



HEALTHCARE

PARTNER BROCHURE

www.westernhygiene.ie

INTRODUCTION

Since our inception in 1988 Western Hygiene's core philosophy has been *'to be the very best, every day, at what we do'*. This mantra has served us extremely well as we continually adapt, evolve, develop and grow.

As market leaders in the hygiene and healthcare sectors we ensure that we are always at the cutting edge of innovation with a strong focus on sustainability and the environment. Therefore, we source our product lines through internationally recognised and sustainable manufacturers. We also ensure that our top-class, branded products deliver value and reflect best 'cost in use' for our customers.

Brands include: Dr Weigert / GOJO / Purell / Prodifa / Thomil Profesional / Tork / TTS.

Our Vision

Exceed our customers expectations every day and inspire exceptional hygiene standards in every location.

Our Mission

To support our customers in the Hygiene, Healthcare and Service Sectors with innovative and effective hygiene solutions along with perfect delivery and service.

HYGIENE SAFETY

Our Healthcare Pillars

Western Hygiene can / will support all of your hygiene needs with respect to Healthcare. Our current pillars include:



HEALTHCARE PRACTICES

Western Hygiene believe that good healthcare starts with good hygiene. To this end, we actively partner with hospitals, nursing homes and dentists, to maintain and improve quality of care (ultimately contributing to patient safety). Enabling this, we offer products, solutions, training, insights, recommendations and innovations specifically designed for the healthcare sector.

HOSPITAL ACQUIRED INFECTIONS (HAI'S) – Annually, millions of patients worldwide are affected by HAI's, leading to potentially life-threatening complications. The World Health Organisation have stated that the most effective way to combat HAIs is by practicing hand hygiene. Yet ensuring hand hygiene compliance among staff is challenging; and so Western Hygiene support customers by promoting good hygiene in practice (amongst staff) and increasing awareness as often required.

RISK ASSESSMENTS – We identify risk areas and upskill staff about preventive actions to minimise the risk for spread of infections.

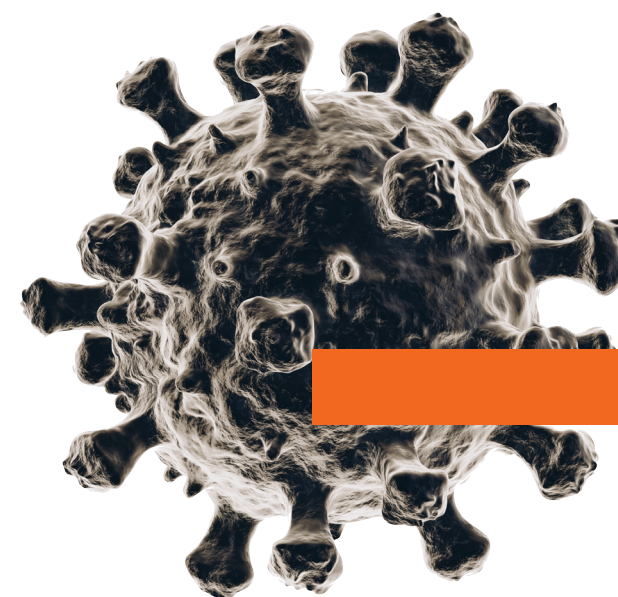
DATA DRIVEN CLEANING – Western Hygiene has a range of solutions to fit the needs of its clients, inclusive of a dynamic product which allows customers to track product usage, allocate tasks to staff, set KPI's, statistical analysis and much, much more!



HOSPITALS



NURSING HOMES



Fighting

COVID-19

The outbreak of COVID-19 has led to an unprecedented demand for hygiene products as government bodies publish guidelines advocating the use of sanitisers, soaps and other hygiene products. Consequently, a wide gap between supply and demand of hygiene related products and services quickly arose.

