



Visiting France

i-connect

No. 7

Clean 300m²
in just 1 minute
of your time,
with the i-walk



Level up your cleaning routine

Maximize cleaning efficiency without wasting time. Combine powerful, modern co-botic technology with the unequaled cleaning results of an i-mop XL. In less than a minute, you can get the machine operational and get on with other tasks.



Faster

It takes less than 1 minute to get the i-walk working, freeing up time for other tasks.



Cleaner

The i-walk offers co-botization combined with the cleaning performance of the i-mop.



Greener

Designed to be eco-friendly with optimized energy usage.



Safer

The advanced suction technology leaves the floor dry, reducing the risk of slip accidents.



Better

Handles repetitive tasks, allowing cleaners to focus on other work.



A smarter way of cleaning. Join the revolution
Scan the QR-code for more information



INTRODUCTION



"THE FRENCH
UNDERSTAND
THE ART OF
SAVOURING"

What I appreciate about France is its fascinating blend of tradition, intellect, and a celebrated joie de vivre. The French are known worldwide for their deep-rooted appreciation of high culture, from fashion and cuisine to philosophy and the arts. But beyond these iconic expressions lies something even more compelling: a lifestyle shaped by history, values, and the quiet rituals of everyday life.

There's a certain elegance in how the French move through the world. A blend of intellectual depth and formality, but also pride, personal expression, and a sincere dedication to enjoying life's simple pleasures. Whether it's a well-crafted dish, an evening walk through the city, or a long lunch shared with friends, the French understand the art of savouring. Not just meals, but moments.

A typical French lifestyle isn't driven by speed or accumulation, but by intention. It's about finding joy in the details, living in the present, and prioritizing what truly matters: quality over quantity, experience over ownership, and relationships over routine.

This is exactly where the i-team values meet the French way of life. We believe that impactful partnerships are rooted in human connection. That innovation starts with listening. And that progress, like a good meal, takes time, care, and the right ingredients.

I invite you to explore this edition of i-connect, dedicated to i-team France. Inside, you'll meet the people, ideas and innovations that are helping to shape a smarter, cleaner, more connected future.

Bon voyage and bon appétit.

Ben van de Scheur

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Colophon

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Welcome to **France** THE COUNTRY OF...



CROISSANT O'CLOCK

Flaky, buttery perfection. If your morning doesn't start with a fresh croissant, are you even in France?

POP THE CHAMPAGNE

The only real Champagne comes from... Champagne! Bubbly perfection from the region that gave it its name.



CAFÉ CULTURE

Espresso, a cigarette (or just the attitude), and endless people-watching. No rush. C'est la vie!



BON APPÉTIT!

French cuisine isn't just food. It's an art form. From escargots to coq au vin, every meal is a masterpiece.

VIN, VIN, VIN!

From Bordeaux to Burgundy, France is basically one big vineyard. Wine isn't just a drink here, it's a way of life. Santé!



SAY CHEESE

Camembert, Roquefort, Brie... France has over 1,600 cheeses. That's way more cheeses than days in a year!

COCKEREL PRIDE

France's national symbol isn't just any bird. It's a clever play on words! In Latin, gallus means both 'Gallic' and 'rooster', which is why its image has appeared on Gallic coins since ancient times. Today, it stands for French pride, resilience, and a little bit of flair.



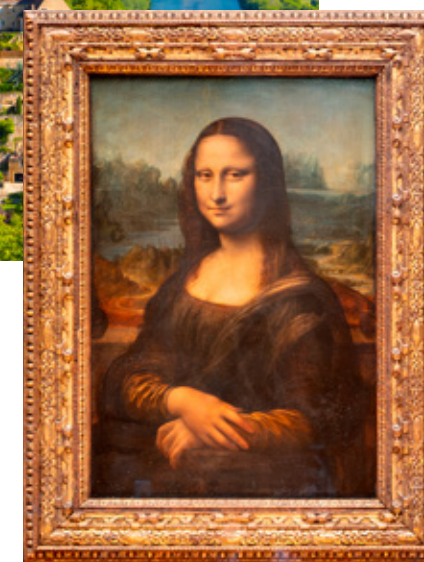
TOUR DE FRANCE

The world's most famous cycling race. 3,500 km of sweat, pain, and glory. Allez, allez, allez!



