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## CONTENTS

- 5 POINT OF VIEW  
CHIARA MERLINI

### FOCUS ON

- 6 WORLDWIDE NEWS  
8 EVENTS  
30 PRODUCTS

### DEALERS

- 10 SOME ADVICE FOR DISTRIBUTORS  
MICHELE CORSINI

### SAFETY

- 12 PREVENTING RISKS FOR HO.RE.CA. WORKERS  
EDITORIAL STAFF

### TREND & CLEANING

- 16 THE BATHROOM: PRATICABILITY AND GLAMOUR  
CHIARA MERLINI  
18 HYGIENE AND CLEANLINESS IN THE BATHROOM  
GIOVANNA BARBERIS

### KITCHEN SAFETY

- 20 KITCHEN WORKER BEES  
MICHELE CORSINI  
22 FIRE HAZARDS IN HOTEL  
CHIARA MERLINI

### ACTUALITY

- 24 LUXURY IN HOTEL: CLEANLINESS IS ESSENTIAL  
CHIARA MERLINI

### EXHIBITION

- 26 EXPODETERGO INTERNATIONAL PROVES GLOBAL LEADERSHIP  
ANGELA CHIARAMONTE

### PEST CONTROL

- 32 MICE AND RATS  
STEFANO SCARPONI



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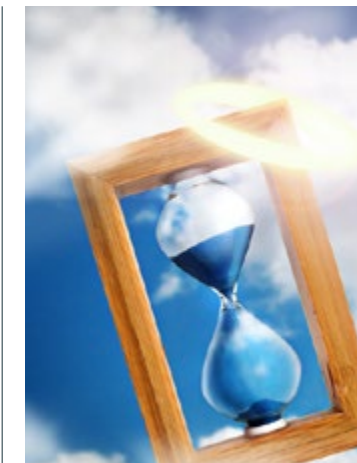
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# TIMES CHANGE CHANGING WITH THE TIMES

CHIARA MERLINI

The main topic of conversation this summer has been the weather. Unexpected forecasts, uncertain and variable weather have been the story of the 2014 holidays (with a few, rare exceptions). It makes me think that, in our total uncertainty about life, having something that we can forecast reliably gives us the idea of having some control. But, I was thinking that maybe we felt so destabilized by the weather situation because it was added to the many other factors which have forced us to make unpleasant changes recently. A crisis situation which is still far from being resolved, unemployment at a level never seen before and too many wars which are spread out but ever nearer to us through globalization. I've been thinking about how often we speak of resilience, a quality which has extended its meaning to the worlds of engineering and computing, ecology and psychology. The capacity of a material to absorb energy flow, when it is applied to man, becomes the capacity to face traumatic events and to re-organize one's life in the face of difficulties. Franco Cesaro has written many articles about resilience. He is in close contact with the



youth of today (at university) and with the business world and we have asked him some questions. 'Resilience' is becoming more and more necessary these days. But don't we need something more too to get out of the impasse we are in? Don't we need to not only be able to 'absorb' life's blows but also to react to them? "This is a complicated question to respond to in a few words! Resilience on its own has never been enough ... It is a gift which helps us to weather blows/grief/abandonment and to resist the pressure of the complexity and speed of today's world. But it needs basic skills, fundamentals and teachers willing to teach us, as well as students who are willing to listen (this is difficult when they always

have a tablet in their hands). There is no easy recipe for change, but what's your advice? "The two basic questions are how to go back to the idea that work is a method for personal development and growth, together with business and entrepreneurship, without which work cannot exist ... " From your experience, what can we expect from this generation and the next one? "Creating a business culture, being enterprising and creative is the path for this generation which is potentially strong, but is weak and frightened about life. We have wasted a generation in the twenty-five to forty age range who were able to manage the capital of others (the so-called managers), but nearly incapable of living autonomously and creatively. It's not their fault or the fault of anybody in particular, but a society which lost its way. I see the twenty-year olds of today as different. They are more open, more serious (of necessity), more international, more cheerful. Let's hope that they begin to hope again ... " So we need to give space to the young, men and women of goodwill who can knock down the many doors in their way and open the barriers as well ... A smile always helps.



### A NEW WEB PLATFORM ABOUT SAFETY AND HEALTH



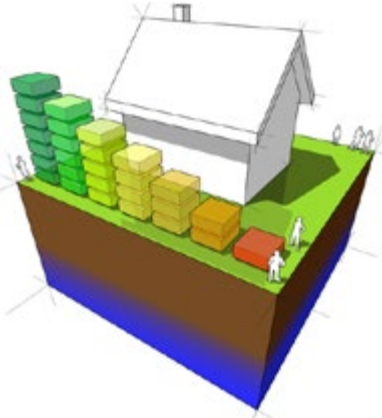
OSHWiki is the first web platform which allows users to create, collaborate and share knowledge on occupational safety and health (OSH) in all languages. It's a new way to network online with the OSH community, aiming to support government, industry and employee organisations in ensuring safe and healthy workplaces. The European Agency for Safety and Health at Work (EU-OSHA) launched OSHWiki at the XX World Congress on Safety and Health at Work 2014 in Frankfurt, Germany.

Dr Christa Sedlatschek, Director of EU-OSHA calls on OSH professionals to become part of OSHWiki and add to the body of OSH knowledge already available on the platform.

On the occasion of the OSHWiki launch, Christa Sedlatschek, Director of EU-OSHA, says: *"The platform is an important step in the drive to improve health and safety in European workplaces and brings added value to those involved on both a professional and a personal level. OSHWiki allows experts to share their work with each other in one easy and convenient place, they can gain recognition from the global OSH community for their expertise, and benefit from having their work peer-reviewed by a wider audience".*

### CIMS-GREEN BUILDING

To help meet the growing demand for green and the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) certification, the Cleaning Industry Management Standard (CIMS) and Certification Program includes "Green Building" (GB) criteria and an optional GB designation. Implemented as the sixth dimension of CIMS, the criteria and designation offer cleaning organizations a certification that is closely tailored to provide their customers with precisely what they need to secure points under the LEED for Existing Buildings: Operations and Maintenance (LEED EB: O&M) Green Building Rating System, while greening their operations overall. As such, CIMS-GB certification demonstrates an organization's capability to assist customers in achieving LEED EB: O&M points and offers customers assurance that the organization they select is prepared to partner with them in the LEED process. In fact, in November 2013, the USGBC published the newest version of LEED EB: O&M (v4) which includes CIMS-GB as a direct compliance option for the new "Green Cleaning Policy" prerequisite. To satisfy the prerequisite, facilities can now either develop and implement a comprehensive green cleaning policy or simply utilize a CIMS-GB certified cleaning service provider. Click here for more information. For more information on the CIMS-GB criteria and designation, please contact Dan Wagner, ISSA Director of Facility Service Programs, at 800-225-4772 or daniel@issa.com.



### NEWS FROM TENNANT CO.

Tennant Co. has promoted five executives to vice president positions: John Lund, who has been with Tennant since 2011, has been named vice president-North America sales. Mauro Compagnoni, who has been with Tennant for 27 years, now leads Tennant's Asia-Pacific (APAC) business division as vice president-APAC. Yves Derycke has been promoted to vice president-Europe, Middle East, and Africa (EMEA). Derycke served as Tennant's general manager-EMEA since 2007. Mark Morrison is now vice president- global supply chain. Morrison joined Tennant in 2007 and has served as the company's director of international operations since 2010. And Mike Reilly has been named vice president-global manufacturing, having led Tennant's manufacturing operations since 2010.

### IDROBASE SYSTEMS PVT LTD: A NEW INDIAN JOINT VENTURE

Born to commercialize the best Idrobase Group solutions in India, in response to the growing demand that is developing in the Indian market. India, a par excellence emerging market, is the country in which Idrobase Group has chosen to invest participating in a joint venture. This has led to the establishment of Idrobase Systems Pvt Ltd., based in Bangalore, well-known Indian industrial and scientific center in the south of the country. The newborn company will be a benchmark to start progressively the commercial production of components for h.p. pressure washers and fog systems: in order to meet the growing demand from the Indian market.

*"We have been looking with a deep interest at the Indian Market for many years - explains Bruno Ferrarese, co-owner with Bruno Gazzignato at Idrobase Group - We believe that this is a huge market that now is ready for our systems. Not only from an industry perspective, but also for the social and ecological implications. We're thinking at the diffusion process for Idrotech misting systems for dust suppression and odors control, which have already been used in some industrial sites in South India".*



### A VOICE OF THE TEXTILE SERVICES INDUSTRY

TRSA International is the leading global association for textile services with 300 member companies operating around the world.

