

# HEALTHY FACILITIES

ISSUE 12

MAGAZINE



neutral  
carbon  
zone

*Simplifying  
Sustainability*

Progress in Practice



## WHAT'S INSIDE

ID25 FORUM  
HIGHLIGHTS

SUSTAINABILITY  
AS A JOURNEY

THE POWER OF  
SIMPLIFYING  
PRODUCT RANGES



# Learn more about Flow Cleaning

The cleaning methodology transforming  
cleaning performance across universities  
and high-footfall sites.

Chespack Hygiene helps organisations adopt Flow  
Cleaning by providing the expertise, products, and  
equipment needed to enable the methodology.

**How cleaning teams can achieve more with less**



Maximise efficiency  
and reduce cleaning  
times.



Improve quality control and  
consistency across sites.



Promote collaboration  
and support across  
your teams.

**Watch the Cleaning Efficiencies Webinar here.**

Hosted by Chespack Hygiene, the Cleaning Efficiencies Webinar  
brought together industry experts and operational leaders to  
showcase Flow Cleaning.



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## Editor's Note

At Chespack Hygiene, our focus is on moving the industry beyond sustainability as an aspiration and toward genuine operational transformation. As I reflect on recent conversations, the power lies in organisations coming together to share ideas, challenge assumptions, and leave inspired and ready to act.

It has been another busy and rewarding year for Chespack Hygiene, from hosting events, webinars, and client innovation days to launching our new cleaning machines catalogue. Looking ahead, the pace shows no signs of slowing. In the year to come, we will continue supporting FM teams to do more with less in the face of rising costs, staffing pressures, and increasing sustainability expectations. We look forward to continuing those conversations in person at the Manchester Cleaning Show this February. See you there.

Best regards,

**Jasper McEwan,**  
Business Development Director  
at Chespack Hygiene

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# Simplifying Sustainability

## A Journey, not a Destination.

When organisations talk about sustainability, it's often framed as a daunting challenge, an expansive agenda filled with complex frameworks, ambitious targets and intricate product choices. But at its core, sustainability is a journey built on clarity, alignment and small, consistent steps. And for the cleaning industry, that journey is already well underway.

In fact, the sector contributes directly to one of the most important global priorities: Good Health and Well-being. By maintaining safe, hygienic environments, cleaning professionals help prevent illness, support productivity, and create the conditions in which people can work, learn and visit safely. This is the essence of the United Nations' Sustainable Development Goal 3, and it is something the industry delivers every single day, often without fanfare.

### Sustainability Starts Here: How the Cleaning Industry is Already Making an Impact

Yet sustainability is evolving. Clients and organisations now seek solutions that minimise waste, reduce hazardous substances and improve efficiency. What's encouraging is that much of this progress stems not from dramatic interventions but from rethinking everyday choices, simplifying product ranges, cutting unnecessary waste, and embracing innovation that supports both people and the planet.

One of the most effective ways to build momentum is to lean into the supply chain's support. A strong supply partner can help organisations understand their goals, navigate product options and overcome operational challenges. Too often,

teams return from exhibitions or supplier events enthused by new ideas, only for products or proposals to sit unused. A structured, collaborative process avoids that. It ensures new solutions are tested in real environments, backed with data, and assessed for their genuine impact, not just their promise.

A simple framework starts with discovery: asking what an organisation aims to achieve and why. Grounded in purpose, alignment ensures suppliers and clients pursue goals, from safer chemicals to wellbeing and cleaning.

Solutions should be trialled and tested with supplier support. Demonstrations, on-site testing and evidence-based assessments show what works. Implementation follows as a structured process, supported by training, communication and mobilisation across sites.

Not sure where to start? Let's talk.



### 3 GOOD HEALTH AND WELL-BEING



### 6 CLEAN WATER AND SANITATION



### 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



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## Start your Sustainability Journey with us today!

Chespack Hygiene can help you create a positive impact for your facilities, people and the planet.



