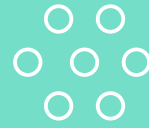


toucan[®] eco

Helping your business to become more environmentally friendly



Water



Salt



Saving Our
Planet



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How Toucan Eco is protecting the planet

The pandemic impact has meant that frequent cleaning and disinfecting has never been so critical to keep commercial and domestic environments hygienically clean and safe. At the same time, organisations are looking to reduce their environmental impact, but finding products that have the right sustainable credentials along with the efficacy to kill germs and viruses can be a challenge.

Here we share how more and more businesses are using the Toucan Eco chemical-free cleaning system to not only reduce carbon emissions and single-use plastic waste, but also to cut costs. This includes commercial cleaning companies along with businesses working exclusively in sectors such as healthcare, manufacturing and catering.

**Plastic free.
Minimise waste.
Reduce carbon footprint.
Clean sustainably.
You can now!**



- 

Reduces plastic waste
- 

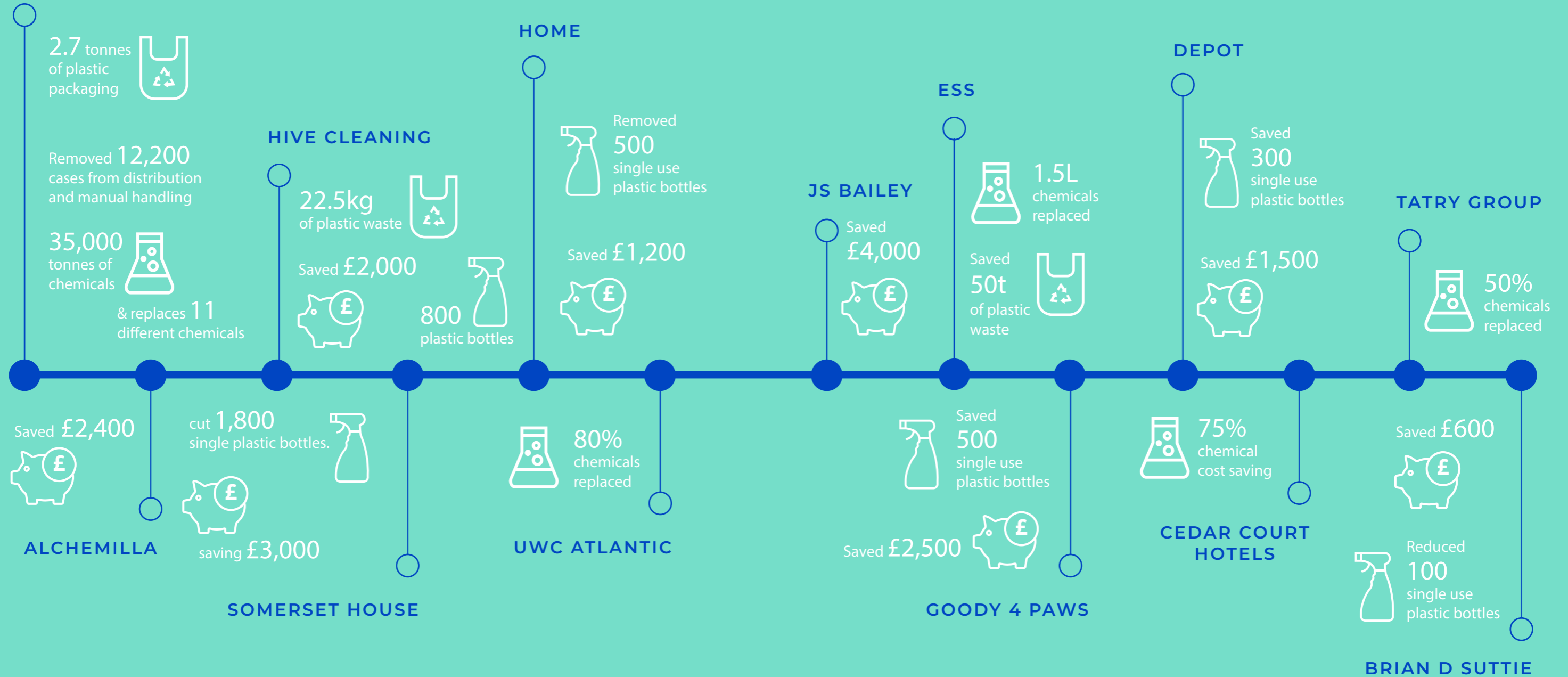
Low carbon emissions
- 

Kills up to 99.999% of germs
- 

Saves 80% of chemical spend

In one year, with help from Toucan Eco, these companies have saved...

THE RESTAURANT GROUP



Alchemilla

How an award-winning sustainable restaurant embraced Toucan Eco, the cost-effective, non-toxic cleaning system.



When Nottingham-based restaurant Alchemilla opened its doors in August 2017 to critical acclaim, head chef and proprietor Alex Bond set out to do things differently with a clear focus on creating a sustainable operation strategy for his business.

Speaking to suppliers, Alex requested a limit on all unnecessary packaging such as cardboard boxes and plastic wrapping. Alchemilla's stock is delivered in plastic crates which are taken away after each delivery to be reused. The restaurant is also driving down its single-use plastic consumption by removing straws and other unnecessary supplies from both front and back of house areas.

When looking at cleaning and maintenance, Alex was keen to find a system that would reduce the use of chemical products across the board.

"It makes very good business sense for a restaurant. Cleaning chemicals are one of the only products which come in through the back door, that can't be sold out of the front door; there's no profit to be made so it's sensible that we try and reduce our usage where we can," he explains. Alex was introduced to Robert Scott's Toucan Eco disinfecting and cleaning system which has been developed to offer customers a product that significantly reduces the use of traditional cleaning chemicals, while also providing a cost-effective and more environmentally sustainable cleaning alternative by drastically reducing the plastic waste produced by chemical containers and packaging.

Toucan Eco from Robert Scott

The Toucan Eco system uses electrochemical activation (ECA) technology – the most effective, money-saving and environmentally-friendly disinfectant and cleaning alternative to synthetic chemicals currently on the market.

It has only two components – water (straight from the tap) and table salt (sodium chloride), which is dissolved in the water. The components are activated using a form of electrolysis whereby a small electrical current is applied to the solution using a specialised electrolysis cell. This produces hypochlorous acid, which is a powerful and safe disinfectant, and sodium hypochlorite solution, an effective cleaning agent. Together, they create a powerful, naturally-occurring disinfectant, cleaner and sanitiser that's safe, non-toxic, non-allergenic, environmentally friendly and low cost.

Research by EU accredited independent laboratories and universities have also shown it is highly effective against all types of bacteria, viruses, cysts, protozoa, algae and spores, eliminating all forms of microorganisms in water supplies, on work surfaces, fabrics and materials. The solution kills up to 99.999% of microorganisms, including pathogens, with a very fast contact time and virtually no regrowth.

“The staff have found the system easy to use and incredibly timesaving, which always helps at the end of a long shift.”



The 3,500 sq ft 60-cover restaurant installed the Toucan Eco cleaning system in January 2018 and now uses it to clean all areas of the front of house including table tops, glassware, windows and mirrors, fridges, furniture and restroom facilities.

In the kitchen, the system is also used to clean benches and worktops, and while chemical degreasers are still required on areas such as ovens, floors and the extraction canopy, Alex has seen an average total saving of £200 per month on the cost of chemical cleaning agents, as well as a huge saving on the volume of plastic waste.

For the front of house areas, the product is applied with microfibre cloths while centrefeed is used in the kitchens and food preparation areas where it must be disposable to comply with health and safety regulations.

Alex continued, "We had the confidence to try a new product and we were well aware of the benefits the Toucan Eco system offered. One of the best results we've seen is on our glassware, windows and any reflective surfaces as the finish is entirely streak-free and spotless. The approach of the cleaning system married with our intentions for the restaurant, so installing a more environmentally sound, cost-effective alternative made complete sense from the start.

"The staff have found the system easy to use and incredibly timesaving, which always helps at the end of a long shift. The results have exceeded our expectations and knowing we're using considerably less chemical product and further reducing our plastic waste output is exactly what we set out to achieve," Alex added.

"We had the confidence to try a new product and we were well aware of the benefits the Toucan Eco system offered. One of the best results we've seen is on our glassware, windows and any reflective surfaces as the finish is entirely streak-free and spotless."



A green revolution

Steve Courtney, business development manager at Robert Scott, said: "The results we've seen at Alchemilla are extremely positive for Alex and his team, and more widely as an encouraging example for the hospitality industry. There has been a reduction in the use of man-made synthetic chemicals in the restaurant, which has proven beneficial for the health and safety of both staff and customers. There's also been a reduction in the volume of chemical and plastic waste and packaging which is of huge benefit. Alchemilla is thinking responsibly – thinking about its people and the wider environment.

