

SUSTAINABILITY



FIELDS OF APPLICATION



**Sutter**  
PROFESSIONAL



# SUTTER MASTER

Sustainability, Safety, Fields of application

**Sutter**  
PROFESSIONAL



# The **SUTTER** Experience

From our experience stem high-performance solutions that combine the magic of chemistry, consultancy and professionalism to put them at the service of our customers.

## **GUARANTEE OF EXPERIENCE AND PROFESSIONAL CONSULTANCY**

160 years of experience in the cleaning world have put the Sutter cleaning culture at the service of customers. Expert consultants are available to customers to provide solutions to the various issues and for the creation of customised procedures for cleaning and disinfecting environments in various professional fields.

## **TRAINING AND TECHNICAL SUPPORT IN CONTINUOUS EVOLUTION**

For Sutter Professional, technical training and support are the fundamental pillars for the evolution of the business, necessary to disseminate knowledge and improve the quality of work of cleaning professionals.

## **CONSTANT COMMITMENT TO RESEARCH AND PASSION FOR CHEMISTRY.**

Our focus is to produce products that stem from the magic of chemistry, ensuring high cleaning performance to offer effective solutions to professional cleaning problems.

## **ATTENTION TO THE ENVIRONMENT AND TO PEOPLE**

We ensure ourselves and our children a concretely safer, healthier and more natural environment. Sustainable innovation is at the centre of the company, focussed on the development of high quality, high efficiency products, while respecting the environment and people.

*“Because we are in love with the magic of chemistry, but we love people and their lives more”*

(Aldo Sutter)





# HISTORY

As every great company, its history constitutes a wealth of experience:  
**In 1858** Sutter was founded in Switzerland for the production of apple vinegar.



**In 1910** The Genoa branch was established, where shoe waxes and polishes would be produced with the Rob and Marga brands.



**'60s** The product quality - above all that of the Emulsio liquid wax - allowed the brand to be increasingly present in Italian households.



**In 1965**, thanks to the continuous research and development of new cleaning solutions, Sutter's professional division made its debut on the market, thanks to the Taski "floor care" system.

**1981** The Sutter Industriale brand was created.

**1994** Sutter Industriale became Sutter Professional.

**'80s and '90s** New branches were opened, first in Europe and subsequently in South America. Specifically: in 1988 in Spain, in 1991 in France, in 1995 in Portugal, in 1997 in Argentina and in 2004 in Chile.

**2000-2019**

Today, for Sutter, it is time for sustainable innovation, a new season for a company and a family that, for 160 years, have met the challenges of change by putting their talent at the service of the common good, to offer services where others talk about aspirations. A demonstration of this is the Zero line and all company policies aimed at respect for the environment and people.



Zero  
natural force



# SUTTER PROFESSIONAL

Sutter Professional, a Sutter Group company, has been involved in the production and marketing of cleaning and surface treatment products in the professional sector such as hotels, restaurants, communities, offices, schools, supermarkets, hospitals, laundries and industrial plants for more than **5 generations** through a capillary network of distributors.

The fact that the brand belongs to the homonymous and historic Sutter family that created it strengthens the commitment to **offer concrete, quality solutions for environment cleaning, care and disinfection problems.**

Over the years, the product range has been revolutionised, always keeping the focus on **customer satisfaction**, proposing effective solutions able to meet all hygiene and cleanliness needs.



The Group headquarters and the main production unit are located in Italy, in **Borghetto di Borbera**, in the province of Alessandria, in a strategic position between Turin, Genoa and Milan.

Abroad, in **Spain, Portugal, France, Argentina** and **Chile**, the Sutter Group is present with its own branches and in over 60 countries worldwide through agreements with local distributors.



## MISSION

For five generations, Sutter has been developing products for cleaning, care and disinfection of environments. **Products that stem from the magic of chemistry** with the aim of offering high-performance solutions that respect the values of quality, eco-sustainability and that pay **attention to the environment, people and their lives.**

## VISION

Sutter Professional's greatest ambition is to **contribute to the well-being of society**, helping to improve the quality and safety of human life and preserving the environment for future generations.





# VALUES

The most important challenge for Sutter Professional is to guarantee sustainable innovation and development of high-performance products and technologies that **respect the environment and people.**

**“Our company is an asset that we manage temporarily, for the benefit of future generations, just like the environment.”**

This sentence sums up the urgency and commitment that Sutter puts into defining, before and better than others, a new meeting point between the continuous demand for effective and innovative solutions and the imperative to leave future generations a concretely safer, healthier and more natural environment.



**The commitment to eco-sustainable development summarised in this concept is in the Sutter corporate DNA and is translated with concrete initiatives as follow:**

- continuous monitoring of the classification of substances is carried out in such a way as NOT to use raw materials harmful to the environment and people in the formulations:
  - substances classified as carcinogenic, mutagenic, harmful for the reproductive cycle;
  - endocrine system disrupters;
  - substances classified as SVHCs (Substances of Very High Concern).
- the choice to obtain the certification of its Quality, Environment and Safety Management System, in compliance with the ISO 9001, ISO 14001 and OHSAS 18001 standards. Also the voluntary Charter AISE certification was obtained;
- focus on respect for the environment concerning water, waste and energy consumption;
- radical change in the product offer to further highlight the greater attention to the environment and people.



# CERTIFICATIONS

Over the years, many certifications have been obtained, designed to demonstrate the quality of our operations, service levels and products supplied, which have strengthened over time the brand equity of Sutter Professional.

## PRODUCT CERTIFICATIONS

### ECOLABEL CERTIFICATION (CE Reg. n. 66/2010)



#### Flower EU ECOLABEL n° IT/020/009

Ecological quality mark of the European Union (EU Ecolabel) issued on the basis of specific criteria by product category - "Multi-purpose detergents and detergents for health services": Ecocaps Bath, Ecocaps Multi, Ecocaps Xtra Deg, Ecocaps Floor, Ecocaps Floor Maxi, Pom Wc, SF 120, Xtra-Calc, Ruby, Ruby Easy, Amber, Emerald, Emerald Easy, Diamond, Diamond Easy, Apple, Cologne, Pine, Pine Easy, Flower, Flower Easy, Grill Cleaner Plus, Degreaser Plus, Descaler Plus and Flash.



#### Flower EU ECOLABEL n° IT/030/010

Ecological quality mark of the European Union (EU Ecolabel) issued on the basis of specific criteria by product category - "Soaps, hair shampoos and conditioners": Lotion Cream and Lotion Foam.



#### Flower EU ECOLABEL n° IT/038/001

Ecological quality mark of the European Union (EU Ecolabel) issued on the basis of specific criteria by product category - "Detergents for automatic industrial or professional dishwashers": Universal Plus and Eco Rinse.



#### Flower EU ECOLABEL n° IT/019/013

Ecological quality mark of the European Union (EU Ecolabel) issued on the basis of specific criteria by product category - "Dish washing detergents": Wash Plus.



#### Flower EU ECOLABEL n° IT/039/004

Ecological quality mark of the European Union (EU Ecolabel) issued on the basis of specific criteria by product category - "Laundry detergents for professional use" : Enzy Extra, Alka Extra, Stain Active and Soft Power Caps Eco.



### UL CERTIFICATION

Anti-slip certification issued by Underwriter Laboratories Inc.

### CAM CERTIFICATION

Compliance with the Minimum Environmental Criteria according to the Italian transpositions of the European GPP (Green Public Procurement) Regulation.

## COMPANY CERTIFICATIONS

### ISO 9001: QUALITY MANAGEMENT

International standard that defines the requirements for the implementation of a quality management system aimed at the organisation of company processes, improvement of effectiveness and efficiency in the organisation of products, provision of services, increasing customer satisfaction.



### ISO 14001: ENVIRONMENTAL MANAGEMENT

International standard that defines the management requirements of an environmental system.



### ISO 18001: OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

International standard that defines the requirements for a workers' safety and health management system



### AISE CHARTER FOR SUSTAINABLE CLEANING

This logo certifies that Sutter products are manufactured and marketed safely, taking care of the environment through more efficient use of chemicals and natural resources, contributing to the safety of end users.



*For further information, please refer to the "Sustainability" section on our site web*

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CONSTANT COMMITMENT  
TO RESEARCH  
AND PASSION FOR CHEMISTRY



“Because we are in love  
with the magic of chemistry,  
but we love people  
and their lives more.”



# SUSTAINABILITY

## CORPORATE PHILOSOPHY

The commitment to eco-sustainable development summarised in this concept is in the Sutter corporate DNA and is translated with concrete initiatives that involve internal and external aspects of the company, from the selection of raw materials to production processes and the protection of people's health and well-being.

## SUSTAINABLE PRODUCTION

In production processes, the Sutter Group maintains its focus on respect for the environment. The plant in Borghetto Borbera controls the environmental impact through waste management and protection of the territory in which it is located with concrete actions aimed at safeguarding the air, water and ground against the various forms of pollution.

## AIR

At Sutter, emissions into the air come from the thermal power plant used for steam production, from the office and factory heating systems and, to a lesser extent, from production plant.

In order to reduce the impact, oil heating systems have been replaced with the installation of clean energy plants, which maximise energy yield with a lower environmental impact.

In addition, the emission points are constantly monitored according to an annual plan that envisages fume sampling and chemical analyses to verify compliance with legislation and the company's environmental policy.

No unpleasant odours are emitted from production.

## WATER

Water for industrial uses and for the fire-fighting system is drawn directly from a sub-bed well located near the Borbera stream.

In order to safeguard the surrounding area, the cooling water of production plant is not discharged into the stream, but recycled inside the factory.

Every day during the working day, critical parameters are checked several times and more detailed checks are carried out periodically by external laboratories and ARPA (Regional Environmental Prevention Agency).

Thanks to the adoption of the internal cooling water recycling system it has been possible to drastically reduce drawing water from this well, so much so that in recent years the drawing of drinking water from the mains has fallen by 89%.

### Water drawn from aqueduct



2015

0,5 m<sup>3</sup>

2017

0,05 m<sup>3</sup>

## GROUND

The Sutter Group takes initiatives to avoid contamination of the ground in production processes. For the storage of certain substances, double-chamber underground tanks are used, equipped with a leak detection system, in order to prevent any spills that could penetrate into the groundwater. Furthermore, to avoid accidental spills of solvents during product unloading from the tanker, a procedure of containment in specific tanks has been implemented through a dedicated education and training activity of the internal emergency team members.

Appropriate environmental prevention systems have also been adopted with regard to waste, using only ecological service providers registered in the National Register of Environmental Managers, systematically checking that these requirements are maintained. In waste management, separate waste collection is increasingly used, implementing recovery wherever possible (in particular for plastics, paper, wood and metals).

In the last four years, the Sutter Group has focused its efforts on trying to reduce the amount of unseparated waste through the training of its employees and the search for recyclable components. This has allowed the company to reduce the amount of unseparated waste per tonne produced by 78%.



### Undifferentiated waste



## SUSTAINABLE INNOVATION

*The Sutter Group is focused on a daily basis on the development and marketing of products, in the sense of chemical formulations and relative packaging, with high performance which are at the same time safe for users and have a reduced environmental impact.*

*With this in mind, a number of voluntary initiatives have been launched in the sustainability field, such as:*

### INGREDIENTS/RAW MATERIALS USAGE POLICY

In Sutter Professional products, continuous monitoring of the classification of substances

is carried out in such a way as NOT to use raw materials harmful to the environment and people in the formulations (e.g. substances classified as carcinogenic, mutagenic, harmful for the reproductive cycle etc.)

Since the classification of chemical substances is constantly evolving, the Sutter Group's Research and Development Laboratory constantly monitors the hazard profiles of substances and undertakes appropriate reformulation programs to eliminate ingredients which deviate from the general principles indicated in the ingredients usage policy.

*For further information, please read/download at [www.sutterprofessional.it/assets/images/cleaning\\_culture/pdf/XA/linee\\_guida\\_sviluppo\\_prodotti.pdf](http://www.sutterprofessional.it/assets/images/cleaning_culture/pdf/XA/linee_guida_sviluppo_prodotti.pdf)*

### RAW MATERIALS OF PLANT ORIGIN

Where technically feasible, ingredients of plant origin coming from renewable sources able to guarantee top of the range performance are used in the formulations of Sutter Professional products.

