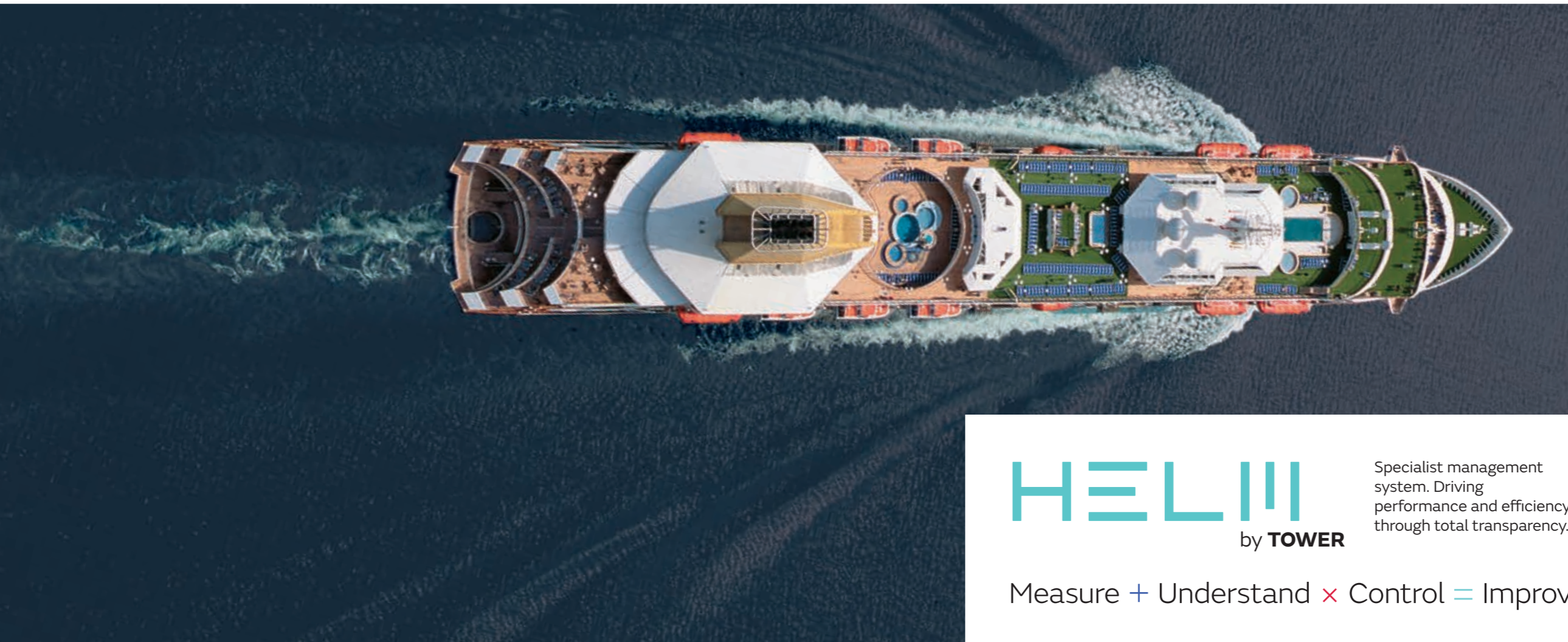




HELIX

by **TOWER**

Overview for Hotel Operations, Food and Beverage



Tower was founded in 1983 by the Aris family and Daniel Aris, Chairman, continues to be involved with the company's focus on the shipping and marine industry.

Tower's mission is to make the workplace a better place.

We achieve this with the vision of providing intelligent solutions that protect people and enhance their environment, giving customer satisfaction an staff fulfilment whilst rewarding all our stakeholders.

Our HELM process enables us to deliver more value and improved cost by reviewing our clients processes, providing the correct product delivered through the right control solution.



Specialist management system. Driving performance and efficiency through total transparency.

Measure + Understand x Control = Improve



CORPORATE WEAR
PPE
UNIFORM
WORKWEAR

Tower's own brand of high quality durable wearable products made in the UK, India and Pakistan.



Our control supply management solution is fundamental to the cost-in-use advantage we provide in addition to substantial savings.





