



LEADERS IN HYGIENE TECHNOLOGY



Reply to Customer Technical Questionnaire



Registered in England No. 168671



Gateway House, Pilsworth Road, Pilsworth Industrial Estate, Bury,
Lancashire, BL9 8RD T: 01706 222288 www.holchem.co.uk

About Holchem

Holchem Laboratories Ltd was founded in 1982 by Steve and Anne Bell. They saw a gap in the UK market for a company which supplied high quality, specialist cleaning products and also provided unrivalled customer service.

By 1985, the company had moved from the founder's home in Holcombe Brook, Bury to the first manufacturing site in Ramsbottom, where the company was based until 1992. When turnover reached £2.5m it led to a second move, this time to nearby Haslingden.

As growth continued, Holchem carried their customer service focused approach into new markets, and as turnover exceeded £10m by 2002, Holchem had grown to include three sites in Haslingden.

During the next few years, Holchem began to increase its business reach into Europe by making its products available through high quality distributors who shared the same ethos of delivering on promises to customers.

Now in its fourth decade, Holchem continues to grow, delivering hygiene solutions to a range of businesses across the UK and Ireland. Revolutionary technology and a commitment to service levels ensures that many of the current clients have been with the business since its inception.

Still family owned by the founder's son and daughter, Simon Bell (Managing Director) and Sam Hardman (Administration Director) the company relocated in 2013 to a single, 9 acre facility. This houses all of the company's operations across 105,000 square feet of fully modernised facilities, which also provides room for further expansion.

The Pilsworth site not only houses state of the art technology and research departments, but also a gym for staff, dedicated catering facilities and an outdoor break area.

Holchem Contacts

Simon Bell

Managing Director

Nick Edwards

Sales Director

John Holah

Technical Director

Jim Taylour

Head of Products, Research & Development

Anthony Smith

Occupational Health & Safety Manager

Ian Baurley

Business Systems Manager

Holchem have 180 employees and there are 3 dedicated QC personnel.



Manufacturing Site



Our purpose-built facility at Gateway House, Bury in Lancashire is modern, low impact and covers 105,000 square feet. It is fully optimised for the safe handling and processing of hazardous chemicals and operates to the Environmental Management System ISO 14001.

ISO 14001 is the international standard for environmental management systems (EMS) with over 14,000 organisations certified in the UK and over 250,000 certificates issued globally. Achieving ISO 14001 enables the business to operate in such a way as to minimise our environmental impacts and ensure legal compliance.

Raw Materials

Wherever possible we locally source the raw materials we use in our formulations. Sodium Hydroxide, Sodium Hypochlorite and Quaternary Ammonium Compounds are sourced within 30 miles of our production facility.

Product Design

Holchem manufacture over 300 liquid product formulations, most of which are provided in concentrated form, requiring dilution at the point of use to between 1% and 5%. We provide safe and accurate dosing equipment and have also optimised our key products, keeping any impact on the environment to a minimum.

By optimising our products to deliver enhanced cleaning power but with less effect on the environment, Holchem have been able to ensure our customers experience the same or improved results, whilst at the same time reducing the cost of the overall clean.

The concept of environmentally friendly chemicals, green chemistry and reduced environmental impact is complex. The key point to remember is that the products we produce are heavily regulated by instruments such as Detergent Regulations, the Biocidal Products Regulation and REACH. However, Holchem can show many examples of our commitment to reduced environmental impact often prior to legislation. For example, Triclosan has been used for many years either as a biocide or preservative in hand soaps and personal care products, such as toothpaste. Triclosan has a poor environmental profile and tends to bioaccumulate. In 2010 Holchem implemented a programme of removing Triclosan from hand care products produced in our plant. Subsequently in 2016, implementing the decision published by the European Commission states Triclosan (EC No 222-182-2, CAS No 3380-34-5) is not approved as an active substance for use in biocidal products for product-type 1 (disinfectants for human hygiene).

Manufacture

A modern tank farm and state of the art production facility are combined with storage space for almost 5,000 pallets. The fully integrated batch method driven production facility has a range of blending vessels enabling efficient operation but with flexibility to meet customer demands. Bulk raw materials are metered into vessels and others are weighed into the vessels.

Detailed manufacturing procedures are used throughout the process and recording of raw material supplier and batch number maintains traceability.

Each batch is labelled with in-house produced labels onto which is printed the batch code. Product containers are filled directly from the blending tanks following positive QC release. On-going cleaning of the tanks forms part of the manufacturing process and cleaning records are maintained and audited regularly. Finished products and packaging are stored in our warehouse.

Quality Control

We have an in-house Quality Control Laboratory with resources to test for all relevant chemical and physical properties of our products, enabling full traceability back through the supply chain. Full specifications and QC records are maintained on an electronic database. Samples from each manufactured batch are retained for 12 months.

One hundred percent inspection of batches and a positive release system is in operation. Independent testing of our disinfectant products is carried out to monitor product shelf life.