*For further information on this trend, please go to the Zero line page.*





#### USE OF "MASS BALANCE" PALM OIL

Palm oil is a fundamental component of many surfactants used in detergent formulations. Although it is a renewable source, its indiscriminate use in industrial production risks compromising its availability.

In this context, the Sutter Group has voluntarily decided to become a member of RSPO (Responsible and Sustainable Palm Oil), an organisation that certifies a sustainable supply chain.

#### RECYCLED PACKAGING

Every year, approx. 8 million tons of plastic end up in the sea, causing serious damage to the entire ecosystem, since it is a material that due to its characteristics does not biodegrade quickly and can remain in the environment for hundreds of years. Sutter Professional products have packaging made of recycled plastic in variable percentages according to the technical feasibility and type of format. The recycled plastic content varies between 30% and 100% by weight.

Thanks a careful selection of materials, it has been possible to adopt aesthetically pleasing packaging with the same resistance performance as virgin materials.

This is recyclable packaging in compliance with ISO14021 regarding packaging recyclability criteria. In addition, the Sutter Group purchases FSC (Forest Stewardship Council) certified secondary packaging, a certification that guarantees that the materials come from a responsibly managed supply chain.



#### SYSTEM CERTIFICATIONS

The Sutter Italia Group (consisting of the companies Sutter Industries S.p.A., A.Sutter S.p.A., Sutter Professional s.r.l.), has obtained the certification of its Quality, Environment and Safety Management System, in compliance with the ISO 9001, ISO 14001 and OHSAS 18001 standards.

With these certifications, the Sutter Group undertakes to:

- Improve occupational health and safety levels
- Eliminate or minimise the risks to which Employees, Suppliers and Customers may be exposed
- Increase the efficiency and performance of the organisation
- Improve the internal and external image of the organisation

#### PRODUCT CERTIFICATIONS

In 2006, Sutter, for the first time, obtained the Ecolabel certification, the tool able to concretely translate the eco-sustainable development approach of the company into the products.

In just over 10 years, this number of certifications has increased considerably, so much so that currently there are 45 products with the Ecolabel mark and over 70 products with parameters that comply with the CAM (Minimum Environmental Criteria) requirements according to the GPP (Green Public Procurement) in the Sutter Professional range.

All this has meant a radical change in the product offer in a short period of time, through tangible solutions to further highlight the greater attention to the environment and people.





### SUSTAINABLE WELFARE

The affirmation in the corporate vision "...we love people and their lives more" is the demonstration that the Sutter Group cares about the health and well-being of its employees. In this context, great attention is paid to the organisation of medical examinations, risk prevention and workplace safety, even including voluntary initiatives aimed at an efficient work life balance.



#### • Workers' health

For the Sutter Group, health is paramount. For this reason it implements all the necessary health and safety measures against risks in order to ensure the safety of its workers.

To this end, periodic visits to production departments, training sessions with workers and with the head of health and safety services are envisaged, as well as medical examinations and clinical analyses to assess fitness for the job.

#### • Work life balance

In 2015, at the initiative of Human Resources, a "work-life balance" program was established to create a work environment that focusses on people by taking care of their psycho-physical wellbeing. Some examples of activities concern health prevention through specialist examinations carried out directly in the company (nutrition, cardiology, senology, etc.), thanks to the partnership with various affiliated facilities.

Also part of this program is a free postural gymnastics course and a menu validated by a nutritionist doctor that is offered daily in the company canteen.

Precisely because the wellbeing of people is very important for the Sutter Group, we continue to work in this perspective with new projects aimed at ensuring an improvement in their lives.

#### • Training

Since training is one of the pillars of the company, training plans are periodically organised to improve Sutter employees, both as individuals and as professionals and involving all levels (clerical and factory workers and managers) addressing various issues: Customer Care, Project Management, Worker safety, WCM mentoring in the factory, language courses, etc.

### SUSTAINABLE COMMUNICATION

Through initiatives ranging from material available to users to dedicated events (e.g. Eco-conference), the Sutter Group contributes to communicating its identity and values related to sustainability.

- **Labels and technical material**

Technical material is made in such a way as to be understandable and usable by the user. On most of our labels there is the icon of the AISE Charter to demonstrate voluntary participation in this eco-sustainability program. Ecolabel labels contain instructions for the correct disposal of the product.

- **Training courses**

Training is one of the pillars of Sutter Professional. Teaching respect for the environment also starts with training. In addition to the traditional courses dedicated to treatments, Sutter Professional training has introduced specialised training courses dedicated to the eco-sustainable benefits of the Sutter Professional green lines.

- **Field trials**

Over the years, various trials have been carried out to concretely demonstrate the economic and environmental sustainability advantages of Sutter Professional products through studying the life cycle of the cleaning service (e.g. Ecocaps trials in hospitals).

- **Thematic conferences**

In recent years, the rules for participating in tenders in the European market have changed considerably, shifting the interest towards greater attention to the environment and operator safety in accordance with the European GPP.

For this reason, a radical change has not been made only in terms of product but also of service through tangible solutions to support customers.

For example, since 2012 in Italy, Sutter Professional has responded to the CAM decrees transposed from the European GPP with concrete actions such as the organisation of awareness campaigns towards eco-sustainability issues (Eco-conferences) focused on providing solutions to reduce the environmental impact in professional cleaning.



# GREEN PRODUCT LINES

## ZERO LINE

Launched in 2015 with 4 products, the Zero line has been progressively expanded to become a complete range of products able to meet the cleaning needs for every type of surface and environment.



The challenge behind its creation was to develop premium formulas from the point of view of cleaning, using raw materials with low environmental impact. The proof of this effectiveness is represented by the achievement of the Ecolabel certification which envisages so-called "fitness for use", i.e. confirmation of the effectiveness of the product tested against a market leading benchmark, through a standard protocol in an ISO 17025 accredited laboratory (GLP).

Zero line products have the following characteristics:

- **Ingredients of plant origin**, where by plant origin is meant ingredients from renewable sources, used as they are in nature or through a minimum chemical transformation process that allows their use in detergent products without altering their intrinsic properties;
- **Biodegradable surfactants**, according to Reg. 648/2004/EC both in aerobic and anaerobic conditions;
- **Formulations without nickel, cobalt and chromium** the level of heavy metals measured in ordinary production is less than 0.01 ppm (mg/kg);
- **Fragrances without allergens** (Regulation 648/2004/EC);
- **Paraben-free**;
- **Products not classified as hazardous\*** (Regulation 1272/2008/EC);
- **Dermatologically tested**: Zero line products not classified as hazardous have been tested on panels of human volunteers with sensitive skin and under dermatological control.

*\* Classification valid only for the Zero and not for Zero extra range*

Find out more at [www.zero.sutterprofessional.com](http://www.zero.sutterprofessional.com)





**ECOCAPS LINE**

The Ecocaps range consists of highly concentrated detergents for cleaning surfaces and floors, with a water-soluble single dose capsule system, with Ecolabel certification (EU ECOLABEL: IT/020/009 Multi-purpose detergents and detergents for health services).



This is a range of eco-sustainable products with many advantages, including the reduction of plastic waste production and the reduction of CO<sub>2</sub> released into the atmosphere. This also means sustaining a lower disposal cost, particularly important for public administration bodies, for example for health facilities, where in addition to waste deriving from clinical activities (drip containers, gauzes, biological materials, etc.) there is that resulting from support activities such as cleaning.

Adopting Ecocaps in the cleaning service means finding a valid solution to obtain excellent cleaning results and at the same time obtaining the following advantages:

**ENVIRONMENTAL**

- Plastic waste reduction thanks to reusable bottles
- Packaging disposable in separate waste collection
- Reduction of CO<sub>2</sub> emissions into the environment
- No special waste to dispose of

**CLEANING SERVICE**

- Easy dosing without product waste (no overdosing)
- Intuitive product use (staff training time reduction)
- No risk of direct contact with the concentrated product by the operator
- Less weight to be handled on site for the operator

**TRANSPORT / STORAGE**

- Reduced storage space and reduced transport costs
- Reduction of transport weight

From trials\* carried out in a hospital environment, assuming to carry out a cleaning service with ECOCAPS compared to a cleaning system with traditional products, these advantages translate into:

**-91% PLASTIC WASTE**



**-93% CO<sub>2</sub>**



**- 95% VOLUME AND WEIGHT**



*\*\*Data collected from trial conducted by: National Association of Doctors and Hospital Directors of Italy, at the S.Orsola Malpighi Department in Bologna.*

### OXIPUR LINE

Sutter Professional research created a complete system for washing fabrics, composed of detergents and additives, fully certified Ecolabel.



Founded in 2014 with a complete range of detergents and additives for laundry, the Oxipur line has rapidly grown over the years, becoming one of the leading lines for Sutter Professional. As of 2019, continuous success is bolstered by the new Ecolabel-certified laundry system (EU ECOLABEL: IT/039/004 (Laundry detergents for professional use)). The new line is composed of DETERGENTS with environmentally friendly raw materials, ADDITIVES with superior quality bleaching action and odours elimination and SOFTENERS with micro-encapsulated fragrance.

The SYSTEM is pH NEUTRAL with greater durability on the tissues and more delicate on the skin thanks to the reduced use of alkalis substances.



# SUTTER **EXPERIENCE**

## Cleaning culture

Surface cleaning  
Surface treatment  
Disinfection  
Food  
Dish washing  
Laundry  
Hand hygiene

## Antimicrobial Solutions

Bacteria  
Fungi  
Viruses

## Sutterpedia

The Sutter Professional  
culture encyclopedia



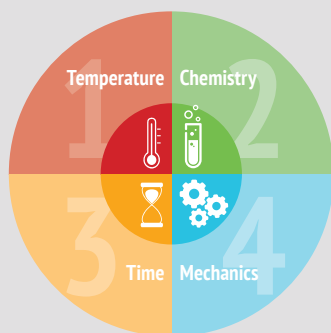


# SURFACE CLEANING

Surface cleaning is obtained by separating at least two substances without the surface being worked on deteriorating as a result of the operation or due to subsequent reactions due to the operation itself.

Cleaning is obtained by the interaction of:

- **mechanical action**
- **thermal action**
- **temporal action**
- **chemical action**



We find these factors in the so-called "Ideal Factor Circle" of Sinner: ideally, to obtain 100% cleanliness, these four factors should contribute to the same extent.

## TYPES OF CLEANING

There are 3 types of cleaning that can be done:

**ROUTINE CLEANING:** Cleaning that must make the most of equipment and products where possible to obtain the desired cleaning in the shortest possible time.

**PERIODIC CLEANING:** Technique that facilitates routine cleaning to maintain the quality level of cleanliness.

**THOROUGH/EXTRAORDINARY CLEANING:** Cleaning that requires more time to be carried out and which involves the use of specific products.

## DETERGENT

Detergent is a formulation suitable for performing a chemical reaction with respect to a specific type of dirt, emulsifying it in water to allow its removal. The formulation can contain different elements, each with a specific task:

- **Alkalis: saponify greasy dirt.**

A Basic pH reacts with fat of organic origin making the FAT turn into SOAP. This, in turn, is then dissolved by the "water solvent" allowing it to be removed.

- **Solvents: dissolve greasy dirt.**

A solvent reacts by dissolving grease of mineral origin: if the dissolved grease does not emulsify in water, the solvent evaporates quickly, causing the dirt to deposit again and penetrate even further into the porosity of the surface.

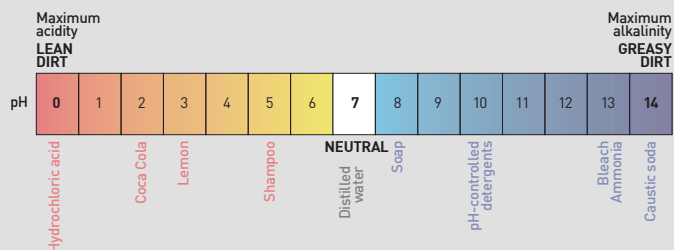
- **Acids: crystallize lean dirt.**

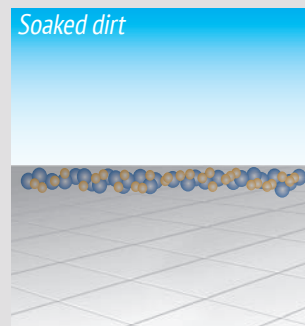
An Acid pH reacts with lean dirt, causing the INCRUSTATIONS to turn into SALT. This is then dissolved by the "water solvent" allowing it to be removed.