In 1912 Ohio's Board of Health passes unworkable regulations on rental towels, threatening the linen supply industry and prompting industry operators to unite and form the Ohio Linen Supply Association. The Ohio group soon attracts applications from linen suppliers in other states and is renamed the Tri-State Linen Supply Association in 1913.

TRSA is committed to publicizing textile rental service companies' excellent track record in reducing pollution, water and energy use and greenhouse gas emissions while increasing production.



### WASHBOX: AN IDEA FOR BUSINESS

As The Bristol Post reports, a team of former UWE graduates has launched a business that means doing the washing couldn't be easier for the city's thousands of students.

Danny Vaughton, James Parker, Max Russell - all 23 - and Sam Vaughton, 21, came up with Washbox, a business that collects a bundle of dirty clothes and returns them freshly laundered within 24 hours. All the students need to do is download the app on their mobile phone or tablet and place an order.

James Parker said: *"We didn't enjoy spending weekends hanging clothes, pairing socks and ironing shirts. We struggled to find a UK company who could provide a fast and reliable solution. In the meantime, US companies like Washio (San Francisco) and Fly Cleaners (New York) were receiving millions of dollars of investment for similar services. We knew our friends had the same problem and with longer working hours and increasing demand for instant services, Washbox was born."*

The boys aren't up to their necks in washing because they simply act as middle men.

The team has negotiated rates with local dry cleaners and launderettes, building in a small profit from each load. Parker adds that Washbox is not just for students: *"The service will be available to anyone but we are targeting the student market in particular because we know that even though students are on a budget there are plenty who will happily opt for a service for a few pounds more than having to do the washing themselves."*



# EVENTS

## 2014

October 20th-23th

Bolzano, Italy

### HOTEL 2014

A program of events with high profile international speakers.

[www.fierabolzano.it](http://www.fierabolzano.it)

October 21th-23th

Dubai, UAE

### CLEAN MIDDLE EAST PULIRE

[www.afidampservizi.com/it](http://www.afidampservizi.com/it)

[info@pulire-india.com](mailto:info@pulire-india.com)

October 21th-23th

Moscow, Russia

### CLEANEXPO

[info@internationalshow.it](mailto:info@internationalshow.it)

Major show of industry leading equipment and materials for professional cleaning, health and hygiene, laundry.

[primexpo.ru/ru](http://primexpo.ru/ru)

October 28th-31th

Parma, Italy

### CIBUSTEC

### FOOD PACK

The real taste of food processing & packaging

[www.cibustec.it](http://www.cibustec.it)

November 4th-7th

Orlando, Florida, USA

### ISSA/INTERCLEAN NORTH AMERICA

It attracts up to 16,000 top decision-makers.

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

November 4th-7th

Olinda, Brazil

### FISPAL TECNOLOGIA NORDESTE

Hotel industry Trade show, Industry food processing, equipment and logistics technology, food, beverage processing food packaging

[www.fispaltecnologianordeste.com.br](http://www.fispaltecnologianordeste.com.br)

November 5th-7th

Almaty, Kazakhstan

### CLEANEXPO KAZAKHSTAN

It is a unique project for Kazakhstan: to provide a platform to show the products in the supply chain.

[www.cleanexpo.kz/en](http://www.cleanexpo.kz/en)

November 5th-8th

Rimini, Italy

### ECOMONDO

18th International Trade Fair of Material & Energy Recovery and Sustainable Development.

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

November 16th-20th

Paris, France

### EQUIP'HOTEL

International Trade Fair for restaurant, hotel and catering equipment combines leading companies, an extensive range of products and services for hotel, restaurant and catering under one roof.

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

November 18th-22th

Oporto, Portugal

### EMAF

Exhibition dedicated to equipment, maintenance and industrial cleaning.

[www.emaf.exponor.pt](http://www.emaf.exponor.pt)

November 19th-21th

Paris, France

### PARASITEC

The Salon is Parasited Technology Control Pest Species. More than 50 exhibitors will offer solutions to overcome these beasts. Conferences, exhibitions and demonstrations will enhance the show, which is full of new ideas.

[www.parasitec.org](http://www.parasitec.org)

## 2015

February 25th-27th

Mexico City, Mx

### ISSA/INTERCLEAN LATIN AMERICA

International trade fair for the cleaning industry in Mexico, Central and South America.

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

March 10th-12th

London, United Kingdom

### THE CLEANING SHOW

One event for all sectors of the industry and the only one supported by all member associations of the British Cleaning Council.

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

From 31 March to 2 April

Paris, France

### EUROPROPRE

The exhibition of solutions for the hygiene and cleanliness, and also for the multiservice.

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

April 16th-19th

Atlanta GA, USA

### CLEAN 2015

The long show format will afford attendees more time to explore the exhibits, attend added educational sessions and network with industry peers.

[www.trsa.org/cleanshow](http://www.trsa.org/cleanshow)

April 19th-21th

Dubai, UAE

### PESTWORLD EAST

Hosted by the National Pest Management Association along with Ecovar, this on-a-kind conference is designed to address pest management challenges specific to the Middle East, Africa, South Asia, and India.

[awirtz@pestworld.org](mailto:awirtz@pestworld.org)

May 3th-6th

Milan, Italy

### TUTTOFOOD

An unmissable event for professional in their food sector, from production to distribution through distribution networks internationally.

<http://www.tuttofood.it/en>

May 19th-21th

Verona, Italy

### PULIRE

The most professional cleaning exhibition in Italy, which hosts offer of goods full of machines, chemicals, equipment and components for professional cleaning.

[www.pulire-it.com](http://www.pulire-it.com)

## 2016

October 5th-7th

Bruges, Belgium

### WORLD TEXTILE SERVICES CONGRESS

An appointment for the textile world.

[www.fbt-online.be/wtsc](http://www.fbt-online.be/wtsc)



SOME  
ADVICE  
TO

TIPS FOR  
THE WAY TO  
CONTACT  
THE  
CUSTOMER

TEXT  
MICHELE  
CORSINI

distributors



In these times it is important to know the best way to contact the customer and turn it into a satisfied customer.

Often those who speak with the client tries to make orders, not to understand the real needs that he, as a problem to be solved or which product is most suitable. As noted (ISSA Today) by Leah Waldrop, marketing manager for Afflink's eLev8 system (Afflink provides an array of comprehensive sales and marketing solutions to more than 300 distributors and 200 supplier organizations of jansan, packaging, safety, and office products): "While there have been many changes in the cleaning industry, many distributors are still taking orders rather than asking questions, listening, and truly understanding the needs of their customers. Many experts call this latter form of selling 'consultative' or 'consultive' selling. But what it really is, especially in today's world of distribution, is professional selling".

It is easier to understand if you do an example with a person who wants to buy any product (it is not important to a specific product, the example is fine for many items). The salesperson instead of trying to conclude quickly the order, ask the customer a few questions, like "what do you need in particular? like is his floor? (for example) how much area must be cleaned?... ". This takes a few minutes, but the client has the feeling that you really take

care of him, to understand their needs and solve his problem. What is the difference among different salesperson? "Most of the salespeople customer met simply showed him their stock of items; these salespeople were order takers". The last salesperson was a professional seller. He asked questions, and, in so doing, what could make the best for the customer. "Trust developed between the gentleman and the last salesperson".

TAKING THE TIME

"Distributors must learn to do the same with their customers. For the end customer, when the distributor takes the time to understand their unique needs, it goes a long way and helps the customer make a well thought-out decision". These are the words of Brian Peters, president of Peters Supply, jansan distributor. The customer selects the best product for the job and the distributor leaves behind a positive impression on the customer. Additionally, trust evolves over time. The client now trusts this distributore, making for a much easier selling process going forward.

Leah Waldrop adds: "Some distributors might respond to this conclusion by saying that price — or, more specifically, low price — is the key variable customers focus on in their experience. However, according to other distributors, price is possibly the fourth or fifth priority—not the first".

THE STEPS

Asking the right questions and taking the time to understand the client's needs is paramount, according to Waldrop. Equally important is helping them actually make the right product selection. When it comes to cleaning and similar products, this can be a bit more complicated. It is also important the role of the producer. To help its distributor, the manufacturers advised they compare the manufacturer's products to the customer's current products. The customer chooses a product based on many features, not just price and the distributor who knows how to ask the right questions and understand the real needs of the customer will be preferred. The client would usually select the product that custodial workers valued most, while also meeting cost and performance concerns.

