

The Finishing Touch: there's more to safety than ticking a box

In an increasingly competitive climate, now more than ever retail outlets are looking to build on strong brands and keep their premises looking immaculate, to protect their reputations and retain customers. In any business, first impressions count, and quite often it's a balancing act between ensuring the safety of customers and having an attractive entrance. It's important to give shoppers an experience they will remember for all the right reasons.



Syncros recognise that there is more to health and safety than simply ticking a box. Consideration should be made to how the mats will be maintained on a day-to-day basis, alongside the more long term cleaning implications. Steve Goddard, Deputy Manager at Beaumont Shopping Centre in Leicester considered the bigger picture when deciding to extend their relationship with Syncros' Milliken Forma range. He explains, "Having worked with Syncros previously we knew we could rely on excellent customer service, but ultimately it is the health and safety of our staff and customers which is our primary focus, which is why we chose the Milliken Forma range. Syncros took the time to discuss various safety matting solutions to best suit our needs, and the needs of our customers, and always went the extra mile to ensure our project was finished to our satisfaction. We wanted to work with a company that takes health and safety as seriously as we do".

With shopping centres more popular now than ever, high footfall can bring its own problems. Dirt and moisture carried in on people's shoes is one of the major causes of slips and trips, and an insurance claim waiting to happen. Contamination, which can be anything from rain, oil or dust can be hazardous to both customers and staff. Steve Goddard maintained, "Beaumont shopping centre has always been a popular shopping destination, and so after seven years our entrance matting was beginning to look tired and slightly worn. We were

concerned about customer safety which is why we called in Syncros. The Milliken range of matting not only satisfies our very high standards of safety, but also creates a fantastic first impression on our valued customers".

Milliken Forma is manufactured in modules allowing any size or shape of



mat-well to be fitted with the minimum of waste. Damaged sections can be replaced by changing only the individual tiles and not the complete unit as with other systems, which reduces disruption which can look uninviting to customers. More and more shopping centres are turning to Syncros due to the design aspect and ease of extending the wells size by use of surface mounting. Milliken Forma is extremely durable and in the various colours available is excellent at concealing and retaining dirt and moisture whilst complimenting the interior design.

Steve Goddard also knew he would be in safe hands when dealing with Syncros. "The whole installation project from start to finish was professionally managed, and the

sales team took the time to talk the whole process through with us. The Syncros team were courteous to customers and the job was completed with minimal disruption to our business. And even when our schedules changed dramatically, Syncros pulled out all the stops to ensure the new deadlines were met. We will certainly work with them

again in the future, and the Milliken matting has added the finishing touch to our welcoming entrance."

Syncros have been supplying and installing carpets and matting to commercial premises since 1995. With over 15 year's experience, we provide all of our customers with product advice, site surveys, complete installation service and advice on product quantities required.

Syncros' customer service is second to none, as is our installation service, which ensures every Syncros installation is fitted safely and professionally.

For further details, contact Syncros on 01234 314314 or email sales@syncros.co.uk www.syncros.co.uk

Syncros
Entrance matting systems

Milliken