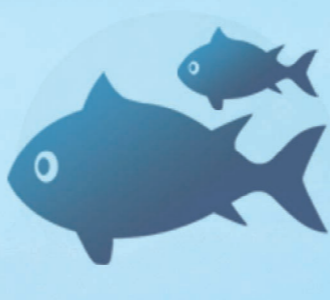
Advocacy



Policy



Regulation



Environmental



Health

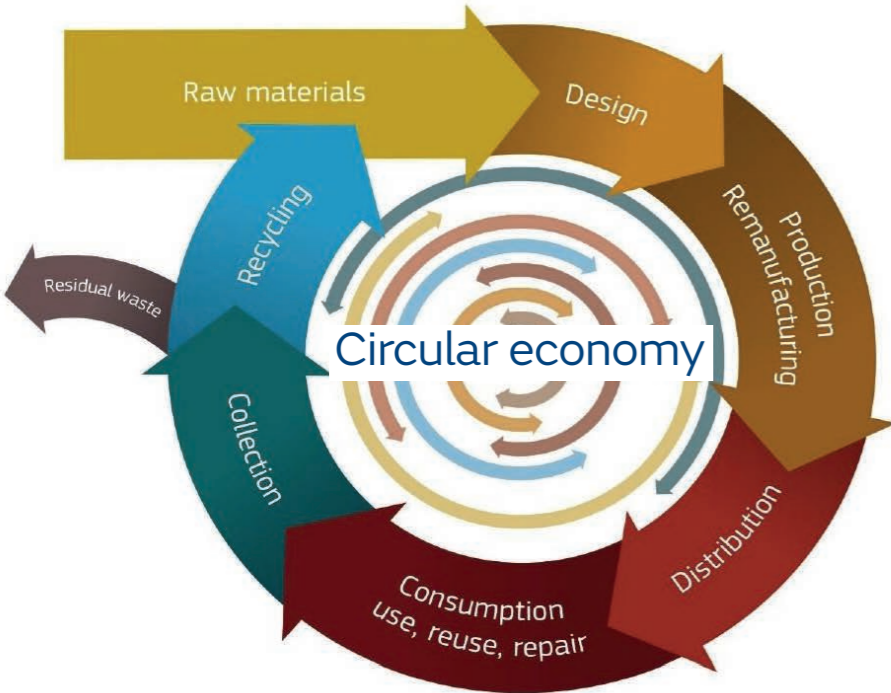


Safety



Sustainability

As an inaugural CLIA Hotel Operations, Food and Beverage diamond executive partner, Tower completely understands and exceeds the credentials cruise lines look for in supply partners.



Sustainable
Circular economy consideration within Tower's supply chain.
International Labour Organisation (ILO) eight fundamental and the four governance (priority) conventions.
HELM by Tower's system can incorporate your chosen UN Sustainable Development Goal objectives.

Competitive
£184,000 saving achieved in single product alternative - see Janitorial case study, pages 6/7.
41% reduction in spend - see PPE case study, pages 12/13.
Tower were appointed global PPE workwear supplier to V.Group via selection including the world's largest procurement consultancy.

Standards
Corporate accreditations: ISO 9001, ISO 14000 and OHSAS 18000.
Product approvals, not limited to: CE Mark, ISO EN, BS EN, IEC, AFNOR and ILO.
Standards, Issue and Wearer Compliance through the HELM by Tower process.

Improvement
Megatrends are monitored within the HELM by Tower innovation plan.
Guest experience and wellbeing - see Janitorial case study, pages 6/7.
Customisable trolleys - see Janitorial case study, pages 10/11.

Service
On-time-in-full delivery - see Global Logistics case study, pages 4/5.
HELM by Tower driving performance and efficiency through total transparency.





CASE STUDY

“

Tower achieve an on-time-in-full delivery of 99.8% for over 1,200 product lines supplied to a global cruise company's vessels worldwide.

Tower can implement various stock management solutions to provide customers and their staff with immediate 24/7, 365 access to product. From the latest unmanned, closed-choke RFID solutions that automate the allocation of product to staff and update the replenishment plan; to vending and consignment applications that provide the same stock benefit albeit with less automated control and a reliance on your resource and permissions. Regardless, you only pay for what you use, after you use it.

