

KEEP IT CLEAN

Stay on top of your hygiene and pest control game

Hygien and Pest Control are essential to your store's wellbeing. Making sure your premises remain pest-free is legislated by three laws in South Africa – Act 36 of 1947 (Fertiliser and Farm Act); National Health Act R918 (HACCP); and the Occupational Health and Safety Act. There are also a number of other laws that come into play: SANS 10133:1997 (the application of pesticides in food environments); SANS 10049:2012 (food safety management requirements for prerequisite programmes); Prerequisite Programmes (PRPs: the foundations for food safety, hygiene and quality to allow your business to comply with HACCP); SANS 10156:2007 (the handling of chilled and frozen food); and the Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972.

However, legislation aside, the power of social media and word of mouth means your reputation is only as good as the next viral post. The same can be said of effective and efficient hygiene measures for both your customers and your employees.



Visual courtesy of Sani-touch

Health and safety compliance

In the aftermath of the Covid-19 pandemic, innovative approaches to in-store hygiene and creating a healthier environment for employees and customers have been a game changer. No longer just a case of complying with health and safety legislation, ensuring the safety of everyone within your store has become something that employees and customers expect. Hygiene and sanitation also have a marked effect on pest and pathogen control – a clean, tidy environment attracts fewer pests and harbours fewer pathogens.



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High touch areas

Frequent sanitising can reduce the risk of harmful pathogens collecting on high touch surfaces

Annette Devenish of Sani-touch knows a thing or two about infection protection products.

Sani-touch has done their own research and been guided by international learnings to gain insight into safe and effective hygiene and sanitisation solutions. Devenish shares some of that insight with us.

Trolley and basket handles are the number one high touch areas in a store. Sanitising wipes are a must, but container lids are yet another high touch point. Sani-touch addressed this issue by manufacturing their Saniwipe containers using Polygiene silver ion technology.

Other high touch points include door handles in the frozen, refrigerated, and chilled sections – these should be cleaned routinely and as often as possible. In this case, using the correct products (and not the same old dirty cloth) in the correct way can ensure a safe and sanitary shopper experience.

Pre-saturated wipes are a good idea, and these can also be used on glass and metal surfaces to keep them clean, streak-free, and sanitary. Consider the entire life cycle of your hygiene and sanitising products and use a recyclable product whenever possible.

Conveyor belts and till areas are the second most high touch areas in a store. Everything from consumers and employees to every single grocery or household item (including that leaky tray of



raw chicken) touches your point-of-sale surface. Devenish says, "A quick spray with a detergent disinfectant and a wipe between each and every customer is critical to ensure these areas stay safe and hygienic. Till cloths should be changed at least every shift or every four hours. A dirty or improperly cleaned cloth not only creates a terrible impression to the customer, but it can also often be smelled before it is seen."

Devenish adds that card machines are a distressingly dirty culprit. "Research has shown that many bank cards carry faecal matter from people not washing their hands correctly after using the toilet. These bacteria can then be transferred onto a card machine. Staff accepting and swiping loyalty cards for customers stand the risk of picking up the bacteria throughout their work day. Retail stores should make sure that good quality hand sanitisers are available not only for customers but also for staff protection."

Communal space utilised by customers should receive proper cleaning attention, as should areas such as bathrooms and washrooms used by staff at the back of the store. Areas to focus on include all surfaces, toilets, handles, hand dryers, taps, and sinks. Don't forget back of house equipment such as work surfaces and equipment, scales, desks, keyboards, printers, phones, monitors, and kitchen equipment.

Devenish says, "Colour coded cloths are critical to ensure that cross contamination does not occur. Colour coding should be by area or by function. Cloths should be replaced at least once a day, and either be thrown away or laundered in an effective solution. It's also imperative to training cleaning staff on effective techniques such as colour coding and cleaning in a zig-zag motion. And remember that sanitising surfaces using the correct dwell time (keeping the surface wet for long enough to kill microorganisms), and drying a surface thoroughly, is vital to ensure correct cleaning and sanitising."