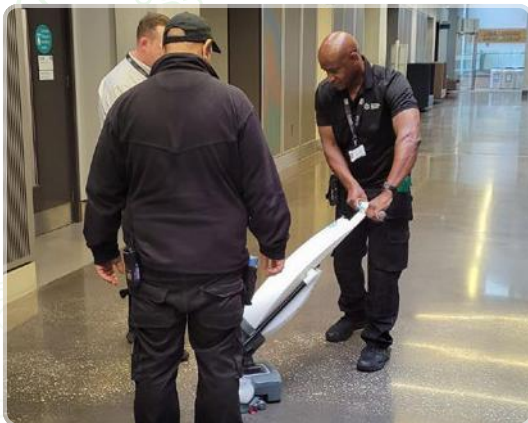
The impact can be significant. Many organisations are already removing large volumes of hazardous cleaning agents from their operations. Some are seeing reduced staff sickness linked to gentler, more effective product alternatives. Others are eliminating wasteful processes that previously cost both time and money.

### The message is clear

Sustainability isn't something the cleaning industry needs to start from scratch. It is already embedded in the sector's DNA. What matters now is embracing the next step, starting small, staying focused, and

allowing partnerships and practical frameworks to guide progress. By recognising the work already being done and steadily building upon it, the cleaning industry can continue to create healthier spaces, support wellbeing, and strengthen its contribution to a more sustainable future.





**“Flow Cleaning moved our cost per m<sup>2</sup> from the highest to the lowest per quartile.”**

## Webinar Unpacked:

# How universities and cleaning teams are achieving more with less

As universities and cleaning teams continue to face rising costs, staff shortages, and growing expectations around sustainability, many estates and facilities teams are seeking more innovative ways to work.

**We reflect on the key talking points from the Cleaning Efficiencies Webinar.**

Hosted by Chespack Hygiene, the Cleaning Efficiencies Webinar brought together industry experts and operational leaders to showcase **Flow Cleaning, an approach that is transforming cleaning operations across higher education.**

The focused, one-hour session explored how a more connected, data-driven and human-centred cleaning model is helping cleaning

teams reduce operational waste, improve operator wellbeing, and achieve significant gains in efficiency and quality.

### **A Strategic Shift: From Background Function to Operational Engine**

The webinar opened with a powerful anecdote from a cleaning team that felt their contribution was largely invisible within the wider operation.

**“We spend our days making the university shine, but sometimes it feels like no one sees us.”**

For FM consultant Ian Seddon, who was involved in developing the Flow Cleaning concept, this moment became the catalyst for rethinking how cleaning is delivered, shifting

it from a task-driven, background service into a strategic operational system that recognises the critical role cleaning teams play in delivering clean, safe and thriving spaces.

Flow Cleaning reframes cleaning as a connected, collaborative process:

- Teams move through buildings in logical, sequenced routes.
- Real-time data replaces static task times and historic specifications.
- Shared equipment and modern technology reduce duplication and downtime.
- Operatives are trusted to make decisions, solve problems, and influence improvement.

**As speakers repeatedly emphasised, this is not about working harder; it is about working smarter.**



## Pressures and Opportunities

The webinar highlighted the pressures driving the need for more efficient cleaning models within the sector:

- Ongoing labour shortages and skills gaps.
- Tightening budgets driven by rising costs.
- Client demands for demonstrable sustainability, reduced waste, and lower carbon impact.

### A Case Study: Manchester Metropolitan University

While the case study focused on an education environment, the principles and outcomes resonated strongly with contract cleaning and FM providers managing complex, multi-building estates.

Jill Feery, Assistant Facilities Manager at Manchester Metropolitan University and Chair of NWUPC, shared one of the most compelling real-world examples during the session.

Prior to implementing Flow Cleaning, cleaning costs per square metre were among the highest in its peer group. Following adoption, performance shifted into the lowest quartile and has remained there.

#### Key outcomes included:

- Improved staff wellbeing and reduced absence.
- Consistent standards across diverse building types.

- Stronger communication between cleaning teams, management, and building users.
- Reduced equipment duplication and lower maintenance costs.
- A self-sustaining system with experienced staff coaching new joiners.

MMU now embeds Flow Cleaning as standard in all new buildings. And the outcome? Improved quality, lower operational costs, and increased staff retention.

