



BS ISO 14001

## ACCREDITATION EXTENDED

The Hygiene Group has now achieved accreditation to the environmental standard ISO14001, a key step in aligning our operations to those of our customers in the food processing industry.

Although we had already established environmental policies, we felt that formal accreditation would enable us to have a better understanding of what our customers have to do in terms of identifying significant environmental aspects to their business. With ISO14001 as our baseline, we can more effectively focus on customers' individual environmental policies.

Helen Millership, human resources manager, co-ordinated the accreditation process and says: "The auditing process in achieving the accreditation was already very familiar to us as we have been ISO9001 accredited for around 15 years.

The environmental standard dovetailed very easily into our quality management systems and the same principles apply. We have formulated a policy and established a manual covering all of the necessary procedures. There is a huge advantage at service operative level in having everything documented in this way as it creates much greater depth of understanding."

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# Cutting the paper trail

*In any cleaning contract in a food processing facility, for due diligence, we have to create an audit trail – and in the past this has involved something of a paper trail too. Now we have a new solution.*



The Maximiser electronic audit system

The Maximiser is an electronic audit system that uses touch screen PDAs to prioritise and schedule work to be completed during the year, record work as completed and by whom, or re-schedule as necessary, audit work to demonstrate compliance and validate everything with digital signatures.

With this information downloaded onto a pc, we can print reports and graphs for trend analysis, print sign off sheets for final closure and consolidate data for long-term analysis.

With Maximiser, we have created a very powerful system that can be applied to any aspect of our responsibilities on site – anything that can be listed and assessed can be loaded onto Maximiser.

Whereas our quality systems have traditionally resided in manuals, they can now exist in a handheld small enough to be carried permanently, giving our clients and our managers continuous and instant access. An audit can be performed at any time, in any location in the factory.

With Maximiser we have truly made a quantum leap in due diligence.

## Cleaning up with ozone

As experts in the cleaning industry, we are always looking at different ways of solving old problems with new technology or management tools to enhance our customer service. Recent months have seen us exploring methods that are helping to keep us at the cutting edge of technology.



The Steritrox™ S600 ozone cleaner

How do you ensure that every area of your food processing plant is completely free from potentially hazardous spores, bacteria and viruses? Ozone could provide the answer and we are currently trialing a new machine that overcomes many of the problems previously associated with ozone cleaning.

Ozone as a disinfection agent is up to one thousand times stronger than chlorine, effective over a significantly wider range of micro-organisms and leaves no chemical by-products. However, mishandling of ozone can cause problems. Working with ozone can cause health and safety hazards and its lack of stability has made it difficult to work with.

The solution could lie in a new ozone cleaning machine, the Steritrox™ S600 from Steritrox Ltd, a machine we are currently putting through

its paces at a development kitchen operated by one of our food industry customers. The kitchen, producing highly spiced and flavoured ready meals, offers the ideal environment for these tests.

Whereas previous ozone cleaning machines have been used with a high 'guesstimate' factor over the amount of ozone needed, the Steritrox is able to adjust to the ozone debt present and therefore only generates the amount required to perform the specific cleaning task. The machine also overcomes any problems of dispersal of the ozone once the cleaning procedure has been completed by using a biocidal quenching agent.

Our trials to date have shown some very interesting results. It is proving a simple to operate system, eliminating the downtime normally associated with ozone gas sanitising. Look out for more news in future issues.

# hi lines

●●●● Spring 2005 edition newsletter

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## Hygiene Group moves to new bases

***The Hygiene Group is re-grouping its operations into three new regional operating units. The new bases in Birmingham, Slough and Castleford will replace Hygiene's existing regional network, to provide a true nationwide service.***

Internal building work will be completed by Spring 2005 on a new Group Business Centre at a site in Kings Norton, Birmingham to accommodate head office and central support services, including training and conference facilities

This reorganisation marks a key strategic move for Hygiene Group, as managing director Stephen Bailey explains:



*The new Hygiene Group Business Centre in Birmingham*

“Our network of small regional offices no longer matches our profile as the UK's largest specialist environmental cleaning company in the food and pharmaceutical sectors.

“Our new structure provides a national focal point for suppliers and clients, improves communications and the deployment of our resources. For a company providing a

national service, a Midlands base offers many advantages. Our new premises will also better represent our style and professionalism.”

Hygiene's Stores UK operation will also re-locate to Birmingham. The company's service operation in Sykes Road in Slough has also moved to more modern premises just half a mile away in Montrose Avenue.

## More from Hygiene – by popular demand

***At Hygiene Group, we pride ourselves in offering the range of services our customers want – so when our customers ask for more, we deliver. Over the past 12 months, this has seen our activities for key customers expand into catering, security and pest control.***

Each of the new services is fully integrated into the operation of our existing specialist cleaning business and is designed to add value for our customers. The services have grown out of our core specialist cleaning services and we aim to bring to them the same levels of professionalism. In many cases, members of the

existing on-site Hygiene teams are given additional training in the new functions, which increases flexibility and ensures that there is always backup expertise on hand.

The close integration of these new functions with our specialist cleaning services provides significant benefits for

our clients. Whatever the services we provide on site, customers see a close-knit, multi-functional team with a single on-site supervisor – all trained to the highest standards. We believe that this takes facilities management on to a different level because we do it differently – ***we do it the Hygiene way.***



***On-site catering – another service now available from Hygiene***



*Leading the way in food and pharmaceutical cleaning and hygiene*

hygiene  
www.hygiene.co.uk

# New contract marks a first for Hygiene

One of our latest contract wins marks a first for the Hygiene Group. Following a competitive tender, we won the bid for environmental cleaning services at the Carlsberg UK brewery in Leeds, one of the UK's largest breweries – and our first brewery contract.