How tech innovations are changing the landscape of in-store health and hygiene

No-touch hand sanitisers are becoming an ever-more common sight in retail stores, and with good reason. Easy to use and convenient, they are a quick and effective way of dispensing the correct amount of hand sanitiser without impeding store entry. However, ensuring the equipment remains in good working order and is always filled can be a stumbling block – nothing irritates consumers more than faulty equipment that is supposed to make their lives easier, or safer.

UV-C air sterilisation systems are a gold-standard in pathogen control. Placed within a recirculating air system (or HVAC system), a UV-C system deodorises the air and does not leave any strange or harsh chemical smells behind. These systems destroy microorganisms such as viruses, bacteria, and mould, and help prevent diseases from spreading. This makes for a cleaner, healthier, safer store.

Image: themistingcompany.com



The effect of Covid-19 on the pest control sector – an unintended consequence

Pathogen & Environmental Solutions (PES) Director Wouter Hillebrand notes that the Covid-19 pandemic had an unexpected effect on the pest control sector. He says, "During the Covid-19 lockdown, the focus shifted from ensuring good

Food Lovers Market_themistingcompany.com



standards of hygiene all over the shop, to focusing on preventing Covid by disinfecting the shop area and ensuring staff and shoppers sanitised their hands. In many cases retailers ended up spending a lot of money on purchasing the correct treatment options, such as ultra-low misting machines or thermal fogging machines with the correct disinfecting products, as well as hand sanitiser options, or on paying a third party to provide these services. Because of this shift in focus and the additional expenses incurred, some retailers started to neglect their pest prevention processes, perhaps forgetting that these could lead to other pathogens being released in-store." While the focus on Covid was essential, pest control remains an integral part of store hygiene and safety.

TOP TIPS FOR EFFECTIVE CLEANING



Visual courtesy of Sani-touch



- One cloth for one area for one day. The most diligent cleaner is often at the greatest risk for spreading microorganisms with each swipe of a dirty or improperly cleaned dish cloth.
- Always clean from the cleanest area to the dirtiest, from the bottom to the top. Clean in a zig-zag motion, never in round circles. This is relevant for all surfaces, including walls, windows, glass doors, and display units and floors.
- Wash your hands frequently and if soap and water are not available, use hand sanitiser.
- Areas should look and smell clean. Bad odours come from bacteria, mould, and fungi. Cleaning often and correctly will prevent mould and fungi build-up.
- Cleaning routines and schedules in stores are critical for each staff member to know what to do, when to do it, and how to do it. By everyone taking responsibility for their area, their section, and their workspace, a cleaner, more hygienic and welcoming retail space will be created.

Source: Annette Devenish, Sani-touch





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Visual courtesy of Rentokil



Sustainable and environmentally friendly pest control

When it comes to pest control and integrated pest management solutions, environmentally friendly, sustainable, and natural pest control alternatives are on the rise as the effects of dangerous chemicals and toxins become more evident. Many consumers find inhumane pest

traps to be abhorrent, and as legislation begins to catch up with this sentiment at an international level, we can expect local consumers to become more aware of these issues.

The need for non-toxic and chemical-free pest control has also increased, as consumers recognise the potential dangers associated with certain traditional pest control solutions. Certain industries and specific areas require non-toxic pest control for reasons

Visual courtesy of DSD, Pexels



that include organic certification as well as biodiversity safety issues. For example, retailers based in protected nature spots, or those with an active population of wild animals that could be negatively impacted by the use of chemical pest control, require new methods that are based on low- or non-toxic solutions.

Pest control and technology

Technology can make pest management and control much easier. From monitoring and identifying pest incursions, to data collection and collation that makes compliance, management, and effective control easier, and even the distribution of pesticides, bait stations, and other pest control solutions, technology has earned a place in integrated pest management.

Five health and hygiene mistakes

Sani-touch's Devenish shares what, in her experience, retailers most often overlook when it comes to hygiene and sanitation.

