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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-VICTORIA

### Tax Office Publication Available in June

The Tax Office has produced a publication specifically for cleaners which contains information on claiming work-related expenses as well as other useful tips to help complete tax returns and ensure all entitlements are claimed. Among the expenses that cleaners may be able to claim are the cost of buying, hiring, replacing or maintaining protective clothing; and protective items like safety glasses, goggles and breathing masks. A deduction for the cost of clothing used to protect ordinary clothes from soiling or damage can also be claimed. More information is available in 'Occupational Ruling Summary – Cleaners' (NAT 2328-6.2004), which will be available from the Tax Office late June. [www.ato.gov.au](http://www.ato.gov.au).

## AUSTRALIA-SYDNEY

### Adverse Publicity In Industry Ongoing Concern

The commercial cleaning industry has again found itself receiving adverse publicity in the national media. In April, The Weekend Australian reported on an immigration raid on a Southwestern Sydney shopping center and the mooted deportation of illegal workers found on site. The story highlighted the role that large property owners have played in driving down prices to unsustainable levels, thereby nurturing unsavoury practices. The fact that cleaning is such a large employer body means it will come under increasing media scrutiny.

## BELGIUM-BRUSSELS

### Unemployment Rate Remains Unchanged

Eurostat, the Statistical Office of the European Communities, reports that in the Euro-zone, seasonally-adjusted unemployment stood at 8.8% in March 2004. This number remains

unchanged since March 2003. The lowest rates were seen in Luxembourg (4.1%), Ireland and Austria (both 4.5%), Cyprus (4.7%), the Netherlands (4.7% in February), and the United Kingdom (4.7% in January). The unemployment rates were highest in Poland (19.0%), Slovakia (16.5%), Lithuania (11.5%) and Spain (11.1%). The Netherlands, Sweden and Luxembourg had the highest increases while Lithuania, Estonia and the UK had the most significant decreases in the unemployment rate. Eurostat estimates that, in March 2004, 12.4 million men and women were unemployed in the euro-zone. In March 2004, the US unemployment rate was 5.7% and the Japanese rate was 4.7%.

## BELGIUM-BRUSSELS

### Expanded Service To New EU Members

With the addition of 10 new countries to the European Union in May, (Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, the Slovak Republic and Slovenia) United Parcel Service, Inc. (UPS) has begun an international advertising campaign to tout its expanded services. UPS is increasing its delivery options to the ten new member countries with time-definite and day-definite services, without the risk of items being held up in Customs for clearance.

## BRAZIL-PORTO DE GALINHAS

### Bi-Annual Event To Be Held In August

The National Federacy of the Rendering Companies of Cleanness Services and Conservation – FEBRAC – will be holding its National Meeting of the Companies of Cleanliness and Conservation – ENEAC – in Porto de Galinhas, Brazil on August 18th-21st 2004. This event

is held every two years and 1,000 participants are expected. For more information, go to [www.exitoeventos.com.br/eneac](http://www.exitoeventos.com.br/eneac) or [www.febrac.com.br](http://www.febrac.com.br).

## CANADA-ONTARIO

### Casino Workers Reach Agreement

Casino Windsor and Canadian Auto Workers representatives reached a tentative agreement Wednesday after 40 days of strikes that shut down the riverfront establishment and cost millions. The four-year deal includes across-the-board pay raises for workers of 50 cents an hour the first year and 40 cents an hour each of the following three years, as well as signing bonuses of \$1,500 for full-time workers, and \$1,200 for part-time workers. The preliminary agreement came after meetings set up by a mediator appointed by the Ontario Ministry of Labor to try and break the impasse between management and 3,500 Local 444 members employed at the casino in positions such as servers, bartenders, dealers and janitors. It was the first time the two sides had met since workers surprised union leaders by rejecting a recommended contract proposal. The union expects that workers will ratify the agreement this time.

