SAMSIC

WORKSPACE HYGIENE

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30,000
GROUP CLIENTS

1540
UK CLIENTS

3488
UK CLIENT SITES

" MANAGING YOUR WORKSPACE "

275 SAMSIC SECURITY
3966 SAMSIC CLEANING
4241 SAMSIC UK STAFF
90,000 SAMSIC GROUP STAFF

£61 MILLION
SAMSIC UK ANNUAL TURNOVER

Now more than ever, achieving and maintaining workspace hygiene is essential if social confidence is to return, working patterns are to be rebuilt and infection controlled. The post-COVID impact on cleaning will alter how cleaning is provided; more intelligent led solutions will be required, data analysed and connected systems used to provide real time interventions. Cleaning will have to be more visible to provide reassurance and workspace confidence but also to control infection risk.

There is a purpose to visible and enhanced hygiene approaches. Healthy workspaces are cost effective, develop healthy cultures and sustain high employee performance. Yet the average desk has nearly 400 times more germs than the average toilet seat, indoor air quality can sometimes contain more pollutants than outdoor air, and shared surfaces have high levels of contamination. During the daily lifecycle of a workspace, contamination levels build, demanding more intensive cleaning interventions.

Our Workspace Hygiene solutions apply focused cleaning methodologies, innovative products, techniques and solutions and real time data management to create safe, clean environments.

CASE STUDY CREDENTIALS

Skill Development

Our skill and competency standard has created a high knowledge standard across our contract base. Staff are required to achieve the BICSc Licence to Practice Standard that applies verified and accredited cleaning task processes to each of our contracts.

Toucan

We pioneered the use of the sanitizing agent Toucan. Amongst its many material advantages over traditional cleaning chemicals is its uniquely high kill rate of 99.999% for all pathogens, viruses and micro-organisms. Toucan is able to be produced on-site, on-demand, giving our cleaning teams access to constantly available sanitising solutions.

Integrated Services

Bringing together our various service lines we have been able to provide a fully integrated soft services approach. This involves providing security awareness training or licencing our cleaning teams, engaging security teams in supporting touchpoint cleaning, washroom checks, consumable replenishment and spillage clean ups.

Intelligent Optimisation

Using data analytics to monitor occupancy and use levels, we were able to implement our intelligent optimisation model within a range of commercial office environments. Matching cleaning supply to occupancy use patterns, we are able to concentrate cleaning based on need, increase cleaning intensity and provide better value service delivery.

Digital Modelling

Using workspace monitoring technology, we are able to identify patterns in occupancy behaviours, peak periods and use of key facilities such as washrooms and meeting rooms. Using big data analytics, we have been able to predict cleaning needs and demands to create a dynamic needs approach to cleaning washrooms, meeting rooms and key transition spaces. This enables us to identify high risk spaces and match cleaning regimes to risk.

SANITISING

Safe, hygienic workspaces require a combination of enhanced cleaning frequencies, specifications and the use of sanitising product innovations.

Routine to our hygiene approach we maintain frequent cleaning of high-contact surfaces including handles, door plates, hand-rails, washroom fixtures and fittings. Washroom surfaces in particular are high infection risk locations. Using digital technologies to identify use patterns we match our cleaning frequencies for washroom environments to demand and need.

Door Handles   Door Plates   Fittings   Washroom Fixtures   Washroom Fittings

AeraMax Filtration

Our equipment solutions enable us to sanitise indoor air. Using **AeraMax filtration** solutions we are able to remove 99.95% of all air particles as well as gases, odours, germs, bacteria and viruses.

Electrostatic spray

Toucan and electrostatic spray attacks and kills airborne pathogens and surface bacteria. It provides immediate and widespread disinfection and sterilisation of large workspace areas.

"We advise on workspace hygiene practices such as centralised waste management, clear desk policies and avoiding eating at workstations."
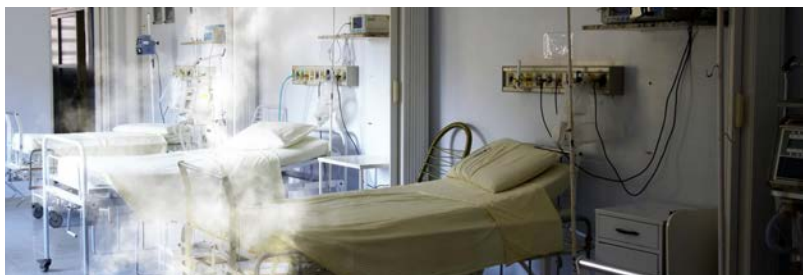
Fogging

We provide a range of fogging solutions including cold water toucan and canisters. They emit a fine disinfectant mist that eliminates germs, bacteria, and other harmful microorganisms on everything the fog touches. Fogging is particularly useful in specialist or difficult to clean environments.

99.99%
KILL RATE
Toucan Chemical Free Cleaning

Our sanitising solution includes the use of our **Toucan sanitising** agent. Toucan is a multi-task cleaning agent, produced on-site, on-demand, providing continuous availability, with high kill rate properties exceeding 99.99% for all viruses, pathogens and micro-organisms.

