

# a refreshing approach to news



spring/summer 2009

trade suppliers of washroom and cleaning products

## welcome

**Welcome to our Spring/Summer newsletter which we hope will inspire and engage you.**

**Continuing with our philosophy to collaborate with our partners – personnel, customers and suppliers, we aspire to offer solutions through innovation, resolute that we systematically add value at every level.**

Focusing on front line customer relations and tight financial controls in such economic conditions remain key examples of this. Outlined in this newsletter include the introduction of our 'on-line budget control' that allows customers, especially those in the cleaning industry, total control over their spending.

We were thrilled to receive a Gold 'Green Apple' award in recognition of our environmental project and delighted that Andy was recognised for his immense contribution in this area with the Green Guardian honour of 'Commended Green Champion' award.

As the economic conditions fail to stabilise, many companies have let 'green' slip down their agenda. I predict however that in 2009 many more companies will recognise, not only for the environmental benefits but also for the



financial benefits that through implementing green policies, savings can be made. There has certainly never been a better time to reduce, reuse and recycle!

Finally, I am thrilled to have been invited to sit on the board of our local Chamber of Commerce. I look forward to working with the team and contributing to its aims to support and grow businesses.

**Mandie Kemp**  
Managing Director

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[www.futures-supplies.co.uk](http://www.futures-supplies.co.uk)

020 8689 2072

## focus on awards

# a golden 'green apple'

**Futures Supplies was delighted to be presented with a prestigious Gold 'Green Apple' Award for environmental best practice. An impressive accolade – it is inspirational and hard won recognition of the company's continued outstanding commitment to its environmental and CSR project.**

Futures Supplies' award-winning project 'Focusing on the Future' will be featured in the next issue of the Green Book, the world's only work of reference on environmental best practice.

The Green Organisation is an independent, non-political, non-activist, non-profit environment group dedicated to recognising, rewarding and promoting environmental best practice around the world.

Its annual Work of Reference has become invaluable to environment professionals around the world. The content is drawn from Green Apple award-winning papers to enable others to follow the environmental lead set by winners.

Funded by membership and sponsorship, The Green Organisation is supported by The Environment Agency, The Chartered Institute of Environmental Health, The Chartered Institution of Wastes Management, the Municipal Journal and several other professional bodies.

The annual international awards ceremony took place at the House of Commons and Campaign Manager Mark Wolens commented, "To show continued interest in environmental issues during the current financial climate shows foresight and Futures Supplies deserve the recognition of being Green Apple winners."

Futures Supplies was also recently named a 'Green Hero' and presented with a prestigious Green Heroes 2009 Wall Shield by Professor David Bellamy OBE on behalf of The Green Organisation and aboard the Royal Yacht Britannia, Edinburgh in recognition of its environmental project – Focusing on the Future.

National Organiser, Roger Wolens commented: "Organisations that go the extra mile and become Green Heroes are demonstrating a serious commitment to the world around them. They invest in a better future for us all and deserve to be recognised for their efforts."

Find out more information go to [www.futures-supplies.co.uk/awards.asp](http://www.futures-supplies.co.uk/awards.asp)



# our very own green champion



**Futures Supplies' Office Manager, Andy Hills has achieved the well-deserved honour of commended 'Green Champion' at the South London Green Guardian Awards.**

Andy has always had a real passion for the environment and has been the company's 'Green Champion' since 2004. His involvement in numerous diverse initiatives and activities has benefited the environment, the company, its partners and the local and wider community.

Now entering its fourth year, The Green Guardian initiative is a unique partnership between Newsquest South London, the leading media company in the area, South London borough councils, commercial businesses and organisations who share a passion for the environment.

Andy's entry demonstrated that he is environmentally aware, proactive, community-minded and dedicated to taking a lead in environmental change. Working with independent bodies, auditors and assessors, Andy has worked hard to gain and maintain the company's certification to

BS.EN.ISO14001 and continues to work with The CarbonNeutral Company to reduce the company's carbon footprint and maintain its carbon neutral status.

Identifying ways of improving environmental impact through energy efficiency and recycling has seen Andy achieve considerable financial savings for the company and as such, he is an inspirational role model well deserved of this individual recognition.