THE PROFESSIONAL DEALER

There are many ways now, using new technologies to help you choose the most suitable product, without making any mistakes or incorrect attempts. Employing consultative selling and comparing what products are in use now with with the customer's needs are can help to ensure the best product for that customer is selected. The distributor helps the client and proves to be a partner: he is a professional salesperson!



# Preventing THE RISK OF WORKERS HO.RE.CA.

TEXT  
EDITORIAL  
STAFF

STRATEGIES TO  
RECOGNIZE AND  
PREVENT THREATS  
TO THE WELL-BEING  
OF WORKERS IN THIS  
SECTOR

The Ho.re.ca. sector is continuing to grow, with statistics revealing it to be a sector with a large number of young, female and part-time employees than other sectors. Workers in this sector are commonly exposed to numerous psychosocial hazards as a result of the long and variable hours, with often heavy workloads which they have little control over. Furthermore, workers in customer facing roles are at risk of sexual harassment and physical violence, whilst there is also a high prevalence of harassment (bullying, mobbing) in some areas of Ho.re.ca. In order for the risks to be prevented or minimised, it is essential that employers work together with employees to identify the risks and generate suitable solutions.

## A DIVERSIFIED SECTOR

In the Ho.re.ca. sector there are a diverse set of jobs, ranging from: cleaners to chefs, and managers to lifeguards. These jobs are often set in different vocational settings (e.g., kitchens, hotel rooms, schools) each with its own unique set of psychosocial risks. Despite these

differences, there are some common psychosocial hazards for the workers: long working hours, shift work, aggression from customers, job insecurity and poor work-life balance. Ho.re.ca. has less regulation and government intervention than other industries: all workers are protected by the OSH Framework Directive (89/391/EEC) which stipulates that the employer is responsible to ensure the health and safety of their employees and an overall duty of care. The directive is based upon risk prevention, which focuses on risk assessments in the workplace. Employers should take the necessary preventions to eliminate or reduce the risk faced by employees. Additional individual directives, including the 'minimum requirements for the workplace (89/654/EEC)' and 'use of personal protective equipment (89/656/EEC)', supplement the Framework Directive in providing specific guidance on health and safety issues. European-level directives have been transposed in Member States, and, in turn, have been adopted by larger enterprises within the HORECA sector. However, 90% of enterprises of this sector are considered micro enterprises and an additional 9% are small-and-medium enterprises, and many of these enterprises do not fully comply with legal health and safety legislation. An EU OSHA survey of Ho.re.ca. sector associations, insurances,

trade unions, and OSH research institutes in each Member State revealed that of 17 countries, only France had specific OSH legislations for the sector, which focused on working time within a week.

## PSYCHOSOCIAL RISKS

Psychosocial risks refer to the interaction between the design and management of work, with the organisational and social context that has the potential to be detrimental to a worker's psychological or physical wellbeing. The complexity and diversity of enterprises and job roles within this occupational sector makes it difficult to present a comprehensive review of all the risks in this industry. In the Ho.re.ca. sector this can for example include: low autonomy and control, heavy workloads, long working hours and temporary employment, harassment and violence. Research has shown that ambiguity- the lack of understanding of clarity on what one's job role actually entails, to be the biggest stressor in employees and managers within the Canadian luxury hotel industry. The same study echoes research trends that high ambiguity and low control, along with heavy workloads were together strong contributors for work stress within this occupational sector. For example, hotel cleaners have little control over their shifts, rooms they have to clean, and the equipment/chemicals they are able to use. Waiters and

waitresses have limited influence on who they serve, when they work, or even what they wear. The emphasis on management control, which is arguably prevalent in the hospitality industry, is often associated with poor consultation, communication and feedback.

## A HEAVY WORK

Analysis on the Third European Working Condition Survey showed that the Catering, Hotels and Restaurants Sector to be amongst the least favourable sectors in terms workload. The Fourth EWCS revealed similar results where 75% Ho.re.ca. employees mentioned having to work at high speeds, with 66% having to work to tight deadlines and 48% not having enough time to get work done. The same survey reported higher than average prevalence of having to meet precise quality of standards, doing monotonous work and having to conduct repetitive tasks, and that demands placed by other people was highest amongst all examined sectors. Unlike most sectors, the Ho.re.ca. sector is busiest in the evening, and on the weekend and holidays. The Fourth EWCS revealed that amongst Ho.re.ca. employees, 71% and 47% of them work more than five evenings and nights respectively: the highest amongst all sectors. The percentage of employees who work Saturdays and Sundays are also the highest, with 66% and 84%



respectively. In restaurants and hotels, shift work (including split shifts) is especially common, with an estimated 30% of staff in this sector working on shift. The variable nature of shift work in this sector means employees often have a highly irregular and variable work schedule. Furthermore, the Fourth EWCS showed that the Ho.re.ca. sector's 25% of employees having to work more than 48 hours a week was the second highest amongst all sectors. The irregular and variable work patterns of employees in this sector has been shown to affect employees' health and increase conflict between their home and work-life . All this generates uncertainty and lack of motivation in the field. These psychosocial factors malaise is added exposure to acts of violence (from customers is especially prevalent in first line service jobs, such as: waiters, receptionists, and bartenders), bullying and mobbing.

HEALTH RISKS AND PREVENTION STRATEGIES

The research literature has been clear in demonstrating an association between excessive and chronic workload and stress with cardiovascular disease. Similarly, stress has also been associated with poorer psychological and physical wellbeing. According to the Fourth EWCS, the HORECA sector has higher than average levels of job demands with lower than average levels of job control. This places it as a high strain work sector where workers are among the most stressed in Europe. Before any intervention programme, a risk assessment has to be carried out. Identified risks can then be addressed using a two-prong approach by making changes at both company and individual level. However, regardless of industry, the following are important in ensuring successful interventions in the workplace: the correct hazards are accurately identified so that the right

issues are being addressed; employees should be involved in not only the identification of risks, but in developing and implementing solutions; and support or commitment from management is secured and cultivated. Psychosocial risks need to first be identified for them to be addressed. This is best done using a risk assessment as part of the employer's obligation under OSH Framework Directive (89/391/EEC). Employers should work together with employees in the identification of psychosocial risks. EU-OSHA has developed a database of risk assessment tools specific to Ho.re. ca., although mental strain is examined, it is done alongside other occupational health and safety issues, such as: noise and manual handlings. Interventions and preventative strategies should be tailored and informed by the risks identified as part of the risk assessment. Action can be taken

to target change at the company level, and/or the individual level. At the company level actions focus on organisational processes/ systems and work characteristic. Changes in shifts and work hours, or an increase in staff can be made to reduce the workloads faced by employees. The implementation and awareness of policies surrounding harassment, sexual victimisation, and violence from staff and customers will inform employees of their rights and provide clear understanding of what procedures will be taken by the company to address these issues. At the individual level, a variety of specific training can be conducted to enhance the ability of employees to handle the psychosocial risks in Ho.re.ca. sector. Stress management training might be suitable for those who work under intense pressure, such as: hotel managers and bar staff. Assertiveness training, or how to deal with aggression might be relevant for bar staff, security personal, or generic customer service roles. Interventions should first be addressed at the company level as such measures tend to be more preventative focused. Therefore, individual level interventions should only be undertaken when company level interventions have been implemented in order to compliment it and not be a substitute for it.

\*Source: EU-OSHA

EXAMPLE ACTIONS TO TACKLE PSYCHOSOCIAL RISKS IN HORECA

PSYCHOSOCIAL RISK FACTOR	PREVENTATIVE ACTION AT COMPANY LEVEL	PREVENTATIVE ACTION AT INDIVIDUAL LEVEL
Long and non-standard working hours	Variation in contracts and work schedules	
Work-life balance	Flexible work arrangements, Child care	
High workload	Organisational changes, Job design, Participation in decision making	Stress management training, Time management training
Contact with customers	Improvement of safety measures	Training on dealing with aggression

Source: EU-OSHA



-be different-



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# THE *bathroom:* PRACTICALITY AND GLAMOUR

HOTELS RELY ON TECHNOLOGY AND AESTHETICS TO PRODUCE AN ENVIRONMENT AT THE NERVE CENTRE OF THE CLIENT'S RELAXING AND PLEASANT STAY

TEXT  
CHIARA  
MERLINI

**B**edrooms are at the heart of a hotel's activities. Architects, planners and designers work to meet any new needs the client has and to follow, or rather, anticipate, trends. Because, especially in times of stiff competition and less ready cash, client satisfaction in terms of practicality and aesthetics (not to mention cleanliness, which is a must) becomes a deciding factor for client loyalty. So for some time, the attention of those who

plan and manage hotels has been dedicated to this theme. And, in the bedroom, the focal points are the bed and the bathroom. The latter is becoming more and more important as a symbol of the comfort a hotel can offer. It must be welcoming, pleasing to the eye and functional. With a little extra. Some research has shown that the majority of guests would prefer to stay in a bedroom which is slightly smaller (but always with a big bed) if the

bathroom can be bigger.