- First impressions! Never has the entrance to a store been more important. As we emerge from Covid, store entrances need to be clean, neat and tidy, clutter-free, and inviting. They need to show the consumer that the retailer cares for their safety and hygiene. Staff at the door need to look neat and presentable and be aware of the hygiene offering at the entrance to the store.
- Long before the Covid pandemic, scientific studies discovered that trolley handles harboured more bugs and bacteria than a toilet seat. Trolley wipes should be available and accessible right at the trolley and basket station, ready for a customer to use as they enter the store. Broken catches on the top of wipe buckets can cause the wipes to dry out and active ingredients to evaporate, rendering the wipe ineffective.
- Hand sanitising stations should be touch-free, easily accessible, and in working order. So often a spray bottle just gets left on top of a bucket of wipes for consumers to pick up and use – which sort of negates the whole purpose of a sanitising spray.
- Employees need to be made aware of the small things that customers notice. Research into the importance of cleanliness and hygiene in retail stores has shown how something that is seen as irrelevant or not important can influence buying decisions and the length of time a shopper remains in a store. This is particularly important in food and grocery stores. Sticky dirty floors need to be cleaned and dried as quickly as possible after an in-store spill. Unpleasant or strong odours around fish counters and butchery areas can cause customers to leave a store. Employees working within a store often overlook or become inured to basic things such as odour. Reusing the same cloth can also do more harm than good if the correct processes using the right products are not followed.
- Often-overlooked areas are staff and customer toilets. If a washroom is dirty and unkept the automatic assumption is that the kitchens and back of house areas are filthy, too.



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PES director Wouter Hillebrand says ...

“Integrated pest management has made the use of unnecessary pesticides by retailers and pest control operators redundant. Pesticides are often used as a last resort to control pests. The first point of action is pest-proofing and recommendations to limit pest entry and habitation areas.”

In recent years, emerging technologies have increased the number of non-toxic pest control solutions, as well as improving delivery mechanisms by ensuring they are more accurate and target only specific pests, not nearby wildlife or children.

LED fly repellents: effective, sustainable fly control

According to Brandenburg (b-one.com), a UK-based pest control company with over 70 years in the industry, LED insect traps are here to stay, and with good reason.

They say, “While fluorescent insect light traps are prevalent, they have their reasonable share of drawbacks. Fluorescent insect light traps are the least energy-efficient and the lamps contain mercury. As is widely known, mercury is non-biodegradable and highly toxic, even in minute quantities. Fluorescent insect light traps can also be notoriously power-hungry, thus contributing to significant amounts of carbon emission.”

Visual courtesy of Egor Kamelev, Pexels



For local hygiene and pest control suppliers PES (Pathogen & Environmental Solutions), LED technology is part of their commitment to sustainability. LED units use less power, last longer,



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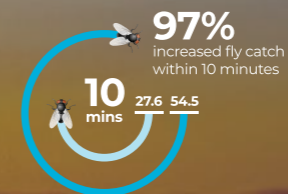
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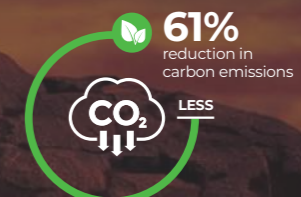
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and produce significantly reduced carbon emissions – a cost-effective solution to a problem that plagues large parts of South Africa. Hillebrand says, “You can achieve a 68% reduction in electrical running cost when running LED electronic fly catchers versus traditional fluorescent units.”

Non-toxic heat treatments

Fumigation, disinfection, and pest control experts Rentokil’s Entotherm solution uses non-toxic heat treatment to eradicate bedbugs, cockroaches, and wood boring insects, as well as stored product insects, textile pests, and certain moulds and pathogens. This ISPM15-certified treatment is a portable, chemical-free heat pod, which is quick and effective, heating up to between 56°C and 60°C for a specified length of time, thus eliminating these pests through the controlled, targeted application of heat. The treatment is effective against all stages of an insect’s life cycle, making this a fast-acting, safe, and cost-effective way to manage pest infestations.

Electronic or intelligent bait stations

While bait stations containing rodenticide are still popular, the risk of secondary poisoning cannot be completely eradicated. An electronic bait station uses battery power to form an electric circuit. When a rodent enters the station and stands on the metallic plate, it is killed by electrocution. This removes any poisoned carcasses from the ecosystem and is a more humane solution for the rodents as death is almost instant. These do need to be monitored and cleared frequently.