As an established business of over 30 years we have a SUPPLY CHAIN that is unrivaled in the market. We recognise that the Healthcare sector is at the forefront of the fight against the spread of COVID-19. Its role is crucial in the provision of sanitization and maintenance of hygiene and cleanliness in GP Practices, Dentists, Hospitals, Carehomes and much more. In this fight Western Hygiene can be your expert partner!

COVID-19 APPROVED PRODUCTS

All of our COVID-19 approved products adhere to the highest standards as set by the Department of Agriculture, Food and the Marine.

DELIVERY

Our staff are happy to provide contact free delivery. If however you do require us to enter a site – we have established protocols to ensure the safety of our customers and staff.

REMOTE SUPPORT MODEL

We have invested heavily in a new remote service model and as a result you can engage with us through any of our digital channels, in addition to our Customer Champions and Sales personnel.

STAFF TRAINING

Our staff have been trained in all COVID-19 related hygiene protocols and can offer you expert advice and guidance, as needed.

Western Hygiene adopts a hygiene zone model whereby it separates its products across nine pillars. Within each zone we have an expansive range of products and solutions specially formulated to meet the needs of our customers. Products are wide ranging and span all of your hygiene needs – why not arrange a consultation with us to find out more!



AUTOMOTIVE



CLASSROOM



FLOORCARE



INDUSTRIAL – SHOP FLOOR



KITCHEN & CATERING



LAUNDRY



OFFICE & BOARDROOM



PERSONAL CARE & PPE



WASHROOM

PRODUCTS

Cleaning & Consumables

- Automotive Cleaning
- Deli Packaging
- Bags, Bin Liners & Bins
- Floorcare
- Furniture Cleaning
- Glass Cleaning
- Green Range
- Warewashing
- Washroom
- Surface Cleaning

Dispensers & Equipment

- Aircare
- Concentrated Detergents
- Equipment & Accessories
- Hand Towel Dispensers
- Industrial Dispensers
- Laundry Systems
- Sanitiser/Soap Dispensers
- Toilet Tissue Dispensers
- Touchless Sanitary Bins
- Warewashing Systems

Hand Hygiene & Personal Care

- First Aid
- Lotions
- Occupational Skincare
- Patient Wipes
- PPE
- Sanitisers
- Soaps

Object Cleaning & Wiping

- Industrial Wipers
- Healthcare
- Cleaning Cloths
- Hygiene Wipes

Paper Products

- Facial Tissue
- Hand Towels
- Napkins & Table Top
- Toilet Tissue

Services

- Aircare Service
- Feminine Hygiene
- Floor Mats
- Solutions
- Tork Cube

HYGIENE ZONES



We Listen,
We Solve,
You Benefit!

Your Benefits

- ↓ **Customer Staff Costs**
We can eliminate staff time spent on dilution, changing products, training, ordering and delivery management (via our Hygiene Solutions).
- ↓ **Overall Cost / Time**
Adopting online flexible service models enables us to pass on significant cost savings to you, our customer! With a distributed sales team operating exclusively online - you also benefit from ease of access to people you know and trust. No more waiting until we are in your area!
- ↑ **Efficiencies on Delivery and Ordering**
Our supply chain and logistics are best in class.
- ↓ **Risk**
We can help minimize your exposure to litigation.
- ↓ **Carbon Footprint**
We use non-toxic, high grade products that can be reused and recycled.
- ↓ **Accidents**
Via our 24/7 Training and FREE Advisory Service (available to your staff).
- ↑ **Compliance**
Product line meets regulatory requirements.

Customer Service

Our award-winning Customer Champions are recognised for their friendly, attentive and extremely professional approach in meeting the needs of each customer. Management is committed to maintaining a Quality Management System that complies with all the requirements of the globally recognised BS EN ISO 9001:2008 Quality Standard.



BE
OUR
CUSTOMER

What to expect? Our Engagement Process

Western Hygiene has a portfolio of full-service hygiene solutions which can be tailored to each client. Our expert team can undertake a remote site assessment and build a financial proposal (at a price point that works for you). Our key strength is our ability to work to customer needs, we have an option to suit every client. We can supply/install/maintain dispensers and equipment, provide training, ensure that you never run out of product and support you with simple pay as you go options – you choose the right plan for your business!