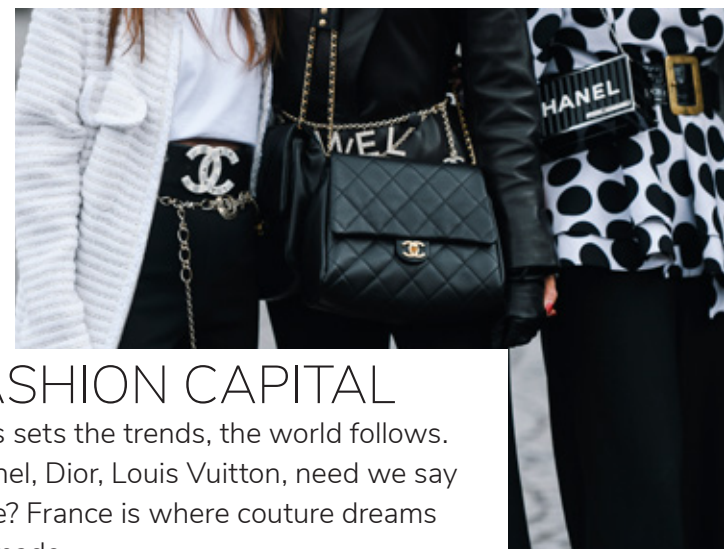
FAIRY-TALE CHÂTEAUX

France has over 40,000 castles. Versailles, Chambord, Chenonceau... your inner royal is spoiled for choice.



LEGENDARY ARTWORK

From the Mona Lisa's mysterious smile to Monet's water lilies, France is home to some of the world's most legendary masterpieces.



FASHION CAPITAL

Paris sets the trends, the world follows. Chanel, Dior, Louis Vuitton, need we say more? France is where couture dreams are made.

IRON LADY

The Eiffel Tower: from controversial eyesore to the most iconic silhouette in the world.



BAGUETTE, C'EST PARFAIT

Crispy outside, fluffy inside. The French baguette is so sacred, UNESCO made it world heritage.



I-TEAM FRANCE

A unique approach to innovation and growth.

At i-team Global, collaboration is key. Across different markets, the i-team structure adapts to fit local needs while staying connected to a shared mission: bringing smarter, more efficient cleaning solutions to the world. But not all regions operate the same way. i-team France has developed its own approach, refining its structure, strategy, and partnerships to better serve the French market. With a hands-on distribution model, a segmented partner network, and a strong focus on key accounts, France is leading its own way forward.

A different kind of i-embassy

While many i-team embassies follow a standardized structure, i-team France has taken a more specialized approach. Instead of one main i-ambassador, France operates with **four key ambassadors**, each handling a specific aspect of the business:

- **Regional ambassador:** Overseeing i-team France, managing national key accounts, and ensuring contract compliance.
- **Sales ambassador:** Supporting partners and sales facilitators across the country.
- **Technical ambassador:** Handling warranties, training, and technical support for end-users.
- **Key Account ambassador:** Assisting with national key accounts while also contributing to sales efforts.

This structure allows i-team France to divide responsibilities effectively, ensuring both large national accounts and smaller independent partners receive the attention they need.

I-TEAM
FRANCE



**REGIONAL
AMBASSADOR**



**SALES
AMBASSADOR**



**TECHNICAL
AMBASSADOR**



**KEY ACCOUNT
AMBASSADOR**

A multi-tiered partner network

Unlike some markets that rely on a small number of large distributors, i-team France has built a diverse network of partners, grouped into three categories:



**TIER 1
I-PARTNERS**

High-volume partners with strategic importance.



