

WOOLSAFE NEWS

THE OFFICIAL MAGAZINE OF

THE WOOLSAFE ORGANISATION

Summer 2020



WoolSafe Member Booklet

Support and Guidance for
Trading Safely During SARS CoV-2

28th May 2020



**Look
inside to
find out
more!**

Shaw Contract Become CleanSeal Associate

A Record Number of New Licensees!

WoolSafe Approved Carpet Disinfectants

WELCOME TO THE SUMMER 2020 ISSUE OF WOOLSAFE NEWS MAGAZINE



It is my great pleasure greeting you all as we slowly emerge from lockdown and life returns to as near normal as possible. The challenges we faced were different, but the determination to overcome them was the same.

Some carpet cleaners saw their work opportunities disappear but have used the time for learning and planning. We saw many of you taking advantage of the free webinars or prepare for the future by learning more about infection management and bio fogging. Others, who already had the knowledge and tools to offer sanitising services, found their work suddenly in great demand, and had to adapt their processes to fulfil it safely.

Chemical companies producing disinfectants had to work extra hours

to service surging demands. They also looked at their range and identified those products that are not only effective against SARS-CoV-2 but also safe on wool carpet and textiles. As a result, we have a new WoolSafe chemical licensee with two new WoolSafe approved sanitisers and several other newly WoolSafe approved products from existing licensees. (See the list on pages 9-11)

WoolSafe says goodbye to Margaret, (front cover) our administrator in August. We thank Margaret for all her hard work and dedication over the 7 years she has been with us. More about Margaret on the back page.

We wish you all a safe and successful reopening.

Dr Ágnes Zsednai
WoolSafe Managing Director

INSIDE THIS EDITION

Marketing Mix	p. 3
WoolSafe Around the World	P. 4-5
The Psychology of Sales	P. 6-7
Trading Safely Member Booklet	p.7
In the WoolSafe Lab	P. 8
New Approved Products	P. 9-13
New WoolSafe Associate Members	P. 13
New CleanSeal Associate Members	P. 14
New Service Providers	P. 15-16
Fond Farewell to Margaret	P. 16

So many New
Approved Products
Pages 9-13

Shaw Joins CleanSeal P. 14
The Psychology of Sales P.6-7



Marketing **MIX**

By Steve Bakker
WoolSafe Global Marketing Director

Leverage Your CleanSeal Approval

In addition to the WoolSafe Approval programme for natural fibre carpets and rugs The WoolSafe Organisation also tests and certifies cleaning products for use on synthetic fibres. These carry the CleanSeal Approved mark.

There are over thirty wool carpet manufacturers that have joined the WoolSafe Associate Member programme and I am thrilled to announce that we now have our first CleanSeal Associate Member, Shaw Contract EMEA.



You can find out all about Shaw Contract and their desire to work with CleanSeal Approved Service Providers on *page 14*.

Shaw Contract's parent company is Shaw Industries Group, the world's largest carpet manufacturer and a leading floorcovering provider. This relationship will obviously provide a major boost to the awareness of

CleanSeal Approved products and Service Providers.



It is therefore important, now more than ever, for WoolSafe members to also promote their CleanSeal Approved Service Provider status.

At membership renewal every WoolSafe Approved Service Provider will be provided with a CleanSeal Approved Service Provider Certificate and logos to use on websites and stationary.

WoolSafe Associate member carpet manufacturers that also produce synthetic fibre carpets and rugs are encouraged to also become CleanSeal Associate Members.

Licensees with CleanSeal Approved products are increasingly displaying the certification on their product packaging. Those that are not yet doing so will be missing out on additional sales.

Around the World

WoolSafe North America

By Ruth Travis

WoolSafe Director North America

WoolSafe North America has been busy answering inquiries about proper cleaning protocol for fabric, carpet and rugs from both consumers, Service Providers and manufacturing partners during the past few months. Therefore, I reached out to my American "expert" friend, Rachel Adams for more information and shared the documents she sent me to WoolSafe Headquarters. Some of the information has been included in the 'Trading Safely' booklet WoolSafe produced and distributed to our members and others. (see page 7)

I also participated in several of the topical WoolSafe Panel of Experts

webinars and invited long-time friend, Howard Partridge to conduct a webinar on marketing in late June.

Just like in the UK and other parts of the world, our businesses have been disrupted by the "virus". However, when talking to our North American Service Providers I am encouraged that the cleaning industry is indeed "essential". More and more consumers are looking to our companies for advice and proper cleaning services using "safe and tested" sanitizing cleaning products. Fortunately, WoolSafe has several that are approved for wool and other fiber types.