## A PERSONAL TOUCH

The design of a hotel bathroom is complex as it involves both the 'practical' side like sanitary fixtures and taps (as well as all plumbing) and a complete range of accessories: mirrors, towel holders, complementary products ... There is an ever-expanding range of fixtures to choose from, including avant-garde designs, and accessories too play an important role.

They must be pleasing to the eye as well as useful and have that something extra which makes staying in the room a pleasure. To add character, other objects can be added to play with a variety of styles, and flowers too add a touch of freshness and lightness. Even kitsch can sometimes be surprising and fun. The complementary products, as well as being of good quality, must add a small frisson of surprise to what is considered to be absolutely necessary.

The importance of the bathroom as an integral part of a hotel room can also be seen in the trend to 'eliminate' separation and make them almost open plan. So there are dividing walls in semi-transparent or transparent glass which relegate the privacy, to which we have become accustomed, to a relic of the past. Here choices become even more personal ... One trend which is becoming widespread in luxury hotels is the concept

of a private wellness space. That is, an area which would normally be found in a spa. So we can find personal saunas inside the room designed to harmonise with their surroundings.

## WHAT DOES THE CUSTOMER WANT?

Anyone who travels either for work or for pleasure wants to find a hotel which offers a welcoming, peaceful environment. And this extends to the bathroom too. Everything must be easy to understand and use. Nothing must require long, complex explanations; no futuristic accessories which stress the customer who wants only to relax in a restful bathroom or with a refreshing shower and who, however, has to use time and energy to understand how things work. So, if the customer wants water at a temperature of 38°, he should be able to press a button to get what he wants. Choosing jet or rain spray must be a simple, clear process. These are only two examples of the many possibilities ....

Manufacturers, planners and architects in the field of hotel design are working to simplify these aspects without making any concessions to aesthetic importance. For example, tap manufacturers are investigating remote control of temperature, flow and type of flow. And this is happening both for five star hotels and more economic ones. Some companies are also willing to develop made to

measure solutions to suit individual cases. Trade fairs for the sector are always full of interesting innovations. We know that Equip'hotel in Paris will show many...

## LET THERE BE LIGHT

So far, we have not spoken about lighting. But it is a fundamental element and must be both practical and pleasing. The majority of bathrooms have ceiling lighting (or lights placed high up) and a secondary mirror light. If great attention is not paid to this aspect or it is neglected or not considered enough, truly unpleasant effects can result! For example, if the two lights contrast each other (one gives out a cold light, the other a warm one) the effect is strident and can create discomfort.

From a woman's point of view – and women are very important when it comes to client loyalty – the make-up mirror light must be considered important. No woman who finds the light unflattering or not reflecting truly her make-up application or removal, or which is too harsh or not strong enough, will want to come again or prolong her stay. A hotel, therefore, makes its name and is different from others, not only because of the services it offers, but also because of the creation of a space which, like time, is evolving. Choices are tending to be made, on a customized basis, which are practical and functional but also glamorous and intriguing.



# Hygiene AND cleanliness IN THE BATHROOM

TEXT  
GIOVANNA  
BARBERIS

HOW MANY STARS IS THE CLEANING WORTH?



Cleaning is an essential part of the services offered by a hotel. Research has shown that clients put the level of cleanliness at the top of the list of things they consider essential when they choose a hotel, especially in the bedroom and bathroom. However, unfortunately the reality of the situation is that the number of stars a hotel has does not always reflect the efficiency of the cleaning services. When costs are cut, it is very often the cleaning which suffers. Most cleaning services are outsourced, so contracts are granted on the basis of the lowest price and the outgoings for cleaning

come at the cost of quality and professionalism. Much is made of quality, but it is difficult to offer high levels of efficiency when resources are reduced. These cutbacks can even reach a level which is worrying for the hygiene and health of customers. Each environment has its own characteristics and it is essential to know exactly what is needed for cleaning and what materials the surfaces are made of to identify the most suitable products to use for cleaning them. This is in addition to using the correct working methods which mean cleaning in a short time and optimizing the resources

without prejudicing the results.

## CLEANING MATERIALS

The materials to be used must be on the cleaning cart which should remain outside the area being cleaned. The cleaner should use a circular system so that they do not return to an area already cleaned. Cleaning should start from the least dirty area and progress to the dirtiest. Furnishings should be cleaned from the top to the bottom. Cleaning should finish with the floors and the area nearest to the exit. The trolley should contain:

- different coloured cloths
- sponges
- sprays
- two buckets
- detergents (one alkaline, one acid), a disinfectant and a deodorant
- trapeze broom or mop duster
- bin bag
- vacuum cleaner

Cloths should be different colours to indicate their use. It is important to use the Colour Code so that they are not contaminated, i.e. they do not carry bacteria from one place to another instead of removing them. A red cloth should be used only for the toilet and bidet and a blue cloth for the washbasin,

bath, shower and tiles.

To optimize resources and safeguard the health of the cleaners, safety, ergonomics and working methods need to be considered.

To make sure these are given priority, as always, staff need to be trained. A well-trained cleaner, as well as doing a competent job, offers the hotel savings in terms of time and economy in the use of products. Let's also consider safety. Work is carried out in a wet area, so cleaners must wear the correct shoes (non-slip shoes). And, as happens in other places where the floors are wet, nobody should be allowed to enter until they are completely

dry.

Protective gloves should be worn not only because the rooms to be cleaned could be contaminated but also because they protect the skin from dangerous substances when chemical products are being used. Obviously different gloves should be used for different jobs and for contact with different chemical products. When using chemical products it is necessary to understand how they work and to read the labels carefully. Alkaline and acid products are not the same, they may ruin some surfaces as well as putting the cleaner at risk. It is also important to use the correct quantities. Products should also never be mixed.

## SEQUENCE OF PERFORMING TASKS

If there is a window (although now the majority of hotel bathrooms are internal), the first thing to do is open it.

- Flush the toilet and use the toilet brush on it
  - Spray the detergent into the toilet, on the seat and on the outside edge
  - Leave for as long as necessary (remember the 'time' factor in the Sinner Circle)
  - Brush the interior of the toilet and flush
  - Clean the seat and the flush with the red cloth
  - Clean the exterior and edges with the red cloth
- Once a week use a descaling product:
- Flush the toilet
  - Wet the brush
  - Spray on the descaler
  - Leave for 10 minutes

- Scrub the interior of the toilet reaching under the edge

Descaling products need to be used with care. Never mix them with other products like bleach. This produces a toxic gas which can cause possibly severe lung damage.

To clean washbasins go from the top to the bottom, from the outside to the inside and finish with the taps. All surfaces should be sprayed (including mirrors, soap dispensers and shelves).

Before using the blue cloth, remove any soap or other deposits ('mechanical action' in the Sinner Circle). Check the dispensers:

- Soap dispensers (fixed to the wall) can be bottle or cartridge type and contain hand washing liquid. The level should be checked and if necessary more liquid added to the bottle or a replacement cartridge fitted.
- Paper dispensers include dispensers for toilet paper and for sanitary towel bags.
- Deodorant diffusers contain a flask of deodorant or perfume product. Distribution can sometimes be timed (controlled by a battery or electricity). To fill up, follow the directions on the product.

Now it is time to vacuum the floor. Then, the window is closed and the floor is washed. Start at the corner near the door, go around the walls and finish with the part in the middle, backing out of the room and using an 'S' movement.





