

A refreshing approach to news



Winter 2015

trade suppliers of washroom and cleaning products

Welcome...

It's proving to be a fantastic year at Futures Supplies. We are celebrating 20 years providing exceptional value and service and were recently awarded the coveted accolade for the Best SME in the recent Croydon Business Excellence Awards.

Our ethos is always to remain a customer focused business, delivering service, quality, value, reliability, with environmental consideration through technology and innovation. As a result, over half of our business is now placed through our enhanced website, with the added ease and flexibility of card and PayPal payments for non-account holders along with a budget control and full reporting suite.

Forecasts are that it will also be a record year for sales, which could only have been achieved through our excellent customer relationships and added value. We provide a quality service to iconic buildings, including the



London Eye, O2 Arena and The Gherkin.

We have a strong, highly trained and vibrant team who are here to provide you with the very best advice on all your washroom

and cleaning product requirements, including branded and basics range products.

As we move into next year we have plans for further inward investment including the fleet and expansion into larger



premises. Exciting times and we are delighted to share this journey with you in the coming year.

**Marc Kemp -
Managing Director**





Best SME Business



Crowned the best SME business in Croydon, Futures Supplies has recently won the coveted award at the 'Croydon Business Excellence Awards 2015'.

More than 300 companies attended the Gala Dinner black tie event, to hear the best of the best announced. Beating off stiff competition with a business community of more than 13,000 in Croydon, Futures Supplies was awarded the highly desired accolade of 'Best SME Business' which sets out to recognise and acknowledge the ongoing role that

all SME businesses play in growing and sustaining the economy.

Futures Supplies was crowned the winner for demonstrating pro-active leadership and management, a commitment to the local community and green initiatives, a strong training and development programme, strong financial growth performance results, a clear, concise and impactful plan for sustained growth, as well as innovation and differentiation within the business.



Councillor Toni Letts, of category sponsors Croydon Council, said:

Operating as an ISO and carbon neutral business Futures Supplies' staff training and development programme is exemplary, as is its policy to offer opportunities to disadvantaged young people and commitment to become a 'Living Wage Employer'.

The company's support of local as well as national charities is longstanding -

a real example of giving back to the local community. Behind this family business lies a genuine success story of a women entrepreneur who has combated a challenging upbringing and presents a tremendous role model and inspiration to women and indeed all local entrepreneurs. She is really inspirational.



Staying At The Very Top



Certified to BS EN ISO 9001:2008 for its Quality management System and BS EN ISO 14001:2004 for its Environmental Management System, Futures Supplies likes its customers to have confidence in the goods and services that it supplies and do not think it is enough just to make claims about its quality and environmental

credentials. Futures Supplies believes that these should be backed up and certified by independent bodies, auditors and assessors. This year,

Futures Supplies was delighted that a UKAS representative accompanied the DNV assessor further endorsing its exceptionally high standards throughout its business and processes.

To ensure transparency and credibility, the company has maintained certification to these accreditations since 1997 through recertification and annual external auditing carried out by Det Norske Veritas (DNV) who are UKAS accredited.

Accreditation by the United Kingdom Accreditation Service (UKAS) is key to ensuring that customers can have confidence in the quality of goods and in the provision of services.

The highly trained team contribute daily to ensure Futures Supplies remains at the top of its field and demonstrate continual improvement through the whole of its business process.



First Customer Celebration



Making it a priority to build and maintain excellent partnerships with long term customers,

Futures Supplies would like to congratulate its very first customer and contract cleaning and building maintenance company, Cresswell

Office Services which reaches a remarkable milestone year by celebrating 20 years in the cleaning industry.

Cresswell was founded in 1995 and still remains independently owned by David McLeod, who originally set up the company from a small office in Blackheath having spent his whole working life in the service industry.



Metsä Launch New Katrin Dispenser Range



Demonstrating a commitment to researching new products for valued customers, Futures Supplies has introduced the new Katrin range of dispensers launched by Metsä Tissue for the workplace and beyond.

This new range takes into account the needs of a wide selection of users and includes children, the elderly and those who are visually impaired or have physical disabilities.

With Katrin Inclusive Dispensers, the paper is easy to remove and can be pulled out with one hand. Contrasting colours make the dispenser openings easy to see. Large "push faces" are effortless to use, and braille text also helps the visually impaired.