WoolSafe Europe

As WoolSafe continues to expand into new markets in Europe we are excited to announce that the translation for a new Czech language Fibre Care Specialist training course has been completed and the online course is being developed as we go to print.

We are expecting the course to be available for enrolment by the end of August at the very latest.

Thanks go to Jakub Janousek and Petra Junkova of Dischem.cz for their hard work in getting us to this stage. We look forward to working with Jakub and Petra to educate professional carpet and rug cleaners in Czech Republic and Slovakia and to build a WoolSafe Approved Service Provider network there.



WoolSafe Australia & New Zealand

By Col Nation
WoolSafe Director Australasia



Colin and Rose Nation, the Australian Representatives for the WoolSafe Organisation are no longer the proud owners of Absolve Services, a business that was started 22 years ago to do specialty cleaning of upholstery and carpet stain removal and colour repairs. This business started after an injury slowed me down significantly. We sold our busy carpet cleaning business and Oriental rug cleaning business in Brisbane and moved to 'semi-retire' on the beautiful Sunshine Coast.

We never really intended to grow it into anything big but our customers had other ideas. Many of our old rug customers retired to the Sunshine Coast and kept finding us and wanting to bring rugs for cleaning. This happened so much we made a move slightly inland to get a house with a bigger shed. As we outgrew the bigger shed and were getting closer to reaching retirement age, we were reluctant to move premises again. But when we employed my daughter Louise's partner Ben, and he thrived in our

industry, we decided to let them take over. They are re-locating the business to a shed three times bigger than mine and have set it up to take on even more of the specialty rug cleaning.

We owe a lot to the knowledge and support that WoolSafe has provided over the many years. It has been a great marketing tool that helps give our customers the confidence that their rugs are in good hands. We are so proud of Louise and Ben, and grandson Callen, as they take on this challenge.

We now hope to have a bit more time to devote to building WoolSafe and our own Nation Training, a specialty training school for the carpet, upholstery and rug cleaning industry.

A few months before Covid 19 started we had begun preparations to take some of our training online. Most of our training is small group or one-on-one training. We were wanting to cut back on the contact time with our students to save them time and money. But when the pandemic started and lockdowns began, we were perfectly placed to help people who could no longer travel.

It is a unique program and has been planned, written and recorded to help both the new start-ups and the more experienced to gain a better understanding of the craft and how to produce excellent results.

Nation Training online can be accessed through www.nationtraining.com.au



The Psychology of Sales

In this issue Richard Sudall, (WoolSafe Business Development) explains the importance of building trust by educating customers.

The relaxation of lockdown rules are well underway here in the UK and the population is in the process of deciding how confident they are about allowing contractors into their homes again, at one extreme it's 'open house', yes the window cleaner can come and clean the inside of the windows, yes that oven needs a deep clean let's book a visit, yes the chimney sweep is welcome... at the other extreme your customers' doors remain closed to you and that's limiting your revenues.

There are actions you can take NOW that will increase client numbers and earnings.

It's all about reassuring your clients, reminding them you're there to help and converting them back to regular customers.

The two most likely ways to reassure your clients are by using education and developing trust. In terms of education it's about sharing information with them that will be of practical use during these changing times. By perhaps sending out a newsletter that contains helpful hints and tips about safe shopping, useful links to social distancing guidance, an article on the difference between the effectiveness of a home made face mask versus a medical grade face mask and of course some cleaning related information with your input or views, perhaps discussing the importance of maintaining

a healthy indoor environment by regular vacuuming to remove the increased amounts of dry soil that's built up during the family lockdown. Perhaps a brief guide on how important it is for them to clean surfaces first before applying a disinfectant, and do they know that's also true for carpets and upholstery. You get the idea.

Use trusted sources that reflect well on your business such as the recent **WoolSafe Member Booklet**. Don't be tempted to turn your newsletter into a sales tool with special offers for cleaning, that's not the aim.

Developing trust is the second technique to help reassure clients. Start by trying to align your business procedures with trusted sources such as medical or government bodies, share the fact that you are going over and above to keep everyone as safe as possible, you, your family and all your customers, try to predict and address clients' concerns and questions as soon as possible by having a FAQs section on your web site, print and include these FAQs in all your posted communication and always link to it in all your client e-mails (and your newsletter). Yes, you change PPE between jobs. Yes, you disinfect your machine between jobs. Yes, you bring your own drinks.