- **Sequestrants: reduce water hardness.**

This element makes the strength of a formula effective on any type of WATER. They prevent the formation of insoluble Calcium and Magnesium salts. In these structures the Ca and Mg ions remain blocked-sequestered and therefore no longer available for the formation of insoluble carbonates.

Graphic representation of the pH scale





• **Surfactants<sup>1</sup>: emulsify the dirt.**

The hydrophilic extremities of the surfactant drag the dirt into the aqueous solution and prevent it from depositing again because they are repelled by the hydrophilic extremities of the surfactant absorbed by the substrate.

Depending on the charge of the hydrophilic part they can be divided into:

**ANIONIC SURFACTANTS (-)** suitable for all dirt, very foaming, used above all in hand-washing soaps and products for manual dish washing.

**NON IONIC SURFACTANTS** (without charge) excellent on greasy dirt and organic dirt, not very foaming, much used in products for hard surfaces.

**CATIONIC SURFACTANTS (+)** have bactericidal or fabric softening action, incompatible with anionic surfactants.

**AMPHOTERIC SURFACTANTS** are not very aggressive and are mainly used in hand-washing soaps.

**SURFACTANTS OF PLANT ORIGIN** used in the ZERO line<sup>2</sup>.

**TYPES OF DIRT**

The types of dirt to be cleaned can be the following:

**PARTICULATE**

- of mineral origin (stone, coal, cement)
- of plant origin (leaves, wood, pollen)
- of chemical origin (rubber, smoke, smog)

**GREASY DIRT**

- edible fat (butter and sauce)
- non-edible fat (e.g. motor oil typical of the industrial sector)

This type of dirt reacts with all BASIC products.

**LEAN DIRT**

- lean (particulate, mud, etc.)
- saline deposits(scale)
- metal oxides (rust, verdigris)

This type of dirt reacts with all ACID products.

**INVISIBLE**

- microorganisms

This type of dirt reacts with all disinfectant products.

**The Sutter Professional range includes products to achieve high cleaning standards. Expert consultants are available to customers for the creation of customised procedures for cleaning surfaces in various professional fields.**

<sup>1</sup>See Sutterpedia.

<sup>2</sup>Find out more [www.zero.sutterprofessional.com](http://www.zero.sutterprofessional.com)

# SURFACE TREATMENT

A treatment must be carried out to reduce the porosity of the surface and improve its appearance in the event of wear over time. The treatments, in addition to allowing the quality of the surface to be maintained over time, help prevent the occurrence of infections because, by making the surface less porous, dirt cannot penetrate and remain at depth, facilitating ordinary cleaning operations.

## TYPES OF SURFACES AND TREATMENTS

From the maintenance point of view, surfaces can be classified according to their nature and degree of porosity, in the following groups: natural stone, mixtures, resilient, wood and laminates, textiles and raised floors.

Based on the type of materials, we can divide the surfaces into treatable and non-treatable.

Non-treatable surfaces are: leaded natural stone, porcelain stoneware (almost all, especially glossy), klinker, single-fired ceramic, carpet/textile and all those floors that originally have already a glossy finish or closed porosity. In certain cases, some of these materials (e.g. opaque porcelain stoneware), if subjected to traffic and wear over time, can be treated subject to a sealing test.

Depending on the type of surface, a suitable treatment is recommended, preceded by thorough cleaning/dewaxing, necessary to remove old protective layers and to make all those floors that have partially or totally lost their lead sealing uniform.

Below are some types of flooring and related recommended treatments:

## NATURAL STONE

These are poly crystalline aggregates generally taken from quarries. There are various types depending on the chemical characteristics and different percentages of their constituent minerals. They can be divided into:

- Limestone: marble, travertine and agglomerates (grit, marmettone, palladiana, etc.)
- Siliceous: granite, slate, porphyry, serene, luserna, etc.

## Limestone

The treatments that can be performed are 3: sealing/waxing (water/solvent based), waterproofing (water/solvent based), crystallization.

**Sealing/waxing** with acrylic/polyurethane emulsions is a film-forming protection to obtain a glossy or satin finish.

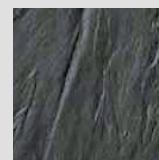
**Waterproofing** is a film-forming protection with a natural finish.

**Crystallization** is an extraordinary maintenance technique for calcium carbonate floors.

It can be defined as a form of "micro-grinding" of the ruined or opaque surface layer of the floor). It in fact consists of the removal of an imperceptible and thin layer of the surface, so as to restore the original shine, guaranteeing, among other things, greater resistance.

There are 3 actions involved in the crystallization process:

- Product, which acts chemically
- Machine, with its weight and with the rotating action of the disk
- Heat, generated by the friction of the steel wool disc with the floor.





**Siliceous**

The treatments that can be performed are: sealing/waxing (water/solvent based) and waterproofing (water/solvent based).

Both for limestone and siliceous stones, subsequent maintenance with dedicated products for the various procedures (sweeping, daily washing, low and high speed (UHS) spray maintenance will be important.

**MIXTURES**

These consist of crushed natural stones compacted using various binders (cement, mortar, resin). They can be divided into:

**Cold products:** raw cement, resinated cement, cementine

**Products created in the oven:** ceramic/single fired, ceramic biscuit, stoneware, porcelain stoneware, klinker, terracotta

For raw cement, both sealing/waxing (water/solvent based) as well as waterproofing, can be carried out, while for the resinated cement a waxing treatment but not waterproofing is recommended.

For cementine, water-based waxing is recommended.

As for products created in the oven, the only surfaces that can receive treatment are terracotta (sealing/waxing (water/solvent based), waterproofing) and stoneware (only water-based film-forming protection).

**RESILIENT MATERIALS**

These are surfaces which, subjected to an applied pressure, have the property, called resilience, to flexibly deform, resuming the initial configuration once the external force has been eliminated.

The materials used for this type of flooring are: PVC, linoleum, rubber.

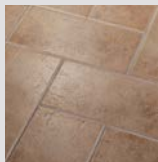
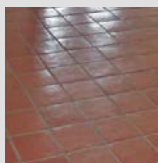
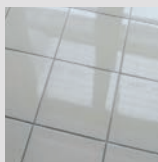
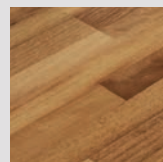
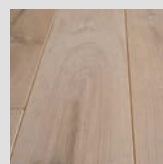
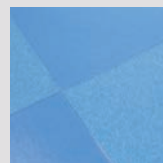
As a treatment, waxing/sealing with water-based protective films (glossy/satin) and maintenance with low/high speed washer/waxers and sprayers is recommended.

**WOOD AND LAMINATES**

By wooden or parquet flooring is meant a flooring made wooden slats (planks, boards, blocks) of varying sizes. The characteristics of the timber determine the characteristics of the parquet. Wooden flooring can be made of rough or pre-treated wood, laminate or WPC (Wood Polymer Composite).

In all these cases it must be remembered that these surfaces are not compatible with large quantities of water.

As far as treatments are concerned, for rough wood, sealing/waxing (water/solvent based) and the waterproofing (water/solvent based) is recommended; for pre-treated wood, laminate and WPC, it is recommended to carry out a preliminary sealing test of both treatments mentioned above.





### TEXTILES

Textile surfaces can be in natural (e.g. cotton, wool) or synthetic fibre.

A surface similar to textile is tatami, a sort of carpet created on a bamboo or woven straw support to which a rubber or woven film is applied with plastic threads.

For the maintenance of textile surfaces, deep washing systems are recommended depending on the type of fabric and the time available for the treatment: injection/extraction, shampooing, Bonnet method.

**Injection/extraction** consists in injecting a specific solution of water and detergent into the fabric with a special machine, proceeding with subsequent extraction of the washing solution, which takes away the dirt with it, leaving the fabric clean.

**Shampooing** is a dry treatment that is carried out with a shampooing machine or single brush floor machine. This is a method particularly suitable for natural fibre textile floors. It is based on the ability of the foam to crystallize the dirt which is subsequently vacuumed away once the surface is dry.

The **Bonnet method** consists of passing over the fabric with a single brush floor machine with specific pads called Bonnets which, by exploiting the mechanical action of the brush and the chemical action of a specific detergent, extract all the superficial dirt, ensuring a clean but not excessively humid surface.

### RAISED FLOORS

The floor consists of square panels of various thickness coupled to the finishing surface. These are positioned on a load-bearing structure that allows the floor surface to be raised, creating a cavity for passage of the electrical connections.

Particularly suitable in environments where there are computers and electronic instruments.

Regardless of the material constituting the floor surface, raised floors cannot be washed with water and, therefore, it is necessary to perform dry wax removal as a pre-treatment.

The treatment, on the other hand, depends on the type of material constituting the floor surface and whether waxing is possible.

**The Sutter Professional range includes products suitable for surface protection and maintenance, the result of Sutter's extensive experience in the "floor care" sector. Expert consultants are available to customers to provide support on the most appropriate treatments for the surface type.**



# DISINFECTION

Proper disinfection necessarily involves an effective cleaning process and application of a specific disinfectant according to the risk category. In terms of environmental sanitation, environments can in fact be classified according to 3 risk categories: **low**, **medium** and **high risk**.

- **LOW-RISK AREAS**  
corridors, offices, waiting rooms, public transport, etc.
- **MEDIUM-RISK AREAS**  
hospital rooms, clinics, laboratories, diagnostic facilities, schools, gyms, toilets, Spas, etc.
- **HIGH-RISK AREAS**  
operating blocks, sterilisation centers, food processing, etc.

## There is no good disinfection without cleaning

Before carrying out a disinfection operation it is therefore necessary to thoroughly clean the environment with a detergent in order to eliminate the presence of organic and inorganic material. A **detergent** is a formulation suitable for the removal of dirt while a **disinfectant** is a chemical compound authorised by the competent National Bodies, able to eliminate microorganisms present on the potentially contaminated surface.

The correct technique for cleaning and disinfecting surfaces, combined with the appropriate product, is based on four fundamental pillars:



### 1. COLOUR CODE

By adopting a cloth colour code by type of furniture, avoidance of cross-contamination can be guaranteed. The recommended colour code is:

- BLUE** Hospital room, office furniture
- YELLOW** Bathroom furniture
- RED** Toilet bowl
- GREEN** Window sills and windows

### 2. 8-SIDED TECHNIQUE

By folding the cloth into four, obtaining eight sides, the risk of cross-contamination is also reduced on the same critical point.



### 3. PRIORITY OF CLEANING CRITICAL POINTS

Again with the aim of minimising the risk of contamination, a priority must also be adopted in surface cleaning. The rule envisages performing a mechanical action from the **LEAST CONTAMINATED** area to the **MOST CONTAMINATED** area.

- Example: SINK*
1. CLEANING OF EXTERNAL AREA
  2. CLEANING OF INTERNAL AREA



### 4. WATER MANAGEMENT

Also in the case of buckets for cloth impregnation and management, the COLOUR CODE system must be adopted to avoid further cross-contamination on the cloths.



The Sutter Professional range includes products useful in the healthcare and food processing sectors and in all those environments that need to achieve high standards of cleanliness and sanitation. Expert consultants are available to customers for the creation of customised procedures for environment disinfection in various professional fields.

## FOOD



Hygiene in the food sector requires operators in the sector to prepare, implement and maintain a self-control procedure based on the **HACCP (Hazard Analysis and Critical Control Points)**, system, which regulates correct hygiene practice in all activities in which the handling/processing of foodstuffs takes place.

### HACCP SYSTEM AND RISK ANALYSIS

The HACCP system is based on 7 internationally recognised principles:

#### PRINCIPLE 1

##### Hazard identification and analysis

Identify potential hazards associated with the production of a foodstuff in all its phases, from growing or breeding, to production, distribution and consumption (e.g.: ingredients, processing, packaging, storage, distribution)

The hazards can be of different types:

**BIOLOGICAL:** contamination of foodstuff by living things (bacteria, mould, parasites, insects).

**PHYSICAL:** presence of foreign bodies (hairs, sand, wood, metal, etc.).

**CHEMICAL:** detergents, pesticides, drugs.

#### PRINCIPLE 2

##### CCP (critical control point) identification

Identify all those operations for which a preventive or control action is able to eliminate the hazard (e.g.: hand washing, adequate sanitation of toilets, work surface cleaning, use of suitable materials, etc.).

