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insideout

Hako news

Spring 2020



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Clean ahead

Just do it!

Three simple words sum up
Hako's vision for 2020

Massive municipal momentum: 'spectacular' record breaking year for UK sales

Maximise efficiency and minimise cost with the
RoboScrub 20



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The RoboScrub 20 powered by BrainOS® represents the next generation of robotic floor care. Brain's advanced vision-based A.I. system enables the robot to navigate complex, real-world environments.

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- No infrastructure modification required
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- Simple and intuitive user interface
- Reduces likelihood of collision
- Allows employees to focus on higher value tasks



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I don't know what all the **fuss** was about

So that's that done then. Brexit that is. A piece of cake. A walk in the park. Went through with hardly a ripple...



OK maybe I am being a tad facetious but at least we are now out of the starting blocks and now the haggling begins. But what will it mean for Hako and you, our customers?

Well rest assured we have continued to work closely with our parent company Hako GmbH to prepare a number of systems and processes to ensure the export of goods to the UK and Europe will be as seamless as possible.

Clearly, during the transition period, things will not change. During this time, we will be close to the trade negotiations and ensure that we are best placed to provide continuity of service to our UK customer base, whatever the deal come 2021.

It is not certain that negotiations will succeed, a hard Brexit is still a possibility and if talks do succeed, the final arrangement may be quite different to the current one. Anything else would be speculation.

But what I can guarantee is that at this time more than ever communication is key. We will keep you up to speed every step of the way. Likewise, please do not hesitate to contact us if you'd like to find out more information on Hako and the changes that may come with Brexit.

While on the subject of change there are plenty in the pipeline for 2020 with a string of new initiatives, major launches and upgrades planned. The future is multifunctional as you will see with the launch of the new Citymaster 1650ZE which we focus on in this issue.

There is no doubting that 2020 is going to be a big year for all of us. I wish you all a belated happy one and look forward to meeting as many of you as possible over the coming months.

Very best regards.

Sylvie Giangolini,
Hako UK Managing Director.

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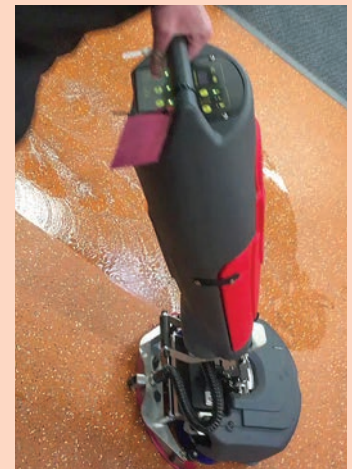
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MARK

HAKO GOD OF WORK

“The name Mark derives from Latin – Markos which means consecrated to the God Mars who was God of War.”

Making your **Mark** at Hako

You could be forgiven for thinking that if you want to get on at Hako it's pretty simple. Call yourself Mark!

At the last count there were no less than nine of them. And as that's out of a Hako UK team of around 65 that's a pretty staggering percentage. Even more so when you factor in that about 15 of the Hako line up are female!

So could this be a cunning plot by MD Sylvie Giangolini to ensure she never forgets a colleague's name?

“It makes life pretty difficult to be honest you say 'Mark' in the office and you have at least 3 people answer you, so we won't be making it part of the recruitment process that to succeed at Hako you have to be called Mark,” said Sylvie.

In a competitive cleaning world though the name Mark may be just the ticket for Hako as it continues its successful battles in the sector as the

name Mark derives from Latin – Markos which means consecrated to the God Mars who was God of War.

So Mark in effect means warlike. So Hako's Mark warriors are: – Djordjevic, Fellows, Parton, Brook, Mealing, Poynter, Wakelin, Wilding and last but most certainly not least Foster, or Fozzy as he's more affectionately known.



Brook



Djordjevic



Fellows



Foster



Mealing



Parton



Poynter



Wakelin



Wilding

Aaron hits the right note

Stones fan Aaron Price, new West Midlands area sales manager, has made some great moves of late... one is joining Hako and the other is learning to play the guitar.

Self-confessed crooner, Aaron, 29, has been strumming for about a year and has a few classic numbers under his belt.

Mick Jagger probably doesn't need to lose too much sleep but Aaron, who is getting married in April, loves 60's music and is making some musical momentum.

And after six years in the motor trade, Aaron loves his new day job. "Working at Hako is like a breath of fresh air compared with the motor trade. I am sorry to say but it can be very negative and Hako is so very different. Positive, optimistic and somewhere you feel really valued.

"People have been so supportive it makes you really want to repay that loyalty as quickly as possible which in my case



means making sales."

Aaron's bride to be, Cassie, while clearly somebody who wants to share his life does not want to share his music. "I love 60's music, The Kinks, Small Faces, Beatles and Stones, of course. She loves Beyonce. So I think it's fair to say we do not have music in common!"



Bubbles for HR at Hako

The equipment speaks for itself at Hako but it's the people behind it that really makes the difference, says managing director Sylvie Giangolini and HR Advisor and Business Support manager Carmela Parton.

And the HR role is a vital ingredient at Crick where Carmela (right) is pictured after earning her Level 5 Chartered Institute of Personnel and Development Certificate.

With the certificate safely framed, it was time to celebrate with a nice bottle of bubbly for Carmela who is at the forefront of ensuring the Hako family is tight knit and happy.

