets on the Flow Flats (rinse cycle), you must 'walk' through the cycle.				

Snapshot of a cleaning in place guidance document.



2

Washrooms in public buildings or in professional kitchens require dispensers for hand soaps packed in a dedicated system that fits the particular dispenser.



Escherichia coli

Bacteria spread in toilets that can cause serious food-poisoning in humans.



3

Floor care requires a range of products to cope with the different floor materials (carpet, wood, tile, marble, rubber, etc.) and applications such as cleaning, polishing and stripping. A range of machines (scrubbers, high or low speed polishing single disk machines, vacuum cleaners) and utensils (mops, lamellos, etc.) are required to carry out these activities.



FOCUS ON SAFETY AND SUSTAINABILITY

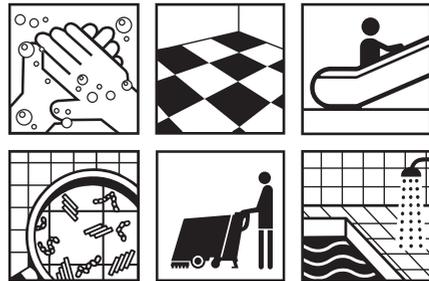
Professional cleaning companies provide products that can have powerful cleaning and disinfection properties. Product safety is an absolute priority and stringent controls and regulations apply to the sector to help to ensure the safety of workers (human exposure) and of the environment (water, air, soil etc.). In Europe, the applicable regulations include among others the Classification, Labelling & Packaging, Biocides, the Detergents Regulation and REACH. Targeted occupational health and safety measures are often additionally in place and can vary according to specific customer needs and situations.

Safe use of products

Companies in this sector have a key responsibility to provide accurate, up-to-date safe use information to their customers so that they can be informed about the precautions required in handling and storing products.

The Safety Data Sheet is the standardised way to do this, required by law. Companies also commonly provide customers with Product information sheets (PIS), which contain detailed information about application and dosing instructions of the product under the various customer use conditions.

In addition, A.I.S.E. members in the professional cleaning sector have been proactively communicating safe use information to their customers for over 20 years using pictograms specially developed by A.I.S.E.



To download the full set of pictogrammes, visit www.aise.eu/professionalcleaning

These pictograms have improved communication in multilingual situations across the industry and enabled the development of standardised training programmes. Professional application pictogrammes are displayed on product labels and in training and information documents. They promote the correct and best use of products, by indicating the actual application area and the application process.

SAFETY DATA SHEET – SDS

The Safety Data Sheet is a legal document that must be provided to professional customers for all classified products to ensure the product can be handled safely in a commercial environment. The SDS is also a key document for authorities and poison control centres, helping to ensure that, if accidents occur, they can be dealt with effectively. Manufacturers typically make their SDS's available through their websites, thereby ensuring 24 hours a day / 7 days a week access to key information about their products. The wide variety of products and customers in the professional cleaning sector means the management of Safety Data Sheets is a major task requiring significant effort from manufacturers.

SUSTAINABLE CLEANING SOLUTIONS

Efficacy and environmental safety are imperatives when it comes to professional cleaning products: products must be effective at doing the cleaning job they are designed to do while being as efficient as possible – in terms of the amount of product, water and energy needed – as well as, of course, safe for workers and the environment around them.

The industry has made considerable progress towards more sustainable cleaning solutions in three key areas in particular:

Controlled dosing

To ensure the right quantity of chemicals is used for each application, the development of efficient dosing equipment is particularly important. More and more applications are now supported by state of the art systems or dosing equipment, guaranteeing new levels of safety for users by limiting direct contact with products, a safeguard that is particularly crucial in professional use.

Concentrated forms

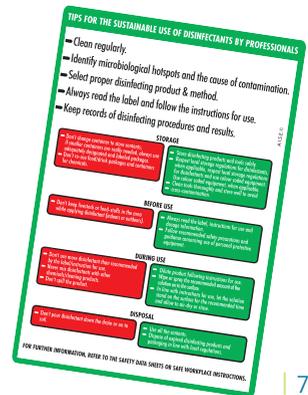
The development of more concentrated products has delivered significant savings in packaging materials and transport.

Delivery efficiency

Professional cleaning companies are more and more delivering in bulk (full tanks) and in semi-bulk (1000-litre containers). Returnable and re-usable packaging materials (e.g. recyclable plastic) also help to limit any potential impact on the environment.

The A.I.S.E. Charter for Sustainable Cleaning is a voluntary initiative that encourages the whole industry to pursue continual sustainability improvements. With independent verification and KPI reporting, it drives measurable progress on a number of sustainability measures.

70 professional cleaning companies are currently Charter members. Please visit www.sustainable-cleaning.com to find out more.



WORKING IN PARTNERSHIP

Professional cleaning companies often work in close partnership with counterparts in complementary industries, including the professional textile services, cleaning services and machine equipment industries. A.I.S.E. members in the professional cleaning sector and their partners in these complementary sectors together deliver the cleanliness and hygiene that professional customers expect.

The total market value represented by these different sectors is a key component of the EU economy and delivers tangible public health benefits to society.

INFORMATION

Please visit the A.I.S.E. website for more information and publications:

- ▶ for customers
- ▶ for and about professional cleaning companies, including a full list of members
- ▶ for stakeholders

For further information, please contact A.I.S.E., the International Association for Soaps, Detergents and Maintenance Products, or the member National Association in your country.

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our
website**



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