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# COMPARATIVE REPORT

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Deliverable IO1.A1

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## Referenced Documents

ID	Reference	Title
1	2019-1-UK01-KA202 061484	HyperCLEAN4HORECA Proposal
2	IO1.A1 National report_EE	
3	IO1.A1 National report_ES	
4	IO1.A1 National report_GR	
5	IO1.A1 National report_IR	
6	IO1.A1 National report_RO	
7	IO1.A1 National report_UK	
8	IO1.A1 National report_FI	
9	IO1.A1 National report_HU	

## Applicable Documents

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## • Introduction

### 1.1 The scope of the project

The project will develop a professional profile of the Hygiene and Cleaning Manager for micro and small HORECA businesses. This professional will be capable of scheduling, developing, implementing, and monitoring the property's and products hygiene, safety and cleaning efforts. After the completion of the project micro and small HORECA can boost business compliance to the respective regulations (EU & national), guarantee customers and employee's health and safety, ensure provision of high quality services, maximizing thus its revenue and reputation, and promoting business awareness about sustainable cleaning practices.

### 1.2 Project objectives

The project has the following objectives:

- Providing micro and small businesses in the HORECA sector with the training and tools to advance their skills and provision of services.
- Supporting individuals in acquiring and developing basic skills and key competences specifically for the hygiene and cleaning HORECA sector.

### 1.3 Project target group

There are two direct target groups:

- Owners of micro & small HORECA, people working in the cleaning, food preparation and serving related services in the micro HORECA sector or looking to work in these tasks.
- Training organisations, VET schools, trainers already providing a cleaning training service or looking to introduce a cleaning training service.

## • Comparative report

### 2.1 The objectives of the report

The National report concerns the identification of the current state of play of the HORECA sector in each participating area with regards to the awareness and practices related to hygiene and cleaning operations. The National report is the basis of the 'HCM' training course that constitutes the training framework that will guide micro and small HORECA businesses to enhance compliance with National and European safety and cleaning standards as well as to build up their reputation and revenue and will provide them with innovative tools and methods to advance their hard and soft skills. The National report will be the initial step in the

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process. Therefore, the National report will examine the current situation in partner countries with reference to hygiene and cleaning awareness and practices, existing training and available resources ("AS-IS" situation). Based on the outcomes, IO1 will develop the training material, upon which HyperCLEAN4HORECA course will be based. The next step comprises the conceptualisation of the needs, leading to the desired situation: Improving hygiene and cleaning performance ("TO-BE" situation).

## 2.2 The methodology

Partners will conduct desk research on the current situation of hygiene and cleaning practices in their countries. They will identify qualitative and quantitative data to describe their national "AS-IS" situations. Additionally, they will present good practices in the field that will be used as examples to provide motivation and ideas to the project participants. Lastly, good practices from 2 countries outside of the partnership, Finland and Hungary, where the hygiene and cleaning compliance to the legislation and the adoption of respective practices in terms of respect of customers and employees safety and health have led to increase of business reputation and revenues will be identified by the domain expert, PUHASTUSEKSPERT. A comparative report will be put together based on the findings of the National reports to identify the needs, challenges, and opportunities of the partner countries.

## 2.3 Comparison analysis

The summary is based on the cleaning and hygiene overview reports of six countries. These countries are Estonia, Spain, Greece, Ireland, Romania and the United Kingdom. The results have been compared with the cleaning sector in Finland and Hungary. As a result of this intellectual output, we want to find common cleaning manager competencies that are suitable for all six countries. The aim is to improve the level of cleanliness and hygiene in small HORECA companies. It is impossible for us to find a common solution to all the problems. But we can identify a problem that different countries can use different methods and accessories to solve.

### 2.3.1 What are the cleaning and hygiene practices in the HORECA industry that micro and small businesses follow?

Table 1 describes the cleaning and hygiene practices in the HORECA industry similarities and differences between 8 countries. The three main difference between 8 countries:

1. There is cleaning competence association/company in Estonia, Greece Hungary, UK, Finland. This creates preconditions that the cleaning industry in the country is professional and the cleaning activities are purposeful.
2. They are using HACCP principles in Spain, Greece, Ireland, Romania. This creates the preconditions for a common understanding of hygiene.