I've experienced a similar concern first hand - A neighbour of mine has been

asking me to cut her grass because she is worried that if she invites her gardener to start visiting again he will need to come into her house to wash his hands, have a coffee and use her toilet. By addressing that, and similar topics in your FAQ, clients will be reassured and more likely to return.

Remember the BBC News when we all watched healthcare professionals applauding their hospital cleaning

colleagues? These are extraordinary times. We have seen our government tell us that cleaning is the most effective way to slow the spread of the pandemic and the whole world now associates cleaning with health.

The cleaning industry is a front-line vital service and what you are offering will help keep your customers stay safe ----- and their wool carpets and upholstery looking better for longer-----.

Trading Safely During SARS-CoV-2

A WoolSafe Member Booklet called Support and Guidance for Trading Safely During SARS-CoV-2 was published and distributed online in May and updated in June and July.

All Licensees, Approved Service Providers, Registered Inspectors and Associate Member Carpet Manufacturers should have received a copy.

What the booklet is for:

- help members through this difficult time
- help members re-open their businesses as soon as it is safe to do so
- advise members on how to assess and mitigate risk
- share ideas and give advice about new protocols and procedures to consider
- show help that is available from governments
- Inform of the free 'Panel of Experts' webinar series
- provide information about sani-

tising and disinfecting products available from WoolSafe and CleanSeal Licensees



View the booklet online here:
https://issuu.com/woolsafe/docs/wool-safe_members_booklet_sars_cov-2_2020
Request a pdf copy
Office@WoolSafe.org



In The WoolSafe Lab

*By Paul G H Bakker
WoolSafe Chairman*

You Get More Than You Expect

Type of test	Number of tests
Carpet - Chemical	12
Carpet - Physical	47
Carpet - Cleanability	10
Chemical - WoolSafe and CleanSeal	19

Did you know that WoolSafe can help you solve carpet-related problems? WoolSafe Testing Services offers a large number of tests: 88 in total.

Carpet - chemical tests include those that relate to what may be in the carpet: pH, bleach, rust, salt (chloride), cleaning agent residues, insect resist agent (mothproofers), optical brightener, urine/faeces, etc.

Carpet - physical tests: carpet structure and weight analysis, pile fibre identification, classification, appearance change due to wear/flattening, colour fastness (shampoo, rubbing, light, etc.), tuft and backing adhesion, pilling/fuzzing, soil resistance and liquid repellency, etc.

Carpet - cleanability tests include: colour change due to wetting, colour fastness to cleaning, dimensional change due to wetting, odour generation due to wetting, resistance to soiling - before and after cleaning, resistance to soiling - soil resist treatment and stain resist treatment, texture change due to wetting, appearance change due to repeated cleanings.

Chemical - WoolSafe and CleanSeal: these are all the tests that carpet cleaning and maintenance products have to meet to be able to carry these certification marks. These tests can be requested individually or grouped together.

With all the above tests - or series of tests- you will get a full test report with information about the test(s) carried out, applicable national and/or international standards, and the test result(s).

In addition, what you also get from WoolSafe - and that is not something that you will automatically get from other test houses - is an interpretation and an explanation. It may also include advice on how to remedy, alleviate or prevent a problem that was highlighted occurring again or advice on how to modify a cleaning product to make it better.

This is the WoolSafe ethos of adding value for our clients. Helping you to better understand your floor covering or cleaning product and suggesting how improvements can be made, leading to more success for all.



New WoolSafe Licences!



UK chemical and cleaning machine supplier, **Alltec Network** joined WoolSafe with two of their sanitizing products, **Envirosafe Multi Surface Cleaner & Sanitiser** and **Envirosafe SF Food Safe Multi Surface Cleaner & Sanitiser**.

Tested to EN14476 and proven effective against viruses including **SARS-COV-2**.

- Log kill of 6 – destroys 99.9999% of known microbes
- Leaves a lasting layer of protection
- Water based and Non-toxic
- Safe for use with children, elderly & pets
- Bio degradable

Suitable for use on all wet-cleanable surfaces and fabrics.

<https://alltec.co.uk/alltec-virus-bacteria-eliminators/>



PREMIUM SURFACE PROTECTION



"The team at **Premium Surface Protection** are delighted at attaining WoolSafe Approval for our **Decorgard Textile Protector**," says Tony Leask, Managing Director at Premium Surface Protection.