Alchemilla has installed the Toucan Eco Active system, which is ideal for small to medium-sized facilities. One single activation will produce 10 litres of disinfectant and cleaning solution equivalent of around 16 x 600ml spray bottles. The system includes a generator, 10 litre tank, brine salt dispenser, discharge tap and shelf. The solution is perfect for busy environments which demand a quick, effective cleaning regime such as cafes, hotels, restaurants and any areas of public dining space, but especially where green credentials are important. Or where harsh cleaning products aren't suitable for the environment, or those using it.

Steve adds, "While it does require a certain amount of capital expenditure upfront, once installed the only consumables needed to generate unlimited quantities of the solution are salt, water and minimum electricity. The system is also virtually maintenance-free and requires no specialist skills to operate. Plus, with no COSHH requirements or costly health and safety training, Toucan Eco is both a sustainable and simple choice for the hospitality sector."



Brian D Suttie

How one optician has introduced a sustainable cleaning system to help combat COVID-19.

An optician safely reopening

Brian D Suttie is a Chesham-based optical practice that has been established for over 20 years. The company believes in the continuity of care, not only in its service and product offering but in maintaining a retail environment that is safe and clean for their patients, customers and staff.

A practice that strives for sustainability, Brian D Suttie needed to respond to the workplace guidelines for COVID-19 to ensure they could reopen, implementing a new cleaning regime that would help make the practice 'COVID safe'.

Watch how Toucan Eco is helping this long-established opticians to reopen safely by adopting new practices such as hand sanitiser, PPE, and the frequent cleaning of glasses, surfaces and optical equipment using hypochlorous acid they make themselves.

Disinfecting and sanitising

Chetan Gudka, owner and optometrist at Brian D Suttie, explained: "As part of an Optometrist forum, one of the areas we've been discussing with regard to reopening safely is the disinfecting and sanitising of our practices. From the consulting room equipment which include chin rests, head supports, and our own instruments, to the frames in the dispensing area that our patients will try on.

"We wanted to find a multipurpose solution that can be used to safely disinfect work stations, hands, equipment and frames safely, as part of increased hygiene protocols. The question of using certain products on our equipment which comes into contact with skin has concerned me and we were keen to avoid alcohol, bleach or hydrogen peroxide sanitisers. It needed to be an effective, antiviral cleaning system that would be suitable for both clinical and retail environments."

"We're extremely pleased with the results from Toucan Eco so far. The non-toxic solution is very easy to make and provides fantastic cleaning results in both our clinical and retail areas."



A greener way to clean with Toucan Eco

After researching chemical-free cleaning solutions online, Chetan discovered Toucan Eco. The multipurpose disinfectant cleaner that's made from just salt and water, uses electrochemical activation to produce hypochlorous acid – an effective solution that's already being used by the dental industry for disinfection.

The solution kills more than 99.99% of microorganisms, including those harder-to-kill than the coronavirus. What's more, with a gentle pH of around 8, Toucan Eco is both effective and safe to use on areas and products that come into contact with human skin.

One of the benefits that appealed to the practice was Toucan Eco's ability to create their own disinfectant solution on-site, refilling reusable spray bottles and, in turn, eliminating plastic waste from the single-use bottles that chemicals are often supplied in.



A focus on sustainability

Chetan said: "We all need to take responsibility for the environment; as a practice we've been looking at various ways to improve our sustainability over the last few years. We have introduced more eco-friendly products such as frames made from recycled plastic from the ocean, and refillable lens cleaning solution containers to reduce plastic waste. We also recycle used contact lenses and their packaging for customers.

"With Toucan Eco, we've been able to implement a cleaning regime that's effective and safe, while reducing our impact on the environment. Not only does this eliminate our need to purchase cleaning chemicals, it also reduces the single-use plastic bottles that those chemicals come in."

With a site measuring 940 sq. ft, we recommended the Toucan Eco III model. This is a worktop unit that allows users to create one litre of solution at a time, which can be used for up to seven days.

Chetan continued: "We apply the solution from atomiser spray bottles and use microfibre cloths, which are laundered each day and reused to save on disposable products. I'd say that for most small businesses the Toucan Eco III is the ideal product. You can make one litre of the solution at a time and when you run out you simply make more."

Key benefits

At the current rate of usage, the practice estimates that by comparing the cost of the unit against the chemical sanitiser it was purchasing, the team expects to make a total saving of £500 – £700 per year and 100 less single-use plastic bottles.

In addition to the cost-saving and sustainability benefits that Toucan Eco brought to Brian D Suttie, the team also praised the non-toxic formula that is safe for staff and visitors.

Divia Gudka, practice manager, added: "We're extremely pleased with the results from Toucan Eco so far. The non-toxic solution is very easy to make and provides fantastic cleaning results in both our clinical and retail areas. The solution is also much softer to use on the skin, unlike alcohol-based products. In fact, patients have commented how soft the sanitiser is, really liked the concept of the solution and how environment friendly it is."

"Finding a non-toxic product that we can confidently use around customers handling contact lenses or spectacles was so important to us. To have an ecologically and environmentally friendly disinfecting and sanitising solution on tap, has allowed us to provide a safe and clean environment for patients and staff.

"It has provided peace of mind in the current climate and allowed us return to treating patients with the same level of service we've always offered in a practice that is protected against COVID-19."

"With Toucan Eco, we've been able to implement a cleaning regime that's effective and safe, while reducing our impact on the environment."

Cedar Court Hotels

Toucan Eco delivers sustainable housekeeping for Cedar Court Hotels.

Cedar Court is a group of four-star luxury hotels located in Yorkshire across Harrogate, Wakefield, Huddersfield and Bradford. The group has over 35 years' experience in the hospitality industry delivering a warm Yorkshire welcome to guests and quality residences with individual personalities.

Protect against the virus, reduce environmental impact

At the beginning of the Covid pandemic the group's managing director Wayne Topley was looking to find new solutions to protect customers and staff against the virus, as well as improve their cleaning regime, which encompasses over 500 bedrooms, all while reducing their environmental impact. Wayne approached Spectrum Cleaning Solutions to find out what could be done.

It was at this point that Spectrum's managing director, Jo Thompson, introduced Cedar to the sustainable range of Toucan Eco products, which produce an effective disinfectant cleaner from tap water, normal salt and electrochemical activation.

About Toucan Eco

Thompson explained: "Toucan Eco removes the need for the majority of your synthetic cleaning chemicals, along with all of the plastic bottle waste these solutions are supplied in, replacing them with a powerful but safe and non-toxic solution that's certified to EN 14476 and EN 16777 for viruses and EN 1276 and EN 13697 for bacteria.

"It's been great to provide the cleaning teams at Cedar Court with such an effective solution as Toucan Eco," continued Thompson. "During the early stages of the pandemic, when surface sanitisers were in short supply, Cedar Court's investment really paid dividends, especially as they didn't need to rely on a stretched supply chain – they could simply make their own disinfectant cleaner on site and on demand."

The hotel group installed one of two models, Toucan Eco Active or Toucan Eco Active Plus, at each site depending on individual site requirements. Toucan Eco Active makes 10 litres in 15 minutes, while Toucan Eco Active Plus comes with spray bottle and hose dispensing system, and takes 45 minutes to make 20 litres from the spray dispenser and 30 litres from the hose dispenser.

The solution is now being used alongside the group's usual cleaning products of blue roll, microfibre cloths, mops and fogging machines, in all areas including reception areas, catering, dining, bedrooms and bathrooms.

Why use Toucan Eco

Topley explained the decision behind bringing the eco-friendly cleaning system on board across Cedar Court: "We chose Toucan Eco at the start of the pandemic, when we needed a new and improved cleaning system that was easy to use, accessible for our team members, and provided an enhanced cleaning result.

"The teams enjoy using the multipurpose cleaner and it has supported us through many changing requirements over the last 18 months, but what I like about it the most is that it has so many applications and uses.

"Now we're using Toucan Eco, there's been a clear reduction in our repeat chemical costs and plastic waste, as well as a saving of time. Check out any of the team's housekeeping trolleys and you now see one bottle for a range of uses, but also an easy refilling process and reduction in stock holding.



Driving results

"Over the last twelve months our cleaning chemical costs have reduced by 75% and the initial investment has already been returned.

More importantly though, I know my teams are using a safe and effective sustainable product in all areas of the business.

"In terms of time saved for team members using and being trained on one product across all areas of the hotel, we have already seen savings and efficiency. In terms of our focus on sustainable activities, we are using a safer, milder chemical with 100% less packaging, which uses only natural ingredients. It's a win-win situation all round.

"While we started with Toucan Eco, over the last 12 months we've moved all of our housekeeping purchases over to Spectrum who, along with Toucan Eco, have delivered superb on-site support. They're always looking at new ways of working which supports my team and my business," added Wayne.

"I truly believe Toucan Eco is the future of eco-friendly cleaning. It's so simple to use, effective and it's led by science – it really is a new way of working."