## CHINA-SHANGHAI

### Clean Asia Exhibition Has Been Rescheduled

The 2004 Clean Asia exhibition has been rescheduled to take place from October 26-28 at the Shanghai International Agricultural Exhibition Center. The exhibition will also include a conference program designed to provide educational opportunities to international delegates.

## DENMARK-COPENHAGEN

### Nilfisk-Advance Acquires Fellow Producer

Cleaning equipment manufacturer Nilfisk-Advance has acquired fellow Danish producer Alto for the sum of Euro 121 million (DKK 900 million). Alto had recently filed for bankruptcy. The transaction is subject to approval by the

competition authorities in a number of countries and is expected to be in place by June 30. The combined companies will have sales and service in 31 countries in addition to a network of distributors in other countries. Nilfisk-Advance's Johan Molin has been appointed President and CEO and the future executive board will be established when the approval of the competition authorities has been obtained and the transaction finalized.

## FRANCE-LYONS

### Show To Cover The Environment And Health

Pollutec, the international exhibition of environment equipment, technology and services, will celebrate its 20th show this year in Lyons from 30th November to 3rd December. Some 2,400 exhibitors – 30% from abroad – and 63,000 manufacturers and local authority managers are expected to attend. The show will be staged in conjunction with ADEME Energies 2004, the energy savings and renewables show and will give extensive coverage to a theme of Environment and Health.

## GERMANY-BERLIN

### New Pan-European Distributor Group Formed

A pan-European distributor group was formed February in Germany. International Partner for Cleaning and Hygiene Supplies (INPACS), is comprised of four wholesaler groups; UK and Ireland based Nationwide Hygiene Supplies, Spanish-Portuguese Grupo Heleo, Italian Eurocom and Igefa of Germany. The group offers 120 branches in 16 European countries. The company will have its headquarters at Igefa in Berlin and the administration board will be made up of the four chairman from each member group.

## INDIA-MUMBAI

### Company Ordered To Promote Laborer

Brihanmumbai Municipal Corporation (BMC) has been ordered by a Judge to promote a laborer to the position of junior civil engineer. Santosh Ghavre hired by the company as a temporary laborer in 1995, swept roads, cleaned drains and performed other menial tasks while taking a part-time diploma course in civil engineering. This

class made him eligible for the post of junior engineer, but BMC, despite interviewing Ghavre for the position, refused to promote him solely on the grounds that he was not a regular employee. The judge noted that the company violated its own policy to promote in-service candidates who qualified for a higher post.

## INDIA-NEW DELHI

### Ministry Of Tourism Takes On Cleaning

**M**inister of Tourism and Culture Jagmohan, who has been promoting a clean environment to attract more tourists, has proposed an agreement with the Railway Ministry to beautify areas around railway stations at entry points to the national capital. As part of efforts to clean up Delhi, the Ministry of Tourism would take over the land around Shivaji Bridge/Tilak Bridge Railway Station. The ministry plans to thoroughly clean the area and develop green belts and landscapes.

## ITALY-MILAN

### Manufacturers Association Elects President

**T**he AfidampFAB, a trade association representing Italian manufacturers of cleaning equipment and products, has named Giampaolo Ruffo as its new president. Ruffo is Director of Italian manufacturing companies, Comac, TMB and Ruffo. The association also announced the Pulire Cleaning Exhibition will be held in Verona until the year 2013.

## MALAYSIA-SINGAPORE

### World Toilet Summit To Be Held In November

**S**ingapore-based World Toilet Organization, will be hosting the 2004 World Toilet Summit, November 17-19 in Beijing, China. The annual World Toilet Summit, which gathers toilet associations, experts and tourism officials from around the world, was first held in Singapore in 2001, followed by meetings in South Korea and Taiwan. The organization includes members such as the British Toilet Association and 17 other similar organizations from 13 countries. The British Toilet Association will be organizing the World Toilet Summit in Belfast, 26th to 29th September 2005.