#### PRINCIPLE 3

##### Critical Limit definition

Establish critical limits that must be observed to ensure that each CCP is under control (e.g.: cooking time, temperature, storage humidity).

#### PRINCIPLE 4

##### Monitoring procedure definition

Implement a series of preventive actions and measurements to keep CCPs under control and within the safety limits (e.g.: supplier control, temperature control, hygiene control)

#### PRINCIPLE 5

##### Corrective action definition and planning

Establish in advance the actions to be carried out when monitoring indicates that a particular CCP is not under control (e.g.: extending the cooking temperature, etc.).

#### PRINCIPLE 6

##### Verification procedure definition

Establish verification procedures to confirm that the HACCP system is functioning effectively (e.g.: inspections, checks, internal and/or external feedback, chemical and microbiological analyses, fridge temperature verification).

#### PRINCIPLE 7

##### Registration procedure definition

Prepare appropriate documentation regarding all registration procedures appropriate to these principles and their applications. The documentation must be signed by the person responsible for the HACCP plan and, in fact, a large part of the official controls (inspections and audits) by the health and safety services are based on it.





### HYGIENE IN FOOD AREAS

During the production/processing of foodstuffs, special precautions must be taken in relation to transport, storage, handling, refrigeration, freezing, cooking of the foodstuffs themselves. To achieve adequate hygiene levels, the following are essential: thorough cleaning/disinfection of environments and processing equipment, avoiding that food and/or organic residues remain on the equipment, hygiene of personnel (with particular attention to frequent hand washing with appropriate products) and cleaning of the clothes worn (lab coats, overalls, gloves, etc.). These are some of the good equipment cleaning standards:

### WASHING OVENS, PLATES AND GRILLS

Burnt fats that are also carcinogenic, alter the taste of food and produce unpleasant odours. If the oven is not cleaned, it becomes a container of micro-organisms. Descaling is important for the correct functioning of equipment and good thermal efficiency, to eliminate unpleasant odours and to avoid the accumulation of dirt.

### WASHING HOODS AND FILTERS

The hood must be clean to prevent dissolved fats from falling onto food. The filters must be cleaned to allow proper vapour suction and air filtering.

### WASHING PASTA COOKERS AND KETTLES

Proper cleaning of pasta cookers and kettles is important to avoid that starch and fat residues are cooked again, thus polluting subsequent cooking and altering the taste of the food.



In addition to above, the following cleaning operations, are recommended:

- Cold store cleaning for good food preservation and to eliminate the proliferation of mould and unpleasant odours.
- Cleaning of rubbish bins to eliminate the odour that forms from rotting waste and for reasons of hygiene (reduction of infestations).
- Cleaning of toilets to improve the working environment, reduce the risk of microbiological transmission and eliminate unpleasant odours.
- Cleaning of handles to minimise the risk of cross contamination
- Floor cleaning, since 80% of dirt ends up on the floor.

Personal hygiene is essential in environments in contact with food. Proper hand washing is therefore recommended:

- on starting work
- between processing of two different raw materials
- on leaving the toilet
- after processing any dirty product

The correct use of gloves, which do not replace hand washing, is essential. They must be changed or removed after contact with the contaminated part of the environment.



For further information on hand hygiene please go to the “Hand Hygiene” page

The Sutter Professional range includes products dedicated to the food processing sector that needs to achieve high standards of cleanliness and sanitation. Expert consultants are available to customers for the creation of customised cleaning procedures in this sector.

# DISH WASHING

Automatic dish washing is the process by which dirt is removed from dishes, thanks to washing in water with the aid of adequate products and a dish washing machine.

In a dish washing machine, 4 factors interact:

- **MECHANICAL ACTION**  
the dishes are sprayed with a jet of pressurised water which is generated by the washing pump.
- **THERMAL ACTION**  
the temperature of the water.
- **TEMPORAL ACTION**  
the duration of the washing process.
- **CHEMICAL ACTION**  
the action of the detergent and rinse aid allowing the water to remove the dirt from the dishes.

## WASHING PROCESS

A washing process consists of several phases depending on the type of dirt and the type of dishes.

The phases can be divided into:

### 1. SOAKING

The soaking phase is an optional phase, recommended when the dishes are not washed immediately.

### 2. PRE-WASH

The pre-wash phase is optional, used when the dishes are very dirty and are washed immediately.

### 3. WASHING

The washing phase is always present and has the purpose of completely eliminating the dirt.

### 4. RINSING

The rinse phase is always present and has the purpose of eliminating traces of detergent and distributing the rinse aid solution to speed up dish drying.

## WATER CHARACTERISTICS

For best results, the water should have the following characteristics:

- **Clear and colourless.**
- **Odourless:** it must be odourless because a foul smell can be a sign of contamination.
- **Soft or softened:** the hardness indicates the quantity of calcium and magnesium salts present in the water.

Greater hardness of the water can cause problems on the dishes: formation of whitish streaks, a sensation of roughness to the touch, poor washing quality.

On dish washing machines we can have: loss of efficiency of the heating elements, proliferation of bacteria in the machine, encrusted pipes and partial or total obstruction of the filters.

- **Iron max 0.1 ppm:** iron in the water can cause a decrease in the degree of whiteness and washing effectiveness with the formation of brown streaks on the dishes.

- **Total salinity approx. 500 ppm:** in general, we can say that all the substances dissolved in the water interact with the washing process. Water with a content of salts dissolved in it exceeding 500ppm (approx. 0.5g of substances per litre of water) is to be considered unacceptable.



## TYPES OF DIRT

There are various types of dirt; to simplify they can be grouped into 6 macro categories:

**1. SOLID:** particulate, sand, rust, soil, soot and limestone are dirt obtained from solid particles, often minerals that are normally not soluble in water. They are normally removed in the soaking or pre-wash phases. Sometimes they require the descaling of the dishes.



**2. COLOURANTS:** fruit, coffee, tea, wine, sauces, lipstick and blood contain coloured substances that are not soluble in water. They are removed more easily with chlorine-based detergents that destroy the coloured pigments they are rich in.

**3. FOODSTUFFS OF VARIOUS KINDS (FAT, PROTEIN, STARCH ETC.):** dirt which is removed by alkaline detergent in combination with the thermal action.

**4. WATER-SOLUBLE:** saline or sugary substances constitute dirt which is soluble in water. They can be treated with the sole action of the water and are removed during the soaking or pre-wash phases.

**5. MICRO ORGANISMS:** bacteria, spores, fungi and moulds constitute dirt due to micro organisms that proliferate on the dishes, especially if you leave them dirty for a long time. They must be treated with appropriate products to reduce their presence. They are removed during the soaking or pre-wash phases, provided that the product instructions are followed. Sometimes more than one treatment is necessary for their complete removal.

**6. DIRT NOT WASHABLE IN WATER:** paints and substances not soluble in water that must be removed manually with specific products.

## TYPES OF DISHES

Dish types can be grouped into 6 families:

1. Ceramics
2. Glass
3. Crystal
4. Stainless steel
5. Aluminium
6. Copper



### • Ceramics

Ceramics are used to produce various objects, such as dishes, decorative objects, etc. They have a high resistance to heat. They are glazed and sometimes decorated. As long as the glazing is not damaged, due to rubbing between plates, they are absolutely free from porosity and easy to clean.

### • Glass

Glass is transparent, hard, almost inert from the chemical and biological point of view and has a very smooth surface. These characteristics make it a material used in many sectors; at the same time, glass is fragile and tends to break into sharp fragments. Glasses, and more generally non-flat dishes, are particularly difficult to rinse. For this reason it is preferable to wash them in a dedicated dishwasher or not with the same water as the dishes.

### • Crystal

Crystal is glass with the addition of up to 35% of lead. It is used for artistic objects (for example, particularly fine glasses). It has contraindications for washing in the dishwasher; at a temperature of 50/60°C with high alkalinity of the washing water, crystal objects are permanently damaged. It is advisable to wash them with a dedicated dishwasher and at a low temperature with specific detergent.

#### • **Stainless steel**

Stainless steels are iron alloys characterised by a remarkable resistance to corrosion. This ability to resist corrosion is due to the presence of alloy elements, mainly chromium, able to generate a thin and adherent layer of oxides, practically invisible, which protects the underlying metal from the action of chemical agents. Soaking/pre-washing is recommended in the presence of resistant dirt.



#### • **Aluminium**

Aluminium is a ductile silver-coloured metal. It is an excellent conductor of heat and for this reason it lends itself well where uniform cooking is required. It is ruined, becoming whitish, in the presence of high alkalinity.

#### • **Copper**

Copper is a pinkish or reddish metal, with very high electrical and thermal conductivity, surpassed only by silver; It is very resistant to corrosion. It is easy to work, extremely ductile and malleable. It is used in the most prestigious kitchens because of its cost. Like aluminium, it does not withstand high alkalinity.

If the washing result is not satisfactory, this is often due to a series of causes: too low temperature, technical problems with the dishwasher etc.

It is rarely the fault of the detergents, if we comply with certain fundamental principles:

#### 1. CORRECT USE OF THE DISHWASHER

#### 2. CORRECT USE OF DETERGENTS

#### 3. CORRECT USE OF RINSE AIDS

**Sutter Professional offers a complete automatic dish washing system consisting of products and equipment.**

**Expert consultants are available to customers for the creation of customised washing systems.**





# LAUNDRY

Fabric washing is the process by which dirt is removed from a fabric, thanks to washing in water with the aid of a washing machine.

In a washing machine, 4 factors always interact:

- **MECHANICAL ACTION**  
to beating of the washing thanks to the alternating movement of the drum.
- **THERMAL ACTION**  
the temperature of the water.
- **TEMPORAL ACTION**  
the duration of the washing process.
- **CHEMICAL ACTION**  
the action of detergents, bleaches, additives, etc., so as to allow water to remove the dirt from the fabric.

## WASHING PROCESS

A washing process consists of 7 different phases (some optional) depending on the type of dirt and fabric:

### 1. SOAKING

The soaking phase is an optional phase, recommended when it is necessary to eliminate large quantities of dirt that are easily removable with water (light dirt, such as particulate, smog and biological dirt, i.e. blood, faeces, urine, vomit, etc.).

### 2. PRE-WASH

The pre-wash phase is optional: it is used when the fabric is particularly dirty and has the purpose of preparing it for the washing phase. It can also be used to perform low temperature bleaching with chlorine on resistant white or chlorine-resistant fabrics.

### 3. WASHING

The washing phase is always present and has the purpose of completely eliminating the dirt. It is normally also used for bleaching with products that develop oxygen at medium/high temperature on all types of fabric and all colours.

### 4. BLEACHING

The bleaching phase is optional: it has a finishing action on coloured marks when the fabric is very stained (tomato, fruit, etc.). It is mainly used when it is necessary to wash catering linen. Chlorine is used at medium temperature on white or chlorine-resistant fabrics.

### 5. RINSING

The rinsing phase is always present: the purpose is to eliminate traces of detergent, additives, etc. 3 rinses are normally carried out, in particular cases 2 or 4.

### 6. NEUTRALISATION AND/OR FINISHING

The neutralisation and/or finishing phase is always present. Performed in the last rinse, it has the purpose of neutralising traces of alkalis, additives, etc., so as to bring the pH of the fabric to its original value. Finishing is obtained with a fabric softener that spreads out the fibres so as to make them soft to the touch and at the same time give them a note of fragrance.

### 7. SPINNING

The spinning phase is always present: it has the purpose of extracting the water from the fabric. At the end, the fabric will have a correct amount of residual moisture to be dried/ironed using less time/resources.



### WATER CHARACTERISTICS

For best results, the water should have the following characteristics:

- **Clear and Colourless**
- **Odourless:** it must be odourless because a foul smell can be a symptom of contamination to prevent the fabrics from being contaminated in turn.
- **Soft or softened:** the hardness indicates the quantity of calcium and magnesium salts present in the water.

Problems caused by greater water hardness are visible on fabrics and washing machines.