"Our aim is to have a WoolSafe Approved protection product available initially to WASPs only to help differentiate them from the masses. **Decorgard** is a non-toxic, penetrating, non-film-forming solvent based product with superior performance across a range of fibres and contamination.

Decorgard has been tested and used in the Design and Rug industry in Australia for the past 12 months, and initial exports have been sent to England, New Zealand and India already."

Please check the WoolSafe website for company details
<https://www.woolSAFE.org/company-details/?id=5601&companytype=supplier>

www.premiumsurfaceprotection.com.au





New WoolSafe Licences!

Another protector, this one for the UK market, gained WoolSafe approval for a long established family business, **StainShield Ltd.** They market protection and specialized cleaning products.



STAINSHIELD

50 years in stain & protection

Their newly approved product, **Tex-Guard** is available both for carpet cleaners and retail customers. This odour-free, water-based, biodegradable formulation provides long-lasting protection against spillages. It has improved resistance against wear, providing long lasting protection.



www.stain-shield.com

<http://stain-shield.com/#SSProducts>



CarpetGard

Manufacturing cleaning products since 1993

Next to join was **CarpetGard Ltd**, who describe themselves as 'specialist in dry carpet cleaning and the art of dry and low moisture carpet care'.

Founded in 1992, their research and development has worked very closely with leading professional carpet cleaners to produce a range of very high performance carpet care products and they continue to develop new and innovative products.

Their WoolSafe approved product, **Drygard** is a high quality, natural organic product, moistened with specially formulated cleaning agents integral with biocide and fragrance. The natural fibre used to carry the cleaning agents to the carpet acts like hundreds of little sponges encapsulating the soiling ready to be extracted with a vacuum leaving the carpet fibres rejuvenated, fresh, clean and deodorised.



Available in three different, practical sized packagings.

<https://www.carpetgard.co.uk/dry-cleaning/dry-gard/>



InnuScience™

In June we welcomed back **InnuScience Group Inc.**

InnuScience use biotechnology to develop novel products for the professional cleaning and hygiene market. They aim to achieve global market recognition by offering superior performing professional cleaning products that are cost-effective, safe, and eco-friendly. Through significant ongoing investment in research and development they aim to exceed consumer expectations and deliver innovative and highly effective cleaning products.



They gained world-wide WoolSafe certification for their bio-based carpet care product **Nu-Karpet Kare**. There are two, slightly different formulations for Europe and the rest of the world.

Nu-Karpet Kare is a concentrated biotechnological all-in-one spotter/ stain remover, carpet and fabric cleaner. It leaves an active bacterial flora that continues to bio-degrade dirt and organic matters, eliminating sources of bad odours. Ideal for cleaning carpets, area rugs, sofas, car upholstery, curtains and other soft surfaces.

New Approved Products!



PROCHEM.

Long time WoolSafe licensee, **Prochem Europe** has gained WoolSafe accreditation for two of their sanitising products to help WoolSafe Service Providers in their fight against SARS-CoV-2.

B125 CLENSAN® – 5L & 1L

Detergent sanitiser & deodoriser for carpets, upholstery, floors and hard surfaces. **Effective against bacteria and viruses.**

Approved to EN1276, EN13624, EN13697, EN13727, EN14476, EN14561, EN14562, EN1650.

Product Specification: <https://prochem.co.uk/pdf/pssb125c.pdf>

D500 MICROSAN®

Multi-surface biocidal cleaner for hard surfaces, floors, carpets and upholstery. **Effective against bacteria including MRSA and viruses including Hepatitis B, HIV, Coronavirus.**

Approved to EN1276, EN1650, EN13697, EN14476.

Product Specification: <https://prochem.co.uk/pdf/pssd500.pdf>



Diversey Europe Operations B.V. updated their WoolSafe Approved spot remover range by two spotters in the popular Taski Tapi range. **Taski Tapi Spot 1** is a powerful water based formulation ready to tackle a wide variety of stains without causing any damage to textiles. **Taski Tapi Spot 2** is solvent based and good for tackling greasy, oily spots.

In America, **Diversey Inc.** has gained WoolSafe approval for their low moisture cleaning product, **Soil Release Bonnet Buff** and **Soil Release Bonnet Buff SC**.



Canada based, but internationally trading WoolSafe licensee, **Benefect** (part of the ICP Group) has gained WoolSafe certification for their strong and durable **Botanical Disinfectant Wipes**.

