

# Practical

Facilities Management Magazine



**THE FACILITIES  
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volume 8 issue 1



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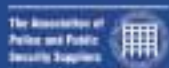
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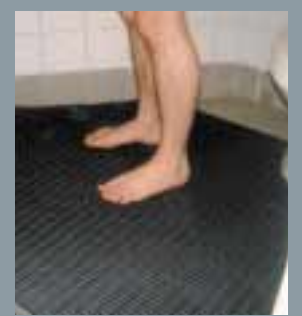
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# Practical

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## reader reply

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## PFI...the saviour of public services?

It seems that just recently whenever the words PFI are mentioned I get chill running down my spine. The Private Finance Initiative was supposed to be the saviour of our public services and a golden cash cow for the support services companies that had the clout to secure the contracts... if only.

While there are the obvious success stories, you don't have to look too far to find the flip side – the horror stories. Mowlem is the latest PFI company to hit trouble. It issued its third profit warning in six months this February, after the unexpected resignation of finance director Gerald Brown. At the same time it was revealed that a review by new chief executive Simon Vivian had unearthed a £12 million void in the firm's mechanical and electrical businesses.

Brown's resignation makes him the second to jump ship in just three months. He follows former chief executive John Gains who leaves in April. Gains tendered his resignation after the second profit warning in December. Shares fell 5.5 per cent to 205p recently and Mowlem is now predicting losses of around 7.5m for 2004.

Mowlem isn't the only support services giant having to negotiate tricky waters at the moment. The latest news in the Jarvis saga broke this December, and it didn't make good reading. Out of a portfolio of 21 PFI building projects in the construction phase, only two met the first deadline.

According to a report in the Guardian, contingency plans are already being prepared by many local authorities to ensure schools remain open should Jarvis go belly up and cease trading.

Jarvis is currently seeking a refinancing deal to claw its way out of a £240m deficit.

Perhaps Mowlem and Jarvis should take a leaf out of VT Group's book and go after the military contracts. The shipbuilding and support services company has just won military contracts worth £100m in the US, UK and the Gulf.

The lucrative contracts include working with the Royal Airforce of Oman to refurbish and re-equip a navy training workshop in Kuwait, a 5-year deal to provide logistical support for the US army in Arizona, and to refit a frigate at HMS Richmond in the UK.

Anyway, to finish on a more practical note it is worth mentioning that BIFM has announced the programme for the second 'FM Excellence' conference, which will be held at Queens' College, Cambridge on 18th – 20th April this year. Delegates will be able to choose from 35 sessions, a conference fringe, networking receptions and informal and formal dinners. The daily themes will be strategy and partnership, operations, and international. More information can be obtained on the BIFM website.

Those of you with one eye on security will also be pleased to hear that the BSIA (British Security Industry Association) in collaboration with the SIA (Security Industry Authority) have just issued a new booklet containing all the latest information, opinions and updates on how regulation will affect end-users and the security industry as a whole. This can be downloaded at the BSIA website or hard copies can be obtained by calling: 01905 21464.



# Timpson Ltd: Planet FM key to their success

You may not know Timpson Ltd by name, but you will certainly recognise their stores.

With a network of 575 outlets throughout the UK, Timpson offers a diverse range of services - from key cutting to engraving and dry cleaning. Key to their success is fully operational machinery and well stocked stores - faulty machinery or no stock equals no revenue. Timpson needed to manage this large estate of stores effectively from a central location. Planet FM from FDS Advanced Systems Ltd provided the perfect solution, and now they would be "lost without it", claimed Sara Honey, Timpson's Help Desk Manager.

Timpson's estate is managed by a central Help Desk team run by Sara Honey, responsible for running the help desk, planned and reactive maintenance, machine refurbishments and monitoring stock items throughout the stores.

Sara faced several urgent business pressures from management. One of these was to reduce the downtime of essential machinery, which disrupted the daily running of the stores and cost the company money. Effective planned and reactive maintenance and careful stock control of machinery spare parts were essential to achieve this. There was also an urgent need to streamline and speed up the process of handling thousands of calls from stores UK-wide.

Sara purchased the Planet G5 facilities management system in 1997 to provide the framework for efficiently managing the 330 stores, 300 contractors and 17,000 assets they were responsible for. Management of calls and jobs improved significantly.

In 2003, Timpson acquired the Mr Minit group of shoe repair outlets, which doubled the Help Desk team's workload overnight. Further efficiencies were required and an upgrade to Planet FM seemed the obvious choice. It offered many additional features and a more user-friendly

interface. A trial system was set up to test the additional features and fully evaluate the system. Sara was very impressed (especially with the system's new search and filter facilities) and purchased Planet FM in 2003.

Since installing Planet FM, the Help Desk team has found it very easy to use, and the system has now become central to everything they do. Planet FM's Help Desk module has enabled Sara's team to cope effectively with the increased volumes of work. When logging a call, users are prompted to enter the appropriate information and select from drop-down lists of standard faults, descriptions and actions. This minimises typing, eliminates errors and cuts the time taken to process each call. Service requests are logged then automatically emailed to relevant contractors for action within pre-agreed service level targets. Users can check that calls haven't already been logged, avoiding costly duplicate callouts or sending out unnecessary parts. In the last year, the Help Desk handled 2189 call outs, requested 2732 parts for machinery and ordered 5000 display items.



Example call logging screen with Planet FM's Help Desk module

Sara also needs to provide regular expenditure information to Regional Managers. Planet FM provides this information quickly and painlessly, eliminating lengthy preparation time. Reports can be automatically produced at regular intervals and then emailed or faxed directly to managers for an instant snapshot into how their budget has been spent.

The Help Desk team plans to manage stock control and purchasing using Planet FM. As stocks deplete, the system prompts users to place an order for more supplies, and automatically produces an order which is sent directly to the relevant supplier. This system is ideal for requesting spares for machinery and they plan to use it for stock display items too. The whole process is automated, speeding up the turnaround time, and ensuring minimal store disruption.

Timpson now uses Planet as a comprehensive centralised information system. The costs associated with store refits will now be maintained in Planet so that managers can track the costs of display items. They also plan to allow warehouse staff to close work orders when parts are despatched to branches, increasing the scope of the system outside of the traditional FM team. "I have used Planet FM since it was installed, and it has become the most valuable system for us" explained Sara Honey. Planet FM is now fundamental to the smooth running of the department. Sara continued, "Planet FM is worth its weight in gold", and all Sara's team agree. Originally set up with 6 users, there are now 9 full-time users of the system. Planet FM has totally transformed the way in which they operate, continued Sara, "It easily stores all our information, and the advanced search facility makes our lives so much easier... Altogether, it's brilliant!"

Reader Reply No.: 81116



## OCS Ireland wins ICCA Award



**O**CS One Complete Solution Ltd in Ireland has scooped a prestigious award from the Irish Contract Cleaning Association. The company won the title of Best Cleaned Premises in the country within Manufacturing for its work with IVAX Pharmaceuticals, Waterford.

OCS One Complete Solution Ltd Ireland provides a range of services at IVAX Pharmaceuticals including cleaning, security, washroom hygiene, laundry and waste management. By receiving these services through one company, IVAX benefits from OCS' One Complete Solution philosophy - a flexible approach and a can-do culture provided through one permanent on-site management team.

Chris Cracknell, chief executive of

OCS Group Ltd, said: "OCS is very proud of this award and of the Irish team's achievements. We are delighted that we have been recognised within the industry with this award.

"Work at IVAX is consistently of a very high standard. It is a credit to our employees that their unwavering hard work and commitment has resulted in this achievement."

In winning the award, the ICCA judges commented on OCS' positive attitude in helping IVAX with new work undertaken, new tasks, providing recommendations and creating positive working relationships.

Now in its fifth year, the ICCA is going from strength to strength. Membership includes nearly all the major players in the industry. The ICCA employs about 75% of the estimated 25,000 people working in the industry and membership is open to all companies that provide commercial cleaning services in Ireland. The role of the association is primarily to represent its members, while seeking to improve the status and prestige of the industry through the promotion of professional training and long-term career opportunities.

**Reader Reply No.: 81026**

## Nilfisk-Advance gets street smart

**O**utdoor cleaning has never been easier with the new range of road sweepers from Nilfisk-Advance. The innovative collection offers a choice of three robust, road licensed machines, ranging from the compact RS 500 to the versatile RS 850 and the top of the range RS 1300.

The RS range of road sweepers from Nilfisk-Advance represents a significant step forward in outdoor cleaning efficiency for local authorities and contract cleaners alike.

The fast and highly mobile machines are designed to tackle all kinds of outdoor cleaning demands, whether footpath, car park or city street. All models have a rear steering axle for tight turns and excellent maneuverability.

Weighing just 1,500 kg and with a 500 litre hopper, the compact Nilfisk RS 500 is particularly suited for congested outdoor areas and can be transported from job to job with ease. It offers a powerful 34 HP

cleaning capacity plus high suction for picking up bottles, stones and other debris. Efficient cleaning of kerbs and 25% climbing ability make the RS 500 a productive solution for a variety of applications.

The Nilfisk RS 850 combines high performance with an 850 litre hopper. This multi-tasking machine is small enough to clean pavements, yet powerful enough for productive cleaning of city squares and urban spaces - and its low noise level won't disturb the neighbours. It can climb 18% slopes and overcome 17cm kerbs and steps.

Aimed at city cleaning professionals, the Nilfisk RS 1300 has a high capacity 1300 litre hopper and offers superb cleaning results, productivity and flexibility. Easy maintenance is also an important feature and downtime is minimised thanks to intelligent design backed up by a complete maintenance programme.

**Reader Reply No.: 81021**



## Simmtronic lighting control system also operates the blinds

**W**hen Simmtronic supplied and commissioned its SPECS3 fully addressable lighting controls into the impressive 19-storey, 330,000 sq.ft. Moor House office development, in the City of London, it integrated blind controls into the system.

Electrical contractor Skanska UK commissioned Simmtronic to provide a Cat.A lighting control scheme that enabled incoming tenants to benefit from a fully addressable system from day one, with the flexibility to tailor-in specific requirements - presence detection, scene-setting, dimming, photocell control, etc.

The Simmtronic SPECS3 system was engineered to offer full addressability of every luminaire controlled from a central supervisor PC, and providing a platform for local controls to be added to meet exact tenant requirements. An innovative feature of the scheme was the integration of blind control modules to lift, tilt and close blinds. This has been configured to control a whole facade, yet is individually addressable so that control

can be segregated down to individ-



ual office level, if required. The Cat A system is now successfully installed and commissioned and the precise requirements of occupants will be accommodated in subsequent Cat B fit-outs.

**Reader Reply No.: 81013**

## Tara takes a trip to the Savoy on the bus

**T**ara Support Services took a trip from its Enfield base to London's Savoy, to share in a celebration with other Finalists at a national cleaning awards presentation luncheon.

Tara reached the finals in the Kimberly-Clark Professional Golden Service Awards programme for its cleaning services at the Holloway Bus Garage in North London. Unlike other Finalists who arrived by train or cab, the Tara team not only came by bus, but they bought one and then branded it with details of their company and the Awards programme.

The Tara bus, which was parked at the Savoy's entrance, was highlight of the day and was seen by all 450 finalists and guests. It was also used by the event organisers as the backdrop to photography and filming for the event.

Adrian Phelan, Managing Director of three year old Tara Support Services said: "Our original Routemaster London bus is now constantly on the road. Last week it was at the Coach and Bus Show at the National Exhibition Centre Birmingham and shortly it will leave for a tour of Wales & Ireland with a show-stopping display piece at the Coach & Bus Show in Dublin.



Now in their fourteenth year, The Golden Service Awards are the Oscars of the cleaning industry. Each year over 1,000 entry forms are requested by organisations large and small from all over the British Isles, to enter the 16 sectors. The prestigious Awards presentation luncheon at London's The Savoy is always a sell-out, with finalists and their guests joining VIPs from the cleaning profession to fill the Lancaster Suite to maximum capacity. This year's guest speaker was John Sergeant, ITN's famous Political Correspondent.

**Reader Reply No.: 81035**



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## Barclays banking on Simmtronic lighting controls

**S**immtronic supplied and commissioned the lighting control system employed at One Churchill Place, Canary Wharf - a 33 storey office tower soon to be occupied by Barclays Bank. The company provided fully-addressable controls for both the initial Cat.A installation and the subsequent Cat.B accommodation works throughout this 1 million sq.ft. building.

Simmtronic worked closely with the two electrical contractors, PIP Electrics and T. Clarke Plc, to engineer a predominantly presence-based system, but with daylight dimming to the outer rows of lights. However, for some specialist floors additional features were required including scene-setting functions in meeting rooms, with AV interfacing. There are also a number of feature walls with stunning lighting effects where the controls had to be set up individually at night. This is the latest in a series of major lighting controls projects for which Simmtronic has been commissioned at Canary Wharf. It has provided advanced lighting controls for many of the largest corporate clients on this development and backed up its proprietary SPECS3 systems with maintenance contracts supported by the Company's own full-time service department.

Reader Reply No.: 81014

## Get the Design Edge with DORMA

**N**ew 16 page brochure introduces the full range from DORMA. Known predominantly in the UK for its market leading door technology systems, such as automatic doors and door hardware, it can be overlooked that DORMA is also a major provider of system solutions for structural glazing, toughened glass architecture, glass wash-room cubicles and acoustic movable walls - all backed by a massive nationwide distribution and service network. Also, with the Disability Discrimination Act very much in mind,

DORMA offers expert advice to service providers by taking a systematic approach to providing practical and economic access solutions throughout the entire building. This extensive range of products and services from DORMA are all described in a new publication - The Design Edge.

RR No.: 81020

**THE  
DESIGN  
EDGE**

# A healthy approach to vending

Jan Podsiadly, Communications Manager, Automatic Vending Association

**A**utomatic vending has been around, quite literally, for centuries. The Automatic Vending Association (AVA) however is a modest 76 years old and represents the industry in the UK and Eire. More than half a million refreshment vending machines are in operation in the UK today providing a cost-effective round the clock service wherever it is required. The AVA Census 2004 reports the ninth year of continuous growth and eight million coffees and two million teas are vended every day.

Today's machines incorporate a high degree of modern technology to reliably deliver branded hot and cold drinks, snacks and food and provide consumers with familiar quality. More and more machines provide sales and service data via wireless or landline connections revolutionising the management of machines. Although cash is still predominant card and cashless systems abound, often integrating with access or catering systems.

It is a picture of a dynamic industry serving basic needs. The reason for growth is fairly simple to explain. Active on-the-go lifestyles demand refreshment wherever we are outside of the home. The expectation is high but resources to manage those expectations are limited. Staff restaurants, cafeteria and canteens are disappearing. There is a well-documented skills shortage in the catering industry, the working time directive and fairness at work all contribute together with the increase in round-the clock working to provide the ideal opportunity for vending. In fact many companies are investing in shop-fitted vending suites in atmospheric break-out areas to replace the traditional cafeteria. The real secret of success is putting the right products into the machines. Bean-to-cup coffee and high-street style baguettes may not sound like

vending but rest assured they can be standard fare.

Vending is a distribution channel with a flexibility to adapt to a wide variety of situations and demands. Vending is not only in the workplace but also in hospitals, schools, leisure centres, airports and almost any place that you can think of where people congregate. What goes through the channel is a matter of taste.

It is that taste that is currently under the spotlight. Some 18 months ago the announcement of the rise in obesity created a knee-jerk reaction that called for the banning of vending machines from schools, as if this would be the solution. Fortunately commonsense prevailed. The Food Standards Agency (FSA) with research from the Health Education Trust demonstrated their position with the publication of their Vending Healthy Drinks in Schools. Vending is seen as part of the solution. AVA for its part developed, in conjunction with FSA, the Educated Choice strategy that recommends choice appropriate to lifestyle.

At present there is no clear definition of what healthy food is. It is largely a matter of perception in the face of a variety of views. The FSA are addressing the issue but are still more than a year off announcing any resolution. AVA has just announced a seminar on nutrition to take place at AVEX 2005 which runs on 10-12 May 2005 at Earl Court 2. Eminent nutritionist Dr Michele Sadler of the British Nutrition Foundation and Professor Ron Maughan, advisor on Sports Nutrition to the International Olympic Committee will be presenting. This will be supported with a seminar on Vending in Schools from Jennette Higgs, Public Health Nutritionist with the Health Education Trust and HET Director Joe Harvey, to reinforce a common understanding of the role of food in our and our children's diets.

RR No.: 81002

## BSRIA installs high efficiency CHP unit

**B**SRIA has installed a mini-CHP (Combined Heat & Power) system at its facilities in Bracknell, Berkshire, in order to demonstrate its support and contribution to the development of renewable energy strategies. The DACHS mini-CHP unit was supplied and commissioned by Baxi Technologies UK, the Baxi Group company responsible for developing sustainable energy systems and technologies.

BSRIA is the UK's leading centre for building services technology and information, providing independent and authoritative research, testing, consultancy, publications, market data and instrument solutions. This joint BSRIA/Baxi demonstration project is aimed at proving both the performance and reliability of the DACHS unit and it is intended to lead to the production of an industry guide detailing how to retrofit mini-CHP into existing buildings.

The DACHS unit was installed by BSRIA's own personnel with support from Baxi Technologies UK proving the ease by which the technology can be integrated into a property's existing electricity and heating system. Mike Smith, director of engineering at BSRIA, commented: "We believe that this BSRIA initiative will raise awareness of sustainable forms of energy that brings benefits both to the environment and the com-



panies involved through energy efficiency and CO2 reductions. At the same time, we hope that this will encourage other organisations in the UK to take advantage of this new low carbon dioxide technology." Fuelled by natural gas, the standard DACHS unit will generate 5.5kWe of electricity and 1 2.5kW of heat which can be used for

space heating and domestic hot water use. However the installation at BSRIA includes the addition of a condenser which recovers additional heat from the exhaust of the CHP engine.

This is the first DACHS installation in the UK to include this feature, which has been included in this particular instance due to the low water return temperatures (around 45°C to 50°C) experienced at the BSRIA site. The amount of additional heat recovered through the use of the exhaust condenser is a function of the water return temperature. However early indications are that an increase in heat output of around 2.5kW is being achieved, equating to around 20 per cent. This increases the overall efficiency of the DACHS unit from 79 per cent to around 90 per cent (on Gross Calorific Value/Higher Heating Value of natural gas), representing a significant improvement in overall performance. It is thought that this could possibly be one of the most efficient CHP installations in the UK.

Reader Reply No.: 81007

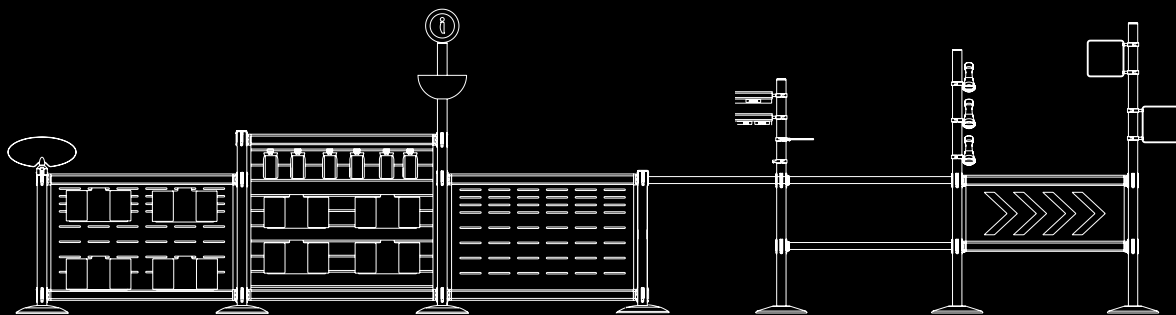




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# Made to measure loading bay solutions for Facility Managers

Life has become much easier for the Facilities Manager since the recent merger of Hörmann UK with its sister companies Dyna Seal UK and Seuster Doors Limited as it has resulted in an unrivalled portfolio of industrial and loading bay doors on offer from just one manufacturer.

All of Hörmann's products are built in-house, and they offer a vast and comprehensive selection from one single source, delivering consistent Hörmann quality across the whole range. Products available include; sectional overhead doors, roller shutter doors, folding doors, fast



action doors, personnel access doors and fire doors, and the loading equipment includes; dock levellers, dock shelters and loading bay accessories such as traffic lights, dock bumpers, vehicle restraints and wheel guides.

Hörmann's loading bay products

have become increasingly popular as they can now offer fully integrated loading bay systems which are perfectly matched to the operational and functional requirements of the individual client and its business. To be certain that the applied products are able to cope with the long term rigours of this tough environment, the use of the best available and most durable materials is extremely important. This not only applies to the use of dock levellers, which must com-

pensate the difference in height between the warehouse floor and the vehicle deck, as well as cope with the working stresses resulting from different materials handling equipment and the wide variety of vehicles being serviced.

No less important is the sealing between the lorry and the loading bay because it must guarantee a clean and dry transfer of goods irrespective of the weather or, for example in the case of frozen goods, offer protection from heat transfer. In order to ensure this the seals must be matched to the docking vehicles.

The Hörmann programme covers a broad range of different sealing systems in order to accommodate every requirement as far as possible.