Consultation

FREE

Our FREE consultation is the first step in determining what hygiene needs you have and what type of product/solution will work best for you. This initial consultation acts as a needs assessment and helps you to prioritise your requirements - whether for one site or multiple sites, across sectors.

Solution Delivery

FREE EQUIPMENT /INSTALLATION

- Equipment – depending on the solution chosen, we will supply and install our Dispensers & Equipment FREE.
- Standard – with product purchase
 - o Data Sheets & Wallcharts
 - o Employee Training Videos
 - o Remote Advisory Service

Site Survey /Proposal

PHYSICAL /REMOTE OPTION – SPRING 2021

Based on your requirements you have the option to request a site survey (carried out by our staff), this affords you the opportunity to map products across your site(s), ensuring compliance with regulations and suitability. Thereafter, we will issue you with a financial proposal – this proposal will offer a minimum of 2 ‘packages’ in terms of price point, facilitating choice and budgetary options

Orders & Support

OPTIONS

Depending on the solution chosen you will have access to various order fulfillment options:

- Pay as you go – order online via our 24/7 client portal.
- Customer Champions – will contact you at a time agreed.
- Managed Service – we take care of everything!

Plus - You will be able to avail of special customer discounts.

Quality,
Service
And
Innovation
You Can
Trust!



HYGIENE SOLUTIONS

FOR ALL YOUR HYGIENE PRODUCT NEEDS

OUR TEAM

Western Hygiene has over 30 staff who are expertly trained across our product range. This ensures that our customers can have confidence not only in our service but also in the use and application of products.



Declan Ryan
Customer Success Representative

Declan acts as your dedicated Customer Success Representative. Handpicked from our team, he brings over 25 years sectoral experience. His role is to be your guide and to always find the right product and solution to fit the demands of your business.



Emma Conneely
Customer Champion

Your Customer Champion supports your day-to-day experience with us; and so, Emma will be your point of contact with regard to ordering, efficiency and ensuring that you are always on the optimal pricing structure to meet your needs.



Sarah Costello
Sales Development Manager

Sales Development Manager's role is to establish and develop relationships between customers, suppliers and other partners. Sarah will help identify hygiene requirements relevant to your business and implement changes where needed.



David Collins
Sales Manager

As the leader of Sales in Western Hygiene, David ensures his team are highly trained on our full product range with the latest innovations. This knowledge is then passed on to our customers ensuring that they always get the optimum for our products and services giving them best value along with peace of mind.



Martin Collins
Logistics Manager

As Logistics Manager, Martin performs a crucial role within Western Hygiene liaising with our sales and his service staff to ensure installation, delivery and service gets to our customers on time.



Michael Collins
Manager Finance & IT

As Office and IT Manager, Michael leads Finance, Purchasing and IT Innovation within Western Hygiene. This ensures we offer all our customers continuous supply chain at the best price supported through our IT integrated management system



Natallia Collins
Director

As Company Director, Natallia is our COVID-19 Officer and ISO Manager, maintaining our BS EN ISO 9001:2015 Quality Standard, ISO 14001:2015 Environment Standard, 45001:2018 Health & Safety Standard and W.18.4.73 Waste Management Compliance. Operating to these standards, offers our customers confidence and peace of mind in the knowledge that we operate to the highest international levels in quality and performance at all times.



Kevin Collins
Managing Director

As Managing Director, Kevin is responsible for Strategic Planning and Development for the organisation. Generating international links with manufacturers, learning emerging trends including compliance related issues then sharing this knowledge within Western Hygiene. This activity in turn supports our customers as we offer innovation and sustainable quality products that are best in class along with expert domain knowledge, optimal delivery and pricing.



Corporate Social Responsibility

We care deeply for the community in which we live and work; and so, we invest!