## THE NETHERLANDS-AMSTERDAM

### Workers Commit To Reduce Absences

**W**orker absence due to injuries and illness is significant in Holland, where the cleaning industry employs about 20,000, one of the largest employment sectors in the country. In 2003, a Covenant on Health and Safety at Work was signed by employees, employers and the government to help reduce absenteeism due to injuries or illness and improve conditions for workers. The covenant requires that management level staff, numbering about 16,000, must attend training courses in health and safety at work before June of 2006. The goal is to reduce the number of absences from 10 percent to 8 percent by 2006 and a number of initiatives, such as ergonomic standards for cleaning equipment and job rotation for cleaning staff, are being put in place, in addition to the training.

## NEW ZEALAND-CHRISTCHURCH

### New President for BSCNZ Elected

**D**awn Glenie of Spotless Services in Christchurch, has been elected the Building Service Contractors of New Zealand Inc's national president, succeeding Brian Young. According to the association, one of her first areas of focus will be the effects of the Employment Relations Law Reform Bill on the industry.

## NEW ZEALAND-LOWER HUTT

### New Employment Law Reform Bill An Issue

**T**he Building Service Contractors of New Zealand (BSCNZ) gave testimony at Parliament's Transport and Industrial Law Reform Committee meeting regarding The Employment Law Reform Bill. BSCNZ claims the bill will be a detriment and will have four major impacts on the cleaning industry by allowing workers the opportunity to claim a government imposed redundancy payment, when a business is sold or a cleaning contract is transferred even when a job is available, forcing clients of cleaning companies seeking to change contractors and cleaners to continue to accept workers they no longer wish to have in their buildings,

reducing protection for non-union employees by prohibiting employers to offer such employees similar pay and conditions to those given to union workers, and by driving down the value of cleaning businesses by requiring buyers of such businesses to offer work to all existing employees or pay redundancy.

## UK-LONDON

### Celebrities Take Gum At Face Value

In a campaign to re-educate residents that littering the streets with gum is not acceptable, Ealing Council has put in place a GumTarget pilot project in Acton, West London. Twenty celebrities, including David Beckham, George Bush, George Michael and Shane Ritchie, are being featured on posters which aim to encourage residents to stick used gum on the images, rather than just dropping it on the floor. The celebrity boards are being supplemented by educational messages on a total of 80 posters and sheets are attached to the front of the boards, which will be removed six days a week. The council wants to educate the public that gum is costly and difficult for local authorities to remove. It says just one jet wash clean-up to remove gum last year – in Hanwell – cost £9,000, while it is believed the UK as a whole spends £150million to tackle the problem. The boards will be in place for a year and, if successful, will be rolled out across the borough.

## UK-LONDON

### OCS Lands Ernst & Young Contract

WFBS member OCS has recently landed a contract to clean Ernst & Young's UK headquarters. The contract entails day and night cleaning, window, and restroom cleaning in the nine-story office complex. More information: [www.ocs.co.uk](http://www.ocs.co.uk).

## UK-LONDON

### MITIE Adds On To Long Term Contract

WFBS member, MITIE, has added £90m to its long term order book by signing an enlarged partnering deal with total property outsourcing specialists

LandSecurities Trillium (LST), part of Land Securities Group PLC. The contract is now worth in excess of £200m. Under the new contract, MITIE will provide a range of facilities services to the former Employment Services portfolio across Northern England and Scotland, adding some 430 buildings to the Department for Work and Pensions portfolio already under contract. Arrangements for the enlarged portfolio extend to the year 2018 and provide efficiency savings that directly benefit the Department for Work and Pensions. More information: [www.mitie.co.uk](http://www.mitie.co.uk).

## UK-MIDLANDS

### British Cleaning Industry Conference Set

The Renaissance Hotel, Solihull, in the Midlands, has been chosen as the venue for this year's British Cleaning Industry Conference. The event will take place on 23rd September and, as last year, it will be preceded on 22nd by the BICSc Golf Day (venue to be decided) and will culminate in the Awards Dinner. More information, [www.bics.org.uk](http://www.bics.org.uk).