Hörmann's variety of dock leveller models also allows them to offer optimum fitting options for any application whether for new buildings or refurbishments. There is also a diverse range of dock seals.

**Reader Reply No.: 81082**



## Accountability & Responsibility needed says CIOB

On the 12th January a union-backed campaign for tougher laws to prevent workplace death and injury practices has seen its first parliamentary reading. The proposed 'Director Duties' Bill will hold company directors accountable for negligent health and safety practices. The CIOB lends its full support to the aims of the Bill and sees it as the perfect foil to the corporate manslaughter legislation proposals. Under the Bill, companies would face not just fines but the prospect of custodial sentences for directors where serious health and safety breaches or negligence has resulted in fatality.

Saleem Akram CIOB Director of Professional & Technical Development said, 'The Health and Safety Executive (HSE) has reported that as many as 70% of workplace fatalities are the result of management failures. It is essential for the construction industry to constantly strive to improve our health and safety standards and processes. To reduce our current rates of fatal and major injuries further we



need directors not only to be responsible but accountable. This Bill will give a sharp wake up call to those offenders in the industry who continue to put a price on life and limb.'

Stephen Hepburn MP who is sponsoring the Bill said: 'There currently exists a state of 'legalised ignorance' for directors when it comes to health and safety. This is unacceptable. Directors are people of tremendous power and with that power ought to come a responsibility to safeguard the health of their workforce and the public.'

The second parliamentary reading of the Bill is set to take place on March 4th.

**Reader Reply No.: 81060**

## Sargents upgrades its Logistics Campus

Sargents, the specialist logistic solutions provider has recently undertaken a major reconfiguration and development of its Logistics Campus in South East London to meet increasing demands for a wide variety of storage requirements. In reconfiguring its Logistics Campus, which comprises an extensive 200,000 square feet of high quality warehousing, Sargents has also created an extra 1000 pallet spaces.

Jonathan Smith, Director of Sargents, commented: "We have in the last year seen the needs of our customers change. With online access to inventory, businesses have a higher visibility of what they actually hold in storage and this has resulted in many re-evaluating their requirements - items are no longer being put into storage and forgotten about."

"In addition to this, many of our customers are taking advantage of bulk buying opportunities which we store and deliver as when they are needed. This has

considerably changed the nature of our business and over the last two years we have significantly invested in technology to provide our customers with the systems to manage their stock from their desktop."

Sargents warehouse management system offers fully computerised inventory control, enabling customers to view their stock on-line and request retrievals and collections at the click of a mouse.

Sargents stores an extensive range of items, ranging from carpet tiles and office workstations to building and fit-out materials, many of which are often business critical to Sargents' customers.

**Reader Reply No.: 81069**





# MSL Small Works Development

**M**SL Retail Property Care Services' small works department continues to grow from strength to strength with successful completion of recent projects. MSL's project team has recently been in Manchester as part of an area regeneration scheme performing remedial works and installing new electrical cabling for street lighting.

Upon initial instruction MSL's estimating team produced a full and comprehensive quotation for all works required. Once the quotation was approved, their project management team in conjunction with their in-house health and safety officer produced all necessary risk assessment forms, method statements, site assessments and a full schedule of work.

Whether works are carried out by their own tradesmen, or fully vetted and approved sub-contractors,

MSL project management remain in total control of all small works to ensure health & safety regulations are upheld and to ensure the works programme is on time and within budget. MSL are CHAS (Contractors Health & Safety Assessment Scheme) approved (see [www.chas.gov.uk](http://www.chas.gov.uk)) and are fully committed to health and safety practices and procedures.

MSL now offer many Small Works services including new roofs, new fire break walls, store remodelling, office remodelling, warehouse renovations, car park resurfacing, car park marking, dilapidations, remedial works, recabling and more. MSL provides national coverage for all building maintenance requirements with their team of multi-skilled tradesmen and their network of strategically located approved sub-contractors and specialists.

**Reader Reply No.: 81152**



# VENDING RETURNS!

The return of **AVEX** to Earls Court 2 in 2005 is no surprise in the wake of **AVEX 2003's** record visitor attendance of 8,574\* and with 64% of visitors at manager level or above, it was a natural choice.

Of course **AVEX 2005**, the premier international business to business vending exhibition, looks forward to those visitor numbers being swelled by the strong interest currently focussed on the industry, not only because of the national interest in the obesity issue but also because of technological progress in the management of machines, environmental legislation on machine disposal and the plethora of new product/service launches that are the trademark of **AVEX**.

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- £1.5billion through the slots each year
- 8 million coffees and 2 million teas vended each day
- Focus on healthy vending options stimulating the market
- Technological progress in the management of machines
- Environmental legislation on machine disposal taking effect

**AVEX** has built its reputation over a 37 year history as the launch pad for vending products and services. It is singly the most important event in the vending calendar and sets the scene for the industry to go forward. It is an essential marketplace for all those involved in the purchase and specification of vending products and services.

Visitors to **AVEX** include directors, CEOs, owners and proprietors, catering managers, facilities managers, purchasing managers and office managers from the catering, leisure healthcare, education, local government, transport, manufacturing and commerce sectors and, of course, the vending industry.

\*ABC – including repeats

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### FREE VEND inform magazine.

Pre-registering before 18 April 2005 will also entitle you to a free copy of **VEND inform** magazine, the Automatic Vending Association's very own magazine, which includes useful, interesting and entertaining information on the industry as well as what to expect at **AVEX 2005**.

## REGISTER ONLINE OR CALL THE HOTLINE

Pre-register **ONLINE** at [www.ava-vending.org](http://www.ava-vending.org) for **FREE** entry or call the **HOTLINE 0870 020 3463** for your pre-registration invitation.

## PREVIOUSLY AT AVEX

*"When London works it is undoubtedly the best location for a national exhibition and I believe AVEX proved that to be the case."*  
Howard Colliver, Bunzl Vending Services

*"Most people I have spoken to during and after the show have been very positive about the: volumes of prospective customers, the calibre of visitors, excellent organisation of the event and venue and quality of the exhibitors and their marketing."*

Simon Heath, Teknowledge Group

*"We were pleased with the number of UK and international visitors."*  
Martyn Herriott, AM Foods

*"AVEX continues to go from strength to strength, to the benefit of all the vending industry."*

Eleanor Bane, Safer Systems

*I was most impressed by AVEX. It was well organised, with vivid and impactful displays which illustrated the high-tech but functional nature of vending very effectively.*

John M Sunderland, Cadbury Schweppes

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## York chiller lands at T5

The first of four York ammonia chillers has been delivered to London Heathrow Airport's Terminal 5 (T5).

Due to its size, the 6.6mW chiller had to be delivered in three sections, winched into the building and then assembled inside the T5 Energy Centre.

York's chillers will provide chilled water to meet the air conditioning needs of the terminal buildings. All four chillers utilise R717 ammonia refrigerant, a specific requirement of the T5 air conditioning design team who were looking for the optimum in energy efficient, environmentally aware cooling systems. York's unrivalled expertise in the design, manufacture and factory testing of high capacity ammonia chillers, along with its ability to provide local engineering and service support, were key factors in its successful bid for this £2.7m installation.

Reader Reply No.: 81033

## ICS installation in prestigious City of London project

An air conditioning system comprising 92 ceiling and underfloor mounted four-pipe fan coil units serving a mixture of modular and perimeter linear diffusers has been installed at a prestigious refurbishment project at Tokenhouse Yard in the heart of the City of London.

Wokingham specialists Integrated Controls Systems designed and installed the equipment which serves office accommodation from basement to sixth floor level.

A building management system controls all the fan coil units together with major plant in the basement and on the roof which is served by a main motor control panel built by ICS. A central supervisor equipped with modem enables remote access to the site.

A feature of the £5.6million joint development between Manhattan Loft Corporation and Ridgeford Properties Ltd was the retention of the façade of the 28,279 sq ft building.

RTT Engineering Services placed the contract with ICS.

Consultants were Mecserve.

Reader Reply No.: 81041



# Bekaert reaches new heights at Selfridges



the centre's apparently open malls. However, bright sunlight flooding into the southern end of the centre and bouncing off the futuristic white interior was causing excessive glare in some of Selfridges retail areas, particularly its top floor café Bekaert's SolarGard range of window films offered a practical and effective means of controlling the glare and restoring a pleasant ambience.

Armour Guard recommended an internally-applied, charcoal tinted, low-reflective film which reduces glare by 75% while still maintaining sufficient levels of natural light. Where glazing is laminated an externally applied film would only be recommended but the construction of the roof made this impossible in this case. Bekaert carried out rigorous film to glass compatibility tests to ensure the HP Charcoal film could be safely used with this glazing which was an unusual combination of both toughened and laminated glass. Once compatibility was established, Armour Guard began work to install 4,500

Bekaert Specialty Films and specialist dealer Armour Guard pulled out all the stops to select and install an appropriate solar control window film for the landmark Selfridges store at the Bullring shopping centre in Birmingham. An unusual glazing combination of toughened, laminated glass coupled with the height and configuration of the ceiling and also the need to avoid disruption to shoppers were all complicating factors that Bekaert and Armour Guard successfully resolved.

The Bullring has a spectacular skyplane roof - a virtually invisible expanse of glass which covers

square feet of film to the glass ceiling. To avoid disruption to shoppers, Armour Guard worked only at night over the course of three weeks, using specialist cherry pickers to access the glazing.

Bekaert is a world-leading manufacturer and distributor of specialty window films. Its products include solar-control, safety and decorative films manufactured with top quality materials and advanced manufacturing techniques. In the UK Bekaert works in partnership with a nationwide network of approved dealer installers.

Reader Reply No.: 81066

## Samsung's multi-user phone operator application safeguards customer service



Samsung Business Communications has introduced an intuitive PC-based telephone operator console that can share powerful call handling functions between multiple users located anywhere within an organisation. Used with Samsung's OfficeServ enterprise P communications systems, the new OfficeServ Operator application enhances customer service through the ability to handle all incoming calls efficiently and professionally, even during periods of high call traffic.

OfficeServ Operator makes conventional opera-

tor functions and a range of additional call handling capabilities easy to use by any authorised employee on the system. Incoming calls can be connected simply by dragging and dropping to a list of user names on screen, while context sensitive prompts show inexperienced or temporary operators what to do in any situation.

As a PC based application any user within the business can activate OfficeServ Operator, with a maximum of five operators being active at any time. This provides the flexibility for any staff member to act as an additional or temporary operator at busy periods without moving from their regular desk. Operators can be assigned from anywhere in an organisation - even home and remote workers connected to P-enabled OfficeServ systems - via leased lines and broadband Internet connections.

For experienced users, a comprehensive system of context sensitive menus and keyboard shortcuts provides a familiar and intuitive way of working, while enhancing productivity through an expanded feature set based on intelligence within the host OfficeServ system.

When it is necessary to put a call on hold, the operator can append notes concerning the purpose of the call. The operator can also edit and save caller information to the OfficeServ contact database, and activate a basic one-touch call recording function through the voicemail system for emergency monitoring or note taking.

Reader Reply No.: 81070



# Total Gutter Maintenance Reaching new heights of service



**T**G M Ltd is best recognized as specialists in the cleaning and maintenance of commercial roof and ground drainage systems on a national basis. In addition to these core activities we offer the services of roof and cladding cleaning, cut edge corrosion/metal edge protection works and gutter lining systems.

These activities utilize TGM's expertise and experience in working at heights and give you the assurance that all Health and Safety matters will be dealt with in a professional and safe manner.

**Cladding & Roof Cleaning:** Side cladding - as company image becomes more and more important in clients perceptions an external view has to be taken by all self respecting businesses. If PVC type coatings are never cleaned they become so ingrained with dirt and acid rain they become impossible to clean, therefore making regular maintenance so important in the up-keep of these types of buildings. TGM can provide a tailor made service which incorporates our working at height capabilities with our dedication for high levels of customer service, SAFELY.

Roof cladding - roof areas are often overlooked as few people have the capability of viewing these areas. Deterioration of the PVC coating, however still takes place. Pigeon or seagull excreta are a particular problem and eat into the coatings. Eventually they breakdown and expensive remedial works are needed, which

may cause disruption to trade and even damage to stock, and ultimately profits.

**Gutter Lining:** The problems with leaking gutters can be extensive and varied, and here at TGM we can offer a multitude of solutions to suit all budgets and specifications. Ranging from joint sealant and bitumen treatments, which can be conducted at the same time as a gutter clean to minimize disruption, to Unifold gutter re-lining systems which can be guaranteed for 20 years. With TGM's help leaking gutters will be a thing of the past.

**Cut Edge Corrosion/Metal Edge Protection:** Problems of de-lamination and deterioration of the coatings on metal profiled sheets present an ever-present risk to the integrity of the roof structure and ultimately its performance. TGM are a registered contractor for the SEAMSIL flexible silicone remedial system, which is recognized as the most effective metal edge protection treatment in any situation where exposed metal is subjected to aggressive moisture conditions. For peace of mind TGM takes pleasure in offering a full 10-year guarantee.



For further details of any of TGM's core service offerings please call our free-phone hotline on **0800 028 3479** and ask for a member of the Marketing Team, or alternatively visit us at [www.totalgutters.co.uk](http://www.totalgutters.co.uk) to arrange a survey of your site.



# Sustainability hot, but facilities input not? PHS Survey reveals all...

Sustainability, according to the 6th PHS Quarterly Facilities Management Survey, is an established, policy issue within most British organisations. Most interviewed FMs (70%) considered sustainability to be either important or very important to senior management, most (81%) said their companies had recycling policies and most (74%) had seen an increase in the amount of material recycled in the past 3 years. And yet, despite this, facilities involvement appears to be variable, with many FMs detached from process and uncertain about targets, measurement and financial outcomes.

The Survey - which conducted telephone interviews with 100 public sector and 100 private sector facilities professionals during October 2004 - revealed nearly one third (30%) of respondents to be either uncertain about the existence of recycling targets in their organisations, or 'in the dark' about how big those targets were.

9% of respondents didn't know how their companies measured recycled material (or said that a separate department dealt with it) and nearly half (46%) didn't know by how much recycling had increased in the past 3 years - either confirming low FM involvement in the process or reflecting another Survey observation, which is that

54% of organisations don't appear to measure

what they recycle at all.

Just over a quarter of respondents couldn't say whether or not their organisations had energy saving targets, and 72% had no idea what annual savings their energy saving measures were bringing about.

Having said that, well over half the interviewed FMs said their companies didn't actually have recycling or energy saving targets, although public sector organisations were slightly more inclined to do so (61% of private sector FMs had no annual recycling target, compared to 52% of public sector FMs and 47% of public sector FMs said they didn't have a target, compared to 68% who didn't have one in the private sector).

Other notable points about Sustainability to come out of the Survey were as follows:

- The most commonly recycled materials are paper (80% of respondents) and cardboard (50%), followed by cans (30%), plastic (26%), electrical equipment (24%) and printer cartridges (22%).
- Written and printed communications are the main strategy used to encourage recycling behaviour (49% of responses) - including memos, emails, intranet, posters and flyers. This was followed by presentations and training, recycling bins and departmental targets and league tables.
- 16% of interviewed FMs said that recycling

actually generated income for their organisation, while 35% said it cost them to recycle materials.

- The majority of interviewed FMs (40%) anticipate no particular issues with the draft regulations on Waste Electrical and Electronic Equipment (WEEE), which completed its consultation period on 29th October 2004. Through these, the Government is proposing establishment of a National Clearing House to handle all old equipment, which the equipment manufacturers have to support.
- Of concerns that were raised over the WEEE, the most frequently voiced (29% of responses) related to higher costs, namely increased equipment, management (logistics, audits and IT) and disposal costs.
- Low energy lighting (26% of responses) and intelligent heating and lighting systems (24%) top the list of energy saving measures currently in use. These were followed by heat retention (19%) and staff 'save it' communication (15%).

Peter Cohen, Chief Executive of the PHS Group plc, comments: "The PHS Quarterly FM Survey was launched for the benefit of our customers, to reveal interesting and relevant facts for Facilities Managers about their industry and about the practices and opinions of their peers.

"The Survey is of wider interest, however, as FMs are an unseen barometer of business confidence, being managers of company re-organisation, departmental investments and other grass-roots indicators of business health."

**Reader Reply No.: 81071/189**

## ICS install open system in 11-storey development



More than 450 fan coil units have been installed in a totally flexible, web-enabled open system that serves the 11 floors in a new 11,000 sq ft development fronting Arthur Street and Lower Thames Street in London.

Each fan coil unit was equipped with a programmable LON controller which, in conjunction with a return air sensor, provides sequencing to assist with the control of cooling valves and thyristor-controlled electric heater batteries

as well as devices for the integration of sub networks of LON controllers.

All floors were provided with a Tridium web-based universal LON network controller to give a global programming capability. Additional Tridium controllers on the TCIP Ethernet backbone were used within the five main control panels for the control and monitoring of primary plant

Wokingham-based Integrated Control Systems carried out the design, integration and installation of the open system under an £250,000 contract awarded by HBG. The system's "open" design enabled ICS to improve functionality within the overall project by selecting items of LON devices from the wide range offered by different manufacturers, including Honeywell modules and the central supervisor.

The end result is a user friendly system with a web server capability for access via the Internet that allows remote access and alterations to set points, operating parameters etc, and a flexibility that will enable the building to be occupied by a single company or be multi tenanted. **Reader Reply No.: 81072**

## PRIVA cuts installation costs by a third

A review of the building controls system at Jackson House in Ipswich enabled the system to be upgraded and extended and, by specifying PRIVA technology, has also cut the installation cost by a third.

Jackson House had previously been the CEBG's nuclear power training centre. Now it provides office accommodation for Jackson's staff and a tenant, Suffolk County Council. Electricity is the only energy source available which, without good control, has the potential to be expensive to operate.

The existing building controls were a mix of discrete controllers, predominantly controlling the air handling units, and two standalone outstations controlling the electrode boilers and chillers. Alan York, Jackson's Mechanical and Electrical Design Manager, was looking to replace the discrete control system as several of the controllers had failed and spares were no longer available. He consulted his PRIVA Partner to discuss his requirements.

"The client already knew that he had to replace the discrete controllers and was thinking along the lines of a networked building management system (BMS) solution

which would use the existing outstations," said PRIVA Partner Roger Coote. "He had appreciated that this would allow him an easier route to achieving his ultimate goals of introducing Internet technology to the controls' communications, improving energy management and future-proofing the BMS. However, the costs involved far exceeded Jackson's budget."

A PRIVA BMS was proposed as it would deliver all the features that were required. Leaving the existing field wiring and field peripherals (sensors, valves, dp switches, etc) in situ, a PRIVA HX8E replaced the obsolete system.

**Reader Reply No.: 81084**





## Innovative electric vehicle fleet for parks contract



Development Manager said, "The Diablines have proved to be superb. They dovetail with our environmental strategy being zero emission at the point of use and are much kinder to the park infrastructure. Being smaller and lighter than conventional vehicles, they are less likely to damage the pathways and grassed areas. Also, they have proved very popular with the public, resident's associations and the numerous Friends groups who provide much valued support across the borough."

The Cushman Diablines being used in Southwark are the Park & Garden version; complete with tipping cage and capable of 30 mph and a range of 35 miles. Designed using the latest materials and construction techniques, they are far removed from the dated and outmoded perception of the lumbering Milk float. They feature a lightweight aluminium chassis design similar to that used in racing cars and aeroplanes, grp body panels and weigh just 545 kg unladen. They can carry 700 kg, can tow up to 4 tonnes and have been supplied by Ransomes Jacobsen, the Ipswich-based specialist vehicle manufacturer.

"They have performed extremely well," said Clive Ivil, Operations Director at Quadron. "They're pollution-free, they fit the size and scale of the parks environment and have been really successful from everyone's point of view. Southwark don't just pay lip service to their environmental policy, they enforce it stringently, so you can't put a value on the environmental aspects of the Diablines."

**Reader Reply No.: 81076**

Quadron Services Ltd, the property and grounds maintenance contracting company, has taken delivery of a fleet of six Cushman Diabline electric vehicles for use in the parks and green spaces in the London Borough of Southwark.

Quadron won the five year contract for Southwark back in May and is responsible for maintaining the four main parks - Burgess Park, Southwark Park, Dulwich Park and Peckham Rye Park, plus another 92 smaller open spaces across the borough.

Southwark is committed to providing its residents with the quality environment they both demand and deserve and is achieving this through a variety of innovative and exciting measures. The introduction of these new environmentally-friendly vehicles is an example of this commitment.

Henry Thompson, Southwark's Parks Services

## Nemex 2005

24 - 26 May 2005, NEC, Birmingham

Keeping up with the demands of energy management and changing legislation can be simplified as the NEC plays host to the UK's largest energy and environmental exhibitions. Following on from last year's success, this three-day event combines the National Energy Management Exhibition (NEMEX), Environmental Technology (ET) and International Clean Up (ICU) under one roof and runs from 24-26 May 2005.

NEMEX ([www.nemex-energy.co.uk](http://www.nemex-energy.co.uk)) is the UK's longest-running event dedicated to highlighting issues and offering solutions on energy management and efficiency. It provides an essential industry forum, with new ideas and innovative technologies as well as a high level conference and interactive seminar programme.