"We can teach people how to sell our great range and how to fix our equipment but we can't teach them to have that can do attitude," said Sylvie.

"Carmela plays an ever more important role here and an even bigger part in the recruitment process. She is a huge asset to the business.

"The critical element is in recruiting the right people. I am less worried about the skills. The thing that sometimes comes along and bites us when somebody has the right skills but does not fit in with our culture and behaviour."

Carmela, who is married to Hako's IT manager Mark Parton, said a new in depth skills matrix had been introduced to highlight any support Hako colleagues may need. "Training takes an increasingly important role at Hako. Things change so fast in business as does technology so in order to keep on top of it all we ensure our support is as good as it possibly can be said Carmela."

Sweepmaster 1200 is pitch perfect

One of the UK's top public schools has given Hako top marks for the Sweepmaster 1200 as it has helped transform the condition of its Astro turf pitches.

Rugby School bought the 1200 late last year and has won the admiration of grounds staff and directors alike.

"I can say that we have all been won over by Hako," said grounds manager, James Lloyd. "The Sweepmaster is very easy to use, operator friendly, superbly efficient and does a great job of keeping the turf clean and uncontaminated," said James. It will also be used on the surrounding tarmac paths.

"We have nothing else up to the task and very few schools are using it for this purpose but I am only too happy to say that it ticks all the boxes for us and I would recommend it," he said.

Rugby School, which has a heritage going back 450 years, and is the home of rugby, has three Astro turf pitches which are predominantly used for hockey, tennis and, sometimes, soccer.

"As soon as we started using the machine we saw the difference. Interestingly, our director of sport said how



impressed she was with the state of the turf in comparison to how it was and she didn't know that we had invested in the Hako machine. That speaks for itself," said James.

"Prior to purchasing the machine, Hako did an excellent demonstration for us and the communication has been very good together with friendly follow ups," he said.

Bernard's lasting legacy

The man they called Mr Hako – Bernard Molloy who recently died aged 71– will have a lasting legacy thanks to a Fellowship Foundation which is being launched by family, friends and colleagues.

Called simply The Bernard Molloy Fellowship Foundation, it will continue with the work that Bernard held closest to his heart – supporting and developing young people in their future careers.

Bernard, who was Hako's first UK managing director, was key to helping the company forge its industry position and become the iconic brand it has become today.

"Bernard is the man who got the ball rolling for Hako and was the very best networker and innovator. On the equipment front he was the architect behind the Citymaster range but even more significant was his focus on customer relationships and the importance of developing great partnerships," said Hako's managing director, Sylvie Giangolini.

Interviewed shortly before his death by *insideout*, the Hako newsletter, Bernard spoke of his great pride in developing City and Guilds and apprenticeships for street cleaning – which resulted in him being awarded the Freedom of the City of London.

"We took on apprentices and developed them, took on great managers and created an iconic brand," he said.

So there is no doubting that he would have been very proud to know that his name was going to be a major force in developing apprentices in the future, said Sylvie who was hugely inspired by Bernard in her career.

"There are really two stages to the Foundation which is being set up by a combination of Bernard's family, friends and colleagues. The first, in order to get things started, is to encourage young people who have been in the cleaning



Bernard Molloy at the unveiling of the Crick HQ.

industry for 18 months to two years to apply to the Foundation," said Sylvie.

"We will then match them with a mentor and give them a chance to work in different industries and teach them, among other things, the skill of networking which Bernard was an absolute God at.

"A lot of things that we need as industry leaders aren't taught at school and we want to help young people develop skills through nurturing and inspiration. In that way we hope we will be able to create Bernards of the future.

"Then, going forward, we will turn it into an apprenticeship programme. Bernard was an engineering apprentice himself and throughout his whole career he

championed getting apprentices into all his businesses.

"His utopia would be for the UK to have an apprenticeship programme akin to Germany which takes a much more proactive approach than we do in this country.

"This industry is not sexy. Nobody really sits at school and says I want to work for a cleaning company or in logistics. But however young people find themselves in our industry we should nurture them so we can have inspirational leaders who can continue to challenge and drive the industry forward."

- More information about the Bernard Molloy Fellowship Foundation can be obtained by contacting Sylvie on 01788 825600.



“...however young people find themselves in our industry we should nurture them so we can have inspirational leaders who can continue to challenge and drive the industry forward.”

We're all **Appy** at Hako!

Confused about exactly which Hako machine will do the best job for your individual requirements? Well, a new app is going to make your life a lot easier when it comes to making the right selection.

The Hako app – available on smart phones or computers – showcases the entire Hako range and will allow you to drill down to the best machine to tackle the task.

“It can be used in all different environments,” said Mark Parton IT Manager, who developed the app. The app will work on Windows, IOS, macOS as well as Android. “So once we go into the app the first step is to drill down for the environment in which the machine will be required... warehousing, retail, open spaces and so on.

“Then we can decide – for instance - if we are going to want to clean internally or the car park outside and it will give us a list of machines,” said Mark.

“From there a customer may decide they only want a machine for inside cleaning and the app automatically knows it does not want diesel machines so it takes them out leaving us with an LPG or a battery model.

“Depending on the size of the area, the app will come up with suitable ride on or pedestrian options to suit the particular area to be cleaned. We can then select sweeping or scrubbing options then, if we were to reduce the cleaning area required, it would highlight the relevant pedestrian sweeping or scrubbing machines.