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- There is no unifying association in HORECA sector for micro or small businesses in any country. This creates the preconditions that small HORECA companies have to manage on their own and do not have uniform hygiene standards to guide them.

**Table 1.** Describing the cleaning and hygiene practices similarities and differences between countries.

<b>Cleaning practices</b>	<b>Which countries follow these practices?</b>
There is unifying Hotel and Restaurant Association	Estonia, Hungary, Finland
There is unifying association in HORECA sector for micro or small businesses	-
There is cleaning competence association/company	Estonia, Greece, UK, Hungary, Finland
There are guidelines regarding good practices on food hygiene	Estonia, Spain, Greece, Ireland, UK, Finland
Every employee that works in contact with food must legally be in possession of the "Food Handler" certificate	Estonia, Spain, Romania, Finland
They are using HACCP principles	Spain, Greece, Ireland, Romania,
Government agencies and bodies regulating safety and hygiene in the food sector.	Estonia, Spain, Greece, Romania, UK, Finland
There is a lack of regulations outside the food preparation area.	Estonia, Ireland, UK

### 2.3.2 What standards do cleaning organizations in the HORECA industry follow? Are there national standards? Do they follow EU standards?

Table 2 describes the standard similarities and differences between 8 countries. The three main difference between 8 countries:

- They are using international standards INSTA800 on Estonia and Finland. Consequently, it can be argued that the cleaning service is purchased in these countries on a performance basis rather than an activity basis. This is a big fundamental difference, because the customer buys the cleanliness and not the cleaning activity.
- They are using HACCP principles in Spain, Greece, Ireland, Romania. This creates the preconditions for a common understanding of hygiene.
- There is National Standards Authority (sector specific standards) in Estonia, Ireland, Hungary, Finland. This creates the preconditions for more guidance and regulation for small businesses

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**Table 2.** Describing the cleaning and hygiene standard similarities and differences between countries.

<b>Standards</b>	<b>Which countries follow these standards?</b>
International standard INSTA800 (cleaning quality assurance)	Estonia, Finland
National Laws and Acts	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
They are using HACCP procedures	Spain, Greece, Ireland, Romania
There is National Standards Authority (sector specific standards)	Estonia, Ireland, Hungary, Finland

### 2.3.3 What are the main tasks of the Cleaning Managers?

Table 3 describes the main tasks of the Cleaning Managers similarities and differences between 8 countries. Every country pointed out that for a small business, these competencies and tasks apply, but the activities cannot go in-depth because there are additional tasks to complete. In addition to organizing the cleaning, it is important to deal with ordering of goods, sales work, staff training, accounting etc.

**Table 3.** Describing the main tasks of the Cleaning Managers similarities and differences between countries.

<b>Main tasks of the Cleaning Managers</b>	<b>Which countries?</b>
Planning and organizing of cleaning works	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Assessment of the work quality	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Supervision of cleaners	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Communicating with clients	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Conducts the team and is responsible for the teamwork	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Direction, monitoring and control over stock of cleaning and maintenance products	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Tracking employee attendance and report hours worked	Estonia, Greece, Ireland, Romania, UK, Hungary, Finland
Recognizing different coatings	Estonia, Hungary, Finland
Based on the dirt, selecting the most professionally cost-effective methods and technologies to clean	Estonia, Hungary, Finland

The biggest problem with cleaning managers work is the lack of knowledge on how to make goal-oriented decisions in cleaning. The problem is that the cleaning is done without realizing whether the activity creates purity. The purpose of cleaning should always be purity, not cleaning as an activity. The biggest difference between other countries and Estonia, Hungary, Finland is that in these countries it is important that the cleaning manager has knowledge of

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different types of dirt, methods of how to remove this dirt and has knowledge of different coating materials. If cleaning manager sees and knows the dirt and knows the methods of how to remove the dirt, then he/she can create cleanliness. In all other cases, it is not possible to clean the surfaces, but in general the dirt is evenly distributed on the surface (for example washing the floor with a wet cloth without drying the floor, dusting with wet cloth, dusting with dirty cloth etc.).

