



Hygiene and Cleanliness - no compromise for Carrefour Express outlets in Spain!

Gerona / Spain – Carrefour is one of the world wide leading food retail companies and has established a strong position in Spain since more than 10 years. At current Carrefour operates a total of 85 Carrefour Express supermarket outlets throughout the country and the numbers of stores are ever increasing.

With an average size of 1.000 m² and a very large assortment of products offered to each customer there is a strong commitment to hygiene and cleanliness. No compromise is made regarding high standards applied in daily maintenance and cleaning is an integral part of the overall quality assurance process of the company.

Flexibility and manoeuvrability of the cleaning system reduces complex manual cleaning processes - by using TURNADO® 55 Cleaning System

In each shop there are up to 20 separate standardized product shelves, separate stands for bread, vegetables, fish and a wide range of beverages and drinks. Based on a distinct cleaning schedule these areas are being cleaned several times a day from 08:00 o'clock in the morning until late in the evening.

The store operating hours are from 09:30 a.m. to 09:30 p.m. There are two main cleaning processes being performed during the day - one in the morning from 08:00 a.m. until about 09:30 p.m. and one in the afternoon from 03:30 a.m. until 05:30 p.m. In addition there are on demand cleaning runs being undertaken to insure that all customers at any time of the day will enjoy a top class shopping environment.



High quality - simple handling - user friendliness

Special attention is given to the Vegetable and Fish presentation areas for very good reasons. Vegetables pieces at the floor may cause slippery surfaces as well as running down water from melting ice at the fish counter. Customer security as well as the overall appearance of the shop is very important to the store manager.

Seniora Domi, responsible for the daily cleaning of the shop had been using another cleaning machine for the past years. "The HEFTER Cleantech system TURNADO® 55 is very flexible and easy to handle. It allows me to clean directly to and underneath the shelves. This is reducing a lot of manual work and is much faster. The system runs at extreme low noise levels and allows cleaning without disturbing customers while shopping in Carrefour Express."

There must be very good reasons using TURNADO® 55 - in the meantime the HEFTER Cleantech distribution partner had been able to install 30 TURNADO® 55 Systems in Carrefour Express Supermarkets in various regions in Spain as part of an overall concept with its client.

A newly created service coverage model allows quick responses in case of any issue or operator question arising. The quick response service, including regular customer visits also allows retraining for staff in case of system user change or re-training to further improve the cleaning process on an ongoing basis.

"In comparison with the earlier used machine with a cleaning width of only 43 cm the HEFTER Cleantech system TURNADO® 55 has a 20% higher cleaning capacity. But due to the small footprint of the system I can also simply clean through the many cashier paths, which was not possible with our old system, Senoira Domi stated."

"We are proud about the installations in Carrefour Express" Senior Santiago Royes, owner of HEFTER Cleantech Espania S.A. said in our conversation with the shop manager. "We want to continue to provide more proactive approaches to Carrefour to help to increase cleaning quality and cost efficiency in the overall cleaning process. There are much more opportunities and synergies to be investigated; just little improvements can make a big difference in 85 supermarkets in one year!" he finished his summary.



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