For more information on awards go to [www.futures-supplies.co.uk/awards.asp](http://www.futures-supplies.co.uk/awards.asp)



**Just some of the awards Futures Supplies is proud to have received:**



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## focus on the environment

# delivering green savings

**Delivering cost savings whilst maintaining its commitment to sustainable and ecological products, Futures Supplies is delighted to bring you the recently launched bag in a box Ecover Refill System.**

Developing and producing efficient cleaning products in the world's first ecological factory, Ecover is the leader in the ecological cleaning sector in over 20 countries worldwide.

Developed to minimise pollution and environmental impact the Ecover range of ecological products all have recyclable packaging and are based on plant and mineral ingredients from nature. Unlike many petrochemicals based products they do not contain toxic, allergenic, mutagenic or carcinogenic ingredients, which make them safer for cleaning staff, office staff, customers and the environment.

Ecover refill is all about saving – saving resources, saving packaging and saving on environmental impact. Simple and easy to use, the product can be dispensed directly from the bag in a box or used to top up smaller containers. Thanks to the compact packaging, 15% less trucks are needed for distribution and an 82% saving on packaging waste is made against the purchase of smaller separate bottles.

More information on Ecover products can be found at [www.futures-supplies.co.uk](http://www.futures-supplies.co.uk)



**ECOVER**  
POWERED BY NATURE

## for greener futures

This newsletter has been printed on 9lives 55 silk, which contains 55% recycled material and is certified by the FSC. Alcohol substitutes were used in the print process for lower VOC emissions and the press plates were made using a 100% chemical free system.

Finally the Alpha Eco range of inks were used which are made from 100% renewable resources and do not contain heavy metals.



**Mixed Sources**  
Product group from well-managed forests, controlled sources and recycled wood or fiber

Cert no. TT-COC-002331  
[www.fsc.org](http://www.fsc.org)  
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## focus on the environment



# four years of carbon neutral status

**As part of Futures Supplies' environmental commitment the company has been carbon neutral since 2006. Successfully addressing its impact on the environment through better energy management and targets, Futures Supplies' carbon dioxide (CO<sub>2</sub>) emissions associated with the business are independently measured, reduced at source and any unavoidable emissions are offset by purchasing carbon credits.**

Futures Supplies has renewed its partnership with The CarbonNeutral Company using its responsible best practice model until 2010. Its credits in 2009 will be helping to overcome India's heavy reliance on fossil fuels for electricity generation.

This current project supports the construction of a small-scale hydro facility in the south of India. The project harnesses the water flow in an existing irrigation canal and feeds electricity into the local grid.

The project will generate emission reductions of 26,500t CO<sub>2</sub> by 2012 also bringing construction jobs to an isolated rural area and creating further employment in running the

project. The project does not involve any new dams or alterations to natural watercourses, therefore having none of the environmental impacts sometimes associated with large-scale hydro projects.

The Indian economy is growing strongly, and with it the demand for electricity. Projects such as this encourage diversity of supply and are helping India chose a clean development path.



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# controlling costs and

**Focus on strong partnerships, innovation and tight financial controls in such tough economic conditions is fundamental.**

**Futures Supplies' website not only offers a user friendly 24/7 on line ordering facility but an order 'Budget Control Facility' aimed primarily at contract cleaning companies.**

Setting budgets is often the easy task - monitoring and sticking to those budgets however is quite another issue. This is where Futures Supplies 'Budget Control Facility' can assist.

'Materials' are items generally costed within the fixed charge for the contract, typically mops, cloths, buckets and cleaning products. This is where costs can spiral if not sufficiently controlled.

## How it works:

### Futures Supplies

Upload the agreed budgets for each individual site into the 'Budget Control Facility' of the website from spreadsheets containing agreed controlled information.

### The Manager

Unique username and password sign in are set up by Futures Supplies for each Manager relative to the sites they manage.

The Managers sign onto the site and specify a 'Materials' or 'Rechargeables' order.

Please select the type of order

Rechargeable    Materials

Add items from list to the shopping basket.

Code	Description	Quantity	Price
000177	RECHARGEABLE 12 LITRE HOOP HEAD MOP		
000178	3P LABOURER'S FLICK BRUSHES		
000179	YELLOW PLASTIC SICKET HOOP HEAD		
000180	HEAVY DUTY HOOP HEAD REPAIRED FILTER		
000181	CLEAN & SHINE FLOOR SHAMANTANE FILTER		
007103	NETTLE DE SCALER SPRAY		
007104	SPOTLIGHT SPRAY AND STAIN REMOVER PASTE		

The budget status is clearly displayed.

