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**Description:** This OM provides information to HSE Inspectors and HSAOs, as well as LA Inspectors, participating in this national project to reduce slip/trip accidents caused by floor cleaning. This work forms part of the planned delivery of the HSC/E Fit3 Strategic Delivery Programme.

**OG Status:** Fully open

**Author Unit/Section:** Safety Unit

## **Reducing Slip and Trip Accidents Caused by Floor Cleaning**

### **OM 2007/01**

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### **Background**

1 Cleaning is a key factor in the control of slips and trips because it affects the surface properties of the floor, the safety of pedestrians (including the cleaners themselves) and the control of contamination and obstacles. Cleaning removes the contamination and

obstacles, but it can also introduce them. Cleaning is undertaken in all premises, and by targeting cleaning we are impacting on accidents both to cleaners and to other personnel who work in the zone where cleaning is taking place. There is also a potential impact on accidents to members of the public caused by slips/trips (primarily in the LA enforced sectors)

2 During 2006/07 FOD (and LA) staff in the Midlands piloted this project (see OM 2006/03). The pilot aimed to reduce slip and trip accidents in a range of sectors. The programme consisted of two half day seminars for contract cleaning companies aimed at raising awareness of the issues (as well as giving information on other cleaning related topics – Dermatitis, Manual Handling and Falls).

3 Following on from these Seminars, Inspectors then carried out targeted visits to contract cleaners and in-house cleaning teams (raising awareness, giving advice and guidance) and investigated a number of RIDDOR incidents arising from cleaning activities.

4 Evaluation of the pilot project at the nine-month stage showed that the half-day seminars were well received and the topics covered were areas that the industry itself saw as important. In a number of cases, visits have led to the issue of Improvement Notices requiring – for example – the preparation of risk assessments on the suitability of flooring.

5 We hope to undertake a fuller evaluation of the project after March 2007.

6 The Cleaning Industry Liaison Forum (CILF), which is chaired by HSE, meets regularly and consists of a range of organisations (including British Cleaning Council, Unison, individual cleaning companies and others). CILF was involved in producing the S&T2 leaflet and is committed to improving health and safety standards across the cleaning industry. It supports this campaign.

## **Aim**

7 The aim of the project is to reduce slips and trips associated with floor cleaning activities at premises across all sectors (primarily education, health and manufacturing for HSE and the hospitality and retail industries and warehousing for LAs).

8 The primary objectives are:

- i. To target staff resources at slip and trip accidents in those premises we can have the greatest impact and so raise the standards of cleaning at such premises
- ii. Where cleaning is contracted out, to influence cleaning companies to improve their cleaning regimes through, for example, better liaison with their clients; and to influence clients to manage and monitor the health and safety performance of their cleaning contractors
- iii. To improve inspector and HSAO knowledge of the standards expected for cleaning
- iv. To advise and enforce according to the enforcement management model (EMM)

9 We are also asking visiting staff to raise awareness of other risks in cleaning associated with dermatitis, manual handling and falls from height (particularly 'low' falls (below head height)).

10 Where appropriate, we are also asking visiting staff to consider the issue of temporary or migrant labour (including language issues).

11 Further information/links on these issues can be found in Appendices 2 and 3.

## **Resource required**

12 The FOD Delivery Plan confirms the resource allocation by division. The budget for the seminars will be confirmed in due course.

## **Action required**

### **Cleaning seminars**

13 Divisions should nominate a lead HSAO who can liaise with Pete Lennon (Safety Unit - contact details below) on this project.

14 Nominated HSAOs should organise **two** joint HSE/LA workshops in each Division for contract cleaning companies to describe the project and to promote the messages in the cleaning information sheet (S&T2). The seminars should also include sessions on dermatitis, manual handling and falls. We expect 80 delegates/attendees at each seminar.

15 HSE has issued a flyer advertising the project/seminars. The flyer advises people to register their interest in attending the seminars via the HSE website Preventing Slips and Trips in the Workplace. Pete Lennon will forward these expressions of interest to the relevant B5 HSAO organising the Divisional seminars. It is likely that further local marketing will also be needed.

16 The Slips & Trips Programme Team will provide speakers for these events, using standard presentations, so it is important that lead HSAOs liaise with Pete Lennon about dates. The S&T Team will arrange for delegate information packs to be prepared and distributed prior to each event. In addition, Safety Unit has an information pack which contains copies of example invitation letters, press notices, agendas etc if required.