**TIER 2
MASTER DEALERS**

Mid-sized partners with regional influence.



**TIER 3
DISTRIBUTORS**

Smaller, local partners who play a vital role.

This segmented system allows i-team France to maintain flexibility while ensuring strong local market coverage. However, working with a larger number of smaller partners requires more resources, which is why pricing structures vary. Tiered contracts include transparent cost adjustments (+4% for Tier 2, +8% for Tier 3) to account for the additional operational effort.

A hands-on approach to market control

i-team France takes a more direct role in market operations. Instead of relying solely on partners to handle sales, the embassy negotiates directly with national key accounts, invoices them, and then redistributes sales through its partner network. While some partners prefer full independence, this centralized approach ensures:

- National key accounts are properly managed.
- Market consistency is maintained.
- Partners can focus on local clients without added pressure.

Expanding reach and building the future

Growth is a top priority for i-team France. Currently managing 64 partners, the goal is to reach 100 partners by next year. The team is also expanding, with 8 salespeople (soon to be 10) dedicated to building new opportunities.

At the same time, marketing and branding efforts are evolving. With renewed focus on media exposure,

networking, and industry benchmarks, i-team France is working to increase brand awareness and establish itself as a leader in the professional cleaning market.

And the key to success? Demos, demos, demos. More than price sensitivity, the biggest challenge in France is getting enough hands-on demonstrations to showcase the value of i-team products. The more salespeople out in the field, the more sales follow.

Leading by example

Through strategic networking, structured distribution, and a hands-on sales approach, i-team France is setting its own path. One that ensures sustainable growth, strong market control, and continued innovation.

With ambitious plans for 2025, expanding i-centers, and a growing network of partners, the future looks bright. One thing is clear: i-team France isn't just following the standard model. It's creating a new one.



MEET THE TEAM

SHAPING THE FUTURE TOGETHER

Behind every success story is a team of passionate professionals. At i-team France, each member brings their own expertise, energy, and vision to the table. From technical ambassadors to sales strategists, they work together to redefine cleaning.

Let's meet the team!



Hans van Blijenbergh Key Account Ambassador & Demonstrator

What does your role involve?

"I guide our partners' sales representatives during presentations and demonstrations with end users. I also train sales teams so they can independently sell i-team solutions. And I test brushes, pads, and new materials on different floor types to ensure we stay ahead in performance."

How did you join i-team France?

"I was there from the start, five years ago. What drew me in was how i-team thinks differently, does things differently, and creates unique solutions. As Frank likes to say, you have to be a 'believer' to be part of the i-team family."



"WE'RE CHANGING THE WAY THE FRENCH THINK ABOUT CLEANING."

What do you love most about working in this team?

"Seeing the smiles on users' faces when they experience how much faster, cleaner, greener, safer, and better our solutions are."

What's a fun fact about you?

"My roots are in Affligem, Belgium, famous for its beer. My colleagues are morally obliged to order an Affligem when we go out. Only problem? The French can't pronounce it properly. But they can drink it!"

If you had to describe i-team France in one sentence?

"We're changing the way the French think about cleaning."



Jean Baptiste Faucher Ambassador i-team France

How would you describe your work at i-team France?

"My role is to lead and grow i-team France, manage national key accounts, and coordinate with our partners. I oversee distribution contracts and ensure we stay true to our market strategy."

What do you love about this team?

"We work hard, we think ahead, and we're building something that truly changes our industry. It's not just business; it's a mission."

What's one piece of advice for newcomers in the cleaning industry?

"Stop looking at short-term costs. Invest in innovation, and it will pay off in ways you didn't expect."



Coralie Pain
Commercial Demonstrator

What's your role in the team?
"I support our partners in selling i-team products and integrating them into their ecosystem."

What attracted you to i-team France?
"The company's values and its intelligent vision."