”



Tower have three distribution centres all less than 1-hour from Southampton, UK. One of these facilities is dedicated to fulfil demand of our shipping and marine customers who require bulk or container deliveries. Our experience in this sector has enabled us to develop our process for ship-side deliveries and to have a network of logistic partners who support delivery of the final-mile.

Hub locations

Tower's distribution centres feed stock into hub locations to expedite the delivery to customers in key locations such as:

- Breda
- Fujairah
- Genoa
- Hamburg
- Houston
- London
- Los Angeles
- Miami
- Rome
- Rotterdam
- Shanghai
- Singapore
- Sydney
- Zurich

Ship-side deliveries

In the last 2-years Tower have completed numerous ship-side deliveries beyond the UK to 27 international ports in 19 countries.

- | | |
|---------------|-----------------|
| Auckland | Montevideo |
| Barcelona | Naples |
| Bridgetown | Oranjestad |
| Brisbane | Pireaus |
| Cadiz | Port Everglades |
| Cape Town | Port Kelang |
| Civitavecchia | Puerto Limon |
| Dubai | Pusan |
| Fremantle | San Fransisco |
| Incheon | Singapore |
| Manila | Valparaiso |
| Melbourne | Vancouver |
| Miami | Venice |
| Montego Bay | |



Tower’s experience in the hospitality sector provides evidence of a product that is an alternative to those based on accelerated hydrogen peroxide (AHP) and one that has been widely used in other industries too, including the medical sector.

This alcohol free germ protection has been independently proven to be effective against:

- **Norovirus**
- **Salmonella**
- **H1N1**
- **SARS**
- **and many more**

What’s different?

It’s better than alternatives and independently proven effective against Norovirus (4 log reduction).

It’s different in that it provides a residual protection long after the initial application.

It’s efficient due to the effectiveness of the product after application also reduces the processing time and resource commitment.

Also by being continuously effective it provides a safer solution and therein enhanced guest experience.

Application of the Tower product is not limited to hard materials and case studies of usage on carpets and soft furnishings is also available.

Tower can support customers with site surveys to review cleaning processes. We also have innovations to further enhance guest wellbeing - such as individually wrapped and sanitised wet tissues to use on the go.



CASE STUDY

“ A hard saving of £184,000 was an estimated achievable saving in product expenditure by use Tower’s product as an alternative to an AHP solution for an European cruise line.

Soft savings in terms of increased effectiveness and efficiency of resource was not accounted for.

No value was attributed to the improved guest experience and wellbeing.

”

Must be completed by ALL persons age 18 and older boarding the vessel. One form per person.

Public Health Questionnaire

DATE: _____ SHIP'S NAME: _____ STATEROOM #: _____

NAME: _____

NAME(S) OF CHILDREN UNDER THE AGE OF 18 TRAVELING WITH YOU:

1. _____ 3. _____

2. _____ 4. _____

WE REQUIRE YOU TO ANSWER THE FOLLOWING QUESTIONS:

1. Have you, or anyone else traveling in your party been in **Guinea, Liberia, or Sierra Leone** in the preceding **21 Days**? ☐ YES ☐ NO

2. Within the past **21 days** did you, or any person listed above, have physical contact with, or help care for, someone diagnosed with, or suspected to have, **Ebola**? ☐ YES ☐ NO





CASE STUDY

“

Tower was asked to produce a 1-ply multi-fold hand towel. We provide evidence that two lighter plies of paper would absorb more quickly and in turn can cut usage by up to 25%.

”



Tower understands that importance of the compatibility of ship's systems with paper products and we can manufacture paper products to your specification. Our experience in this category and subsequent existing range of paper products does however already consider:

- Customer experience
- Effectiveness
- Efficiency
- Environment
- Rationalisation

Tower's product range also considers that:

- 95% of the total cost of cleaning relates to the staff expense
- 4.5% relates to the machinery and consumables
- 0.5% of the total cost is for the utensils

We therefore offer our technical expertise to carry out site surveys on board to support a more cost effective and hygienic system of work.



