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# INTERNATIONAL DIMENSIONS Perspective

World Contracting News, Views & Comments

Submit your news for publication to Denise Anderson at [danderson@bscai.org](mailto:danderson@bscai.org)

## AUSTRALIA-SYDNEY

### Financial Institutions Under Siege

**F**inancial institutions are under siege on the internet by worms and other malicious codes that attempt to steal personal information from users. The schemes are getting more and more sophisticated. Recently, Westpac Banking was hit with a particularly clever scam. The attack created a fake email, which seemed to come from Westpac, to trick bank customers into supplying passwords and bank account numbers. Recipients of the email, unbeknownst to them, were directed to opening a fake version of the Westpac Website, in addition to opening the real Westpac Web site in a second browser window. The result was users linked to the real website until the point where the password and account information were entered. That data was entered on the fake site and was captured by the attacker. According to a spokesman for the bank, about half a dozen Westpac customers fell for the scam before it was discovered.

## AUSTRALIA-WILLETTON

### Excellence Awards To Be Held In May

**T**he Western Australian Cleaning Industry Excellence Awards, presented by the Building Service Contractors Association of Australia WA division, showcase the industry and acknowledge the individuals and organizations that have shown leadership in a number of areas. They include workplace competency, innovation, industry service and training. Excellence Award categories cover Cleaners, Carpet Cleaners, Cleaning Industry Service Providers and Employers. Also included is the Phil

Connelly Award for Cleaner of the Year. The 2004 official launch takes place on the 23rd March; nominations close 8th April; and the Awards Night is 21st May. The Guest of Honour for the night is the Minister of Education and Training, Alan Carpenter.

## CANADA-CALGARY

### Calgary Health Region Announces Renovation

**T**he Calgary Health Region (CHR) is hoping its one headache is now moldering in the grave. Despite facing a \$58-million deficit, the health region announced the dialysis unit at Foothills Hospital would be undergoing a \$5-million renovation. The unit has been plagued by allegations that the presence of mold has impacted the health of its staff. While the CHR admits staff health was impacted -- by something, it claims the mold found in the investigation last fall, was in quantities too tiny to be a health factor. The CHR argues the facelift is a matter of much-needed technical improvement to modernize the unit and reduce the number of hemodialysis stations; moving them to a location in Calgary's northeast where they're needed. The union, UNA Local 115, is applauding the impending facelift, but claims Alberta Workplace Health and Safety has said the unit should be closed down until the issue has been completely addressed.

## CANADA-MONTREAL

### If It Weren't So Tragic It Would Be A Comedy

**P**ediatrician Peter Neumann, is suing the city of Montreal \$70,000 for ruining his grandson Alexander's bar mitzvah celebration party. The janitor played a leading role. The first warning came early in the day, when the janitor absconded

with all the party ice and belligerently offered to sell it back. Neumann and his family had been setting up for the party since 9 a.m., leaving an ice machine full of cubes when the janitor came on duty at noon. When the Neumann family returned three hours later, the ice machine was empty and the janitor had consumed seven drinks. The bartender said the janitor was mistaken for a guest. The missing ice was located in a padlocked freezer. But the janitor refused to hand it over, offering to sell it instead. Neumann sent his son, to round up 20 bags of ice. At 7:30 p.m., with washrooms empty of toilet paper and towels (and the janitor nowhere to be seen), the host sent one of his guests to get toilet paper from his house nearby. The janitor was spotted at the bar drinking bloody Caesars at 9 p.m. but disappeared from view when confronted about drinking. That's when the elevators malfunctioned, trapping several guests, including a handicapped man, between floors. A guest called the fire department, which forced open the doors. Later, a firefighter got stuck in the same elevator. When it was all over, and everyone was out, the janitor appeared with keys to open the elevator doors. The dancing had just started when the janitor, whom Neumann described as "drunk as a skunk," decided the party was over at 10:30 p.m., even though the hall was rented until 2 a.m. At that point the piano player suddenly collapsed with a heart attack. By then the party was in shambles. Most left. But even as a dozen guests helped clear tables, the janitor refused to provide trolleys or to open storage space for dishes - while continuing his threats about vacating the building by midnight, or else. Neumann said he'd have settled for an apology and some compensation for the cost of the \$30,000 party gone bad, but he claims officials ignored the matter so he was forced to sue. Allegedly, the janitor was disciplined on five separate occasions before the party. According to city officials, the janitor has since been fired.