We utilise Toucan across all our routine cleaning activities and periodically through our contactless fogging solution and electrostatic spray.

FREQUENCY CLEANING

We match cleaning frequencies to the occupancy use habits and behaviours of each site. Our Workspace Hygiene solution creates the optimal cleaning regime for any configuration of building.
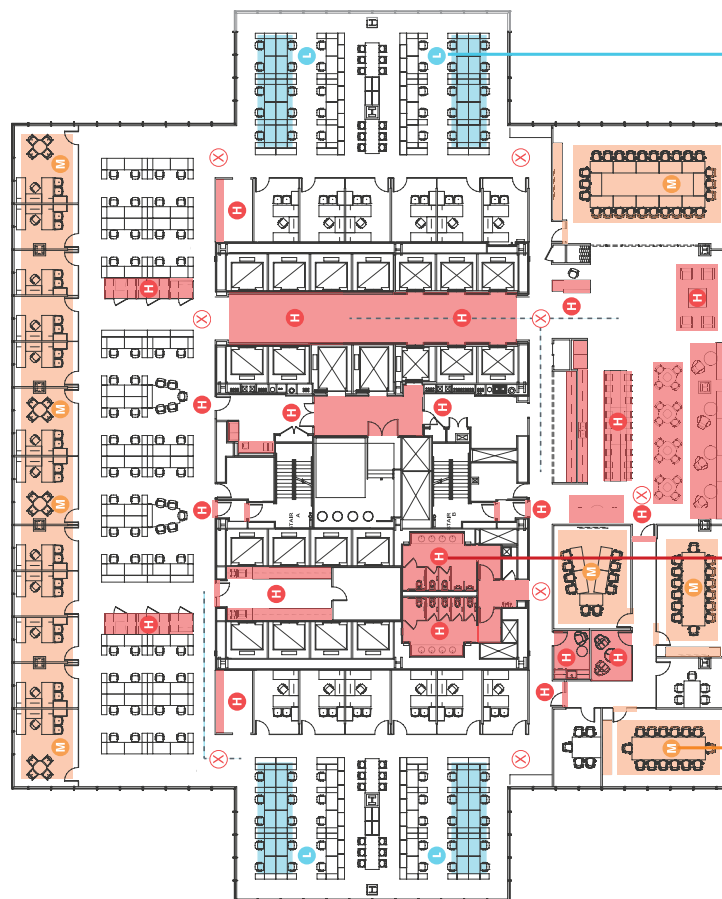
H HIGH FREQUENCY AREAS
(washrooms, kitchens, welfare spaces, hot desks)
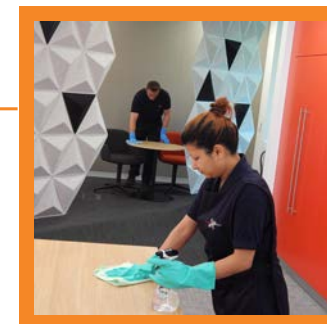
X HIGH FREQUENCY AREAS INTERSECTIONS
(high circulation routes, dwell points, high-touch devices)

M MEDIUM FREQUENCY AREAS
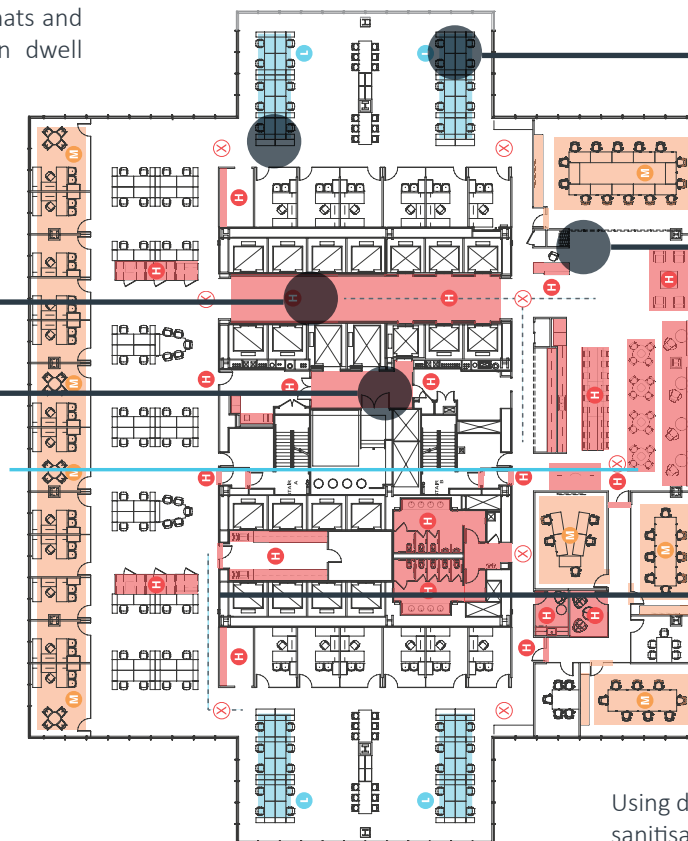(meeting rooms, shared equipment)

L LOW FREQUENCY AREAS
(personal workstations)

SPACE OPTIMISATION

Optimising working environments will combine the Samsic Behavioural Hygiene approach with occupancy planning, reconfiguration, and the use of digital technologies to monitor and track area utilisation and timings, circulation routes and encounters, we will be able to match our cleaning frequencies and regimes to the intensity of building use.

