



CLEANING & SUPPORT SERVICES ASSOCIATION

REPORT AND ACCOUNTS

FOR THE YEAR ENDING 31ST DECEMBER 2005

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CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED
COMPANY NUMBER: 02225743

ANNUAL REPORT 2005

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CLEANING AND SUPPORTS SERVICES ASSOCIATION LIMITED

BOARD OF DIRECTORS

CHAIRMAN	Neville R. Goodman	- MITIE Group plc
VICE-CHAIRMAN	Douglas Cooke	- Principle Cleaning Services Ltd
HONORARY TREASURER	Michael Rutherford	- Victoria Medical & General Cleaning Services Ltd

OTHER DIRECTORS	Anthony Clarke	- Monthind Clean Ltd
	Simon Cox	- ISS UK Ltd
	John Ellis	- MacLellan International Ltd
	Andrew Fahey	- Trendleway Cleaners Ltd
	John Findlater	- Sherwood Cleaning Group Ltd
	David Hylton	- Romec Ltd
	Peter Lloyd	- Rentokil Initial plc
	Arthur Nuttall	- OCS Group Ltd
	John A. O'Shea*	- Mowlem Pall Mall plc

* John O'Shea replaced by James Melvin on the 10th October 2005

SECRETARY & DIRECTOR GENERAL	Martyn Vesey
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REGISTERED OFFICE	Warnford Court 29 Throgmorton Street London EC2N 2AT Tel: 020 7920 9632 Fax: 020 7256 9360
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AUDITORS	Price Bailey, 500 Larkshall Road Highams Park LONDON, E4 9HH.
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SOLICITORS	Pinsent Curtis, 3, Colmore Circus, BIRMINGHAM, B4 6BH.
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BANKERS	HSBC plc, 28 Borough High Street, LONDON, SE1 1TY.
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CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED

REPORT OF THE BOARD

CHAIRMAN'S REPORT

The Cleaning and Support Services Association made excellent progress again in 2005 and I would like to present the highlights to you.

During 2005 we have witnessed change in our industry in a number of directions. The market has remained tight, with client pressure on prices and competition as high as ever. This situation has led to a change in focus by trade unions towards employees and employers in our sector. But, at the same time, the unions have approached clients to request better pay and benefits for our employees on their sites. I will return to this later in my report. We have also seen efforts by sections of the press to focus on hospital hygiene and positive partnerships between clients and contractors to embrace daytime cleaning more widely in the UK.

I would like to commence my report by summarizing the financial state of the UK industry. Again, turnover grew slowly with tight margins and pre-tax profits for the industry averaging below 4%. The number of companies in the industry declined slightly with approximately 100 contractors producing some 70% of the industry's £4bn turnover. Staffing numbers fell, probably due to the increased hours per week worked by individuals and the reductions in specification by clients to meet rising costs. Clients continue to demand lower prices and are often willing to sacrifice standards to contain their expenditure targets. None more so than in the public sector where healthcare and hospital hygiene have dominated the headlines again for much of the year.

Best Practices in our Industry

In my report last year I referred to the commencement of a project commissioned by the CSSA with the Open University Business School to study best practices in the industry. The study was carried out throughout 2005 and is on-going. It signals some potentially important changes for clients, employers and employees in our industry and I look forward to the outcome with interest.

Membership

I am pleased to report that CSSA membership numbers have increased during 2005, due largely to our focus on promoting the work of the association and its involvement in a number of high-profile issues. The association has attracted significant new interest during the year from its activities with trade unions, with Government and from press coverage arising from media interest in a host of topical matters. Enquiries for membership have also increased although not all applicants are willing to comply with the CSSA Members' Code of Practice which is a condition of membership.

Associate Members

I am delighted that our associate member numbers are growing as suppliers of goods and services recognize the benefits of joining the CSSA. We now have machinery manufacturers, materials, paper and chemical suppliers, as well as insurance and other consultants on board. This wide-ranging group provides excellent opportunities for cross-referencing our thoughts on the way forward for the industry and I welcome other associated organizations to talk to us about applications for associate membership.