On fabrics we can have: greying, sensation of roughness to the touch, poor washing quality, difficulty in eliminating stains, decrease in hygiene (bacteria are more likely to proliferate) and greater rapidity in the degradation of the fabric.

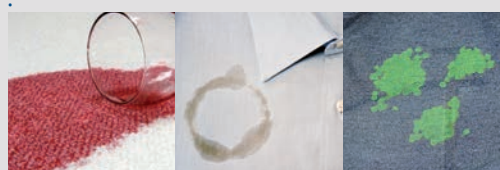
On washing machines we can have: loss of efficiency of the heating elements, proliferation of bacteria in the machine, encrusted pipes and partial or total obstruction of the holes in the drum.

- **Iron max 0.1 ppm:** iron in the water can cause a decrease in the degree of whiteness. Under specific conditions, a chemical reaction could be generated with consequent irreversible damage to the fibre (formation of holes).
- **pH approx. 7.**
- **Total salinity approx. 500 ppm:** in general, we can say that all the substances dissolved in the water interact with the washing process. Water with a content of salts dissolved in it exceeding 500ppm (approx. 0.5g of substances per litre of water) is to be considered unacceptable.

### TYPES OF DIRT ON FABRIC

There are many types of dirt. To simplify, we can divide them into 6 macro areas:

- 1. SOLID:** polvere, sabbia, ruggine, terriccio, fuliggine, calcare sono degli sporchi ottenuti da particelle solide, spesso minerali che sono normalmente non solubili in acqua. Vengono rimossi normalmente negli ammolli o nel prelavaggio. A volte richiedono la disincrostazione della biancheria.
- 2. COLOURANTS:** fruit, coffee, tea, wine, sauces, lipstick and blood contain coloured substances that are not soluble in water. They must be bleached with chlorine, bleaches that develop oxygen.
- 3. OILY FAT:** vegetable, animal or mineral fats constitute oily dirt which is not soluble in water and particularly related to certain fabrics such as polyester. They must be treated with detergents based on surfactants able to make them soluble in water. They are removed during the pre-wash and washing phases, preferably at medium/high temperatures.
- 4. WATER-SOLUBLE:** saline or sugary substances constitute dirt which is soluble in water. They must be treated with the sole action of the water. They are removed during the soaking or pre-wash phases.
- 5. MICRO ORGANISMS:** bacteria, spores, fungi and moulds constitute dirt due to micro organisms that proliferate on fabrics, especially if you leave them dirty in a humid environment for a long time. They must be treated with disinfectants and/or bleaches to reduce their presence.
- 6. DIRT NOT WASHABLE IN WATER:** paints, synthetic oil and enamel paint constitute dirt that cannot be washed in water. For this type of dirt, "dry cleaning" machines are used.



## TYPES OF FABRIC

There are various types of fabric; to simplify they can be grouped into 3 macro families:

- **Natural fibre fabrics**

These exist in nature and can be of animal (wool and silk) or vegetable (cotton, linen, hemp) origin. Each must be washed differently to preserve its integrity. Wool and silk are altered at medium temperatures, with significant mechanical action and alkaline products. Cotton, linen and hemp are very common due to their chemical and physical resistance.

- **Synthetic fibre fabrics**

These do not exist in nature and come from the chemical industry. They are basically yarns of polymeric substances (polyester, nylon, etc.) The most common is polyester, used in many fabrics (tablecloths, furniture, clothing, etc.), very resistant to mechanical, chemical and thermal action, but must be cooled gradually to avoid damage.

- **Mixed fibre fabrics**

These are made with a mix of natural and synthetic fibres (polyester-cotton in different percentages). They are very common in catering because they have a high mechanical resistance and are relatively easy to wash.

All washed fabrics degrade over time. If this happens prematurely, it is due to a series of causes: too high temperature, too energetic mechanical action, mechanical problems with the washing machine etc.

It is rarely the fault of the detergents, if we have complied with certain fundamental principles:

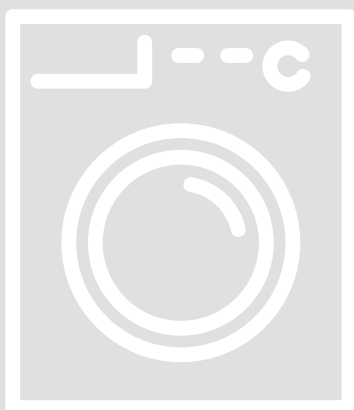
1. **CORRECT USE OF THE WASHING MACHINE**

2. **CORRECT USE OF DETERGENTS**

3. **CORRECT USE OF BLEACHES**



**Sutter Professional offers a complete fabric washing system consisting of products and equipment. Expert consultants are available to customers for the creation of customised washing systems.**



## HAND HYGIENE

Hand hygiene is a fundamental practice to limit the spread of microorganisms and possible contamination in the food, health, etc. sectors.

The cross-transmission of micro-organisms occurs mainly through the hands of operators. Factors affecting surface to surface transfer and therefore cross-contamination rate are:

- **microorganism type**
- **contaminated surface characteristics**
- **humidity level**
- **contaminant quantity.**

Contaminations can occur in three ways:

1. **Direct contamination**
2. **Indirect contamination**
3. **Contamination via the air**

The main vehicle of indirect contamination is precisely the hands.

The skin is the largest organ of the human body (5 kg in weight and 1.5-2 square metres of surface area) and has the function of protective barrier from the outside. It is physiologically colonised by bacterial flora that is divided into resident and transitory flora.

**Resident flora** has a protective function, but may become responsible for infections as a result of contamination of normally sterile body sites, the eye or non-intact skin.

**Transitory flora** is acquired during direct contact with food or contaminated environmental surfaces and generally causes infections.

Bacteria concentrations vary in different parts of the body.

**Hand washing** with products suitable for the purpose is intended to eliminate visible dirt and remove transient microbial flora and must last **40 to 60 seconds**.

It is advisable to remove jewellery (rings, bracelets) and watches that can compromise the hand washing result of.



**The Sutter Professional range includes products for hand hygiene complete with dedicated equipment. Expert consultants are available to customers for advice and assistance.**

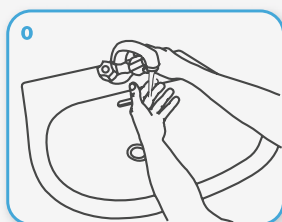




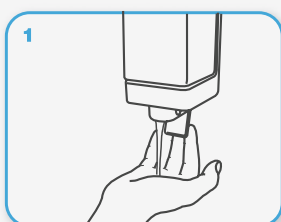
# HAND WASHING OPERATIONS



Total time: 40-60 seconds



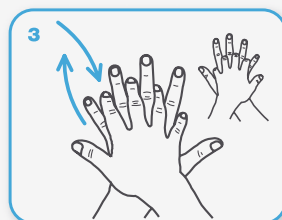
0 Soak your hands with water



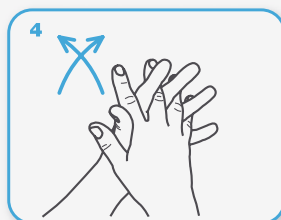
1 Apply a suitable amount of soap to cover all the surface of the hands



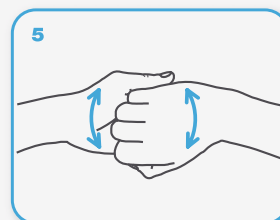
2 Rub your hands palm to palm



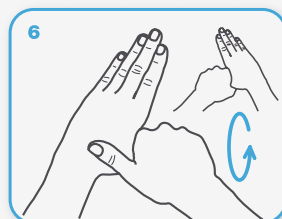
3 The right palm on the back of the left hand and viceversa



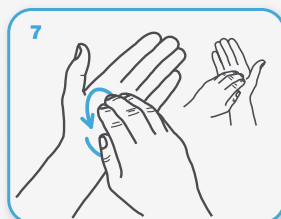
4 Palm against palm weaving fingers



5 Back of fingers on the back of the other hand keeping fingers together



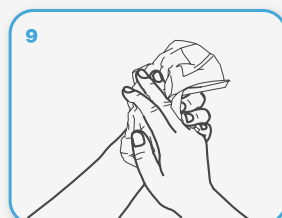
6 Rub the left thumb rotating it in the right palm and viceversa



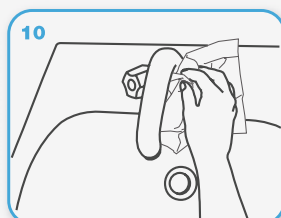
7 Rub the hand rotating it forward and backward with the other hand keeping fingers together



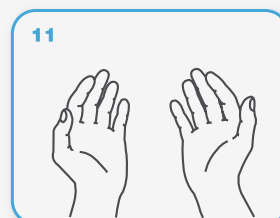
8 Rinse hands with water



9 Carefully dry using a disposable towel



10 Use the towel to close the tap



11 ... once they are dry, your hands are safe!

# ANTIMICROBIAL SOLUTIONS

The commitment of Sutter Professional consists of proposing solutions aimed at inhibiting the effects caused by microorganisms such as bacteria, fungi and viruses, with the aim of safeguarding people's health.

Transmission of microorganisms can take place:

- By air (through dust or droplets)
- By direct contact (contact between body surfaces)
- By indirect contact (through contaminated objects or surfaces that act as an intermediary)



**In order to eradicate the risk of transmission of microorganisms, the use of surface products that have passed the following EN standards is required: EN 1276 (including EN 1040):**

**Chemical disinfectants and antiseptics**

- Quantitative test in suspension for evaluation of the bactericidal activity of chemical disinfectants and antiseptics used in the food, industrial, domestic and collectivity sectors.

**EN 1650: Chemical disinfectants and antiseptics**

- Quantitative test in suspension for evaluation of the fungicide activity of chemical disinfectants and antiseptics used in the food, industrial, domestic and collectivity sectors.

**EN 13697: Chemical disinfectants and antiseptics**

- Quantitative test on non-porous surface for evaluation of the bactericidal and/or fungicide activity of chemical disinfectants and antiseptics used in the food, industrial, domestic and collectivity sectors.

**With regard to disinfectants for human use (e.g. hand washing soaps with rinsing), on the other hand, the following EN standards must be passed:**

**EN 1276: Chemical disinfectants and antiseptics**

- Quantitative test in suspension for evaluation of the bactericidal activity of chemical disinfectants and antiseptics used in the food, industrial, domestic and collectivity sectors.

**EN 1499: Chemical disinfectants and antiseptics**

- Hand sanitising

*For details on the list of EN standards passed by Sutter Professional products and the related efficacy conditions (dosage, dilution, contact time), please refer to the technical documentation of each product. For information needs please contact: [regulatory.affairs@sutter.it](mailto:regulatory.affairs@sutter.it)*

**BACTERIA*****Legionella pneumophila***

*Legionella pneumophila* is a bacterium belonging to the Legionellaceae family, a genus of intracellular parasites particularly common in nature, especially in the vicinity of water. *Legionella*, in fact, has the possibility to proliferate in components, ducts or plant fittings where water flows or stagnates. For this reason it can colonise water pipes and air conditioners where it reproduces more quickly. The bacterium can therefore enter the human body through the respiration of water droplets in which the microorganism is present, causing infection to the respiratory tract.

***Listeria monocytogenes***

*Listeria monocytogenes* is a bacterium that belongs to the Bacillales order. It can contaminate various food stuffs, including milk, vegetables, undercooked meat or dairy products and is responsible for Listeriosis.

Resisting even at low temperatures, this bacterium can also survive in industrial environments, such as food industries, where this contamination can be a real problem.

***Salmonella enteritidis***

*Salmonella enteritidis* is a bacterium that is part of the Enterobacteriaceae family and is responsible for salmonellosis, a food poisoning that can spread in collective catering, such as canteens. Since this bacterium can be contracted through the ingestion of contaminated food or drink, it is essential to maintain cleanliness of the hands, surfaces and utensils dedicated to food preparation.

***Staphylococcus aureus***

*Staphylococcus aureus* is a common bacterium, the main cause of skin and soft tissue infections. *Staphylococcus aureus* infections are generally caused by the ingestion of contaminated food, mainly milk and all the derivatives, but also fresh and preserved meat and fish products, mainly fresh. The most frequent cause of contamination is the lack of hygiene of personnel involved in food product processing.