Our social distance guidance mats and markings will enable common dwell areas to function safely.

H HIGH FREQUENCY AREAS
(washrooms, kitchens, welfare spaces, hot desks)

X HIGH FREQUENCY AREAS INTERSECTIONS
(high circulation routes, dwell points, high-touch devices)

M MEDIUM FREQUENCY AREAS
(meeting rooms, shared equipment)

L LOW FREQUENCY AREAS
(personal workstations)

Using desk monitors we can match surface sanitisation to desk use and help maintain safe shared or hotdesk solutions.

Our behavioural hygiene techniques can advise on space planning solutions such as the location of centralised waste stations, office etiquette, eliminating eating at workstations and distancing protocols.

ORGANISED WORKFLOW

Our Organised Workflow is a defined cleaning process that enhances workplace hygiene standards through correct task chronologies and the application of infection control procedures.
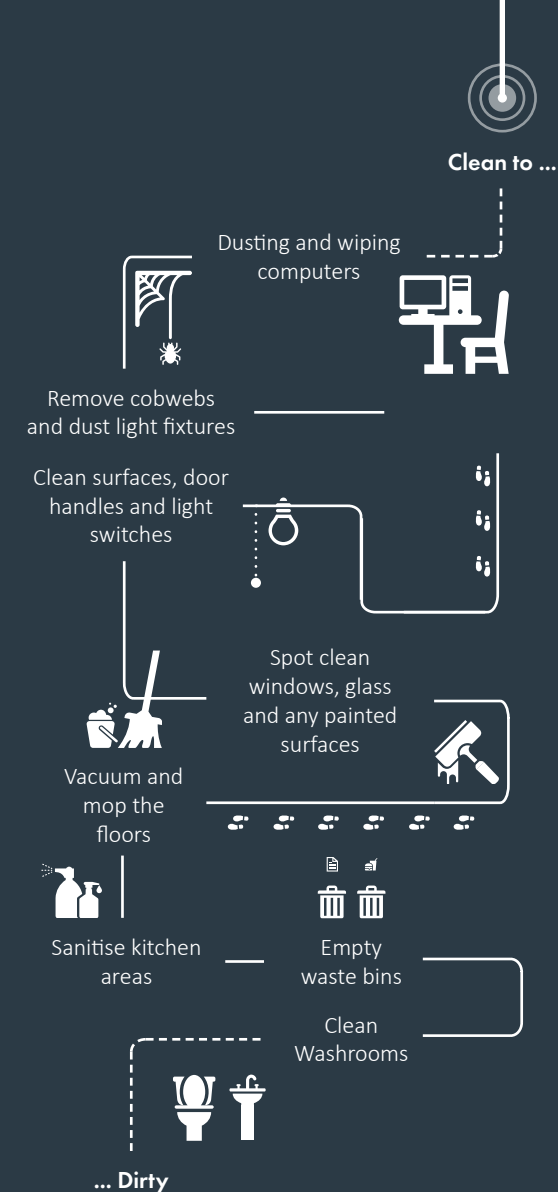
It applies three core principles to prevent **cross-contamination, improve hygiene standards and create safe workspaces**.

We create task chronologies for each site and locations within each site that ensure services are completed from the highest point in a room to the lowest, from the outside walls to the centre and from the cleanest surfaces to the dirtiest.

Task chronologies are created for each building area detailing the step-by-step progress of the cleaning function. It targets key infection control locations such as work surfaces, door handles and plates and fixtures and fittings. It programmes the cleaning function to make sure waste receptacles and washrooms are always cleaned last or as an independent task.

When surfaces are clean and dry they are more protected against bacterial growth. In order to maintain surface hygiene and the cleanliness of floors, walls, furniture, fixtures and fittings, we match our cleaning frequencies to the occupancy and use of the building. This means that more intensely used environments are cleaned more frequently.

Targeted items such as handles, fixtures, fittings, welfare surfaces and shared space are subject to daily or more frequent cleans by Samsic teams, including supporting self-service solutions for workplace occupants.

Clean to ...

Dusting and wiping computers

Remove cobwebs and dust light fixtures

Clean surfaces, door handles and light switches

Spot clean windows, glass and any painted surfaces

Vacuum and mop the floors

Sanitise kitchen areas

Empty waste bins

Clean Washrooms

... Dirty

Our organised workflow model that creates task chronologies and makes sure our teams work from 'clean to dirty' environments to eliminate infection risks.

VISIBLE CLEANING

Routine daily cleaning

Housekeeping

Janitorial services

The post-COVID period will require a change in how cleaning is provided. Employees and visitors will have to be reassured and confident that their health and wellbeing is being supported by enhanced cleaning regimes that are visible, albeit remaining discrete. Our visible cleaning solutions combine reassurance and purpose. The daily lifecycle of all buildings sees contamination levels build throughout the day meaning there is a real purpose behind enhanced cleaning regimes.