Given that the UK wastes an estimated £5bn worth of energy annually, energy efficiency is the clear solution to clever management and cost cutting. Innovation in this sector can be seen at NEMEX, with numerous new products from the industry's top suppliers. Recognising the growing importance of renewable technologies in the marketplace, a new feature this year is the Road to Renewables, which enables visitors to easily identify exhibitors demonstrating renewable products or services.

The NEMEX conference and seminar pro-

gramme tackles pressing energy issues such as low carbon technologies, renewable energy, sustainable buildings, EU directives, UK legislation, rising energy costs, lifecycle costing, advisory services and funding. High profile speakers include Andrew Warren, Director, Association for the Conservation of Energy; Dr David Strong, Managing Director, BRE Environment; Bill Gething, Chair, RIBA Sustainable Futures Group; Ken Carter, Energy Manager, Asda Stores; Myles McCarthy, Director of Customer Services, The Carbon Trust; and Julius Brinkworth, Group Energy Manager, Sainsbury's. Sessions will provide energy and facilities managers from both the private and public sector with the latest information.

# nemex 2005

24-26 May 2005 NEC Birmingham  
National energy management exhibition and conference  
[www.nemex-energy.co.uk](http://www.nemex-energy.co.uk)

industry bodies and associations running alongside NEMEX. These include: Building Open Systems 2005; Energy Efficiency Accreditation Scheme case studies; sessions from the Energy Institute and much more! For further information or to register in advance for FREE, fast track entry to the exhibition, log on to [www.nemex-energy.co.uk](http://www.nemex-energy.co.uk) or call the Hotline on 0870 443 6089.

**Reader Reply No.: 81160**

## Fire Service use Magiboards printed whiteboards and mobile stands

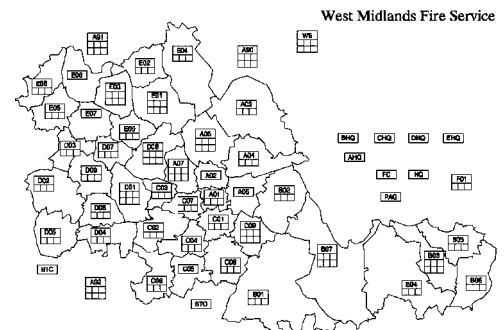
West Midlands Fire Service Headquarters in Birmingham recently purchased two silk screen-printed vitreous enamel steel "Map" and "incident" boards on mobile stands from specialist visual aid solutions manufacturer Magiboards.

The boards were designed and printed from diagrams supplied by West Midlands Fire Service. The map board was printed on both sides with regional and national data. West Midlands Fire Service, comments: "The boards are being used in a number of areas to aid training, provide current relevant information for staff and allow us to provide business continuity during times of IT outage".

"Magiboards were able to provide a service for us in an economical, efficient and professional manner, being able to meet all our requirements. Regular liaison during the production process ensured the product was correct. We are also pleased with Magiboards after sales service.

Magnetic rondals and special coloured magnets with text were supplied to accompany the boards. These magnets are used to denote places and items on the boards.

**Reader Reply No.: 81067**



## EMS completes NHS Trust traffic management scheme

EMS have now completed their parts of the 3 phases of the Sandwell and West Birmingham NHS Trust Traffic Management Scheme. The scheme covers three hospitals, Sandwell, Rowley Regis, and City. Each hospital had its own particular requirements for vehicular access control, car parking, ticketing and revenue collection. Also various categories of users were needed, with some areas having many possible users within different categories

Since the project was started in November 2002 there have been some additions and the system now comprises as follows; 3 hospital sites, 1 server, 9 network processors, 14 parking areas, 24 barriers, 7 entry terminals, 8 exit terminals, 11 access control terminals, 6 pay stations, 3 validation units, approximately 8,000 proximity cards and approximately 10,000 vehicles per day use the three sites - the busiest lanes handling up to 3,000 vehicles per day.

**Reader Reply No.: 81077**



# Portakabin launches first modular children's centre

With the Governments' 2006 deadline for providing 250,000 new childcare places fast approaching, Portakabin has built the first-ever modular children's centre in a bid to help local authorities achieve this target.

The modular nature of Lilliput children's centres means facilities can be up and running fast. In fact, a modular children's centre can be completed in a fraction of the time of the traditional build alternative. This is welcome news for SureStart programme managers who need to get projects completed before the wave one March 2006 deadline.

Rob Hall, Portakabin's Business Development Manager for Education, said: "The children's centres initiative, instigated by the Government as part of the SureStart programme, aims to provide children and parents with affordable, good quality childcare, family healthcare, legal and career clinics and parenting skills to help create stronger, safer communities for children to grow up in.

"Our new Lilliput children's centre has been developed to provide a solution to all these requirements and has been designed to enable local authorities to start providing these facilities as quickly as possible."

Portakabin is also able to provide a full turnkey package, which includes everything from taking care of planning permission applications and the foundations for the building, through to the furniture, carpets and décor, therefore reducing costs and timescales. The specialist education team



provide advice and guidance throughout the entire process with architects on-hand to help develop the design of the centre.

Rob continued: "Our team of specialists have worked in the education sector for many years and are experienced in helping customers identify ways in which to fund projects. This can often help customers to save valuable time enabling the project to be completed on time and on budget."

The Lilliput children's centres include a wide range of features that make them an ideal learning environment for both children and the wider community, they can be constructed as stand alone buildings or used as an extension to an existing building to enable all the facilities required of a children's centre to be provided.

The design of the buildings has been inspired by the Reggio approach, the pioneering high quality childcare and education system developed in the Italian district of Reggio Emilia. This design philosophy is based around an open, communi-

ty encompassing building, which is exactly what children's centres are all about.

Children's centres must meet all permanent building regulations, Ofsted guidelines and National Daycare Standards. They provide facilities for the whole community including parenting support, employment advice, after school and breakfast clubs, as well as a base for childminders and social. Rob continues: "Incorporating the latest thinking in the design of children's and community facilities, the layout of the buildings is made up

of multi-functional, flexible spaces that flow into one another. In accordance with the Child Protection Act and anti-bullying policies, there are very few corridors, which also ensures easy access for all users.

"Each Lilliput children's centre is designed to meet the individual requirements of the customer, which may include reception areas, pushchair parks, kitchens, breast feeding rooms, interview rooms, classrooms, and food preparation areas."

The buildings are always designed to be user friendly for all. For example, colours are chosen carefully to ensure ease of use for people with visual impairments, and the layout of each centre is carefully considered to allow easy access for wheelchair users.

In addition, Portakabin has recently announced another modular industry first by launching a pioneering warranty package, which now comes as standard with all new buildings.

**Reader Reply No.: 81080**

## Forward thinking Fulleon account managers

Market leader in design and manufacturing of alarm signalling devices, with a vast range of quality products available, Fulleon has selected high calibre key account managers to support existing and new customers.

The experienced account managers are Neil Primrose, Cliff Willson, Matt Preece and Tim Swift. The close team have an integrated approach to working with customers and have demonstrated their capabilities at Fulleon by establishing good customer relations and implementing strategic techniques that benefit the customer and Fulleon.

Neil's career profile involves extensive travelling and he is Export Sales Manager at Fulleon. Previously he worked for the com-

pany AEGIS in America, where he was appointed lead consultant for South Jersey Security, risk assessing pods and harbours against terrorism. His technical knowledge on security, combined with business applications, is being utilised at Fulleon to generate business opportunities throughout the world. Cliff Willson manages the accounts for the North UK, Scotland, Wales and Ireland. He has worked before as a National Account Manager for the top 20 UK customers of previous employer RS Components including BAE Systems and the Tyco Group.

Matt Preece is the Key Account Manager for the Southern regions. Having come from a business management background working in various European countries, Matt recognises that Fulleon is evolving, and he is using his experience to expand the customer base.

Tim Swift is a recent addition to Fulleon, taking the role of Key Export Account Manager. Prior to joining Fulleon he worked for GENT fire specialists as an Area Manager for East Anglia.

**RR No.: 81101**



## Bowled over by the OCS stand



Property support services company, OCS and Surrey County Cricket Club celebrated the topping out of The OCS Stand at The Brit Oval in a traditional ceremony on 25 January 2005.

Alec Stewart OBE and Mark Butcher were joined by Surrey partners, including OCS chief executive Chris Cracknell, and the press on the top floor of the redeveloped OCS Stand where they completed the ceremony by turning the final nut.

The ceremony was also attended by members of the board of Surrey County Cricket Club and The Rt Hon John Major CH.

Chris Cracknell, Chief Executive of OCS, said: "OCS has supported cricket in Surrey for many years.

This includes sponsoring Mark Butcher for eight years and then the annual Kwik Cricket tournament, a grass roots sporting event. We are extremely pleased to now be supporting the club again by sponsoring The OCS Stand, and I look forward to its comple-

tion later this year."

Mark Butcher, Captain of Surrey County Cricket Club, added: "This is an historic moment at the start of a massive year for cricket and for the Brit Oval. The ground has been a part of my life for as long as I can remember, and the redeveloped Vauxhall End is very impressive. I have played in front of capacity crowds here, but believe that the extra 4,000 seats will create an atmosphere to rival anywhere in the world."

The £25 million project at the Brit Oval will be completed in May 2005, and The OCS Stand will be used at the first international after this, England v Bangladesh, a NatWest Series One Day International on 16th June.

**Reader Reply No.: 81102**



## Rapid resource booking with Quickbook



Integrated Solutions, the UK's leading developer of resource management solutions, has announced the immediate availability of QuickBook, a unique resource booking solution. Used in conjunction with Integrated Resources, the server-based central booking system, it allows large, unlimited numbers of staff to book corporate resources such as meeting rooms, hot desking, pool vehicles and sports facilities around the world.

Being browser based, QuickBook enables staff to make rapid bookings from any computer or PDA with Internet access 24 hours a day without needing to speak to a booking clerk. Accuracy is assured as users are automatically prompted to specify the meeting date and time, number of attendees and room layout. Users can assign a cost code to each booking and specify the

meeting attendees using the database contained within Integrated Resources.

Additional resources that will be available at the time of this booking, such as audiovisual, catering or video conferencing can also be ordered. Catering services, from simple refreshments such as coffee and tea through to a full banquet, can be specified with quantities automatically allocated according to the number of meeting attendees. Users are prompted to confirm the times that these services are required.

According to Jason Raffo of Integrated Solutions: "QuickBook is a powerful tool that gives large numbers of staff the ability to rapidly book corporate resources. It gives organisations a cost effective way of improving the resource usage whilst helping to control costs."

Unique validation rules ensure that bookings can only be completed after all the required information has been provided. When finished, QuickBook notifies the system administrators so that bookings can be confirmed. If required, meetings can be quickly and easily rescheduled by cutting and pasting them complete with attendees and ancillary services to a new time. Users can also copy and paste previous bookings which saves time when organising similar events. Recurring meetings and block bookings are also easily booked.

QuickBook also enables organisations to significantly reduce support and training costs, as it is exceptionally easy to use. In addition, because it is a thin client application, no software has to be installed on PDAs, desktops or portable PCs. This makes future upgrades a simple and straightforward process.

**Reader Reply No.: 81086**

## Jurys Make Good Decisions

Jurys Doyle Hotel Group is one of the fastest growing hotel chains in Europe. They currently have 34 hotels in the UK, Ireland and the US with a further 3 due to open this year. The Group have their roots in Ireland and can trace their lineage back to 1839.

With a portfolio of 3-, 4-, and 5-star hotels and inns in prime city centre locations the group aims to offer business and leisure travellers a range of accommodation and services to suit their needs. Ensuring that ambient temperatures and sufficient water pressure can be met at peak times throughout the year, are critical components of a winning formula for many applications, but for the hotel industry they are absolutely essential prerequisites.

Grundfos Pumps supplying through BSS, Belfast and working in conjunction with consultants Caldwell Partnership and H&V Contractors Litton

Group all Northern Ireland based has been working in partnership to specify a range of pump solutions that meet individual site demands.

The newest locations to open include: Jurys Inn Glasgow, Jurys Glasgow Hotel, Jurys Inn Leeds and Jurys Inn Heathrow, all of which have benefited from Grundfos booster sets (fixed and variable speed to maximise energy efficiency), Grundfos pressurisation units and a range of TP pumps. A further two hotels are currently under construction in Southampton and Nottingham and will open this year.

The specific selection in terms of head and flow rate for the pumps and booster sets have been chosen to meet the specific needs of each site to maximise both performance and energy savings.

Today the Jurys Doyle Group offers a total of 7,510 bedrooms and employ 4,500 people, they have created a winning formula by offering a range of accommodation that 'plugs an identifiable gap' in terms of delivering hotels and inns to where the demand exists at an identified level i.e. 3-, 4- or 5 star premises.

Creating a successful template involves ensuring all the constituent pieces contribute to the end result, by selecting Grundfos; Jurys have a pumping partner who will help them deliver to meet the most exacting demands.

**RR No.: 81097**



## Pickfords launch revised and updated website

The new site, which has been redesigned in the new Pickfords corporate identity, is the final piece to the suite of literature, case studies and flyers that were developed throughout 2004 to aid better communication with Pickfords' extensive customer base.

The fully interactive site provides a direct link to rmfast-track, the company's web-based access tool for managing your data and records.

Is your company vulnerable? Do you need a Business Continuity Plan? The Pickfords' site provides links to help you with this as well as brand new case studies, legislative updates and hot topics.

You can visit the site by clicking [www.pickfordsrm.com](http://www.pickfordsrm.com) or by following the link from the main [pickfords.com](http://pickfords.com) home page. Pickfords Records Management provide document management solutions from physical storage, media and tape rotation, retention scheduling and scan-on-demand services through to image hosting and web-based access.

**Reader Reply No.: 81109**



## Romeo - A chiller lovematch

Romeo is the very Italian name of the new remote chiller monitor from Aermec, Italy's leading air conditioning manufacturer and Europe's largest manufacturer of chillers.

It makes all the operational information of a chiller available via a mobile phone. It delivers fault diagnostics to the phone which can then give commands back to the chiller, via Romeo, thereby reducing the necessity for site visits by service engineers. If a site visit is required, however, by showing the engineer what the problem is, he can take with him any parts that are needed to effect repair.

Romeo will operate with any Aermec chiller.

**Reader Reply No.: 81120**



## Grundfos: National Assembly for Wales



The new National Assembly for Wales will formally open in August 2005. The new 5,000 square metre building is costing £40.9 million.

The building design is innovative and state-of-the-art and is designed to make maximum use of renewable energy sources along with natural and passive systems to heat and cool the building.

With such an emphasis on 'green' principles, it is not surprising that Grundfos Pumps Ltd. with their world renowned variable speed range of pumps and pumping systems have been the main provider of pumps, pressurisation units and booster sets.

The TP ranges of in-line centrifugal pumps will be at the heart of operations within the Assembly - Grundfos having supplied a total of

24 of this family. All but one of the pumps are from the TPE series of electronically speed controlled pumps that offer a 30-50% energy saving over fixed speed counterparts. In addition all TPE pumps feature ultra efficient EFF1 motors. This family of pumps are suitable for a wide range of application including heating, air-conditioning and a range of industrial processes.

As well as ensuring adequate supplies of hot and chilled water and providing the underfloor heating, Grundfos are also providing the pump that will allow the collection of rainwater (grey water) that will be collected from the roof, to supply the toilets and provide water for washing windows.

It is expected that with the wide range of energy efficient and effective steps being taken the building will run at approximately half the energy consumption of the current best practice for office buildings (75kW per square metre compared to 130kW per square metre).

Grundfos worked on this project with consultants BDSP of London, contractors MJN Colston of Bristol and supplied the pumps via BSS Bristol/Cardiff.

**Reader Reply No.: 81098**

## CPFilms introduces innovative privacy window film

In response to customer demand, CPFilms has introduced an innovative privacy window film for designers and facilities managers wanting a one-way mirror effect. A technical information sheet on the new film has also been published. Improving privacy through glass is becoming more and more of an issue to specifiers, according to research conducted by CPFilms, which reveals that building owners and designers regularly require total privacy provision in their premises, often requesting a 'one-way mirror' effect.

There is no such thing as a total 'one-way mirror', but the effect of one-way vision through glazing can



be recreated with CPFilms' LLumar RN07G privacy performance window film, launched in response to this demand.

Total privacy can be achieved by controlling lighting levels and with the use of a suitable intermediate material. The LLumar film has a relatively high reflection and relatively low light transmission, and when compared with traditional, highly reflective silver type window films, this new privacy film has significant benefits:

- External light can be lower to achieve the greater privacy
- It is significantly easier to see through the film and glazing to the outside under general lighting conditions
- It is more aesthetically pleasing, both inside and out

In addition, this new privacy performance film will reject 80% of all unwanted solar energy, thereby providing more comfortable working conditions during summer months. It also reduces glare by 90%, which increases visual comfort for the staff using computers or involved with detailed work. It will also block 99% of harmful ultraviolet light - which is one of the major causes of fading.

**Reader Reply No.: 81104**

## Big tick for Dalkia from North Somerset secondary schools



Helping North Somerset Secondary Schools to concentrate financial resources on the educational priorities of teaching and materials, Dalkia is currently mobilising a major new services contract clearly focused on controlling energy costs.

Combining technical services with energy supply through its innovative 'Performance Partnerships' offering with EdF sister company SWEB Energy, the contract was won against stiff opposition after extensive discussions, both at County level and with each of the twelve schools involved.

Dalkia's initial remit covers plant maintenance as the staffing point

for a much wider-ranging programme of Dalkia-supported capital investment in new plant and energy-saving initiatives - all designed to bring even greater returns for the secondary schools in the Authority. Each school will be surveyed and a tailored business plan developed for a future

capital programme to ensure long-term carbon reductions and financial savings.

"The Council seeks to achieve value for money, but is equally conscious of its environmental obligations," says North Somerset Energy Manager Steven Hodges. "Through this unique approach to our energy requirements, we are controlling our costs and demonstrating our responsibility to our community charge payers, whilst at the same time achieving a really positive contribution to carbon reduction."

It all adds up to full marks for Dalkia, SWEB Energy and North Somerset Schools.

**Reader Reply No.: 81110**

## Expresso Brown provides the perfect match

A new extension at Christchurch High School, Ashford, Kent has been completed with an unusual 'stepped' fascia and soffit from Celuform.

The roofline on the original buildings is stained timber. To ensure the new construction would blend in with the original, the architect decided to specify Celuform's low maintenance Expresso Brown PVC-ue fascia and soffit boards.

The overlapping roofline design is also a feature of the main buildings and it has been replicated on the new extension.

The Expresso Brown finish now comes with a 15-year guarantee against defects and discoloration. It is available on a large selection of Celuform's best selling roofline and cladding profiles, including Open V-Joint, Elite, Conquest and multi-purpose board.

Developed by Dupont for the aerospace industry, the PVF foil, which is bonded to the surface of the board, is designed to withstand extremes of temperature variation and ultra violet light exposure. These properties are vital where



large areas of PVC are subjected to weathering such, as on the cladding of buildings. The foil is exclusive to Celuform and is the highest specification product of its kind available in the UK.

Because Expresso Brown is available for the Conquest fascia system, as well as Open V-Joint cladding, the whole frontage of a property can be clad in matching dark brown roofline and weatherboarding.

Celuform offers a wide range of foiled and coloured profiles that are guaranteed against fading and changes in colour.

Celuform supplies stockists throughout the UK and Europe. The company was the first UK manufacturer of PVC-ue building products and is now a market leader.

**Reader Reply No.: 81111**



# CIOB President calls for unified Government for the construction industry



The Chartered Institute of Building (CIOB) held its 46th Annual Dinner at the Guildhall, London on Tuesday 8th February.

In the long tradition of this event a variety of distinguished guests, fellows and members attended the evening joining Principal Guest Speaker John Gummer MP, former Secretary of State for the Environment, to celebrate the success of the CIOB.

One of the key messages at this year's Annual Dinner came from Geoff Wright CIOB President and director of Hammerson UK Properties, who called for the Government to form a single Department for the Built Environment saying, "The Government is the largest client of the industry creating 40% of demand. When our

guest speaker, John Gummer, was Secretary of State for the Environment the majority of construction and the built environment were within his single department with a Minister of State supported by Junior Ministers. Today we have a junior minister from the DTI who shares his duties with that of Energy and Small Business and the remainder of construction is spread amongst a total of 13 different Government departments. "The Government must reverse their fragmented recognition of the industry. We need a single Department for the Built Environment after all as the biggest customer they have most to gain from a focused approach and that must be in the public interest."

Graham Watts, chief executive of the Construction Industry Council echoed this message by saying, "We are fortunate to still have a few valiant and hard-working individuals rooting for the industry in Whitehall but their abilities are effectively buried under the dead weight of the DTI. Our problem is that now we need to hire the Albert Hall in order to reach all the scattered parts of Government that impact upon our industry. The impending General Election is an opportunity to put things right. There is a chance to create a single Department, led by a Cabinet Minister who has the time and the inclination to get out and speak to the industry a Department which will join together the responsibilities for sponsoring the various elements of designing, constructing, managing and maintaining the built environment."

