



## News, Views & Comments from the World of Building Service Contracting

Submit your news for publication to Andrew Large at [alarge@cleaningassoc.org.uk](mailto:alarge@cleaningassoc.org.uk)

### WFBS Secretariat Moving to the United Kingdom

**A**s of February 1, 2010, the world headquarters of the World Federation of Building Service Contractors will be located in London, England, and will be managed by the Cleaning & Support Services Association.

The WFBS Board of Directors would like to extend their gratitude to Executive Vice President Carol A. Dean for her management of the organization, which began in 1979 when the organization was formed. For those who wish to continue to correspond with Carol, her contact information is as follows: Carol Dean, 3172 Cantrell, Fairfax, VA, 22031, USA, Phone: 00-1-703-505-8026, Fax: 00-1-703-691-1952, email: [cdean9999@aol.com](mailto:cdean9999@aol.com).

The new Executive Vice President is Andrew Large. His contact information is as follows: Andrew Large, Cleaning & Support Services Association, 478-480 Salisbury House, London Wall, London EC2M 5QQ, UNITED KINGDOM, Phone: 44-207-920-9632, Fax: 44-207-256-9360, email: [alarge@cleaningassoc.org.uk](mailto:alarge@cleaningassoc.org.uk).

### ARGENTINA-BUENOS AIRES

#### Shopping Mall Sales Up

**I**NDEC statistics bureau reports that sales at shopping malls were up 21 percent in December 2009 over sales in the same period in 2008. The sales, which amounted to 1.1 billion pesos were up over one percent from November 2009.

### AUSTRALIA-WESTERN AUSTRALIA

#### New President And Board Members Elected

**T**he BSCAA Western Australian Division elected Shannon Daniels as its new president for 2010. In addition four Board Members were re-elected; immediate past president Mark Berry, Jenni Wood, Sally Ann Davis and Allan Brooks. At the meeting, Mark Berry was awarded BSCAA life membership in recognition of his service and Ron Doughty was awarded for Outstanding Service to the Cleaning Industry.

### BELGIUM-BRUSSELS

#### Construction Output Down Over Prior Year

**A**ccording to Eurostat, the statistical office of the European Union, construction output fell by 8 percent in the euro area in November 2009 over the same period in 2008. It also fell over one percent from October 2009. In the annual comparison, the largest increases in construction occurred in Poland, the Czech Republic and Germany.

### BRAZIL-SAO PAULO

#### SEAC Parana Elects New Officers

**P**araná (PR-SEAC) held elections in January for the period March 2010 to June 2014. Mr. Adonai Arruda, President of World Federation of Building Service Contractors (WFBS) in the

2010/2012 biennium, remains as president of the organization, and Luiz Carlos Poli, of Sanetran as vice president. Both are also delegates of Febrace.

## CANADA-OTTAWA

### Government Running At Deficit - More Projected

**A**s a result of a drop in revenue from a decrease in tax income and an increase in expenses from economic stimulus programs, the federal government ran a deficit of \$4.4-billion in 2009, a significant difference from the \$100-million surplus experienced a year prior. Revenues in November 2009 were down \$2.2-billion from November 2008, and expenses were up \$2.5-billion. The government is projecting a deficit of almost \$56 billion in fiscal year 2010.

## FRANCE-PARIS

### Public Debt And Deficit At Record Highs

**D**espite the fact that the public debt and deficit came in lower than projections they are still at record highs and are way over the limits set by the European Union. The public debt came in at 83.2 percent of GDP – the projection was 84 percent of GDP - and the public deficit came in at 8.2 percent of output versus the projected 8.5 percent. The limits set by the EU are 60 percent of output for debt and 3.0 percent for deficit. Rising growth helped France do better than expected and it is anticipated that growth will continue to increase to come in at 1.4 percent in 2010, better than the projected 0.75 percent.

## GERMANY-COLOGNE

### Employers Cannot Dock Pay For Toilet Time

**A**court ruled that employers cannot reduce employee pay for time spent in the bathroom. The decision stemmed from a case where an employer subtracted the time an employee spent in the bathroom from his pay. The employer documented that the time the employee spent in the bathroom amounted to 384 minutes within

a two and a half week period. The employee argued that a digestive disorder forced him to visit the bathroom frequently.