Ultrasonic pest control – fact or fad?

Pest deterrent devices that use ultrasonic soundwaves to deter pests are controversial. Scientific testing has shown limited efficacy and proven that different pests react to different frequencies. However, anecdotal evidence suggests a measure of success. As these are easy to use – they just need to be plugged into a mains point – it probably can’t hurt to try.

Natural pest control deterrents

“ Feral cat populations should be spayed and neutered to avoid population explosions, and monitored for contagious diseases such as FIV (Feline Immunodeficiency Virus). ”



Visual courtesy of Mermek Avitia, Pexels

Natural pest control requires a delicate hand and an understanding of the local ecosystem. From feral cat populations to owl boxes and bat colonies, nature can be called on to assist with pest control. But in these cases, secondary poisoning can and will occur, so non-toxic methods of pest control must be utilised in conjunction with the natural deterrents.

Local animal shelters such as the SPCA and feral-specific charities can help with trap, neuter, and release programmes. Shelter, water, and supplementary feeding are also necessary to maintain a healthy and effective feral cat population capable of keeping rats and other rodents at bay.

Visual courtesy of Pixabay, Pexels



“ Owl boxes are not always successful but having an owl or two in residence can be a remarkably effective way of reducing the local rodent population. ”

Bats are excellent for insect control and are particularly unobtrusive. EcoSolutions and the Owl Rescue Centre are excellent resources for natural pest control advice.



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SATO FX3 Portable Printer



SATO Judo Food Hand Labeller



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- View-at-a-glance status
- Wide range of labels, tags & tickets
- 30% more media per roll
- Compatible with SATO Linerless Labels

SATO Judo Food Hand Labeller

This economical, user-friendly hand labeller is ideal for food and food safety labelling, and features:

- 13 Text Food Safety Rotary Cliché (top)
- Date/Time/Price indication (bottom)
- Greater usage flexibility
- Easy to use & maintain
- Higher cost-effectiveness

SATO FX3 Label Printer

The compact FX3 solves many of the complex challenges faced in food factories and stores by providing secure and easy food labelling:

- Labels can include ingredients, prep info, nutrition, allergen and storage advice details
- Simple, easy & customisable operation
- Up-to-date data anytime, anywhere – error-free and secure
- Stand-alone & compact
- Anti-bacterial, splash-proof casing
- 305dpi print resolution

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These pressure sensitive labels bring several benefits to users and the environment:

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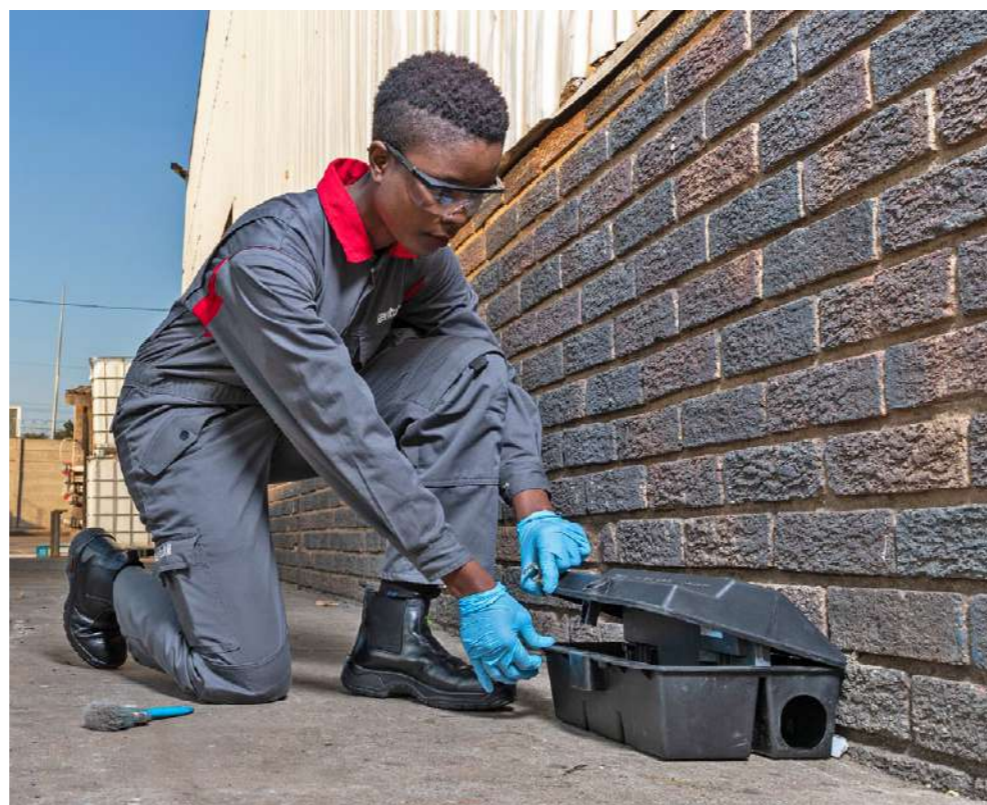
For more about SATO's supermarket and retail products, contact us on one of the numbers below or send an email to autoid@kemtek.co.za.