- In youth development through sporting organisations, as we strongly believe that sport contributes to a better world, it encourages our young people to become team players and helps them deliver higher standards both on and off the field.
- Sponsoring charities and organisations that are run on a voluntary basis, as we believe it is very important that people who volunteer their time are supported by the corporate sector where possible.



Environment Care

Western Hygiene is keenly aware of the environment and we model our business to reflect this. In addition to our waste management policies and extensive green product range; we aim to minimize pollution and our carbon footprint. Supporting this agenda, all of our sales team operate remotely; this means - less cars on the road, less CO2 emissions, less diesel consumption and a cleaner healthier environment for everyone.



We source our products through internationally recognised 'sustainable' manufacturers like Dr Weigert, Gojo, Prodifa, Thomil Profesional, Tork and TTS. Our products and systems deliver the best 'cost in use' value for our customers while also delivering the highest quality.



Western Hygiene has been registered in accordance with the provisions of the European Union (Packaging) Regulations 2014. Our Waste Certification ensures that we are compliant with regulations governing waste disposal by recycling bottles, cardboards, engine oil, pallets, paper, plastics and waste. We recycle batteries and appliances through WEEE including any materials deemed as waste associated with our business.

Award Winning

SFA National Award for Achievement, Innovation & Excellence
"Highly Commended Services"

"Best Cleaning and Hygiene Services Provider" in the National Retail Supplier Awards 2015 and 2016.

"Best Hygiene Solutions Provider" in the National Retail Supplier Awards 2019

CASE STUDY



Blackrock Clinic

Blackrock Clinic is the leading and longest established private hospital and clinic in Ireland. Since it opened in the mid 1980s, the Clinic has consistently built an unparalleled reputation in new high-tech surgical procedures, medical treatments and ground-breaking diagnostics. This reputation means that some of the best international and national consultants work at Blackrock Clinic.

Patient outcomes at Blackrock Clinic are very positive. They follow the progress of patients from the beginning of their journey, and many of its outcomes outstrip international standards.

Blackrock Clinic are also the first hospital to provide treatment in single-patient rooms, thus reducing the risk of hospital acquired infections. This is something on which they are very proactive.

Blackrock Clinic has been recognised for over ten years by the Joint Commission International (JCI) which accredits only hospitals that raise safety and quality of care standards to the highest levels. They were one of the first hospitals in Ireland to attain this international recognition.

PRODUCTS / SOLUTIONS SUPPLIED

KITCHEN/CATERING

Dishwasher Detergent System

Cutlery Napkins

MISC.

Shaving Foam

Wipes

SOAP & SANITISER

Wall Mounted Dispensers

Bottle Dispensers

Sanitisers

HISTORY

Western Hygiene have been supplying us since 2014 & their products are located across the entire hospital

CUSTOMER SERVICE

Western Hygiene are committed to strong customer service

EFFICIENCY

Western Hygiene are reliable and efficient

TRUST

Western Hygiene is a trusted supplier

Significant Savings in Staff Times and Labour

30-50%
on dishwashing activity

This saving correlates to the following:

- Eliminated the need to use de-stainer
- Eliminated the need to polish glasses
- Dishes dry automatically

Customer Engagement Model

DISPENSERS

Western Hygiene install & maintain all hand sanitiser units at Blackrock clinic. They replace these units as needed & undertake a 6 monthly visual audit on every unit across the site.

EVENTS

Western Hygiene offer a number of events throughout the calendar year to support excellent hygiene practices.

ORDERING

Blackrock clinic are contacted weekly by the Western Hygiene telesales team to facilitate order placement.

REMOTE MONITORING

Blackrock Clinic have full remote access and visibility at all times, via Western Hygiene's online platform.

WHY US?

"We have been purchasing from Western Hygiene since 2014 and their products are used throughout the whole hospital. They are committed to strong customer service. I would have no hesitation in recommending Western Hygiene"

James Leahy/ Purchasing Manager/
Blackrock Clinic





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