## UK-NORTHAMPTON

### BSCAI Member Sets Up UK Office

MITC, a leading software company for building service contractors, and a member of the BSCAI since 1990, is setting up a subsidiary in the UK to manage growing sales of its T-TRACCS 2000 automated Time and Attendance systems. MITC's Time and Attendance software now includes special features to help cleaning contractors in the UK comply with Health and Safety at Work legislation relating to lone workers and to calculate the statutory holiday pay for part-time employees. Companies in England, Scotland and Ireland have successfully installed MITC's T-TRACCS 2000 Time and Attendance system recently. John Graham, President and Senior Software Designer for MITC, will be the Managing Director for MITC (UK). For further information, contact MITC (UK) 0800-083-5191 Northampton, England or 1-800-959-1888 USA.

## WFBSC NEWS

The WFBSC Executive Management Group met in Rome, Italy on April 20-21. Topics on the agenda included ways to improve International Dimensions, statistic gathering to determine size and buying power of the industry, future Congresses, membership recruitment and the WFBSC Global Marketplace. Members of the Executive Management Group in attendance were: Ricardo Garcia, Brazil; Hilde Engels, Belgium; Roger Gauthier, Canada; Martin Vesey, United Kingdom; and Executive Vice President Carol Dean.

The WFBSC Task Force on Financial Strategy Development will meet on May 25-26, 2004 in Chicago, Illinois.

## CORPORATE MEMBER NEWS

### Ecolab

Ecolab, Inc., ranked 10th on the 2004 "100 Best Corporate Citizens" as named by Business Ethics magazine. In addition, Ecolab is one of only 29 companies to be recognized for five consecutive years on the list, which was published in the Spring 2004 edition of Business Ethics. Last year, Ecolab was ranked 24th overall. Business Ethics measures companies' service to a variety of stakeholders, including stockholders, community, minorities and women, employees, the environment, non-U.S. stakeholders and customers. More information: [www.ecolab.com](http://www.ecolab.com).

### JohnsonDiversey

JohnsonDiversey has been selected as a finalist in the UK's Institution of Mechanical Engineers (IMechE) Manufacturing Excellence Awards 2004, for its site in Alfreton, England. The awards are designed to encourage and reward high standards and innovative working practices, while setting a benchmark for running a successful and competitive business. More information: [www.johnsondiversev.com](http://www.johnsondiversev.com)

### Truvox

Truvox International has introduced the high performance Solaris automatic scrubber, an ergonomic, compact floor machine designed to clean any hard floor type. At 750 rpm, the 16-inch machine's interchangeable, high pressure cylindrical brushes maximize performance to clean more than three times faster than a mop. Two four-gallon, easy-fill solution and recovery tanks with solution control levers allow the Solaris to clean up to 3,300 square feet without refilling. The machine's twin squeegees and powerful vacuum motor scrub floors moving both backward and forward. The Solaris also features ergonomic adjustable handles and easy-roll wheels for operator comfort and increased ease of use, a choice of brushes for different floor types and levels of soiling, and a separate vacuum for double scrubbing. More information: [www.truvox.com](http://www.truvox.com).

## ASSOCIATION NEWS

### BSCAI President-Elect Passes Away

It is with great sadness that BSCAI announces the death of President Elect Art Barraclough, CBSE, President of Cross Gate Services, Inc. in Brentwood, Tennessee. Art was in Virginia to participate in the association's annual committee meetings in May when he passed away suddenly and unexpectedly. "Art was dedicated to BSCAI and the building service industry. He was a great champion, a true leader and a friend to all who met him. He will be sorely missed." said Carol Dean, Executive Vice President. A tribute to Art will be featured in the July issue of Services magazine and International Dimensions. If you wish to send an expression of sympathy, you can do so in the form of a contribution to the American Cancer Society at [www.cancer.org](http://www.cancer.org).



**Art Barraclough 1931-2004**

## UPCOMING EVENTS

15th Congress of the World Federation of Building  
Service Contractors

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

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

BSCAI Annual Convention and Trade Show

**Orlando, Florida**  
**April 1-5, 2005**

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

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