Samsic will provide identifiable cleaning regimes. Alongside routine daily cleaning we provide housekeeping and janitorial services focused on infection control activities such as sanitising shared surfaces, handles, printers, copiers and fixtures. Our branded workwear identifies our staff as maintaining the workspace environment.

Our equipment solutions support sanitises indoor air. Using air purifiers and HEPA filtration in our vacuums we are able to remove 99.95% of all airborne particles, 26 different gases, pollen, odours, germs, bacteria and viruses.

We provide hygiene handle covers for all door types that eliminate cross-contamination from high-touch points and provide a visible indicator of safety. The hygiene handles utilise Silver Ion technology that is verified to achieve a 99.99% reduction in viable virus particles.

We create participatory opportunities for service users to engage with our services. Using smart device QR scanners and bar codes, service users can report cleaning requirements, self-audit and comment on our services.

BEHAVIOURAL HYGIENE

Achieving workspace hygiene does not start and end with providing cleaning resources. It is a combination of task chronologies, personal behaviours, space planning and use of new technologies.

Our behavioural hygiene approach empowers our staff to take responsibility for their own and site hygiene standards, complete tasks in correct chronology and apply coating and digital technologies to minimise hygiene risk.

The Samsic behavioural hygiene solutions include:

02 - Nano-coating including uniforms, upholstery and surfaces with the resulting anti-soiling and anti-fouling properties, allowing them to remain cleaner for longer, preventing cross-contamination risks.
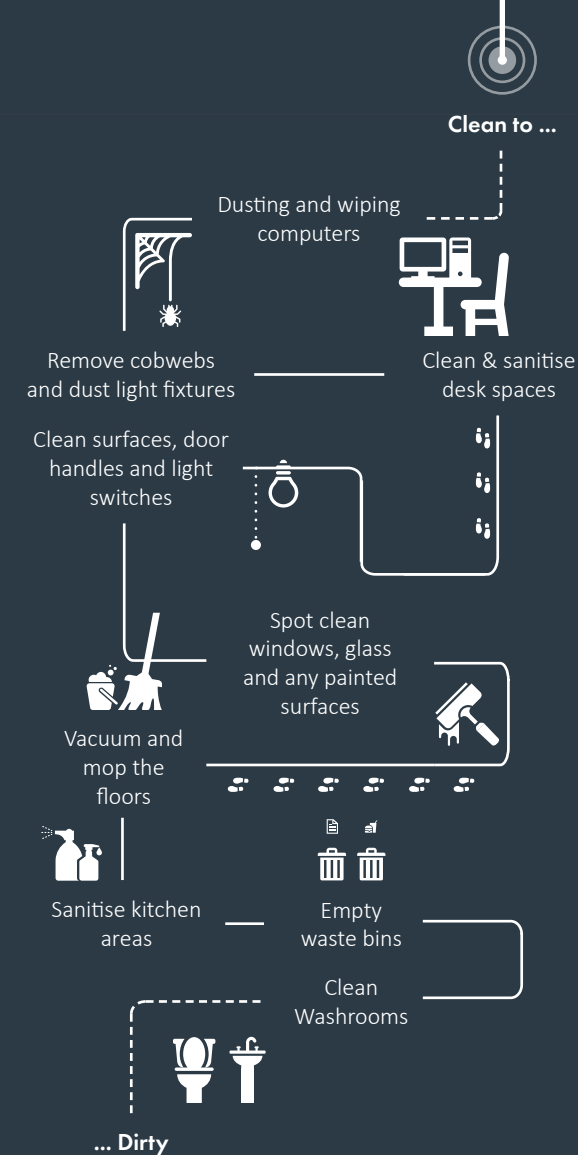
03 - Behaviour approach to personal hygiene including hand-washing frequencies and the application of a 2-meter rule for cleaning colleagues.

04 - Space planning to provide social distancing, create centralised waste stations and general welfare locations.

05 - Contact tracing using Bluetooth beacons to record 'encounters', helping to trace the movements of anyone who develops symptoms and alert those they have encountered.

Clean to ...

Dusting and wiping computers

Remove cobwebs and dust light fixtures

Clean & sanitise desk spaces

Clean surfaces, door handles and light switches

Spot clean windows, glass and any painted surfaces

Vacuum and mop the floors

Sanitise kitchen areas

Empty waste bins

Clean Washrooms

... Dirty

01- Our organised workflow model that creates task chronologies and makes sure our teams work from 'clean to dirty' environments to eliminate infection risks.

LEAN

LEAN processes help us provide a consistent, defect free service. We have developed and implemented a range of techniques and innovations that help us standardise service quality, eliminate hygiene defects and variability, and provide clean, healthy, attractive and cost-effective facilities. Our LEAN toolkit is based on the application of our intelligent, science led solution design principles. As part of our service development solution we interrogate existing service arrangements and identify the appropriate toolkit solution that will address inefficiencies and poor service standards.