Budget Status	
Month	March
Monthly Budget	£387.30
Used	£0.00
This order	£0.00
Remaining	£387.30

A request can be made for an over-budget order to be allowed but this must be authorised by the 'Customer Administrator'.

View Basket

Please select the type of order

Rechargeable    Materials

Code	Description	Quantity	Price	Subtotal
000177	RECHARGEABLE 12 LITRE HOOP HEAD MOP			
000178	3P LABOURER'S FLICK BRUSHES			
000179	YELLOW PLASTIC SICKET HOOP HEAD			
000180	HEAVY DUTY HOOP HEAD REPAIRED FILTER			
000181	CLEAN & SHINE FLOOR SHAMANTANE FILTER			
007103	NETTLE DE SCALER SPRAY			
007104	SPOTLIGHT SPRAY AND STAIN REMOVER PASTE			

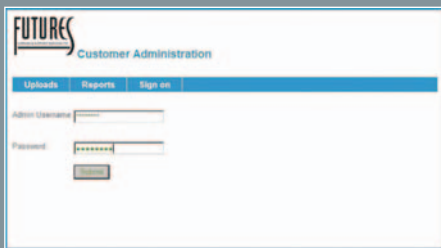
Standard Delivery PRICE Computer Charge extra £0.00

## focus on the website

# I the website

### The Customer Administrator

The Customer Administrative functions are accessed via a special sign on.



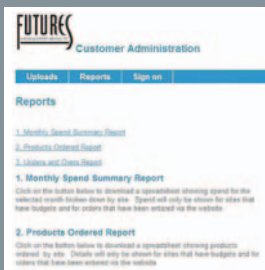
Only the Customer Administrator can allow an over budget order by accepting or rejecting the request by clicking a button on the e-mail generated by a Manager's request for an 'over-budget order'.



The Customer Administrator can upload budget spreadsheets, a list of within budget sites or budget exception sites.



The Customer Administrator can monitor the monthly spend and products orders by individual site by downloading the 'Monthly Spend Summary Report' and 'Products Ordered by Site Report'.



Providing a clear delineation between orders for 'Materials', 'Rechargeables' and 'Within Budget' orders ensures the enforcement of budgets by site whilst still providing the flexibility to override where circumstances are exceptional.

The 'Budget Control Facility' will not allow 'Materials' and 'Rechargeables' to be mixed on one order ensuring not only budgets are adhered to but ensures the streamlining of Rechargeables assuring the cleaning company never forgets to invoice its client for all the rechargeable items.

Along with the 'Budget Control System' all customers can now see a list of previous orders that they have placed online by signing on to the website and selecting the 'Order History' option from the left hand menu. Customers can also place orders and pay by credit or debit card.

**If you don't yet have a website username and password or have mislaid it, just call us and we will send it to you.**

**If you would like to receive more information or to discuss in more detail how the website control system can help you, please call Andy on 020 8689 2072 who will be happy to help.**

## henry goes green

**Everyone recognises the smiley-faced vacuum cleaner from Numatic. Thanks to the introduction of the 'Autosave' system, Henry is now greener!**

With 'Autosave' every time the vacuum is switched on it automatically starts on 'economy' setting, producing savings of 50% of electricity costs.

For those really tough jobs where more power is needed, Henry can still be operated in 'Hi' mode.

The recent introduction of the 'Hepaflo' bag improves filtration by 30%, plus noise levels have been reduced by 20%.

For more information visit the website [www.futures-supplies.co.uk](http://www.futures-supplies.co.uk)



## the correct dose

**A technological breakthrough combining active powder and totally water-soluble packaging, Soludoz and Solucaps offer a fast and effective cleaning solution.**

Offering an unrivalled performance as a result of many years of research, the products also provide environmental benefits. One tub only 14cm high and 20cm in diameter provides 1,000 litres of solution – the equivalent of 200 x 5ltr containers.

Creating no harmful waste as the sachets dissolve completely thanks to its polyvinyl alcohol composition and providing the correct dose every time, eliminates the risk of over dosage – just add one sachet to a bucket of water or one capsule to a water filled 700ml trigger spray and you're away.

E-mail your full details to request a free sample or to arrange a demonstration to [info@futures-supplies.co.uk](mailto:info@futures-supplies.co.uk)

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SUPPLIES & SUPPORT SERVICES LTD



Thanks for reading –  
don't forget to recycle this newsletter!



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