OVERVIEW OF A  
NEARLY ‘INVISIBLE’  
WORLD. WHERE  
THERE ARE MANY  
DIFFERENT RISKS  
FOR THE CLIENT.  
THEY NEED TO BE  
PREVENTED

TEXT  
MICHELE  
CORSINI

A world apart for a hotel’s customers – the kitchen and the larder. However, they play an important part on the final judgement of the hotel. There is a hierarchy in the kitchen – chef, sous chef and workers. Ispesl, the Italian Institute for accident prevention and safety at work (whose functions have now been taken over by Inail, the national institute for work accident insurance) examined a total of 29 hotels which had up to

360 beds. In the hotels which provided full board – from breakfast to dinner – the kitchens were a very important part from many points of view. Apart from the quality of the menu and food offered, there were also aspects like planning, installations and matters relating to the employment of a large number of human resources. In the hotels included in the study, there were a total of 230 people working in the kitchens with a range over the hotels from two to 21 staff. The concentration of

machinery, cookers and fans, fuelled by methane gas and electricity with a powerful total heat output makes the kitchen a place where risk factors are not inconsiderable. One significant factor is the attention paid to and renewal of installations and – slightly less frequently – of cookers. However, in all the hotels the cooking burners were supplied with valves which stopped the supply of gas if the flames were accidentally extinguished. Ventilation and cooker hoods are more

TABLE OF RISK FACTORS

ACCIDENTS	PREVENTIVE MEASURES
Knocks to lower limbs  Injuries to the hands or trunk from protrusions or cutting implements	<ul style="list-style-type: none"><li>- Machinery whose accidental starting up could cause damage must have minimum tension relays and on/off switches on the edges of the machine.</li><li>- Slicers must also have: blocking devices on the blade protectors, blade protection carter</li><li>- sheaths on trolley handles</li><li>- electric meat slicers must conform to the regulations which prevent the handle from going past the screw.</li><li>- loading bowls must be of the correct size for the mouth so that the fingers cannot be trapped between the mouth and the bowl</li><li>- steel wool gloves should be used during manual slicing of meat or cleaning of cutting implements, pierce-proof aprons (in stainless steel or aluminium) should be used when boning..</li></ul>
Scalds and burns from equipment and hot liquids	<ul style="list-style-type: none"><li>- do not fill containers of hot liquids to more than 2/3 of their total capacity</li><li>- insulate hot pipes and equipment which workers can come into contact with and put up warning notices</li><li>- use protective gloves</li><li>- use suitable pumps for transferring hot liquids</li></ul>
Electrocution from contact with live material because of faulty insulation or defects in earthing	<ul style="list-style-type: none"><li>- check that electrical installations conform to regulations and that ordinary and extraordinary maintenance operations are carried out</li><li>- check that the twice-yearly control of the earthing is carried out</li><li>- check that utensils conform to regulations and that wiring is not damaged</li></ul>
Use of gas equipment	<ul style="list-style-type: none"><li>- check that the gas installation conforms to regulations and to fire prevention regulations</li><li>- use gas burners with individual heat valves</li><li>- maintain efficient aeration to allow the passage of air and to allow any necessary evacuation of gas products from combustion or from leaks from the burners or pipes</li><li>- make sure there are external valves for closing off the gas supply to equipment when there is no-one in the kitchen</li></ul>
Falls on slippery floors	<ul style="list-style-type: none"><li>- use non-slip shoes</li><li>- have non-slip floors or sloping floors which permit elimination of liquids</li><li>- clean and dry floors frequently</li></ul>
Manual movement affecting the skeletal apparatus	<ul style="list-style-type: none"><li>- move things using mechanical raising and transportation equipment</li><li>- obtain packages of limited weight (no weights over 20-25 kgs)</li><li>- reduce the use of large, portable pots and use fixed ones with an integral burner</li><li>- pay attention to the height of work posts, sufficient working space and suitable furnishings</li></ul>
Problems arising from exposure to high and low temperatures, changes of temperature, dampness	<ul style="list-style-type: none"><li>- provide adequate protective clothing for working in walk-in fridges and freezers</li><li>- install suitable cooker hoods over cooking and frying areas</li><li>- install correct ventilation systems (avoiding draughts)</li><li>- walk-in fridges and freezers should be able to be opened from inside</li></ul>

and more important. With the tendency .... Generally, however, hotel kitchens are a world apart, whereas the restaurant presents the image of the hotel.

RISK FACTORS

The more complex the management of an environment, the higher the risk factors. They vary from bumps and falls from slipping, to cuts and burns from the closed environment (access to or staying in damp places, or excessively hot or cold places like cooking areas and deep freezers) to risks arising from manual unloading or the handling of chemicals during cleaning and disinfecting of the equipment and surfaces (see table). We can only take a broad overview which undoubtedly merits further study. What is immediately striking however, is that in environments like this it is even more necessary to know the workplace, to know how to recognize specific risks and evaluate them and to inform and train staff. The human element in the end is the variable on which we can attempt to act on safety matters once we have met all legal obligations, with regard to the use of materials, machinery, equipment and products conforming to the regulations and to protective devices provided for each individual (and when necessary, for obligatory use).



# Fire hazards

## IN ACCOMMODATION

AVOIDING POTENTIALLY DANGEROUS SITUATIONS SHOULD ALWAYS BE THE POLICY. AS WELL AS BEING OBLIGATORY BY LAW, IT IS ADVANTAGEOUS FOR THE HEALTH AND SAFETY OF PEOPLE AND THE ENVIRONMENT

TEXT  
CHIARA  
MERLINI

from negligence, ignoring technical regulations and carelessness. Combustion is a chemical reaction between two substances which combine to produce strong heat: a combustion agent (oxygen in the air) and a fuel (an inflammable solid or liquid substance or a gas). In order for a fire to break out it is necessary that the combustion agent and the fuel are present in sufficient quantities and in particular concentrations at a temperature which is above that of the flammability of the combustible liquid or solid and a trigger (an energy source sufficient to start the reaction). These three elements constitute a fire triangle. Current regulations for hotels are in D.M. 09/04/1994 and D.M. 06/10/2003.

### HIGH RISK

In hotels there are inflammable materials and substances and places in which the risk of fire is higher. There are many sources which could act as a trigger to the process. For example, a bad electrical connection, open flames, very hot surfaces especially as they get older, radiant heat, ovens, boilers, heating plants, cigarette butts and braziers and, to finish off this short list, spontaneous combustion (the fermentation of accumulations of organic materials). Kitchens, even at home, are places in which fires can start easily, often through spontaneous combustion. This can also happen in professional environments like hotel

kitchens. Let's look at an example. Oil and water, as we know, do not mix. But up to what point... until it happens it seems nearly impossible! But if you add to a pot containing oil which is near its boiling point even a small quantity of water, the effect is overwhelming. Flames break out which



are usually controllable by suffocating oxygen by putting a lid on the pot, but which could become a real fire or an explosion. Why does this happen? The boiling points of water and oil are different. Water boils at 100°C and oil at 300°C. So when even a small quantity of water is added to boiling oil, as it has a lower boiling point, it immediately converts from a liquid state to a gas, creating bubbles of air which rise with force to the surface and cause an explosion.

### FIRE EXTINGUISHING METHODS

Equipment for extinguishing fires ranges from fixed and semi-fixed plants to extinguishers (portable or on wheels). Let's focus on the latter. In the first place, because a fire usually starts from a small source and at this stage it is possible to fight it with an extinguisher and because the other types of equipment also often need to be used by specialized personnel. Extinguishers, by law, must be placed in suitable numbers in areas easily accessible to everybody who has the

slight knowledge of safety regulations required in current laws. Extinguishers are portable, light (max 20 kg) and widespread to offer greater extinguishing capacities. Every extinguisher, as well as the instructions for use and the EEC conformation certificate, shows the main characteristics of the equipment.

### HOW TO USE EXTINGUISHERS

General instructions say to lift the extinguisher and take off the safety lock. Hold the extinguisher with the left hand and with the right hold the nozzle (the opposite if you are left-handed). Then press the nozzle lever and direct the jet to the base of the flames in a direction more or less parallel to the floor, waving from right to left. Do not spray the flames from top to bottom or spread the fire by using a jet which is too strong. Come gradually nearer to the fire while keeping a safe distance. If there are two people, make sure you do not get in each other's way by coming closer in a line and being ready to get another extinguisher if one runs out.



### AN EXAMPLE

In Condino, a town in Trentino in the Chiese valley, at Ferragosto firefighters gave a demonstration about the dangers of fires which break out in kitchens. They set up a domestic kitchen (including the various appliances and therefore various sources of fire). From a distance a single glass of water was poured into a pot containing boiling oil. As you can see the effect was devastating!