Legislation

The association consulted with a number of Government departments during the year details of which are given in the body of this report. With such high dependence on staff employment this industry bears the brunt of legislative change and all our association's efforts during the year in this respect have been to press for the retention of competitiveness whilst working to enhance productivity and professionalism through better terms and conditions of employment.

European Federation of Cleaning Industries

I reported last year that the EFCI had appointed John Oliver of OCS as president. This appointment, along with the CSSA's director general as Secretary General, has set the UK industry at the forefront of the industry in Europe. Positioned both physically and metaphorically between Europe and the USA, the UK has taken a lead in promoting change throughout the EU and hosted a most successful Circle meeting to this effect in London in October. The CSSA is now held in high esteem with our European partners and our efforts going forward must be to maintain and enhance this position.

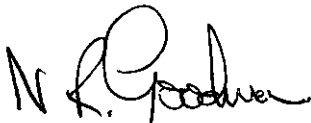
CSSA Service Sector Cost Index

The CSSA Service Sector Cost Index is a unique business tool and was used again last year to demonstrate to the Low Pay Commission the potential impact of proposed changes to the National Minimum Wage. Members now use this device to renegotiate contract prices with clients as it represents a better indication of operating costs than RPI or any other management tool.

Public Relations

The association's activities have attracted considerable press coverage throughout the year, particularly in connection with trade unions, campaigns for "living wages", hospital hygiene, E-auctions and our drive to improve standards in the industry. The CSSA sponsored both the Kimberly-Clark Golden Service Awards and the Building Cleanability Awards, sponsored by the Worshipful Company of Environmental Cleaners with members making up most of the attendees at both awards ceremonies. We have also issued a number of joint press releases with the Business Services Association and the Facilities Management Association on occasions where we were able to harness support from the broader FM and hospitality sectors.

The industry is lively, fighting fit and ready for change with the CSSA at the head. I commend you to support your association in championing positive change in the year ahead.



(Signed by Neville R Goodman)

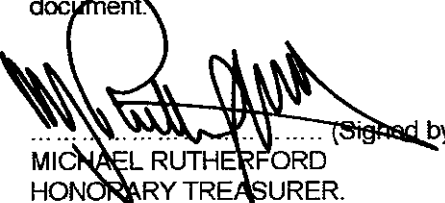
NEVILLE R GOODMAN
CHAIRMAN.

HONORARY TREASURER'S REPORT

I am pleased to report that the net result for the year was a surplus of £5435, a small increase on 2004. Income at £237611 represented an increase of 5.5% over last year. Income from subscriptions was improved during the year, and encouragingly, Other Income showed an increase of £2971 over target for the year. New members' income has also grown ahead of target.

Administration expenses at £222,533 represented a slight increase over 2004 caused largely by the move to new office premises. With a number of expenditure items such as the Cleaning Show and the WFBSC Congress occurring bi-annually like for like cost comparisons are not exact but the association has contained costs wherever possible during the year

The profit and loss account and balance sheet for the year ending 31st December 2005 are set out later in this document.


..... (Signed by Michael Rutherford)
MICHAEL RUTHERFORD
HONORARY TREASURER.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The following statement, which should be read in conjunction with the auditors' report, is made with a view to distinguishing for members the respective responsibilities of the Association and of the Auditors in relation to the Accounts.

Company law requires the directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on a going concern basis.

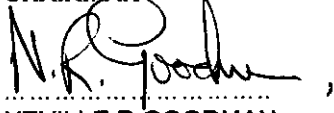
The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking responsible steps for the prevention and detection of fraud and other irregularities.

AUDITORS

In accordance with Section 384 of the Companies Act 1985, a resolution proposing the appointment of auditors to the Association will be placed before the members at the forthcoming Annual General Meeting.

BY ORDER OF THE BOARD

CHAIRMAN


.....
NEVILLE R GOODMAN
(Signed by Neville R Goodman)

SECRETARY


.....
MARTYN VESEY
(Signed by Martyn Vesey)

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED

HIGHLIGHTS OF THE CSSA 2005 PROGRAMME

The CSSA's mission is to promote the UK cleaning and support services industry and develop the market by enhancing the ability of its members to service clients' needs in a professional and profitable manner.