## CANADA-TORONTO

### Trump Planning Tallest Building In Canada

U.S. real-estate mogul Donald Trump is planning to build a 68-story luxury hotel and condo tower in downtown Toronto. The \$500-million Trump International Hotel & Tower, at 308 meters, will be the tallest mixed-use residential and hotel structure and the tallest building in Canada. The tower will include a health club and spa, restaurants with martini and sushi bars, and a butler

service. A five-star hotel will comprise the lower portion of the tower through the 34th floor. Hotel suites will range from \$470,000 to \$4 million. Condominium residences will be on the 36th through 68th floors. A one-bedroom unit will start at \$2.5 million with the most expensive suite topping out at \$18 million. Construction is expected to start next year and the building will be completed in 2008. The Trump International Hotel & Tower, Toronto is a joint venture between Trump and Talon International Development Inc., a Canadian-based investment company.

## CHINA-HONG KONG

### Litterbugs Will Now Have To Work And Pay

The government of Hong Kong is proposing to impose community service of around 100 hours of work, in addition to the HK\$1,500 fine which already exists, for littering. Litterbugs who have a repeat offense within two years of the first, will be subject to the community service penalty, although they won't be convicted as criminals. Despite fines being raised to HK\$1,500 from HK\$600, more than 15,000 fixed-penalty notices were issued from June 26 2003 through mid-February 2004. That is roughly 83 notices a day for people found littering, spitting, illegally posting bills and letting their dogs foul public places.

## FRANCE-PARIS

### New Investment Partnership Created

Distressed investment specialist, American, Wilbur Ross and his company WL Ross & Co. has formed a partnership with Paris-based Investors in Private Equity (IPE). The new joint venture will be named IPE Ross and it will be seeking \$250 million in Europe and the US to invest in middle-market European buyouts. IPE Ross will be based in Paris and run by Philippe Nguyen who co-founded IPE two years ago after spending eight years at Caisse des Depots et Consignations and Credit Lyonnais. Ross has previously invested primarily in the US, Japan and South Korea, but he believes that Europe, with a strong Euro and slow economic growth, will be a prime market.

## GERMANY-WINNENDEN

### Kärcher Acquires Pressure Washer Company

**K**ärcher, a family owned manufacturer of cleaning equipment, with operations in 36 countries, strengthened its presence in the United States by acquiring C-Tech Industries, a marketer of professional pressure washers, based in Camas, Washington. C-Tech possesses an excellent, pan-American dealer network and has a product line that complements the German company. There is also a high degree of harmony between company cultures. C-Tech will continue to be run as an independent company and its major brands will be retained. C-Tech, formed by a merger of several cleaning equipment makers beginning in 1997, achieved revenues of US\$ 96 million in its last fiscal year and has about 470 employees. The company unites twelve brands under its roof, including such well-known brands as Hotsy, Landa, Cuda, Spraymart and Shark. C-Tech produces hot and cold water pressure washers, parts washers, waste water treatment systems, cleaning detergents and high-pressure pumps. Its six locations are situated in the United States and Italy. Andrew Gale, C-Tech President and CEO, will continue to lead the company with the current management team.

## INDIA-AHMEDABAD

### Holiday Leaves Employers Without Staffing

**T**he Times of India is reporting that in Ahmedabad, employers are staggering their workforces to accommodate the large exodus of migrant labourers from Rajasthan, who make the annual trek home for the holiday of Holi. A large number of the workers are employed as domestic helps and cooks in the residential and hotel sectors. Rajubhai Thakkar of Gopi Group says that until five years ago, his company was "used to being handicapped during Holi" and therefore was forced to change the composition of multi-skilled labourers so that only 50 per cent are Dungarpuriyas, as the workers are called after the Dungarpur and Udaipur districts of Rajasthan that they come from. In addition, some workers are using the pilgrimage to their advantage, earning extra money or time by serving as 'proxies'. Jagat Yadav, who comes from Vaghdari village and works as a domestic help, struck a deal with his fellow workers to serve as proxy for four of them. "I have not gone to my village now so that I can have a longer vacation once workers from my area

come back," he says. But despite the setback, most households are making do. "Both my 'maharaj' as well as domestic help have left for their 'desh'. They have gone for 15 days, but I know that I will have to manage the show without them for at least another month," says Reema Shah, a resident of Thaltej. "