# Luxury hotel: CLEANLINESS IS ESSENTIAL

AFTER A STRIKE,  
HYATT INCREASES  
WAGES BY 30% OF  
THE WAITRESSES,  
HYATT HYATT  
VENDÔME ET  
MADELEINE

TEXT  
ANGELA  
CHIARAMONTE

The result of the strike of the hotel maidsworking is the change of the conditions and the salaries of workers, in line with those of workers in other palaces built space. A reassessment resulting in over 30% of monthly salary in addition and some other benefits. A conflict which has also helped to highlight the quality established by specialized companies, seeking to preserve their skills in a race to reduce costs social dialogue. The maids of Madeleine Hyatt and Hyatt Vendome, after several days of strikes have achieved contractors, through subcontracting companies that employ them, a very significant enhancement of their monthly salaries between 380 and 420 € at the Hyatt

Vendome, between € 500 and € 580 at the Hyatt Madeleine. . The agreement with the Luxury and Tradition companies (Hyatt Vendôme) and Azurial (Hyatt Madeleine) allow maids to find salary levels close to those applied in luxury hotels that have not chosen to outsource their services. Establishment of a 13th month or equivalent, creating a dressing and undressing premium, employer participation in mutual health, elimination of mobility clause and reduced pace of work, the two protocols signed last week show the conditions applied more generally in the area. The only point on which the strikers and their union representatives have not been successful remains the re-internalization of cleaning services.

## OUTSOURCING

A fight that could somehow be lost before it had regard to the inflexible position of the owners of Hyatt hotels on the issue of outsourcing. The activity of the palaces and luxury hotels in Paris, but also on the French Riviera, which concentrates a large number of institutions, is doing well, as evidenced by the recent opening, the Peninsula in Paris is one of the last in time. Le Crillon and the Ritz are in turn being renovated until 2015 and Lutetia engages in a facelift that will last 3 years. Industry professionals noted the exceptional vitality of this sector as evidenced by the numbers: in 15 years, in Paris, the supply of luxury hotels has increased by 50% from 1400 to 2100 rooms, with higher occupancy rates at 80% and stable prices despite the increase in supply. Cleaning services for these facilities are a major issue in terms of service, hence the widespread tendency to keep these services under its own (over 80%). Hence also the willingness of companies have developed a real expertise in this area not to get drawn down. A situation that can lead, if not an alliance, at least to a convergence of objectives between the union sector and service companies.



ratio

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# EXPOdetergo

## INTERNATIONAL PROVES ITS GLOBAL LEADERSHIP

21% INCREASE OF PARTICIPATING FOREIGN COUNTRIES: A SUCCESS FOR THE EVENT IN MILAN

TEXT  
ANGELA CHIARAMONTE

The exhibition features new products and technologies in the field of equipment and machinery for professional laundries and fabric care, a segment that represents a leading Italian market, and boasts 20,100 visitors from 102 countries. 20,100 visitors from five continents, 50% of which from abroad, crowded the booths of 298 exhibitors, across a net surface area of 17,316 square meters. These figures concluded the 17th edition of EXPOdetergo

International, the event that happens every four years and focuses on machinery, technologies, products and services for laundry, clothes pressing and fabric care. “The growth in the international representation,” remarked Michele Perini, President of Fiera Milano, “is further confirmation that Fiera Milano is capable of attracting buyers from around the world who recognise the exceptional Italian production and

choose to do business in our region”. Luciano Miotto, President of the event, observed, “EXPOdetergo International has essentially confirmed the visitors attending the exhibition four years ago, underscoring its role as a benchmark event in a mature industry, which has increasingly found its key markets in tourism, hospitality, and nursing homes. The quality, level of innovation and research in ergonomics typical of Italian production continue to earn interest on the foreign markets as demonstrated by the results on the event days when the exhibitors closed deals and submitted orders, confirming the attention to exports shown by our companies, which in some cases has reached peaks of 90%”.

### INNOVATION, INNOVATION, INNOVATION

The key word of the event

has been innovation. Some examples include large-scale, completely automated processing lines which promote energy conservation and reduced use of water and are designed to prevent contamination among garments; washers that can hold more than one hundred kilos of laundry in a very small space; RFID labels to identify fibres, and garment sorting systems that reduce loss of laundry and ensure savings to customers. Plus, new machinery for clothes pressing, designed for Asian and American markets but which are making headway in Italy, which can press more than one hundred shirts per hour with significant energy savings and zero-impact detergents. These are only a few examples of the many new technologies on display for all the phases in treating garments and laundry: from transportation and inventory of the clothing

and soiled fabric products to selecting the treatments, washing, pressing and packaging for final delivery. These solutions are designed for an evolving market and which requires effective, efficient and economical solutions, while not neglecting the strong attention to environmental protection. The laundry is a market which, in Italy, today, is worth more than 4 billion euro. To be more explicit, 70% of all dry-cleaning machines produced are Italian. But that’s not all, it’s a sector that also involves an incredible number of satellite activities: more than 15,000 laundries and dry-cleaners nationwide, with about 35,000 employees, and a turnover of 1.5 billion euro. Focus on challenges for the future that will make a difference. The 2014 EXPOdetergo International is taking place hailing strong innovation as a winning

factor for increasing the efficiency and cutting the operating costs of laundries and, as a result, providing final customers with an even better service in terms of the cost/quality ratio. But this, on its own, isn’t enough, and the sector, which is increasingly concerned about safeguarding the environment, has been thinking hard about what to do about it. Technologies certainly help but they must also be accompanied by ‘good habits’ and more informed decisions. If we think about sectors such as the hotel, hospitality and catering industry or health-care, for example, encouraging the use of table linen or bedding made of fabric rather than paper is certainly going to make a difference. It is in this context that a campaign to raise awareness about environmental issues called “Notate la differenza?” (notice the difference?)





was launched and has been promoted for some time by Assofornitori and EXPOdetergo International. The campaign starts with the assumption that, as the figures of Ambiente Italia show, using fabric table linen results in savings of 80% in terms of non-renewable material resources, 60% in terms of non-renewable energy, 60% in terms of water, 55% in terms of gas emissions released into the Earth's atmosphere and 75% in terms of waste produced. What emerges from this initiative are, therefore, the opportunities for the professional catering and hospitality industry, who, increasingly, if they want to offer real quality, should not only think about serving good food, but how to associate this with a 'really attractive table', welcoming their customers with high-quality table linen. To raise the profile of this strong synergy that

can be achieved with the industrial laundry sector, at EXPOdetergo International, tables laid for a meal will offer trade professionals from the hotel, hospitality and catering industry the chance to see for themselves the advantages of using proper table linen: from a higher level of care and quality of service, to advantages that are not immediately perceivable, yet fundamental for restaurateurs and their business returns, such as a smaller impact on the environment and the savings that result from adopting these tactics.

**STABILITY, INNOVATION AND NEW PROFESSIONS**  
The industry that makes equipment and technologies for laundries and dry cleaners is promoting progress and defending the environment. The ability to innovate technologically, offer wider-

ranging, more widespread services and form relationships with other important industries. These are the main characteristics of the industry for those behind technologies, products and services for laundering, ironing and the care of textiles. This is a leading industry in Italy worth more than 4 billion euros (3.5 billion for those that supply to industrial laundering companies and 1 billion for laundries and dry cleaners. Data: Assofornitori). These technologies are destined to be used by the more than 15,000 laundries and dry cleaners in all of Italy, an industry that includes about 35,000 workers with turnover of 1.5 billion, along with thousands of self-service laundries and, thanks to the fact that our country is a tourist destination, tens of thousands of small laundries inside hotels (Estimate from

Assofornitori). This is not to mention the medical industry where it is more common to use third-party services for flatwork but to take care of patient linens internally. Seventy per cent of workers in the industry are women (Source: Assofornitori).

Italy is the second country in the world in terms of the number of laundry services and dry cleaners. According to data from Assofornitori, there is a dry cleaner's every 4,000 inhabitants, while in France, the United Kingdom and the United States, the average is one dry cleaner's every 8,000 inhabitants. Japan is the only country that beats us with an estimated one dry cleaner's for every 3,000 inhabitants. There has been only a marginal change in the presence of these types of services in the last few years. In general, they have been able to endure the

winds of crisis. Today with new sales solutions, new services and new areas of application, dry cleaner's shops are once again looking to grow. In this vital arena, Lombardy is the number-one region in Italy in terms of the services offered by laundries. There are 3,821 businesses in the region with numbers holding firm in 2013 as compared to the 3,877 businesses documented in 2012 and the 3,841 in 2009. (2013, Source: data processed by Research Department – Milan Chamber of Commerce using Infocamere data. The data also includes self-service laundries, which are quite diffused throughout the region, and all services related to the industry).