ORGANISATION.

- The staffing levels during the year have remained unchanged at 2.

The company secretary and director general, Martyn Vesey, represented the cleaning industry on the Cleaning board and Council of Asset Skills, the Sector Skills Council for the industry, and represented the CSSA on the board of directors of the EFCI where he also held the position of Secretary General to the UK president. He also sat on the Executive Management Committee of the World Federation of Building Service Contractors. He represented the CSSA at the DTI Services Expert Group.

Linda Casey, who continued her role as administrator, completed 27 years with the Association in 2005.

MEMBERSHIP SERVICES AND MARKETING

- Many members have commented favourably on the introduction of the **CSSA Service Sector Cost Index**, introduced in 2003 but developed each year into a highly useful working tool. Members have been able to renegotiate contact prices with clients basing their arguments on the index rather than "RPI" as in previous years. It generated much interest from representatives of the CBI during CSSA evidence to the Low Pay Commission in 2004 and was used to advise the LPC in 2005. This service will continue to be distributed to members for each change to employment costs brought about by Government legislation.
- The **CSSA website**: www.cleaningindustry.org generated over £10 million of new business potential during 2005. This facility allows prospective clients to advertise for contractors on the website and only members are permitted to see and respond to the opportunities. A host of other member services such as industry statistics and the "The Supporter" newsletter were distributed throughout the year.
- **"The Supporter"** newsletter was published approximately every four to five weeks and was well received by members. A number of specialist supplements were also published including an issue on the Open University Study into our industry and on our discussions with trade unions. Members receiving the newsletter by e-mail have increased during the year, and this has encouraged member companies to disseminate the newsletter throughout their management teams.
- There were additional **membership mailings** to improve members awareness and understanding of such matters as:
 - + National Minimum Wage
 - + Illegal Working
 - + Health & Safety
 - + Employment Legislation
 - + TUPE
- We continued to distribute a **range of informative leaflets** on such subjects as:
 - + Membership Benefits
 - + Code of Practice
 - + How to profit from contracting out your cleaning and support services
 - + The CSSA Website

- We continued to provide the **free telephone business advice service**, the use of which continues to grow, thereby giving rise to increased cost of this provision.
- **Industry trading statistics and labour market information** is provided upon request to member companies and external organisations. Additionally we provide the European Federation of Cleaning Industries with a comprehensive set of statistics, which are published in their review of the European market and distributed to members free of charge.
- A number of **membership services** available to members at special discounted terms examples of which are:
 - + Insurance
 - + Debt collection
 - + Health & Safety Management Systems
 - + Discounted conference and banqueting facilities
 - + Discounted corporate telephone accounting
 - + Time and attendance recording software
- The previously published **"Best Practice Guidance for the Measurement of Cleaning Performance"** is now available for purchase from the association.
- The **Guide to Health and Safety in Office Cleaning** was distributed free of charge to members again last year.
- The **CSSA Secretariat** continued to respond positively to members enquiries by 'phone, e-mail, and post. Enquiry traffic has increased considerably since the promotion of the new website with callers from all sections of the industry, including the public sector and members of the general public. During 2005 we witnessed an increasing number of enquiries from management consultants and finance houses seeking advice on the size and trends in the industry.
- **Fairness** The association receives frequent requests for contractor recommendations from clients but maintains a Fairness Policy by not giving individual member company names. Instead we recommend visitors to post their interests on the website and the association then alerts all members to respond freely as they wish.

LEGISLATIVE ISSUES AND CONTACT WITH GOVERNMENT

- The Association gave evidence to the **Home Office Illegal Working Stakeholders Group**. We advised on the proposal to amend the documents that act as a defence against the employment of illegal immigrants. However we also advised that we were not impressed by being held responsible as employers for illegal employment when forged documents were impossible for the public to detect.
- The association gave evidence to the **Low Pay Commission (LPC)** in 2005 regarding the likely impact of changes to the **National Minimum Wage** that had been under discussion during 2004.
- We continued follow-up contact with the **Employment Directorate of the DTI** who was proposing a number of important amendments to the **TUPE Regulations**.
- The CSSA represented the industry at talks with the **Department of Health** concerning hospital hygiene and the abolition of the **"Two Tier Workforce"**

- We gave written evidence to the **House of Lords Select Committee** on **Migration to the EU**.
- We consulted with the **DTI World Trade Organization** on **Business Services** opportunities overseas.
- The CSSA made representations to the **Office of the Deputy Prime Minister (Office of Government Commerce)** against the use of **Electronic Auctions** in public sector procurement in company with the Facilities Management Association.