**Reader Reply No.: 81117**

## Office meetings survey is grim reading for facility managers

UK Facility Managers are being warned to pay close attention to a shocking new survey that suggests most companies are wasting huge amounts of time, money and resources, each year, because of their inability to manage their own meeting rooms and associated resources.

The survey, commissioned by London software developers RNM Systems Ltd, ahead of the launch of its new Condeco online business tool for booking and managing meeting rooms and resources, makes bleak reading for many Facility Managers, who are frequently relied upon to manage this vital business function.

The national E-Media survey attempted to discover how businesses perceived the booking, cost and performance of their meeting rooms, as well as the process of sourcing materials for them, such as audiovisual equipment, IT services and basic refreshments. The main findings of our survey reveal that:

- Only 9% per cent of PAs said they felt fully in control of meeting planning
- A staggering 87% confessed they worried that things could go wrong when organising important meetings
- Cost contain-

ment proved difficult with almost half (45%) saying they had little or no idea of the costs related to the meeting rooms and resources they routinely booked

The survey also turned up some very interesting operational information concerning the management of meetings in the workplace:

- About 12% of companies used specialist room booking systems
- A third of respondents have the basics of meeting scheduling available through diary systems like Microsoft Outlook
- A third use a simple paper-based system

Condeco by RNM Systems Ltd removes all the uncertainty associated with the booking and resourcing of meeting rooms. It's a simple, web-based system, which

allows Facility Managers, PAs, Reception or anyone with clearance - to check to see which rooms are available, allowing them to search multiple locations, floors, or even departments.

Using special tick boxes and menus, every aspect of a meeting, such as the pre-ordering of refreshments, audio-visual equipment, or extra seating, can be arranged. Keeping tabs on costs is no problem either. The expenditure can be fully tracked and invoices offset against specific cost centres.

**Reader Reply No.: 81137**

## Doors, cylinders and Multi-suites

DOM UK, part of the Black & Decker Group, is one of Europe's leading manufacturers of door security, designs and locking systems for many different buildings.

A recent example is the new student residence at Leeds University, designed by architects Carey Jones. Here the master-keying system services 500 bedrooms using 700 different keys linked through 80 individually programmed sub-suites. The hardware to operate the system is the DOM R55 door cylinder.

The R55 provides the flexibility of security which is essential where there is a mix of different security requirements and changing occupancy. The door cylinder has the benefit of being lockable from both sides as well as universal for fitting to any thickness of door; it can easily be retrofitted, expanded or removed. Mechanical and electronic performance can be combined with the addition of an electronic transponder clipped to the key. **RR No.: 81133**



## CIOB Presidents medal awarded

This years Presidents Medal was awarded to Paul Everall CBE FCIQB for his outstanding commitment and excellence in construction. Paul was head of the building division in the Office of the Deputy Prime Minister for 13 years. He was responsible for all aspects of policy on building control, housing warranties and the implementation of the Construction Products Directive. **RR No.: 84147**

## Software monitors test productivity

Portable appliance test specialist Seaward Electronic Ltd. has introduced a new software program for the efficient monitoring of electrical safety testing activities undertaken in the field.

The new PATGuard Time Manager program has been designed for use by electrical contractors and service team managers and provides a better understanding of tester use and the performance of engineers in the field.

The new software provides clear information on the test activity of individual users - providing such details as duration of testing, number of tests undertaken and time between jobs.

Advanced data selection features allow users to focus directly on the important operational information needed to improve understanding of test operator productivity and efficiency.

PATGuard Time Manager software runs independently from the main PATGuard Plus test results recording program to ensure total confidentiality. The new system uses tamper proof data generated directly from the test instrument for comprehensive analysis and display purposes. **RR No.: 81125**



# Muratec's new MFX-1330 is feature rich and economic to run

Muratec, the multifunction specialist company, has launched the MFX-1330 multifunctional system. For maximum flexibility the MFX-1330 can be used as a desktop copier, fax, scanner and printer with network printing and scanning options. In line with Muratec's policy of offering customers low total cost of ownership, the MFX-1330 has a 0.75p cost per copy because it uses Muratec's new high yield toner\*.

As part of Muratec's pioneering low cost TCO strategy the economical MFX-1330 has separate drum and toner units to minimise operating costs. The 30,000-page drum life (two page cycle) ensures low running costs while the toner cartridge produces 16,000 sheets at six percent coverage. The MFX-1330 automatically requests consumable replacements and engineer servicing. With a total design life of 300,000 pages the MFX1330 is far more robust than most multifunctionals



designed for SoHo rather than commercial use. As a desktop digital copier the MFX-1330 has a range of features for high productivity output.

Copy speed is 13 pages per minute with a first copy out time of just twelve seconds. The MFX-1330 has an ADF (automatic document feeder) that can stack up to 80 originals for fast throughput of copy jobs. The 8Mbyte (650 pages of text) standard memory can be used to store copy jobs and is upgradeable to 40Mbyte (3,370 pages of text).

Copy resolution is 600 by 600 dpi using LED print technology for high quality copy output. Copies can be reduced or enlarged from 25% to 400% using the MFX-1330's zoom facility, with eight pre-set zoom ratios for standard settings. The MFX-1330D model variant also allows duplex (double sided) copying or printing, including two single sided originals to one dou-

ble-sided copy.

The MFX-1330 has a 500 sheet A4 paper drawer as well as a 50 sheet bypass facility. An optional 500 sheet paper drawer can be added to give a total paper capacity of 1,050 sheets. Paper up to A4 in size and 128gsm in weight can be used with the MFX-1330.

As standard the MFX-1330 can be used as a GDI computer printer with colour scanning facility. An optional network upgrade is available with a PCL6 print controller allowing network printing and black and white scanning to hard drive, e-mail or Internet fax. For fax operation the MFX-1330 has a 33.6k bps modem for a fast 2 second per page transmission speed. ITU-T Super Group 3 standard is supported with JBIG compression.

A triple access facility means that the versatile MFX-1330 can perform three functions simultaneously for example receiving a fax into memory, printing from computer and also scanning.

Commenting on the launch of the MFX-1330, Jonathan Whitworth, Sales and Marketing Director for Muratec said, "The MFX-1330 is another winner for Muratec. It has been designed specifically for commercial rather than domestic use so it is fully featured, reliable and economic to run. Running and servicing costs are an important part of our TCO arguments so the MFX-1330 has been designed for optimum drum life and toner capacity. We anticipate high levels of sales to our corporate customers".

**Reader Reply No.: 81144**

## VIGIL 'EVAS' enhances VIGIL2 voice alarm product range

Baldwin Boxall will be launching the feature rich VIGIL 'EVAS' master and slave units at the forthcoming ProLight & Sound Exhibition, Frankfurt (6th-9th April 2005) International Fire Expo, Birmingham (16th-19th May 2005) exhibitions. A DSP processor-based routing matrix designed for the Voice Alarm/Voice evacuation market, the VIGIL 'EVAS' is

changed via the front panel USB port.

By utilising the slave unit, inputs are increased by a further twelve, outputs by a further sixteen and messages by a further twelve. Up to five slave units can be added to the master to allow a maximum of 68 inputs, 87 outputs and 30 messages for a BVRD2M system. Networking facilities are also dra-

designed to meet all current, and even future, standards for Voice Alarm systems, including BS5839 part 8 and EN60849.

This new product comes in the form of the BVRD2M master and separate BVRD2S slave, both of which are housed within a 1 unit 19" rack mounting format. The BVRD2M has eight electronically balanced inputs and seven electronically balanced outputs. Inputs 1 and 2 have an 'all call' processor bypass as well as a dedicated in-built 'all call' fail safe emergency message generator in the event of a processor failure. The BVRD2M has the facility to store six messages that can be easily

automatically improved and up to 128 BVRD2M units can be linked to provide an extremely sophisticated decentralised Voice Alarm network. Currently the system can be networked using fibre, copper or VOIP. The master unit also has a built in real time clock for detailed fault and history reporting, both of which can be accessed via a modem to allow remote maintenance. Baldwin Boxall's R&D team have allowed for audio delay of up to 1 second on all outputs with 10 band parametric EQ to achieve a high degree of audio processing which enhances the systems intelligibility.

**Reader Reply No.: 81132**

## Hörmann provides the loading bay solution for ProLogis

Recognising the quality of the product and level of service available from Hörmann, ProLogis, the UK and Europe's leading provider of distribution warehouses facilities recently commissioned Hörmann UK Limited to supply the loading bay materials for a large distribution centre that was recently built for and is now occupied by the Cooperative Group at ProLogis Park in Coventry.

The Contractor for the job was Winvic, who had worked with Hörmann before and were happy to recommend them to ProLogis for this project. In all Hörmann supplied and installed materials for 28 bays, including dock levellers, shelters, loading bay doors, and extras such as LED traffic lights, internal dock lights, composite control panels, dock buffers with steel face plates. They also supplied two level access doors, fourteen steel fire exit doors and two fire shutters.

Alan Jenkins, Commercial Director of Hörmann Industrial Doors commented: "Too often products are value engineered in an attempt to



remain competitive, and often quality is sacrificed for cost. For example loading bay doors have to be stronger than domestic garage doors, and yet many companies will provide the same spring and other operational components for both. Hörmann Industrial Doors are fitted with much stronger and more durable parts, and built specifically fit for purpose, which are tested and built to the quality you would expect from Germany."

**Reader Reply No.: 81138**



## Construction workers must wear Pulsar neon®, insists Lafarge



Lafarge, one of Britain's top five construction companies, carries out major re-surfacing works on motorways and airfields throughout the UK. After exploring several options to increase the visibility and safety of workers on site in dark or dim conditions, it is now a site requirement that all Lafarge employees, sub-contractors and suppliers wear Pulsar neon® garments that incorporate Pulsar neon® electro-luminescent light systems.

The award-winning Pulsar neon® electro-luminescent light system, attached right round the chest and back of the garment, can be activated to flash intermittently or stay constantly bright, providing greater visibility from any angle. Garments incorporating the active light system in addition to passive Reflective Material exceed the high visibility Standard of EN471. Pulsar neon® garments provide up to five times the protection of traditional hi-vis garments as the light cord can be seen from up to 1000m,

even in complete darkness.

Steve Young, Health, Safety and Environmental Advisor at Lafarge explained, "On average, there are between 200-300 staff on site at any one time. We operate a 24-hour shift pattern to minimize disruption and delay for the general public. The greatest problem for construction workers working in dark or dim conditions is lack of conspicuity. In poor visibility, they are at a greater risk of being hit by moving plant vehicles or delivery vehicles."

Lafarge's need for an alternative to traditional hi-vis garments was identified when BAA contracted the company to re-surface an airfield at London Heathrow Airport. Steve continued, "When working through the night, although we installed artificial lighting in the centre of the site, it was apparent that the workers on the fringes of the site had less visibility, and were difficult to pick out amongst the glow of the artificial lighting. This made them more vulnerable to the risk of being struck by a moving vehicle. We needed a reliable, easy system that provided instant conspicuity for the individual. We trialed many different options, and Pulsar neon® garments provided the ideal solution. They are easy to wear, easy to operate, they are robust enough to withstand the environment and they are cost-effective. Ultimately, they have improved the conspicuity and safety of the site staff - there is no mistaking the presence of a Pulsar neon® garment wearer, even in complete darkness." Lafarge construction workers are supplied with a traditional hi-vis garment for day-time use and a Pulsar neon® garment for use in dim conditions, bad weather or throughout a night-shift.

**Reader Reply No.: 81006**

## Extending the benefits of hire

Eddie Bance, Director of Steljes Hire, one of the most comprehensive fleets of audio visual rental equipment in the UK, talks about the introduction of Fixed Term Extended Hire to bridge the gap between short term hire and purchase.

"With pressure on companies to be innovative and maintain cutting edge resources, whilst also ensuring that costs are kept to a minimum, it is hardly surprising that more organisations are looking at hiring their audio visual equipment.

On a basic level the benefits of hire are obvious. Presentation products are a major capital purchase, but with the rapid rates of technology development products can quickly become obsolete. Hire options can feature a range of rental programmes that can help organisation cater for bespoke requirements that may come up through additional ad hoc presentations, conferences and exhibitions taking place through the year.

While these standard rental schemes are ideal in supporting short-term product requirements, the financial benefits of hiring technology such as Audio Visual and IT equipment over a longer period are significant. Steljes Hire's new scheme allows hire of AV equipment for everyday use.

In large organisations it is difficult to keep budgets under control when the purchase of expensive electronic presentation equipment such as projectors and plasma screens is done across various departments. Add to this the sheer volume of the average company's requirement and high depreciation rates, and your budget can easily get out of control.

Fixed term extended hire removes the high initial investment in the technology and allows an organisation to plan its monthly costs.

Fixed Term Extended Hire is in part based

on product depreciation costs, therefore any loss from an unforeseen decrease in final value is carried by us.

The option of a technology refresh means that regardless of the term of the contract, the most up to date technology will be in place. Importantly as well as providing the technology itself, our Hire team can provide facilities managers with any advice they may need on the best product for their requirement and how to get the most from the latest equipment.

Our commitment to our clientele is a major part of the contribution to their success in this sector of the market. Customers are trained with the supplied products, and would offer this service to new clients where necessary.

Our clients can be confident that we will provide only the very latest cutting edge equipment from the world's leading manufacturers. Our portfolio includes the most up-to-date LCD and DLP projectors, the largest flat screen plasma displays, TFT screens and sound equipment. The rental fleet is constantly updated in line with developments in technology.

**RR No.: 81141**



## "CentralLine City" - unique web guide to energy-efficient hvac

"CentralLine City" is a unique animated web guide to energy-efficient heating, ventilation and air conditioning (HVAC) system automation in small and medium sized buildings.

CentralLine is a new Europe-wide brand which employs proven technologies from a global HVAC leader, tailored precisely to individual buildings and requirements.

The site at [www.centraline.com](http://www.centraline.com) includes sample buildings and applications - a wealth of solutions using well-proven technologies that can be tailored precisely to the requirements of individual commercial, public or mixed-use premises.

CentralLine products and systems are available exclusively through carefully selected CentralLine Partners. These are highly trained to deliver excellence during project design, installation, commissioning and lifetime support.

CentralLine places great emphasis on local service through Partners because it is the key to needs-oriented, economic project solutions using future-proof CentralLine technology.

**Reader Reply No.: 81115**



## MailSource staff are more satisfied

With staff split across various locations throughout the UK, MailSource recognise that strong communication within the company is vital. The annual Employee Satisfaction Index (ESI) is just one of the channels of communication used by MailSource.

With responses from over 70% of employees the ESI results give MailSource management strong feedback on staff opinion. The overall ESI rating for 2004 is strong with an increase over previous years to 4.6 (the scale is 0 to 6). MailSource Chief Operating Officer, Kelly Donovan explains why the MailSource focus on ESI is so important. "Working within client premises, our staff are the face of MailSource. We have a duty to employees to make sure they are happy in their chosen roles, and understandably, this helps us to guarantee that our clients receive a quality service".

MailSource Area Managers, as the next step in the process, are discussing the results with each of their Client Services Managers, who will then produce a 'Site Action Plan' based on the results for their own location.

**Reader Reply No.: 81140**



# A question of maintenance

## by the Building Controls Industry Association

A grave misconception by many building managers is that just because their building is operating within the defects liability period, the equipment and systems that run the premises can be exempt from regular maintenance and servicing.

A good analogy of the importance of building maintenance is its comparison with a car. Just as that first service is critical to the future performance of the vehicle, providing the mechanic with important data of the actual, as opposed to the projected, efficiencies of the engine transmission and how well it has run-in during its early mileage, so a building needs to be serviced and maintained during the period that its plant and systems begin to operate in harmony with one another.

For some time now manufacturers have been concerned about the lack of maintenance provided for their products while on site waiting to be commissioned. Over the decades a practice has established whereby such equipment is considered to be in a limbo 'pre-warranty' period, i.e. the equipment has not been fully commissioned, therefore the warranty has yet to take effect, therefore it does not need to be maintained. In some cases this situation can run for a year or more, during which time equipment can be exposed to misuse without the protection of regular maintenance.

Take valves as an example. Automatically controlled isolation valves need to be exercised on a

regular basis. If they are installed in an empty building and left non-operational for an extensive period of time then there is an extremely high possibility that when the building services do become active the sticking valves will provoke a series of problems that will take time (and money) to track down. And the subsequent fault finding exercise has the potential of affecting a large part of the management chain.

Understanding the need for all members of the contractual chain, from the end-user who will eventually inhabit the building, through consultant, contractor and sub-contractors, is vital. In these days when project costs are critical, it is a tempting solution to focus cost-cuffing practices in the 'quiet' areas. No doubt the reasoning behind not invoking a maintenance contract being: "maintenance will be a requisite once the building is up and running, but not while we are installing new equipment".

Such thinking is further compounded by the fact that once complete there is a fair chance that the building's maintenance contract will be outsourced to a non-technical organisation that will place the controls element with a competent supplier and here is the 'but', the contract will be for breakdown cover only. For the building occupant this is false economy as over time the controls will deteriorate leading to uncomfortable working conditions and higher energy bills.

Control system manufacturers and installers are best placed to understand a building occupant's

maintenance requirement - from delivery to site and onwards - and as system suppliers they have a vested interest in ensuring that the control system operates at optimum efficiency. As a result, they are keen to develop working relationships with the building owner/occupier; helping them to understand and prioritize the 'must haves' from the 'would likes' and then working with them to ensure that the building management system evolves alongside the future changing needs of the building.

Building usage and occupancy patterns inevitably alter. Items such as sensors may become damaged or lose their accuracy, controls may be manually overridden and not reset to auto. It is because of these and other changes and occurrences that regular, pro-active maintenance is a must.

For those wishing a second opinion on the value of maintaining a building controls system, BSRIA has produced Guidance Note: BMS Maintenance Guide by Andrew Martin, ref: BG412003. The author opens his research by addressing the low status of maintenance: "BMS maintenance is often undertaken on a reactive basis - energy consumption goes unchecked, comfort conditions can deteriorate and problems are only dealt with when they become serious. Low cost maintenance doesn't mean best value."

**Reader Reply**  
**No.: 81150**



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RR: 81153



# Samsung Techwin launch new CCTV Camera

Samsung Techwin are launching a new CCTV camera that incorporates a major technological breakthrough to meet the challenge of producing high quality images in low light conditions.

The new SHC-721A Wide Dynamic Range Day/Night colour camera from Samsung Techwin utilises their unique Super Noise Reduction (SSNR) technology.

When lighting levels are low SSNR dramatically reduces both random and fixed noise and at the same time produces a high signal to noise ratio and no ghost effect. In simple terms the result is clear sharp images, even in the most severe lighting conditions. The absence of any "ghost" affect, that is normally quite common in low light conditions, offers a higher level of identification - a big plus where, as an example, there is a requirement to recognise number plates. An additional benefit of this technology is the reduced file size of the recorded images which are



reduced by a massive 70% when using a MPEG format and by 40% when using a JPEG format. This offers potential costs savings in respect of the size of the hard disc that is used in the recording device.

Day or Night - The SHC-721A's integral ICR (Infrared Cut Filter) ensures the best possible colour images during the day but maximises sensitivity to infra-red at night in monochrome mode. Samsung Techwin's Dual Automatic White Balance technology adds to the high performance of the superb camera by delivering a true colour image without tending towards red or blue whilst the built-in motion detection feature provides for the camera view to be divided into 48 detection zones.

**Reader Reply No.: 81157**

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RR: 81154



# Office Electrics and cable management for the workplace

Since its foundation in 1986, Office Electrics Ltd has operated its business on a policy of 'Service - Quality - Safety'. Adherence to these three parameters has enabled the company to achieve a highly respected reputation in the cable management market place that is unequalled.

Operating as a family owned and managed business in Wakefield, West Yorkshire, Office Electrics undertakes its manufacture 'in house' by way of CNC moulding machines, all the plastics components required to produce its quality range of cable management products. Having total control over this manufacturing process allows quality of product to be maintained, which, in turn has the benefit of building confidence with the client. This has the desired affect of generating repeat business from satisfied customers.

To enable this good working relationship to continue, to both old and new clients this production facility is constantly being appraised to ensure that supply can meet demand at any time, thereby strengthening the company's commitment to 'Service - Quality - Safety'.

Office Electrics has succeeded in gaining a reputation for providing cost effective 'Solutions by Design'. This aspect of approach is highly regarded and appreciated by many 'blue chip' companies and their consultants.

This ability to provide solutions for virtually any

situation is of paramount importance, when IT and its associated cabling requirements, is at the heart of and a vital part of any transaction within the workplace.

Because of this dependence on computer based technology, which Enables any business to function speedily and cost effectively, the need for complex cable management solutions increases. This is where product design and development play an integral part of the Office Electrics philosophy. A watching brief is constantly kept on advances in technology. Through the design process consideration is given on how to incorporate those advances into product, giving greater cost effectiveness and ease of installation and use.

Allied to this, any cable management require-

ment should at all times be aligned with British Standards. This covers both the specifying and installation of product in the workplace. To give technical and practical advice regarding complying with relevant British Standards, Office Electrics can offer the expertise of their Technical Consultant, Peter Calver.

This advice can be given on-site, if a problem has already been recognised, or through awareness presentations to architects, designers or sales teams.

