

# THE ACCA UPDATE

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Clean is just the beginning



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### THE AUSTRALIAN CLEANING INSTITUTE

#### The voice of the cleaning industry Why are we promoting an organisation which is not ACCA?

The ACI was set up on 26 June 2007 to become the voice of the Cleaning Industry in Australia.

For far too long we have been a variety of voices, each pushing an individual cause, considered an unorganized rabble by large organisations, pushed into a corner and forgotten. Well, no more.

Through the combined efforts of a number of determined and forward thinking senior people within the wider cleaning industry we now have a platform where one organisation and possibly even one person can speak for the industry as a whole.

Did you know that one in eleven employed people in this country are involved in the cleaning industry in one way or another? That is one hell of a lot of voting power going to waste. The new Institute if organised effectively can do something about that.

We hope to have representatives on this body from organisations including ACCA, BSCAA, NUCCA, ARCCA, IICRC, LHMU, NCSA, SCMA, WOOLSAFE, Health Sector, Hospitality Sector and any other organisation with an involvement in cleaning, not just contract cleaning.

Some of the aims of the Institute will be to:

- Lead training as a part of a career;
- Assist with research into cleaning science;
- Ensure business is conducted in an ethical and open manner;

- Have Standards introduced which pertain to cleaning;
- Carry out Public Relations campaigns for the industry;
- Convince organisation such as the Australian Property Council to encourage acceptance of Fair Prices;
- Provide leadership in dealing with Government;
- Promote environmentally sound work practices;
- Implementation of Licensing and Accreditation;
- Conduct Industry Seminars and Trade Shows;
- Become the industry leader in implementing Professional Training programmes.

Following the formation of this new body a Steering Committee has been formed and will hold its first meeting at the ACCA office in Five Dock on 27 July 2007.

We will then go about setting up a Constitution and Rules, prepare a Business Plan, decide on how funding should be sought and the hundreds of other things necessary to commence a new venture.

The interest generated since we got this organisation up and running has been surprisingly positive. I can even skite that the Prime Minister has been made aware of our Institute and commented that this was a very positive step for the cleaning industry. Maybe we should ask him for some money prior to the upcoming election.

As a representative body for the whole of the cleaning industry we have many new paths to forge including a positive alliance with the Union.

From my perspective this has been a long time coming and I am now excited for the future of the cleaning industry.



## Goldman Sachs to Send ISS to Market

COPENHAGEN, Denmark (AP) -- ISS A/S, the world's largest cleaning company with over 400,000 employees, Thursday said its owners Goldman Sachs Capital Partners and EQT are considering re-listing the company only two years after they took it private.

EQT, which is part-owned by Sweden's Investor AB, and Goldman Sachs Capital Partners said ISS has significantly outperformed their investment plan since they took it off the market in May 2005 for some \$3.8 billion.

Ole Andersen, Senior Partner of EQT, said the two companies believe now is "an opportune moment" to review their investment in ISS and potentially allow new shareholders to enter.

ISS, headed by former SAS AB Chief Executive Joergen Lindegaard, posted revenue of 55.77 billion Danish kroner, or \$9.97 billion, in 2006, resulting in a net profit of 911 million Danish kroner.

It cleans large parts of the City of London, including the offices of Morgan Stanley and Lloyd's of London, and has 39,000 employees in Great Britain alone.

The company, which also provides other facility services such as gardening, catering and property services, has been expanding rapidly in recent years. Since 1998, it has bought more than 350 companies.

Chief Financial Officer Jeff Gravenhorst said it's part of the company's business plan to continue to grow through acquisitions.

In 2007, ISS expects revenue growth of 10 percent, including the acquisitions made by April this year, he said.

EQT and Goldman Sachs have appointed Merrill Lynch and Goldman Sachs International to carry out the IPO feasibility review.

Equity analyst Jesper Klitgaard Fredriksen from Jyske Bank says the move to take the company back to the stock exchange came earlier than he had expected. He said it's too early to say anything about the possible valuation of the company.