EUROPEAN AFFAIRS

- With the UK presidency of the EFCI from 2004 to 2007, 2005 was a busy and constructive year for the CSSA. An excellent contingent of speakers from CSSA members and associate members presented to a wide and diverse audience in Brussels in April on **Daytime Cleaning**. In particular the association was pleased to call on Robert Burtinshaw, president of the **Industrial Cleaning Machinery Manufacturers Association (ICCMA)** to outline the technological advancements in machinery and methods that support Daytime Cleaning.
- In October the CSSA hosted EFCI members to its **Circle Meeting** in London, attended by employers and industry representatives from across Europe to hear presentation on **"The State of the Industry."** CSSA Board member Peter Lloyd of Rentokil Initial plc outlined the current state of **Operating Margins** in the UK, a topic close to the hearts of many in the industry.

The EFCI and the European Trade Unions made a joint declaration against certain clauses in the proposed EC directive – **The Internal Market for Services**. This potentially damaging legislation could have weakened the industry significantly through the imposition of **"social dumping"** but the excellent public statement, written by the CSSA, was distributed to all MEPS prior to the vote and the required outcome was achieved.

- The Director General, in addition to attending Board meetings, also participated in **EFCI Committees** such as Social Affairs, Quality and Technical, and Economic. He also contributed to the **European Social Dialogue** under the auspices of UNI-Europe (European trades unions).
- Typical legislative issues being addressed through this partnership are:
 - A Frame of Reference for the development of the cleaning industry
 - Lobbying on behalf of the industry against the new Directive for Services
 - A study of labour Costs across Europe
 - Daytime cleaning as means of improving "living wages"
 - EU Enlargement and the acceptance of the new accession member states
- UK membership of the **EFCI Circle** has now increased to six member companies participating in a programme of pan-European issues and initiatives presented at two meetings per year with other European Companies. Other UK members are encouraged to join.

WORLD AFFAIRS

- The CSSA continues its board and executive management of the **World Federation of Building Services Contractors (WFBSC)** and has been instrumental in the organization of the forthcoming **World Congress** in **Seoul, Korea** in October 2006
- The CSSA administered the **Young Executive Award** competition at the 2004 congress in Montréal, sponsored by **Truvox International Ltd**. The director general administered the preparation of the competition again during 2005 for the forthcoming congress in Korea on behalf of Truvox International.

PUBLIC RELATIONS

- During 2005 we provided the essential administrative support for the Kimberly-Clark **Golden Service Awards**. A record number of entries were received for this increasingly popular competition and a capacity audience attended the awards ceremony at The Royal Lancaster Hotel, London in November 2005. Once again a number of members received prestigious awards, with **ISS Mediclean** winning the overall award for **the Royal Brompton Hospital, London**.
- We continue to support the biennial Worshipful Company of Environmental Cleaners **'Building Cleanability Awards**.
- Articles were published regularly in the cleaning **trade press**, on topical and important subjects of interest to readers. Hospital hygiene and infection dominated the news again during 2005 and the CSSA was active in the Press, on radio and Television. The **TELCO "living wage" campaign** also received publicity through the CSSA efforts to promote "living wages" for employees in our sector, mainly through the promotion of Daytime Cleaning.
- Over 250 members and clients attended the **annual luncheon** at The Savoy in June 2005. The event provided members and their guests with opportunities to share experiences of the last year and to discuss common issues.

CLEANING INDUSTRY PASSPORT

- The CSSA, in company with Asset Skills, BICSc and Purple Passport.com, sponsored the launch of the **Pathway Card** in 2005. This unique device acts as an electronic CV and training record for employees in our sector and encourages staff to value their training and developmental achievements in the same way as other workers use a CV to enhance their employability prospects. Members are urged to register as **Pathway Card Verifiers** in order to access the employees' cards and to record both in-house and other training achievements. With the card also able to act as a company ID card the costs to employers in minimal if they choose to fund the card for their staff.