## IRELAND-BELFAST

### Contractors Loose Overtime Challenge

**A** challenge by 19 contract cleaning companies to new regulations allowing for the payment of overtime to part-time cleaning workers - affecting some 18,000 workers - was rejected by the High Court when the judge ruled the delay by the companies in bringing the judicial review challenge was "fatal" to their case. The Employment Regulation Orders (EROs) were dated in July 2003 and went into effect January 1st, 2004, but the challenge was not filed until late December. The two EROs provide for minimum rates of remuneration and conditions of employment for workers employed in the contract-cleaning sector. The judge said that "contract cleaning" in this context meant the cleaning of premises by companies engaged in whole or in part in the provision of cleaning and janitorial services in establishments such as hospitals, offices, shops, factories, stores or similar establishments on a contract basis. While two orders were made, one related to operations in Dublin and the second to the rest of the country, the same point of legal challenge arose in relation to both. The companies had argued that, insofar as the orders provided for overtime to be paid to part-time workers after completion of their "contract hours" if that period was less than 39 hours (the normal hours worked by full-time workers), the orders discriminated against full-time workers in an unreasonable, oppressive and arbitrary manner.

## ITALY-PARMA

### Nilfisk Expands Product Line And Global Reach

**N**ilfisk-Advance, Inc., recently announced the acquisition of ECOLOGICA S.p.A., effective mid-February 2004. ECOLOGICA S.p.A., located in Parma, Italy, is a top manufacturer of quality, industrial and outdoor sweepers. Their product portfolio consists of several industrial sweeper models and unique sweeper models designed for streets, pavement and large open spaces.

## JAPAN-TOKYO

### Trend Is To Be In Hot Steamy Water

Hot-spring soaks are becoming staples in Tokyo's hospitality trade and a number of hotels are eager to jump in. From 1995 to 2002, the number of facilities in the Tokyo area offering natural hot waters increased more than 40 percent. The trend is expected to continue, at least as long as water lasts, and the land holds up. In Tokyo's Minato Ward, hot spring excavation has begun for the 680-room Tokyo Prince Hotel Park Tower, a mere 400 meters from Tokyo Tower. The facility, now under construction, will become the first large-scale hotel with a hot spring bath in Tokyo's 23 wards. Excavation started in November last year and will reach a depth of 1,600 meters. The hotel is scheduled to build a natural hot spring bath in its second basement of the facility, which will open in spring next year. Condominium developers are also adding to the trend building condominiums with hot spring bath facilities in Tokyo's Shinjuku Ward and Machida city, on the outskirts of Tokyo, as well as the Adachi Ward. Construction of the condominiums in Shinjuku and Machida will not be completed until summer, but already 365 units have been sold. Experts have attributed the increase of developing hot spring resources to the sharply lower cost of excavation. Where the cost for excavating per depth of one meter was almost 100,000 yen 10 years ago, it is now 50,000 yen.

## NORWAY-OSLO

### Authorities Want No More Poop

Droppings from a large nesting colony of black-legged kittiwakes are eroding the concrete structures supporting the 1257-meter long Gjemnessundet suspension bridge in Kristiansund. The bridge, completed in 1992, is the largest bridge in Western Norway. The poop, which contains salt and ammonia, is highly corrosive and has caused extensive damage. A failed attempt in 2001 to scare off the birds by attaching a wire lengthways along the bridge where the birds nest, angered the local population, who came out in support of the kittiwakes. A new method will be tried in August after the latest brood of chicks have hatched and flown away. After washing the bridge, an elastic membrane will be attached, which will protect the suspension

cables from corrosion and make it easier to clean the poop. The method is, however, expensive and the Road Authority is due to call for bids.