These presentations outline relevant British Standards, their application to the workplace and relevant products available to help give compliance. To enhance the necessity of compliance to standards all Office Electrics power and data distribution products are manufactured to BS5733 and have been fully tested and certificated by the British Standards Institute. Account Managers and their Sales Support Team at the base in Wakefield, back up the technical expertise and are the most experienced in the cable management industry. They will listen to clients needs and will provide the most cost effective and user friendly solutions.

Office Electrics is proud of its reputation of supplying quality products and will continue to operate as a company who firmly believes in its philosophy of Service - Quality - Safety.

**Reader Reply No.: 81079**





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# Tork Hygiene at work aims to curb the spread of MRSA



A new move to improve hand hygiene in UK hospitals is being made by Tork manufacturer SCA Tissue Europe.

The company is offering hand hygiene training to infection control nurses in a bid to reduce the number of hospital-acquired infections such as MRSA.

Tork Hygiene at Work is being introduced this month (January 2005) and will consist of a series of modules. SCA's trained staff will train infection control nurses and other healthcare staff on site in hospitals.

SCA Tissue Europe's healthcare product and market manager Kelvin Hefford said: "The aim of Tork Hygiene at Work is to raise awareness of the type of activities that can cause cross-contamination in hospitals, and to help healthcare staff provide the best hand hygiene facilities.

"This training-led approach is vital today because hospital-acquired infections are increasing. There are several reasons for this: the increasing age of the country's population is a factor and so, too, is the fact that hospitals are overcrowded and that bacteria are becoming immune to some commonly-used antibiotics.

"However, studies show that more than 50 per cent of nurses are still not washing their hands properly."

Tork Hygiene at Work comprises a Basic

Hygiene at Work module plus two further modules aimed specifically at the healthcare sector. Healthcare 1 provides basic training and motivational tools while Healthcare 2 allows the results of the programme to be professionally measured.

"Besides providing vital advice on how to equip washrooms in hospitals, Tork Hygiene at Work also provides some thought-provoking information about hand hygiene," said Kelvin. "For example it is not commonly known that bacteria equal in numbers to the population of Europe can be found beneath an average person's wedding ring. Also, a door handle contaminated by a person who has not washed their hands will contaminate the hands of the next 14 people who use it."

SCA provides Tork Hygiene at Work participants with a complete range of communication materials including stickers, posters and leaflets.

SCA Tissue Europe manufactures soft disposable hand towels for use in hospital washrooms. Tork Premium Hand Towel Interfold Extra Soft towels are aimed at hygiene-critical areas such as intensive care wards, while Tork Advanced Hand Towel Zigzag Fold towels are suitable for general use in hospital washrooms.

**Reader Reply No.: 81022**

## Cannon keeps it hands free & simple



"We have invested a great deal of time and money in developing a unit that is simple and easy for people of all abilities to use but also robust, hygienic and discreet for all washrooms. "Cannon Hygiene is one of the few companies to remove a whole unit from a customer's premises and subject it and the lid to stringent washing procedure; most companies simply leave the un-cleaned unit on site and replace an internal liner. The Cannon service includes battery and functionality checks in

Cannon Hygiene has developed a new, fully automatic feminine hygiene unit to add to its increasingly popular range of Concept washroom products.

Cannon Hygiene undertook extensive research when developing the unit, including collecting the views of staff from The Royal School for the Blind, Liverpool. The unit's features have been rigorously tested for functionality, noise levels and reliability, via the company's powerful industrial washing machines.

Oliver Weisflog, managing director of Cannon, said: "This is not the first automated feminine hygiene unit to be introduced to the market, but I believe our thorough research and development process and our excellent support service makes it the best.

addition to a full clean." Hands-free washrooms, with automatic flushes, soap dispensers and hand dryers also available from Cannon, are becoming increasingly popular. The reduced contact with fixtures and fittings means users feel they are in safer and more hygienic environments.

Cannon is one of the UK's leading providers of hygiene and environmental services to businesses and industry. Celebrating 50 years in business this year, the firm employs more than 2,000 personnel servicing customers throughout the UK who have confidently chosen Cannon to handle their washroom hygiene, laundry, pest control, paper & janitorial products and horticultural services.

**Reader Reply No.:81045**

## Safe from harm?

As Regulation 14 reaches its 13th anniversary, CPFilms explains the need to test and replace safety window film.

In 1992 the Health and Safety Executive introduced Regulation 14 of the Workplace (Health, Safety and Welfare) Regulations 1992 with the intention of making all low level glass "safe" for staff and the general public. It states that glass must be safe, with the areas most at risk being below waist height in windows and below shoulder height in doors.

One of the ways building owners could comply with the regulation is if their glass was enhanced with window safety film installed to BS6206 Class A or B. Under heavy impact conditions, cracked glass is held in place by safety film, providing protection against injuries from sharp shards of glass. CPFilms' LLumar® safety film is also widely used for bomb blast protection and anti-vandal security protection.

In existing buildings, owners had until 1996 to comply with the regulations, resulting in a 4-year rush to get the work completed. Safety window film has a certain lifespan and warranty. With the 13-year anniversary of the introduction of Regulation 14 approaching, most of this existing installed safety window film will be out of guarantee and its safety effectiveness may now be seriously compromised - and should be replaced.

CPFilms uses a patented peel test

to determine whether films should be replaced, an effective method that involves minimum disruption to the buildings users. To keep the premises and staff safe in the event of an explosion, the simple peel test by CPFilms or one of its Accredited Installers will determine whether a new application of film is required. In general, one peel test should be done for every 500m<sup>2</sup> of installed ASF. Some areas may pass the test whilst others fail due to the various environmental conditions that exist,



e.g. higher exposure to the sun on southern elevations. If repetitive failures are encountered, peel tests should be done for every 50m<sup>2</sup> to 300m<sup>2</sup> depending upon the area of safety film installed, to establish a reasonable idea of the failed areas. At least one peel test should be done on each elevation (north, south, east and west).

**Reader Reply No.: 81031**



# Aquamarc launches revolutionary health & safety CD

A revolutionary new CD has been launched by Aquamarc which enables companies to produce their own health and safety contracts in a more cost effective way and at a quicker speed than the current alternative. Priced for an introductory offer at just £300, it also eliminates the need to call out a Health & Safety Consultant.

Cwmbran based Aquamarc are an established Health & Safety Consultancy. They use a direct and uncomplicated approach to Health & Safety at work; applying a simple formula of common-sense and communicating with their clients in a language they understand.

Their Health & Safety Consultants provide a cost effective range of services, which include completion of such parts as Health & Safety Risk Assessment, COSHH, Fire Safety and Competent Person Health & Safety Policy.

The service they offer means they will make sure that companies meet Health & Safety regulations and other commercial obligations such as tendering, client auditing, appealing insurance company's requirements and meeting the needs of Contractors Health & Safety Assessment

Scheme (CHAS).

The CD contains templates and information on;

- Accidents, Accident books
- Employee's handbooks
- Environment (Legionella, Asbestos etc)
- Risk Assessment
- Register and Records
- Responsibility
- Safety and Working Guidance
- Insurance
- Statutory Notices
- Safety Audits
- Sub Contractors
- Policy Procedures
- Visitors, Visitor books.

Marc Eckley said "This CD is more cost effective than having a Consultant come out to your business and makes the whole process much simpler, you simply follow the straightforward template to produce your own Health & Safety documents that are suitable for your particular company. It takes out everything that isn't relevant for your particular company and as a result is a quicker and cheaper alternative to what's already available."



Reader Reply No.: 81083

## Scorpion's automatic changeover panel meets building regulations



meet Building Regulations B5 and Section 20 of the London Building (Act) Amendment Act 1939 and BS 5585-5 Section 4 relating to fire precautions in the design, construction and use of buildings.

Electrically and mechanically interlocked to ensure the isolation of the two supplies, the Phoenix Dual Mains Automatic Changeover Panel is backed up by both electrical supplies, so that if there is a break or loss of power it is recognised by the Changeover Panel, which mechanically switches over the supply. Comprising of a 3-phase monitor to supervise loss of phase or under-voltage, the Phoenix Dual Mains

Automatic Changeover Panel includes lamp indicates to show supply and switching status as well as a key switch to facilitate testing. This new Phoenix Dual Mains product is an addition to Scorpion's range of Automatic Changeover Panels, which the company produces for its range of standby generators. Already proving extremely popular amongst electrical contractors and developers, the new Phoenix Dual Mains panel has already been fitted in a number of new and existing applications including The House of Commons, hotels and universities, etc.

Reader Reply No.: 81058

Integrated power solutions company, Scorpion Power Systems, is providing architects, builders and electrical contractors with a unique method of meeting fire safety Building Regulations with a new Phoenix Dual Mains Automatic Changeover Panel. Launched specifically for buildings with duplicate power supplies, the Changeover Panel automatically switches mains electricity from one supply to another, in the event of a fire or mains power failure, to ensure continuity of supply to fire-fighting lifts. The Phoenix Dual Mains Automatic Changeover Panel has been specifically designed to

## Air cleaner air is good news for Cotswold inn

A new high-tech Honeywell air cleaner and two Xpelair extractor fans ensure the atmosphere is never smoky in The Harvest Home. That's good news for the health and comfort of smokers and non-smokers in the village pub/restaurant at Greet in the Cotswolds. The equipment was installed and is serviced by I.H.S., the clean air specialists based in Birmingham.

It's not only patrons who benefit from the cleaner air. Barmaid Kate Tandy, a non-smoker, says "The Honeywell air cleaner and Xpelairs have made a big difference. It used to get very smoky in the public bar. I hated the smell of stale smoke when I came to work, but now it doesn't smell at all. Recently I had a chesty cough, which is uncomfortable when you're breathing smoke. However, the new air cleaner and extractors made it much easier for me.

"Many drinkers including a couple with young children wouldn't enter the public bar before, but they do now the air is clean."

Diners enjoy the pub's delicious food in non-smoking areas - the restaurant and adjoining bar. However, most drinkers - whether they smoke or not - prefer to meet and drink in the public bar where smoking is allowed.

IHS proposed the Honeywell and Xpelair products to The Harvest Home's manager and owner, Steve Walklet, who was dissatisfied with the pub's existing air cleaners, which were not made by Honeywell. "We rarely switched them on," he

said. "We can't put up prices to pay for equipment, whether it's for air cleaners or kitchen equipment. So there has to be a return on cost, through extra revenue and profit." While it is too soon to say if the cleaner air is raising revenue or by how much, Ms Tandy said that the improvement in air quality was dramatic and obvious to everyone - smokers and non-smokers. "We have cigarette and pipe smokers here and it soon becomes smoky if the air cleaning is switched off, but it clears quickly when they are put on."

Honeywell has been supplying air cleaners for smoke removal in the UK for over 25 years and is the market leader by far. They are much more effective than conventional air filters and recirculators because they remove particles electrostatically.

RR No.: 81081



# 75th Anniversary awards for Birmingham and Lancashire Health & Safety Groups

Lord Brougham & Vaux CBE, President of the National Health and Safety Groups Council, presented awards to mark the 75th Anniversaries of two Health and Safety Groups - Birmingham Health, Safety & Environment Association (BHSEA) and Lancashire Occupational Health & Safety Group (LOHSG) - at The House of Lords on January 27th 2005. Both groups were pivotal in the formation of the Health and Safety Organisations that we know today and both were formed in 1930 as a result of dramatically increased accidents and fatalities due, partly, to the furious production drive for war purposes.

The Birmingham and Lancashire groups are located in areas of the country that have seen huge numbers of manufacturing organisations, often heavy industry, and it was in these areas that accidents and, all too often, fatalities were occurring at an alarming rate. Consequently, local, leading companies decided to form groups so that they could collectively discuss and exchange ideas on how to improve work practices and conditions. In 1942 it was reported by Sir Wilfred Garratt, Chief Inspector of Factories, that there was an increase in machinery accidents. There were 1,363 fatal accidents, milling accidents had trebled between 1938 and 1942 and power press injuries were appallingly common. Over the years industry has changed dramatically but today the HSE confirms that the number of fatalities at work has dropped considerably to 235 (Health and Safety Statistics 2003/2004, HSE) and that around half of these fatalities occurred in two main industries - con-



struction and agriculture, fisheries and food. These statistics prove that Health and Safety groups such as Birmingham and Lancashire are continually achieving improvement in the standard of health and safety at work. Robert Cunningham, President of the Lancashire Occupational Health and Safety Group stated, "Over the years, the Lancashire Group has supported both the St. John and the Red Cross organisations by the presentation of a Shield and monetary contribution on an annual basis. In addition, financial benefit was made available to various charities at the time of the 25th Anniversary. Donations of several thousand pounds were made to the Royal Preston Hospital on the 50th and 60th anniversaries and Cancer charities at the Rosemere Cancer Foundation and Victoria Hospital, Blackpool have also received substantial awards from us. On our

75th Anniversary we intend to raise funds for cancer charities again." The Group will be holding their Anniversary dinner in October.

Warwick Adams, Chairman of the Birmingham Health, Safety and Environment Association explained, "Over the years we have been a very influential group. In 1943 a sub committee was established that eventually became the Institution of Occupational Safety and Health (IOSH). In 1951, the Birmingham Group organised a course for Power Press operators, which led to both the setting up of the first Centre for Industrial Safety Training anywhere in the world and the formation of Safety Press Regulations. We also had involvement in the very first Safety Exhibition "Industrial Safety Exhibition" that took place at Bingley Hall, Birmingham in 1951 and today's leading UK safety show is now hosted in Birmingham. We are very proud of our roots and 75 year's as a working group is a major achievement. We will be celebrating in style in March this year with a special dinner to be held at the Birmingham Council Chambers where we will be joined with various key figures from National and Local government and the Safety organisations to celebrate this impressive anniversary."

The 75th anniversary awards were presented to the two groups at The House of Lords following the National Health and Safety Groups Council annual lunch and afterwards, Lord Brougham presented the Alan Butler Awards to other member groups of the NHSGC.

**Reader Reply No.: 81151**

## Removable safety eyebolt is even safer



Premises managers and building owners can now specify an unobtrusive and cost-effective alternative to traditional safety eyebolts used during window cleaning and building maintenance work. Keyanka from Dunn & Cowe, one of the UK's leading fall arrest system manufacturers, comes as two components, a permanent wall mounted socket and an eyebolt carried by an operator on the end of a lanyard which keys into the socket whenever required. The Keyanka system offers significantly improved safety over previously available systems, as it requires five deliberate movements to lock and unlock within the socket

so preventing unintentional release. Special cantilever versions of Keyanka are also available providing up to 125mm cantilever where required in steelwork or masonry. Recognising the need for the Keyanka sockets to be totally unobtrusive when not in use, Dunn & Cowe supply white flush fitting plastic covers to blend with most décor, and brass and stainless steel covers can be supplied at no extra cost.

Made from stainless steel, the Keyanka socket and eyebolt is a quality engineered unit, CE approved to the PPE directive and conforming to the product standards EN795 Class A1, ISO 14567 Class A1, and BS7883 Class A1. To further ensure the safety of end users, Keyanka is always installed by Dunn and Cowe nominated installers, and may be installed in situations where it would be loaded either in tension or in shear. Keyanka is normally available ex-stock for same day or next day despatch. As one of the longest established fall arrest manufacturers, Dunn & Cowe provides excellent technical backup to users and specifiers needing advice on a project.

**Reader Reply No.: 81113**

## Tensator puts safety first at British Energy

Staff and visitors to British Energy's nuclear power plant at Dungeness are benefiting from a robust new Beam and Banner system specially designed by Tensator to section off a low-risk contamination area at the plant. The new system provides a physical barrier and reinforces safety messages by generating improved awareness and clearer signage in the area. British Energy had a specific need for premium quality barriers which were solid in structure, and allowed for the inclusion of banner signage. Tensator's Beam and Banner solution perfectly met their requirements by providing a solid screen which now demarcates the low-risk area. Heather Hale, of Dungeness Power Plant's Environmental Safety Group, commented; "Staff have been extremely supportive of the new demarcation system which has proved to be a drastic improvement since it's introduction to the Plant. The system has been very well



received and has earned the approval and confidence of managers who are responsible for upholding our Safety Culture." The banners have been tailored by Tensator to harmonise with British Energy's corporate safety identity. Colour-coded safety messages guide and inform staff and visitors and British Energy's official safety notices - which conform to strict Health and Safety regulations - provide a message consistent with other safety notices within Dungeness Plant. The inclusion of these clear and familiar notices contributed to the instant success of the scheme.

**Reader Reply No.: 81121**



# Tork hand towels gain NHS listing for fourth year running

National Health Service hospitals are to equip their washstations with soft Tork hand towels for the fourth year running.

The NHS has just renewed its hand towel contract with Tork manufacturer SCA Tissue Europe. "This is good news for SCA and good news for the NHS, because we can help them in their continued battle against the problems of cross-infection," said SCA Tissue Europe key account manager Tony O'Sullivan.

"The fact that the NHS has renewed its contract with Tork demonstrates its conviction that there is a strong link between softer towels and improved hand hygiene practices."

SCA Tissue Europe was first listed by the NHS in 2002 when health chiefs began to perceive problems associated with the rough, abrasive hand towels traditionally supplied in hospitals. Nurses and other medical staff were becoming reluctant to use these towels because they caused chapping and dryness with frequent use.

Increasing pressure from the Government to improve hand hygiene in hospitals led to a switch by many NHS trusts to softer towels. Over the past few years, hospitals all over Britain have been replacing their low quality C-fold towels with Tork Premium Hand Towel Interfold Extra Soft.

"We at SCA have been moving on parallel lines with the NHS as regards to what they are trying to achieve," said Tony. "There is a move within



the NHS to provide different quality hand towels to their public areas, general wards and intensive care facilities. Our newly-branded Tork Universal, Tork Advanced and Tork Premium products allow hospital chiefs to differentiate between our good, better and best towels so that the softest, most user-friendly products go into the most hygiene-sensitive environments."

SCA re-branded all its washroom products under

the names Tork Universal, Tork Advanced and Tork Premium from January this year. At the same time the company launched its Tork Hygiene at Work scheme for hospital hygiene staff, which combines staff training with reminders and prompts to encourage better hand hygiene in hospitals.

Studies have shown that rates of MRSA tend to fall by between 10 and 50 per cent when health-care staff regularly clean their hands between patients. This was recently borne out by a six-month pilot of a "Clean Your Hands" campaign implemented by the National Patient Safety Agency which led to a threefold increase in staff washing their hands.

The Department of Health estimates that if the campaign were to be carried out throughout Britain with the same degree of success, 450 lives and £140million a year would be saved.

"We at SCA Tissue Europe are committed to improving hand hygiene in hospitals," said the company's healthcare product and market manager Kelvin Hefford. "By continuing to provide them with the right washroom products coupled with effective training, we believe we can make a real difference."

SCA Tissue Europe provides the NHS with Tork Premium Hand Towel Interfold Extra Soft; Tork Advanced Hand Towel Zigzag Fold; Tork Universal Toilet Paper Jumbo Roll; and Tork Premium Facial Tissues Extra Soft.

**Reader Reply No.: 81127**

## Twyford Bushboard announce support of WaterAid charity

Twyford Bushboard, manufacturer of Cubicle and Washroom solutions, has raised £1000 at the 100% Detail exhibition in support of WaterAid. The money raised will enable WaterAid to provide safe domestic water, sanitation and hygiene education to over 66 of the world's poorest people.

This generous £1000 donation was

raised with the help of those specifiers at 100% Detail that demonstrated an interest in Twyford Bushboard's new animation CD. The new CD featuring Twyford Bushboard's Ready Plumbed Modules shows how quick and easy they are to install; RPM is proven to be 75% quicker and 20% cheaper to install than traditional frame and panels. Already, more than 5,000 pre-built rigid aluminium frames, complete with Twyford sanitaryware, pipework and access panels have been installed in the UK. Stuart White, Bushboard Managing Director comments: "We are pleased to be associated with such a worthwhile charity that is so relevant to our industry. WaterAid plays an important role in sanitation and our recent donation will make a huge difference, helping some of the world's poorest people take their first steps out of poverty."

**Reader Reply No.: 81092**



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# Sessions House Day Spa chooses Ideal Standard

IMIJ Property Holdings has recently chosen Ideal Standard as its preferred supplier of sanitary products to refurbish the prestigious Sessions Day Spa in Beverley, Yorkshire. The impressive 200 year old former Crown Court has been awarded the Grade 2 (star) listing, placing it in the top 4 percent of buildings in the country and has recently been brought back to life and transformed into a luxurious day spa.

Despite the historical charm attached to the building, IMIJ Managing Director Jimi Parkinson had the complete opposite of period charm and tradition in mind for the interior refurbishment. Contemporary and cutting edge products were order of the day in order to create a stylish beauty haven offering an extensive range of treatments for hair, face, body and nails.