**GOOD, CLEAN WORK**  
This is a stable industry that is ever more widespread with new ways

of doing business, such as coin-operated laundries, which make for a good option for those that want to work for themselves in a stable business. The cost of starting up in the world of professional laundering is an initial investment of 60,000 euros. This would cover the costs of starting an automatic laundry franchise. Annual revenues for this type of business are around 120,000 euros (data: Assofornitori and Annuario Franchising). Thus it is possible, in theory, to recoup the cost of equipment in a short time. The world moves fast and every industry has weight and importance: that of industrial laundry is important and it is essential to grasp the signals in time.

The cleaning industry looks forward to seeing you again in four years, in Fiera Milano from 5 to 8 October 2018.





# HO.RE.CA. *Products*



## A carpet useful

The entrance of a building, an office, a business is often the calling card of that place, and determines the very image of a company. Dirt, dust, water, coming from the outside are the main enemies of floors, carpet, and in general, the surface low. **Aladdin**, by **Orlandi**, is a carpet

microfiber vulcanized, able to retain these elements, and ensures the cleaning in indoor environments (with consequent reduction of the costs for the cleaning), and with maximum safety. The thickness of the belt is 5.0 mm (steps daily: 500). Aladdin is customizable shapes, colors and sizes.

## Dedicated to kitchen surfaces

For 50 years **3M's** innovation has been delivering innovative, durable and eco-friendly solutions through which you will easily fulfill stringent hygiene regulations (HACCP).

**3M Scotch-Brite Fryer and Kitchen Cleaning Tool**, the toughest jobs have just met their match in the kitchen! Among the latest innovations, the universal 3M Scotch-Brite Fryer and Kitchen Cleaning Tool represents a solution designed to make cleaning a variety of

commercial kitchen surfaces (fryers, ovens, grills and stainless steel surfaces) faster and safer. It features an extended reach, can withstand high temperatures and is very versatile with multiple pad options, positions and applications. When the handle is used in the fully extended position, for example, hard-to-reach areas are no longer a challenge. This position also keeps your hands as far away from potential hot spots as possible while delivering the leverage you need. Perfect for deep fryers and hoods.



## A new vacuum-phase

The modular **Bull 1** of **Depureco** is versatile, has a robust frame, MPIA filter surface, tangential inlet cyclone and quick release system of the container. Bull 1 is a compact single-phase industrial

vacuum cleaner with ease of use, robustness and adaptability to the most varied applications. It is equipped with by-pass motors, filter clogging indicator, manual vertical shaker, vacuum gauge, voltage presence indicator and on / off buttons independent motors.



## New steam cleaners

The new steam cleaners **Kärcher** **SGV** **SGV 5.6** and **5.8** represent the final and best solution for the customer segment that considers the hygiene a key factor: food companies, hospitals, cleaning companies and hotels. In fact, it is not possible to sanitize a place using a dirty car! Innovation dell'SGV 8.5 satisfies this requirement. The self-cleaning system which is fitted allows to eliminate the deposits that are

formed inside of the machine and of the suction pipe ensuring a high level of hygiene. Even the working life of the machine increases considerably. The Kärcher steam cleaners SGV combining the functions and features of the vacuums solids liquids and steam cleaners. These products are also innovative for its compact design, the wide variety of possible applications, the high stability. Quality and reliability Made in Kärcher!



## Compact Ride on Scrubber Dryer

**KlinMak** introduces **ILav65**: a new idea of ride on Walk-behind or step-on? Go further, move to ride-on: this motto resumes performances, attitudes, benefits and economic advantages of this innovative scrubber dryer - Int'l Patent Pending - presented by KlinMak as a real breakthrough into the cleaning industry.

Few tech features: cleaning width 650mm (2 brushes 13") - 70lt fresh water tank - two batteries - easy drive and service - robust construction and top quality row materials makes the ILav65 the warhorse for any hard floor cleaning conditions - A real warhorse for any hard floor cleaning conditions, and at a narrow gap in price vs the conventional walk-behind to minimax your investment.

## An insecticide microemulsion concentrate

**Copyr** annually presents to the world of professional Pest interesting news and a continuously evolving range. Among these innovations **Pynosect C**, an insecticide microemulsion concentrate based on Cypermethrin pure treatments for both indoors and outdoors. The product has been formulated with a view to future registration as a biocide. v Pynosect C is a new generation product, absolutely odorless, which

acts by contact and ingestion, with good action flushing effect, knock-down, high persistence against flying insects, such as flies, mosquitoes, gnats, wasps, hornets, moths and crawling like cockroaches, ants, silverfish and bedbugs. Indicated for the control and pest control in both the domestic spaces and in those of the workplace, in the community, in the hospitality industry: hotels, canteens and restaurants, hospitals and schools, Pynosect C is also effective for treatment of mosquito control in green areas such as hedges, trees, bushes, ornamental gardens and lawns.





# Mice and rats

TEXT  
STEFANO  
SCARPONI\*

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Sales Director

FIGHT 'CONTINUES' IN MICE  
AND RATS. DIFFICULT AND  
COMPLEX BECAUSE OF THEIR  
CHARACTERISTICS, IT IS NECESSARY  
TO TAKE DECISIVE ACTION TO  
PREVENT SANITARY PROBLEMS

It's a rodent now famous and it's called by almost all pest control operators with his linneian name. The *Mus musculus* is an infesting entity that can colonize each site, from the washing machine at home (where the instinct it preserves the undeniable risks of moving parts: this is the rotating basket of laundry during centrifugation!) to high technology data processing centres where

its potential site is seen as a real disaster. More frequently found in the food chain where it can be defined as an endemic entity, with alarming epidemic events. The "our" little mouse up to 30 g in weight, but it is a good eater: three to five grams per day (proportion of a man weighing 70 kg should eat 7 to over 10 kg of food per day), in return it drinks little (1 to 2 cc. / day) but it can live without water for long periods. It produces 1.2 cc of urine per day with 2 g of feces scattered in small "bolus" that the animal lays with a constant frequency throughout the period of his



activity which is typically during the and the night. At its justification also the feeding is diluted in 10-15 snacks (from two hundred to five hundred milligrams per ingestion). In fact the latter datum should not be placed in brackets because it represents a characteristics to be taken into account in the fight's program: in front of a taster of this force you must dispose of firearms and appropriate application techniques. The bio-ethological data most important are: duration of life in

conditions of captivity for up to four years, life's expectancy (in natural conditions) estimated at about 6 months. The sexual maturity is at two and a half months since birth and it has 20 days of gestation; the number of broods are in a year per female 6-10 for fifty babies! The psycho-physical characteristics of these muridae can be summarized in a considerable curiosity mitigated by fear, however justified, with not obvious phenomena neophobia (fear of new). Furthermore, they present exceptional performance: they can jump up to 30 cm, they throw from heights without damage in excess of 2 m, they pass in little holes larger than one centimetre in diameter and they are capable of climbing on each surface: the mini tightrope walkers athletes. Of these highly invasive characteristics is necessary to take into account in evaluations of rat-proofing. Technical application The struggle against mice often end with their victory, or because these entities are infesting entity



equipped, as we have seen, with optimum mental and physical characteristics, but also with a remarkable resistance to physiological substances that are most commonly used as a rodenticide. This greatly complicate the realization interventions to fight because in some cases are used bait whose active ingredient is “active” against rats, less or not at all against the small rodents. The approach of the fight that (except for rare exceptions) takes place in confined spaces is based on the general evaluation of the environment in which they will be operating. The treatment area must be divided into infested areas, area at risk and it is equally important to identify the pressure of infestation or the ways in which it is likely to assume the arrival of the “settlers” by the sharp teeth. After the monitoring of the area of intervention, you have to identify the “modus operandi”, which generally consists in the intervention at preventive-maintenance level: sealing passages, put in place networks and dams and eliminate areas of refuge (this step can be performed prior or after the placement of bait). After to have laid the basis for the positioning of the bait, you need to define their number and their locations. Each point bait so identified must be defined in the type of bait (food and basic pa), quantity of bait and type of protection best suited to the needs. In some cases of particular difficulty can be useful to undertake a treatment of pasture