17 Where possible, Divisional seminars should be arranged to run on consecutive days, to minimise T&S costs.

## **Visits**

18 As for similar events, HSAOs and B3s should NOT visit those companies that attend the seminars.

19 Although the seminars are due to be held in the first quarter of the 2007/08 work year, staff are free to start their visits in April 2007. This is important where 'head office' visits are made to the larger, national cleaning companies.

20 HSAOs should carry out 10-15 advisory visits to smaller contract cleaning companies (those with fewer than 10 employees: the aim is to promote the messages in the cleaning information sheet (S&T2)).

21 B3s should undertake visits to the larger contract-cleaning companies early in the work year as well as dealing with those clients who have their own in-house cleaning teams. We acknowledge that in factories there may not be any cleaning teams but simply operators cleaning their own area(s). Visits to in-house cleaning teams should be targeted at food, manufacturing and public sectors (including health, education and local government, subject to agreement by the Public Services Programme). Inspectors might also find it useful to visit actual cleaning operations following a head-office type visit.

22 We have not defined 'larger' contract cleaning companies. These could well be multi-site or multi-sector companies, or facilities management companies .

23 LA Inspectors should arrange visits on similar principles. As many contract cleaning companies work in LA and HSE enforced premises it is important that visiting officers liaise with their HSE/LA counterparts to ensure that the same company is not visited by different authorities.

24 HSE staff should also check the LOPP/FOILE status of some of the larger companies/clients before undertaking any visits. As at 01 April 2007 there are no large cleaning contractors that are pilot companies as part of the LOPP/FOILE initiatives.

25 For visits to public sector clients, HSE staff should also contact the relevant National Account Manager or Point of Contact.

26 Although we have little information on the number of contract cleaning companies in the UK, Safety Unit, with the assistance of the Cleaning & Support Services Association (CSSA), has produced a list of larger national contract cleaning companies which can be used to plan the Seminars and visits. This is attached at Appendix 4.

27 We have identified the Head Offices of the large companies, many of which have subsidiary companies (eg Mitie Group plc, OCS Ltd). Visits to these head offices should be carried out early in the year. Inspectors should seek information about the autonomy of the subsidiary companies before deciding whether visits should be made to such subsidiary companies. However, Divisions will still need to carry out some searches on local databases or websites (such as yell.com) and gather intelligence on contract cleaning companies used via large and service sector employers and facilities management companies.

## **Investigations**

28 B5s and/or B6s should continue to apply the selection criteria for mandatory investigations for slip/trip incidents. In addition, we are asking B5s/B6s also to look at RIDDORs for non-mandatory Over Three Day and major injuries where a slip has occurred during or as a result of cleaning practice. The accident kinds are 0610, 0620, 0680 and 0690.

29 B3s should use any identified non-mandatory accidents as a tool to initiate dialogue with the dutyholder on managing the risks from slips and trips rather than investigating the incident. If there are no F2508s or reported incidents, then visiting staff can ask for dutyholders to identify where they have had near misses. The Surtronic duo could be used in such cases to demonstrate slip risks.

30 Accidents to contract cleaners themselves are normally recorded under SIC 7470 (industrial cleaning) or SIC 7032 (management of real estate) but may sometimes appear under other SICs.

### **Enforcement**

31 Inspectors should consider the use of Enforcement Notices where appropriate, using the inspection topic pack and EMM.

32 Information on what to cover during visits can be found in Appendix 1 that distils the information contained in the S&T2 leaflet.

### **Sector and programme team support**

33 The cleaning project is supported by the S&T Team and the team will:

- (a) deliver the key Slips & Trips presentations at the Divisional Seminars;
- (b) use key stakeholders to publicise the seminars and campaigns (key stakeholders include the British Cleaning Council, British Institute of Cleaning Science (BICSc) etc;
- (c) encourage stakeholders to promote good practice; and
- (d) work with stakeholders to identify other areas of interest.

### **Work recording**

34 COIN recording details will be notified by FOD.

### **Completion dates**

35 The Cleaning Seminars should take place in the first quarter of 2007/08 work year where possible. The nominated HSAO contacts for this work should liaise with Pete Lennon about dates/locations to ensure that S&T Programme Team members are available. Visits should be completed by end March 2008.