BEST PRACTICE PROJECT

- The board of the CSSA approved the commencement of a study by the Open University Business School into the corporate dynamics of our industry – the challenges facing contractors, the decision-making drivers and client views and expectations.
- Employers and clients from a variety of sectors and business sizes were interviewed by the university professors and an initial report was filed to the board.
- The CSSA boards view this piece of work as fundamental to the future success of our industry and further studies have been commissioned. It is anticipated that the formulation of best practices for our industry is in the long-term best interests of all parties, particularly employees who could enjoy better pay and working conditions in a professional industry going forward.

TRADE UNIONS

- With trade union membership in the manufacturing sectors in decline many unions are turning to the service sector for membership. During 2005 employers and clients witnessed efforts by the **Transport and General Workers Union** to recruit members from contract staff in our industry in Canary Wharf and the City of London. Campaigning for a wage package of £6.70 per hour plus benefits many members witnessed approaches by the union to their clients in these areas. As a result the CSSA facilitated meetings with the T&GWU in order to understand better their demands and to assist members to advise their clients accordingly.
- The CSSA also established a **Hotline** to facilitate dialogue between the T&GWU and members in order to prevent inappropriate action by local union organizers when dialogue and agreement in principle was in place at national level.
- Discussions between the T&GWU and the CSSA continued throughout 2005 and were on-going at the end of the year.

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED

We have audited the financial statements of Cleaning and Support Services Association Limited on pages 4 to 10 for the year ended 31 December 2005. These financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005), under the historical cost convention and the accounting policies set out therein.

This report is made solely to the company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept our assume responsibility to anyone other than the company and the company's members as a body for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the directors and auditors

As described in the statement of directors' responsibilities on page 1 the company's directors are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the directors' report is not consistent with the financial statements, if the company has not kept proper accounting records or if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions with the company is not disclosed.

We read the directors' report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

In our opinion the financial statements give a true and fair view of the state of the company's affairs as at 31 December 2005 and of the result for the year then ended, and have been properly prepared in accordance with the Companies Act 1985.

500 LARKSHALL ROAD

HIGHAMS PARK

LONDON

E4 9HH

Paul Bealey Ltd

DATED: 22-5-06

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED**PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2005**

	Notes	2005 £	2004 £
TURNOVER	3	237,611	225,138
Administration expenses		(222,533)	(210,903)
Project expenses (net)		(10,106)	(11,035)
		<hr/>	<hr/>
OPERATING PROFIT	4	4,972	3,200
Interest receivable	5	463	803
		<hr/>	<hr/>
PROFIT ON ORDINARY ACTIVITIES BEFORE TAXATION		5,435	4,003
Tax on profit on ordinary activities		-	-
		<hr/>	<hr/>
PROFIT AFTER TAXATION	10	5,435	4,003
		<hr/> <hr/>	<hr/> <hr/>

The notes on pages 14 to 16 form part of these financial statements.

BALANCE SHEET AT 31 DECEMBER 200513

1. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital.

2. ACCOUNTING POLICIES**2.1 Accounting convention and standards**

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005) under the historical cost convention.

2.2 Turnover

Turnover represents the total amounts, excluding Value Added Tax, receivable by way of subscriptions from members of the Association, projects undertaken by the Association, sale of books and material published by the Association and for services rendered.

2.3 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:-

Equipment	Straight line over 5 years
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2.4 Leasing and hire purchase commitments

Rentals payable under operating leases are taken to the profit and loss account on a straight line basis over the lease term

2.5 Pensions

The pension costs charged in the financial statements represents the contributions payable by the company during the year in accordance with FRS 17.

3. TURNOVER

In the year to 31 December 2005 less than 1% (2004 less than 1%) of the company's turnover was to marketing outside the United Kingdom.