***Pseudomonas aeruginosa***

*Pseudomonas aeruginosa* is a Gram-negative bacterium, which mainly affects people with deficient immune defences or physical barriers (skin or mucous membranes).

*Pseudomonas aeruginosa* infections usually occur in hospitals, where micro-organisms are frequently found in sinks, antiseptic solutions and urine vessels.

***Escherichia coli***

*Escherichia coli* (*E. coli*) is the best known species of the *Escherichia* genus. Although most of the *E. coli* strains are harmless, there are nevertheless some that endanger human health.

*Escherichia coli* infection can come from contaminated water or food - especially from foodstuffs such as fruit and vegetables (which are often eaten raw), unpasteurised milk and uncooked meat - but also through person-to-person contact, especially when infected persons do not wash their hands properly.

***Enterococcus Hirae***

*Enterococcus Hirae* is a bacterium that is part of the Enterococci, a genus of bacteria widely found in nature.

Most *Enterococcus* infections are contracted in health and hospital facilities, causing infections of different types, especially in immuno-deficient individuals. Transmission can also occur through the use of infected instruments.

**FUNGI*****Candida Albicans***

*Candida Albicans* is one of the most difficult fungal strains to eradicate.

Even if *Candida* is resident in the intestine, it is useful as long as it remains in the right ratio with the native microbial flora but if it proliferates excessively, due to the mycotoxins it emanates, it can also emigrate elsewhere in the organism, generating other problems that are difficult to eradicate.

It is therefore essential to ensure the hygiene of surfaces and hands.

***Penicillium Aurantiogriseum***

The *Penicillium Aurantiogriseum* is one of the most widespread fungal species in nature and its many species are able to develop in the most diverse habitats. One of the areas where it is most frequently found is the agri-food sector, where it can contaminate foodstuffs both in the field and during storage.

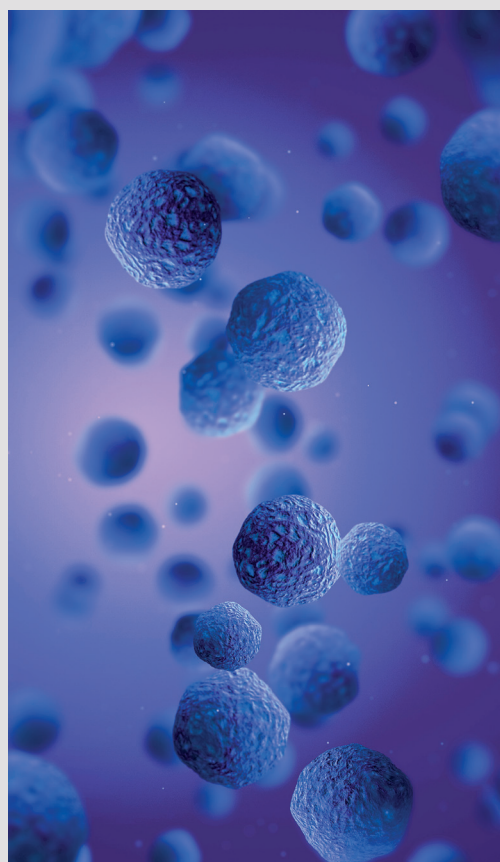
***Aspergillus Niger***

*Aspergillus Niger* is one of the 200 types of mould belonging to the *Aspergillus* family. It develops in environments rich in oxygen and feeds mainly on starch, so if it is not kept under control it can contaminate cereal and potato crops.

**VIRUSES*****A/H1N1***

Influenza A/H1N1 is an acute viral infection of the respiratory system with symptoms basically similar to those of traditional flu: rapid onset of fever, coughing, sore throat, general malaise. As with traditional flu, serious complications are possible, such as pneumonia.

Human-to-human transmission of the influenza A H1N1 virus can occur by air through the saliva drops of those who cough or sneeze, but also indirectly through contact with hands contaminated by respiratory secretions. For this reason, good hygiene of the hands and respiratory secretions is essential in limiting the spread of the flu.





# SUTTERPEDIA

## THE SUTTER PROFESSIONAL CULTURE ENCYCLOPAEDIA

### ALLERGENS

Substances that in certain individuals are able to produce allergic symptoms of various kinds (skin reactions, asthma, etc.).

### BIOCIDES REGULATION

European Regulation 528/2012/EC concerning the marketing and use of biocides. It harmonises the national regulations on biocides, including disinfectant products, at the European level. By Biocide is meant any substance or preparation containing one or more active ingredients capable of destroying, eliminating or rendering chemically or organically harmless any harmful organism (e.g. bacteria, moulds, yeasts).

### BIODEGRADABILITY

Biodegradability is a degradation process carried out by micro-organisms naturally present in the environment.

It is a reliable measurable property in surfactants.

There are 2 types of biodegradability:

- primary (level of degradation that determines the structural modification of the surfactant),
- complete/total (surfactant is reduced to its basic components: carbon dioxide, water and mineral salts).

Total biodegradability can be aerobic (in the presence of oxygen) or anaerobic (in the absence of oxygen).

### CAMs

Ministerial decrees that establish at the national level (Italy) the minimum environmental criteria for awarding cleaning service and for the supply of hygiene products in various fields (e.g. Public Administration, hospital services, etc.).

CAMs represent the Italian transposition of the European GPP (Green Public Procurement)



Regulation 18/2004/CE which defines the guidelines for environmentally sustainable purchases in the Public sector.

### CLP REGULATION

European Regulation 1272/2008/EC concerning the classification, labeling and packaging of substances and preparations. This is the European transposition of a global program called GHS (Global Harmonized System).

### COSMETICS REGULATION

European Regulation 1223/2009/EC on cosmetic products. It establishes principles on the use of raw materials, safety assessment, labeling and putting cosmetic products on the market.

### DETERGENT REGULATION

European Regulation 648/2004/EC on detergents, establishes criteria and methods concerning the biodegradability of surfactants and the labeling requirements of detergents in general.

### ECOLABEL

Set of decisions by the European Commission that establish the criteria for the award of the ecological quality mark (eco-label) to the different categories of products. It is the only mark with criteria established and recognised by the European Authority.

**EDC (Endocrine Disrupting Chemicals)**

Substances that alter the hormonal function of the endocrine system, causing negative effects on the health of the organism.

**PALM OIL**

This term refers to the oil of the palm fruit and palm seed oil (also known as palm kernel oil). It is a vegetable oil consisting mainly of saturated fatty acids, used extensively both in the food industry and in the formulation of detergents and cosmetics.

**PARABENS**

Preservatives used in the cosmetic and detergent industry for their known antimicrobial properties. Over the years, the use of parabens has been discouraged/restricted due to their potential negative effects on human health.

**REACH REGULATION**

European Regulation 1907/2006/EC concerning the registration, evaluation, authorisation and restriction of chemical substances.

All chemical components used in the products must be registered by suppliers with ECHA (European Chemical Agency).

**SEQUESTRANTS**

Also known as “chelants”, sequestrants are chemical compounds capable of forming “stable complexes” by trapping atoms or ions. They are generally used to trap calcium and magnesium ions present in the water in order to avoid limescale deposits.

**SOLVENTS**

Chemicals characterised by a low boiling point (they evaporate easily) and are used not only for rapid evaporation, but also for the ability to solubilise organic dirt.

**STANDARDS**

Standards are methodological specifications approved by technical bodies aimed at testing the properties of a product.

They are identified by acronyms and numbers.

The acronym identifies the entity that drafted the standard and its level of validity:

UNI identifies all Italian national standards, EN identifies the standards developed

by CEN (European Standardisation Committee).

They must be transposed by CEN member countries and are recognised as valid also outside Europe.

**SURFACTANTS**

Organic substances with cleaning function used in detergents.

Thanks to their chemical structure, surfactants modify the surface tension of the water in proximity of the dirt, facilitating its solubilisation and removal.

# SUTTER SOLUTIONS

## Areas of use

Hotel  
Bars & Catering  
Healthcare  
Offices, Education & Public Administration  
Gyms, Sports Center & Spa  
Shopping Centres & Supermarkets  
Laundry  
Transport vehicles  
Ships  
Industry (Manufacturing sites)  
Industry (Food Industry)



# Hotel

Are you looking for specific products for surface care, to offer a clean and pristine environment for your customers?



## The Sutter Professional answer

- wide range of detergents for every type of surface and every kind of dirt;
- cleaning products that meet the criteria for awarding environmental labels;
- complete range for the purpose of obtaining Ecolabel certification of the service;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- easy to use and eco-friendly concentrated products, able to reduce packaging waste and CO<sub>2</sub> emissions due to transport;
- concentrated products and dosing systems, aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste.

# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
	Universal cleaners	2 Concentrated highly effective universal detergent for all washable surfaces cleaning.
FLOOR CARE SYSTEM	Specialties	3 Neutral dry-foam carpets shampoo.
FURNITURE	Antistatics	4 Anti-static spray polisher for furniture.
	Glass and multipurpose	5 Multi-purpose detergent for daily cleaning of all furniture. Recommended for glasses, mirrors, washable surfaces etc.
	Disinfectants/Sanitisers	6 Disinfectant degreaser for cleaning all surfaces.
		7 Ready to use disinfectant deodorising detergent for surfaces.
BATHROOM	Acids	8 Acid descaling cleaner.
	Disinfectants/Sanitisers	9 Ready to use disinfectant deodorising detergent for surfaces.
	WC	10 Scented natural descaler for WC bowl.
DEODORIZING	Deodorants	11 Deodorising essence.
KITCHEN	HACCP Disinfectants/Sanitisers	12 Disinfectant degreaser for cleaning all surfaces.
		13 Disinfectant detergent for floors and washable surfaces.
	HACCP Degreasers	14 Degreaser for ovens, cookers and hot plates.
	Automatic dishwashing	15 Detergent for professional dishwashing machines.
LAUNDRY	Automatic dosing	16 Scented detergent for manual and automatic washing of fabrics.
	Dilution systems	17 Laundry machines dosing system.
HANDWASH	Pouch with dispenser	18 Scented natural hand-washing cream.
		19 Disinfectant handwash cream.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog



## Bars & Catering

Are you looking for effective cleaning of surfaces in contact with food and impeccable dish washing in compliance with the regulations in force in HACCP environments?



### The Sutter Professional answer

- wide range of detergents/disinfectants for every type of surface and every kind of dirt;
- cleaning products that meet the criteria for awarding environmental labels;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- range of disinfectant products with the following characteristics: speed of action, broad spectrum of action, safe for the operator in the conditions of use, ease of application;
- high-performance products for manual and automatic dish washing with low environmental impact sequestrants (MGDA);
- concentrated products and dosing systems, aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste;
- technical support on dosing equipment and product use.

## Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
FLOOR CARE SYSTEM	Maintenance	2 Scented neutral detergent.
FURNITURE	Glass and multipurpose	3 Multi-purpose natural detergent.
	Disinfectants/Sanitisers	4 Disinfectant degreaser for cleaning all surfaces.
BATHROOM	Acids	5 Scented descaling natural detergent.
	Disinfectants/Sanitisers	6 Ready to use disinfectant deodorising detergent for surfaces.
	WC	7 Scented natural descaler for WC bowl.
DEODORIZING	Deodorants	8 Deodorising essence.
KITCHEN	HACCP Disinfectants/Sanitisers	9 Disinfectant degreaser for cleaning all surfaces.
		10 Ready to use disinfectant deodorising detergent for surfaces.
		11 Disinfectant detergent for floors and washable surfaces.
	HACCP Degreasers	12 Degreaser for ovens, cookers and hot plates.
	Automatic dishwashing	13 Detergent for professional dishwashing machines.
	Dilution systems	14 Detergent/rinse aid dosing system.
HANDWASH	Pouch with dispenser	15 Scented natural hand-washing foam.
		16 Disinfectant handwash foam.
INDUSTRIAL	Degreasers	17 All purpose alkaline cleaner.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog

# Healthcare

Are you looking for in depth cleanliness for hospital and outpatient areas and hospital wards in general?



## The Sutter Professional answer

- range of disinfectant products with the following characteristics: speed of action, broad spectrum of action, safe for the operator in the conditions of use, ease of application;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- cleaning products that meet the criteria for awarding environmental labels;
- concentrated products and dosing systems, aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste;
- technical support on dosing equipment and product use.

# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
FLOOR CARE SYSTEM	Strippers	2 Super quick wax stripper/detergent.
	Protective floors	3 Anti-static wax for protection of conductor coatings.
	Maintenance	4 Scented neutral detergent.
	Antistatics	5 Anti-static spray polisher for furniture.
FURNITURE	Glass and multipurpose	6 Multi-purpose detergent for daily cleaning of all furniture. Recommended for glasses, mirrors, washable surfaces etc.
	Disinfectants/Sanitisers	7 Ready to use disinfectant deodorising detergent for surfaces.
	Acids	8 Scented descaling natural detergent.
BATHROOM	Disinfectants/Sanitisers	9 Ready to use disinfectant deodorising detergent for surfaces.
	WC	10 Scented natural descaler for WC bowl.
	Deodorants	11 Deodorising essence.
KITCHEN	HACCP Disinfectants/Sanitisers	12 Disinfectant degreaser for cleaning all surfaces.
		13 Ready to use disinfectant deodorising detergent for surfaces.
		14 Disinfectant detergent for floors and washable surfaces.
	HACCP Degreasers	15 Degreaser for ovens, cookers and hot plates.
	Automatic dishwashing	16 Detergent for professional dishwashing machines.
LAUNDRY	Automatic dosing	17 Scented detergent for manual and automatic washing of fabrics.
	Dilution systems	18 Laundry machines dosing system.
HANDWASH	Pouch with dispenser	19 Scented natural hand-washing foam.
		20 Disinfectant handwash foam.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog



# Offices, Education & Public Administration

Are you looking for fast and effective cleaning services, products that are safe for people and comply with regulatory standards while respecting the environment?



## The Sutter Professional answer

- wide range of detergents/disinfectants for every type of surface and every kind of dirt;
- range of disinfectant products with the following characteristics: speed of action, broad spectrum of action, safe for the operator in the conditions of use, ease of application;
- cleaning products that meet the criteria for awarding environmental labels;
- complete range for the purpose of obtaining Ecolabel certification of the service;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- easy to use and eco-friendly concentrated products, able to reduce packaging waste and CO<sub>2</sub> emissions due to transport.



# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
	Universal cleaners	2 Scented hydroalcoholic natural detergent.
FLOOR CARE SYSTEM	Strippers	3 Super quick wax stripper/detergent.
	Protective floors	4 High resistance, anti-slip, super shiny acrylic emulsion.
FURNITURE	Glass and multipurpose	5 Multi-purpose detergent. Ready to use.
	Disinfectants/Sanitisers	6 Disinfectant degreaser for cleaning all surfaces.
		7 Stain remover cleaner.
	Specialties	8 Super-active quick natural cleaner.
BATHROOM	Acids	9 Acid descaling cleaner.
	Disinfectants/Sanitisers	10 Ready to use disinfectant deodorising detergent for surfaces.
	WC	11 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	12 Aerosol air freshener.
KITCHEN	HACCP Disinfectants/Sanitisers	13 Disinfectant degreaser for cleaning all surfaces.
		14 Ready to use disinfectant deodorising detergent for surfaces.
		15 Disinfectant detergent for floors and washable surfaces.
	HACCP Degreasers	16 Degreaser for ovens, cookers and hot plates.
HANDWASH	Pouch with dispenser	17 Scented natural hand-washing foam.
INDUSTRIAL	Specialties	18 Superactive graffiti removal gel for external surfaces.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog

# Gyms, sports centres & spas

Are you looking for a guarantee of cleanliness and hygiene, environments without unpleasant odours, surface care and products that are safe for people?



## The Sutter Professional answer

- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- cleaning products that meet the criteria for awarding environmental labels;
- range of disinfectant products with the following characteristics: speed of action, broad spectrum of action, safe for the operator in the conditions of use, ease of application;
- easy to use and eco-friendly concentrated products, able to reduce packaging waste and CO<sub>2</sub> emissions due to transport;
- concentrated products and dosing systems, aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste;
- technical support on dosing equipment and product use.

# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
	Universal cleaners	2 Scented hydroalcoholic natural detergent.
FLOOR CARE SYSTEM	Strippers	3 Super quick wax stripper/detergent.
	Protective floors	4 High resistance, anti-slip, super shiny acrylic emulsion.
FURNITURE	Antistatics	5 Anti-static spray polisher for furniture.
	Glass and multipurpose	6 Multi-purpose natural detergent.
	Disinfectants/Sanitisers	7 Disinfectant degreaser for cleaning all surfaces.
		8 Stain remover cleaner.
BATHROOM	Acids	9 Acid descaling cleaner.
	Disinfectants/Sanitisers	10 Ready to use disinfectant deodorising detergent for surfaces.
	WC	11 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	12 Aerosol air freshener.
KITCHEN	HACCP Disinfectants/Sanitisers	13 Disinfectant degreaser for cleaning all surfaces.
		14 Ready to use disinfectant deodorising detergent for surfaces.
	HACCP Degreasers	15 Degreaser for ovens, cookers and hot plates.
	Automatic dishwashing	16 Detergent for professional dishwashing machines.
HANDWASH	Pouch with dispenser	17 Scented natural hand-washing cream.
		18 Disinfectant handwash cream.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog

# Shopping centres & Supermarkets

Are you looking for specific products for surface care and effective cleaning in compliance with current HACCP regulations, to offer a clean and pristine for environment for your customers?



## The Sutter Professional answer

- wide range of detergents for every type of surface and every kind of dirt;
- range of disinfectant products with the following characteristics: speed of action, broad spectrum of action, safe for the operator in the conditions of use, ease of application;
- cleaning products that meet the criteria for awarding environmental labels;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- easy to use and eco-friendly concentrated products, able to reduce packaging waste and CO<sub>2</sub> emissions due to transport;
- concentrated products and dosing systems, aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste.

# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
	Degreasers	2 Highly effective degreaser for cleaning all surfaces.
FLOOR CARE SYSTEM	Strippers	3 Super rinse-free wax stripper.
	Protective floors	4 High resistance, anti-slip, super shiny acrylic emulsion.
	Maintenance	5 Shiny anti-slip neutral detergent.
FURNITURE	Glass and multipurpose	6 Multi-purpose detergent. Ready to use.
	Disinfectants/Sanitisers	7 Disinfectant degreaser for cleaning all surfaces.
		8 Stain remover cleaner.
Specialties	9 Super-active quick natural cleaner.	
BATHROOM	Acids	10 Acid descaling cleaner.
	Disinfectants/Sanitisers	11 Ready to use disinfectant deodorising detergent for surfaces.
	WC	12 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	13 Aerosol air freshener.
KITCHEN	HACCP Disinfectants/Sanitisers	14 Disinfectant degreaser for cleaning all surfaces.
		15 Ready to use disinfectant deodorising detergent for surfaces.
	HACCP Degreasers	16 Degreaser for ovens, cookers and hot plates.
	Automatic dishwashing	17 Detergent for professional dishwashing machines.
INDUSTRIAL	Sgrassatori	18 Alkaline degreasing cleaner.
HANDWASH	Pouch with dispenser	19 Scented natural hand-washing foam.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog



# Laundry

Are you looking for impeccable cleaning of fabrics and at the same time cost control?



## The Sutter Professional answer

- full range of detergents and additives for automatic and manual fabric washing systems;
- products that respect the fabrics and that are suitable for every washing cycle, water hardness and type of dirt;
- product system with the Ecolabel mark;
- neutral pH washing system;
- washing system able to eliminate yellow spots from sunscreens;
- micro-encapsulated softener with long-lasting fragrance;
- dosing systems aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste;
- technical support on dosing equipment and product use
- disinfection system at 60° with environmental criteria.

## Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Universal cleaners	1 Concentrated highly effective universal detergent for all washable surfaces cleaning.
	Degreasers	2 Highly effective degreaser for cleaning all surfaces.
FURNITURE	Antistatics	3 Antistatic dusting spray.
	Glass and multipurpose	4 Multi-purpose detergent. Ready to use.
	Disinfectants/Sanitisers	5 Disinfectant degreaser for cleaning all surfaces.
BATHROOM	Acids	6 Deodorising, descaling detergent for bathroom.
	Disinfectants/Sanitisers	7 Disinfectant - detergent, scented deodorant.
	WC	8 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	9 Aerosol air freshener.
LAUNDRY	Automatic dosing	10 Complete enzymatic detergent for automatic washing of fabrics.
		11 Alkalinity booster for automatic washing of fabrics.
		12 Active oxygen-based fabric disinfectant for use in the washing machine.
	Specialties	13 Concentrated fabrics softener with long lasting scent for manual and automatic washing of fabrics.
		14 Eliminates odours, deodorising.
		15 Laundry machines dosing system.
Dilution systems	16 Multi-machine dosing system.	
HANDWASH	Pouch with dispenser	17 Scented natural hand-washing cream.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog

# Transport vehicles

Are you looking for effective surface cleaning, even with stubborn dirt, and products that comply with regulatory standards while respecting the environment?



## The Sutter Professional answer

- wide range of products ideal for cleaning internal and external transport vehicle surfaces;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- cleaning products that meet the criteria for awarding environmental labels;
- easy to use and eco-friendly concentrated products, able to reduce packaging waste and CO<sub>2</sub> emissions due to transport;
- dosing systems aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste.

## Application solutions

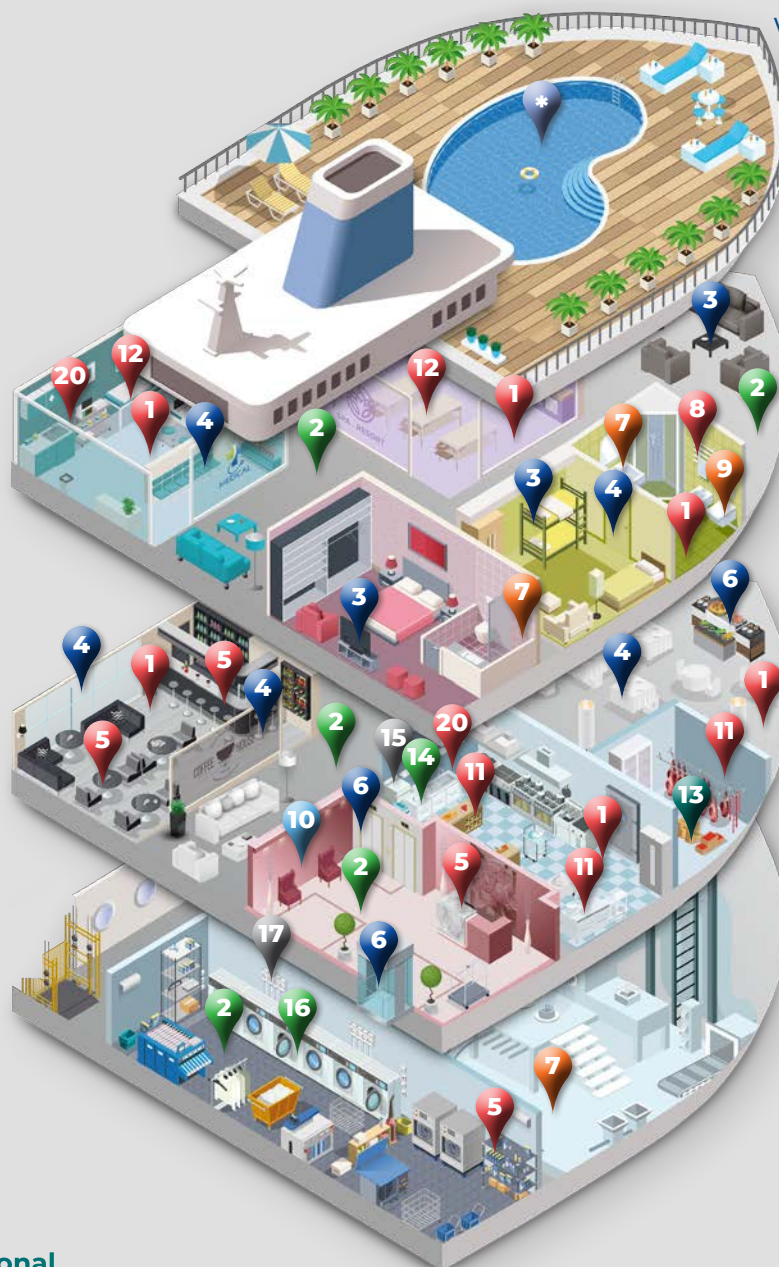
CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Degreasers	1 Highly effective degreaser for cleaning all surfaces.
FLOOR CARE SYSTEM	Maintenance	2 Scented neutral detergent.
	Specialties	3 Neutral dry-foam carpets shampoo.
FURNITURE	Glass and multipurpose	4 Multi-purpose detergent. Ready to use.
	Specialties	5 Super-active quick natural cleaner.
		6 Stain remover cleaner.
BATHROOM	Acids	7 Acid descaling cleaner.
	Disinfectants/Sanitisers	8 Ready to use disinfectant deodorising detergent for surfaces.
	WC	9 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	10 Aerosol air freshener.
INDUSTRIAL	Degreasers	11 Alkaline cleaner for bodywork and hard surfaces washing.
		12 Alkaline degreasing cleaner for carriages, bodywork and tarpaulin sheets.
	Acids	13 Acid-based descaling cleaner.
		14 Superactive acid descaler.
	Specialties	15 Superactive graffiti removal gel for external surfaces.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog



# Ships

Are you looking for effective surface cleaning and products that comply with regulatory standards while respecting the environment?