### **Competency and training**

36 HSE staff have taken part in slips/trips training, including the use of the Surtronic duo. If necessary, additional training or briefing can be arranged, particularly for joint HSE/LA teams. Divisions should contact Pete Lennon in the first instance.

37 We expect visiting staff to make use of the Surtronic duos: Divisions should assess how many are needed and liaise with Peter Lennon to arrange for more as necessary.

### **Main sector and programme team contacts**

Peter Lennon, Safety Unit (Services, Transportation & Safety Unit (STSU)) - Manchester  
0161 952 8304

Mark Thomas, S&T Programme Team (IR1) - London 020 7717 6686

Iain Brodie, Consumer Services (STSU) - Glasgow 0141 275 3041

Rob Shaw, HSL Pedestrian Safety Section - Buxton 01298 218339

## **Appendix 1 – Inspection aide memoir**

The focus of the visit is to raise awareness of the importance of effective floor cleaning in reducing slip and trip accidents. Visits should focus on types of floor contamination (eg dry and wet contamination) and how cleaning itself, if not done properly, can cause accidents.

The Slips & Trips<sup>2</sup> leaflet identifies three main measures for preventing slips and trips:

### **(1) Management systems**

- Planning for correct cleaning regime -  
taking account of floor type, contamination and usage of the premises
- Organising the work -  
cleaning times, dealing with spillages, arrangements for carrying out risk assessments
- Controlling the work (ensuring it is carried out properly) -  
safe systems of work, supervision, appropriate equipment, exclusion from wet areas
- Effective Communication -  
Internally with purchasing departments  
Externally with suppliers (flooring, equipment, chemicals)  
Cleaning contractors (where used)  
Between in-house cleaning teams and other departments
- Effective Training -  
Cleaning methods, materials and equipment, use of cones and barriers, awareness of prevention of slip and trip risks and cleaning techniques
- Monitoring and reviewing the system -  
accident and near miss reporting, monitoring of work practices, review of risk assessments and cleaning methods

### **(2) Effective contamination control**

- Preventing contamination
- Choosing the right cleaning method
- Ensuring cleaning does not introduce additional risks

### **(3) Obstacle removal**

- Good housekeeping

More details in Slips and Trips: The Importance of Floor Cleaning [PDF]

Other S&T information:

Topic Pack: Slips and Trips [PDF]

Web page: Preventing Slips and Trips in the Workplace - with links to other publications including S&T presentations

## **Appendix 2 – Other topics**

### **Musculoskeletal disorders**

Musculoskeletal disorders are the most prevalent cause of occupational ill health in Great Britain, being reported by one million people in 2005-06. They include back pain, and other problems affecting the muscles, joints, tendons, ligaments and nerves.

Further information:

Topic Pack: Musculoskeletal Disorders [PDF]

HSG 234 “Caring for cleaners” – MSD case studies on cleaning activities

Staff may also wish to refer to the guidance for inspectors developed for the Better Backs campaign in October 2006: MSD Home

### **Falls from height**

The biggest cause of work-related deaths in Britain’s workplaces. Deaths and injuries can also be caused by ‘low’ falls (from below head height). Some of the larger contract cleaning firms also offer window cleaning and this is covered in Section 4 of the Topic Pack.

Further information:

An inspection checklist summarising the topic pack requirements can be found in Section 7 of the Falls Topic Pack.

Topic Pack: Falls from Height [PDF]

OC 200/30 Safe Use of Ladders and Stepladders

OC 200/31 The Work at Height Regulations 2005

### **Temporary/migrant workers**

Research indicates that the cleaning industry may employ temporary/migrant or casual labour. Some of the key questions for the contract cleaning companies are:

- 1 Do you use migrant workers?
- 2 Do you employ them directly or are they supplied by an employment agency or other labour supplier?
- 3 If supplied by a third party, is the agency/labour provider based in the UK or abroad?
- 4 Who is responsible for the migrant workers' health and safety? You or the agency/labour provider?
- 5 Has a suitable and sufficient assessment of the risks to which they are exposed been carried out?
- 6 Have the (migrant) workers been provided with relevant information as to risks, instruction, induction and other health and safety training?
- 7 Is there a language issue and if so how has it been overcome?
- 8 Are they directly supervised and can they communicate with their supervisors?
- 9 How and to whom can they raise any concerns about their health and safety?
- 10 Is there history of accidents or work-related ill health to migrant workers? How does it compare with that of your UK workforce?