Introduction

Whilst this is a subject that may not seem important, those working in the cruise industry will be aware of some of the very real risks associated with toilet paper that does not break down in vacuum waste systems, such as those used on cruise ships. The nature of tissue paper used to produce toilet roll is affected by key constituent elements, such as:

- The type of fibre
- The binders used in the production process
- Embossing of the product
- Number of plies and overall grammage of the material



TOILET TISSUE BREAKDOWN



Pure/Recycled Tissue

When tissue is first produced and is a pure fibre product, it has long fibres and requires very little in the way of chemical binding to keep it together.

After recycling, tissue fibre becomes much shorter and requires more chemical processing and binding to keep the fibres together.

The use of vacuum waste systems in cruising means that it is essential that toilet tissue breaks down quickly and continues to do so in the waste system. On a cruise ship the effects of blocked toilets in cabins has very negative effects on customer perception and can affect whole sections of a ship at one time.

Whilst using the correct toilet tissue will not eradicate all blockages (as sometimes other products are put into toilets) it will significantly reduce blockages and improve customer perception.

There is an ISO International Standard for the purpose of the measurement of disintegration of sanitary and domestic articles, namely toilet paper.

NF/Q34-020:1998, is the norm registered by the French national organisation for standardisation, AFNOR.

By selecting toilet tissue that is accredited to this standard 15 second breakdown test, the risk of blockages, dissatisfied customers and lost time on maintenance is greatly reduced.

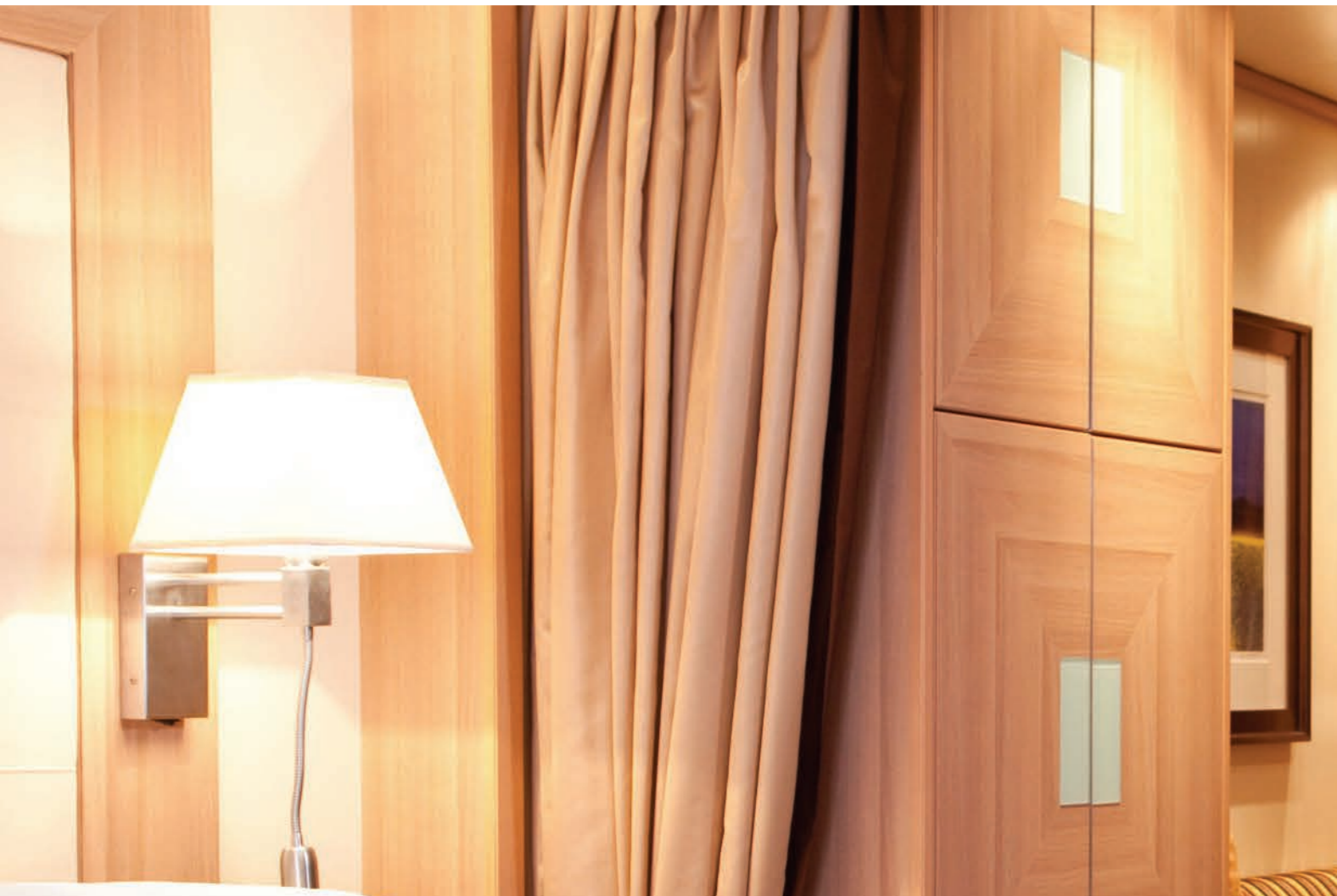
Other points to consider; some manufacturers use additives to assist in breakdown speed however there is sometimes a danger of how these will react with the functionality of the waste system. Also, some products pass the initial breakdown stage but then globule later in the system. It is important to use a product that uses a consistent breakdown speed.

