

Case History



For the Hygiene Group, a relationship with any customer means more than simply providing a service. It means sharing expertise and working with the customer to achieve a mutual objective. So, when the management of Carlsberg UK's Leeds brewery decided the time had come for a complete new look at what they needed from their cleaning service, the Hygiene Group was the partner of choice.



Hygiene has provided a complete new cleaning service for Carlsberg

Providing a service – and sharing expertise

One of the largest breweries in the UK, Carlsberg's Leeds brewery occupies a 30-acre site and produces 2.8 million hectolitres of beer a year – brands such as Carlsberg lager, Tetley's Smoothflow keg bitter, and Tetley's cask bitter, the largest cask brand in the world.

As a brewery, rather than a food production facility, Carlsberg's cleaning services for over a decade had been based on a general office-cleaning standard. However, a new perspective called for a new approach and the brewery management had decided to upgrade to the level of a medium risk food environment, as brewing and processing

manager, Alison Rance, explains: "Having had new members of the management team joining from a food industry background, we were encouraged to look at our cleaning needs differently. As we produce brand labels for Tesco and Sainsbury, a key driver was the accreditation to the British Retail Consortium standard, which places more focus on hygiene in the production environment. That led us to re-define our cleaning specification and put it out to tender. We were impressed by Hygiene Group's approach and their extensive experience of the food processing industry."



Hygiene's team at work at Carlsberg's Leeds brewery

“We operate an open policy with our contractors, so the Hygiene staff have full access to all our systems”.



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Hygiene has worked closely with Carlsberg to develop a cleaning audit system

The contract awarded to the Hygiene Group covers the entire site, involving the brewery itself, plus packaging and warehousing areas. Challenges included a mix of old and new buildings – the Leeds brewery was originally established in the 1850s – with different pipework and fabrication issues.

With a considerable amount of groundwork to be done to introduce the new cleaning regime, Hygiene Group worked closely with Carlsberg, looking at the most appropriate technologies and gaining a close understanding of production issues in order to integrate the cleaning programme into the brewery shift patterns.

Hygiene Group demonstrated its commitment to the customer by making major investments in equipment specifically for the contract. One example is the ride-on machines purchased for scrubbing and drying in the warehouse as floors must be dry before forklifts can operate – the new machines meant cleaning could proceed without disrupting normal warehouse working.

Setting up the cleaning contract also involved developing an audit system and with its expertise in this area, Hygiene Group was able to work closely with the brewery's technical team in achieving this.

Close integration of the Hygiene team with that of the brewery is another key feature of the working arrangements. With the brewery working round the clock, Hygiene Group aligns its shift patterns to those of the brewery workers. Hygiene members are regarded very much as members of the Tetley's team – they even sport the Carlsberg's logo on their overalls – and have a valuable role to play in the day to day working of the brewery. As Alison Rance explains:

“We operate an open policy with our contractors, so the Hygiene staff have full access to all our systems. For example, if one of the Hygiene people spots a pipe leakage, they can go directly into our building services request system to report it. This gives us valuable sets of eyes around the plant and helps make our lives easier. In fact, we have seen real improvements all round since the Hygiene Group contract started.”



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Carlsberg's Leeds brewery produces 2.8 million hectolitres per year

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