Further Information:

OM 2006/06: Work Plan: Casual, Temporary and Migrant Working

## **Appendix 3 – Preventing dermatitis in the cleaning industry**

### **Background**

1 This activity is part of the Skin Disease Project within HSE's Disease Reduction Programme (DRP). The DRP aims to contribute to the FIT3 ill-health reduction targets by achieving a 2.4% reduction in the incidence of chemically induced ill health. The Skin Disease Project aims to achieve a 10% reduction in the incidence of work-related contact dermatitis by 2007/8 compared with 2003/4.

2 Work-related contact dermatitis is a skin disease caused by work. The commonest reaction of the skin to penetration through the barrier layer by a substance on its surface is an inflammation referred to as eczema. The main signs of eczema are redness, swelling, blistering, flaking and cracking. Its main symptom is itching. The type of eczema caused by contact with substances at work is called work-related contact dermatitis. It can be very painful, and severe enough to keep people off work or force them to change jobs.

3 According to HSE's statistics, dermatitis is a problem within the cleaning industry. This is most likely because of the pattern of duties performed by employees, which can involve frequent, repetitive water exposure in conjunction with soaps and other cleaning chemicals ('wet work') and the use of cleaning products containing irritating and/or sensitising chemicals.

4 Feedback from the industry suggests that whilst health and safety is addressed within the training provided by the employer, the use of controls to prevent dermatitis can be difficult to secure.

5 The aim of addressing dermatitis as part of the slips & trips national project is to:

- Raise awareness of work related contact dermatitis (hereafter referred to as dermatitis) within the cleaning industry.
- Provide information about the control measures required to prevent dermatitis, as well as general advice on good practice control for exposure to cleaning chemicals, to address the potential for respiratory exposure.
- Check on uptake of good practice controls.

### **Action required**

6 OHIs to liaise with HSAOs in their division, who are organising HSE/LA workshops as part of the Slips and Trips national project, to provide input on dermatitis. A generic presentation is available that can be used at these workshops.

7 Visiting staff are requested to promote the issue of dermatitis; its causes and control measures; and to offer general advice on good practice control for exposure to cleaning chemicals, to address the potential for respiratory exposure.

### **Guidance and resources**

8 Inspection Topic Pack Work Related Dermatitis [PDF] or the HELA website. Additional information and resources can also be found at Skin at Work.

9 There are a number of COSHH Essentials control guidance sheets for the cleaning industry:

Cleaning and disinfection using low-pressure washers [PDF]

Diluting chemical concentrates [PDF]

Manual cleaning and disinfecting surfaces [PDF]

## **Recording**

10 COIN recording details will be notified by FOD.

## **Further advice**

For further information or advice please email [skinproject@hse.gsi.gov.uk](mailto:skinproject@hse.gsi.gov.uk)

## **Appendix 4 – Larger contract cleaning companies**

1 It has been difficult to produce a comprehensive list of companies which FOD Divisions can use in planning both the seminars and visits requested in this OM. However, with the assistance of the CSSA, Safety Unit is providing the following information for FOD's use. You should note that there may be some companies that are not affiliated to any trade association.

### **British Cleaning Council (BCC)**

2 The British Cleaning Council (BCC) was established in 1982, to promote the interests of the UK cleaning industry, and to be responsible for international relations on industry issues. Membership of the BCC is open to any recognised trade association, research, educational body or institution concerned with industrial, commercial and institutional cleaning. Individual commercial companies are not eligible for membership.

### **Cleaning and Support Services Association (CSSA)**

3 The Cleaning and Support Services Association (CSSA) is a member of the BCC. It is the trade association for contract cleaning and support services. A list of its members is given at the end of this appendix.

### **Other BCC members**

4 The British Institute of Cleaning Science (BICSc) - another member of BCC - also has a comprehensive list of member companies spread throughout the UK. A full list can be found on their website.

5 Other useful members of BCC are the Association of Building Cleaning Direct Service Providers (ABCD) and the British Association for Cleaning in Higher Education (BACHE).

6 BCC and its members are aware of this HSE initiative.

### **FOCUS/COIN/yell.com searches**

7 Using SICs 74701 (traditional cleaning), 74704 (specialised cleaning) and 74709 (cleaning NEC) to search FOCUS has revealed some 3,200 clients.