Know your enemy – early detection and correct identification of pests

Early identification of an infestation is one of the best ways to successfully eradicate pests. Knowing what type of pests you are dealing with is also key. But all too often, pests are already well-established and infestations severe before they are noticed, which makes getting rid of them that much harder. In addition, incorrectly identifying pests and using management processes that are targeted at something else reduces efficacy dramatically.

Hillebrand says, "Pest control is a vital part of almost any business and has evolved significantly over the years in certain areas. The introduction of technology such as real-time online reporting systems creates a better understanding of what, where, and how treatments should be done. These reports also generate online recommendations, which are visible to all management staff or owners, allowing them to act faster to reduce risks of infestation. This in turn minimises the need for unnecessary toxic baits, as problem areas can be identified earlier."

Charles Park, founder of Emerald for Home (www.emeraldforhome.com), a site that provides readers with information that is both easy to understand and put into action, says, "Extremely effective devices and methods for locating and monitoring pest activity have been developed, allowing pest control professionals to go directly to the source of the problem."



Visual courtesy of Rentokil

In his article on pest control technology, Park identifies several monitoring technologies ...

“ One of the great benefits that modern technology has brought to the pest control industry is the ability to remotely detect and monitor a variety of pests. ”

“**Electronic monitoring** provides real time data about what pests are lurking, where they are, and the scale of their activity, removing any guess work and allowing for improved methods of dealing with the situation.” This is important for early detection and correct identification, which are vital to preventing large-scale loss or destruction and for quick, decisive, and effective pest management.

Eco-friendly products

Wouter Hillebrand, director of PES, shares the pros and cons of eco-friendly pest control.

Pros

- Eco-friendly products such as live catch traps can contribute to using fewer toxic baits and using more non-toxic attractants to lure pests to an area.
- Pests will be caught immediately when using traps and can be disposed of safely according to operating procedures.
- Eco-friendly alternatives reduce the risk of secondary poisoning.
- This in turn means less toxic waste to be disposed.
- Pests have less chance of developing chemical resistance to toxins.
- You can reduce your carbon footprint.

Cons

- Currently, it is more expensive to use eco-friendly options.
- Some of the eco-friendly options available do take significantly longer to produce results.
- Using live and catch traps is time consuming as these traps need to be inspected for activity at least every six hours.
- More resources are needed to replace pesticides.

Eco-friendly options

- Live catch traps (rodents)
- Live catch traps (flies)
- Insect monitors for cockroaches (monitoring device)
- LED electronic fly unit options to replace fluorescent tubes that contain mercury.

Trail cameras are excellent for detecting larger animals such as rodents or other wildlife and can be easily set up and monitored in-house. Drones are also an effective monitoring tool that allow safe and easy access to out-of-the-way places like rooftops. Actuation drones can also be used for the targeted and accurate deployment of pesticides.

Thermal imaging may seem like the stuff of science fiction, but it can be a most useful tool. Park explains: "Thermal imaging is a non-intrusive solution for helping locate pests inside cavities, ceiling voids, walls, and other hidden places."