Occupying a 30 acre site with an output of 2.8 million hectolitres a year, the brewery produces Carlsberg lager and export, Tetley's Smoothflow keg bitter and Tetley's cask bitter – the biggest cask brand in the world.

The previous cleaning contract had been in place for about a decade and specified standard office-type cleaning services. Carlsberg's aim was to upgrade to the level of a medium-risk food environment as brewing

and process manager Alison Rance explains: "With new people joining us from the food industry, we were encouraged to take a fresh perspective on our cleaning needs. As we produce own brand labels for Tesco and Sainsbury a key requirement was 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."

Our contract covers the entire site, including the brewery itself and the packaging and warehousing areas. It involves specialist high-level cleaning and the use of techniques such as foaming agents. Business development manager Bob Cannell comments: "One thing that

particularly impressed Carlsberg UK was the fact that we use the latest tools and techniques. We have also made major investments in equipment specifically for this site, including ride-on machines for scrubbing and drying, which enable us to work in the warehouse without disrupting forklift operations."



## Partners – in it for the long haul

***If the length of a partnership is any indication of its strength, then the business relationship that exists between the Hygiene Group and Cereal Partners UK Welwyn Garden City, is a very strong one indeed.***

Cereal Partners is one of the UK's leading cereal manufacturers, producing Nestlé brand cereals, e.g. Shredded Wheat, Shreddies and Cheerios, plus many of the leading UK retailer brand cereals.

Our relationship with the business actually pre-dates Cereal Partners UK, as we first began work at Welwyn Garden City in 1987 when the business was part of Nabisco.

The requirements of the contract have changed with the customer's changing needs over the years. Today we are responsible for all waste recycling from point of use waste streaming onwards, general waste, a full overhead programme and a cleaning service that covers all of the offices, the general site infrastructure and amenities.

Stephen Ford, operations development manager for Cereal Partners UK comments: "The Hygiene team is excellent. There is a good relationship between them and our own operatives. They are always flexible and we know that we have additional resources on site to call upon if a crisis occurs."

"In a business partnership like this, you have to consider that you are in it for the long haul. The Hygiene Group personnel have become an intrinsic part of our team and we know that when necessary, they will do things that are beyond the contract because they see that we are all in the same boat."



### A CLEAN NEW LOOK ON OUR WEBSITE

Visit [www.hygiene.co.uk](http://www.hygiene.co.uk) and see our new website, which in keeping as the country's leading environmental cleaning specialists, is sporting a clean new look.

This follows the recent review of our brand identity, which incorporates the international 'i' symbol for information, which is now the focal point of our website.

The new site is fast and easy to navigate and incorporates a price estimate calculator so that customers can obtain prices for silos and kitchens.

Some of the cereals manufactured by Cereal Partners



## CRISP APPROACH RAISES STANDARDS

***When the Hygiene Group was first appointed in 1998 to handle work for crisp manufacturer Walkers at its Peterlee site, it was just for a short-term contract. Six years later, Hygiene is still on board, with a contract that has grown to cover tasks such as weekly plant and high-level cleaning, as well as environmental services.***

During the course of the contract, we have worked closely with Walkers to raise the efficiency of cleaning operations at Peterlee and a significant step has been the introduction of our innovative Key Performance Indicator (KPI) system to the factory.

Maureen Granville is the Hygiene Group account manager for Walkers and she says: "Our KPI system has not only enabled us to keep pace with production at the plant, but it has also truly raised our standards."

KPIs enable Hygiene Group to measure and evaluate performance against set criteria over a specified period of time. Agreed in advance with each client, criteria can be very varied but generally encompass safety, quality, productivity and communications.

For Walkers, this has resulted in a standard of cleaning that they describe as "among the best in the business". Walkers' contracts manager Terry Sheldon says: "Hygiene Group has really invested in people, equipment and training, which means they can carry on improving the quality and reliability of what they do while helping us to contain costs."



**Andrew gets his prize**

# Fox's go with Hygiene

***Happy customer Fox's Biscuits, part of the Northern Food Group, has renewed the environmental cleaning contract with Hygiene Group for its Batley site.***

At Batley, we provide a range of specialist cleaning services, including silo and high level and at weekends an increased workforce undertakes more extensive cleaning.

Nick Johnston, technical controller at Fox's Biscuits says: "We are very pleased with the way Hygiene Group operates. The workforce is very flexible and we can rely on them for service every time. Our on site Hygiene Group account manager Natalie Merrick provides us with a single point of contact for any issues we may wish to discuss."

Hygiene Group has a core team of operatives on site at Batley, including a weekend

team who carry out special programmed cleaning at Batley and at Fox's sister site in Kirkham. We also provide additional operatives between June and November when there is an increase in production.



**Natalie Merrick using the Maximiser electronic audit system**

## ANDREW GOES THE EXTRA MILE – AND WINS AWARD

At Hygiene, we believe that our cleaning operatives should become an integral part of our customers' teams and nothing illustrates the success of that philosophy better than when one of our people wins a customer's employee award.

So, congratulations go to Andrew Cummin who was voted 'employee of the quarter' at UB's Halifax site. In giving the award to Andrew, Bill Duffy, Director of McVitie's Cake Company, told him: "This award reflects your really positive attitude to your job where you frequently 'went

the extra mile' to help your colleagues, particularly the engineering function. In several instances, this involved working in difficult conditions and getting to work at 4.00am."

Hygiene Group manager at the Halifax site, Chris Johnson endorses this praise, saying: "This is not the first time that Andrew has been nominated, so I am very pleased that he has received this award. He is a very, very committed worker and we are proud to have him as one of our team members."