## Identifying & Reducing Waste Across Estates

The webinar outlined several areas where cleaning operations often lose time, labour, or budget, frequently without visibility:

### 1. Storage & Sluice Room Duplication

One example showed a building operating with 15 separate cleaning rooms under a traditional zonal model. Flow Cleaning reduced this to six, cutting setup and equipment costs by approximately 60%, even before lifetime maintenance is factored in.

### 2. Equipment Inefficiency

Shared equipment pools eliminate unnecessary purchases, reduce breakdowns, and minimise downtime.

### 3. Lack of Chemical Consolidation

Standardising chemical ranges reduces training complexity, simplifies stock control, and lowers procurement and compliance costs.

### 4. Administrative Waste

Fewer deliveries, fewer purchase orders, and fewer issues significantly reduce hidden management overheads.

### 5. Wasted Effort

Flow Cleaning avoids unnecessary re-cleaning of low-use areas, enabling teams to focus their efforts where they deliver the most value.

## A Human-Centred Efficiency Model

A recurring message throughout the webinar was that technology alone cannot transform a cleaning operation; people do.

Success depends on:

- Strong operational leadership and engagement.
- Training that builds confidence, competence, and ownership.
- Clear, psychologically informed communication.
- Moving away from a blame culture towards judgement-based decision-making.
- Clear routes, clear expectations, and consistent reinforcement.

The value of connected, intelligent cleaning systems is becoming increasingly clear.

Smarter cleaning is not about cutting; it is about rethinking. And when contract cleaners and FM teams rethink together, everyone benefits: operatives, clients, contracts, and service outcomes.

## Learn more about Flow Cleaning

If you'd like to revisit the webinar, you can watch the recording here:

Identifying & Reducing Waste



## A Smarter, More Connected Approach to Cleaning

Flow Cleaning helps service providers do more with less while maintaining standards and protecting workforce wellbeing. Teams report reduced isolation, stronger purpose, and improved morale, making wellbeing one of the model's most significant operational benefits.



## Partner Interview

In conversation with...  
**Steve Hengsperger,**  
Founder and CEO of Tersano Inc.

Steve was invited to be part of the expert panel at ID25: The Sustainability Forum 2025 and speak about how Tersano's SAO solution can help you meet your sustainability goals.

Steve opened with a challenge: Give sustainable alternatives a genuine trial. Safe chemistry has evolved, but operator mindsets often lag. He emphasised that teams often assume they're guinea pigs when presented with greener solutions. Demonstrating real-world examples, small pilot groups, and hands-on testing helps build confidence and overcome emotional barriers.

Contrary to popular belief, sustainable cleaning doesn't need to be expensive. By using smarter processes and innovative tools, businesses can maintain exceptional hygiene standards while benefiting the planet and their bottom line.

**See Tersano's SAO system in action. Book a demo today!**

Changing the way the world cleans with non-toxic cleaning solutions.

email: [hello@chespackhygiene.com](mailto:hello@chespackhygiene.com)

# tersano®

### For those who are new to SAO cleaning, what is it in plain terms?

"It's ozone infused into water, an oxidiser, but at our working concentrations it carries a 000 hazard rating. It's an all-in-one cleaner, deodoriser, and sanitiser for most day-to-day tasks, with the honest caveat that deep cleaning is still needed occasionally, for example, on build-up or heavy soiling."

### What myths about "green cleaning" do you most want to debunk?

"First, "green" does not automatically mean safer. If a product relies on heavy fragrance, it may still be problematic for health. Second, people assume sustainable options cannot perform. In practice, performance is about concentration and dwell time; the same principle applies to every chemical, even bleach. Third, the hidden cost is ignored; we see complex chemical cupboards, wrong product use, and avoidable exposure."

### Operational change sticks when staff see, touch, and trust the product.

"We all want safer workplaces, better outcomes for operators, and sustainability that holds up under scrutiny. Tersano started when I saw what was under my own kitchen sink and was genuinely shocked. That kicked off a 25-year journey to eliminate unnecessary toxic chemistry using aqueous ozone, what we call SAO."

### If there's one thing you hope people remember from this discussion, what would it be?

"Just one thing, but there are so many that are important, so I guess, you know, most important is to understand that sustainability is a goal everyone has."