## SAUDI ARABIA-JEDDAH

### Janitor Makes Off With Collection

The Jeddah Museum, in the city's historic Balad district, was robbed of a number of priceless antique coins and doubloons. Police are already looking for a suspect, a janitor who cleans and maintains the museum's cars. The display case had been smashed open, and two of the missing pieces were later found in one of the cars. The janitor, a Bangladeshi, disappeared soon after museum officials contacted the authorities and is still at large.

## SOUTH KOREA-SEOUL

### Fascination With Toilets Inspires Awards

According to the Joong Ang Daily, at Amenity Company, a Japanese toilet cleaning service provider, the focus is on toilets. The company President, Satoshi Yamato has requested his coffin resemble a toilet and each employee and executive at the company uses an in-house nickname that is associated with a toilet, such as "loo". The company even has toilet certifications. Amenity's brilliant ideas have attracted Korean companies' attention and as a result, the Seoul Metropolitan Government, is currently examining public restrooms at restaurants and public facilities for the "Excellent Toilet Award." Fifty-five restrooms in outstanding condition will be honored.

## SWEDEN-MALMO

### OCS' Brand Campaign Scores In Sweden

An advertising campaign to promote OCS' dynamic new brand has won an award in a major international marketing competition. The group's One Complete Solution campaign, run in the main cleaning press, won a Silver at the INBA Awards held in Malmo, Sweden. More than 50 companies from across the world entered the awards. John Clark, Director of Marketing for OCS

said "We had recently radically changed our logo to its current look: we needed a similarly bold advertising campaign that would alert our customers to the new logo while emphasizing the One Complete Solution strategy. This award means a lot to us: it shows that we are prepared to take a different approach to the way we advertise - a sure sign of innovative thinking throughout the group."

## UK-CANTERBURY

### Long-Time Industry Expert Will Be Missed

**M**rs Doreen Heyes died on Sunday, 15th February in the Chaucer Hospital, Canterbury after having been ill with lung cancer for many years. Liveryman Doreen was a Founding Member of the Worshipful Company of Environmental Cleaners and had been Almoner since 1976. She was also a past Chairman of the Council of the British Institute of Cleaning Science and was jointly responsible for writing many of the Council's hygiene and cleaning syllabuses, which have become established training manuals within the hospital and the contracting sectors. She served as Senior Domestic Superintendent at St Mary's Hospital, Paddington for many years and was, at the same time, an administrator responsible for many other hospitals.

## UK-LONDON

### MITIE Announces Changes For Directors

**M**ITIE announced two of its Directors will be changing their executive responsibilities effective 1 April 2004. These changes are occurring as part of MITIE's strategic business plan and will enable MITIE to continue to provide customer focused services as markets change. Colin Hale will become Head of Support Services and will have overall responsibility for Cleaning, Catering, Security, Engineering Maintenance, Pest Control, Grounds Maintenance, Business Services and Managed Services. Roger Goodman has been appointed Group Corporate Development Director. He will have responsibility for developing opportunities for market growth and implementing MITIE's sales strategy. More Information, [www.mitie.co.uk](http://www.mitie.co.uk).

## UK-WEST YORKSHIRE

### New WoolSafe Directory Is Out

**T**he new Directory of WoolSafe Accredited Professional Carpet Cleaning Companies in Great Britain and Ireland is now available. The new Directory has more companies listed and more information on each company. Apart from comprehensive descriptions on the services each company provides, it now also contains website and email address information. There are also information pages from a number of WoolSafe Product Members who supply approved products and other services to the cleaning companies listed. The Directory is circulated, as in previous years, to the major carpet retailers in the UK and Ireland, as well as all carpet mills that supply wool carpets and rugs. During the course of the year the Directory will be sent out to consumers, large carpet users and others who require advice or information about professional carpet cleaning.