“The app will also detail standard purchasing options, outright rental or short term hire and from there they can move to enquire or book a demo or buy some parts. “When you get to the specific machine which fits the bill we can then link it to a video of the machine in action. And there is a lot more detailed information as well,” said Mark.



“The whole thing about it was that we wanted it to be easy to use and enable users to find the right information really quickly. We wanted to make sure anybody could use it. Searching for a product could not be simpler.

“I designed the entire matrix and the background to make it work in a logical

format and then handed it over to the web designers. It took a bit longer than we expected – a good six months in design and testing, tweaks and bug fixing. Existing and potential customers will find it a very useful service which will allow them to make really informed decisions.”

- See more at <http://App.Hako.co.uk>

“ The whole thing about it was that we wanted it to be easy to use and enable users to find the right information really quickly. We wanted to make sure anybody could use it. Searching for a product could not be easier. ”

What best sums up 2020 for Hako?

I think three simple words probably sum up what I want for the next year – ‘Just Do It’.

This was always former Hako MD, Bernard Molloy’s philosophy and is something which I would like us to have as our watchwords for 2020 which will have positive impacts on both staff and for customers.

To get things done means ‘Just Do It’ and get on with the job with as little input and management as possible.

The positive spin for our customers will be that our communications will be even more streamlined, our reaction time even quicker and problems sorted in double quick time.

2020 is going to be another great year for Hako with a string of new equipment launches, some brilliant partnerships and an ever growing customer base, particularly in the municipal sector.

We have the strongest team ever from front line sales, to customer support, brilliant aftersales a magnificent demonstration team and quite simply the best engineers on planet earth!

We must continue to attract and retain great people, manufacture fantastic equipment (the 2020 upgrades can’t fail but to impress) and ensure our customers are delighted by what we do.

So what could possibly go wrong? I never tempt fate, we never can take anything for granted but at the core of our business is a simple philosophy and that is to keep our customers closer than close. That means we have a total understanding of what we are doing right and – even more important – what we are sometimes (hopefully hardly ever) doing wrong.

There are also some major investments being made in our German production facilities which will mean even better quality and improved build times.

So what keeps Sylvie awake at night?

A lot! That said, its not if my team is dedicated or driven to deliver a fantastic service, its more about making sure we keep our team, develop them further as they are critical to ensuring we stay close to our customers. The thing that makes Hako different is our people, a scrubber drier will do a job, but it’s THE job that is



Face to Face

We put the spotlight on Hako MD Sylvie Giangolini and discover what’s in store for the year ahead.

important to us and our customers and that means communication, and a great customer relationship.

What really makes us different is our connection with customers. Truth is I do not know of another MD in our sector who goes to the number of client meetings, new business pitches, innovation days, demonstrations or general meetings as I do.

That is not blowing my own trumpet; it is simply the Hako culture and the way we operate. All of us. Accessibility is vital and that means that if a customer needs to see me or a colleague needs me to be somewhere then I will be there.

The only way our business can develop is by listening to customers and by giving them what they need.

We hear a lot about robotics in the cleaning sector. How do you see the future?

Clearly there is a huge future, but customers have to decide on why they want a robotic cleaner. Innovation is of course critical but so is having the right product for customers at the right time.

If it is about saving money then you will get return on your investment in 24 months (if you use the machine for four hours a day, five days a week) so, if money is the main motivation, then a customer must understand that they will only realise savings from month 25 onwards.

Labour is expensive and more and more customers want to deploy that labour doing an enhanced job and providing a higher standard of cleaning. For instance our new Roboscrub will tackle monotonous up and down jobs leaving a person to undertake the more specialised tasks.

Operators will find that the Roboscrub increases efficiency and lowers operational costs. It is quite simply

the best in class self-driving floor care machine.

We call our machine a Cobot because it is a co-worker and should be regarded as that. It is all about using it to work hand in hand with a human.

A constant theme at Hako is its people. How does that translate?

In many ways I am less worried about a person’s skills when we employ them, clearly they are important but we can train them and we have a fantastic training structure in place with the likes of Mark Foster who is product sales training manager and Carmela Parton, HR Advisor and Business support.

But it is attitude and the ‘can do’ spirit that we need from the off. We have had to part with people because that just isn’t there and now we focus on whether a person will take ownership and share our values of great relationships with customers and our partners.

We have great equipment, we have stock, we have the right finance options, we have great back up, we have a market which loves our product so let’s ‘Just Do It’.

What is your driving force?

I suppose the element of competition is what drives me to do better tomorrow. I love competition because it ensures your business grows and develops. Competition makes you improve.

My colleagues here at Hako also drive me in that I want them to be successful, to win and to reap rewards both financially and in job satisfaction. I also want them to have a good time here. Fun is a really important element of working for Hako.

We do expect a lot from our people but in return they can expect a lot from us. We believe that success can only come from a high performance culture,



HAKO
Clean ahead

with everyone pulling in the same direction and buying into the same values.

I want to ensure that our great Hako heritage is maintained. We have a fantastic reputation – built up in the UK over 40 years - for quality, longevity and flexibility and we must not do anything that interferes with that.

Can you be specific about what upgrades and launches are planned for 2020?