"Start small, pilot properly, listen hard to what users do not like, then improve. People should not feel like guinea pigs. Give teams proof, training, and a reason that connects to their reality, then adoption follows."

"Just give our product a try. You'll see how great it works. Make your own decision from there."

### The panel discussion touched on credibility. How should organisations talk about sustainability without greenwashing?

"Evidence, measurement, and transparency. As the panel put it, credibility comes from backing up claims with data and being honest when progress is not linear."



# Innovation Insight

## How Stabilised Aqueous Ozone is redefining sustainability in daily cleaning

For decades, sustainability in cleaning has focused on incremental improvements: greener ingredients, concentrated formulas, recyclable bottles. These steps matter, but they leave the underlying model unchanged.

Stabilised Aqueous Ozone challenges that model. Instead of transporting chemical formulations, it enables on-site, on-demand generation of a cleaning chemical using water, oxygen, and electricity. The active agent, ozone dissolved in water, performs its cleaning and deodorising function through oxidation, then rapidly reverts back to water and oxygen.

This shift aligns closely with the core sustainability pressures facing cleaning operations today: reducing chemical and packaging footprints, limiting routine exposure to sensitising substances, and demonstrating performance with evidence rather than claims.

Research has increasingly highlighted the trade-offs associated with commonly used disinfectants, particularly Quaternary Ammonium Compounds (QACs). These substances are effective, but they persist in indoor environments and wastewater, and multiple studies have documented occupational exposure pathways during everyday spray-and-wipe cleaning. From a risk-management perspective, elimination or substitution, where feasible, is preferable to relying solely on PPE or administrative controls.

Aqueous ozone occupies a different category. Its antimicrobial activity has been documented in peer-reviewed literature, including studies demonstrating rapid inactivation of viruses such as SARS-CoV-2 at defined concentrations and contact times. The historic limitation has been stability: ozonated water decays quickly, making consistent performance difficult outside laboratory conditions.

This is where stabilised aqueous ozone systems, such as those developed by Tersano, are positioned. By controlling concentration and oxidation at the point of use, these systems make ozone water practical for routine cleaning, particularly high-frequency, lower-risk applications. The emphasis has consistently been on system design rather than product substitution: fewer chemicals, simpler workflows, and outcomes that can be measured. The sustainability claim that holds up is not that stabilised aqueous ozone is “chemical-free,” but that it enables source reduction. Fewer packaged products, fewer chemicals of concern used daily, and fewer embedded emissions from manufacturing and logistics, without abandoning performance expectations.

In that sense, stabilised aqueous ozone reflects a broader shift in cleaning: away from stocked closets of specialised bottles, and toward engineered, on-demand solutions designed for modern sustainability and health objectives.

Helping you deliver clean, safe and thriving spaces.

# Where this fits in practice

## 1

### SAO Cleaning is well-suited for:

- High-frequency surface cleaning and touchpoints
- Odour control in washrooms, waste areas, gyms, and transport settings
- Facilities seeking to reduce chemical SKUs and simplify training

## 2

### Typically out of scope:

- Mineral scale removal and descaling
- Heavy duty degreasing

## 3

### Keys to success:

- Define concentration and contact-time expectations
- Train for process, not just product
- Measure reductions in chemicals, packaging, and exposure pathways



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# Industry Viewpoint



Kenneth Arntzen,  
i-team Global co-botic expert

**“We need to change the way we think.”**

**“What does the future of cleaning look like with Cobotics, and how can they work for you?”**

**“We will always need humans... but we don't have enough human operators in the cleaning industry.”**

**Send in your industry viewpoints, and you may get printed in the next issue of the Healthy Facilities Magazine.**

**Start small, train well, and build a scalable technology-enabled sustainability model. You can read more about cobotics in the Knowledge Share feature - Robots and Cobotics – What's the difference?**



**Healthy Facilities Magazine, Issue 11**



## How will AI shape the FM industry?

Robots will get smaller, smarter, and more autonomous, but will always require human operators. AI will support monitoring, resourcing, and logistics, not replace frontline teams.