Combining the same proprietary Botanical Active Ingredient **Benefect** is known for – Thymol, with a new, extremely durable, wood pulp wipe, creates a restoration grade product that is strong enough to tackle rough surfaces like wood and concrete with no shredding, pilling or lint left behind. Adding the **Benefect Decon 30** platform to a dense woven wipe also gives it a distinct foaming advantage that ensures longer contact time to kill germs and improved visibility of surface coverage over conventional wipes. Surfaces are left clean and decontaminated with no streaky residue.



REMOVE-IT[®] **P R O D U C T S**

US based **REMOVE-IT** Products has added two new cleaners to their product range.

On their website they proudly declare: "Remove-It Products provides the finest line of solutions available for the most demanding commercial facilities. We carry a full line of specialty chemistry to meet the most demanding cleaning and restoration problems facing today's facilities."

Neutral Clear Clean (NCC) is a quick-drying prespray that doubles as a low moisture soil encapsulant which is perfect for interim maintenance. NCC is a combination of detergent components with a unique crystallizing polymer that emulsifies both dry and oily embedded soils and then encapsulates these soil particles for easy removal with post vacuuming. No added dyes or fragrances.

Restore Clear Clean (RCC) combines the encapsulating benefits of NCC with the power of stabilized hydrogen peroxide to break up and remove tough organic spots from carpeting. Used as a low-moisture pre-spray makes quick work of cleaning organic soils in cafeterias, food service areas, senior living facilities and more - all with 30 minute drying times. Restore Clear Clean RCC is designed for those situations when hot water extraction isn't an option and excellent, quick results are needed. No added dyes or fragrances.



On the consumer market, both **Vax Ltd** and **WD-40 Ltd** added new, exciting fragranced products to their WoolSafe approved ranges.

Vax Ltd has the widest range of carpet care solutions for the consumer market, all of which are WoolSafe approved. They can offer a safe and effective product for every possible cleaning situation.

The popular and powerful **Vax Original** carpet cleaning detergent is now available with a Spring Fresh fragrance, making carpets not only look and feel great, but smell of spring too.

Their special solution for homes with pets is now also available in the anti-soiling **Vax Pet Floral Fresh** variety. The formula itself combats odours associated with household pets, and now it replaces it with the smell of a spring meadow.



WD-40, suppliers of the popular **1001** brand, of which the majority of carpet care products are WoolSafe approved, also has a growing range of carpet fresheners. These quick-drying, foaming products make your carpets smell great, providing that essential aroma of home.

The foam penetrates deep into your carpet and neutralises trapped odours and dries without leaving a sticky residue.

The two new fragrances are: **1001 Carpet Fresh Soft Jasmin and Linen** and **1001 Carpet Fresh Exotic Flowers and Pink Grapefruit**.

New WoolSafe Associate!



alternative flooring

Alternative Flooring is an award-winning lifestyle brand that brings high-quality, design-led textures, pattern and colour to carpet, rugs and runners.

Alternative Flooring is also about texture. From the wonders of wool with the deep pile luxury of undyed Barefoot carpet to the extensive naturals collections of seagrass, sisal, jute and coir.

At Alternative, discover a world of inspiration and innovation with a creative dose of great British heritage.

www.alternativeflooring.com



Fine and chunky wools are full of natural character and big on texture.



New CleanSeal Associate!

ShawContract®

Shaw Contract has become a CleanSeal Associate Member. Over the next few months the manufacturer will be working with CleanSeal Approved Service Providers on specific knowledge transfer around Shaw Contract warranties and cleaning recommendations.

Andrew Jackson, Commercial Director, Shaw Contract EMEA comments:

"Becoming part of CleanSeal is in keeping with Shaw Contract's Smarter Impact guiding philosophy. We might be in the business of flooring, but we are also a knowledge-led community. We value the knowledge we share as a tool for understanding why we do what we do, and how we might do better. And we value the feedback our stakeholders, such as WoolSafe Service Providers, will give us in developing further insight and best practice."

Maintenance is a critical part of adopting a sustainable approach to product design as good maintenance and cleaning ensures the longer life of a carpet or carpet tile product. As part of its knowledge-led, optimistic and human-centred approach, Shaw Contract has been actively involved in the Cradle to Cradle™ sustainable design approach for more than 20 years, and created the first Cradle to Cradle™ flooring product.

Shaw Contract is also an active member of Chemsec, an independent, non-profit organisation committed to the development of sustainable chemicals use through dissemination of

knowledge, collaboration and practical tools. Shaw Contract sits on the World Green Building Council's Corporate Advisory Board, and Shaw Industries is represented on the Materials Concept Advisory formed by the International WELL Building Institute (IWBI).