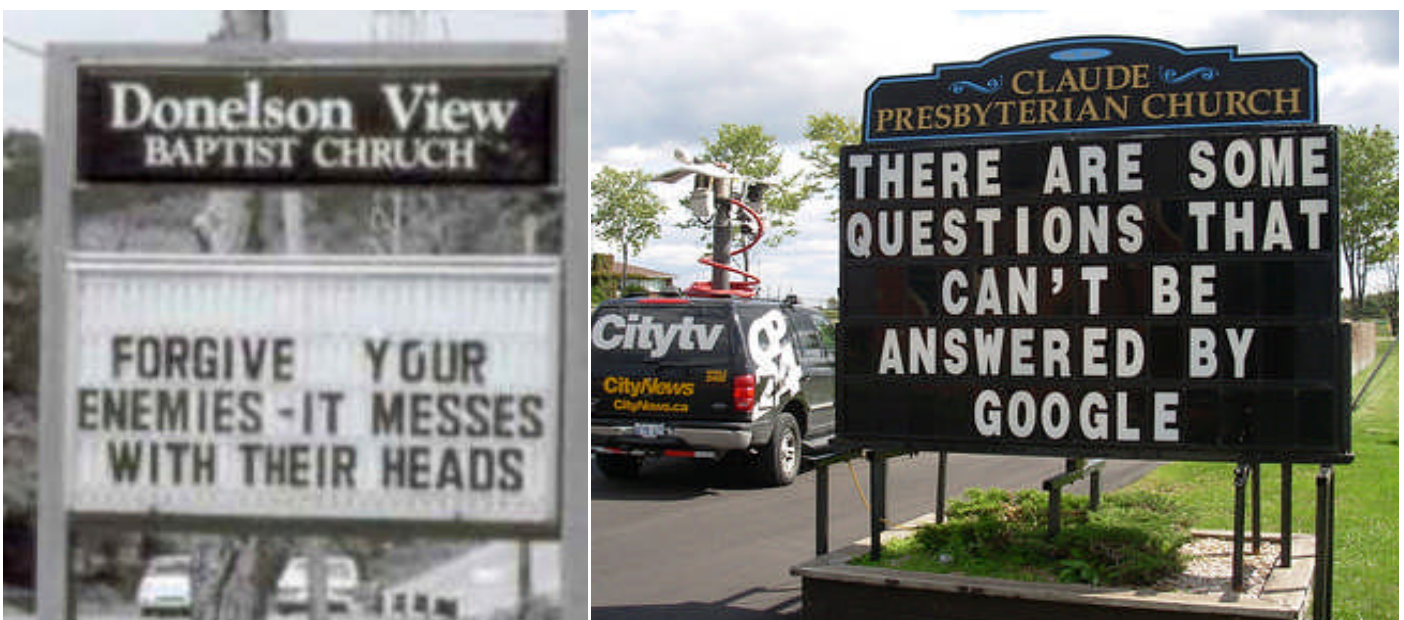
## AUSTRALIAN INTERNATIONAL NEWS

SYDNEY, Australia — [UNICCO Service Co.](#), the fifth-largest building service contractor in the United States, has been acquired by [United Group Ltd.](#), an Australian engineering and services firm, according to an [Associated Press story](#) printed in the *Houston Chronicle*.

The purchase price is \$410 million in cash and United Group shares, the story stated.

Newton, MA-based UNICCO, with about 9 percent of the U.S. facilities management market, provides operations, maintenance, janitorial and administration services at more than 5,000 sites in the U.S. and Canada, the story noted.

United Group CEO Richard Leupen told the AP: "The U.S. property services market is continuing to expand and United Group will now be a larger, integral part of this growth."



## CAVERS CORNER

**PROBATION PERIODS**

Over the years one of the most common complaints from our members is their inability to find good reliable cleaners. The main problem has been around the Probation Clause in the various Awards which only allow for one month probation and then you are required to permanently employ the person. If you are unsure yet of the ability of the person you have to let him/her go.