Kenneth was on the panel at the recent ID25 Sustainability Forum (see page 14 for the event feature). He provided a deep dive into robotics and water-efficient systems in cleaning operations, emphasising the importance of operator education and building-level implementation.

**“Take one building and do it really, really good... then you get the most ROI.”**

Kenneth highlighted AI-enabled cobotics, smart i-mops, and data-driven reporting as upcoming standard tools for FM teams.

His message was clear: robotics is not about replacing people but empowering them. The cleaning industry faces serious recruitment challenges, and a push for qualified cleaning operatives. Cobotics can help relieve the strain on FM resources.



## Practical Insight

### The Operational Cost of Fragmented Chemical Ranges

Across multi-site cleaning and facilities operations, chemical ranges often expand over time through local preference, legacy supply, or site-level decision-making. What appears flexible can quietly introduce operational drag.

Non-consolidated product ranges increase risk, reduce visibility, and undermine consistency. As scale increases, these effects compound across compliance, training, stock control, and service delivery.

The issue is rarely visible on a single invoice or site. Instead, it emerges through failed audits, inconsistent

outcomes, supervisory burden, and reduced workforce flexibility.

Organisations that perform reliably at scale tend to reduce variables before they become embedded. Product fragmentation does the opposite, adding complexity where control is most needed.

### Where does this fit in practice?

This framework supports organisations seeking to reduce chemical risk, simplify compliance, improve workforce flexibility, and align with broader industry trends toward safer, more sustainable cleaning operations, without compromising performance or control.

***“In practice, rationalising chemical ranges simplifies training, reduces errors and delivers consistent outcomes across sites, turning operational complexity into a scalable system.”***



# The Operational Damage Caused by Product Sprawl

**1.**

## Compliance Becomes Harder to Control

Every additional product introduces new COSHH requirements, Safety Data Sheets, and training obligations. Over time, documentation becomes fragmented, visibility reduces, and compliance shifts from assured to reactive, increasing exposure during audits or incidents.

**2.**

## Service Consistency Starts to Drift

Different products across sites lead to variations in methods, results, and dilution habits. When staff move between locations, unfamiliar chemical products increase hesitation, increase the risk of misuse, and lead to inconsistent outcomes, particularly in regulated environments.

**3.**

## Hidden Costs Accumulate Quietly

Lower unit prices often mask wider operational costs. Duplicate stock, excess storage, retraining, expired products, and incident resolution all sit outside the invoice, eroding margins without clear visibility.

**4.**

## Front Line Control is Diluted

Mixed product cupboards make it harder to identify what is approved and compliant. Supervisors spend time checking and correcting rather than managing performance, increasing operational friction and risk at scale.

**Do you want to understand how to identify and reduce your consumables?**

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# Highlights from the ID25 Sustainability Forum

## Innovation, Impact, and the Future of Sustainable Facilities Management

Set against the unique backdrop of Chester Zoo, an award-winning wildlife conservation charity and visitor attraction, the ID25 Sustainability Forum brought together more than 60 industry professionals, partners, and sustainability leaders for a day of insight, bold discussion, and practical next steps. With wildlife wandering just beyond the conference hall, the setting served as a powerful reminder of what sustainability work ultimately protects.

Attendees heard from a diverse panel of experts, including representatives from Planet Mark, Neutral Carbon Zone, Tersano, and the Made Blue Foundation, who shared real-world examples of how collaboration and innovation can drive measurable environmental and social impact.

**Sustainability has moved beyond compliance; it's now how you win!**



### Clean Water for ALL

We were joined by **Machiel van Dooren, Made Blue Founder**, via video link from The Hague, the Netherlands. Machiel started by sharing the work that Made Blue is doing with the support of Chespack Hygiene and their global ambassadors, and the impact we are making.

To recognise the importance of people's well-being and the environment, Chespack Hygiene donates clean drinking water in developing countries through Made Blue. These donations of clean drinking water align with UN Sustainable Development Goal 6: Clean Water and Sanitation – Working to ensure the availability and sustainable management of water and sanitation for all.

Over 700 million people still lack access to safe water. They lack the basis for a healthy life.

Machiel described their goal as very simple: **“Our mission: clean drinking water for all.”**

Through our partnership with Made Blue, **Chespack Hygiene has donated 13,170,300 litres** of clean drinking water, investing in water projects in countries where it is needed most.

