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# FOCUS

**CONNECTING OUR PEOPLE AND OUR CUSTOMERS**

SUMMER 2026: ISSUE 3




KILLIS

# BEHIND THE SCENES AND NEXT STEPS

## TURNING PLANNING AND DEVELOPMENT INTO SUCCESS


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It's been a busy few months at Killis, with several behind-the-scenes projects now coming to fruition.

Across the business, we've continued to invest in areas that matter to our customers: the equipment and technology we offer, the support behind it, the standards we hold ourselves to, and the knowledge of the people delivering it.

In this edition, we take a look at a major multi-site deployment combining traditional cleaning equipment and robotics. We ask what's involved in delivering a project of this scale consistently across multiple locations.

We also share the next stage of our sustainability journey. After our SMETA audit and completing all identified actions, our attention is now turning to EcoVadis as we continue to strengthen and independently assess our environmental, social, and ethical performance.

Genius has also reached an important milestone. After months of product development, literature, resources, and internal training, our teams have completed the first full Genius training programme. Next, we'll bring the complete proposition to customers at our Open Day in October.

Service continues to develop. JobLogic is live in Service operations, giving us a stronger platform for scheduling, visibility, reporting, and communication as we improve the experience we provide to customers. More on that in the next issue.

October marks a special milestone for us as we celebrate five years of bringing customers, suppliers, and the cleaning industry together at our annual Open Day.

Plenty is happening, and plenty is still to come. We hope you enjoy this edition of *Focus* and, as always, thank you for being part of the Killis journey.



**HOLLY GREENHALGH**
Marketing Manager



# LARGE-SCALE DEPLOYMENTS, WHAT DOES IT TAKE?

What does it actually take to deliver cleaning equipment across a large multi-site operation? The answer goes far beyond delivering a machines from A to B.

We're currently in the middle of another significant deployment, combining traditional cleaning equipment and robotics across a large customer estate. We can't share details yet, but it got us thinking about how much goes on behind the scenes when you take a cleaning solution from a successful trial to multiple sites.

And one thing we've learned from projects like this is that no two deployments are ever the same.

We've worked directly with hotel groups including Travelodge and Premier Inn, and alongside facilities management companies who deliver cleaning services for their clients. The relationships can look different, but ultimately everyone around the table wants the same thing: a solution that works for the people using it and delivers the cleaning standard expected at site level.

That sounds simple. In reality, it takes a lot of conversation.

> *No two deployments are ever the same*

Long before equipment arrives, our teams meet with the customer, understand the sites, discuss what they need to achieve, and work through how the rollout will actually happen. Those conversations continue throughout the deployment — and often plans change along the way.

Because no matter how carefully you prepare, real sites have a habit of throwing up things you didn't expect.

One location may operate differently from another. Access might be restricted. Storage or charging space may vary. A cleaning area may not behave as expected. With robotics, a route that looked straightforward on paper may need refining once the machine works alongside guests, colleagues, or the public.

That's where the relationship really matters.

Rather than simply supplying equipment, our teams work with those delivering the cleaning operation to find out what works, what doesn't, and what needs adjusting.




*One of our teams during a deployment meeting*

And there are a lot of people involved. Behind a large rollout you'll find our warehouse, service and training teams preparing and coordinating equipment; Account Managers working with the customer; engineers supporting equipment in the field; Internal teams like purchasing and customer service making sure stock is flowing and systems are ready. That's all before we get to the customer, FM or operational teams we work alongside.

Aftercare is just as important as delivery. We can install the perfect solution, but if the user isn't comfortable with it, we've only done half the job. People change, new colleagues join, and months later, someone may need a quick reminder on how to carry out a task correctly.

On top of our standard in-person training, we're developing a much wider programme of ongoing customer support; currently creating a new suite of Key Operating Guides (KOGs), designed to make essential machine information easier to access long after the initial training.

The programme combines simple printed guides and video content, covering key stages of prep, use and aftercare of equipment. For a large deployment, where equipment is spread across many locations, that becomes very valuable.

We've been fortunate to work with fantastic customer and FM teams who put as much into making these deployments successful as we do. From those planning the rollout to those managing sites and the cleaning teams using the equipment daily, it takes everyone working together to make a deployment run smoothly.

We look forward to telling you more about the project we're currently working on. Until then, there are plenty more machines to prepare and sites to support. ■



*All hands on deck for loading*




# KILLIS 5TH OPEN DAY
# CELEBRATE WITH US

We're thrilled to be opening our doors once again on **Thursday 22nd October for our 2026** Open Day — and this year, we're celebrating our fifth anniversary!