4. OPERATING PROFIT

This is stated after charging:

	2005	2004
	£	£
Depreciation	1,300	1,200
Auditor's remuneration	1,650	1,575
Hire of equipment	10,000	10,000
	<hr/>	<hr/>

The number of directors for whom retirement benefits are accruing under money purchase pension schemes amounted to 1 (2004: 1).

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2005 (CONTINUED)

5. INTEREST RECEIVABLE

	2005	2004
	£	£
Bank interest receivable	463	803
	<u> </u>	<u> </u>

6. PENSION COSTS

Defined Contribution

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund.

7. TANGIBLE FIXED ASSETS

	Fixtures & fittings
	£
Cost:	
At 1 January 2005	18,452
Additions	5,915
Disposals	(7,179)
	<u> </u>
At 31 December 2005	17,188
	<u> </u>
Depreciation:	
At 1 January 2005	16,262
Charge for the year	1,300
Estimated on disposal	(7,179)
	<u> </u>
At 31 December 2005	10,383
	<u> </u>
Net book value:	
At 31 December 2005	6,805
	<u> </u>
At 31 December 2004	2,190
	<u> </u>

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2005 (CONTINUED)

8. DEBTORS

	2005	2004
	£	£
Trade debtors	77,864	15,864
Prepayments and accrued income	21,907	15,034
	<u>99,771</u>	<u>30,898</u>

9. CREDITORS: amounts falling due within one year

	2005	2004
	£	£
Trade creditors	28,312	8,547
Other taxes and social security costs	10,603	3,237
Accruals and deferred income	62,075	12,760
	<u>100,990</u>	<u>24,544</u>

10. STATEMENT OF MOVEMENT ON PROFIT AND LOSS ACCOUNT

	2005
	£
Balance at 1 January 2005	18,400
Retained profit for the year	5,435
	<u>23,835</u>

11. RELATED PARTY TRANSACTIONS

The directors of the company all work for companies who are members of Cleaning and Support Services Association Limited and their membership fees are included within turnover.

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED**DETAILED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2005**

	£	2005 £	£	2004 £
INCOME				
Subscriptions		226,640		216,563
Other income		10,971		8,575
		<hr/>		<hr/>
		237,611		225,138
ADMINISTRATIVE EXPENSES	222,533		210,903	
PROJECT EXPENSES (NET)	10,106		11,035	
	<hr/>	232,639	<hr/>	221,938
		<hr/>		<hr/>
OPERATING PROFIT		4,972		3,200
OTHER INCOME				
Bank deposit interest		463		803
		<hr/>		<hr/>
PROFIT FOR THE YEAR		5,435		4,003
		<hr/> <hr/>		<hr/> <hr/>

CLEANING AND SUPPORT SERVICES ASSOCIATION LIMITED**ADMINISTRATIVE AND PROJECT EXPENSES FOR THE YEAR ENDED 31 DECEMBER 2005**

	2005	2004
	£	£
ADMINISTRATIVE EXPENSES		
Salaries and NIC	106,778	99,554
Staff pension and healthcare	12,542	10,475
Office repairs and cleaning	3,476	3,480
Rent, rates and services	30,535	29,383
Insurance	5,972	5,141
Light and heat	927	788
Office machine hire and maintenance	12,214	18,974
Telephone	3,050	2,985
Printing and stationery	1,320	1,229
Postage and courier	2,294	3,025
Management bodies expenses	2,069	937
Travel	-	92
Annual General Meeting	-	363
Legal and professional	2,277	3,300
Auditors remuneration	1,650	1,575
Accountancy and book-keeping	8,355	8,410
Bank charges	500	172
Bad debts	966	5,073
Sundry expenses	5,418	2,696
Subscriptions to other bodies	20,890	12,051
Depreciation - furniture and equipment	1,300	1,200
	<hr/>	<hr/>
	222,533	210,903
	<hr/>	<hr/>
PROJECT EXPENDITURE		
Branch activities	-	55
European and World Federations	3,141	3,414
WFBSC	262	(3,256)
Marketing, Publications and Conference	4,492	6,944
2005 Cleaning Exhibition	1,553	878
Sponsorship	658	3,000
	<hr/>	<hr/>
	10,106	11,035
	<hr/>	<hr/>