**6 CLEAN WATER AND SANITATION**



**“Since our foundation in 2014, we have already realised more than 15 billion litres of clean drinking water on behalf of more than 500 ambassadors.”**

**“We need to work together to solve water-related challenges in the cleaning industry.”**





## Engagement as the Driver of Change

Alan Stenson, CEO of Neutral Carbon Zone, spoke powerfully about the human side of sustainability, building confidence, consensus, and alignment.

He encouraged teams to remove barriers, communicate impact clearly with clients, and remain transparent about obstacles. "Events like ID25 are vital for connecting people who want to make a real difference." added Alan.

**"Engagement is about actually embracing this as a challenge and understanding the difference that you make."**



## Credible Sustainability, Not Greenwashing

Connor Launder, Business Development Manager at Planet Mark, stressed that as greenwashing scrutiny grows across the industry, authentic sustainability communication requires evidence, not enthusiasm.

He advised that annual reporting, transparent disclosures, and acknowledging missteps are essential for credibility. Net zero isn't linear, and that's acceptable, provided organisations communicate honestly.

**"Measurement is the foundation of trust and the antidote to greenwashing."**

**"Can you back it up with data? That's the key part."**

## Panel Insights:

### Honest Questions, Real Answers

#### What does driving real sustainability mean?

"The overarching message is really, it's engagement. It's actually embracing this as a challenge and understanding the difference that you make."

"So, if everybody else benefits from the steps that you take, that's going to work for everyone. And if everyone wins from this, then we're going to get so much further and so much closer to what we need to get to."

"Understanding, asking the questions, knowing where the impacts are coming from, knowing how to communicate in a way that has relevance and perspective to who you're asking to care."

### What's Next for 2026

The day closed with a forward-looking challenge to the sector. As one speaker put it:

**"Get started... because the producers are ready, the industry is ready, and you are ready."**

The path for the year ahead is clear:

- More integrated AI and smart systems embedded into everyday FM operations.
- Scaling trials into long-term transformation, supported by data-rich reporting.
- Growing alignment with global SDGs, moving from awareness to measurable impact.
- Deeper collaboration across supply chains, where vendors, clients, and operators co-create solutions.
- Continued focus on people, education, and building confidence in sustainable change.

## Inspiring industry-wide action on sustainable change

We will continue with a series of Innovation Days this year, featuring even more insights, expanded case studies, and innovations that bring the industry closer to net-zero — not through ambition alone, but through action, evidence, and shared purpose.



Watch the short film of the ID25 Sustainability Forum here >>



# Don't take our word for it...



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**Mark Hughes**



Great experience easy to find the centre. The guys made great effort in demonstrating the products they have on offer. And appreciate all the info given in regards to the machines we are interested e.g. shock and jet and also the wash window kit thanks again.

**Daniel Beesley**



Great company very friendly great products highly recommended

**Kieran Short**



Chespack have been brilliant so far providing our high school with our toiletries and sanitary needs. We switched to the North shore toilet roll dispensers and the eco roll and they have made a massive difference.

**T Smith**



Chespack is amazing! Having worked with them for nearly 2 years now and they have shown nothing but great service. I would highly recommend this family run business!

**Jordy Turangan**



Amazing customer service! Toby goes above and beyond for us. Chespack is a highly reliable supplier and someone we love to work with.

**Pinnacle Reception**



The service from Chespack Hygiene was absolutely amazing.

**Frank Jackson**



Easy to deal with company. I use this company for supplies to my office block containing 15 companies. Usually order toilet tissues hand towels and hand soap. Every call to the company is answered by a polite call taker who promptly takes my order usually delivered within a day of order or 2. The regular delivery man (Dave) always gives me a call to say he is there rather than just dump boxes and run as sometimes I could be anywhere in my building. Dave is also very obliging with his helpfulness in bringing the delivery to the correct floor in my building and helping off load it all for my convenience. In all a very good company who provide wonderful customer care and consideration.

**Retsim Yam**



We help commercial cleaning contractors and inhouse teams deliver clean, safe and thriving spaces.