So, as we count down to the big day, we thought we'd take a look back at where it all began – and just how much has changed along the way.

Back in 2022, we opened our Sheffield warehouse for the very first Killis Open Day. There was no purpose-built showroom, considerably fewer robots, and we were faced with one particularly important decision: pies or heating?

That's right before things even kicked off we lost power, after little debate the pies won and so it is we still serve pies every year!

What we did have was a warehouse full of equipment, some brilliant supplier partners and a team excited to welcome customers through the doors, demonstrate the latest cleaning technology and spend the day talking all things cleaning.

That first event started something special. Since then, our Open Day has grown alongside Killis – with new brands, new technology, new spaces and plenty of surprises along the way.

Fast forward five years, and there's a lot more to show you.

For Open Day 2026, we're bringing together the all new **Genius®** brand, **i-team**, **LionsBot**, **Tersano**, **Kaivac** and **Dryft**, alongside live demonstrations, new product showcases, expert advice and plenty of opportunities to get hands-on with the technology.

And, as this is our fifth Open Day, there'll be a few giveaways, interactive elements some great deals.

> **Thursday 22nd October 2026**
> **Killis, Sheffield**

Book your place today!

→ SEE GENIUS AT OUR OPEN DAY

→ DOWNLOAD BROCHURES

Genius®

# GENIUS® LAUNCH AND BRAND JOURNEY

Sometimes it's difficult to see just how far you've come without taking a moment to stop, reflect and look back at what you've achieved.

Just 18 months ago, Genius® was a small selection of products tucked away on a table at the London Cleaning Show 2025. We had a handful of trial chemicals, an unbranded hand vacuum and the beginnings of an idea.



We'd already entered the market around three months earlier with our compact scrubber dryer and sweeper range, alongside Swift — our disc robotic vacuum that now operates in more than 16,500 hotels across the UK.

But at that point, Genius® was still a bit of a hodge-podge of products, ideas and possible directions.

There was, however, a lot of potential sitting on that little table.

From there, the Genius® working group was formed, bringing together our Commercial Director, Purchasing Manager, Special Projects Manager, Marketing Manager and Graphic Designer. Each week, the team comes together to discuss everything from product selection and price points to delivery, brand direction and market positioning.

Along the way, the group has faced some significant challenges: bringing a new commercial brand to market, changing mindsets internally and externally, filling gaps in product knowledge and information, consolidating existing products, and bringing together new and existing Genius® products into one clear proposition.

Fast-forward 18 months — and I say fast-forward because, at times, it really has felt like the blink of an eye — and Genius® has developed into eight distinct ranges:

**REVIVE** Chemical & Janitorial
**MODU** Trolley Systems
**SATINO** Paper & Dispensers
**NEFÉL** Hand & Body
**SPRINT** Commercial Vacuums
**MAX** Floorcare
**SWIFT** Commercial Robotics
**TOOLKIT** Visual Resources & Support




And building the ranges has only been one part of the journey. Alongside the products, we've developed eight comprehensive brochures, creating the core literature needed to take Genius® to market and give our teams, distributors and customers the information they need.

There's still plenty more to come. We're developing individual product sell sheets, sector-specific brochures and a stronger digital presence to make Genius® easier to understand, navigate and sell.

Building a brand at pace also means being pragmatic. Our approach has been to get the minimum viable product into people's hands, while continually improving and developing what sits behind it. It's a balance between pace and quality: delivering what's needed now, learning from it, and continuing to raise the standard as the brand grows.




At the beginning of September, we reached another important milestone when we delivered our first Genius® training event. Our purpose-built training and event boards take people through the complete proposition, helping to explain each range and bring the wider Genius® story to life.



And now, we're excited to be rolling Genius® out to its very first customer site in Sheffield — taking the brand from concept, to range, to literature, to training and now into a live working environment. We'll be sharing much more about that in due course.

The next chapter begins at our October Open Day, where we'll bring the complete Genius® proposition together for customers and partners to experience first-hand.



Our new training boards will be on display alongside the products, giving visitors the opportunity to explore the ranges, speak to the team and see for themselves just how far Genius® has come.

From a handful of products on a small table to eight connected ranges, eight comprehensive brochures, dedicated training resources and our first live customer site — quite a lot can happen in 18 months. ■

# OUR PEOPLE, LOCAL IMPACT

## FUNDRAISING AND GIVING BACK TO THE COMMUNITY




We had an absolutely lovely day raising money at our Macmillan Coffee Morning on the 10th of September. We baked, we bought, we donated!

Our colleagues brought in treats, donated and joined us throughout the day for a quick cuppa and a cake.