Croll Healthcare

How one optician has introduced a sustainable cleaning system to help combat COVID-19.

A spotlight on care homes

It has always been important to maintain vigorous standards of cleanliness in care homes, but never has this need been more visible than over the past 18 months. The rise of Covid-19 shone a light on the necessity of hygiene as an infection control measure – but it also highlighted employers' duties of care to their teams.

Care homes found themselves at the front line of the fight against the transmission, working to protect residents and staff alike in order to reduce transmission and save lives. Naturally, many staff had concerns about their own safety and that of their families, and sought reassurances from their employers that all available steps to protect them had been taken.

Care homes responded in various ways, but common among them was a revamped approach to cleaning, segregation and infection control. Here, we speak with Croll Healthcare, a family run company in Essex with over 60 employees, about its approach to protect its staff and residents during the pandemic.

Electrolysed water technology combating Covid-19

For group manager Tanya Crosby, the initial onset of the pandemic was confusing for care home staff and managers alike: "It was a tough period to manage and incredibly difficult for our employees. We had no guidance, no testing, no PPE, no way of knowing if staff or patients had Covid or not – nobody really know anything at all. It was very unnerving, especially considering the huge rhetoric about the dangers of Covid that was taking place nationally."

This level of uncertainty created much apprehension and fear among her team, and she decided to tackle the problem head on by investing in a disinfectant cleaner technology already in use in the far East to keep coronaviruses at bay.

"Technology is rapidly advancing and that's just as true in the cleaning world as elsewhere," said Tanya. "I was really intrigued by the approach that many far Eastern countries took to containing Covid-19, and particularly interested in how they applied the lessons they'd learned

"Ultimately, we all want to create safe, welcoming spaces for our residents and protect the people working with them. New cleaning technologies can help us achieve this."

during the SARS outbreak. Many were using electrolysed water sprays to create effective disinfectant cleaners which were sprayed all over – on the streets, on public transport systems and so on – to clean entire cities."

"Technology is rapidly advancing and that's just as true in the cleaning world as elsewhere"



"We wanted a solution that we could spritz everywhere without worrying about the health implications of inhaling the solution or getting it on our skin."

Introducing Toucan Eco

Tanya found the Toucan Eco cleaning system through Robert Scott. Toucan Eco uses electrolysed salt water to kill germs and clean all kinds of surfaces. Its technology has been in use for decades, but in recent years has become widely adopted in countries such as Singapore, Japan and Korea.

Certified to antiviral EN 14476 and EN 16777, and antibacterial EN 1276 and EN 13697, the spray it creates kills more than 99.99% of germs – including coronavirus. Its multi-use approach is ideal for the care home sector, as it can be used to clean and sanitise any surface including in kitchens, bathrooms, bedrooms, soft furnishings, as well as a deodoriser.

"It's phenomenal," says Tanya. "We use it in all of our homes. Its cleaning power is exceptional and even our most hardened bleach fans have been converted! But it also made our team feel safe in the early days of the pandemic. They could disinfect anything and everything with it, including their clothes and personal possessions, helping cut the risk of community transmission."

Searching for eco-friendly cleaning

Croll had already decided to move towards adopting ecologically friendly initiatives wherever possible, and Tanya had been actively researching environmentally friendly cleaning alternatives before the pandemic struck.

"We wanted a solution that we could spritz everywhere without worrying about the health implications of inhaling the solution or getting it on our skin," said Tanya. "We don't want our staff or residents breathing in excess chemicals. Our homes are meant to be where we can support the aging process – we don't want to make it worse. And I think the chemical use everywhere is very much overkill. We wanted to strip back to the ideologies of a few generations ago when more natural cleaning methods were used."

The Toucan Eco uses tap water, salt and an electrical current to create hypochlorous acid and sodium hypochlorite – which act as a disinfectant and a cleaner,

respectively. Because it's made without chemicals, it doesn't leave a chemical residue or have an odour. It also has a neutral pH, making it kind to skin.

Immune system chemistry

Steve Courtney from Robert Scott added: "The electrolysis replicates the human body's immune system response to infection. When we come under attack from invading bacteria and viruses, our immune system responds by sending white blood cells called neutrophils straight to the infection. Once activated, these cells produce the same hypochlorous acid, a potent and naturally occurring disinfectant.

"Toucan Eco mimics this approach to develop a cleaning solution that cleans, disinfects and deodorises without using chemicals, single use plastic bottles, has a minimal shipping impact – the Toucan Eco has multiple green benefits, and it's proven to be just as effective as bleach and other cleaning agents."

Chemical-free cleaning

At Croll, the system is being used as the main cleaning product at all three care homes. Hill House, one of the three Croll care homes, cares for 20 residents. Its housekeeping team is led by Corroll Beale. Corroll said: "We're conscious of the amount of cleaning chemicals we use at Hill House. We want it to feel homely for residents – not like a hospital – and smell plays an important part in this. We aim not to use strong smelling chemical cleaners whenever we can, not just because of odour but also because we don't want our residents to breathe in chemicals all day.

"The Toucan Eco helps us achieve this. We can spray all the surfaces multiple times a day if we need to and it never leaves a smell. We know our residents are protected by the disinfectant, but we're also protecting their lungs and their skin because there are no nasties in the cleaning products we use.

"Ultimately, we all want to create safe, welcoming spaces for our residents and protect the people working with them. New cleaning technologies can help us achieve this."

Depot

Helping Depot to reduce, reuse and recycle with Toucan Eco sustainable cleaning products.



Depot is an award-winning independent three-screen cinema and café-restaurant, located in the centre of Lewes, East Sussex. It offers an innovative programme of mainstream, art house and independent films, world cinema, documentaries and classic films, along with special events, guest speakers and workshops.

About Depot cinema tech test

It is a not-for-profit organisation with Charitable Trust status, with a committed team of six trustees, 85 employees and 55 volunteers. Green Ambassador at Depot, Natasha Padbury, explained about the green credentials that were put in place from the get go.

"This goes back to the renovation of the old depot site back in 2013. From the design stage we set out to be a sustainable venue, both socially and environmentally. This was very much in our DNA," she said.

"A big part of our remit was to be a flagship cultural venue, including design aspects such as renewable power sources, ground heat pumps and solar panels capturing energy on a living roof of downland wildflowers, which is a great green asset to help support biodiversity and pollinators.

"The rest of the energy that we don't make ourselves is all from 100% renewable suppliers. We also have an A-rated energy performance certificate, helped by double and triple glazing, and natural ventilation across the building," she added.

Depot has a comprehensive sustainability policy and action plan, which includes sustainability being written into all managerial job descriptions, procurement guidelines, zero landfill policy and an extensive waste policy which sees 10 different waste streams now recycling 88% of their waste.

How to reduce plastic cleaning waste?

This led to the crux of the problem for Depot. Natasha explained: "We have a reduce, reuse and recycle policy. So, we reduce wherever we can, reuse what we can, and nearly anything that's left that comes into the building we recycle.

Depot has been recently awarded the Highest Achievement for Commitment prize at the national Creative Green Awards 2020 that recognises cultural organisations for embedding sustainability.

"While auditing our waste streams we found that the janitorial category was where we were still bringing in significant amounts of plastic. And even though much of this was recycled, it was an area where I just couldn't see how we were going to make the reductions that we needed to.

"That's why I contacted HOME Manchester, who are pioneers in sustainability, and asked them how they were managing to meet their pledge of being single-use plastic free by 2020, and they introduced me to Toucan Eco."



The greener way to clean

Toucan Eco lets you take tap water and normal salt and, using a special form of electrolysis called electrochemical activation, makes a multipurpose disinfectant cleaning solution virtually on tap.

The devices, which are available in a range of sizes depending on your business or domestic needs, makes a solution which is certified to EN antiviral and antibacterial tests to wipe out more than 99.99% of germs.

Its active compounds are hypochlorous acid (HOCl), which is also made by your immune system to fight infection, along with a very low concentration of sodium hypochlorite (NaClO), producing a gentle pH of around 8. This creates a powerful, eco-friendly and safe solution that you make yourself onsite, reducing the need for over 80% of synthetic chemical cleaners and the single-use plastic bottles they are supplied in.

Based on the size of Depot, they chose the Toucan Eco Active model, which makes 10 litres of hypochlorous disinfectant in just fifteen minutes. The solution can be used to spray, wipe or mop any surface, and when you run out you simply make some more.

How is Depot using Toucan Eco?

Natasha explains: "Toucan Eco is now being used across every single team working at Depot, even more so during the pandemic. It's used as a surface cleaner, for all the tables our customers eat at, and to clean floors, glass panels, kitchen and bathrooms. The only cleaning products we're still using is a degreaser and descaler, but we knew that would be the case.

