

**Working with our cleaning supplier to improve safety, health and environmental practices at Münster Arkaden**

When the Münster Arkaden management team carried out an inspection of the shopping centre cleaning area in April 2010, they were disappointed with what they found: staff were storing food and drinks alongside cleaning products; cleaning products were not properly identified and their safety data sheets were missing; there were broken shelves; equipment such as ladders and brooms were not correctly stored; inflammable products were not properly identified and stored, and the electricity socket being used for the cleaning machine battery charger did not have water resistance protection. All in all, the housekeeping of the area was inadequate from a safety, health and environment perspective and it was identified that immediate actions needed to be taken to improve it.

It was decided that the cleaning areas would be checked on a weekly basis and that all improvement opportunities detected would be reported to the cleaning company at the weekly suppliers' meeting. Additional training sessions were delivered on hazardous products, housekeeping, waste recycling, and water and electricity consumption.

Engagement with the cleaning supplier yielded good results: by mid-June, the state of cleaning area improved significantly and staff from the cleaning company started to be more involved and aware. They are now being pro-active in identifying further opportunities for improvements.