8 Using the same SICs to search COIN has revealed some 200 companies.

9 A search on yell.com - using 'cleaning and maintenance services' - has revealed some 8300 companies nationally.

10 In addition, many public sector organisations have their own in-house cleaning services or direct service providers. FOD will have better knowledge of these.11 Clearly, FOD Divisions will need to carry out searches (on FOCUS, COIN and yell.com) to identify local companies. Hopefully, the information in this Annex will help FOD Divisions tackle the larger, national clients.

### **National companies (Head Office location - more than one subsidiary company)**

<b>FOD Midlands</b>	
Ideal Cleaning Services Ltd	351 Nuthall Road, Nottingham NG8 5BX
Initial Cleaning Services/Rentokil Initial	Castlegate House, Castlegate Way, Dudley DY1 4RR
MacLellan International Ltd	McLellan House, Clews Road, Oakenshaw, Redditch B98 7ST
OCS Ltd	Cleaning & Support Services, Direct House Direct 2 Industrial Park, Roway Lane Oldbury B69 3ES Contact is Paul Thrupp (member of CILF)
<b>FOD London</b>	
ISS UK Ltd	ISS UK Ltd, 44-50 Bath Road, Hounslow TW3 3EB
<b>FOD WSW</b>	
Mitie Cleaning & Support Services Ltd	7 Monarch Court, The Brooms, Emersons Green Bristol BS16 7FH
<b>FOD NW</b>	
Mowlem Pall Mall	Waterside Park, Smiths Road, Bolton BL3 2QJ
<b>FOD ESE</b>	
Regent Office Care/Regent Cleaning Services	Head Office, Catteshall Mill, Catteshall Road, Godalming GU7 1NJ
Sherwood Prestige	Oakwood House, 16 Mimram Road, Hertford Hertfordshire SG14 1NN

### **Other CSSA members**

<b>FOD Scotland</b>	
McKeown Cleaning Services Ltd	16 Crossveggate, Crossveggate Industrial Estate, Milngavie, Glasgow G62 6RA
<b>FOD YNE</b>	
Bullough Cleaning Services Ltd	Craven House, Skipton BD23 2DE
<b>FOD NW</b>	
Consortium Cleaning Services	5 Grange Park Avenue, Cheadle SK8 1HH
Gorton Brothers Ltd	Aeroworks, 5 Adair Street, Manchester M1 2NQ
Initial Specialist Services	4 <sup>th</sup> Floor, Alexander House, Talbot Road, Manchester M16 0PG
Romec Ltd	Exchange Street, Stockport SK3 0ET
Trendleway Cleaners Ltd	118 Chorlton Road, Manchester M15 4AL
<b>FOD Midlands</b>	
Aramark Ltd	Suite A, Edward House, Grange Business Park, Enderby Road,

	Whetstone, Leicester LE8 6EP
London & Midland Cleaning Group	Lamoc House, 7-9 Summer Hill Terrace, Birmingham B1 3RA
<b>FOD WSW</b>	
Chambers Property Care Ltd	1 <sup>st</sup> Floor, 22 Southernhay West, Exeter EX1 1PR
Complete Cleaning Services (SW) Ltd	Unit 4 Wessex Estate, Station Road, Exwick Exeter EX4 4NZ
Marchants Contract Cleaning	Unit 9 Shrivenham 100 Business Park, Shrivenham, Swindon SN6 8TZ
MPS Support Services Ltd	Unit 7-8, Redbridge House, Lower Bristol Road, Bath BA2 3EW
Trident Contract Services Ltd	Sully Hospital, Hayes Road, Sully, South Glamorgan CF64 5YA
<b>FOD London</b>	
Albatross Commercial & Industrial Cleaning Co. Ltd	Suite 3, 1 <sup>st</sup> Floor, Marlborough Business Centre, George Lane, South Woodford E18 1AD
Axiom Maintain Ltd	Kingfisher House, Elmfield Road, Bromley BR1 1LT
Burke & Clemens Specialist Cleaning Services	Diamond House, Jarvis Road, Croydon CR2 6HU
Carlisle Facilities Services	8-10 Bourne Court, Southend Road, Woodford IG8 8HD
Central Window Cleaning Company Ltd	The Old Fire Station, 140 Tabernacle Street, London EC2A 4SD
Chequers Contract Services Ltd	Unit 12, Tait Road Industrial Estate, Tait Road, Croydon CR0 2DP
CIS Cleaning Services	Croydon House, 1 Peall Road, Croydon CR0 3EX
Emprise Services plc	Scriptor Court, 155 Farringdon Road, London EC1R 3AD
G&G Cleaning Contractors Ltd	241 Main Road, Sidcup DA14 6QS
Greencrest City Ltd	Ferroners House, Shaftesbury Place, Barbican, London EC2Y 8AA