"It's used by our three dedicated cleaners, but also the 50 staff who work in our bar, restaurant and kitchen, in our offices to wipe down the hot desks, and also the box office team – so all 85 staff here now use it as cleaning and disinfecting has never been so important.

"Feedback is that all the staff love the fact that it doesn't contain any synthetic chemicals, that it's not harsh or smelly. They feel really safe using it and much prefer it to

previous chemical cleaners."

A sustainable technology that saves money

For Depot, while the driver is to reduce plastic waste, it's also about building a sustainable organisation and so the fact that they can do this while saving money is a real bonus.

"In terms of savings, the cost of purchasing Toucan Eco will have paid for itself in less than 18 months," continued Natasha. "Plus, while the previous chemicals did come with environmental credentials, we're no longer washing any chemicals down the drain, and the fact we're not polluting the local waterways is really important to us."

"In terms of savings, the cost of purchasing Toucan Eco will have paid for itself in less than 18 months. Plus, we're no longer washing any chemicals down the drain, and the fact we're not polluting the local waterways is really important to us."

ESS

“This is a great example of innovation that delivers multiple benefits – the systems are highly effective for our clients and customers, safer for our people to use and support us in reducing the environmental impact of our services in our drive towards Net Zero.”

ESS delivers safety and sustainability benefits with Toucan Eco.



ESS, the Defence, Energy and Government Services sector of Compass Group UK & Ireland, has completed the roll out of chemical free cleaning across its Defence and Government Services estate, providing safety benefits for colleagues and clients and decreasing the environmental impact of the service.

Sustainable cleaning products

The company has partnered with suppliers Toucan Eco and Tersano to deliver the project. The selected systems create powerful cleaning agents from tap water; Toucan Eco using table salt and Tersano using oxygen. Both produce fast-acting antibacterial multi-surface cleaners that kills up to 99.999% of bacteria and microorganisms, including enveloped viruses like Covid-19.

The cleaning solutions generated are non-toxic, non-hazardous, and non-allergenic to humans and animals. They cut exposure to chemicals for cleaners and building users and reduce the need to store hazardous substances on site.

Saving chemical & packaging waste

ESS cleans over 21 million square metres a week for its clients. Introducing chemical free cleaning has removed 1.5m litres of chemical cleaning products and 50 tonnes of packaging waste from the business annually, delivering substantial environmental benefits.

As well as chemical and single use plastics reductions, there is a decreased carbon footprint from deliveries. As the cleaning solutions revert to water after use, no harmful substances are disposed of into the water system.

Following successful trials in a variety of settings, the technology has been introduced at 90 ESS locations and is a key element in a suite of systems designed to deliver the best results for clients. Chemical free cleaning now forms a standard part of ESS cleaning offer and will be implemented in any new contracts where it is a good fit for the infrastructure.

Chemical free cleaning

Mark Webster, Managing Director of ESS Defence, Energy and Government Services, commented: “It’s fantastic that we’ve been able to partner with Tersano and Toucan Eco to deliver chemical free cleaning across our estate.

“This is a great example of innovation that delivers multiple benefits – the systems are highly effective for our clients and customers, safer for our people to use and support us in reducing the environmental impact of our services in our drive towards Net Zero.”

Steve Courtney, Toucan Eco Specialist at Robert Scott, concluded “Working with ESS to introduce a robust chemical free cleaning system across its defence and government estate has been a privilege and we’re delighted with the feedback from the business so far.”

“Toucan Eco only requires tap water and table salt; it’s a proven solution that will last up to seven days once activated, so it’s ideal to make in batches for use across the large sites that ESS manages.”

Goody 4 Paws

Toucan Eco gets tails wagging at dog day care centre.

Goody 4 Paws is a family-owned day care centre for dogs based in Manchester. Owned by Carol, Karl and Tom Plumridge, it has provided a fun, stimulating and safe environment for its four-legged friends since 2007.

The 4,000 sq. ft play area really stretches the legs and imaginations of dogs, and is the only day care centre in the UK to have FUNgility – a unique play system designed and imported from America. The centre also features rubber flooring and walls for safe play and to protect the joints of both puppies and senior dogs.

Their aim is to provide a second home to around 40 dogs a day, which is a welcoming place where they can feel safe and have fun away from their owners. It is local authority-licensed, with special provision to care for puppies from 12 weeks of age and also provides behavioural training sessions.

Cleaning challenges for the centre

Carol Plumridge talked to us about the unique challenges of keeping the centre hygienically clean. She explained: "When dogs come here, they tend to behave as if they're outside, so they're constantly doing what dogs do all day. Even though we're cleaning regularly, the ammonia smell was a huge problem.

"The disinfectant that we had to use needed to kill canine parvovirus disease, which is highly contagious in dogs. DEFRA (Department for Environment, Food & Rural Affairs) recommends that if you have a multi-dog environment you must use something that's proven to kill the parvovirus. And while there's no smell to the chemical we use for this, the ammonia smell remains.

"To combat this, DEFRA advises that you use an odour neutraliser, which also smells terrible. It makes you cough, sneeze and splutter, and if you're around it all day it's not nice on your chest either.

"A vet would say that if you have a sick animal to 'clean surfaces with bleach' as it kills everything a dog can transmit. But we can't do this for practical reasons because as we're mopping, the dogs are walking over the solution straight away, so it would be harmful to the pads on their paws. That's why we've been searching for a solution that will kill germs, but is completely safe for the dogs to."

Frequent and intensive cleaning regime

The team at Goody 4 Paws takes great pride in the cleanliness of their centre. Their reputation depends on it.

Throughout each day they have five mop buckets constantly being used, which are emptied every hour, and they're also frequently spraying and wiping with trigger bottles. At the end of each day all surfaces, including floors, walls and dog equipment are cleaned down, and a scrubber drier is also used on the floors.

"When we were allowed to start production again, we had to make sure we had the right hygiene measures in place."

Whereas previously this would have been completed with multiple products, the centre's entire cleaning regime is now completed with the Toucan Eco eWater® and nothing else is used. The hypochlorous acid solution is made quickly and easily each morning using Toucan Eco Active and is enough to fill all of the mop buckets that Carol and her team need each day.

Carol continued: "When a dog has an accident, we mop up with the mop bucket, spray and leave to dry. It removes any trace of the mess and completely eradicates the smell too. And we know that it's effective in killing the canine parvovirus, so it provides peace of mind for the team.

"I've also noticed a huge difference personally as I have skin problems on my hands and face. Previously, working with harsh chemicals all day was aggravating my skin and causing me discomfort. With Toucan Eco, there's none of these effects at all," she added.



"I've also noticed a huge difference personally as I have skin problems on my hands and face."

What is Toucan Eco?

Toucan Eco lets you make your own multipurpose disinfectant cleaner and sanitiser, which kills more than 99.99% of germs, from just water, salt and electricity. The solution is electrochemically activated by applying a small electrical current using Toucan Eco. This recombines the naturally occurring elements of hydrogen, oxygen and chlorine to create a powerful disinfectant known as hypochlorous acid (HOCl), and sodium, oxygen and chlorine into sodium hypochlorite (NaOCl), at a low concentration and gentle pH that's creates a mild cleaning fluid.

It's non-toxic and eco-friendly, and it can go to work all around the workplace and home. It's certified to EN 14476, EN 16777, EN 1276 and EN 13697 standards. Goody 4 Paws installed Toucan Eco Active, which is designed for small to medium-sized facilities and produces 10 litres of solution in around 15 minutes.

A cost-effective solution

Goody 4 Paws used to spend up to £230 each month on disinfectant alone, and that doesn't include odour chemicals which were delivered in 25-litre containers.

By switching to Toucan Eco, Carol and the team will save over £2,500 a year in cleaning solutions and also around 500 plastic bottles a year too. This means the equipment will have paid for itself within a year, and the only requirement is the water, salt and low electrical current.

Cleaning made easy

Carol explained: "We've been using our Toucan Eco Active for just over a month and already I don't know how we managed without it. Cleaning the centre is so much easier. We can make the solution as and when needed, and Toucan Eco has replaced the many different chemical cleaners that were necessary to ensure a safe environment for the dogs in our care.

"We use it on everything from walls, corridors, reception areas floor mats, to dog play area flooring, feeding equipment, food preparation areas, even dog collars and leads are sprayed to prevent infection.

"In the current situation, it's also necessary to spray the dogs on arrival and departure. We decant the Toucan Eco solution into spray bottles, which makes this a quick and easy job and it's completely safe for the dogs and their owners.

"The staff find it easy and pleasant to use. It's kind to skin and can be used as a hand sanitiser as well. And the day care centre now smells so much fresher without the use of sprays that would only mask odours for a short time and were very unpleasant to work with.

"Toucan Eco is certainly proving to be the ideal solution for us. It works so well, it's safe, and the smell is 100% better," she concluded.

Hive Cleaning

Toucan Eco cleaning system creates a buzz for Hive Cleaning.

