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# Interserve

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> Case Study



*Interserve is a market-leading construction and facilities management business, employing over 75,000 people worldwide.*



**75,000**  
worldwide employees

> THE BRIDGES SHOPPING CENTRE, SUNDERLAND



**21** customer visits a year  
**Million**

Currently cleaned by Interserve, The Bridges is a 551,000 sq ft shopping centre with more than 100 shops and places to eat. The prime destination for shopping in Sunderland, itself the second largest city in the north east of England.

In raising the standard of cleaning performance at The Bridges, the following areas were highlighted for consideration:

- > Due to the busy, public environment, cleaning operatives need to be able to respond quickly to any spillages or incidents, removing hazards before accidents can occur.
- > Floors must be left dry after cleaning, with minimum moisture used, to minimise the risk of slip accidents.
- > The floors of the shopping centre are susceptible to unsightly scuff marks from the high foot traffic throughout the day, so cleaning teams required a solution that could remove these marks quickly and effectively.
- > Similarly, windows and other glass surfaces quickly gather finger marks if touched, so a quick and easy solution, that did not leave smears on the sensitive surface after cleaning, was needed.

The Rapid Mop is SYR's top solution for quick and safe cleaning of spillages. A spray mopping system with a 480ml internal water reservoir, this lightweight and mobile mop provides controllable moisture to floors with button-activated triple spray jets at the base of the mop. As well as allowing for a speedy response to spillages across the large shopping centre environment, the Rapid Mop, with its microfibre cleaning pads, could also be used for daily light mopping, capable of removing even stubborn scuff marks whilst leaving floors dry and free from smears.

The MST (Multi Surface Tool) was recommended for use to to keep glass



sparkling clean throughout the day. With microfibre cleaning pads, this tool can perform effectively with minimal water use. Best used with a fine spray delivering the fluid only where it is needed, glass could be left smear-free after cleaning, without the risk of excess water dripping onto floors and causing a hazard.

SYR chemicals were also introduced for use at The Bridges. Working in harmony with SYR's mopping combos and other cleaning tools, these products have been expressly designed prevent overdosing, minimising unnecessary water and chemical waste whilst giving a much improved clean.

**“I like the quality of the microfibre head on Rapid Mop – it seems much better than anything similar.**

**“It has a good reservoir and leaves the floors very clean. The cleaners used to have to take a squeeze bottle of water with them but it has saved on all that. Rapid Mop is really good for getting black marks off the floor. It's also much easier to get into places.**

**“The difference in the cleanliness in the floor from day one was significant. Previously cleaners were just spreading the dirt around – it was a massive improvement.”**

**RAY CRAIG - CLEANING CONTRACT MANAGER**



## Contact Us

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