"We wanted to find a building and location that would be exactly right for the Spa and our patience has been rewarded", comments Jimi. "We also spent a lot of time looking round various sanitary ware showrooms, however the products by Ideal-Standard stood out way beyond the rest in terms of quality and affordability. We were looking for cutting edge products at competitive



prices to complement our own service ethos of luxury at an affordable price." The property was acquired in 2003 and work began following the necessary planning and listed building consent being obtained. Ideal-Standard has since provided the Spa with a stunning selection of full sanitary ware, including vitreous china, showers and enclosures, bath and disabled facilities from the latest in bathroom design. The Spa opened to the public in November 2004 and is now recognised as the most prestigious privately owned day spa in the country. Ideal Standard proposed Tonic and the Twenty 20 range from Sottini for the washroom areas. Tonic, part of the Art, Design and Sculpture collection, is a modern and comprehensive suite with a simple design, thus making it highly versatile and appealing to a wide range of tastes and requirements. The Tonic 65cm basins are complemented by BOrma Al basin mixers. These basins sit perfectly with Tonic furniture units, or

on semi pedestals and Tonic accessories including shelf and lotion dispensers add the finishing touch. The crisp design of the Tonic close coupled and wall mounted WCs gives a clean and completely contemporary feel in the bathroom areas. The Twenty 20 hand rinse basins are based on the simple geometric shape of the circle to create a distinctive and unique look.

"We have had a lot of positive feedback regarding the sanitary ware," continues Parkinson. "A great many of our customers comment on the sanitary products and assume that they have been specifically designed for the Spa. Wall hung toilets are a novelty and even something as simple as a toilet roll holder has become a talking point!"

Probably the most talked about architectural feature is the revolutionary Shower Tube, affectionately known as "Nessy" to the Spa team! Sessions House Day Spa is the first building in the country to have installed this product and now houses two of them.

The Shower Tube, conception of French designer Marc Sadler, offers a completely new approach to shower delivery. Using stainless steel and a lot of imagination, Marc Sadler has transformed the humble shower kit into a real design statement. The shower tube stands 2200mm tall with a diameter of 100mm and delivers water through a Trevi Outline three function shower head and a Trevi Therm valve.

Also installed within the Spa are the innovative Calista shower columns mounted within Calista Corner and Contour enclosures and a Yin Yang hydromassage bath.

**Reader Reply No.: 81124**

## Lotus Professional launches premium quality hand towel



faster, which can result in significant cost-in-use savings for customers in the hotel, restaurant, healthcare, leisure, sports and food manufacturing sectors.

Karen Halifax, trade marketing manager at Lotus Professional: "Hydrasoft+ utilises the latest technology to provide customers with a premium quality product that can reduce costs and enhance the hand drying experience. As opposed to C-Fold, the interleaved format of Z-Fold hand towels has always been popular with customers for its cost saving potential, so the combination of both features brings both benefits to the market in one product.

"Hydrasoft+ Z Fold means Lotus Professional now offers a complete range of handtowels from premium through to economy, ensuring we can meet all customer needs." The arrival of Hydrasoft+ Z Fold for the away from home market follows the growing popularity of strong, highly absorbent products, such as Thirst Pockets and Nouvelle, amongst consumers.

**Reader Reply No.: 81042**

A high-performance hand towel, believed to be the softest and most absorbent on the market, is now available from Lotus Professional. Hydrasoft+ Z-Fold offers superior softness and absorbency by combining Through Air Dried (TAD) technology known as Hydrasoft+, with a unique, high quality emboss which provides increased cushioning and flexibility. Compared to standard tissue, it is stronger when wet, and absorbs liquid quicker and

## Easy ways to save water



tern. With an IRC, by contrast, flushing can be restricted to two per hour for 16 hours a day on 250 of the 365 days in a year, costing little over £100 and saving almost £400.

IRC, preferred by some users for its state-of-the-art electronics, can be powered either by

Cistermiser, best known for washroom water-saving systems, has calculated how much money its technology can currently save any premises in water supply and sewerage costs, besides the physical saving of water.

Using its popular electronic device — the Infra Red Cistermiser — as a basis, it estimates possible monetary savings of around £400 per cistern when comparing the IRC with uncontrolled automatic flushing cisterns in men's urinal facilities.

Assumptions include a charge of about £1.58 per cubic metre for metered water and sewerage, and four nine-litre flushes an hour when an IRC is not used. With flushing 24 hours a day all year round, the annual cost is nearly £500 per cistern.

mains electricity or long-lasting batteries, and mounted out of the reach of any potential vandalism. It is activated by passive infra-red (PIR) proximity of users.

Alternatives include lower-cost Cistermiser hydraulic water-saving valves, and the Cistermiser Washroom Control (CWC) which can save hot and cold water, water-heating energy and electricity for lighting and extractor fans throughout adjacent men's and women's washrooms and nearby kitchens or utility rooms.

For urinal facilities without automatic flushing cisterns, another option is the Easyflush Direct Flush system which can be completely hidden from view and therefore from vandals.

**Reader Reply No.: 81107**



# New study suggests soap can lead to improved hand hygiene



10 healthy female and 10 healthy male volunteer participants ranging from 20 to 51 years of age.

Ms French's supervisor Professor of Psychology, Alan Wing: "In a number of tests participants demonstrated positive responses to the foam soap compared to bar soap. These positive responses included increased sensitivity of touch perception. This extra sensitivity may have contributed to a more pleasant hand washing experience and encourage end users to wash their hands more regularly."

"It would be interesting to build on these findings to assess the exact reasons why the foam soap results

**F**oam soap may encourage end users to improve their hand hygiene, according to new research commissioned by Lotus Professional.

Conducted by the School of Psychology at Birmingham University, the study compared the potential effects of different soap substances on people's behaviour. Compared to a traditional bar of soap, the study indicated that foam soap may encourage users to wash their hands more regularly.

The research, by undergraduate Shoko French, was an initial investigation into how the brain uses sensory input after washing the hands, to maintain accurate touch perception and control of movement. The study involved a series of tests\* which were carried out over two days on

in these responses. It may be because of a certain ingredient in the foam or relate to how it feels on the skin. Compared to bar soap, foam is less harsh and allows users to better sense their own skin, which in turn may lead to a difference in behaviour."

Lotus Professional trade marketing manager Karen Halifax: "Encouraging people to use soap when washing their hands is vital as it is proven to reduce cross-infection. Compared to a bar of soap that is likely to have been touched and used by many people beforehand, and therefore may well be far less attractive to the potential user, a foam soap dispenser gives the user peace of mind that they are handling previously 'un-touched' soap, which is much more appealing."

**Reader Reply No.: 81015**



## Student safety underfoot

**T**he recurring problem occurred because students were slipping on the tiled floors of the shower and washroom pods which service each bedroom. After one particularly serious accident, the College authorities decided it was imperative to source a slip-resistant floor covering which would eliminate any further accidents. Heronrib 2000 matting was selected as the ideal retrofit solution. This high performance safety matting is widely used for wet and bare foot applications, such as swimming pools, changing-rooms and showers. For Brighton University, it had the advantage that no preparation was required since the matting could be cut to shape on site and loose laid in one piece, with minimum disturbance to students, and easily removed for cleaning. With its highly slip-resistant embossed surface, Heronrib 2000 is very hard-wearing, comfortable to stand on and, with sanitised anti-bacterial additives, hygienic for bare feet. The open grid format and special profile underbars are designed to drain away large quantities of water.

**Reader Reply No.: 81003**

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RR: 81107

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Ray Nowell

# Keeping Fires at Bay

## The critical role played by steel fire doors and appropriate hardware

by DHF technical officer, Ray Nowell

Fire resisting doors form an integral part of any fire strategy to protect life and property in industrial and commercial premises. They are required to prevent the spread of flame and maintain the integrity of compartment walls for a designated period of time. The Door & Hardware Federation (DHF) represents the leading manufacturers of industrial and commercial steel fire resisting doors and shutters, building hardware and architectural ironmongery. In this article it describes the types of steel fire resisting doors available, gives advice on the correct design and installation, and makes recommendations for their correct inspection and maintenance. It also emphasises the vital contribution the correct door hardware specification makes to the performance and reliability of fire resisting doors.

British and European standards require that industrial and commercial fire doors are tested to survive for between 30 minutes and four hours, depending on where the door is sited. The design, manufacture, installation and maintenance of fire resisting doors are all equally important factors, since a failure in any one area could lead to the door being ineffective in preventing the spread of fire.

Steel fire doors and shutters can be divided into several types. Fire resisting rolling shutters are ideal for situations where effective fire resistance is required together with an unobtrusive appearance. They are designed for use on openings in compartment walls to restrict the spread of fire from one area to another. Made of steel and capable of operating vertically or horizontally, they are very robust and can also act as security doors. They offer fire protection of up to four hours according to the specification required.

One piece sliding doors - up to 8m high by 4m wide are often used where the opening is too large for a traditional hinged door, or where there is a need to protect particularly valuable stock against the risk of fire. They are available with a fire resistance rating of up to four hours.

Hinged doors, available in singles or as pairs, are usually specified for smaller openings up to 9m". They are normally supplied as a complete doorset. Similarly, these doorsets are tested for fire resistance of up to four hours.

Steel fire resisting doors are made to withstand temperatures in excess of 1200°C. In fact temperatures can exceed 600°C within 10 minutes - the melting point of aluminium - so the materials used must be appropriate to requirements.

Correct design of the fire resisting door is, therefore, critical. For example, under extreme heat, wide vertical fire shutters can distort significantly. To prevent a failure, the coil casing or hood must be correctly designed and support straps may be required.

Steel fire resisting doors are designed to expand in the event of fire to seal gaps around the door/frame interface and prevent flames transferring from one side of an opening to another. Careful analysis and

calculation is required to ensure that the relevant parts of the door work effectively.

All fire resisting doors should be fitted with a controlled door-closing device (unless the door is kept locked shut).

Remote closure of doors, where they close upon receiving a signal from a fire alarm, is common. In a situation where people are liable to be trapped or hurt by doors closing in an uncontrolled manner, there are rules governing the closing force of vertically operated doors. Audio and/or visual warning systems to indicate doors are closing, or door delay devices, need to be specified.

Ensure that your door supplier offers third party accreditation and product certification, both of which provide complete traceability through the labelling applied to the product. This gives a signif-

Northern Ireland and Scotland; CE marking in accordance with the European Machinery Directive when power operated; Workplace (Health, Safety and Welfare) Regulations 1992; and the Fire Precautions (Workplace) Regulations 1997.

Do not underestimate the importance of selecting the correct door hardware when assessing the performance of fire resisting doors. The successful performance of a fire-resisting door or doorset for a life time performance in normal use or in a fire depends not only on the door leaf but also on the components which allow the door leaf to fulfil its function of filling the door space.

The DHF stresses that it is critical for the door hardware to be fully compatible with its surrounding materials. Because there is such a wide variety of door hardware products there is the danger that a product can be selected which is of a lower quality than that included in the original fire resistance test.

The specification of good quality door hardware products, to the appropriate BS EN, preferably CE Marked or Third Party Certified, ensures that the door can open and close fully, lock or latch as required and at the same time maintain its integrity enabling it to perform correctly as an effective barrier if fire breaks out. The products that play a key role in the efficient performance of a fire-resisting door assembly are hinges, door closing devices and locks or latches.

Each item of door hardware should be supported by a current satisfactory test report giving the building hardware product specification and, if available, a third party test report which is relevant to that particular product. Each one should also have a current fire resistance test report showing its inclusion in a successful fire resisting test preferably carried out under BS EN 1634-1.

In all door assemblies, installation of door hardware products is important, as unsuitable or incorrect fixings may lead to early failure. It is essential to ensure there is sufficient body in any door leaf and frame to accommodate the door hardware. Doorset and door assembly manufacturers and suppliers are expected to take this into account but when components are supplied to site from separate sources, there is less likelihood of such co-ordination. It is the responsibility of the specifier and the purchaser/installer to ensure the installation is correct. Again, specification from a DHF member company is the comfort factor here for the specifier or installer.

Regular maintenance of all supporting door hardware is essential. Ensure the supplier provides a comprehensive maintenance schedule.

One final thought: when preparing any specification, or considering approving alternative products: do not compromise on essential door fittings. There is always a cheaper alternative available, but ask the question, is it of the same quality and required performance? If not, lives could be put at risk and the reputation of your company could be seriously damaged.



icant degree of comfort to the specifier who wants to ensure the correct design and installation of fire resisting doors.

Once fitted and in use, manufacturers, building owners and managers must be aware of their inspection and maintenance obligations under both Health and Safety legislation and the Building Regulations. Reputable manufacturers of fire resisting doors and shutters provide clear operating and maintenance manuals which prescribe the maintenance periods for each type of door. They can also provide logbooks for recording operational tests and completed maintenance.

It is good practice and sound common sense for building owners and managers to comply with the manufacturers' installation and maintenance requirements. They will not be able to rely on manufacturers' warranties if they have not undertaken the appropriate operational testing and maintenance. The importance of regular testing cannot be over emphasised. Any fire resisting door which fails to close could invalidate the fire strategy for a building.

Specifiers and manufacturers should be aware of the various standards and pieces of legislation that govern the correct specification and testing of fire doors. These include: England and Wales Building Regulations Approved Document B; BS 476- 22 or BS EN 1634-1 and similar documents in

Reader Reply No.: 81148



# Chubb Fire helps keep the environment pure

The Environment Agency is the leading public body for protecting and improving the environment in England and Wales. As Chairman John Harman, summarises, it's their job to "make sure that air, land and water are looked after by everyone in today's society, so that tomorrow's generations inherit a cleaner, healthier world."

In doing this and upholding these ideals, it is essential that every aspect of the Environment Agency's operation complies as strictly as possible to the highest environmental standards.

With over 10,000 people working across a large number of remote sites, safety, and particularly fire safety are crucial. This is why, at the start of 2004 when the agency was reviewing its fire extinguisher

provider, it turned to Chubb Fire on the basis that its new product, purafoam, is a new foam extinguisher that combines the best fire fighting capabilities with an enhanced environmental performance.

As Ros Gallagher, Contracts Manager at the Environmental Agency explains: "When reviewing our extinguisher contract we needed to identify the most environmentally-friendly option on the market. The new purafoam from Chubb provided the ideal solution in that it passes the stringent Dutch Stichting Milieukeur test (derived from the European Groundwater Directive) for biodegradability. This means that purafoam will break down much more easily in the environment when it is discharged, and it is also arguably the best extinguisher currently available for fighting fires.

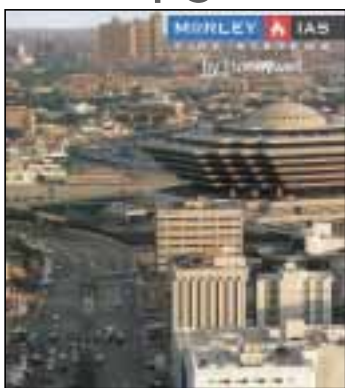
"In the past the general consensus has been that a product's ability to put out a fire has been more important than its after-effects on the environment. Now we no longer have this dilemma."

in January 2004, and we are very pleased so far."

Suzanne Donovan, Chubb Fire's Head of Marketing concludes: "Previously the issue with manufacturing environmentally friendly extinguishers has been maintaining their fire fighting qualities. With the launch of purafoam, Chubb Fire is calling for greater clarity in defining the environmental qualities of extinguishers, since in the UK at least no such definition or testing currently exists." **Reader Reply No.: 81030**



## Morley-IAS multi-protocol capability makes hospital upgrade a success



The two main fire protection systems in one of Saudi Arabia's largest hospitals, the Security Forces Hospital, Riyadh, has been upgraded by Energy House, one of the leading fire protection companies in the Middle East, using Morley-IAS Zx Series addressable panels. The new system now covers the entire complex, with 12 networked Zx panels controlling 4 separate detection systems and 39 extinguishing systems. A central graphics display and two strategically located repeater pan-

els provide status information throughout the complex.

The main fire system in the original buildings, with around 2500 detectors, 300 manual call points and 300 sounders, was originally installed some 20 years ago; it had recently been declared obsolete by the original manufacturer. To minimise disruption and keep costs down, Energy House was able to use the existing wiring with minimum modifications, replacing the panels, detectors and other devices on a rolling basis over a period of one year, with no area being unprotected for more than 24 hours.

As the hospital has expanded over the years, smaller independent fire systems had been installed in the new buildings. Energy House were able to replace the panels in other existing systems, using the Zx panel's multi-protocol and auto-learn capabilities to bring all the systems up to modern day standards, again with the minimum of disruption to the day-to-day working of the hospital.

**Reader Reply No.: 81094**

## New smoke venting motors from ABB

ABB has launched a new range of motors for smoke venting applications, designed to mitigate the development of fires in industrial and public buildings, tunnels and other locations. The motors have dual-purpose certification and can also be used for standard ventilation. They are tested to withstand temperatures up to 400°C for two hours.

ABB's smoke venting motors comply with the new European standard EN 12101-3, which will become mandatory in new installations from April 1, 2005.

Smoke venting motors are used in emergency ventilation to create smoke-free areas for rescue and fire fighting operations, as well as help reduce the spread of smoke and fire to other areas. The new European standard determines the safety requirements to be fulfilled by motors intended for ventila-

tion systems in closed or underground public spaces.

ABB's smoke venting motors range from 0.55 to 560 kW, IEG frame sizes 80 to 400. Two-pole motors are available up to frame size 250 and 4-12 pole up to 400 frame size, single or two-speed, in aluminium or cast iron. Pad mounting is available from size 280 and above. Motors 160-400 frame size suitable



for use on VSD supply (maximum rotational speed 1800rpm). Maximum frequency on DOL or VSD equals 60HZ.

**Reader Reply No.: 81134**

# BWF - Certifire door scheme is in business to make a long term difference

As a tracker of the overall impact of the BWF-CERTIFIRE Fire Door & Doorset Scheme, the BWF's latest annual opinion trends monitor survey illustrates the need for long-term commitment.

Overall, the survey reveals increased recognition of the Scheme year on year. However, despite the steady growth of the BWF Approved Fire Door Centre scheme for merchants, there is still an appreciable degree of ignorance amongst merchants, with widespread lack of recognition of the labelling system and too many staff unaware of filling instructions.

The BWF has launched an advertising campaign intended to encourage merchants to join the network of BWF Approved Fire Door Centres and builders to buy fire doors from accredited branches.

A similar situation exists amongst manufacturers' sales staff as far as filling instructions are concerned, revealing the continuing need for education at this level.

"We never saw this as a quick-fix situation," says BWF Director, Richard Lambert, "it's always been a long term project as far as we are concerned. By adopting this approach our plans and initiatives are all long-term in nature. It's the only way we can be sure that we end up with a permanent change in the industry as a whole."

Builders and developers are showing an encouraging move towards recognising the need for complete fire door assemblies, despite their historic suspicion of tighter controls and the recommendations enshrined in Approved Document B. "The next priority as far as this market sector is



concerned is for component compatibility for fire door assemblies to match the same level as doorsets" says BWF Fire Door Scheme Manager, Samila Kularatne. "When that is achieved this sector will be working much more in harmony with architects and specifiers who are already highly cogniscent of the benefits the BWF-CERTIFIRE Fire Door & Doorset Scheme is trying to bring to the industry and the public at large.

"Education is a key factor and this is always high

on our list of plans for the Scheme. Manufacturers' reps are a vital component in the Fire Door Scheme as they are at the front line of selling and are in the position to hammer home continually the need for accredited compatible products and to draw customers' attention to the Scheme and the labelling.

"We'd also like to see any review of Approved Document B stipulating the use of compatible and accredited products only."

With respondents spread quite evenly amongst the building, specifying and inspection sectors, overall progress remains encouraging for the Fire Door Scheme.

There was a leap to some 70% of respondents considering using a FIRAS accredited installer for new fire door installations, up from a fairly consistent 10% in recent years. There was a strong view expressed that use of certificated FIRAS installers should be enshrined in Building Regulations.

There has also been an appreciable increase (from 60% last year to 80% this year) of those disagreeing with culling apertures and glazing on site, rather than having this done under factory-controlled conditions by accredited companies.

Recognition of the Fire Door Scheme is increasingly widespread as well, with over 80% of respondents saying they are more confident specifying and buying doors covered by the Scheme, whilst 65% (up from 20% in 2001) now know which manufacturers make Fire Door Scheme accredited doors.

**Reader Reply No.: 81016**

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# Apollo fire detectors protect IKEA Cardiff

esting challenges for the fire detection system and evacuation sequences. Not least of these were the internal fire escape routes. There was also a special requirement for a "push button" accept/investigate/evacuate facility on the control panel.

Logic Fire Systems supplied a two-loop master control panel networked to three four-loop control panels. These govern around 1,300 Apollo XP95 optical smoke and heat detectors, manual call points and hundreds of interface devices

that link the fire detection system to essential plant and building control equipment. Logic was also responsible for designing and installing an intelligent emergency lighting system and a PA/VA system to guide people out of the building in the event of an emergency.

The special requirement for an accept/investigate/evacuate facility on the master panel was resolved with help from panel manufacturer Advanced Electronics. The master control panel is installed in the

store's security lodge and the additional capability gives security staff the capability to accept a signal as a fire alarm within 30 seconds. If no action is taken the panel moves automatically into evacuation mode. If the alarm is acknowledged, security staff then have three minutes in which to investigate the incident. They can then choose either to cancel the alarm or move to evacuation in the event of a genuine fire.

