HOSPITALITY/TOURISM

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.

QUALITY

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.

Western Hygiene **Hospitality/Tourism**

Our Hospitality Pillars

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

CAFES

HOTELS

PUBS

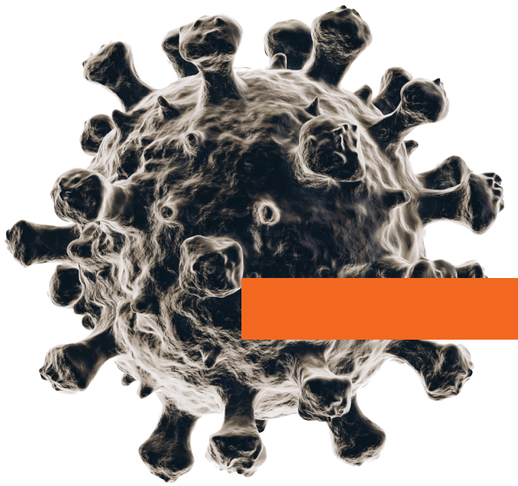
RESTAURANTS/ GASTROPUBS

We believe that 'trust' is an integral part of the hospitality industry – trust with respect to food preparation, laundry, environmental hygiene, kitchen and personnel hygiene.

We know that now (more than ever) hospitality must instill this trust among customers and we are here to help! We support the hospitality industry as patrons demand environments in which they feel everyone is looked after – guests and staff alike.

Western Hygiene has over 30 years of experience, supporting the hospitality industry in many hygiene disciplines. – from best cost in use to handy tips (such as including your hygiene procedures in room packs/menus).

Our customers can use us as a resource and sounding board for all their hygiene needs!



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 Hospitality 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 Cafes, Hotels, Pubs, Tourist Attractions and much more. In this fight Western Hygiene can be your expert partner!

COVID-19 APPROVED PRODUCTS	DELIVERY	REMOTE SUPPORT MODEL	STAFF TRAINING
All of our COVID-19 approved products adhere to the highest standards as set by the Department of Agriculture, Food and the Marine.	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.	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.	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

HYGIENE ZONES

Western Hygiene **Hospitality/Tourism**

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

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.

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

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

Orders & Support

OPTIONS

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

Lauren acts as your dedicated Customer Success Representative. Handpicked from our team, his role is to be your guide and to always find the right product and solution to fit the demands of your business.

Lauren Hughes
Customer Success Representative

Your Customer Champion supports your day-to-day experience with us; and so, Martine 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.

Martine Tierney
Customer Champion

Kate, as Marketing Manager liaises with our manufacturing partners and communicates to our staff and customers across social media, email and digital channels – keeping us all up to date on new innovations, product releases and special offers.

Kate Donovan
Marketing 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.

David Collins
Sales 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.

Martin Collins
Logistics Manager

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

Michael Collins
Manager Finance & IT

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.

Natallia Collins
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.

Kevin Collins
Managing Director

CSR / GREEN - CREDENTIALS

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 C02 emissions, less diesel consumption and a cleaner healthier environment for everyone.

QUALITY STANDARDS

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.

nqa. ISO 9001 Registered Quality Management

nqa. ISO 14001 Registered Environmental Management

nqa. ISO 45001 HEALTH & SAFETY MANAGEMENT

Waste Management W18.4.73

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

THE SAVOY

★ ★ ★ ★ ★

LUXURY IN LIMERICK

Situated in Midwest Ireland, the Limerick Savoy Hotel on Henry Street is located in the centre of Limerick City close to the River Shannon.

The Savoy is one of the finest hotels in Limerick. It is a luxurious boutique property. With 107 recently refurbished guest rooms and suites which feature marble spa facilities, gym, and a private pool are also available.

The Savoy is a destination for food lovers and drink connoisseurs alike a choice of five stylish restaurants and bars offer something to suit all tastes.

Details:

- 5 Stars
- 107 Rooms
- Spa Facilities
- 5 Restaurants / Bars

PRODUCTS / SOLUTIONS SUPPLIED

CHEMICALS

Dishwasher Detergent System

Soap

Sanitiser

DISPENSERS

Hand Towel

Soap

Sanitiser

PAPER PRODUCTS

Hand Towel

Toilet Tissue

DELIVERY
Western Hygiene calls every week as promised!

KNOWLEDGE
Western Hygiene has outstanding product knowledge.

COST EFFICIENCY
We've made savings in labour, administration time & electricity as a result of engaging with WH

QUALITY
Western Hygiene has products which reflect the highest quality and excellent results.

Western Hygiene **Hospitality/Tourism**

Significant Savings in Staff Times and Labour

up to **1 day** per week

As a direct result of working with Western Hygiene, The Savoy have saved:
ONE HOUR per day = 7 hours =
= 1 staff day per week.

Additional Savings Include:

- Reduction in time allocated to order management and stock control
- Reduction in Electricity Costs & Water Usage

Customer Engagement Model

DELIVERY

Orders are delivered weekly. However, the client has access to a speedy delivery service.

ORDER

The Savoy Hotel orders products weekly. The order is placed through their dedicated sales representative in Western Hygiene.

STORAGE/COST VISIBILITY

Western Hygiene place products at any location requested by the client within the Hotel. They also monitor the chemical usage so that the client has insight on exact costs.

WHY US?

"Anytime we had an issue it was resolved immediately. After care and customer care have been outstanding"

Aaron O'Gorman/ Purchasing Manager/ The Savoy Hotel

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