## US-GEORGIA

### New Survey Has Interesting Residential Data

**T**he Association of Residential Cleaning Professionals (ARCP) has released the results of the Fall 2004 ARCP survey. The numbers show the average sales of home based cleaning services was \$106,250.00 a year compared to companies that lease or own office space at \$846,428.00 a year. 50 % surveyed were home based, 40 % leased office space, and 10% owned office space. 26% operate as sole proprietorships, 11% as partnerships, and 63% are incorporated. Perry D. Phillips, Jr., founder of ARCP, says that the numbers reflect a more professional approach to residential cleaning. This is a trend that he sees continuing and expanding at a rapid pace. For complete survey results: <http://www.arcp.us/industrysurveys.html>

## US-TEXAS

### First Ever Airport Facilities Meeting Held

**T**he operations and maintenance budget for airport facilities constitutes a significant portion of an airport's overall annual budget. Professional facility management associations supporting the

commercial and retail industries are readily available, however, there are no industry-wide airport facility benchmarks to enable facility managers or airport executives to assess where budget improvements -- or savings -- can be made. In the airport business, there are no consistent benchmarks for airline terminals, no performance data for multi-billion dollar facilities and infrastructure construction projects built for millions of travelers. Dallas Fort Worth International Airport is leading the industry to make that change. The Airport, in partnership with the International Facility Management Association (IFMA), hosted the first-ever Airport Facilities Council for airport and airline executives in March with the goal of establishing industry-wide standards to measure and benchmark airport facility performance, and ultimately the potential development of industry facility design, operations and maintenance protocols. Executives from major U.S., Canadian and European airports attended.

## CORPORATE MEMBER NEWS

### Ecolab

**E**colab announced it has entered into a definitive merger agreement with Alcide Corporation, a Redmond, Washington based producer of biocidal and sanitation products used primarily in the dairy, meat and poultry industries. Alcide had worldwide sales of approximately \$22 million in 2003. The company offers Ecolab proven and valuable technology that will be a great addition to Ecolab's current offerings to its food and beverage customers. With Alcide's worldwide patents and Ecolab's excellent global coverage, the company will be in a unique position to aggressively expedite the commercialization of Alcide's technology, according Allan L. Schuman, Ecolab's Chairman and Chief Executive Officer. More information: [www.ecolab.com](http://www.ecolab.com).

### JohnsonDiversey

**J**ohnsonDiversey, has joined with five other global corporations to form the Alliance for Sustainable Built Environments. The Alliance was announced at the National Facility Management and Technologies Conference/Exposition. The other members of the Alliance include Johnson Controls, Philips Lighting, Forbo Flooring, The Environmentalists, and Milliken Carpets. The Alliance for Sustainable Built Environments was developed to advance environmentally responsible buildings. The main objective of the Alliance is to educate the facilities marketplace on emerging sustainable

initiatives, solutions and technologies. The Alliance is a group of building industry leaders who practice proven leadership in sustainability; which includes economic, social and environmental responsibility. The Alliance is committed to delivering high performance sustainable solutions for the built environment. It will continuously educate and demonstrate that sustainability and environmental performance are viable business development strategies for its members and for their customers. More information: [www.johnsondiversey.com](http://www.johnsondiversey.com)

### Truvox

**T**ruvox International Limited, will be sponsoring the WFBSC 2004 Young Executive Award and has announced, along with The World Federation of Building Services Contractors (WFBSC) the call for entries. The winner of the award will be financed up to \$12,000 to complete a management development program and will be recognized at the closing ceremony of the WFBSC's 15th Congress in Montreal with a trophy presented by Truvox International. The winner will also attend the 2006 Congress in Seoul, South Korea where he will present his chosen development program. The deadline for receipt of entries is June 1, and the awards will be presented at the WFBSC's 15th Congress in Montreal, Sept. 26-29. Three finalists will be invited to present their papers at the Congress. Mirroring the theme for this year's WFBSC Congress, "Putting People First - Best Practices in the Development of People in the Building Services Industry," WFBSC invites the industry's young executives to submit a 3,500-word paper addressing this subject. Entries should include ideas on how the WFBSC can promote best practices for development of people in the industry. Applicants should submit entries for this year's Truvox International Young Executive Awards by email only to: [mvesey@cleaningassoc.org](mailto:mvesey@cleaningassoc.org). WFBSC member companies are encouraged to nominate potential candidates from among their management teams. Consideration will be limited to applications from those who will be under 35 years old on Oct. 31, 2004, have worked in the building service contract industry for at least two years and are currently among middle ranked executives with the potential to advance to senior management. Neil Glover of MITIE Group won the award at the 2002 WFSBC Congress in Edinburgh. He has just returned from a fact-finding visit to Australia and Japan as part of his scholarship study into "Investment in the Cleaning Industry Worldwide" and will present his findings at September's Montreal Congress. For more information on the 2004 Young Executive Award, visit [www.opus3.com/wfbsc/en/program/thuesday.asp](http://www.opus3.com/wfbsc/en/program/thuesday.asp)

## UPCOMING EVENTS

BSCAI Annual Convention and Trade Show

**Orlando, Florida  
April 01-05, 2005**

Visit the BSCAI website at [www.bscai.org](http://www.bscai.org) for more information or call 703-359-7090.