Some I cannot announce at the moment but those I can include for our Citymaster 2200 a new walk through cab.

There will be a new Stage 5 engine for our Citymaster 650 together with a lot of operator and usability improvements

We also have a new Stage 5 engine for the Citymaster 1650 plus an upgrade in cab comfort

The new Citymaster 1650ZE will be an emission free electrically powered model

The first quarter of 2020 will see the introduction of the Dust Stop – our award-winning dust suppression system

The new Hako eCombi machine will make its introduction in the second quarter of the year.

“

We have the strongest team ever from front line sales, to customer support, brilliant aftersales a magnificent demonstration team and quite simply the best engineers on planet earth!

”

Later in the year we will be launching the Scrubmaster B400R combination machine.

On top of all this we will be introducing additional innovations with our B45i (autonomous pedestrian scrubber/drier) and we will also be looking at other digitalisation improvements including an upgrade to the fleet management system.

How important will environmental issues be for Hako in 2020?

In a word, massively. We are introducing a range of machines that have no or very low emissions and that trend will continue. Our company policy is to be as carbon friendly as possible and as part of

that we will be planting trees to offset our carbon footprint.

Everything we do has an impact on the environment and therefore on our future. This is why, with each and any of our activities, we focus on protecting the environment: from selecting the materials to sustainable development processes and the resource-saving production of our machines.

Eco-friendly use is one of our top priorities when developing our machines, which means, for example, that we focus on developing efficient solutions with a long service life and low consumption of cleaning detergents.

Training has become core to the Hako story and that commitment has been demonstrated by putting a man with some 25 years' experience in the cleaning industry at the forefront of it.

An old dog **teaching** new tricks

Mark Foster who has notched up 13 years at Hako – with more than a decade in the cleaning hire and sales sector before that – has been appointed UK Product Sales Training Manager.

Mark's role is to ensure the Hako sales teams are at the top of their game when it comes to meeting customers and that has meant a six month programme for all new faces on the squad.

"I think it's fair to say that while training has always been seen very important, we have now really ramped it up from a few weeks training to an in depth six month programme," said Mark

"Our sales people are obviously key to the Hako success story and the philosophy is to invest heavily in them to ensure they are able to deliver the best for us and the customer.

"We cover all the bases from product knowledge to planning the diary, pipeline management through to sales. It is a full induction process taking in accounts, working with the demo team and so on."

Mark's responsibilities include running the Hako demo team. "We see the demo and sales teams as a double act in that they work together in front of customers to show the power of the Hako product.

"It used to be the case that the sales person would perhaps stand back and let the demonstrator get on with the job but now our policy is for them to work together so the customer understands all the features and benefits which is explained by the sales person."

Hako managing director, Sylvie Giangolini takes up the story. "Through training you get commitment and people feel more fulfilled. Yes, we have great products but without really great people it means little. Throughout the company – sales, customer support, wherever, we are totally committed to providing the very best training possible which means a better experience for the customer and more sales.

"Mark is doing a great job in



Mark Foster with customer support coordinators, Daniel Mullin and Kelly Taylor getting the lowdown on the features and benefits of the Hako Scrubmaster B120R.

developing and training the sales and customer support teams. All the other departments are benefiting from our training focus. Take Ashley Thacker, for

instance who joined us as a storeman and he is now a demo supervisor... we have helped him, coached him and got him there," said Sylvie.

"The customer support team leader Helen Farrant is doing a great job and she is an even better leader than a year ago and that is because she, like so many, has really benefited from training.

"I'm pretty sure that if I had not had the time, investment and training given to me during my career then I would not be MD at Hako today.

"Of course you run the risk of great people being headhunted but that's when you need to be the employer of choice by creating a company where people work hard but have great fun and are inspired. I hope we do that."

Hoping the **wheels** don't fall off

One man who has first-hand experience of Hako's new training commitment is Elliott Harrison who is area sales executive for Yorkshire.

Elliott, 29, joined Hako in May and has been supported by Mark Foster throughout. "No doubt, the training was from the ground up and while I had some experience of the cleaning sector, the process was holistic and gives you all the necessary skills," said Elliott.

"Some companies will say, right there's a pen, note book, car keys and car now go do the job. Not Hako. They have been really supportive and give you the confidence to do the job," he said.

"Throughout, Mark has been my point of contact and if I need advice or help on a site survey then Mark is always on hand. It is very reassuring. That support coupled with the fact that the Hako range is second to none makes my job a lot more enjoyable and easier."

When not selling Hako's range,

Elliott can be seen around his home in Boroughbridge on his mountain bike "I enjoy it and with all the hills in my neck of the woods it helps keep me fit."

Elliott is also a pretty avid Liverpool supporter who, at the time of going to press, looked very much like Premier League champions. So here's hoping that the wheels don't fall off his team's performance or his mountain bike.





New tech helpline **Hotline** goes live

Reliability is built into every Hako machine and customers report fewer problems than ever before but as equipment gets ever more complex, technical issues can arise. And that's where a new Hako technical hotline comes in.

Hako technical experts will be on hand to solve any issues which a customer may be facing on a very economical pay per minute advice line which will be available Monday to Friday.

Technical support and health and safety manager, Adam Bennett explained that some 75% of all issues can be solved over the phone ensuring that downtime is kept to an absolute minimum.