Elements of our LEAN toolkit are consistent in all our service models including our use of the Toucan multi-task cleaning agent and the Samsic Skill and Competency Standard that maximises the skills, knowledge and competency of our service teams.

1	2	3	4	5	6	7	8
Defects	**Overproduction**	**Waiting**	**Talent**	**Transportation**	**Inventory**	**Motion**	**Overprocessing**
Samsic Task & Skill Guide	Dynamic Needs Cleaning	LEAN Equipment	Skills & Competency Standard	Zonal Cleaning Model	Eco-Dosing	Samsic Flow Cleaning	Service Collaboration
Templa Quality Audit	Team Cleaning	Samsic Flow Cleaning	BICSc Training Centre	Dedicated Zone Colleagues	Chemical Free Cleaning	Multi-task Equipment	Innovation Workshops

SKILLS AND COMPETENCY

Making sure cleaning and hygiene services are performed correctly using verified techniques is essential if workspace confidence is to be restored and infection controlled.

We have developed a Skill and Competency Standard that creates a high knowledge and qualification baseline that means every Samsic staff member is skilled in the correct technique for performing a task.

All our cleaning staff are trained in-line with the BICSc Cleaning Professional Skills Suite by our own in-house BICSc accredited training assessors. Within specific contracts we raise our supervisors to assessor level to enable skills training to be a continuous process. We utilise e-learning platforms to provide flexible learning opportunities for our staff and to guarantee skill compliance. We provide opportunities for our staff to access Samsic funded apprenticeship programmes including the Cleaning and Support Services Apprenticeship.

Alongside core skills, our behavioural hygiene approach makes sure staff are looking after their own wellbeing through hand washing techniques, mandatory PPE including nano-coated workwear and the application of distancing when completing tasks.

TRAINING	CONTRACT MANAGER	CLEANING SUPERVISOR	CLEANER
Contract Knowledge	●		
Contract Specification	●	●	●
Infection Control and Decontamination	●	●	●
Hygiene	●	●	●
BICSc Licence to Practice	●	●	●
COSHH Management	●	●	●
COSHH Awareness	●	●	●
Health & Safety Management	●	●	
Basic Skills Competency	●	●	●
Customer Service	●	●	●
Advanced English and Maths	●	●	
First Aid	●	●	○
Management Training	●	●	
Machine Safe Use & Care	●	●	●
Dusting (Damp & High)	●	●	●
Rotary Machine Competence	●	●	●
Wash Room	●	●	●
Vacuum Cleaning	●	●	●
Mopping	●	●	●
Waste Removal	●	●	●
Pest Control Familiarisation	●	●	○
Safeguarding Training	●	●	○
Manual Handling	●	●	●

● Mandatory   ○ Client Requirements

BIG DATA/ ANALYTICS

To make better business decisions and strategic moves to maintain workspace hygiene, applying the many data sets that are generated by facilities services is a critical next step. We are able to manage data sets from washroom use, equipment performance, cleaning productivity and patterns of stakeholder behaviour to optimise our cleaning activity and make sure workspaces remain safe.
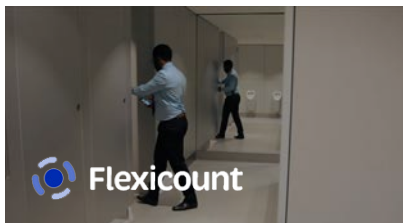
Workspace utilisation and occupancy behaviours determine the potential hygiene risk with high traffic areas, such as meeting spaces and washrooms, particularly at risk. Our **Flexicount solution** provides behaviour heat mapping enabling us to intelligently optimise our cleaning frequencies to match the infection risk and demand patterns.

Our equipment items are fitted with **telematic monitors** to track operating performance, utilisation and productivity, helping us to align equipment solutions with actual need.

We analyise the productivity of our staff through biometric time and attendance to monitor productivity and patterns of working, and identify patterns of non-conformity using our digital **ECAT quality auditing** app that pinpoints locations where enhanced cleaning is required.

Our approach to Big Data makes sure we are able to determine root causes of failures, issues and defects in near-real time, recalculate risk and create live mitigation solutions to maintain hygiene standards.

Fever Screening

Systems that measure skin temperature using combined thermal and colour visual imaging cameras for high accuracy temperature measurement, for mass-screening of reception and staff entrances, helping to identify and solve potential health and hygiene risks.

Equipment Telematics

All our equipment solutions are connected items providing live utilisation, productivity and operating performance information. We are able to use this data to ensure the correct equipment items are always available.

Meeting Room Monitors

We can retrofit digital meeting room booking devices to each room, connected in real time to cleaning rotas to provide immediate room clean-up solutions. Room booking solutions monitor use presence, enabling routine cleaning to be targeted to those rooms that have been used.

Air Quality Monitoring

Using air quality sensors we can monitor, in real-time, indoor air for the detection of pollutants, bacteria, viruses, odours and relative humidity. We are able to trigger air sanitising and dehumidifying solutions or complete enhanced cleaning.