The table was well stocked, and it was wonderful to see everyone get involved for such a fantastic cause. Every cake eaten and every donation made helps support the incredible work of **Macmillan Cancer Support**.

**So far we've raised a wonderful £347.00!** ■



Fifteen members of the Killis team headed out onto our local estate to give the area a much-needed spruce up. With lovely weather and fantastic team spirit, the group collected an impressive 35 bags of litter. It was a brilliant result and made a noticeable improvement to the area surrounding our workplace.

As a business, we believe it's important to play an active role in looking after the communities and environments in which we operate.

A huge thank you to all 15 colleagues who took part — 35 bags collected and one much tidier estate! ■




Tough Mudder team raises **£5001.00 for Sheffield Children's Hospital Charity**. With huge thanks to the generosity of colleagues, customers, suppliers, friends and family.

Our 9 strong team took on the mammoth 15 km obstacle course – a challenge packed with mud, ice, climbs, hills (soo many hills) and plenty of teamwork. With finishing times ranging from 2½ to 3½ hours, everyone crossed the finish line with smiles (and trainers full of water!) after an unforgettable day.

Some obstacles were pure fun, such as Mud Mile, scrambling over giant mud mounds before sliding into deep muddy trenches. Others were a true test of nerve, including Mudderhorn, a towering 12 metre cargo-net climb where the view from the top was almost as daunting as the climb itself, and the infamous Arctic Enema, which saw participants plunge down a slide into an ice-cold water bath.

A huge congratulations to each of you. It was a fantastic team effort, a memorable day, and a brilliant cause to support. To the next challenge! ■




Once again we invited Woodhouse Phoenix Under 13s to our Sheffield site to host their 26/27 season signings. Each player signs a pledge of commitment to the team for the upcoming season, cementing their place on the team.

We always treat them with pizza and cake and wish them look for the upcoming season. With 2 wins already under the belt they've made an incredible start.

We've been sponsoring the team for three years but this is this first where Killis is proudly displayed on their home, away and training kit. ■

# FROM SMETA TO ECOVADIS

## IMPROVEMENT YOU CAN EVIDENCE

Earlier this year, we shared that Killis was working towards Sedex-SMETA and EcoVadis as part of our wider commitment to responsible and sustainable business practice.

Since then, our first SMETA audit has given us something particularly valuable: independent scrutiny of the way we operate.

The initial audit identified several areas requiring corrective action or improvement. Our teams kicked into action and worked diligently to ensure every action was completed ahead of our follow-up assessment.

We are very proud to say that all actions have been addressed, and we passed assessment.

SMETA considers key areas of responsible business practice and gives customers and suppliers visibility of the resulting audit information through the Sedex platform. As customer expectations around supply-chain standards continue to increase, that independent evidence is becoming increasingly important.

Our next major step is EcoVadis. EcoVadis assesses organisations across environmental, labour and human rights, ethics and sustainable procurement themes, helping businesses demonstrate their performance through a recognised assessment framework.

This builds on the standards already in place at Killis, including **ISO 9001** and **ISO 14001**, while pushing us to look more broadly at how responsible business practice is embedded throughout our operation.

Our internal teams remain dedicated to making these processes and practices part of working life at Killis. Responsible business isn't a one-off achievement. It's an ongoing commitment to doing things better. ■




# WE'RE SUPPORTING I-RECOGNISE

i-RECOGNISE

i-Recognise Day was created to put cleaning operatives firmly in the spotlight and celebrate the skill, dedication and hard work that goes into keeping our environments clean.

Cleaning is about far more than how a space looks. It plays a fundamental role in hygiene, health, safety and wellbeing – and behind every clean environment are people making it happen.

Over the years, i-Recognise has brought together organisations from across the cleaning and facilities management industry, all with one simple aim: to make sure cleaning operatives know their work is seen, valued and appreciated.

Killis is proud to continue supporting i-Recognise Day in 2026.

**Thank you to Clare and Dave, our fantastic operatives.**

If you want to get involved a simple why is to grab a graphic from i-Recognise.com and share a post with the hashtag #i-recognise2026. Share photos of how you'll thank your cleaning operatives. ■

# UPGRADE AND SAVE



**Upgrade your i-mop XL or Lite, 2014 onwards, and get a discount on the latest models.**

**Calculate your trade-in**

**£275 Off**
an i-mop 40, when you trade in your i-mop XL

**£125 Off**
an i-mop 36, when you trade in your i-mop Lite

*Terms apply. Contact Killis Ltd to learn more. E&OE.*

# 30-DAY SPECIAL OFFERS

## UP TO 68% SAVINGS

**View Deals**

Valid Until 16th October 2026