Sources

- European Tissue Symposium
- University of Westminster

To find out more about the correct tissue products to use in your industry contact us.





Tower recommend that a discovery phase of activities include our experienced staff surveying practices onboard can lead to a more effective process enhancing:

- Care
- Hygiene
- Quality
- Safety

The efficiency of the modern and innovative solutions as opposed to traditional methods is proven to deliver continuous improvement through more cost effective, hygienic solutions.

Technological developments emerging in this category now see Tower being able to retro-fit dispensing technology to allow our customers to benefit from the power of real-time usage data - such as reduced wastage of product and efficient use of human resource - without the need for their systems to be changed.

Controlled unit dosing for chemical and the introduction of on-site production of high-grade disinfectant on demand are innovations that Tower expect to have a significant impact in the future.

CASE STUDY

“Service delivery can continual improve with the customisable configuration of trolleys leading to maximum output from minimal resource.”





Personal
Protective
Equipment (PPE)



CASE STUDY



Tower Supplies have worked with us on numerous projects in the past. They have been very professional and have always worked hard to deliver value for money. We have achieved considerable cost saving (41% reduction in spend) with our footwear.

Global cruise company



Tower have a range of Personal Protective Equipment (PPE) products that should fulfil the needs of shipping and marine companies - particularly to those to whom the Health, Safety and Wellbeing of their staff is of the utmost importance. We believe that your PPE supplier should be a partner and by harnessing the qualities of partnership we can all achieve more - not limited to rationalisation, standardisation, control and continuous improvement.

Eye protection
Including prescription safety specs

Fall protection
For activities carried out at height

Footwear
Including Tower's own BearGrip brand range of microfibre, white, washable and executive styles

Hand protection
Including Tower's own BearGrip brand with range including cut resistant, rigger, nylon/polyurethane and nitrile gloves

Head protection
With compatible PPE accessories

Hearing protection
Supported by onboard noise surveys

Protective clothing
For activities with risk of chemical, cold, heat or electricity

Respiratory (RPE)
Supported with face fit testing and an online record by wearer, product and location

Specialist PPE
With compatible PPE accessories





Tower's manufacturing capacity and supply chain can provide for the entire range of uniform required by shipping and marine customers.

Uniforms can be produced bespoke to your requirements and Tower can discuss how we would support you through this process and the stock management thereafter.

Alternatively Tower can present standard products that could have your brand logo incorporated on them within the manufacturing process or in-house at Tower's primary distribution centre.

Corporate uniform

For back-of-house and front-of-house roles. Including maternity wear

Epaulettes

For all ranks, departments and seas

Hi-vis

Including products meeting FR ARC and anti-static standards

Protective clothing

Including ancillary products such as hats, hairnets and mob caps, aprons, tabards and tunics

Workwear

That can include your brand logo, either heat applied or embroidered

CASE STUDY

“

Tower worked with us to look at problems that our engineers were experiencing with their current clothing and workwear requirements.