Cleaning manager's most important knowledge should be

1. Seeing the dirt
2. Based on the dirt, its removal by an appropriate method
3. Ensuring the cleanliness of touchable surfaces (surfaces that people touch).

This is the basic knowledge to ensure the cleanliness of the room. If the manager has this knowledge, he/she can also pass this knowledge on to his/her employees.

#### 2.3.4 What cleaning methods and techniques do they follow?

Table 4 describes cleaning methods and techniques similarities and differences between 8 countries.

**Table 4.** Describing the cleaning methods and techniques similarities and differences between countries.

Main tasks of the Cleaning Managers	Which countries?
The cleaning manager will select the cleaning methods and techniques according to the type of dirt and coating to be removed.	Estonia, Hungary, Finland
The cleaning manager knows the causes of soiling	Estonia, Hungary, Finland
Is able to use cleaning products, cleaning supplies, equipment and machinery in an economical and environmentally friendly manner	Estonia, Hungary, Finland
Apply warm water + detergent, rinse, disinfection,	Spain, Ireland
Surfaces are dusted, sprayed, and cleaned. The floor is vacuumed, and bin bags are replaced.	UK

As mentioned in section 2.3.2, there isn't any unique method or technique to clean all the surfaces. Methods and techniques always depend on the type of dirt and the coating material.

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There are 4 main method to remove the dirt:

1. Dry wiping (dust, trash, sand, pieces of paper)
2. Moist wiping (dust, light stains). Surface dries within 2-3 sec.
3. Damp wiping (coffee stains, dried stains, microbial dirt) Surface dries within 30 sec.
4. Wet wiping (dried stains, sediment, surface dirt) Surface must be dried!

It is impossible for us to find a common solution to all the problems regarding to cleaning. But we can identify a problem that different countries can use different methods and accessories to solve. For example, in Estonia, microfiber textiles are mostly used in the field of cleaning and washed in a washing machine. However, a similar solution may not be appropriate for Spain or Romania.

However, the types of dirt are the same in different countries - for example, coffee stains, sediment around taps and dust can be found in all these countries. There may be different solutions for how and with what to remove this dirt. **But the key is for cleaning managers to notice the dirt. It may seem simple at first glance, but in reality, it takes experience to notice dirt, and that is what our project should focus on.**

National reports from various countries have highlighted the need to wash floors, empty bins, dusting, disinfect, etc. in the rooms. In reality, all these cleaning activities are activity-based and do not depend on what kind of dirt needs to be removed in the room. Instead of washing the floors every day, it may be necessary to clean the surfaces that people touch on a daily basis. Touchable surfaces are more important for hygiene than washing the floor. Diseases attach to touchable surfaces, and if these surfaces are not cleaned regularly, people can become infected through them. This issue has become particularly important now (March 2020), when the lives of people around the world are affected by COVID19. The cleanliness of the touchable surfaces is more important than disinfection. If the cleaning activity is only the disinfection of the surfaces without cleaning the surface before that, the result is a virus that becomes resistant to disinfection and therefore the virus becomes stronger and more dangerous to humans.

### 2.3.5 How do they handle / manage different situations concerning cleaning and hygiene?

Table 5 describes different situation handling / managing similarities and differences between 8 countries. No protocols have been discovered in Estonia, Spain, Ireland during this research regarding cleaning and hygiene problem management.

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**Table 5.** Describing different situation handling / managing similarities and differences between countries.

Handle / manage different situation	Which countries?
Hygiene and Safety training for a small company (with less than 50 employees)	Greece
HCCP norms are applied	Romania
Regular cleaning and HORECA fairs are organized	Hungary, Finland
Cleaning literature are published	Hungary, Finland

The main difference between other countries and Finland, Hungary is that cleaning events are organized in these countries and cleaning literature is published regularly. This creates a common understanding of cleaning throughout the field.

### 2.3.6 What are the required competences for EQF levels 5 and 6 Cleaning Managers in your country?

Table 6 describes required competences for EQF levels 5 and 6 similarities and differences between 8 countries. There are no EQF levels for cleaning managers in Spain, Romania jet.