London-based commercial cleaning company Hive Cleaning has adopted the Toucan Eco cleaning system to support its industry-leading sustainable practices.

Led by managing director Louis Beaumont, Hive Cleaning has a clear set of sustainability and ethical values comprising an extraordinary level of service, immaculate cleaning, motivated staff and the use of innovative green technologies that offer environmental protection.

Commercial cleaning re-thought

Louis explains: "As well as supporting the London Living Wage for all employees, we are also holders of the Planet Mark (TPM) Accreditation measuring our sustainability and social value. We carry out 100% aerosol free, non-toxic, eco-friendly cleaning, have a 100% electric fleet, powered by 100% renewable energy, and a zero to landfill policy.

"We also have an effective single-use plastic reduction strategy in place attaining Plastic Zero status in 2020 through the Plastic bank scheme to remove plastic from the great Atlantic garbage patch. This means some 1,224kg – the equivalent of 61,200 500ml bottles – were removed by us from our seas last year. This is then either recycled or processed to be turned into products in developing countries, which also creates employment in these locations too.

"In 2020 we cut our carbon use by 56%, reducing our company footprint to 2.2 tCO₂, which we offset by planting trees to become the first TPM accredited company to become Carbon Neutral and Climate Positive."

Looking for greener ways to clean

Hive Cleaning is continuously searching for the next innovation in cleaning and Marc Kemp, MD of Futures Supplies, introduced the business to Toucan Eco – a green technology product that lets you make a powerful, eco-friendly and safe disinfectant cleaner on-demand from just water, salt and electricity, which kills more than 99.99% of germs.

"The COVID-19 pandemic has highlighted the importance of the cleaning industry and the need for improved surface sanitising," Louis continues.

"We even adopt a beehive with each new contract, and we now have several apiaries around London and the Home Counties."

"There has been a big increase in chemicals being used to achieve this and as part of our continuous approach to environmental stewardship we wanted to find a better solution. When we were introduced to the Toucan Eco range, we knew we were on the right track."

Marc adds: "With Hive's leading green credentials, Toucan Eco was a natural solution for the business to consider. Not only is it proven to kill 99.99% of germs, including enveloped viruses, it reduces the use of chemicals and single-use plastic waste. It also minimises your distribution and manufacturing footprint. I asked Hive if they had come across the technology before, and we took it from there."

About Toucan Eco

Toucan Eco lets you take tap water and normal salt and, using a special form of electrolysis called electrochemical activation, makes a multipurpose disinfectant cleaning solution virtually on tap.

The models, which are available in a range of sizes depending on your business or domestic needs, makes a solution which is certified to EN antiviral and antibacterial tests to wipe out more than 99.99% of germs.

Its active compounds are hypochlorous acid (HOCl), which is also made by your immune system to fight infection, along with a very low concentration of sodium hypochlorite (NaClO), producing a gentle pH of around 8. This creates a powerful, eco-friendly and safe solution that you make yourself on demand, reducing the need for over 80% of synthetic chemical cleaners and the single-use plastic bottles they are supplied in.



"Toucan Eco will help further reduce our already small carbon footprint (2.2tCo₂e), create zero chemical miles, and continue to demonstrate our environmental leadership within the cleaning sector. It will also contribute towards significant savings, while reducing plastic use and the transportation of chemicals."

Louis Beaumont - managing director for Hive Cleaning



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Hive Cleaning's strict set of criteria

To ensure Toucan Eco was the right approach for Hive, they used a 7-point checklist and Toucan Eco ticked all of these boxes:

Efficacy – it must kill microorganisms, especially highly-resistant spores and viruses, which are used as the gold standard for microbial effectiveness.

Speed of kill and regrowth rate – it must kill germs quickly and once killed, the germs must remain dead.

Quick, effective and easy to use – deliver effective, smear free cleaning results and be simple to use, enabling quick adoption by users.

Safe for users – it should be safe for everyday use and contact with human skin without causing harm or irritation.

Planet positive – it should have strong green credentials by being chemical-free and reducing usage of single-use plastic bottles.

Industry certification – the solution would have to pass the relevant disinfecting certifications.

Cost effective – it should cost the same or, even better, save money.

Rolling out Toucan Eco

Excited about Toucan Eco, the business began the roll out of the chemical-free cleaning regime by testing the system on six sites with 20 cleaners, including checks by cleaning professionals and client feedback.

"The efficacy of the product was not called into doubt," explains Louis. "Its technical specification and sanitising abilities are clearly proven by the EN 1276, EN 13697, EN 14476 and EN 16777 certifications. This trial testing process was purely to assess the cleaning performance in a real-world setting.



"We have been delighted with the feedback and cleaning results from the trial, and it seems clear that the solution is a very effective cleaning agent. Its neutral pH and gentle action mean it is safe on all surfaces and fabrics.

"Our staff love it. Not only does it clean well and provides sparkling results, but it's also safer to use and reduces our chemical miles," he added.

Looking ahead

As Louis rolls out Toucan Eco across more Hive Cleaning sites, the environmental benefits it delivers will grow with every spray.

"We are now in a position to rollout Toucan Eco across another 10 offices in April, followed by another 30 sites which will grow to 75% to 80% of the company's portfolio by the end of the year. This is part of an overall aim to reduce our cleaning solutions to just three products – Toucan Eco as our antibacterial surface cleaner, plus a descaler and a specialist pro-bio floor product.

"Toucan Eco will help further reduce our already small carbon footprint (2.2tCo₂e), create zero chemical miles, and continue to demonstrate our environmental leadership within the cleaning sector. It will also contribute towards significant savings, while reducing plastic use and the transportation of chemicals.

"For cleaners looking for new, sustainable ways to provide their services, I believe that Toucan Eco is the revolutionary way we can do more to reduce our industry's impact on the planet," he concludes.



non-toxic & non-hazardous



hyperallergenic



2.2tCo₂e

JS Bailey Home

UK's first food manufacturer installs non-chemical cleaning system.

JS Bailey is extremely proud of its heritage, as well as its locality – based in a region, Cheshire, which has an undisputed reputation for cheese making. As a leading supplier to the food services industry, JS Bailey describes itself as the 'home of homemade cheese' – churning out high quality goods from its state-of-the-art production facility.

High standards are everything and JS Bailey does not compromise on any aspect, injecting £3 million of capital investment into the business in 2019 – funding that has created a new production and storage unit that allows it to significantly increase production volume. This combines with the introduction of three additional grating lines, increasing the capacity of the business and allowing further growth into the food service, manufacturing and export markets.

Such is the commitment to growth and maintaining exceptional levels of production, that no stone is left unturned in the manufacturing process. The cheese processing company has five 'high care areas' (areas of food preparation), that require daily cleaning and sanitising after production. Areas of operation include grating, re-milling, cutting and processing out of specification cheese.

Food manufacturing demands the highest of hygiene

Understandably, the issue of cleanliness is vital around food preparation areas, in order to combat microorganisms like listeria, mould and spores, especially as cheese is a natural produce.

Due to its location, JS Bailey does not have mains drainage; it has its own on-site water treatment system. And that was why it's even more important that cleaning chemicals aren't allowed to seep into the treatment tanks – these being alkaline detergents and chlorine-based sanitisers.

James Beattie, director at DEB Disposables and cleaning products supplier to JS Bailey, explains: "This problem led to the research and trial of the Toucan Eco – the hypochlorous-based bio-cleaning solution. As



"The hypochlorous solution now accounts for 99% of the sanitiser used in the production facility and since implementing the changeover from a chemical- (chlorine) based sanitiser, there have been no failures of swabbing results."

a company wanting to improve their environmental credentials but having issues finding the right solution, they contacted me and asked, 'Can you help?'. It was then that we introduced them to Toucan Eco."

The greener way to clean with Toucan Eco

David Chesworth, QA manager at JS Bailey, commented: "After trialling the effectiveness of hypochlorous solution, as a sanitiser in our production facility, and finding it to be at least as effective as the chemicals that were in current use, we purchased the Toucan Eco system in October 2019.

"The hypochlorous solution now accounts for 99% of the sanitiser used in the production facility and since implementing the changeover from a chemical- (chlorine) based sanitiser, there have been no failures of swabbing results.

"A major advantage of the solution as a sanitiser over chemicals is that microbes can build a resistance to chemicals over time and so higher concentrations are required to maintain effectiveness. This does not apply to hypochlorous acid as the solution destroys the cell wall of the microbes."



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J.S. Bailey Ltd.

“With Toucan Eco, we expect to see a total saving of around £4,000 each year on commercial cleaners. After the initial cost has been offset, the solution costs literally pennies to produce.”

He continued: “As hypochlorous solution degrades back to water on contact with biological material (such as microbes), the discharge into our treatment plant is plain water, which does not affect its eco-system adversely as is the case with chemicals.”