What do you enjoy most about this team?
"The shared positive intent. We're all working toward the same goal."

What's your favorite i-team product?
"The i-walk and i-mop XL. They offer versatility, performance, and simplicity."

If you had to describe i-team France in one sentence?
"We pay attention to what users really need."

Your advice for someone new in the industry?
"Look ahead, a new era in cleaning is beginning."

Laurent Ernoult
Commercial Demonstrator

What's a typical day like for you?
"I present, train, and support our partners during demos. It's hands-on work that ensures our products are used effectively."

How did you join i-team France?
"I worked with Lionel Vincent at another company and followed him to i-team France. I wanted to be part of something from the very beginning."

What makes i-team France special?
"Serious work, but in a good, simple, and efficient atmosphere."

What's a fun fact about you?
"I consider my Persian cat my third child. Very seriously."

If you had to describe i-team France in one sentence?
"Friends, looking to the future with a shared vision."



Frédéric Armand
Technical Ambassador

What does your job involve?
"I assist with technical support, troubleshoot machine repairs, and manage warranty claims. I also act as the link between partner technicians and our regional ambassador to ensure issues are resolved quickly."

What made you join i-team France?
"I worked with Jean-Baptiste Faucher for over ten years as a technical manager at F2MI, an i-team partner. Following him into this new adventure was a natural step."

What do you appreciate most about the team?
"The competence and professionalism of my colleagues."

What's the most exciting i-team product for you?
"The i-mop XL. It's a real revolution in cleaning: faster, greener, safer, and more efficient."

If you had to describe i-team France in one sentence?
"A professional team that truly listens to its partners."

Your advice for those entering the industry?
"Mechanize your cleaning process. Your health will thank you later."

“MECHANIZE
YOUR
CLEANING
PROCESS. YOUR
HEALTH WILL
THANK YOU
LATER.”

Lionel Vincent
Sales Ambassador

What's your main responsibility at i-team France?
"I develop our distribution network across France."

What attracted you to this role?
"The challenge of the mission."

What do you enjoy most about your job?
"Creating collective enthusiasm and making i-team the leader in vertical scrubbers."

What's your favorite i-team innovation?
"The performance of the i-mop XL."

If you had to describe i-team France in one sentence?
"We are creating a future where technology and people work together."

Your advice for newcomers to the industry?
"You're entering at the right time. The cleaning industry is evolving. Embrace technology."



Stéphane Demullier
Commercial Demonstrator

What does your daily work involve?
"Promoting the i-team brand and supporting partners when needed."

What brought you to i-team France?
"A long-standing partnership with the i-team France ambassador. I saw an opportunity to boost the business, especially in cobotics."

What do you love most about this team?
"Our business model, and my absolute trust in our products."

What's the most exciting product for you?
"The i-walk / 1900B. I believe in its potential across different environments."



"I SAW AN OPPORTUNITY TO BOOST THE BUSINESS, ESPECIALLY IN COBOTICS."

If you had to describe i-team France in one sentence?
"Just do it, for the future of France."

What's a fun fact about you?
"I'm also a teacher of cleaning."

Your advice for newcomers?
"Start in a cleaning company as a user, it's the best way to understand the industry."



Rémy Chetail
Commercial Demonstrator

What does your daily work involve?
"I support our partners through demos, machine setups, advice, and technical recommendations. It's a very hands-on role, and no two days are the same."

How did you join i-team France?
"Lionel introduced me to the opportunity. What attracted me most was the innovation and variety of the product range."

What do you love most about working in this team?
"Mutual support, recognition, and a human-centered team."

What's your favorite i-team innovation?
"Cobotics. It really helps elevate the cleaning profession and supports users in a meaningful way."

If you had to describe i-team France in one sentence?
"All together, in good spirits, working toward a shared goal."

What's a fun fact about you?
"I'm a total clean freak."