"Machines are becoming ever more complicated but so is their reliability although, inevitably, things can go wrong which is why Hako has introduced this additional service. The vast majority of issues can be rectified by a call to us.

"Often it will be as simple as a machine flashing an error code indicating a blown fuse which is a five minute



Adam Bennett



Keith Windle

conversation. Of course, sometimes it will require an engineer on site to solve the problem.

"Gone are the days when a swift whack with a hammer on the casing will get things back on track, it's all about laptops and diagnostics which our engineers are very well versed in," said Adam.

Alongside Adam is technical support and training engineer Keith Windle who plays a key role in ensuring Hako's 15 strong team of engineers are at the top of their game when it comes to getting machines back in action.

"Since I joined Hako there have been huge developments, particularly on the software and electronics side of things," said Keith who spent 20 years as a Hako engineer before taking up his present role.

Both Keith and Adam are regular visitors to Hako's German HQ for product training and refresher courses. "Things never stop developing and we are now seeing the introduction of new innovations like robotics and battery powered machines," said Keith.

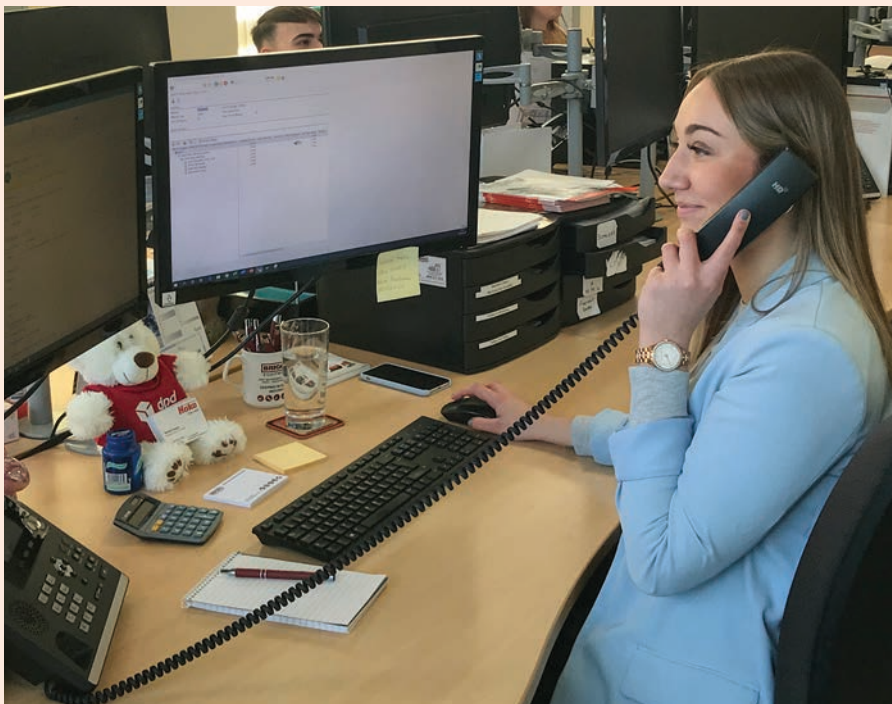
"There is a huge momentum behind electric machines and that is only going to accelerate as companies and councils become ever more environmentally focused. There will be very few diesel or LPG machines being ordered within ten years," said Adam.

"Less so with robotics but in certain environments they will play a very important role but I don't see the take up being as fast as with electric powered machines," he said.

"Our role, though, is to be totally up to speed with whatever is being developed and then we will pass that knowledge on to our teams of engineers."

There are times when Adam or Keith will accompany engineers on site if the issue is a particularly difficult one to solve. "I suppose we are a bit of a last line of defence. Sometimes an engineer may struggle if it is a particularly complicated electrical or mechanical problem which they don't see on a regular basis. But sometimes they just need a second pair of eyes," said Adam.

The Hako technical hotline costs just 7p a minute and is on 0844 257 0828. It will be open from 8am to noon Monday to Friday.



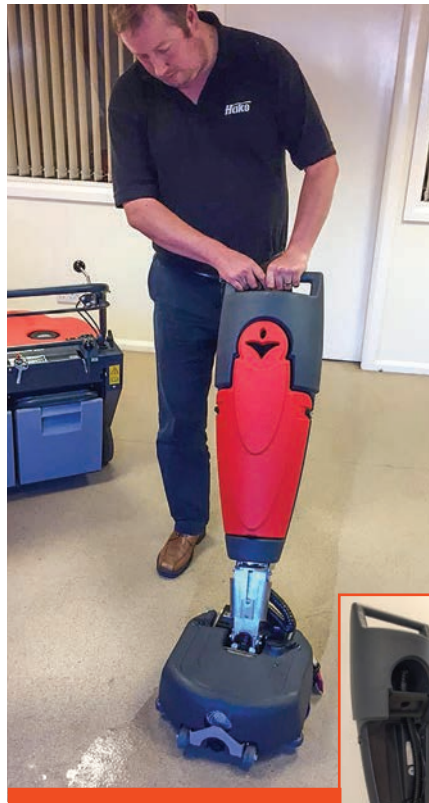
“ Some 75% of all issues can be solved over the phone ensuring that downtime is kept to an absolute minimum. ”

B3 is essential ingredient

There is an unsung champion behind the likes of Gordon Ramsay, Jamie Oliver and Heston Blumenthal and that is Hako's Scrubmaster B3 which has become something of an essential ingredient in the UK's food preparation business.