15th Congress of the World Federation of Building Service Contractors

**Montreal, Canada  
September 26-29, 2004**

Visit the WFBSC website at [www.wfbsc.org](http://www.wfbsc.org) and the website at [www.opus3.com/wfbsc](http://www.opus3.com/wfbsc) for more information.

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**Inquiries and news you would like published can be directed to**

**Denise Anderson-Publisher  
[danderson@bscai.org](mailto:danderson@bscai.org)**



## WFBSC CORPORATE MEMBERS

Daniels Associates-Phoenix, Arizona  
602-992-5192 [www.danielsww.com](http://www.danielsww.com)

Ecolab-St. Paul, Minnesota  
651-293-2233 [www.ecolab.com](http://www.ecolab.com)

Johnson Diversey-Sturtevant, Wisconsin  
262-631-4001 [www.johnsondiversey.com](http://www.johnsondiversey.com)

Services Magazine-Fairfax, Virginia  
703-359-7090 [www.bscai.org](http://www.bscai.org)

TruVox-United Kingdom  
44 (0) 23 8070 2200 [www.truvox.com](http://www.truvox.com)

## WFBSC MEMBER ASSOCIATIONS

Algemene Belgische Schoomaakunie--Union  
Generale Belge du Nettoyage  
Brussels, Belgium  
**Hilde Engels-ABSU.UGBN@skynet.be**

Fise  
Roma, Italy  
**Francesco Tiriolo**

Asociacion de Empresas de Limpieza  
Buenos Aires, Argentina  
**Norberto Peluso-correo@limpiolux.com.ar**

Associacao de Empress de Prestacao de Servicos de Limpeza  
E Activades Similares  
Lisboa, Portugal  
**Jose De Moura-aepales@mail.telepac.pt**

Building Service Contractors Association of Australia  
Crows Nest, NSW, Australia  
**Ron Jeffis-bscaansw@bscaa.asn.au**

Quebec Building Service Contractors Association, Inc.  
Montreal, Quebec, Canada  
**Roger Gauthier-fortier.gauthier@sympatico.ca**

Building Service Contractors Association International  
Fairfax, Virginia, USA  
**Carol Dean-cdean@bscai.org**

Association of Housekeeping Agencies  
Nocia, U.P., India  
**Anil Sethi-anirupa@del2.vsnl.net.in**

Building Service Contractors of New Zealand, Inc.  
Auckland, New Zealand  
**Marja Verkerk-info@bsc.org.nz**

Bundesinnungsverband des Gebaedereiniger-Handwerks  
Bonn, Germany  
**Johannes Bungart RA-biv@gebuedereiniger.de**

Cleaning and Support Services Association  
London, United Kingdom  
**Martyn Vesev-mvesev@cleaningassoc.org**

Febrac  
Brasilia, Distrito Federal, Brazil  
**Silvio Gaspar-silviojgaspar@upsbeneficios.com.br**

Building Managers Association of the Republic of China  
Taipei, Taiwan  
**Kenneth Kao-pacifico@ms37.hinet.net**

Federation des Enterprises de Proprete  
Paris, France  
**Pascal Six-psix2@federation-proprete.com**

Japan Building Maintenance Association  
Tokyo, Japan  
**Keizo Kozen-kozen@j-bma.or.jp**

Korean Association of Sanitary Maintenance  
Seoul, Korea  
**Young Hoi, Um-kasm@kasm.or.kr**

OSB  
Hertogenbosch, The Netherlands  
**Hans Westerveld-westerveld@westex.nl**

Sveriges Stadentrepenores Forbund  
Stockholm, Sweden  
**Lars Friberg-eyv.hermanson@almeqa.se**