(pre-baiting) with the use of placebo (no active bait with no pa); which with the intention to evaluate the extent of infestation, the dietary habits and / or induce them to practice that will be used. A kind of rehearsal, evocative of the text, often cited in scholarly literature, but very little used in practice common: as all the technical possibilities can be effective to the extent that it is used where the really necessary, and a further case for the applicability of the pasture is to accustom the mice to areas of little or no interacting with the activities conducted at sites of murine reclamation. Once the bait’s items are placed they must be restored and adapted as the needs that are created. Completed the phase of reclamation is often useful to perform a finishing maintenance, since it considers necessity, but it is important to the critical scrutiny of these treatments. After this you have to plan the timing of interventions with the aim of maintaining the results obtained, gradually improving and consolidating the same time preventing the risk of re-infestation with interventions against the invasions, with careful monitoring inspection, with the evaluation of suppliers, and, not insignificant, with the improvement of our knowledge and skills in the context of the too often neglected field of environmental hygiene. This is true even if the intervention



is aimed at assessing a contracted service, it must be remembered that the Law on occupational safety refers to the risk of hygiene and the need to eliminate or at least minimize the risk of what you want nature, origin. At professional level everything must or should be certified on forms to assess the results at every stage of intervention and for all period of time where the timing is expressed. This phase is common to all the remediation of any infesting species will be investigated further in a separate chapter.

THE BLACK RAT OF THE ROOFS

This species has come into our areas from the far Mesopotamia, probably taking advantage of trades Maritime achieved with Trireme of the Roman Empire. It’s certainly the most important cause of outbreaks of plague during the Middle Ages and even today it is a potential vector of many diseases:

salmonella, epizootic aphtas , adenovirus, leptospirosis, listeriosis, rickettsia, arborvirus, dermatofitosis, leishmaniasis, verminiosis and others. Most agile of the fort rat of sewer, normally it colonizes the high floors of the structures and silos often the crown of the trees, with a certain fondness for the pine trees and palms. Males of the species can reach 300/500 g of weight, body length can reach 16-21cm, while the tail is longer than the body of at least a couple of centimetres. The ears are rather long and usually succeed, folded to cover the eye. The diet is omnivorous, with preference to the proteins of plant origin and a daily reach more than 20 g dry matter and 20 ml of water, but the black rat of roof can remain without drinking for several days. Excrements and urines are only slightly less than the amount ingested. The duration of life in captivity can reach six years, while in nature

typically can not exceed one year. It reaches the sexual maturity after two and a half months after the birth, the gestation period is three weeks, the weaning of four. The broods per female in one year are between six and eight for a number of births of 34 subjects. In this case the neophobia is especially strong in populations established by a certain time and then by consolidated habits. The psycho-physical characteristics make it an able climber (able to climb vertical pipes within 10 cm diameter, to the point that may appear in the cup of the bathrooms and mysteriously disappear), a good jumper and a moderate swimmer.

TECHNICAL APPLICATION

Having to deal in the fight against Rattus rattus you must take account of this neophobia of this species and then each reclamation action is good that it sent eradication

occurred. The treatments are set with some methodological similarities already discussed in chapter: identification of contaminated sites and areas at risk and the possible routes of infestation. These sites are recognizable by the presence of grease (betalanolin), faeces, growing, paths, and dens or “nests”. Localized infestation you switch the positioning of points of an appropriate number of bait and bait suitable for food type. Even in this case it may be useful to the technique of pasture with placebo. The timing of treatments generally involves inspection / applications on a monthly basis and careful anti-invading interventions that must always take into account of the agility and climbing ability of this species. Attention then to pipes, wires, poles, and so allow our funambulist rat of “access”, including the walls not perfectly smooth. Even in this case is a good idea in the professional assistance to formalize the data on treatments with precise and detailed certification.

THE NORWAY RAT OR RAT OF THE SEWER

In little more than a century, from the Russian steppes, the species has conquered almost the entire planet. During the second half of the eighteenth century, probably due to a telluric phenomenon of large-scale the immigration begins that in a few decades allows him to invade



Europe and later with the commercial trades reaches the Americas and so on the other continents. Vigorous and aggressive animal it detracts space to *Rattus rattus*, and in short time it occupies the subterranean habitats, especially if connected to the water or drainage system.

The males can overcome the weight of 600 g with dimensions similar to rats of roof, but with more squatter body, shorter tail of the body and ears and eyes smaller. In the laboratory it comes to living up to 7 years, but in nature, life expectancy hardly reaches 10/11 months. It reaches the sexual maturity between two and a half months and three months. The gestation period is just over three weeks and the weaning of four. A female in a year is capable of producing a child of 40 units in 4-5 broods. The solid diet is omnivore, with some preference for animal protein by up to 10% of body weight with a water contribution a little lower; urine and faeces in proportion. The psycho-physical sensorial

characteristics indicate animals with sense of smell, taste, touch-hearing very developed; but they can rely on a rather limited view. They are very strong, able to jump on top of almost 80 cm and in the long jump (stationary) of 10/20 cm above the meter, and with leapfrogging doubled the performance; they are able to swim to the surface and in apnoea; they can dig long tunnels into the ground drilling thin cement barricades and tender metal. Technical application Most of what has been said for the previous case it is applicable to the Norway rat (see neophobia of black rat); for this reason it's good then try to leave everything as is, intervening with practices of rat-proofing and maintenance only after the stage of eradication. For the large-scale interventions the procedure should (if possible) to follow a centripetal pattern, with health barriers that prevent to almost isolated and alarmed individuals to migrate to other sites, disseminating micro

infestations capable in a short time to established for the high reproductive capacity of species. Particular attention should be placed to protect the bait because the habitat of these rodents often coincides with to non-target animals and, in many cases with that of man.

### PLANNING AND CALENDAR OF TREATMENT

It is a good rule to follow the objective to eliminate the problem as quickly as possible, it is not rational reduce the infestation never get to solve the problem in a conclusively way. This usually involves a massive intervent in two or three phases. And here the most difficult and important step: the maintenance of the results. Why difficult? Overall because ceased especially the emergency phase you are likely to decrease attention to the problem and also because the few remaining specimens tend to avoid routine monitoring, requiring more inspecting effort.

### COMPLEMENTARY TREATMENTS

The complementary treatments are fundamental because they have the basic objective of making difficult the re-infestation and they become in the future projections a sort of "prevention". The anti-invasion treatments involve the affix of barriers and nets a rat proof. It is very important at this stage to analyze the closure systems (photocells or with automatic closing doors) adequated to specific needs, particularly in industrial or hospital. For the territory it would be well to pay attention to the drainage system, the watersheds, and agricultural farms. This chapter is well positioned in the context of land reclamation and / or engineering "sanitation".

### FORMS - DETECTION PLANS

This aspect of the murine reclamation is part of the information's management. The data collected in paper or electronic terms allow to measure and evaluate the results, with consequent optimization of future treatments. It seems natural to each one of us who are playing cards to rearrange the cards second appropriate patterns to the game: for instance all the seeds of squares on one side and well-sorted from the lowest to highest. The chances of winning are based on the ease of check cards and this is facilitated by the fact to see them sequentially before our eyes: the disorder would make easy the mistake.

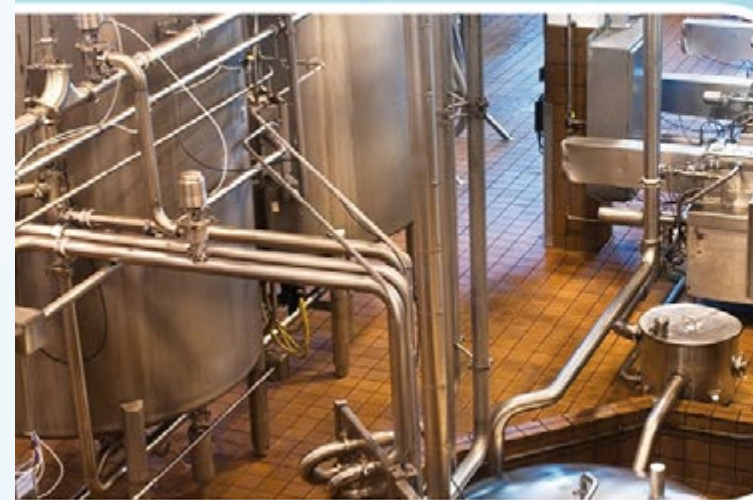


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