Technical / Development Laboratory

At Holchem we deliver innovative and effective hygiene solutions for our customers, providing industry leading technology and systems which reflect customer needs, regulatory and sustainability drivers. With one of the largest product development teams in the country, we take new ideas from the test tube to production. Holchem keep up to date with new developments in raw materials and new types of production equipment, whilst addressing the sustainability requirements of both ourselves and our customers. The innovation at Holchem is delivered by experts in their field. We produce hygiene solutions and products that meet the challenges of our customers to ensure they

experience minimum downtime during cleaning. Holchem's Technical Support & Development Laboratory has the resources and facilities to test the chemical and physical properties of our products, different types of soils and contamination.

Our analytical equipment includes infrared spectroscopy, x-ray fluorescence spectroscopy, and Chemical Oxygen Demand analysis.



Transport & Delivery

We operate our own fleet of wagons, bulk tankers and vans with our own highly trained drivers providing great flexibility and response to our customers. Proven and long established third party carriers provide backup, allowing flexibility for emergency deliveries.

Our customers' orders are delivered within 7 to 10 working days. Urgent deliveries are made in agreement with the customer; this may involve a charge if an outside carrier for next-day or same-day is required.



Pest Control

A local specialist company carries out Pest Control; Kwickill Ltd. Visits are planned at 6 weekly intervals. Pest prevention consists of internal secured bait boxes, external bait boxes and emergency call out. Kwickill Ltd. are members of the British Pest Control Association.

Engineering

Holchem has supplied dispense and application systems to the Food and Beverage, Catering, Hospitality and Retail Industries for over 30 years. Projects have been implemented in various locations across the UK and have ranged in size from small local dispense systems to integrated storage, dispense and application systems fitted within large production facilities. Our team has the expertise and experience to ensure your enquiry will be dealt with efficiently, delivering a hassle free solution. At Holchem, we fully understand the pressures facing businesses. Our team of technical experts will advise on how best to optimise existing systems, as well as providing information on end to end solutions on a new system.

Our team of qualified service engineers provide their expertise throughout the UK and Ireland in dosing and application equipment.

In addition to the routine planned service visits, they also provide a speedy response to breakdowns and can provide an advisory and investigative service.

To complete the whole engineering solution and achieve the desired standards of hygiene and health & safety requirements, we also supply a range of washdown and cleaning accessories, which have been specially selected for quality, reliability and are offered at very competitive prices.

Training

We provide a number of training options to our employees to enhance their theoretical and practical knowledge of the business.

This training can be in the form of e-Learning, on-the-job and classroom.

We continually develop our external training programmes to meet the requirements of our customers and the sectors they work in.

Where appropriate, external training is HABC (Highfield Awarding Body for Compliance) endorsed.



Management Systems

Policies:

- Integrated Management System Policy.
- Glass & Hygiene Policy.

Management System:

- The company has achieved accreditation to ISO9001 and 14001.
- Documented management system in use for Quality, Health, Safety & Environment.
- Quality Manual, Procedures, Process Mapping, HACCP, Work Instructions and Training Records.
- Regular Management Reviews.

Hygiene:

- Full PPE is worn in the manufacturing areas.
- Overalls are laundered weekly by Johnsons.
- Production staff carry out cleaning of plant and records are maintained.
- Pest Control is carried out by Kwickill (Pest Control) Ltd. using secure internal and external bait boxes. Routine visits are every 6 weeks.

Quality:

- Right first times monitored (current level is 98% right first time).
- Customer feedback, including complaints, is reported via the local Holchem Technical Sales Consultant who then feeds this back to the Business Systems Manager.
- A calibration system is maintained and includes all plant and laboratory equipment.
- Out of specification material is investigated through our complaints process.

Safety:

- Departmental Managers oversee the safety of their department.
- The company has an internal Safety Advisor and a nominated Health & Safety Director.
- Service Engineers hold Safe Contractor Scheme Accreditation and Safe Pass Alliance (SPA) Passport Scheme (inclusive of Food and Beverage section).
- Method statements are provided.

Environment:

- The company maintains an effluent plant, which is monitored to comply with the site consent limits.
- Environmental objectives are set and monitored.

Legislation:

- Safety Data Sheets are produced using bespoke software to ensure compliance with CLP regulations. These are automatically forwarded to customers.
- To ensure compliance with transport of dangerous goods the company employs a Dangerous Goods Safety Advisor and ADR Trained Drivers.
- Holchem Laboratories Ltd is a registered waste carrier (for our internal waste only).
- Labeling complies with both CLP Regulations and Transport Regulations.
- All detergents used comply with the requirements of the European Detergents Regulation 648/2004.
- All cosmetic products comply with the EU Cosmetics Regulation ((EC) No. 1223/2009).

Declaration

This document forms part of Holchem Laboratories Ltd. Management System. All information is correct at time of issue. Updates will not be forwarded following any reviews.

On Behalf of Holchem Laboratories Ltd.

Name: Alison Anthony

Position: Office Manager

Date: 8th May 2018

Signature:

A handwritten signature in black ink that reads "Alison Anthony". The signature is written in a cursive, slightly stylized font.

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