The company is currently using 50 litres per week to sanitise the factory after production has finished, which is applied by hand pumped pressure sprayers. This is in addition to around 25 litres per week for sanitising high care areas during production breaks, warehouse fabrication cleaning and the cleaning of office blocks for daily use. The team also use a further 10 to 15 litres per week for fogging of production rooms.

David added: “The hypochlorous is used primarily for sanitising of machinery after washing down at the end of production. We also use trigger spray guns at various times in the day in production areas – for example, prior to commencing production, break times, or in between production runs to spray food contact surfaces and food contact machinery.”

At the current rate of usage (over 90 litres per week), JS Bailey estimates that by comparing the cost of the unit against the chemical sanitiser it was purchasing, the team will achieve a return on investment within six months. “Because of the frequency of our cleaning regime – we carry out a deep clean after each production. With Toucan Eco, we expect to see a total saving of around £4,000 each year on commercial cleaners. After the initial cost has been offset, the solution costs literally pennies to produce,” explained David.

Sustainability is also an important part of the JS Bailey business model. In addition to its own water treatment system, the company recycles where possible and is constantly looking at ways to reduce its plastic packaging to enable it to be more eco-friendly. Toucan Eco allows the company to work towards that ‘green’ goal, as switching to the environmentally friendly disinfectant and cleaning solution is proven to

drastically reduce plastic waste by removing the need for 99% of chemical agents.

David added: “Hypochlorous solution is also safe for contact and so our cleaners like it. There’s no need for PPE, it eliminates any instances of chemical injury, and it’s food safe. Plus, the reduction in plastic waste is significant – we’re saving the five litre bottles we used to buy, which can’t be recycled as they contain toxic chemicals.

“And, as hypochlorous degrades back to water on contact with biological material (such as microbes), the discharge into our treatment plant is plain water, which does not affect the plant’s ecosystem as in the case of chemicals.

“Our aim was to find a cost-effective product with a high effectiveness of sanitising, with particular emphasis on eliminating mould spores and Listeria in high care areas, with a product that does not have an adverse effect on our water treatment system,” David added.

“Based on its effectiveness as a sanitiser, its environmental impact, its cost effectiveness and ease of use, we would have no hesitation in recommending this product.”



Somerset House

Somerset House installs UK's first Toucan Eco Flow bio-cleaning system.



Somerset House is London's working arts centre built on historic foundations around one of the most beautiful courtyards in Europe. Situated at the very heart of the capital, Somerset House is home to the UK's largest and most exciting creative community and is overflowing with new ideas, young businesses and fresh perspectives.

Today, Somerset House is a vibrant public space that welcomes over 3 million annual visitors to enjoy an eclectic mix of public events, from contemporary exhibitions to outdoor concerts and films, and an ice rink in winter. There are currently 400 resident organisations from the arts and cultural sectors, and the wider creative economy operating out of the site, as well as Somerset House Studios – an experimental workspace offering space and support to up to 100 artists.

Supporting a sustainability strategy

As part of its long-term sustainability strategy, Somerset House Trust has made positive steps towards greater green credentials, from improving the building's energy efficiency with insulation, to fitting LED lighting and smart controls.

It has also installed a co-generation scheme which comprises a CCHP gas engine to heat the building as well providing 60% of its electricity at the same time.

In partnership with Incentive FM, Somerset House Trust's management team turned its attention to its internal operations and investigated several new systems with the aim to reduce plastic waste and chemical consumption during cleaning processes.

Greg Van Duin, senior facilities and operations manager of Somerset House Trust, explained: "Sustainability is high on the agenda for Somerset House. We're part of several focus groups with those operating large cultural facilities in London and together we're looking at how we can work towards achieving net zero carbon emissions targets. There is a climate emergency, and we need to be responsible with our daily operations to ensure we're making changes where we can."

"When approaching our cleaning regime, we were looking for a solution that wouldn't interfere with the building. We have a lot of different surfaces, materials, furniture and antiques, and it was important to reduce the build-up of chemicals that can cause damage long-term."

"Reducing our chemical consumption was key not only from a sustainability point of view, but also to improve the wellbeing of housekeepers by reducing contact with chemical cleaning agents. Cost-effectiveness was another factor to consider – being able to eradicate our need for consumables would allow us to make savings that could be invested into other areas of maintenance."

"There is a climate emergency, and we need to be responsible with our daily operations to ensure we're making changes where we can."



Green cleaning with Toucan Eco Flow

Through Incentive FM, Somerset House Trust's management team were introduced to the Toucan Eco bio-cleaning system. The system requires only tap water, salt and a low voltage electrical current to produce an effective disinfectant cleaner through a process called electrochemical activation that kills up to 99.999% of bacteria and is certified as a general disinfectant. It's also non-toxic, nonhazardous and non-allergenic, so it is safe for staff to use on a daily basis in the majority of areas.

Following a trial period, the UK's first Toucan Eco Flow unit was installed in Somerset House in September 2019. The larger Flow system creates a continuous supply of concentrated solution which is stored in the 10-litre holding tank, and then diluted while being dispensed into spray bottles or buckets, producing an unlimited supply on tap.

"The benefits of the larger Flow unit were obvious for Somerset House," Greg continued. "The fact that it creates unlimited amounts of sanitiser is a simpler and more effective process for our housekeepers. We

operate with a 40-strong janitorial team, so minimising risk by reducing the number of products we use and ensuring there's a constant supply of cleaning solution has allowed us to streamline operations to create an impressive degree of efficiency."

Susan Ryan, head of cleaning at Incentive FM, explains: "The system is being used right across Somerset House as part of the daytime cleaning regime including washrooms, offices, gallery spaces – even to spot clean stains on carpets. We complete the core clean of office and studio areas in the evening with Toucan Eco, and the areas open to public in the mornings, with spot checks throughout the day. Spray bottles of the solution are used with microfibre cloths, as well as a flat mop system which allows us to pre-soak mop pads with the Toucan Eco solution.

"There is a climate emergency, and we need to be responsible with our daily operations to ensure we're making changes where we can."

Saving chemicals, plastic waste and money

"Before installing Toucan, we were ordering anywhere up to 150 bottles of cleaning agents per month, and these single-use bottles were disposed of after use. We keep a small stock of descaling agent, but Toucan Eco has allowed us to drastically reduce the volume of cleaning chemicals we use, and with that we've made huge savings on our plastic waste."

In a sample four-month period, the facility would have ordered 600 bottles of cleaning agents from toilet cleaner to glass cleaner, saving around £1,000 during this period alone by switching to the Toucan Eco bio-cleaning system.

"This means with Toucan Eco we are saving around £3,000 and 1,800 single use plastic bottles a year," added Susan.

Steve Courtney, Toucan Eco product specialist at Robert Scott, added: "Being able to sit down with the operations and FM teams at Somerset House and understand their requirements for the site and its housekeepers meant we recommended the larger Toucan Eco Flow unit. This has created many benefits for the team on site and longer term, with a reduction in plastic waste and requirements for a cleaning agent. We're extremely pleased to see such an innovative piece of cleaning technology in such a prestigious facility.

"For me, it's not just the sustainability and cost-effectiveness of the product that's of benefit – I love the fact that it's completely harmless for the staff to use and we know that all areas of the site are safe and clean for everyone," Susan concluded.

"This means with Toucan Eco, we are saving around £3,000 and 1,800 single use plastic bottles a year."



Tatry Group

Toucan Eco transforms cleaning approach for The Tatry Group.

“Our teams love using Toucan Eco, it has helped simplify the cleaning process for staff and we can guarantee our clients’ workplaces have been hygienically and sustainably cleaned.”



Searching for sustainable cleaning

The Tatry Group provides commercial cleaning and security services to large organisations across the South East of England. The business predominantly works across office and commercial property, industrial, government, education and retail sectors delivering bespoke cleaning solutions to its customers. Established in 2017, the company has grown quickly over the last five years and now services more than 30 businesses across multi-locations, including well-known household names.

Enhancing sustainability is one of Tatry Group's top priorities and is often why the Group is chosen as a service provider over its competitors. For example, it's an entirely paperless organisation that uses a fleet of hybrid vehicles to reduce its carbon footprint. The next step for the Group was to adopt a more sustainable approach to cleaning processes, looking at ways to reduce plastic waste and replace synthetic chemicals where possible.

Tatry Group's Managing Director, Jonathan Sisk, explained: “We had been looking for a more environmentally friendly cleaning system for a while. After hearing such great things about Toucan Eco, and the benefits it would bring to our business, we decided to trial it on multiple sites to see if it was up to the test.”

“Toucan Eco has made a significant difference to reducing waste, as a large number of our sites have now adopted Toucan Eco so we’ve seen a huge reduction in our single-use plastic waste.”