INTERNET OF THINGS

Intelligent cleaning services that keep workspaces safe and hygienic will utilise a combination of actions supported by connected items. The IoT enables smarter and more strategic decisions to be made to maintain hygiene standards. Real and near-real time decisions are able to be made providing more responsive cleaning services based on hygiene risks.
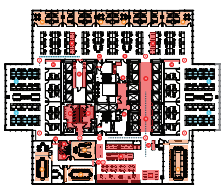
Space Planning

Applying desk and meeting room sensors we are able to monitor how and when a building or area is utilised and the level of occupancy intensity. We are able to monitor density and distancing and adjust cleaning regimes to match occupation levels and support space optimisation solutions.

Facial Recognition

We are able to provide a more effective and reliable process for managing access, tracking and controlling visitor and employee authorisation and automating security processes, eliminating the requirement for manual security interventions.

👍 Reliable Process   👮 Security Innovation
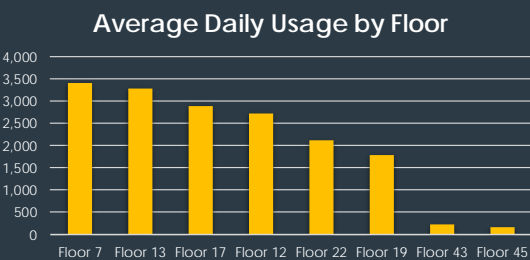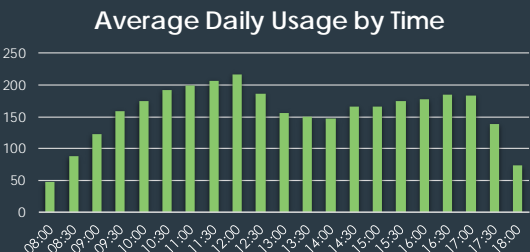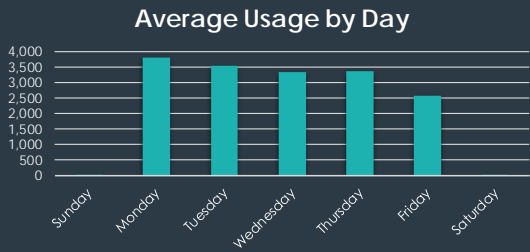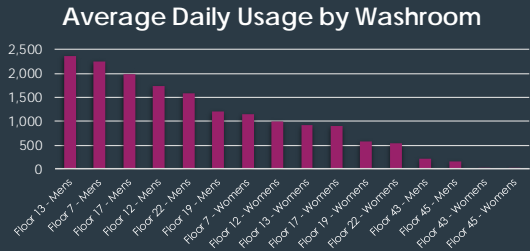
INTELLIGENT OPTIMISATION

Flexicount

Safe and hygienic workspaces rely less on set frequency cleaning and more on cleaning matched site population levels and demand patterns.

Using our Flexicount solution we are able to identify and predict demand and match our cleaning resources and frequencies to demand patterns. Flexicount remotely monitors washrooms as the key high infection risk environment. Monitoring use patterns on a 15 minute cohort, we are able to create cleaning frequencies based on use, making sure that washrooms are continually hygienic environments and user experience is improved and reassured.

Flexicount provides a predictive washroom maintenance solution, complemented with a reactive approach based on real time use patterns. Full cleans and consumable replenishments are auto-scheduled to our janitorial and housekeeping teams when use thresholds are passed.

Intelligent optimisation enables us to maintain washroom hygiene and release our janitorial resources to complete additional hygiene tasks such as waste management.

15 mins

Average Daily Usage by Washroom

Average Usage by Day

Average Daily Usage by Time

Average Daily Usage by Floor

ASSURANCE

Responsible services that provide safe workspace environments, continually check and review service outcomes.

As workspace stakeholders become more aware of hygiene and cleanliness, service providers must continually demonstrate their technical assurance, reliability and hygiene standards. Our service assurance initiatives include our comprehensive, digital contract management solution.
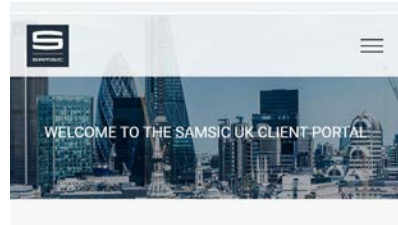
We empower service users to build their own assurance. Using smart device QR scanners and bar codes service users can report cleaning requirements, self-audit and comment on our services.

Templa

Our Templa contract management systems provides an end-to-end work management system that co-ordinates times and attendance, workflow, material and equipment use, payroll and billing, ensuring always accurate contract data.

Time & Attendance

Our time and attendance management allows us to digitally record staff attendance and working time, verifying contracted hours fulfilled, providing alerts to support rescheduling or capacity requirements and ensure that hours are correctly paid and billed.

Customer Portal

Our customer portal accessible via www.samsic.uk provides live contract information and dashboard data sets for our customer, providing effective client-led governance.

Swab Testing

Alongside ECAT audits we complete hygiene swab testing of shared and high-risk surfaces, providing awareness of cleaning requirements and reassurance to building users of the safety of their workspaces.