Infrared radiation can be used to identify temperature irregularities, such as hot spots on surfaces like floors, walls, and ceilings. This can indicate nesting sites, for example, whereas cold spots in insulated areas can indicate pest damage.

Park goes on to say, "More sensitive thermal imaging cameras can detect temperature variations due to the build-up of moisture, holes in insulation, cavities in woodwork, and other signs of pest damage. The resulting thermal image produces irregular but characteristic thermal signatures. What's more, the nature of the irregularity is usually an indicator as to the type of pest."

This is where it gets even more fascinating, as he explains: "Carbon dioxide is released from the digestive system of termites, which generates heat. Termites also construct mud tubes that have high moisture content. These create irregular heat patterns on the surface of walls, ceilings, and floors,

which helps identify the culprit." He adds, "Wasp nests, beehives, and other clusters of social insects can generate enough heat to be detected with a thermal imaging camera."

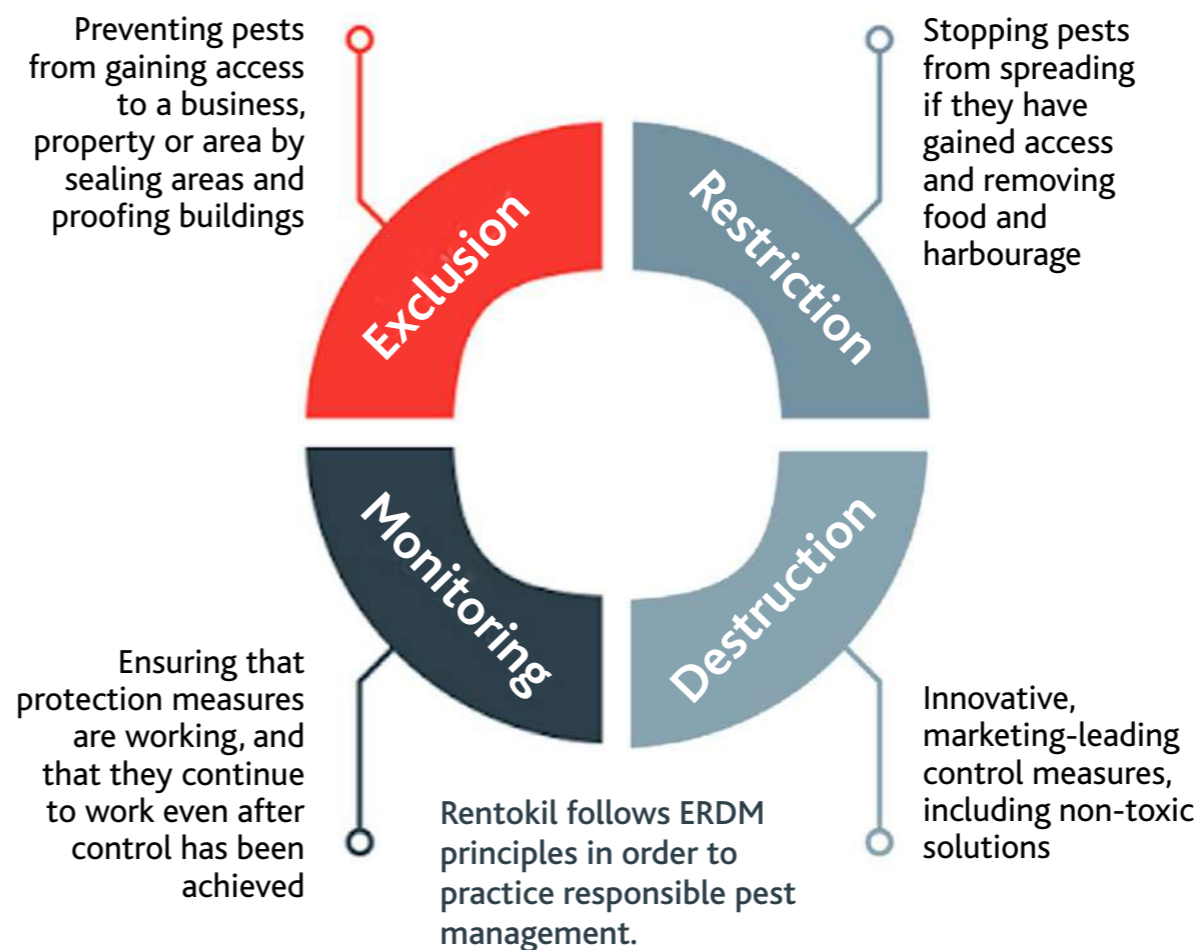
Integrated Pest Management – a holistic approach to pest control