Your advice for someone new in the industry?
"Go for it! You'll have fun, and no day will ever be the same."



with Jean Baptiste Faucher

IN
CONVER-
SATION

Leading i-team France **with** **vision, energy** **and a bold** **strategy**

From entrepreneur to i-team France ambassador, Jean Baptiste Faucher has built a career on innovation, resilience, and a deep love for global business. With a unique strategy and an ambitious roadmap, he is steering i-team France toward becoming a powerhouse in the professional cleaning industry.



Jean, you've had quite an entrepreneurial journey before i-team France. Can you tell us a bit about your background?

"I like to think of myself as a citizen of the world. I've lived in multiple countries and traveled to over 85. My passion lies in building teams, bringing together people from different backgrounds, and tackling new challenges. And of course, I have an obsession with good food from all corners of the globe!"

"I started my first company at 25 in Dunedin, New Zealand. Since then, I've worked across industries - marketing, real estate, wholesale distribution, gaming, freight. I've built or acquired over 10 companies in 20 years. Most thrived, some failed, but failure teaches you fast. As they say in America, 'You're not a real entrepreneur until you've gone bankrupt at least once.' I survived the subprime mortgage crisis while working in real estate, so I know what it means to navigate through tough times."

You also have a strong background in education. How does that influence your approach to business?

"I love learning. I spent years collecting degrees in engineering, marketing, international management, and even philosophy. I've taught marketing and entrepreneurship at universities in Switzerland and New Zealand. But in the end, I always come back to building businesses. Knowledge is valuable, but putting it into action is what makes the difference."

So how did you end up at i-team France?

"I first discovered i-team products as a distributor while running a cleaning product wholesale company in Paris. We were searching for something fresh and premium, but at first, we had no idea how to sell these products. Everything changed in 2022 when I attended the i-Gathering. That event opened my eyes to the potential of i-team. I came back with a plan, and within months, sales skyrocketed. We even tested a small group of resellers, and I guess it worked, because now I'm running i-team France!"

What makes i-team France different from other i-team regions?

"Our structure and distribution strategy. Many i-team regions rely

"WE BUILT A NETWORK OF SMALLER PARTNERS AND TOOK ON THE GROUNDWORK OURSELVES."

on a few big players who handle everything independently. We took a different approach. We built a network of smaller partners and took on the groundwork ourselves. That means a larger local i-team crew, a hands-on strategy, and a rapidly growing partner network. 64 partners so far, aiming for 100. When I presented this strategy to the other ambassadors, I think I shocked a few people. They knew how much work it would take.

But in the long run, it will pay off, we will own the field."

What does a typical workday look like for you as a Regional Ambassador?

"No two days are the same. One day, I'm at a tradeshow, the next, I'm helping partners with demos or managing national key accounts. And then, of course, there's the daily reality of running i-team France as a fully independent business."

i-team promotes a 'glocal' approach, balancing global branding with local strategies. How does that apply in France?

"We follow i-team Global's marketing and product lines, but the French market is different, so we adapt. France is a large country. Having one person manage the entire network would be impossible, so we built a regional sales team. Clients here want to buy from someone *du cru*- from their region. Speaking the same lingo makes a difference.

"We also focus on brand awareness. Right now, we push the i-mop family before introducing the broader range. And pricing had to be adjusted too. Smaller partners can't work with the standard European model, so we created a flexible structure. And then there's language. Most of our clients don't speak English, so we translate everything - marketing materials, technical documents, training content. The team in Eindhoven has been a great help in making that happen."

What are the biggest challenges in the French cleaning industry?

"Training. That's the number one issue. French labor laws make it difficult for companies to invest in their workforce. Article 7 ties cleaning staff to their job sites rather than their employers. If a new company takes over a contract, the staff stays. It sounds great in theory, but in reality, it discourages training. Why invest in people if they might be working for your competitor next year? That's a big challenge for a company like i-team, where we want to empower cleaning professionals."

And what about the opportunities?