The reason for this is that some 75% of cleaners are employed in Part Time positions and most of these people have a Full Time job elsewhere so the cleaning is not the main income stream. It can take longer than one month to train, say, an office worker into a fully competent cleaner. A cleaner's job is much more complex than the usual opinion gives it.

Some companies are even paying their people at the Casual rate in the hope of attracting more competent people, usually to no avail.

Our AWA fixes that problem because new employees can be employed for 3 months on probation and, in fact, this can be changed to a maximum of 6 months in accordance with the Legislation.

For determining the employee's suitability for ongoing employment, during this time the employee's work performance will be assessed. At any time during the probation period, the employer or the employee, can terminate the employment by giving one day's notice. Of course, most companies should be able to evaluate a worker's ability to perform normal duties without supervision, after 2 or 3 months but some are inclined to work hard at the beginning and then slack off after they think the boss is happy with their performance. The extension can be inserted into new AWA's by simply changing your master copy.

**THE AUSTRALIAN CLEANING  
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## GRUMBLEBUMS GRIPES

**CERTIFIED CLEANING CONTRACTOR**

Our Certified Cleaning Contractor Licensing Programme is moving along nicely.

A workshop was conducted in Victoria over the weekend of 7 and 8 July 2007 and we are pleased to announce that EASLI and SHEEAN Cleaning Services have joined the holders of the CCC Certification.

Another full course is schedule for ! September 2007 and this will add further impetus to the continuing acceptance of this worthwhile programme.

We have run advertisements in the Inclean Magazine and have received a good response from non members and members from other Associations who wish to participate and gain the Accreditation. This will result in further membership growth, further influence for the Association in control of those new members and, finally, further respectability for the CCC Programme.

Lets be perfectly honest here. To be continually successful the Association has to increase its revenues so it needs to offer services which attract members. The industry needs to gain respectability for having honest and efficient cleaning contractors.

By the industry running a self regulated Licensing programme we can be seen to be open and ethical, we are able to give some prestige to those companies and individuals who undertake the programme and the Association is gaining more income. Hopefully, you will all see this as a win win situation and continue to support our efforts.

**WEBSITES**

These and other websites are useful for your business:

[www.johnsondiversey.com.au/msds](http://www.johnsondiversey.com.au/msds) [www.hakoaustralia.com.au](http://www.hakoaustralia.com.au)  
[www.agar.com.au](http://www.agar.com.au) [www.cleantec.com.au](http://www.cleantec.com.au) [www.research-products.com.au](http://www.research-products.com.au) [www.truebluechemicals.com.au](http://www.truebluechemicals.com.au)  
[www.whiteley.com.au](http://www.whiteley.com.au) [www.tenders.nsw.gov.au](http://www.tenders.nsw.gov.au)  
[www.incleanmag.com.au](http://www.incleanmag.com.au) [www.market.fairfax.com.au/tenders/smh.html](http://www.market.fairfax.com.au/tenders/smh.html)  
[www.lennoxinstitute.org/](http://www.lennoxinstitute.org/) [www.thecleanzine.com](http://www.thecleanzine.com)  
[www.wagenet.gov.au](http://www.wagenet.gov.au) [www.actslsb.act.gov.au](http://www.actslsb.act.gov.au)  
[www.psm.act.gov.au](http://www.psm.act.gov.au) [www.legislation.act.gov.au](http://www.legislation.act.gov.au)  
[www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au) [www.irv.vic.gov.au](http://www.irv.vic.gov.au)  
[www.dpms.dpc.vic.gov.au](http://www.dpms.dpc.vic.gov.au) [www.dir.qld.gov.au](http://www.dir.qld.gov.au)  
[www.wageline.qld.gov.au](http://www.wageline.qld.gov.au) [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)  
[www.wairc.wa.gov.au](http://www.wairc.wa.gov.au) [www.docep.wa.gov.au](http://www.docep.wa.gov.au)  
[www.eric.sa.gov.au](http://www.eric.sa.gov.au) [www.wst.tas.gov.au](http://www.wst.tas.gov.au)  
[www.nt.gov.au/ntg/indrels.shtml](http://www.nt.gov.au/ntg/indrels.shtml)