Nathalie Leblond, Marketing Communication Manager at Rentokil, admits that pest control is not traditionally thought of as a 'green' or even an 'eco-friendly' industry. That said, Rentokil has always had a strong focus on being as environmentally friendly as possible. She says, "While we often do have to use chemicals to achieve our desired outcome, we also strictly adhere to the principles

of integrated pest management (IPM). IPM is an environmentally sensitive approach to pest management that employs a combination of practices, including comprehensive information on the life cycles of pests, their behaviour, biology, and their interactions with their environment, to eliminate the root cause of a pest infestation."

The aim, Leblond explains, is to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment. She says IPM takes advantage ...

“... of all appropriate pest management options including, but not limited to, the careful and targeted use of pesticides.”



IPM is based on four principles we call ERDM: exclusion, restriction, destruction, and monitoring.

This graphic explains how using ERDM also ensures that we are environmentally responsible in our pesticide use because we only resort to 'destruction' when all the other options have been exhausted."



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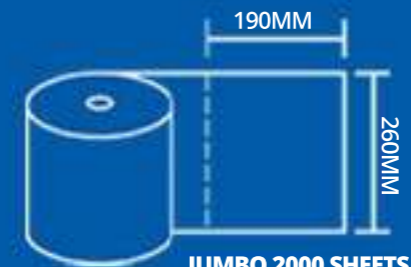
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“The most overlooked issue when it comes to pest management,” says Leblond, “is the concept of inspection and pest activity identification. Without these, we’re treating sites blindly, not knowing which chemicals are required to combat the issues. Incorrect pest identification leads to continued infestation and longer turnaround times, which obviously leads to bigger issues, as pests bring on other pests as well.”

Added to this is planning and store design. She says, “Facilities managers need to understand the industry in which their tenants operate, to better support them when it comes to pest exclusion. For example, when waste areas are being designed and planned out in the pre-construction phase, don’t allow these areas to have direct access into stores, loading areas, and receiving passages, as this just offers pest direct access.”



Visual courtesy of Rentokil

Rentokil has implemented several additional initiatives to increase the level of environmental responsibility they offer to retailers. This includes paperless reporting using the myRentokil pest management programme. Rentokil’s electric fly traps utilise LED lights that are power efficient and fully recyclable.

Visual courtesy of Andrew Claypool, Unsplash



Visual: Thierry Fillieul, Pexels



These bulbs only need to be replaced every three years instead of every two for standard light bulbs. While Rentokil has introduced electric cars for their technicians in Europe and the US, in South Africa they have implemented strong logistics software that is aimed at minimising unwanted travel for both fuel and time efficiency.

Pest control and social media

Social media, says Leblond, is a factor that can and will affect retailers. She says, “The rise of social media means that any pest activity is a potentially far bigger problem than it ever was before.

Any pest control issue that’s spotted by the public may be shared far and wide on social media, and customers are becoming far less tolerant of pests – even if audits have thresholds.”

Integrated management is the answer

Hygiene, sanitation, and pest control are individual parts of a whole. Smart, effective, and efficient hygiene and sanitation processes feed into integrated pest management. Removing pathogens and pests from the environment is a never-

ending cycle, so it makes sense to constantly re-evaluate processes and procedures, implement newer solutions and innovative technology, ensure staff training is always up-to-date, and keep an open dialogue with service providers to ensure you stay on top of your game. **SR**

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CASE CLOSED

Energy Saving Solutions

Glacier Door Systems has introduced the Air Shield ('Close the Case') Glass Door retrofit solution for refrigerated supermarket display cases, as well as the Eco Leaf Replacement Glass Door for existing glass door freezer rooms and glass door freezer display cabinets. Both solutions guarantee energy-savings in an ever-increasing energy cost environment. Part of the well-established Universal Industries Group, Glacier has 26 years' experience and are acknowledged industry leaders in refrigeration door technology. Innovative and forward-thinking, the company is built on cutting-edge technology, technical expertise and a customer-centric approach.