## JAPAN-TOKYO

### Public Debt Astronomical

**A**ccording to a Japanese Finance Ministry report, the public debt will rise to ¥900 trillion in the fiscal year ending in March 2010 and will rise eight percent in the following fiscal year. Japan has the largest debt burden in the world and experts at the International Monetary Fund (IMF) project that the debt burden will surge to 246 percent of GDP by 2014 as a shrinking, aging population and entrenched deflation will impact government liabilities. Despite this, the new Finance Minister has said that further spending is needed to support the economy.

## NEW ZEALAND-AUCKLAND

### Spotless Group Now Dual-Listed

**A**ustralia-based, laundry, hospitality and cleaning contractor, Spotless Group is now listed on both the Australian and New Zealand stock exchange. According to the company chairman, the dual listing reflects the company's long-term commitment to New Zealand. Spotless recently acquired the remaining 34 percent of shares in Taylors Group, a laundry services company based in New Zealand that it did not already own. Spotless now employs over 12,000 people in the country.

## SOUTH KOREA-SEOUL

### Rate Of Growth Slows Notably

**G**DP growth slowed in the fourth quarter of 2009 from the previous quarter and failed to meet projections. According to the Bank of Korea, decreased exports and private and fiscal spending as well as sluggish performance in the construction and manufacturing sectors resulted in a 0.2 percent growth in the fourth quarter compared

with 3.2 percent growth in the previous quarter. While the economy did expand overall in 2009 the amount by which it expanded represented the slowest growth seen since the Asian financial crisis in 1998.

## TAIWAN-TAIPEI

### TIER Raises GDP Forecast

**T**he Taiwan Institute for Economic Research (TIER,) has revised projections on the economic growth forecast for the country. Economists at TIER predict the economy will rise 4.81 percent in 2010, which is higher than the government estimate of 4.8 percent. They point to 7.19 percent growth in private investment and an increase in exports and imports as a reason why the projections are favorable. TIER is expecting the country to experience GDP growth of 8.65 percent in the first quarter of 2010 followed by 5.33 percent in the second quarter and 4.17 percent and 1.74 percent respectively in the third and fourth quarters of the year.

## THE NETHERLANDS-AMSTERDAM

### Higher Prices And Turnover Expected

**W**hile business services providers indicated that the economic climate has deteriorated over the past three months there are signs of recovery and many are expecting turnover and prices to increase. According to Statistics Netherlands, the number of business services providers who saw turnover grow in the past three months equalled those who faced loss of turnover. In addition many were feeling more positive about future employment although about ten percent expected to have to cut back on staff in the three months to come.

## UK-LONDON

### Facilities Management Market To Change In 2010

**A**ccording to a new report by MTW Research, the Facilities Management market will continue to see a dramatic shift toward multi-service provision in 2010, with a trend

towards price sensitivity and closer relationships between suppliers and contractors, as greater efficiencies and lower procurement costs are sought. Currently, the total FM Market is worth approximately £90 billion with operations and management representing the largest portion of FM services followed by 'bundled' FM service provision. However, the report notes that security services provision, which includes CCTV monitoring, access control and security screening is increasing steadily and will overtake the other market segments over the longer term. MTW expects the market to continue to grow in 2011, despite increasing uncertainty regarding short and medium term public spending budgets. The 200 page report provides a comprehensive review of the UK facilities management market in 2010 and forecasts sales to 2013, with product and end use sector shares alongside sales leads for key FM contractors. It is available for purchase from £565.

For more information go to <http://www.marketresearchreports.co.uk/construction%20news.htm>

## UK-LONDON

### MITIE Lands Contract At Prestigious Development

**M**ITIE has secured a new three-year contract with a total value of £6m to provide facilities management services to Land Securities' prestigious new building, One New Change in London. One New Change is part of Land Securities' central London development pipeline and is currently under construction but is taking shape as a world-class contemporary building designed to complement its historic neighbor, St Paul's Cathedral. The mixed-use scheme, was designed by architect Jean Nouvel, and will offer 340,000 sq ft of prestigious office space and 220,000 sq feet of shops, cafes and restaurants as well as a public roof top terrace offering spectacular views of St Paul's, in the heart of the City. The building is due to be completed and fully operational in Autumn 2010, when it will lead the transformation of the City into a seven-day shopping and leisure destination with a difference. MITIE will be gearing up its mobilization teams to phase in its services as the building nears completion ensuring that a first-class facilities management operation will be in place from the day the building opens. The MITIE

facilities management team will be responsible for managing the building to make sure that it is clean and secure, visitors to the building reception area are looked after and the mail is delivered efficiently.