Shaw Contract designs and manufactures carpet, carpet tile and resilient products that give foundation to space and support people within it. Its human-centered approach to service combines mind, hand and heart with the goal to make a Smarter Impact for its clients in all that it does. An optimistic agenda that places power for positive change at scale in all our hands for people and planet, is supported by a desire to be knowledge-led and deliver key insights to clients and customers.

Shaw Contract's global headquarters are in Cartersville, Georgia, USA with associates and operations all over the world. This offers a global, yet local approach. For example with offices in London, Paris, Oosterhout and Dubai, and a manufacturing base in Sanquhar, Scotland, Shaw Contract is well placed to meet market demands in EMEA (Europe, Middle East & Africa) and beyond.

Shaw Industries Group is Shaw Contract's parent company. The world's largest carpet manufacturer and a leading floorcovering provider, Shaw Industries is a vertically integrated manufacturer and a wholly-owned subsidiary of Berkshire Hathaway Inc.

New Service Providers



One Clean

Ioannidis Ioannis
Marathonos 19
Korydalos 18120
Greece
2104969112
Info@Oneclean.Gr



Antonis Polychronou

Eptalofou 24
Ilioupoli 16344
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Christos Molvalis

Erifylis 32
Chalandri 15232
Greece
6974963657
www.Molvalis.Gr
Xristosmolvalis@Outlook.Com.Gr

Ergani

Drosos Sypsis
3rd September 12
Perama 18863
Greece
2102720045
www.Ecocleaning.Gr
Sakissipsis@Hotmail.Gr

Stavros

Nikolaos Kantounakis
Myloniana-Varypetrou
Crete 73132
Greece
2821032595
Kantounos@Hotmail.Com

Star Carpets

Doukas Konstantinos
1st Parodos Andrianoy
Koropi 19400
Greece
2106013740
www.Star-Crpets.Gr
Info@Star-Carpets.Gr

Athens Premium Cleaning

Evridiki Psaroudaki
Likourgou 276
Kalithea 17675
Greece
6937365649
www.Athenspremiumcleaning.Gr
Info@Athenspremiumcleaning.Gr

Tsaknakis Carpets

Angelos Ntoufas and Georgios Tsaknakis
10th Klm. Larisa Tyrnavou
Larisa 41500
Greece
6948046260
www.Tsaknakis.Com
Tsaknakis_Carpetclean@Gmail.Com

Showcase Carpet Cleaning

Mr. Paul Steria
7910 Faraway Lane
Escondido CA
92029 **USA**
Phone: 760-7521052
me@cleanwithshowcase.com



Spotless Carpet Care

Jamie Nissen
2600 Aurora Road Suite K
Melbourne FL
32935 **USA**
Phone: 321-536-8883
info@carpetcleaningmelbournefl.com
www.carpetcleaningmelbournefl.com

Prestige Carpet Care

Bill Corridan
1060 Minnesota Ave. Suite 7
San Jose CA
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Phone: 408-448-2016
bill@prestigecarpetcleaning.net
www.prestigecarpetcleaning.net

Croft Carpet Cleaning

Mr Ian Robertson
Coolnaskeagh Lodge
Templecarrig, Delgany
Co. Wicklow

Ireland

00353 87 2510788
croftccl@gmail.com
croftcarpetcleaning.ie



Rug Clean

Mr Andrew Barnes
2 & 3 Red Park Place
Luccombe Farm
Milton Abbas
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01258 837092
07940 461380
andrew@rugcleaner.co.uk
www.rugcleaner.co.uk

ProLux Cleaning

Mr Kosta Panayotov
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England

020 33186387
07874 400719
office@proluxcleaning.co.uk
www.proluxcleaning.co.uk



If you are interested in becoming a WoolSafe Approved Service Provider contact office@WoolSafe.org or your regional director

WoolSafe Says a Fond Farewell to Margaret



For the past seven years most of our customers were greeted on the phone by Margaret's soft, cheerful voice, and for many of our Service Providers and Registered Inspectors she remained the primary contact. She was always happy to listen and eager to help.

Margaret sent membership renewal letters and certificates and sorted out all sorts of problems in between. She was always very sympathetic when chasing membership fees, missing documents and approved product lists. Behind the scenes she kept our finances in order and made sure the office ran smoothly.

We would like to thank Margaret for all her hard work and dedication, and I am sure you all join me in wishing her good luck and happiness in her retirement.

Thank you, Margaret!

New administrator, Tracy, starts at the end of August.



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