Call now
to arrange
a demo



Cleanliness is a vital part of any catering or food preparation business. Only by following strict commercial kitchen cleaning procedures and using the right equipment can you expect to maintain the highest levels of hygiene.

"In any commercial kitchen or food preparation environment, grease and dirt can accumulate. This not only presents health risks but can be a fire hazard too," said newly appointed Hako Sales Director,

- Industry, Craig Metcalf.

"Not carrying out cleaning and disinfection correctly can be hugely serious through people eating contaminated food," said Craig.

Enter, the Hako Scrubmaster B3, a compact, walk-behind scrubber-drier perfectly suited to the cleaning of food hygiene environments. The Scrubmaster B3 has been designed from the ground up to effectively clean hard to reach areas.

Powered by a Lithium battery, the compact and lightweight Scrubmaster B3, offers a full 60 minutes of run time from a single charge. The B3's collapsible tie bar allows the machine to be easily stored away when not in use.

"The B3's large 41cm cleaning head allows you to cover more area in less time. Its user-friendly nature and clear operation make floor cleaning in tight or confined spaces a doddle," said Craig.

Furthermore, Hako's award-winning 'AntiBac' system is proven to kill 99.9% of the most common strains of bacteria.

"It's ideal for use in food preparation or hygiene areas where heavy duty, deep cleaning is required," said Craig.

The Hako-AntiBac® system reduces the need to use disinfectant during tank cleaning, providing increased environmental protection and reduced whole life costs.



“Not carrying out cleaning and disinfection correctly can be hugely serious through people eating contaminated food. Enter, the Hako Scrubmaster B3, a compact, walk-behind scrubber-drier perfectly suited to the cleaning of food hygiene environments.”

It also provides better personnel protection due to reduced contact with bacteria, mould and spores when cleaning the tank. Hako's AntiBac® system is available on a range of Hako machines including, of course, the B3.

Also, Hako Cleanol Food is a high alkaline detergent which can be used with the B3. The perfect combination for cleaning medium to heavy soiling in food and drink applications.

"Hako Cleanol Food is also highly effective in the removal of vegetable/animal fats, starch, proteins and sticky residues found on water or alkaline resistant floors. With no added dyes or fragrances Hako Cleanol Food allied to the Scrubmaster B3 will keep you clean ahead," said Craig.

When it comes to the deep cleaning of your food hygiene spaces, don't leave it to chance. For your free demo or more information on our trade in, trade up scheme, call 01788 825600.



B3's Five Food Fighting Benefits

- Aids removal of disease causing organisms (pathogens)
- Helps prevent infestation of pests such as mice, rats, flies and cockroaches
- Reduces the risk of physical contaminants getting into the food to be eaten, including dirt, hairs or remnants from packaging materials
- Helps to reduce the risk of accidents, such as tripping on spillages and food waste/debris
- Assists in complying with food



Call now
to find out
more about
the B3

Scrubmaster B3 key features

- 100sqm cover in eco mode per 3L refill
- Can fit in a car boot (easy to store)
- Intuitive easy operation
- 2 x 21 cm brushes clean harder to reach areas efficiently



Massive **municipal** momentum



2019 was a 'spectacular' record breaking year for Hako sales into the UK municipal sector with fleets inspired by the Citymaster range's reliability, performance, flexibility and longevity.

Councils are buying on the great reputation that Hako has won among councils and the momentum continues to build as Citymasters win through in comparison testing.

The Hako municipal team includes Jamie Wilson and Mark Fellows, UK municipal sales manager, who described growth in the sector as 'spectacular.'

"We had a record year in 2018, with sales up by more than 70% and 2019 has topped that. Councils the length and breadth of the country are with us – from Exeter in the South to Edinburgh and the Highlands in the North.

"We have been gaining and retaining throughout 2019... gaining new councils and retaining our existing customers. You can't have better testimonials than that. I always say don't take our word for it. Hear it from those who are running Hako equipment.

And among the most recent deals are:

- Newcastle City Council which has taken nine Citymaster 600s
- North East Derbyshire District Council which has bought four Citymaster 2200s

- Denbighshire County Council with two Citymaster 1600 sweepers with scrub deck options
- East Devon District Council which has ordered another Citymaster 2200
- Rotherham Metropolitan Council which has placed an order for a Citymaster 2200
- On the Isle of Man, both Castletown and Port Erin have ordered a 1600 and St Helens Council has replaced its eight-year-old Citymaster 1200 with a 1600.

In the midlands Leicester City Council placed orders for four Hako 1600s. Ian Lomas, the council's local area manager said in comparison testing Hako came out on top. "We tested three other marques and Hako got the order.

"We had issues with other machines as far as breakdowns and faults were concerned and Hako proved to be the best of the bunch," said Ian.

Oxford City Council took delivery of five 1600s. Owain Pearce, fleet technical officer for the Council said: "We have

been very happy with their performance, flexibility and manoeuvrability. The machines came out very well in comparison to other suppliers.

"As well as the flexibility we also wanted machines that would be multifunctional and, here again, Hako scored very well with the sweeper washer functions and the winter maintenance option."