After a study and trial process over six months, we now have a boilersuit which the staff are happy with and is safer and is more cost effective in use.

”

Technical, Superintendent - Global cruise company



RESTROOM 1

CLEANING STORE 1

FOOD & BEVERAGE 1

FOOD & BEVERAGE 2

RESTROOM 2

FOOD & BEVERAGE 3

FOOD & BEVERAGE 4

FOOD & BEVERAGE 5

FOOD & BEVERAGE 6

CASE STUDY

In 5 years time there will be between three and five times as many connected devices as there are today - as many as 30-billion devices.

Using sensor solutions we expect to provide measurement, understanding, control and continuous improvement within health, safety and hygiene.

Our wireless sensors are unlike anything seen before.

Just 2mm thick and 19mm square - robustness with 15-years battery life expectancy - sensors for proximity, temperature and touch have many applications to make the workplace a smarter place.

Map

FROM My Current Position

TO Stateroom 1, 2, 3, 4

GO

Building 1, Floor 1

5 people

3min, 350ft

PARKING

SHOW ON MAP

GO

FAVORITE

Quick Book

duration 30 min 1 hour 2 hours

NOW 1:30PM 2:00PM 2:30PM 3:00PM

Amenities

PROJECTOR • WHITEBOARD • LAN

Notes

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc nisi nisi, rhoncus sit amet justo sed, congue pulvinar erat.

SHOW SCHEDULE

CREATE EVENT

Harnessing the qualities of partnership we can all achieve more - not limited to supplier and product rationalisation and standardisation, and cost control.

HELM is Tower's formula for success. There can be no initial cost to embark on the journey empowering the HELM tools to measure and understand, to take control and continuously improve.

Beyond delivery of our HELM program, our control supply management solution, Ctrl Cloud, is the core product and service solutions such as:

- Electrochemical activation and automated creation of high-grade detergent
- RFID for automated product item intelligence
- Sensor technology - wireless sensors unlike anything seen before - that can be used to alert the need to replace consumables, for service calls and track inspection.
- Synergy between products purchased in Hotel and Technical, particularly PPE.



The HELM success formula starts here.
Without measurement, there is no understanding.
Without understanding, there is no control.
Without control, there is no way to improve.
HELM empowers you. It gives you the tools to measure and understand, to take control and continuously improve.
A HELM master plan includes strategic gates of discovery, planning, implementation and review.
The discovery journey will cover processes, products and control.
A project plan will be formed and each sub-project is evaluated in partnership considering the opportunity, resource, engagement and benefits.

Get in touch.
Put yourself and your teams in total control and let HELM transform your approach.

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HELM
by TOWER

Tower is part of the UBT global business group that comprises of manufacturers and suppliers of:

- Hospitality
- PPE
- Janitorial
- Construction
- Construction materials
- Janitorial
- Workwear
- Office fitout

The global business group turnover is in excess of £12-billion.

Tower can quote and supply many products for cruise line hotel and technical departments, not limited to the following popular product lines:

- Air freshener
- Batteries
- Cake boards
- Chefs clothing and aprons
- Chemicals
- Cleaning machines
- Clingfilm and foil roll
- Cloths
- Coasters
- Coat hangers
- Coffee machine cleaner
- Cutlery
- Degreaser
- Disposable plates and cups
- Dolies
- Dustpans
- Eye protection - safety specs and goggles
- Facial tissues
- Gas detectors
- Gloves
- Hairnets
- Hand towels
- Head protection - helmets and bump caps
- Hearing protection - ear plugs and defenders
- Mops and buckets
- Napkins
- Overshoes
- Paper products
- PPE including respirators and harnesses
- Refuse sacks
- Sanitizer
- Scourers
- Shoes - safety and non-safety plus boots & wellies
- Sick bags
- Signs
- Stirrers
- Straws
- Sun protection
- Toilet brushes
- Toilet rolls
- Tray liners
- Trolleys
- Uniform - for galley, front & back-of-house
- Urinal products
- Wipes
- Workwear - coveralls





Make the workplace a better place