**Reader Reply  
No.: 81049**

An Apollo-based intelligent fire detection system has been specified and installed to protect IKEA Cardiff, the latest venture by the Swedish retail chain in the UK. The fire detection system incorporates in excess of 1,500 Apollo XP95 devices and was designed, installed and commissioned by Logic Fire Systems.

IKEA Cardiff is a record-making project. Construction time for the superstore broke all the company's previous records worldwide. The store was up and running just 38 weeks from project commencement.

The sheer scale of the store did pose some inter-



## Free guide to designing and installing addressable fire systems



System Sensor Europe, the world's largest manufacturer of smoke detectors, has published a free thirty-two page guide to intelligent fire systems, intended as a generic reference document for designers and specifiers. It explains the various system categories defined in the relevant specification, BS5839 part 1: 2002 and shows how to calculate detector

positioning and spacing in every conceivable situation: flat ceilings, obstructed and sloping ceilings, areas where partitioning or racking is fitted and in corridors and stairwells. It provides an overview of the principles of operation of an intelligent fire system, describing the different types of detectors, sounders and modules available. The guide also gives straightforward advice to help the specifier decide which type of detector - photoelectric smoke, multi-criteria smoke and heat detector or fixed or rate of rise thermal detector, or, for large open areas, a beam detector - should be installed in each location in the protected premises to meet the requirements of BS5839 part 1.

The guide is a companion volume to the company's guide to conventional systems and its application guide for the use of beam detectors published last year. It details the benefits and additional features available in an intelligent system, the principles of system design and operation, and the different communication protocols used by various manufacturers. **RR No.: 81046**

## Chubb chooses integrated solutions from Vision Systems

Vision Systems is pleased to announce another successful collaboration with leading security and fire protection services provider Chubb who specified integrated systems solution for both The National Waterfront Museum in Swansea and The Assembly Building in Cardiff.

Underlining the success of Vision Systems' recent acquisition of VA specialist Millbank, the system designed by Chubb's Scott Philips and project managed by Barry Parker delivers the extended capability of Vision Systems' fire protection and security video product offerings, which now incorporates Millbank's voice response systems.

Working to Parker's exacting specifications, Vision Systems provided an advanced integrated systems' solution. Featuring a powerful combination of V E S D A ( t m ) LaserCOMPACT and LaserPLUS early warning smoke detectors,

and the award-winning ADPRO remote video surveillance system, in addition to a sophisticated Millbank VeriFIRE voice alarm system, Chubb has successfully realised their objective, providing an innovative multi-purpose system on the cutting edge of contemporary systems' designs.

The National Waterfront Museum in Swansea, designed by Wilkenson Eyre Architects, is set to open on schedule in August 2005 and will showcase the story of Wales' industrial and maritime history and its role in shaping today's economy and society.

**Reader reply No.: 81059**



## Shackerly's glass blocks shed new light on office design

The impact of the glass block on contemporary architecture and interior design in the commercial sector has been phenomenal. This deceptively simple building block is inspiring designers and architects to create exciting working environments with stunning translucent walls and features which really maximise the availability of natural light throughout.

Shackerley Holdings Group Limited is one of the UK's largest glass block distributors, supplying beautifully designed, premium quality glass blocks in an exceptional range of colour tones, textures and decorative finishes. These versatile building materials offer almost limitless design options for the modern office environment, literally shedding new light on the way workspaces are partitioned and zoned. The range includes geometrical profiles and curved and corner blocks for a completely cohesive look, and also fire rated blocks for areas requiring additional security.

Shackerley has made the perfectly aligned glass block wall much easier to achieve with its clever self-aligning plastic spacers and specially modified glass block mortar. For those wishing to avoid the use of mortar altogether, the manufacturer has developed and patented a revolutionary dry-fix glass block assembly method. **Reader Reply No.: 81075**



## Rediweld 'Takpave' addresses DDA regs

Takpave Tactile Surface Tiles, produced by Rediweld of Alton in Hampshire, are a quick, effective, robust yet cost-efficient method of compliance with the new DDA regulations concerning access, guidance and hazard warning for the visually impaired.

Made from hard wearing rubber elastomer, Takpave tiles are available in light grey, buff and black and are available in four different patterns: - Corduroy for hazard warnings such as steps, stairs and ramps, Pedestrian Dot for pedestrian crossings, Platform Dot for platform edges and Dash for guidance paths.

Takpave tiles can be as simple to install as adhering to most existing floor surfaces with adhesive. Alternatively they can be cut into tiled or carpeted surfaces and surface mounted for most external applications. Because of the substantial increase in demand generated by the new DDA requirements, Rediweld has installed a completely new manufacturing facility for Takpave to ensure supply. **Reader Reply No.: 81105**



# A timeless solution for Seiko



Since 1881, Seiko has contributed to society with one revolutionary product after another - starting with the production of Japan's first wristwatch in 1913 and including the creation of the world's first quartz watch in 1969. Today, while watches remain at the heart of Seiko's business, the company has expanded into many diverse fields including camera components, other precision instruments, eyeglasses, jewellery, as well as sports and toiletry products.

Operating from its Maidenhead based Headquarters, this administrative centre also houses its distribution, and after sales service. "We moved in 1985", says Seiko's Group Operations Manager, Stephen Doyle "so by last year, we were in need of a complete office refit." While Seiko's desking for the 150 workstations was met from a standard wooden systems range, storage had to meet a more demanding criteria. "Because of the high value, easy-porta-

bility of our products and the fact that we have market-sensitive samples, security was a major factor and this determined the need for a steel storage solution. However, having created a very attractive and pleasant, open plan environment, we wanted to ensure that the storage was equally attractive, and adaptable enough to meet our other storage needs, as well as being secure," says Stephen Doyle.

He approached Ed Matthews who had furnished the company's Belgian office and who recommended a storage solution from Bisleys Lateral File (BLF) range.

"We had undertaken a filing survey internally and found that staff were using a wide variety of media including traditional lever arch files and folders. Rather than impose a company-wide procedure on every department, we took the view that the storage should be adaptable enough to meet the different needs and BLF, with its variety of internal options coped with this easily as well as meeting our security requirements," says Stephen.

"The wide choice of colour finishes with BLF allowed us to ensure that we were able to maintain a common scheme throughout the offices, using units in Montana Blue to match the blue of the screens, Portland white for desk-side, two drawer units and a beech top which matched the desks. We also used the light Portland finish for higher units situated near windows to ensure that light was not absorbed."

**Reader Reply No.: 81034**

## New Polysafe standard is "best value ever"

Top selling Polysafe Standard 2mm gauge sheet vinyl safety flooring from commercial flooring specialists Polyflor Ltd has been relaunched with an extended palette of fresh new colours, a new formulation and a "best value ever" promotional theme.

"This is yet more evidence of our determination to continually enhance the appearance and performance of existing, proven products," says Polyflor marketing manager Simon James.

New Polysafe Standard now includes four additional new colours - Storm Blue, Lilac Blue, Cool Aqua and Twilight - in a total choice of 16 shades. Produced in a new formulation and construction for greater flexibility when fitting corners and awkward areas, Polysafe Standard also features a new surface emboss which hugely improves its cleanability.

Also available in 2.5mm gauge, the new range retains all the key performance benefits of original Polysafe Standard, offering a standard surface finish in areas that are normally dry but where occasional water spillage can occur, making slip resistance an important consideration.

As well as meeting the general requirements of EN649, the range achieves an increased slip resistance value of  $\geq 36$  on the RRL Pendulum



wet test with a surface roughness of Rtm  $\geq 20$ pm. Fully tested to fire safety standard EN 13501-1, Polysafe Standard is certified as Class Bfl-S 1, achieving the criteria EN ISO 9239-1  $\geq 8$ kw/in<sup>2</sup> and the mandatory requirement of EN ISO 11925-2 pass.

Incorporating quartz crystals, aluminium oxide and silicon carbide particles for improved traction and safety under foot, new Polysafe Standard contains a Bioguard bacteriostat for enhanced hygiene protection and, in common with all Polyflor sheet vinyls, can be welded at the seams and to covered skirtings to create continuous, impervious surfaces.

**Reader Reply No.: 81039**



# Toprail furnishing system provides vital flexibility to Jersey's new A&E Department

Toprail Systems Ltd (Shepperton, Middx) has recently supplied its unique Toprail(tm) furnishing system to the refurbished A&E Department at Jersey General Hospital in the Channel Islands. The equipment supplied includes storage, shelving, worktops and cupboards, plus custom-designed lead-lined mobile units that are normally positioned between the department's beds.

Toprail was awarded this prestigious contract after the hospital's Project Manager, Mr David Ahier, had visited a similar Toprail installation at Guy's Hospital in London. Mr Ahier says "The staff at Guy's commented favourably on the flexibility and convenience of the Toprail system and the ease with which the various elements can be rearranged or moved

as needs change. This is a particularly important feature to us since we may need to increase the capacity of our A&E department very quickly should a major incident occur".



secured to almost any type of wall with normal hand tools and once installed can support a wide range of wall furnishing items including shelves, whiteboards, worktops, cupboards, storage systems, display materials and even

sinks. The concept was designed specifically for use within the health service and is the only wall furnishing system meeting the requirements of health technical memoranda HTM 62 and HTM 63. The system catalogue now includes more than 250 modular components.

Although Toprail offers a professional installation service, the only requirement is that the supporting rail should be fixed horizontally at a given height. All modules hang from this rail, so no other fixing arrangements are required. Detailed drawings and specialist labour are unnecessary.

The rail itself is fabricated from anodised aluminium extrusion and supplied in standard 2.4m pre-drilled lengths. A snap on cover provides full protection while concealing the

fixing screws. The system offers excellent load-bearing characteristics on walls of almost any construction - even on standard 12.5mm gypsum plasterboard.

**Reader Reply No.: 81043**

## Creative floors for Sheffield kids



options - including 101 wood effect, stone effect and art and design colourways - and features textured and embossed finishes for the authentic look and feel of the materials, helping to create stunning visuals and a distinctively stylish appearance.

Low maintenance Polysafe Astral, providing multi-chip decoration in 12 eye-catching shades, features the Supratrac system, a unique soil-releasing polymer which makes the product up to 60% cheaper to clean and ensures that even light shades will retain their original appearance even after years of wear.

And Polysafe Standard, also available in 12 colours, offers a choice of standard surface finishes for normally dry areas or embossed surfaces for areas which are continually wet.

All three products meet the general performance requirements of EN649 and both safety floors, fully tested to fire safety standard EN 13501-1, are certified as Class Bfl-S 1, achieving the criteria EN ISO 9239-1  $\geq 8\text{kw/in}^2$  and the mandatory requirement of EN ISO 11925-2 pass.

**Reader Reply No.: 81061**

A creative combination of wood effect luxury vinyl tiles and heavy duty sheet vinyl safety floorcoverings - from commercial flooring specialists Polyflor Ltd - is featured in a new ward at Sheffield Children's Hospital.

Designed by EDO Design of Doncaster for architects Race Cottam Associates, the flooring - installed by local flooring contractor Contract Floors - uses a variety of shades from the Polysafe Astral and Polysafe Standard safety flooring ranges alongside wood effect tiles from the Polyflor Expona art & design collection to create attractive geometric designs throughout the ward.

The Polyflor Expona art & design collection provides designers with innovative and exclusive design



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# Hi-Lo supports Angleton in new facility for Filestore

Hi-Lo Storage Systems, the UK's foremost manufacturer of racking systems, has been instrumental in helping Angleton fulfil its brief of providing FileStore with a groundbreaking concept in archive storage. The company has designed and supplied its FEM compliant Premierack system for FileStore's new warehouse located at the Chalcroft Distribution Centre in Southampton. The Premierack system now provides the necessary infrastructure for FileStore to manage the document storage and retrieval needs of a wide range of customers operating in the legal and financial markets, institutions and government bodies.

Undertaken over a two year period as a joint partnership between Hi-Lo Storage Systems and its distributor Angleton, the Premierack Multi-tier adjustable racking system was specifically chosen for its ability to meet FileStore's brief to provide high density storage by maximising headroom whilst at the same time giving easy access for the retrieval of documents. Carefully designed by Hi-Lo to incorporate decking, walkways, staircases and electrics, the Premierack Multi-tier racking system is now providing FileStore's new facility with a state-of-the-art, off-site data management system. Angleton's Managing Director, David Weight



says: "With office space at a premium and with companies facing the growing statutory requirements to retain documents and data, there is an ever pressing need for specialist archive storage systems. This requirement has resulted in our working with Hi-Lo to create a specialist system for the storage of archive boxes for businesses, institutions and specialist companies such as FileStore. Angleton chose Hi-Lo against other manufacturers for its design, competitiveness and ability to react quickly to our customers' requirements."

Ideal for archive storage as well as for a wide

variety of packaged goods, Hi-Lo's Premierack provides high-density storage by utilising all available cubic space. Designed and built to exceed current UK (SEMA) and European (FEM) standards, the system includes a range of 90mm upright sections available from 1.5mm to 2.4mm to suit all load requirements. Beams have five hook connectors with stiffening ribs and rolled edges to offer greater stability.

Totally flexible, Hi-Lo's storage systems combine box and step beam profiles on each storage level to enable more boxes to be stored. All types and combinations of archive boxes can be stored including single and multi-level applications.

Concluding, Robert O'Neill, Managing Director of FileStore said: "Being the regions top document storage provider we place great importance on the conditions under which we store our customers property.

Investing in another new purpose built 36000 sq ft warehouse and the Hi Lo storage system ensures that our facilities are among the best in the UK.

Working closely with Angleton we have produced a dynamic cost effective archive facility of which we are all proud and the bottom line is it actually works.

**Reader Reply No.: 81112**

## Interface launches Cool Carpet in Europe

Available to customers of Interface Europe, Cool Carpet is the industry's first climate neutral carpet. The total greenhouse gas emissions associated with the manufacture of its carpet tiles are offset through investment in a variety of schemes and projects. Cool Carpet allows customers to make a purchase that has no negative impact with respect to global climate change.

Interface Europe is concerned about global climate change and supports the growing scientific consensus that increased CO2 levels in the atmosphere are a major contributor to global warming. Actions that reduce or offset increased levels of CO2 in the atmosphere slow the gradual warming of the planet and are therefore deemed to be cool. In designating a carpet 'cool',

Interface Europe calculates the total CO2 emissions, including the extraction and processing of the raw materials, internal manufacturing and transportation, sales and administrative functions, product installation and maintenance, and ultimate return and reuse of each product and then assesses the level of offsets needed to make it neutral. Interface's approach is based on the widely held principle that before a company considers investing in external emission reduction projects, it should make significant efforts to reduce its own emissions associated with its activities. Interface has reduced its own emissions of greenhouse gases by 46% since 1996.

Knowing the emissions profile of any purchase means it is possible to offset, or balance, these emissions through investments in a variety of schemes and projects. In partnership with Climate Care, Interface Europe is investing in a portfolio of offset projects on behalf of its customers, making the whole process of offsetting the emissions from a purchase fast, simple and reliable.

**Reader Reply No.: 81091**

## A place for everything and everything in its place



The new storage solution can be supplied in a number of finishes to ensure that it coordinates visually with a wide selection of desking and workstation finishes, to provide a fully integrated, professional-looking interior. The system also has an unmistakable tailor-made appearance, thanks to scribe-in top, bottom and end panels that create a neat wall-to-wall, floor-to-ceiling fitted appearance.

Wall Storage is extremely space efficient. For example, a 2.5-metre high by 1.0-metre long section of Wall Storage has the same capacity as eight standard four-drawer filing cabinets. And, unlike conventional filing cabinets, Wall Storage is not restricted to accommodating suspended files. Other internal options include a host of media storage, catalogue and binder storage, drawer and shelf options that can be configured to suit the precise requirements of each user.

This versatility ensures that the Wall Storage can easily be adapted to changing needs, maximising the cost effectiveness of the initial investment. This long-term value for money is underpinned by the robust construction and demanding quality standards that are hallmarks of Project: brand office furniture.

**Reader Reply No.: 81119**

Project: Additions has added a new dimension to office efficiency with the introduction of its new Wall Storage system. Designed to provide a discrete yet efficient modular storage solution for any contemporary office environment, Wall Storage has the clean lines that ensure that it will blend effortlessly with any modern interior.

Project: Wall Storage is extremely versatile. It accommodates the same filing and storage accessories as other Project: brand personal and free-standing storage solutions. However, the system is designed to allow the easy incorporation of other filing systems and accessories.







## SHADE from NORDPLAN sets new benchmark for document storage

**S**HADE, a new range of space-saving mobile storage systems, has been launched by NORDPLAN. SHADE combines an elegant uncomplicated appearance with easy-to-use controls and a wealth of operational and safety features. This unique blend of stylish and intuitive design, robust construction and cutting-edge technology sets a new benchmark for high-density systems. Renowned industrial and commercial designer, Jacob Jensen has developed SHADE exclusively for NORDPLAN. Stylish steel wraparound fascias combine with elegant black controls and index strips to give the range its distinctive look. It belies the view that high-density mobile systems are purely functional and only appropriate for archives. SHADE is the ideal solu-

tion for any workplace or public-access environment where documents and files are regularly used. SHADE builds on the success of NORDPLAN's previous mobile systems, using a design underpinned by the same durable carriage, base and multi-track construction. The range has electronic, mechanical and static options.

The electronic SHADE E9000 has easy-to-use touch-screen controls for effortless access. SHADE M9000 is mechanically operated. With ultra-low gearing, users can move entire banks of fully loaded units with minimal effort. SHADE S9000 offers a static storage option with the same elegant finish as the mobile versions.

**Reader Reply  
No.: 81036**

## Specialist Lamps, Lighting Design, SAD Products



**T**rilight is a supplier of lamps and light fittings. While the major market is distribution to the electrical wholesale trade, Local and Central Government bodies feature as important elements within the client base.

Trilight was formed as an amalgamation of three of Scotland's leading lighting companies: Powerhouse Electrical, Lightbox and Caledonian Lighting.

Powerhouse, the earliest company, was formed by directors Jim Gray, John Thompson and Gus Cruickshank in February 1989. The name was changed to Trilight in 1998. Graeme and Wendy Hosie joined as fellow directors following the amalgamation. The expansion

saw Trilight combine the strengths and expertise of Powerhouse in the field of specialist lamp distribution, with Lightbox's bespoke manufacturing of lighting fixtures and light therapy products such as SAD (Seasonal Affective Disorder) lamps, and the design capabilities of Caledonian Lighting.

The company's UK branches are in Aberdeen, Falkirk and Glasgow. In 2004 a branch was opened in Alicante, Spain. This strategic expansion was made in response to the demands for lighting products due to the growth of the leisure and entertainment market in Spain which was outstripping the available supply. This addition has brought the total staff levels up to approximately 30. In the coming year, the directors hope to add further UK branches, with Edinburgh and Perth/Dundee under active consideration.

Turnover in year ending August 2004 exceeded £4M, representing a year on year percentage growth of between 10 - 15%.

**Reader Reply No.: 81146**

## Welconstruct opens doors to London office



Roger Day, General Manager of Interior Contracts said: "Work generated by London and the home counties has grown significantly in the last two years and now represents around one third of our business.

"Being located right on the doorstep of many

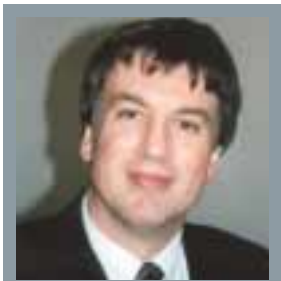
**O**ne of the UK's leading contractors Welconstruct Interior Contracts has opened an office in the heart of London and revealed an estimated £10m turnover forecast for this year.

The £500k investment into the new office in Berkeley Street has been made to meet the fast growing demands of the city's marketplace. The nationwide firm announced a £6.5m turnover last year. The significant increase in forecast turnover results reflects the firm's steady growth in the retail, commercial and industrial markets and its expansion into the construction sector.

of our city clients is important as we look to increase our share of an already substantial market and deliver best service to those in and around our M25 catchment area. This goal certainly warrants its own local team base right in the city. The Berkeley Street location - opposite the Ritz Hotel - is extremely central and easily accessible and of course high profile.!"

The company has recently appointed a new management team to help strengthen the firm's strategies in the future and now has three offices located in Birmingham, Manchester and London.

**Reader Reply No.: 81122**



Mike Arnold

## Video conferencing suites are pure theatre - light them accordingly

By Mike Arnold, Managing Director MAsolutions

It is usually the case that the more prestigious the company, the greater attention (and sums of money) devoted to the reception areas. Fountains, bespoke woven carpets, impressive desks and plush seating are the norm, all beautifully lit by an assortment of lamps that portray the company in its finest manner.

Everybody is aware that the reception is designed to impress - to create that first impression that encourages visitors to do business with that company. It's such a shame that a similar amount of design input and attention to detail is often absent from the other area of the building that should be creating a similar impression of professionalism and style - the audio visual and video conferencing suite.

Wrong furniture surfaces, badly chosen décor and incorrect lay out of these rooms can detract from their effectiveness, but the most important feature that is so often overlooked is the lighting. Today's ever increasing use of video conferencing to reduce travel time and costs, to promote more instant resolutions to problems and assist in the sales process has resulted in an increase in its importance as an every day aspect of the business - and longer sessions in the presentation suite.