And at the sharp end, operative, Richard Proberts said the 1600 was the best machine he had ever driven. "Never driven a better one. It is very simple to operate and has great performance. It is very comfortable. The manoeuvrability is great. I can reach corners that I could never do before thanks to the articulated body."

"We get some great endorsements," said Mark. "The Citymaster has been battle tested among councils facing really challenging situations and they have come through with flying colours," he said.

"We are reaping the rewards of our experience in the sector and have some tremendous relationships among the local authorities," said Mark.

"There is a strong customer base



“ We had a record year in 2018, with sales up by more than 70% and 2019 has topped that. Councils the length and breadth of the country are with us – from Exeter in the South to Edinburgh and the Highlands in the North. ”



of both existing and new customers and while we have done a lot of repeat business, we have also signed up plenty of new deals as well.

“Word of mouth also plays a significant part in our growth. When one council is operating Hakos successfully then, clearly, other councils are bound to consider them and we do very well in comparison testing,” said Mark.

“In short, our range is regarded as very reliable, multi-functional and simple to operate. Everybody talks to everybody in the municipal sector and when people have a good experience with Hako equipment they let their counterparts know.

“Emissions and reducing the carbon footprint also plays a major part for councils and Hako scores well in this

area as well,” he said.

“They also love the flexibility of Hako machines. In five minutes a Citymaster can be converted from a sweeper to a scrubbing machine or take on a winter maintenance package.”

Hako managing director, Sylvie Giangolini takes up the theme: “The municipal sector is doing very well for Hako. Quality, flexibility and longevity have become the watchwords for many councils. They are not buying just on price. That is good news for

us as we are not the cheapest but we have built our reputation on quality and great back up and customer service,” she said.





Hako wins in Winter

Winter is always a testing time for all municipal fleets as they battle to keep streets and pedestrian areas clear and safe and councils throughout the country have been doing just that with more than a little help from Hako.

The municipal momentum continues for Hako with record sales into the sector and 2020 sees equipment launches and upgrades which make the marque even more compelling not just to clear snow, slush and leaves but all year round.

“It is essential that councils and fleet operators have the right equipment ready and waiting to ensure all areas are safe and easy to navigate around,” said Mark Fellows, Hako Municipal Sales Manager.

Hako machines – all designed and manufactured in Germany where they know a thing or two about harsh winters -



are more than a match for the Beast from the East.

“Our outdoor ranges, like the multifunctional road sweepers, the Citymasters or Hako Scrubmaster ride on scrubber-driers, are designed with total versatility in mind and have a well-earned reputation for performance and reliability in the harshest of conditions.

“The Citymasters have taken the municipal sector by storm with orders at an all-time high as the machines win through in head to head council comparison testing against competitor marques,” said Mark.

“ Our outdoor ranges are designed with total versatility in mind and have a well-earned reputation for performance and reliability in the harshest of conditions. ”

What's new for 2020

And for 2020 there are a number of upgrades planned throughout the ranges including:

- CM2200 – new walk through cab is in design and will be launched at the end of 2020.
- New CM650 Stage 5 engine plus numerous operator and usability improvements
- New 1650 – again a new Stage 5 engine and upgraded operator in cab comfort
- CM1650ZE battery machine – first UK showing was at the Future Fleet Forum in January and will be launching in the UK at the end of 2020.

The success of the multifunctionality remains as options within the range from winter maintenance, street cleaning, flushers, mowers and other landscaping attachments all available.

Citymaster 650

“We are launching the Citymaster 650 with its new Stage V engine which produces even less emissions. The CM 650 upgrades will give operators high levels of comfort and reduced noise levels,” said Mark Fellows.

The 650's compact and agile design ensures it is perfect for accessing small, confined areas whilst providing an ergo dynamic and comfortable cabin for the operator.

“The Citymaster 650 is more than just a sweeping machine, its quick change system allows it to be converted to other applications in minutes (no specialist tools required) such as a snow plough, for grounds maintenance,” he said.

Citymaster 1650

Hako has a long tradition of keeping close to its customers and meeting their high and constantly changing demands.

“With this very much in mind for 2020 we will launch the zero emission and silent running Citymaster 1650,” said Mark.

Powered by two lithium batteries, the Citymaster 1650ZE is a genuinely versatile machine capable of working all year round in the toughest of conditions.

Weighing in at 3.5 tonnes it is at the



top end of the compact sweeper range, with the added benefit of interchangeability with various year-round accessories giving it multi-functionality incomparable in the market.

Hako's range of attachments quickly transforms the sweeper allowing it to scrub, sweep, mow or snow plough quietly and efficiently.

“Among its key features are its 6.5 hour run time, it can be driven on a Class B licence, it has the smallest turning circle in its class and it has the highest levels of driving and operator comfort,” said Mark.

Citymaster 2200

The largest solution in the Citymaster range is the Citymaster 2200. Boasting a payload of 2.9 tonnes of its 6 tonne frame, coupled with the travel speed of 62 km/h makes this Citymaster ideal for larger areas.

Large high quality components meet the highest standards of modern municipal technology in terms of quality and durability.

And later this year Hako will be introducing a walk through cab which will ensure even greater operator comfort, accessibility and also visibility will be improved even further.

Prepared for all season use and with the multifunctionality expected from Hako

sweepers, the 2200 offers snow plough, snow broom and a full body gritter fully utilising the 6 tonne gross vehicle weight ensuring the Citymaster 2200 is a great workhorse all year round.