Introducing Toucan Eco

Toucan Eco systems produce an effective disinfectant cleaner using only tap water, regular salt and electrochemical activation. The system removes the need for the majority of synthetic cleaning chemicals, along with all of the plastic bottle waste these solutions are supplied in, replacing them with a powerful but safe and non-toxic solution, which can be made on demand, that's certified to EN 14476 and EN 16777 for viruses and EN 1276 and EN 13697 for bacteria.

Toucan Eco needed to meet certain criteria before the Group could make a final decision. This included how the product performed on different surfaces; efficacy of killing germs and bacteria; usability on-site and how cost-effective the system would be to roll out.

Following the pilot, the frontline cleaning teams were delighted with Toucan Eco's performance and were in agreement that Toucan Eco was the right product to meet their requirements.

Tatry Group has installed a total of 10 Toucan Eco Worktop systems to date and is in the process of rolling out more systems across all of its client's sites. All of the Group's cleaning teams use microfiber cloths to clean with Toucan Eco.

Staff seal of approval

Jonathan continued: “Our teams love using Toucan Eco, it has helped simplify the cleaning process for staff and we can guarantee our clients' workplaces have been hygienically and sustainably cleaned. Moving forward, every new client we acquire will have the Toucan Eco system from the start of their contract.

“When training our staff, Toucan Eco has enabled a smoother training process and is quick and easy for our teams to learn how to use on-site. Many of our clients have been very impressed with the high-quality clean that Toucan Eco delivers and are often surprised at how useful it can be to remove stains and sanitise workstations,” he added.

The results

Toucan Eco has now replaced around 50% of the cleaning products, including synthetic chemicals, that the Group used on a site. Jonathan explains, “Toucan Eco has made a significant difference to reducing waste, as a large number of our sites have now adopted Toucan Eco so we've seen a huge reduction in our single-use plastic waste. There was no other cleaning product that allowed us to do this. The product is a lot safer to use than other chemicals and puts our minds at ease knowing our staff are in a safer working environment.”

A huge benefit to the Tatry Group team is the reduction in consumable delivery. Previously, when using multiple products, its teams would need to make regular weekly deliveries to client sites. As a result of using Toucan Eco, the Group has reduced its carbon emissions further as the product can be made on-site and has therefore reduced the requirement for regular deliveries.

Jonathan added: “Using Toucan Eco across our sites has made a significant difference to the way our services are delivered. Not only does the system save time for our cleaning staff, it has also saved our customers money in consumables, and they are delighted with the installation of the Toucan Eco systems. We highly recommend using Toucan Eco as your everyday cleaner as it cuts down delivery costs, speeds up the cleaning process and kills over 99% of bacteria, ensuring safe sanitisation.”



The Restaurant Group

Toucan Eco helps The Restaurant Group gain highest sustainable restaurant rating.



The Restaurant Group (TRG) is one of the UK's biggest hospitality groups with a portfolio of over 400 restaurants and pubs including well-known brands in the casual dining market such as Wagamama, Frankie & Benny's, Chiquito and Brunning & Price. The Group also operates a multi-brand concessions business which trades in over 45 outlets across 30 brands, principally in UK airports.

The Restaurant Group's focus on sustainability

TRG is committed to operating responsibly. This includes sustainable and ethical sourcing of food ingredients, and reducing its energy consumption and carbon emissions, water usage and waste. TRG has been a part of the Sustainable Restaurant Association's (SRA) Food Made Good programme since 2014. It also boasts 3-stars (the highest available) in the Food Made Good Sustainability Rating, recognised globally as the industry standard for measuring sustainability in hospitality and foodservice.

In the summer of 2020, Duncan Goodwin, head of risk and compliance at The Restaurant Group, was looking for a cleaning solution that sanitises surfaces quickly and effectively, without damaging furniture finishes.

"Hygiene and surface care was very much the driver for our search for a new cleaning system," explained Goodwin. "Having investigated it thoroughly and after

carrying out assessments into its suitability, as well as putting Toucan Eco through our own trials, it became apparent that it has unique environmental benefits too."

In spring 2021, TRG began the roll out of Toucan Eco Worktop 1-litre models across 210 sites, comprising 80 pubs and 130 leisure facilities.

"That's where the environmental benefits of using the system are hugely significant for our business. These figures also don't take into account that during this period we were using up existing stock of cleaning supplies, so we forecast even bigger savings going forward."

"As a result of using the Toucan Eco system, the Group saved 2.7 tonnes of plastic packaging and 35,000 tonnes of chemical distribution"

In spring 2021, TRG began the roll out of Toucan Eco Worktop 1-litre models across 210 sites, comprising 80 pubs and 130 leisure facilities.

"Feedback from the roll out has been positive all round and the restaurant customers like it too."



Plastic savings are made as chemical cleaners are commonly supplied in single-use plastic bottles, with concentrate containers made from virgin plastic. Many of these can't be recycled as they contain toxic ingredients. With approximately only 30% of all plastic being recycled in the UK, according to the British Plastics Initiative, the majority will still end up in landfill.

About Toucan Eco

The Toucan Eco system electrolyses a combination of tap water and normal salt to create a powerful, food safe and eco-friendly disinfectant cleaner that kills up to 99.999% of germs, including Coronavirus. It's a low carbon technology that replaces over 80% of synthetic cleaning chemicals, reduces plastic waste, energy and water usage and transportation. And, once installed, operating costs are minimal.

By switching to Toucan Eco, for every typical one litre plastic bottle you're saving over two litres of water, 4 million joules of energy, and a quarter of a litre of oil. And, for every ton of plastic, you're saving about three tonnes of CO2.

Toucan Eco doesn't contain any synthetic chemicals or fragrances, 99.99% of the solution is water, and the pH of the solution is a gentle 7.8 to 8.5 so it's not aggressive like bleach and, as it's safe, you don't need protective clothing or PPE.

"Feedback from the roll out has been positive all round and the restaurant customers like it too. It's simple to make onsite using the device and takes a matter of minutes for the electrolysis process to convert the salt water to a powerful but safe disinfectant cleaner."

Toucan Eco used across TRG's estate

It's now being used to hygienically clean all hard surfaces across the 210 sites, using a spray and wipe method on worktops, tables and chairs – anything that staff and customers are coming in contact with – and replaces 11 chemicals the Group previously bought in. Toucan Eco doesn't replace heavy degreasers or descalers, although it is effective if used as part of a daily clean.

"For us, it has a return on investment of within six months, after which we're saving all of our chemical spend."

The feasibility for Toucan Eco included a business case comparing the capital expenditure of the models versus potential savings to work out its payback period. Goodwin explained: "For us, it has a return on investment of within six months, after which we're saving all of our chemical spend. It's effectively free to make from that point onwards."



Key features and benefits for The Restaurant Group

Using Toucan Eco has saved The Restaurant Group:

- 2.7 tonnes of plastic packaging
- Reduced 35,000 tonnes of chemicals
- Removed 12,200 cases from distribution and manual handling
- Replaces 11 different chemicals
- Used across 210 UK sites
- Contributed to the Food Made Good 3-star SRA rating
- Six month return on investment
- Solution is virtually free to make

“We hope this encourages more businesses to switch to cleaning sustainably with Toucan Eco.”

About Food Made Good

As part of the Food Made Good programme, the SRA assesses businesses like TRG across 10 key areas including ingredient sourcing, energy, waste and water management, as well as how it treats staff and interacts with the community and healthy eating criteria.

Louisa Dodd, Senior Project Manager at the SRA, said: “The Restaurant Group is an excellent example of a business that’s taking a holistic approach to its commitment to operate more sustainably – which is absolutely in line with how we assess hospitality businesses. It’s only by addressing all aspects of its operation that a restaurant, pub or café can claim to be operating sustainably.

“It’s a real credit to TRG that as well as addressing frontline issues like ingredient sourcing and food waste management, it’s also identified cleaning products as an important issue to focus on. Making the switch to a product like Toucan has helped contribute to TRG’s 3-star rating.”

Steve Courtney, Product Specialist for Toucan Eco at the UK’s distributor Robert Scott, added: “It’s fantastic to be working with a restaurant group that’s recognised the potential of Toucan Eco to truly transform cleaning practices and one that’s had the vision to roll out the

sustainable cleaning system across so many sites, delivering such significant environmental benefits and cost savings. We hope this encourages more businesses, particularly within the hospitality industry, to switch to cleaning sustainably with Toucan Eco.”