ECAT

Our ECAT quality auditing application, hosted on a smart device, provides consistent and comparable audit data. Its functionality enables granular cleanliness and hygiene performance data to be gathered, meaning hygiene risks can be quickly pinpointed and corrected. The flexibility of ECAT means audit frequency and scope can be varied depending on the site environment, population and hygiene risk.

SELF SERVICE SOLUTIONS

Workspace environments will become participatory spaces where site-based staff and visitors will complete their own hygiene maintenance. Complementing our own routine cleaning services, we will support workspaces to maintain hygiene standards and offer building users opportunities to maintain their own hygiene safety.

Our workspace desk packs consist of desk top sanitising sprays. We provide sanitising solution in 25ml refillable sprays.

We can equip each site with Spill Stations including spill kits consisting of gloves, goggles, absorbent pads and mats, waste bags and over-the-spill absorbent sheets to maintain workspace functionality and hygiene standards.

Our service users are empowered to engage with our services, report incidents, spillages, consumable replenishments and complete technical audits.

We use QR codes and bar codes to offer opportunities for building users to self-serve hygiene services without application downloads.

RETURN TO WORK HYGIENE KIT

Return to work kit. This will include; a facemask, sanitiser gel, gloves and wipes.
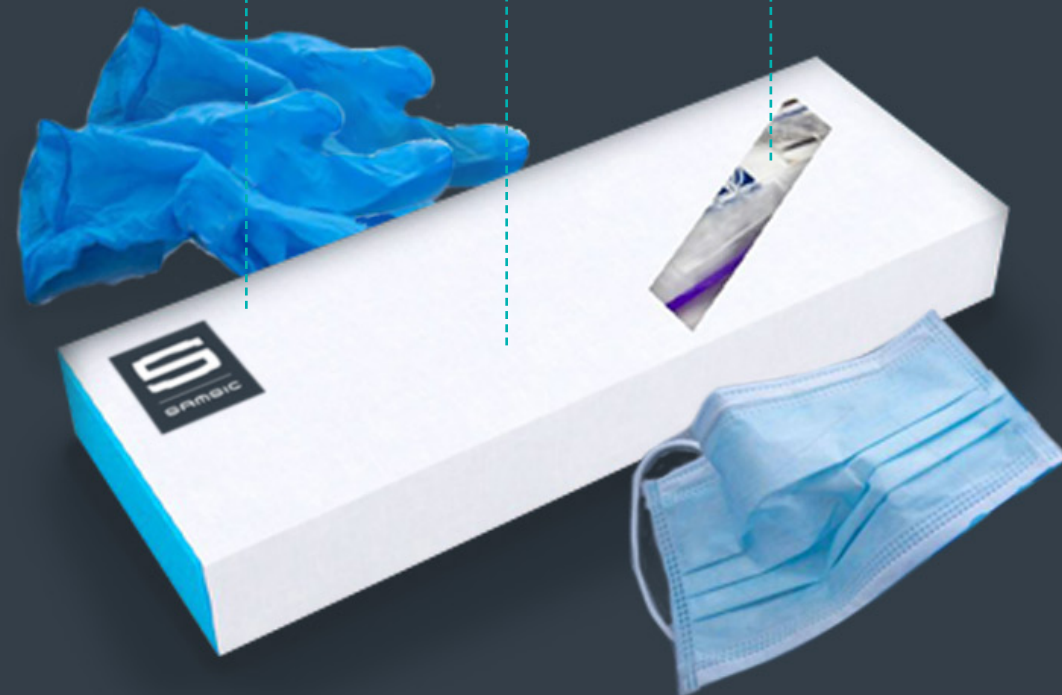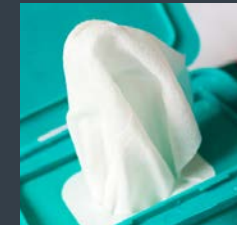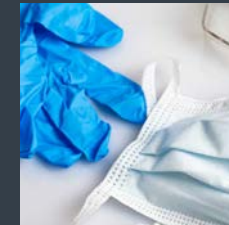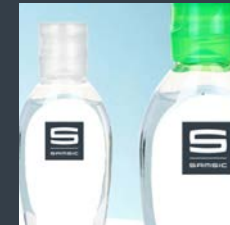
INTEGRATED SERVICES

As hygiene becomes the priority risk for workspaces the need to create a joined up or aligned service model increases.

Samsic's capabilities extend across all immediate soft facilities services including cleaning and hygiene services and workspace security. We bring them together as bundled or aligned service lines to create an encompassing hygiene risk management approach.

Where we align our services, we SIA licence our cleaning supervisors and provide security awareness training for cleaning staff. Our security teams support workspace maintenance helping complete high-contact point cleaning, spillage clean ups and washroom consumable replenishments to maintain a high hygiene standard as the daily lifecycle of the building progresses.

We train our cleaning supervisors and provide security awareness training for cleaning staff.

Our security teams support maintenance and cleaning to maintain a high hygiene standard.