Head Office Cleaning Services Ltd	465 Rainham Road South, Dagenham RM10 7XJ
Lancaster Office Cleaning Co. Ltd	14 Austin Friars, London EC2N 2AG
London Property Maintenance (Cleaners) Ltd	245 Main Road, Sidcup DA14 6QS
Metropolitan Specialist Cleaning	Lincoln House, 33-34 Hoxton Square, London N1 6NN
Metropolitan Window Cleaning	13-27 Brunswick Place, London N1 6DX
MCS Ltd	66 Willoughby Lane, Tottenham London N17 0SP
Orion Cleaning & Support Services	Unit 12, Parmiter Industrial Estate, London E2 9HZ
Principle Cleaning Services Ltd	Principle House, Units 6-7, The Campsbourne, London N8 7PN
Python Services Ltd	Unit 48 Printing House Yard, Hackney Road, London E2 7PR
Regular Cleaning Services Ltd	Aldworth House, 1 Aldworth Grove, London SE153 6HJ
Strand Cleaning Services Ltd	4-6 Manor Mount, Forest Hill, London SE23 3PZ
Temco Services	107 Fleet Street, London EC4A 2AB
Victoria Medical & General Cleaning Services Ltd	Victoria House, Skeltons Lane, Leyton London E10 5BZ
Vita Lend Lease Ltd	142 Northolt Road, Harrow HA2 0EE
Wellpool Contract Cleaning & Maintenance	94 Green Lane, Worcester Park Surrey KT4 8AS
Wetton Cleaning Services Ltd	Wetton House, 278-280 St James's Road, London SE1 5JX
<b>FOD ESE</b>	
Ambassador Services Ltd	Unit 4B, Basons Yard, High Street, Ongar CM5 9AA
Andrew Maynard Cleaning Services Ltd	13 Church Street, Hertford SG14 1EJ
Birkin Cleaning Services Ltd	8 Little Mundells, Welwyn Garden City AL7 1EW
Clarendon Ltd	13 York Street, Oxford OX3 8NS
Consortium Cleaning Services	28 Alban Crescent, Boreham Wood WD6 5JF
Enterprise Support Services UK Ltd	Enterprise House, 9 Martinfield, Welwyn Garden City AL7 1HG

Ever Brite Cleaning Services Ltd	Unit H, Merlin Centre, Gatehouse Industrial Area, Gatehouse Close, Aylesbury HP19 8DP
FCS Ltd	Unit 7, Tanners Court, Middle Street, Brockham, Bletchworth RH3 7NH
GMS Ltd	Unit 1, Headcorn Road, Staplehurst, Tonbridge TN12 0JR
GSF Sandylight Ltd	Bridger's Farm, Nursling Street, Nursling Southampton SO1 9YA
GSF London Ltd	32-38 Scrutton Street, London EC2A 4RQ
Integrated Cleaning Management Ltd	Unit 15 Highview, High Street, Bordon Hampshire GU35 0AX
LCC Support Services Ltd	LCC House, 63 Tallon Road, Brentwood CM13 1TG
Monthind Clean Ltd	Monthind House, 91 London Road, Copford, Colchester CO6 1LG
Ocean Contract Cleaning Ltd	Ocean House, 12 Progress Park, Ribocon Way, Luton U4 9UU
Peartree Cleaning Services Ltd	Peartree House, 1 Britannia Road, Brentwood CM14 5LD
Quality Assured Services Ltd	31 Star Street, Ware, Herts. SG12 7AA
Service Group (Kent) Ltd	PO Box 218, Century Place, Lamberts Road, Tunbridge Wells TN2 9BG
Trident Contract Services Ltd	Lovet House, Lovet Road, The Pinnacles, Harlow CM19 5TB