It is therefore essential that participants at both ends of the meeting should be seated in comfort in a well ventilated room that is lit in a manner that leaves no possibility of irritation to the viewer - irritation caused by reflections, shadows, excessive brightness and other intrusions that may just tip the balance against a successful sale or result in acrimony due to loss of concentration (or temper)

From a sales position in particular, we are looking at total theatre. There are roles to be played and the stage has to be set to enable the players to look right and sound right - what could be more disconcerting for the audience (and embarrassing for the player) than the sight of massive reflection of light from a bald pate just as attempts are being made to clinch a deal!

Halos above unsuspecting heads caused by inappropriate lighting have an equally distract-

ing effect, as do strong reflections from a polished table that produce an upright onto the underside of the chin. This is picked up by the camera and relayed in a manner that adversely affects facial features. Character is lost - and more importantly the focus of attention is being diverted from the speaker to the visual irrelevancies.

When we are designing a video conferencing and presentation facility we make use of a complete mix of light. We use subtle illumination to highlight the company logo on the wall behind the presenters (and that's all that is necessary to adorn the walls); we use fluorescent lamps for their dimming capabilities and dicroics for their effect. But not in a piecemeal fashion.

### Too often building operators and facilities managers working to tight budgets will bulk buy lamps without reference to the colour temperature

We seek the liner and avoid the angular; achieve the subtle tones and eliminate the shadows.

It must be remembered that fluorescent lamps are cumulative - the more of them in use in the room the less the effect when they are dimmed whereas dicroics are more dramatic. They don't have the same levels of control but they can add a lot to the overall "theatre" if they are carefully sited and designed into the entire scheme.

Get the design wrong and lighting can be self-defeating. Lights too close to the screen will produce blurred images, those directed too much towards a speaker will produce the natural reaction from that person's eyes: they appear to have closed as the pupils dilate.

This reaction has, of course, been introduced and controlled by the brain, which enables them to compensate for alterations in the visual environment. Cameras don't have brains and they

can't easily compensate; the lens is either open or closed. They see the light the way it is.

While there are "dos and don'ts" common to every video conferencing facility, it must be remembered that different presenters have their own personal preferences that must be catered for. The most effective manner to achieve flexibility combined with efficiency is to integrate the lighting with the rest of the equipment within the room.

It is perfectly feasible for a presenter to determine at the touch of just one button on a mini screen the level of lighting, the number and choice of lamps to be used, as well as the room's heating, cooling and ventilation and the positioning of window blinds. All may be integrated into one macro system that the presenter needs to programme to his or her personal preference just once. The room and its controls are then preset in the same manner as the short cut facility is used on the laptop.

However, there can be a danger in assuming that the lighting effect will always reflect the initial programming. The reason is the variations in colour temperature that come with different lamps. In well-planned buildings colour temperature is an integral part of the design - the problem facing the users who rely on these things is ensuring that the original specifications are being followed as lamps are replaced.

Too often building operators and facilities managers working to tight budgets will bulk buy lamps without reference to the colour temperature (the cost is the governing factor) but there is nothing more sure to provoke irritation on both sides of the camera that irregular light from lamps that are supposed to be uniform but which have differing colour temperatures.

I can't stress too greatly the importance of the correct lighting in audio visual suites. If potential customers are to be impressed when they are at one end of a conference link they must remain focused and relaxed throughout the session. Correct lighting will play a critical role in achieving that state of mind. The rest is up to the sales team.

**Reader Reply No.: 81149**



## Tandus carpet for Oxford Natural History Museum

The Oxford University Museum of Natural History is a magnificent example of mid-Victorian gothic architecture, housing scientific collections acquired by the University over the past 300 years. The exhibits occupy a large central court, with elegant cast iron columns that support a vaulted glass roof.

The central court, which is dominated by is dominated by two dinosaur skeletons, is also used to host receptions, dinners and other corporate hospitality functions, and the flagstone floor has become worn. The Museum administrators therefore decided that the area should be carpeted to protect the stones.

The decision needed careful thought, because the carpet had to fit - in style and colour - with the ambience of the Victorian building. It also needed

to be resistant to fading as a result of the natural daylight that the glass roof lets into the court. After considering various options, the Museum chose 'Nile Brown' from Collins & Aikman's Explorer range, a pointillist design with pindots of different shades of brown and grey, which complements the Museum's interior décor.

Explorer is Tandus Europe's biggest selling range, with 16 versatile solution dyed colourways, constructed as a multi-colour loop-pile design in 1/13 gauge, providing guaranteed appearance retention and resistance to fading. It's available as Graphtex or PVC tile or, as used in the Oxford Museum of Natural History, two-metre PVC-backed sheet. The carpet was installed by Commercial Carpet Solutions of Maidenhead.

**Reader Reply No.: 811366**



# FAAC systems just the ticket for new bus station

Barriers from FAAC are offering the best in access control at a new bus garage in Chelmsford, Essex. Ansador of Battersea, London, installed the system at bus operator First's £5m state-of-the-art building, which is the new main depot for bus services serving the Chelmsford area. The new depot replaces a 1930s building and will initially house 88 buses with space for expansion up to 120 buses. Around 250 drivers, engineers and administrative staff will be based at the site.

The site has been awarded police 'Secured by Design' and 'Secure Parking' awards. Ansador has installed two FAAC 640 heavy duty barriers with 7m beams. In addition, each vehicle has a tag bolted to its chassis, which is read by a ground loop as the vehicle enters and exits the depot. The driver also has a proximity card, so both vehicle and driver are logged as they



leave and enter the site.

Francis Davy of Ansador comments: "We designed a robust system incorporating FAAC barriers specifically for this high-traffic situation combined with tag readers, vehicle tags, prox-

imity cards, and telephone-linked intercoms for a totally integrated package."

The FAAC 640 operator is suitable for barriers from 4 to 7 metres in large commercial situations. With a neat, slimline appearance, it operates at speeds of between four and eight seconds and is 100% duty rated. An integral fan activates automatically to cool the system during heavy use, and a secure locking system ensures the beam retains its open and closed positions, with manual release via a customised key in the event of a power failure. The 640 also has an anti-crush system.

FAAC is a world leader in gate and door automation. FAAC operators and full gate systems are available through a UK national network of over 700 approved installers, all trained to FAAC's exacting standards.

**Reader Reply No.: 81028**

## Abloy has a million reasons to celebrate

Abloy Security, part of the ASSA Abloy Group, has recently manufactured its one-millionth electromechanical lock at its production facility, Abloy Oy, in Joensuu, northern Finland, representing a milestone in the history of the organisation.

Abloy is the world leading developer and manufacturer of high security lock solutions for buildings, utilities, OEM's and many other applications. Its comprehensive product range includes cylinders, mechani-

cal locks, standalone access control systems and door control products, as well as electromechanical locks.

In recent years electromechanical locks have become a vital part of modern locking systems. Abloy's latest range of modular Euro profile electromechanical locks, which are easy to specify and install, have been developed to offer exceptional levels of security and safety and conform to the new EN standards for emergency exits and resistance to fire and burglary.

Robin Rice, Managing Director at Abloy Security said, "The performance, functionality and reliability of Abloy lock, combined with competitive prices and a nationwide dealer network means that our products have become the standard fitting in many applications."

Robin went on to say, "We would like to thank all those who have made great efforts in developing and manufacturing Abloy electromechanical locks for making this achievement possible. We are absolutely delighted with the success."

**Reader Reply No.: 81044**



## Securit World & Datacard announces strategic alliance

Securitworld, the UK's 1st Choice for ID products announced today a new alliance with Datacard Group, the world leader in secure ID and card personalisation solutions.

Steve Singh Diggpaal, UK Channel Manager for Datacard®, stated "Datacard are delighted to bring Securit World

on board as it opens up a great opportunity to work with a key player in the industry. We see Securit World as a company focused on offering the best ID card solutions in a highly competitive market".

Ed Heyden, Sales Director of Securit World Ltd, said "As leaders in ID card personalisation we are looking forward to working with Datacard®. Securit see this alliance as a major step forward in the growth of the company and the new range of Datacard® SP desktop printers will be a key element of this growth area. Our customers will benefit from the combined experience of both Securit and Datacard® in this industry by being offered the best solution for their needs".

Securit World Ltd are leading suppliers of ID systems and printers for the production of high-quality photo ID cards and visitor passes, covering applications for low-volume users through to the high-volume production of national identity cards



and driving licences.

As more and more companies recognise the importance of security and the need to easily identify staff and visitors, Securit World Ltd have fulfilled this need with the installation of ID card systems and visitor management systems in hundreds of sites worldwide. Having been at the forefront of ID card technology for over 10 years, Securit have gained a wealth of experience in the industry and a reputation for excellent service. The growth in access control, time & attendance systems and cashless vending has resulted in an increased requirement for multi-function plastic cards and Securit World's ID card systems offer compatibility with most of these systems.

Datacard® has refined critical identity technologies including smart cards, biometrics and digital imaging - and developed a portfolio of advanced identity systems.

**Reader Reply No.: 81052**

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RR: 81025

Cardax is manufactured by  GALLAGHER Security Management Systems, a division of the Gallagher Group.



# TelGuard DDA Range

People nationwide are experiencing the daily benefits of using their own home telephone to allow visitors access through door or gated entrances. Just think; the 'entry phone' is always in the most convenient location for the user – their BT type telephone. Telephones have been available with user enhancements for many years. Phones are available with large back lit buttons, hands free operation, strobes and sounders all designed to assist with providing daily living solutions for people with impairments of speech, hearing, sight and physical movement.

This flexibility is wasted if the user then has to use a separate entry phone just for door entry requests – this may even be impossible due the severity of disability.

The TelGuard DDA range of Door Entry panels have been developed through consultation with various organisations and is representative of this and our own interpretation of the Act.

By providing our entry solutions, that sit hand in hand with the above mentioned advances in telephone handset design, TelGuard is able to bring this simple, reliable, easy to use and cost



effective technology to a much wider audience. All TelGuard Door Entry panels are vandal resistant and able to withstand harsh environmental conditions.

The TelGuard Senior DDA has a large, easy to read LCD display which shows easy to follow instructions and a progress report during the call. The maximum call capacity of this panel is 1000 users.

When the call is answered 'SPEAK NOW' appears on the display with an acoustic verbal instruction from the speaker on the TelGuard. This prompt is also heard by the call recipient on their telephone earpiece. When the door is released, 'ENTER' appears on the display with both an acoustic buzz and verbal instruction to enter. The instruction is again received on the telephone earpiece of the call recipient.

The buttons are large and easy to identify by using halo illumination, tactile back lit symbols and Braille. The button colours are designed to offer a stark contrast to the stainless steel panel. The push buttons emit a tone when pressed and the press action may be registered by depressing any part of the button.

The TelGuard Bespoke DDA has identical buttons to the TelGuard Senior DDA but in place of the LCD display is a red 'SPEAK NOW' indicator with verbal instruction and a green 'DOOR OPEN' indicator with acoustic and verbal instruction.



A panel may be fitted at wheelchair height below the standard height panel. This panel could be retrofitted to any entrance to assist with compliance.

The DDA range is also available with video and proximity options. The video entry picture would be displayed onto the residents own television.

**Reader Reply No.: 76146**

## Mul-T-Lock launches specialist school product

SECURITY specialist Mul-T-Lock UK has extended its portfolio of products with the introduction of the Classroom Cylinder - a unique locking mechanism designed specifically for use in schools.

The Classroom Cylinder allows teaching staff to gain access to rooms at any time, while preventing pupils from being able to lock the door from the inside.

Dion McAllister, managing director of Mul-T-Lock UK explained: "We have developed this product to eliminate the possibility of pupils being able to lock classroom doors. With this system, teachers can gain access to rooms at any time and pupils can always exit the room, but they are unable to lock the door from the inside."

The system features a single action internal thumb-turn mechanism - this allows people to exit the room at any time and eliminates the possibility of pupils being accidentally locked in a room.

The Classroom Cylinder is available in European Profile or UK Oval in 70mm symmetric or asymmetric sizes incorporating a 35mm thumb turn.

The system makes use of Mul-T-Lock's world-leading locking technology and can be supplied keyed to differ, keyed alike or master-keyed.

**Reader Reply No.: 81128**



## Abloy Security smoothes the way for Keanes Jewellers

When Cork based Keanes Jewellers opened their newest store in Limerick Gerard Keane needed a high security yet aesthetically pleasing locking solution to protect the new display cases and provide effective key control throughout the store. Keanes chose ABLOY® PROTEC cam locks and door cylinders, supplied by ABLOY® Centre Maclock in Ireland to provide a complete lock solution that offers exceptional master-keying capabilities.

Keanes Jewellers, a family jewellery business founded in 1948, have built their reputation on customer service and value. Expanding over the years to have stores in Cork, Limerick and Killarney, the company is now run by the sons and grandsons of the founders, brothers Gerard and Pat joined by their sons Gerard Junior and Patrick.

Gerard Keane specified ABLOY® PROTEC locks for the new Limerick store as he had heard of their reputation from contacts in the jewellery trade across Ireland and the UK. A PROTEC master key system offered a new solution as in the past the firm had used a variety of locks from a wide selection of suppliers, and this necessitated a large collection of different keys.

The ABLOY® PROTEC mechanism is unique in its design and technology, having been created following more than ninety years continuous development of rotating disc technology. The two-way operation makes it ideal for creating master key systems where more than one type of lock is to be used. PROTEC is fully patented until 2019 and is completely pickproof, with wear and tear on the cylinder and key eliminated by the mechanisms unique design.



Gerard Keane was so impressed with the system that he specified ABLOY locks again when the Cork branch was renovated. A complete locking system was provided, from external and internal doors to the jewellery display cases. In total, over 120 ABLOY® PROTEC cam locks were installed throughout the store, again supplied by ABLOY Centre Maclock.

One of the major benefits of a master key system is that it allows individual staff to possess only one key, allowing entry only to those areas and showcases that the member of staff has permission to access. As Gerard says, 'This saves valuable time spent looking for keys hence helping the smooth running of the business, especially when we are busy. It also allows us to appear much more professional, which is very important at the high value end of the jewellery market to both our customers and suppliers.'

**Reader Reply No.: 81093**

## Access Control



**New**

MVR1 Vandal resistant touch sensitive proximity reader / combined keypad. HID Compatible



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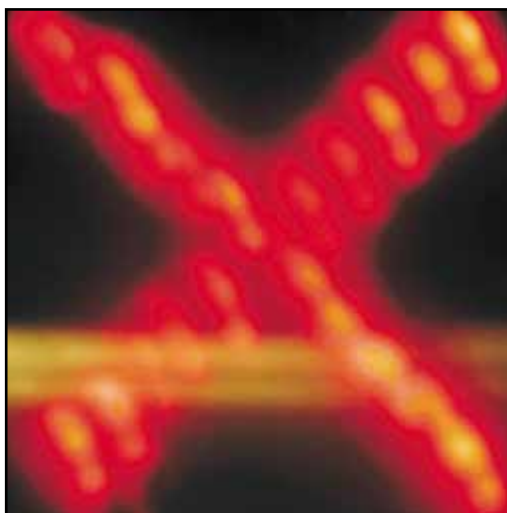
DDS Toplock controllers have 3.5 or 4.5 dual output power supplies depending on version. Key lockable case.

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RR: 81047



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RR: 81048



# GSS - The clean, safe and secure solution to safeguarding your working environment



National security solutions provider GSS, Guide Security Services, is taking an exciting and innovative approach to assessing the risks and solving the growing security problems facing businesses and their employees. With an intimate understanding of the environmental and security issues that the business world has to contend with today, GSS has developed solutions for every site, urban or rural, ensuring clean, safe and secure working environments for all.

From the lone worker leaving or returning to the office car park in the early hours, to protecting business premises and other high risk areas with



remote monitored, voice activated cameras 24/7, GSS have a proven track record of delivering efficient, cost effective, risk management solutions designed to suit individual client needs.

As a next generation security, safety and risk management company, GSS has extensive experience in research and development and crime prevention.

The company, with its head office and monitoring station in the North West, plus offices in Yorkshire and the South East, boasts a zero false alarms rate and was the first in the industry to be awarded accreditation to monitor BS8418 systems, ensuring a guaranteed police response to an activation.

GSS Marketing and Communications Director Mick Gains QPM, a former police officer and nationally recognised expert in crime prevention, has worked with a host of business partners and gained vast experience in tackling the crime and disorder problems faced by the business world.

"At GSS we have created a unique approach to tackling these problems, offering a specialised service, assessing the risks faced by staff, particularly lone workers and the risks to their working environments. We welcome the opportunity to discuss the specific needs of all business divisions."

Reduce the fear factor for staff by protecting the environments in which they work.

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# Fighting crime in the Mendips

Today, fighting and preventing street crime is an issue in all areas of the country. And just to prove the point, five centres in Somerset - including one of Britain's smallest cities, Wells - have installed a network of street surveillance cameras... and is already seeing the benefits.

The rolling hills and ancient flood plains to the South of Bath and Bristol represent some of the most beautiful and peaceful parts of Britain - and the local authority looking after the Mendip area is concerned to keep it that way.

Jenny Davies, Community Safety Officer at Mendip District Council, said: "Crime is not generally high in these areas compared to Bristol, for example, but businesses, especially, are keen to make sure our town centres are safe and pleasant places to live, work and shop.

"Cameras help people feel safe, especially in the evenings, and that is good for trade. The area also has to manage the influx of visitors every summer, in particular at the time of the Glastonbury festival.

"CCTV was an obvious solution - it's discreet and acts to inhibit crime as much as help trace the culprits."

Mendip looked at five town centres and examined all the technical options available - together with the companies that could supply the equipment needed. They selected Bewator.

"Bewator has an excellent reputation in the marketplace for reliability," said Jenny Davies, "and their products and systems are also extremely flexible - Bewator's modular approach, for example, meant that it was quite simple for us to upgrade to Bewator's more advanced matrix

quite late in the project."

The cameras, the majority of which are housed within Bewator Surcha domes, are located at: Wells (12), Shepton Mallet (10), Glastonbury (6), Frome (6). A further ten in nearby Street are in the process of being upgraded but operate independently of the Wells Control Centre.

Bewator's Surcha domes are connected via fibre optic and/or copper cabling and a Bewator V3i matrix to three Bewator keyboards in the control centre in Wells. The views are shown on a total of 13 monitors and the centre also has a further monitor dedicated to reviewing images.

From here, each of the 34 cameras can be positioned to concentrate on suspicious activity. Each camera position can also be programmed to automatically view certain areas of particular interest such as cash points or shop entrances. With the exception of those in Wells, installation of the cameras was carried by Street-based SRT Security Systems, which also fitted out the control room.

SRT's Managing Director, Steve Taylor, said: "We chose Bewator products because we have used them before and have proved their reliability for ourselves. The Bewator matrix, which enables multiple keyboards to programme and control 34 of the cameras, offers cutting-edge functionality."

Installation of the cameras in Wells was carried out by Newbury-based Advanced Vision Systems. Partner Roger Daymond comments: "We find the Bewator products offer good value for money. In addition to Wells, we have installed and maintain Bewator domes in Yeovil and



Bridgwater, and they are all working beautifully."

A year on from the initial installation and Mendip District Council is certain that it made the right choice. "Everyone living and working in the five centres recognises that CCTV has a big part to play in keeping our streets safe for everyone to use, and we've been delighted with the technical aspects of the installation," said Jenny Davies.

"The police have been delighted with the quality of images captured, and this will help them secure convictions, and we have also noticed that known troublemakers are now keeping well away from the areas under surveillance.

"The equipment is working well and it's also good to know that their systems, being modular, can be readily expanded or upgraded to meet any future requirements we may have.

"Bewator's technical advice and assistance has proved invaluable throughout the three-year project. The company is very much one we can work with. They offer good support, expert service and are generally very helpful," added Jenny Davies

On the strength of the results to date, Mendip is now planning a next phase of CCTV installations in their area - using Bewator equipment.

**Reader Reply No.: 81123**

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## Bell Pacom helps Metro win award

An integrated Bell Pacom security system for the Metro De Santiago public transit system in Santiago, Chile has been recognised with an award from the Chilean government for its cost-effectiveness as a crime reduction solution. Installed by Pacom's South American integrator Bitelco between 2003-04, the system networks integrated security and fire alarm, access control and CCTV functions from 59 stations into a single downtown monitoring location. Securitas AB owns Pacom following its acquisition of Bell Group/Bell Security in 2004.

The system protects Metro De Santiago's one million daily customers and secures the stations each night during the closed period (midnight to 5:00am). Live video is used to control door access for after-hours maintenance crews, cleaners and other authorised personnel at each of the stations. Some 500 CCTV surveillance cameras now monitor the stations at a quality that significantly improves



upon previous levels of day and night security.

Pacom's Graphical Management System (GMS) provides an automated alarm and event report, so that Metro officials can tell exactly who entered and exited the stations during the monitored hours. GMS also creates programmed responses to handle re-occurring alarm events.

The system was considered to have more than paid for itself in less than six months - with the overall reduction of false alarms (and so a reduction in additional remote location security inspections) and the ability to better manage the use of on-site security personnel.

**Reader Reply No.: 81129**





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