## UK-LONDON

### Security Manager Recognized

**O**CS security manager Chris Morgan was awarded an MBE in the New Year's Honours list in recognition of his work reducing crime in and around Aberafan shopping centre and tackling anti-social behaviour in the town centre. Since 2003, he has helped the shopping centre win several national awards, including BSIA Team of The Year for 3 consecutive years, for providing a safe and secure environment for visitors tenants and staff. Chris also works with the local young offenders team to tackle shoplifting. The Aberafan OCS security team and the Centre management team were involved in setting up a scheme called the Business Crime Reduction Partnership, which had such a positive impact that it is now a national initiative run in conjunction with police, local authorities and the Home Office. This partnership has been used to tackle problems such as anti-social behaviour and has seen a 75 percent reduction in crime at the Centre. A photo-sharing system was also established so that intelligence and images of potential trouble-makers can be shared and people who have committed a criminal offence in the Centre or in the premises of a retail partner can be positively excluded. Chris was recently promoted to operations manager for OCS in Wales and, in addition to Aberafan Shopping Centre, is responsible for a number of commercial contracts which include over 40 mobile key holding and alarm response teams and 20 manned guarding contracts.

## US-FLORIDA

### Cleaning Crews Find Threatening Note

**A** cleaning crew at the Fort Lauderdale-Hollywood International Airport discovered a note threatening to damage a plane while cleaning a parked US Airways aircraft. At the time, no passengers were aboard and no explosives or other dangers were discovered. The Transportation Security Administration says the plane was cleared and later returned to Charlotte as scheduled.

## US-DISTRICT OF COLUMBIA

### OSHA Will Increase Oversight

**F**ederal reviews of job safety programs run by some states coupled with a recent national program aimed at catching companies that hide workplace injuries have led the Federal Occupational Safety and Health Administration (OSHA) to say it will increase its oversight. Currently, federal OSHA oversees workplace safety in about half of the states in the country while the remainder run their own programs, with oversight from federal OSHA. Two states in particular, Nevada and North Carolina were of concern. Nationally, about one of every 300 citations against manufacturers is labeled willful.

## US-NORTH CAROLINA

### Casino Battling Norovirus Outbreak

**H**arras's Cherokee Casino and Hotel in North Carolina is struggling to combat an outbreak of Norovirus that resulted in 250 being sick. Employees are wiping down 3,300 slot machines with a bleach and water mix every two hours around the clock and sanitizing door knobs, escalator handrails and restrooms hourly. A state epidemiologist says relatively few of the casino's 7,500 daily visitors have gotten sick.

## UPCOMING EVENTS

18th Congress of the World Federation of Building Service Contractors

Auckland, New Zealand  
February 6-12, 2011

Congress updates will be available at:  
BSCNZ PO Box 31-067, Lower Hutt 5040  
EMAIL: [info@bsc.org.nz](mailto:info@bsc.org.nz)  
WEBSITE: [www.bsc.org.nz](http://www.bsc.org.nz)

19th Congress of the World Federation of Building Service Contractors

Curitiba, Brazil  
2012



ALL BUILDING SERVICE CONTRACTING COMPANIES THAT ARE MEMBERS OF ONE OF THE ASSOCIATIONS THAT IS A WFBC MEMBER, ARE AUTOMATICALLY MEMBERS OF THE WFBC.

## WFBC ASSOCIATE MEMBERS

ConverPro, Inc.  
St-Cesaire, QC  
450-469-5588  
www.converpro.com

Daniels Associates  
Phoenix, AZ  
602-992-5192  
www.danielsworldwide.com

Ecolab  
St. Paul, MN  
651-293-2233  
www.ecolab.com

JohnsonDiversey  
Sturtevant, WI  
262-631-4001  
www.johnsondiversev.com

TruVox  
UK  
44 (0) 23 8070 2200  
www.truvov.com

Wood Wyant, Inc.  
Laval, QC  
450-680-9731  
www.woodwyant.ca

## WFBC MEMBER ASSOCIATIONS

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

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

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

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

Building Service Contractors Association International  
Chicago, Illinois, USA  
Maurice Desmarais-mdesmarais@bscai.org

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

Bundesinnungsverband des Gebaeudereiniger-Handwerks  
Bonn, Germany  
Johannes Bungart RA-biv@gebaeudereiniger.de

Cleaning and Support Services Association  
London, United Kingdom  
Andrew Large-alarge@cleaningassoc.org

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

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

Federation des Enterprises de Proprete  
Paris, France  
Carol Sintes-csintes@federation-proprete.com

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

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

OSB  
Hertogenbosch, The Netherlands  
info@osb.nl