Ours is the most useful to members with many freebies

[www.cleaningcontractors.com.au](http://www.cleaningcontractors.com.au)



### **WHY IS HEPA FILTRATION IMPORTANT?**

The green cleaning movement has placed a significant focus on indoor air quality (IAQ) and the dangers that air pollution inside a building can bring to occupants. Ironically, indoor air pollution can include the fumes released by chemicals in cleaning products as well as the dust and dirt that professional cleaners seek to remove from a facility.

Mold, pollen and other particles found in dust and dirt contribute to poor indoor air quality and, in turn, lead to respiratory problems such as asthma. Poor IAQ can also aggravate allergies and facilitate the spread of illness. It is important to the health and productivity of those working and living in educational, medical and hospitality facilities to have superior IAQ. Improving the quality of air inside a facility can be as easy as cleaning with a vacuum that uses a High Efficiency Particulate Air (HEPA) certified filter.

### **HOW DO HEPA FILTERS WORK?**

HEPA filter material consists of a mat of fibers designed to remove "no less than 99.97 percent of 0.3 micron diameter particles or larger" from the air that passes through them. HEPA filters are designed with corrugations to provide maximum surface area for trapping particles. The filters are generally placed pre-fan (filtering before air is expelled), post-fan (filtering the air after it has been expelled) or around the inner vacuum system in a seal that prevents particles from escaping through cracks and small spaces in the vacuum body (known as True HEPA).

HEPA filters' extremely high level of particle removal exceeds the standards established by the LEED-EB Green Building Rating System (which requires that vacuum cleaners are capable of capturing 96% of particulates 0.3 microns in size). While HEPA filters can be more expensive than conventional vacuum cleaner filters, they last longer, reduce waste and maintenance costs, and help to create an overall healthier environment. They also aid in the process of bringing your cleaning routine and facility one step closer to being "green."

### **WHAT ARE YOUR OPTIONS?**

Many companies offer a full line of soft and hard floor cleaning equipment suited for education, healthcare, hospitality and commercial office applications. Many of their products come standard with pre- and/or post-fan HEPA filtration, or offer HEPA filtration as an option. The line of HEPA filter vacuums include upright, canister, hip and back vacuums and wet/dry vacuums for hard floors; all of which are small, maneuverable, highly productive and cost effective.

The most effective application of HEPA filtration is to use these filters both pre- and post-fan, to trap as many particles as possible. The [WhisperClean™](#) canister vacuum from Euroclean comes standard with pre- and post-fan HEPA filtration. It is the newest canister vacuum cleaner in the line and offers a low sound level of 53 dB A. This makes it ideal for daytime cleaning in hotels, offices, schools, health care facilities, retail stores, restaurants and entertainment venues.

Also, from Euroclean the [Hip Vac™](#) is light and comfortable for any user, weighing in at only 6.4 lbs. It comes standard with Micronic Grade filtration and HEPA filtration is available as an option. This vacuum is built to clean hard and soft floor surfaces and upholstery. The Hip Vac is perfect for cleaning educational facilities, commercial office spaces, healthcare facilities and retail stores.

### **THE BOTTOM LINE**

Using a vacuum with HEPA filtration in your facility can improve indoor air quality for cleaners and occupants alike. The results will include fewer incidents of illness and respiratory-related sickness. This in turn will boost morale and productivity among workers. HEPA filters are durable and require less frequent replacement than regular vacuum bags. This savings, combined with the durable, easy-to-use design of Kent products, can help to reduce your routine floor-cleaning costs.

Going green means being more conscious of IAQ and healthy environmental practices, as well as reducing waste.