Air Shield Glass Doors

Features and Benefits

- Double glazed glass doors with Argon gas fill for superior insulation.
- Glass durability and clarity with torsion bar for positive closing.
- Glass door heating option for high humidity environments.
- Glass doors available with hold open brackets and LED lighting options.
- Flex modelling means glass panels are customised to fit existing cabinets and are tailored to suit each store's specific environment.

A quick and easy energy-saving retrofit solution, Air Shield Glass Doors can be fitted to any existing open refrigeration case, saving up to 40% on energy consumption.



Note: The value proposal is based on R1.31 per kWh and 40% energy saving. These are averages based on our experience and can be validated per store.

The value benefit

- High-quality locally manufactured solutions featuring the latest energy-saving technology.
- Demonstrated good pay back periods can be expected.
- Customised solutions to suit your store.
- ISO 9001 accredited factory.
- Safety toughened glass in accordance with SABS/SANS certification.
- Flexible installation timing to offset any customer disruption.
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You can trust a Glacier door



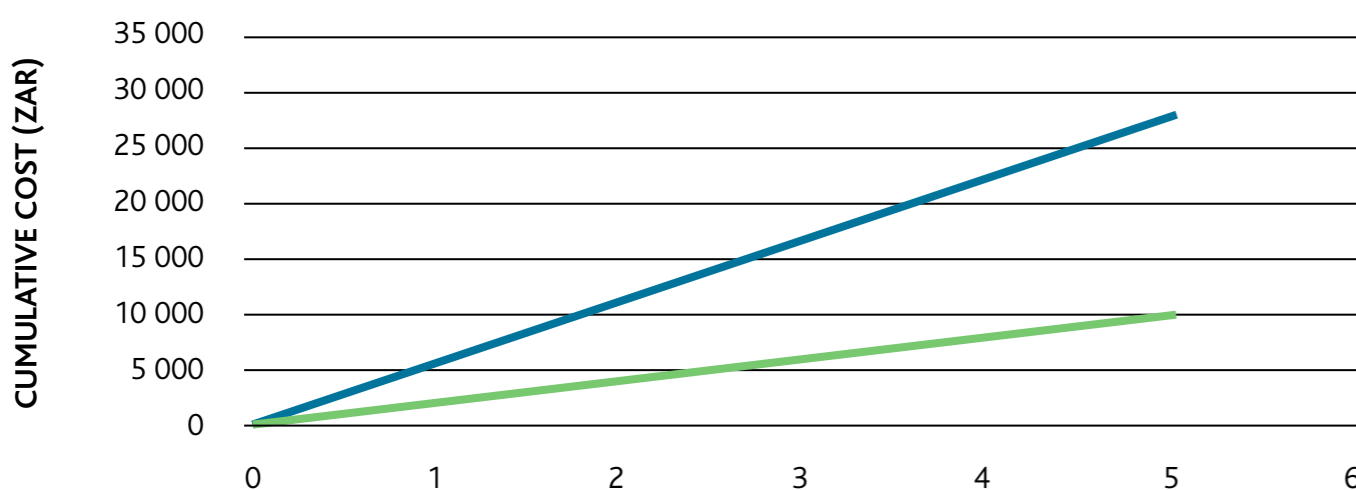
CASE CLOSED

Energy Saving Solutions

Eco Leaf Freezer Doors

Designed as a 'swop-out', energy-saving replacement glass door utilising 220V technology that eliminates the need for voltage-reducing capacitors. This results in an amperage reduction from 1.29A on the standard door to 0.46A (64%) with the replacement Eco Leaf Door.

The Eco Leaf door is 64% more efficient than the standard door. The value proposal is based on R1.31 per kWh and 64% energy saving. These are averages based on our experience and can be validated per store.



	AMPS	VOLTS	WATTS
Glacier Eco Leaf Door	0,46	230	105.8
Glacier Standard Door	1,29	230	296.7