## The Sutter Professional answer

- wide range of products ideal for cleaning internal and external;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market;
- cleaning products that meet the criteria for awarding environmental labels;
- easy to use and eco-friendly concentrated products, able to reduce packaging waste and CO<sub>2</sub> emissions due to transport;
- dosing systems aimed at the correct consumption of chemical products, able to render handling operations safe for the operator and avoid product waste.



# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Disinfectant - detergent, scented deodorant.
	Universal cleaners	2 Scented hydroalcoholic natural detergent.
FURNITURE	Antistatics	3 Anti-static spray polisher for furniture.
	Glass and multipurpose	4 Multi-purpose natural detergent.
	Disinfectants/Sanitisers	5 Disinfectant degreaser for cleaning all surfaces.
	Specialties	6 Polishing detergent for stainless steel.
BATHROOM	Acids	7 Deodorising, descaling detergent for bathroom.
	Disinfectants/Sanitisers	8 Disinfectant - detergent, scented deodorant.
	WC	9 Strong descaling detergent for toilet bowls.
DEODORIZING	Deodorants	10 Trigger air freshener.
KITCHEN	HACCP Disinfectants/Sanitisers	11 Disinfectant degreaser for cleaning all surfaces.
		12 Ready to use disinfectant deodorising detergent for surfaces.
	HACCP Degreasers	13 Degreaser for ovens, cookers and hot plates.
	Automatic dishwashing	14 Detergent for professional dishwashing machines.
	Dilution systems	15 Detergent/rinse aid dosing system.
LAUNDRY	Automatic dosing	16 Complete enzymatic detergent for automatic washing of fabrics.
	Dilution systems	17 Laundry machines dosing system.
INDUSTRIAL	Degreasers	18 Superactive degreaser for all types of organic residue.
	Acids	19 Superactive acid descaler.
HANDWASH	Pouch with dispenser	20 Disinfectant handwash cream.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog

# Industry Manufacturing site

Are you looking for products suitable for all types of cleaning, for surfaces and environments with any degree of dirt?



## The Sutter Professional answer

- product range specifically designed for industrial cleaning;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market.

# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Disinfectants/Sanitisers	1 Oxidising chlorine disinfectant with cleaning action for cleaning and disinfecting floors and washable surfaces.
	Universal cleaners	2 Concentrated highly effective universal detergent for all washable surfaces cleaning.
	Degreasers	3 Detergent degreaser containing solvents microemulsified in water.
FURNITURE	Antistatics	4 Anti-static spray polisher for furniture.
	Glass and multipurpose	5 Multi-purpose natural detergent.
	Disinfectants/Sanitisers	6 Disinfectant degreaser for cleaning all surfaces.
BATHROOM	Acids	7 Deodorising, descaling detergent for bathroom.
	Disinfectants/Sanitisers	8 Disinfectant - detergent, scented deodorant.
	WC	9 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	10 Aerosol air freshener.
INDUSTRIAL	Degreasers	11 All purpose alkaline cleaner.
		12 Superactive degreaser for all types of organic residue.
	Acids	13 Acid-based descaling cleaner.
HANDWASH	Pouch with dispenser	14 Disinfectant handwash cream.

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog

# Industry

## Food Industry

Are you looking for products for cleaning surfaces with stubborn dirt and ideal for cleaning equipment and tools used in processing areas, in compliance with the health and hygiene regulations in force in the agri-food sector (HACCP)?



### The Sutter Professional answer

- product range specifically designed for industrial cleaning;
- range of disinfectant products with the following characteristics: speed of action, broad spectrum of action, safe for the operator in the conditions of use, ease of application;
- eco-sustainable, high performance products, formulated with respect for the environment and people with equivalent or better results than products of chemical origin on the market.

# Application solutions

CATEGORY	TYPE	PRODUCT/EQUIPMENT
FLOOR CLEANING	Universal cleaners	1 Concentrated highly effective universal detergent for all washable surfaces cleaning.
	Degreasers	2 Highly effective degreaser for cleaning all surfaces.
FURNITURE	Antistatics	3 Anti-static spray polisher for furniture.
	Glass and multipurpose	4 Multi-purpose natural detergent.
	Disinfectants/Sanitisers	5 Disinfectant degreaser for cleaning all surfaces.
BATHROOM	Acids	6 Deodorising, descaling detergent for bathroom.
	Disinfectants/Sanitisers	7 Disinfectant - detergent, scented deodorant.
	WC	8 Strong descaling detergent for toilet bowls
DEODORIZING	Deodorants	9 Aerosol air freshener.
INDUSTRIAL	Disinfectants/Sanitisers*	10 Peracetic acid* based detergent.
		11 Sanitising active chlorine-based degreasing foam.
	Degreasers*	12 Alkaline degreasing foam.
	Acids*	13 Acid-based descaling cleaner.
	Enzimatici*	14 Enzymatic biological activator.
HANDWASH	Pouch with dispenser	15 Disinfectant handwash cream.

\*Suitable for the food industry (HACCP)

For specific products refer to the Categories Index in the SUTTER PRODUCTS catalog



## TRAINING AND SUPPORT

For Sutter Professional, technical training and support are the fundamental pillars for the evolution of the business, necessary to disseminate knowledge and improve the quality of work of cleaning professionals.



Training, guaranteed by Sutter Lab training courses, is a social, cultural and economic value that fully represents Sutter Professional's commitment to knowledge, updating and evolution.

**Check out the free Sutter Lab Training Center training courses dedicated to cleaning professionals.**

In a constantly evolving context, above all from the technological point of view, the role of a company is no longer limited to the mere production and marketing of a product, but must necessarily be integrated into the continuous dialogue between professionals who interact in the industry, through innovative tools and methodologies.

This is the purpose of Sutter Lab: offer theoretical modules, on-the-job training and practical operations to allow the operator to increase his knowledge and improve the quality of his work. Over 5,000 professionals are trained each year with specialised courses, carried out not only at the Sutter Training Center in Italy, but also at those of Madrid and Buenos Aires.

Considering the importance of human capital for the development and evolution of the business, Sutter Lab is always available to solve any training need, studying ad hoc courses and sectoral training packages, also organised at customer premises worldwide.



Support, guaranteed by highly specialised technicians, allows all-round advice and technical-operating assistance to be provided for all cleaning needs, also consolidating relations with local partners.

**Sutter Tech is the highly specialised technical service team created to offer a universal operating image and service at distributors and end customers.**

The prerogative of Sutter Tech is to provide advice and technical support to deal with any problems and obtain the highest cleaning quality with Sutter Professional products and systems.



*Check out all the details from SutterLab and SutterTech on [www.sutterprofessional.it/en/training](http://www.sutterprofessional.it/en/training)*

**“Learning is a treasure that will follow its owner everywhere.”**

# TOOLS AND INNOVATIONS



Sutter Academy is an online platform designed for the professional cleaning universe.

With Sutter Academy you can:

- create customised offers in the field of cleaning services design;
- quickly and easily create customised work plans for the main professional cleaning sectors, such as the food processing, room, toilet, etc. areas.

To find out more, ask your Sutter Professional representative.

[www.sutteracademy.com](http://www.sutteracademy.com)

## HOLOLENS

Sutter Professional, always projected towards the future and innovations, has adopted the Microsoft HoloLens augmented reality technology, in order to offer better technical support and assistance in real time to all those far way customers worldwide.



**“Everywhere you are,  
Everywhere we are.”**

# DISCOVER THE SUTTER WORLD

## OUR ITALIAN COMPANIES

### HEADQUARTER

#### **Sutter Industries S.p.A.**

Sole member company

Località Leigozze 1

15060 Borghetto Borbera (AL) - ITALY

Tel.: +39 0143 631.1 - Fax: +39 0143 697169

Email: [info@sutter.it](mailto:info@sutter.it)

Fully paid-up share capital

Euro 2.000.000,00 i.v.

Reg. of Companies No.,

Tax Code and VAT No. 021026 90068

R.E.A. AL 226707

#### **Sutter Professional S.r.l.**

Sole member company

Località Leigozze 1

15060 Borghetto Borbera (AL) - ITALY

Tel.: +39 0143 631.1 - Fax: +39 0143 697244

Email: [info@sutter.it](mailto:info@sutter.it)

Fully paid-up share capital € 1,030,000.00

Reg. of Companies No.,

Tax Code and VAT No. 01336470065

R.E.A. AL 154517

## OUR OFFICES ABROAD

### SPAIN

#### **Sutter Iberica S.A.U**

Calle Orense, 34 – 8.a planta

Edificio Iberia Mart II - 28020 MADRID

Tel.: 0034-90-2206600 - Fax: 0034-90-2108800

Email: [info@sutteriberica.com](mailto:info@sutteriberica.com)

Share capital Euro 500.150,00

NIF A 79110961

### PORTUGAL

#### **Sutter Portugal LDA**

Av. Nossa Senhora do Rosario, 603, 1.º-D

2750 CASCAIS

Tel.: 00351-21-486 79 14 / 486 79 23

Fax: 00351-21-4867946

Email: [info@sutter-pt.com](mailto:info@sutter-pt.com)

Share capital Euro 1.149.639,37

N.P.C. 503497282

C.R.C de Cascais 8455

### FRANCE

#### **Sutter France S.r.l. Sole member company**

French branch - 104, avenue Albert 1er

FR-92563 RUEIL MALMAISON (France)

Tel.: (+39) 0143631249

Email: [info@sutterprofessional.fr](mailto:info@sutterprofessional.fr)

No. TVA Intracommunitaire FR 06382063501

### ARGENTINA

#### **Sutter Argentina S.A.**

Avenida Alicia Moreau de Justo 550

2º piso - G - Edificio "City Port"

C1107AAL - BUENOS AIRES

Tel/Fax: +54 11 5352.6701

0810 345 7888 (llamada local desde cualquier punto del país)

Email: [sutter@sutterargentina.com.ar](mailto:sutter@sutterargentina.com.ar)

Share capital Euro 30.000,00

C.U.I.T. 30-68897976-1

### CHILE

#### **Commercial Sutter Chile LTDA**

La Concepción 81, OF. 608

CP 7500010 Providencia - SANTIAGO

Tel.: 0056-2.264.9399 - Fax: 0056-2.264.1558

Email: [info@sutterchile.com](mailto:info@sutterchile.com)

Share capital 11.580.000 pesos chilenos

RUT 76.208990-4









Sutter Professional, part of Sutter Group founded in 1858, offers very effective systems to solve any kind of professional cleaning problems, operating with its own subsidiaries in Spain, France, Portugal, Argentina, Chile and Brazil and collaborating with local distributors in many countries throughout the world. The constant exchange of information with its international partners enables it to continue expanding and innovating, looking to the future and always trying to keep one step ahead of the new market demands.

DISTRIBUTED BY

**SUTTER INDUSTRIES S.p.A.**  
Località Leigozze, 1 - 15060 Borghetto Borbera (AL) - Italy  
[info@sutterprofessional.com](mailto:info@sutterprofessional.com) - [www.sutterprofessional.com](http://www.sutterprofessional.com)

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531161 - Ed. 05/19