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Katrin's EU Ecolabel range can be found on the website

KATRIN®

Dispensers that open upwards make it much easier for people of all heights to fill and simple graphical signage shows how they should be used and maintained. All of the dispensers are easy to disassemble and are made from durable ABS and polypropylene plastic, both of which are totally reusable.

The new Katrin Inclusive Dispenser range consists of 10 dispenser types, including new models for the Katrin System Hand Towel and Toilet Roll range. The extended range includes matching bins as well as well as elegant dispensers for facial tissues.

For more information on dispensers and our On Loan and Installation arrangements, please call the office.





Informed Choice



To assist customers to give environmental consideration when making a purchasing decision, Futures Supplies offer additional information on the website which will help customers in identifying a more sustainable choice.

You can already be confident that you are on your way to making a 'greener' choice, if you have selected to purchase your supplies from Futures Supplies as the company has taken systematic measures to formalise its approach to the environment and as well as being a BS EN ISO 14001 independently certified company for its environmental management system, it is carbon neutral.

On the website, customers will find products are conveniently 'flagged' by a green traffic light. These products will have little or a low impact on

the environment, be biodegradable, contain recycled content or may carry an environmental independently certified 'eco' or 'green' logo or label. You can also find listed some of the commonly found 'green labels', 'green logos' and 'ecolabels' along with further explanations and links to the organisations responsible for the claims by just clicking on the green traffic light.

The selection of products certified to the popular EU Ecolabel include Ecover, Delphis Eco and Diversey Ranges, along with numerous paper products on the market.

Endorsed with the EU Ecolabel, Biotec is the innovative biological toilet paper that saves time, money and the environment. Thanks to BATP technology it reduces blockages and helps maintain pipes & sewerage systems.



Carbon Neutral Services

Futures Supplies is delighted to have been certified Carbon Neutral for the eighth consecutive year.

Remaining sustainable and always giving something back is at the heart of the company's success as it continues in its support of the Gobi Gansu Wind Power Project. This

Gold Standard Project involves the generation of zero-emission renewable energy through the installation of wind turbines in northwest China. The project is making a significant contribution to the sustainable development of one of the poorest provinces in China, providing considerable environmental, social and sustainable benefits.

The company is proud to be taking a net zero position on emissions by measuring the carbon dioxide (CO2) emissions associated with the business, reducing them at source and then offsetting any unavoidable emissions by purchasing carbon credits.



Keeping Up With Regulations

From 1st June 2015, all products must be labelled under the new Globally Harmonised System of Classification and Labelling of Chemicals (GHS).

It is implemented in the EU via the **Classification, Labelling and Packaging Regulation (CLP)**, where previously chemical products were regulated in the UK under **CHIP**.

New red diamond shaped Hazard Pictograms will replace the orange square Hazard Symbols, though some of the internal images are similar.

The presence of a new Hazard Pictogram on a label does not necessarily signify a change in the formulation, and could just be a consequence of compliance with the new classification system.

As before, a system of calculations and thresholds is used to classify products. However, some of the threshold levels under CLP are lower than under CHIP.

For example under the CHIP system a product would need to contain more than 20% of an ingredient classified as R36 (irritating to eyes) to trigger an 'Irritant' hazard symbol but under CLP this is reduced to 10% to trigger a hazard pictogram. This may result in many products being classified where previously they were not.

All Safety Data Sheets can be downloaded directly from each products page of the website.



A Streamlined Operation



Dan Hills,
Operations Manager

Logistics at Futures Supplies plays a significant role in the company's strong and streamlined operations. With a zero tolerance on balance/follow-on deliveries and tight financial controls, especially in tough economic times, these areas are fundamental to Futures Supplies and delivering exceptional customer service.

Keeping up with the very latest cutting edge technology and continually focusing on innovation, the company website is user friendly, fast and efficient. Over 2,000 products are available to buy online and customers have access to delivery notes, invoices and statements, as well as a web based budget control system backed up by full individual site-by-site reporting which helps to deliver cost controls and savings to

customers. It also enables Futures Supplies to really engage, even more closely, with its customers and deliver not just products, but up-to-date information.

Added value through the website includes a 'partner' website janitorial shop, available to customers that is seen as an extension of their own website and which has proved to be extremely cost effective and efficient. Futures Supplies has invested heavily over the years in innovations to improve the customer experience. These include real time vehicle tracking on its vehicle fleet, along with a bespoke computer system which delivers stock control, vehicle routing and an on line facility for customers to download and view bespoke reporting, invoices, PODs and statements.



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