**Table 6.** Describing required competences for EQF levels 5 and 6 similarities and differences between countries.

Competences for EQF levels 5 and 6	Which countries?
Determining the need for cleaning	Estonia, UK, Hungary
Choosing and using cleaning accessories and machinery	Estonia, Hungary, Finland
Choosing, dosing and using cleaning detergents	Estonia, Hungary, Finland
Maintenance cleaning and extensive cleaning	Estonia, Hungary, Finland
Supervision of colleagues	Estonia, Hungary, Finland
Basic leadership	Estonia, Hungary, Finland

### 2.3.7 What are the management practices in hygiene and cleaning?

Table 7 describes management practices similarities and differences between 8 countries.

**Table 7.** Describing management practices similarities and differences between countries.

Management practices	Which countries?
There is requirement that the cleaning manager must have a level 5 profession in cleaning contracts	Estonia
Assessing cleaning quality	Estonia, Spain, Finland

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There is requirement that cleaning is done with pre-moistened cleaning textiles in cleaning contracts	Estonia
Principle that purity is purchased, not cleaning activity	Estonia, Finland
Surveys	Spain, Finland, Ireland
Promoting green practices	Estonia, Greece,

### 2.3.8 Is there any training regarding hygiene and cleaning offered in your country?

Table 8 describes training opportunities

**Table 8.** Training opportunities

<b>Training opportunity</b>	<b>Which countries?</b>
Trainings in cleaning sector	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Trainings in food sector	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland
Trainings in hotel sector	Estonia, Spain, Greece, Ireland, Romania, UK, Hungary, Finland

All researcher pointed out, that there are no trainings for small and micro businesses in HORECA sector. As mentioned in section 2.3.3. cleaning manager in small or micro businesses has to have big variety of competencies starting with basic cleaning knowledge and ending with accounting and leadership. It doesn't make sense for a small business cleaning manager to have a thorough knowledge of everything. It is better to have the correct basic knowledge needed to solve tasks on a daily basis and to be very good at that knowledge.

## 2.4 Main conclusions

It is impossible for us to find a common solution to all the problems regarding to cleaning. But we can identify the same problem in every country that different countries can use different methods and accessories to solve.

In conclusion comparison report states that there is no unifying association in HORECA sector for micro or small businesses in any country. This creates the preconditions that small HORECA companies have to manage on their own and do not have uniform standards to guide them.

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All the countries have to follow their laws and acts regarding to hygiene and handling food. They are using HACCP principles in Spain, Greece, Ireland, Romania. This creates the preconditions for a common understanding of hygiene. They are organizing cleaning events and publishing cleaning literature in Finland, Hungary. This creates a common understanding of cleaning throughout the field. They are using international standards INSTA800 on Estonia and Finland. It can be argued that the cleaning service is purchased in these countries on a performance basis rather than an activity basis. This is a big fundamental difference.

Every country pointed out that for a small business, the Cleaning Manager competencies and tasks apply, but the activities cannot go in-depth because there are additional tasks to complete. The biggest problem with cleaning managers work is the lack of knowledge on how to make goal-oriented decisions in cleaning. The problem is that the cleaning is done without realizing whether the activity creates purity.

The types of dirt are the same in different countries - for example, coffee stains, sediment around taps, dust can be found in all these countries. There may be different solutions for how and with what to remove this dirt. **But the key is for cleaning managers to notice the dirt. It may seem simple at first glance, but in reality, it takes experience to notice dirt, and that is what our project should focus on.**

Cleaning manager's most important knowledge should be:

1. Seeing the dirt
2. Based on the dirt, its removal by an appropriate method
3. Ensuring the cleanliness of contact surfaces (surfaces that people touch).

This is the basic knowledge to ensure the cleanliness of the rooms. Methods and techniques always depend on the type of dirt and the coating material. There can be different solution in different countries on how to solve a problem. But at first you have to realise what is the problem. And in this case – the problem is identifying what is dirty. Our main task in this project is to educate cleaning managers in small HORECA companies to notice dirt and to plan cleaning work based on the dirt.

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