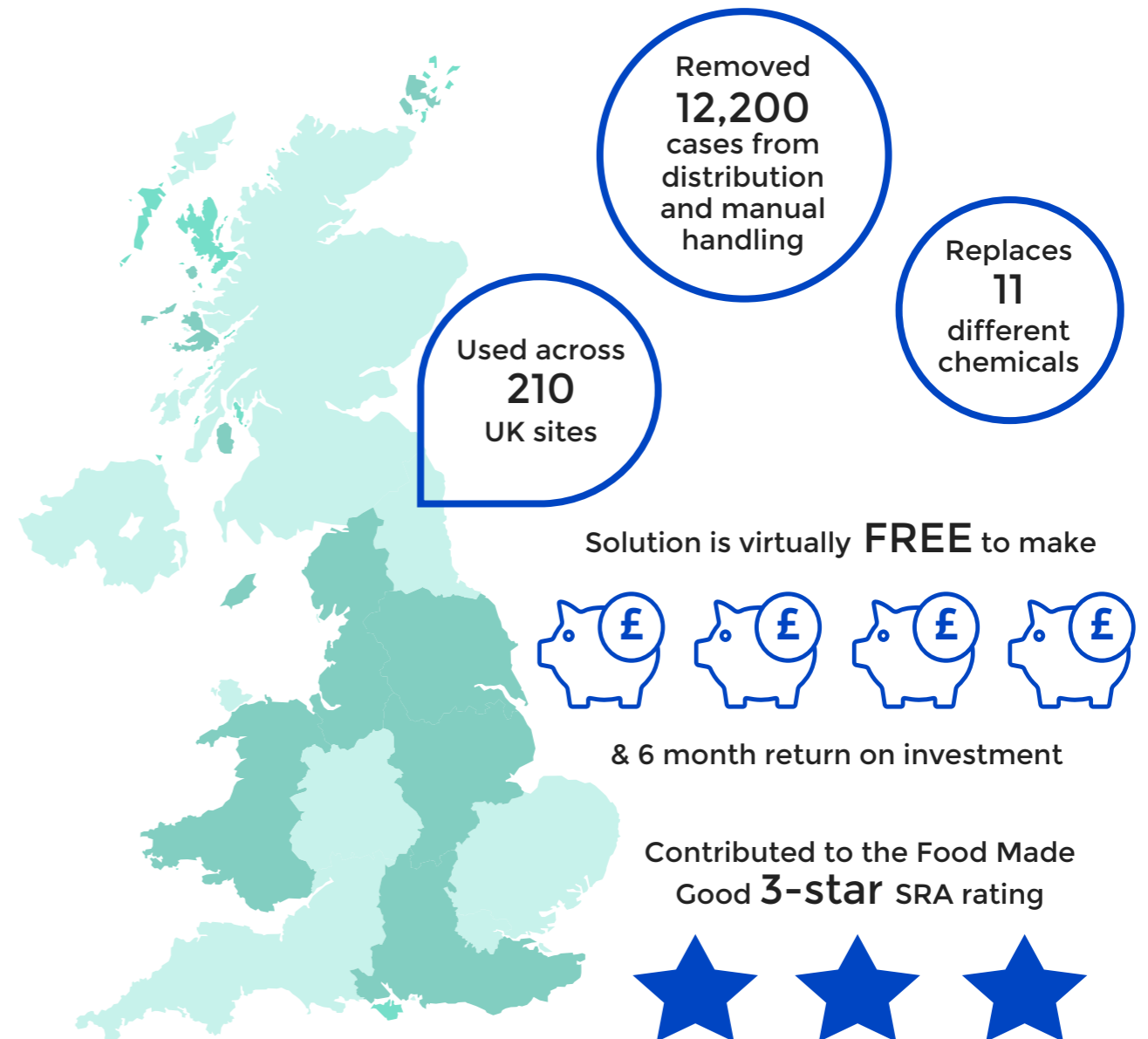
“Making the switch to a product like Toucan has helped contribute to TRG’s 3-star rating.”

Key features and benefits for The Restaurant Group

Reduced **35,000** tonnes of chemicals



2.7 tonnes of plastic packaging



UWC Atlantic College

World renowned college adopts sustainable cleaning regime with Toucan Eco.

UWC Atlantic is the founding and flagship College in the UWC movement, located in 12th century St Donat's Castle in South Wales. Championing the UWC mission 'to make education a force to unite people, nations and cultures for peace and a sustainable future', sustainability has always been part of the College's DNA.

In addition, one of the core UWC values 'respect for the environment' has been a key driver in exploring a chemical-free cleaning regime. It hasn't just been about improving the College's green credentials, more about showcasing what a real commitment to sustainability looks like in the day-to-day life of the College.

In May 2019, after a wide-ranging consultation with students and staff, UWC Atlantic took the decision to transform its cleaning regime by installing a completely chemical-free system across the 122-acre campus – Robert Scott's Toucan Eco bio-cleaning range. The installation means the College can make a sustainable, effective and non-chemical disinfectant and cleaning solution on-site, which removes the need for 80 percent of chemical products, while significantly reducing single-use plastic waste and creating cost efficiencies over time.

Alan Fleming, director of facilities and operations for UWC Atlantic, explained: "The College takes a challenging and interactive approach to learning that inspires and equips students to work towards a more sustainable future.

"Learning revolves around increasing students' understanding of global challenges – environmental issues are high on the agenda – and developing a vision of how we can adopt alternative approaches to living. As well as introducing a student Sustainability Council, we have also implemented ways to offset our carbon footprint, reduce water consumption and transition to using more green energy.

"We have three recycling areas across the campus, including compost sites, which we use to naturally fertilise the fruit and vegetables we grow in our polytunnels. We are also looking into a sustainable seaweed farm and, as part of our long-term strategy,

we hope to install heat source pumps to harness green energy from natural sources in the ground and in the air.

"As part of this strategy we've been exploring chemical-free cleaning for some time and hadn't found a solution that met the specific needs of the UWC Atlantic campus and its facilities. Jonathan Thiel, the College's on-site manager from the Compass Group, made a recommendation that we consider Robert Scott's innovative new bio-cleaning system – Toucan Eco – and so we invited the team to campus for a demonstration of the technology."

Steve Courtney, Toucan Eco product specialist at Robert Scott, continued: "From our first meeting with the College's management team, it was clear they were looking for a solution that would align with their sustainability ethos as a main priority. Understanding their approach to education helped us to highlight the specific benefits of the system that would be most valuable to the College.

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“Early feedback from staff has been very positive in terms of both the cleaning results the product delivers and also the fact that it’s completely safe and harmless for the user.”

“For example, while the multi-surface disinfectant and cleaner kills up to 99.999% of bacteria and is certified as a general disinfectant – it’s also non-toxic, non-hazardous and non-allergenic, so it is safe for staff to use on a daily basis in the majority of areas across campus. This also appealed to the management team as it meant students can use the solution to spray, wipe or mop their dormitory areas, giving them the responsibility of keeping their personal space clean and tidy, while helping to prepare them for the next stage of independence at university and beyond.”

After an extremely positive trial, UWC Atlantic proceeded with the installation of 13 Toucan Eco Active units, each with a 10-litre capacity, along with a range of new microfibre cleaning products which are most effective for using with the solution. The units have been installed across the College’s residential quarters, study rooms, sports facilities and other areas of public footfall. This has allowed UWC Atlantic to reduce its overall use of chemicals across the campus and will create tangible cost efficiencies over time.

Jonathan Thiel, Compass Group’s general manager at UWC Atlantic added: “For the team, Toucan Eco was the next logical step in order to reduce our environmental impact. Not only have we drastically cut the use of harmful chemical cleaning agents, we’re also making considerable reductions on single-use plastic waste and the unnecessary transportation of cleaning fluids.

“Early feedback from staff has been very positive in terms of both the cleaning results the product delivers and also the fact that it’s completely safe and harmless for the user – in this instance both the cleaners and students. We will continue to use the solution across the campus and are in discussions about introducing it into our dining areas as a multi-purpose cleaner and disinfectant.”

Steve continues: “Seeing the impact that Toucan Eco has had on UWC Atlantic in this short space of time is hugely encouraging and exactly why, as a business, we feel so passionately about the system. The fact that we have been able to almost eradicate the use of potentially harmful chemicals in an extensive education setting and equipped the students with a cleaning system they’re able to use themselves, is a real win-win for all and will further enhance the College’s sustainable credentials.”

UWC Atlantic now has the Toucan Eco Active system installed across the site and is using the solution to clean the majority of facilities on campus.

How does the Toucan Eco system work?

Robert Scott’s Toucan Eco system requires only tap water, salt and a low voltage electrical current to produce limitless disinfecting and cleaning solution through a process called electrochemical activation.

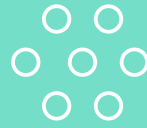
The technology first appeared as a chemical-free disinfectant in industrial applications in the 1970s. With developments in technology, new smaller and more portable devices have been designed that allow the solution to be made on demand and on-site. Different models are available to suit virtually any application and because you make it yourself, you’ll never run out.

The applications are endless. And it’s now being used by the cleaning industry in a growing number of workplace and domestic applications as the eco-friendly way to clean without the use of chemicals or excess plastic waste.

“We will continue to use the solution across the campus and are in discussions about introducing it into our dining areas as a multi-purpose cleaner and disinfectant.”



Water



Salt



Saving Our Planet



For more information
on Toucan Eco please
visit

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