Safety and comfort go hand in hand with the 2200, the two-seater cabin provides optimal working conditions for the operator. Individually adjustable seating position, multiple adjustable steering-wheel and a comfortable chassis to reduce jolts and vibrations and the VM euro 6 engine meets all relevant environmental standards.

And Hako's range of professional ride-on Scrubmasters have also been developed to be multifaceted for cleaning duties, perfect for industrial, commercial and municipal use.

To reinforce Hako's credentials for class leading comfort, the company has recently been awarded the prestigious AGR Certification which is a quality standard, for its leading ergonomic design for back-friendly working for the ride-on scrubber range including the new B260R

“Our scrubber drier range is tremendously rugged yet these incredibly user-friendly machines are second to none in the cleaning industry,” said Hako Sales Director, - Industry, Craig Metcalf.

“Newly launched in November 2019, the B260R tackles each challenge perfectly including car parks, pedestrian areas, warehouses and places where the all-wheel drive and optional pre-sweep unit can be maximised to the full,” said Craig.

- To arrange your free demonstration on any of the Citymaster or Scrubmaster ranges, or to enquire about any Hako Products, call our customer support team today on 01788 825 600.

“ Powered by electric motors, the Citymaster 1650ZE is a genuinely versatile machine capable of working all year round in the toughest of conditions. ”

And the winner ^{yet again} is... Hako

Hako was back in the limelight again recently when the company was awarded the prestigious AGR Certification, which is a quality standard, for its class leading ergonomic design for back-friendly working in the Scrubmaster range.

This follows hot on the heels of the Purus Innovation Award at the Cleaning Management Services Show in Berlin.

Back pain is one of the most common health problems in the workplace. In addition to the employee suffering from physical discomfort, the employer, too, feels the consequences resulting from declining work efficiency or even the operator's inability to work.

Hako Sales Director - Industry, Craig Metcalf said the company was the first manufacturer worldwide to have won the AGR award for its ride-on scrubber driers.

"The AGR quality label is an important decision-making aid when purchasing back friendly products and we are delighted to have been given this certification. Ergonomic products are one of the key factors when it comes to preventing and treating back pain" said Craig.

An independent testing body consisting of medical and therapeutic experts specialising in different fields assessed the extent to which the tested objects release stress from the spine and support the body. Only products meeting the strict test criteria are awarded the AGR quality label.

The Purus Innovation Award was awarded to Hako for the innovative Dust Stop – a disc brush jacket that reduces the development of fine dust during dry sweeping by up to 90 per cent in comparison to conventional disc brushes.

"When sweeping heavily soiled and dusty floors, it is almost impossible to avoid dust generation. Even though the rotating disc brushes of sweepers effectively collect dirt and light debris, they raise ambient dust as well," said Craig.

"With Dust Stop Hako has developed a disc brush jacket that reduces the development of this dust during dry sweeping by a huge margin preventing



dust from rising in such an innovative fashion that Dust Stop received the 2019 Award in the Equipment category at the CMS in Berlin. Again we are delighted.

"Employee wellbeing is vital and Hako is at the forefront of ensuring operators are working with, not only the very most efficient equipment, but also the safest. These two recent awards clearly highlight that point. All of us at Hako are very proud."

The award was given for Hako's Scrubmaster models B75R, B120R and B175R together with the new B260R.

"Hako take great pride in manufacturing machines made to provide maximum comfort for the operator and the Scrubmasters have been designed as ergonomic, mobile workplaces," said Craig.

"Comfort assured. The suspension as well as the arm and backrests of the comfort seat can be adjusted to suit the operator's individual needs ensuring optimal seating comfort for the user. When it comes to health, don't settle for second best," said Craig.

- New consumer research reveals that a third (33%) of Brits have taken at least one day off work due to back or neck pain in the past year, resulting in 12 days off work on average. A further fifth (23%) feel it has a negative impact on their working life.

“The company was the first manufacturer worldwide to have won the AGR award for its ride-on scrubber driers.”

Hako's new electric multifunctional road sweeper, the Citymaster 1650ZE has just been launched at the Future Fleet Forum which was staged at The Guildhall, London.

Hako's bright new future

The international conference brought together public sector fleet and operations managers to share best practice, highlight industry challenges and promote the latest technologies for more sustainable and cost-effective transport solutions.

The international element was well presented by speakers from the City of New York, City of Calgary and Edmonton in Canada.

Frank Ulbricht (Member of the Hako Exec Board) and Axel Jensen (Product Line Manager Municipal Equipment) flew in from Germany for the event in support of Hako UK managing director, Sylvie Giangolini.

She was joined by the municipal team, Mark Fellows, Jamie Wilson and Technical Manager Adam Bennett.

"The Future Fleet Forum, which we sponsor, was a great launch pad for the Citymaster 1650ZE and we were delighted by the intense interest the machine generated," said Sylvie.

"The machine is at the forefront of new technology," she said. "The zero emission, silent running multifunctional machine will help reduce the environmental impacts of road and surface sweeping."

The Citymaster 1650ZE will be available in the UK towards the end of 2020 with previews and VIP testing beforehand.



The Future Fleet Forum, which we sponsor, was a great launch pad for the Citymaster 1650ZE and we were delighted by the intense interest the machine generated.





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