Our integrated teams provide a more flexible service solution that responds to how a building functions and the day to day needs. It creates greater resilience and functionality to provide frequent hygiene cleans and manages the critical workspace hygiene risk more effectively.
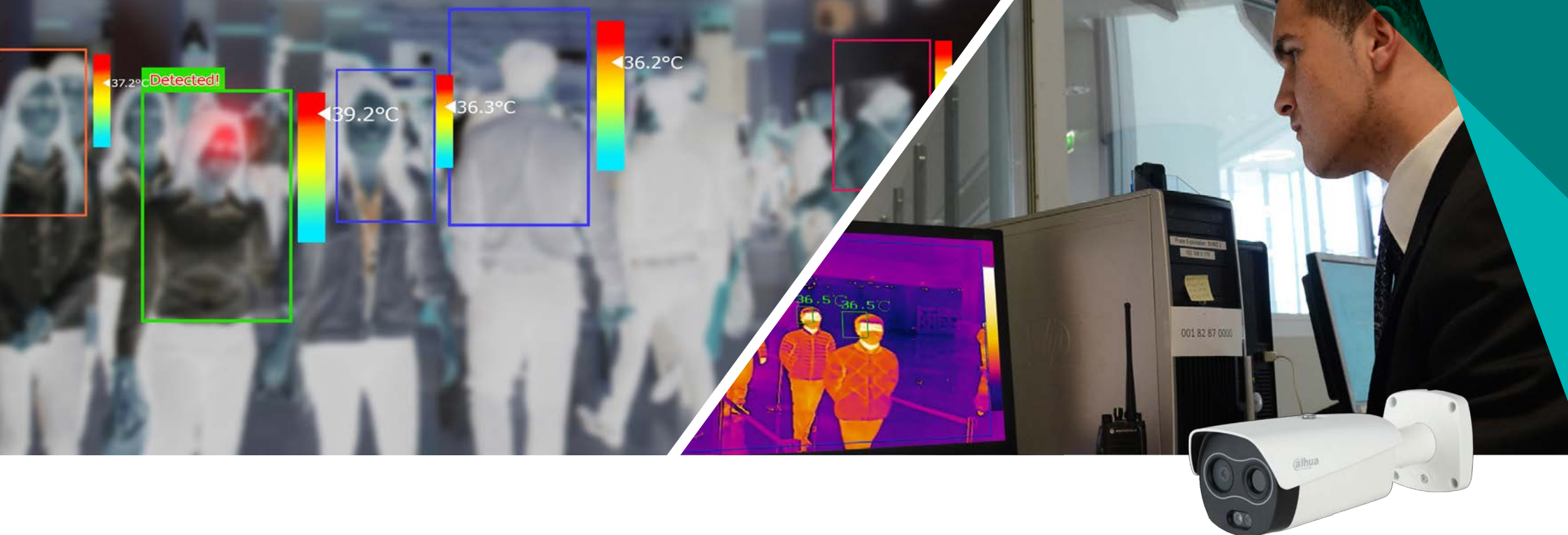
RISK MANAGEMENT

Adapting risk management from traditional security patrolling into a more multi-dimensional solution that focuses on unseen risks such as infections, contamination and environmental standards alongside unauthorised access control is the next responsible stage in protecting workspaces.

Our access control technologies are able to provide remote authentication of building users without the requirement for a site-based security officer. We can deploy analytic intelligent cameras; detecting motion, sound and heat signatures, as well as light variations and other parameters that can reduce site patrols until risk is activated. We can monitor live feed of the event and activate our response protocol including dispatching our mobile patrols, notifying emergency services and communicating directly with intruders using flash lighting and voice.

Fever Solutions

Harnessing digital technologies Samsic can protect against all risk categories. Our Fever Scanning Solutions identify pre-infection risk by measuring skin temperature of building users using combined thermal and colour visual imaging cameras.

Temperature Monitoring

Monitor Live Recording

PASS

FAIL

CO-BOTICS

Robotics can supplement cleaning and security staff by performing many simple and repetitive tasks that allow staff to focus on more complex thought-intensive tasks such as high-contact point cleaning and targeted patrolling. Robotics offer an enhanced level of efficiency and productivity, eliminating the need for staff to perform time consuming tasks.

Floor cleaning is the most costly, time consuming element of a cleaning service with as much as 95% of the cost being labour.

Robotics vacuums provide the opportunity to cover much greater areas using artificial intelligence to manoeuvre through a building and release staff to focus on hygiene targeting.

Window Cleaning robots provide a more cost-effective solution that can enable glass to be cleaned as part of a routine cleaning function rather than periodically.

They clean the surface around 15 times faster than a human performing the same task and avoid putting window cleaning staff into precarious, safety critical environments.

Autonomous security robots utilise artificial intelligence to replace static guarding or release it to risk critical duties. Robotic guarding can provide static ingress and egress point monitoring replacing the requirement for guarding or complete mobile surveillance duties of large environments. Autonomous guarding can identify risk incidents including intruders, open fire doors and windows and provide a surveillance recording of the environment.

SAMSIC

MANAGING
YOUR WORKSPACE