"France has a fast-growing population, a strong economy, and government subsidies for mechanized cleaning. The demand for premium products is there. We just need to get more demos in the field."

What's your vision for i-team France?

"To keep growing, spread the i-team virus, and become a model for success. We aim to be the number one i-team market in Europe. That's a bold goal, considering how strong our colleagues are. But we like a challenge."

What role does innovation play in i-team France?

"Innovation is everything. Clients constantly request custom changes, and we develop prototypes. Some of those tweaks have already led to new product models."

"WE AIM TO BE THE NUMBER ONE I-TEAM MARKET IN EUROPE. THAT'S A BOLD GOAL..."

What keeps you motivated in your role?

"The energy it gives me. Every sale, every new partner, every successful demo. It's all part of something bigger. I was preparing to launch a nationwide distribution project before joining i-team, but instead, I put that on hold and joined i-team Global. Best decision I've ever made. It's rare to find a company where your values align so perfectly. i-team isn't just a job, it's a mission."

If you had to describe i-team France in three words, what would they be?

"Inquire. Innovate. Inspire. That's the i-team philosophy, and it's exactly how we operate in France. Or, if I had to put it differently: Dedication. Commitment. Energy. Because at the end of the day, our team is everything."

CLEANING TRENDS

The cleaning sector in France: overview and prospects

Nearly €20 billion in annual revenue generated by 15,000 companies spread across the country, employing a total of 600,000 people. Three figures that alone demonstrate the strength of the cleaning sector in France, a sector that continues to grow, despite significant disparities.

WRITTEN BY CHRISTIAN BOUZOLS

The number of companies keeps increasing, yet paradoxically, they are getting smaller: 80% have fewer than 20 employees, and over 10,000 out of the 15,000 existing companies have fewer than 9 employees. Most of these micro-businesses operate locally and are often family-run, passed down from generation to generation. On the other end of the spectrum, a few very large groups with thousands of employees are experiencing rapid growth.

The top tier of the largest cleaning companies consists of five major groups that exceed or come close to €1 billion in revenue: Onet and GSF at €1.17 billion, Atalian at €1.01 billion, Samsic at €950.72 million, and Elior-Derichbourg at €928.52 million.

As in previous years, the challengers of this “Club of 5,” which dominates the cleaning and associated services sector, trail far behind. In 2023, ISS Facility Services (acquired in 2024 by the Onet group) posted revenue of €288 million, just ahead of ISOR at €224 million, Challancin at €180 million, Nicollin Sud Services at €144 million, and Stem at €112 million. The top 50 groups in the sector account for 40% of the market’s total revenue.

All these companies, big and small, benefit primarily from the outsourcing of cleaning tasks, which has been on the rise for over a decade. In 2009, 68% of French companies outsourced their cleaning services to specialized firms. That figure rose to 80% by 2020.

However, some sectors continue to rely more on in-house cleaning, such as hospitality, schools, healthcare, and transportation—representing only 10% of the cleaning companies’ business. Unsurprisingly, offices (34%) and common areas in buildings (30%) make up the bulk of the sector’s activity. Window cleaning alone accounts for 10%, and public contracts with government agencies represent 25% of total revenue.

THE NUMBER OF
COMPANIES KEEPS
INCREASING, YET
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This segment is a key issue for the industry, which advocates for raising the quality requirements in public tenders, encouraging public institutions to prioritize high-quality services over the lowest bids, which tend to drag the market down.

CLEANING: ONE OF THE LARGEST JOB PROVIDERS IN FRANCE

In terms of workforce, the cleaning sector is one of the largest job providers in France, with employment numbers consistently growing, despite the setback caused by the Covid crisis in 2020.

The workforce, which operates locally and cannot be outsourced, is made up of 90% service agents—those “helping hands” who perform cleaning at client sites.

Companies primarily aim to retain and train their workforce: over 80% of employees in the sector have permanent contracts (CDIs), and 65% are women.

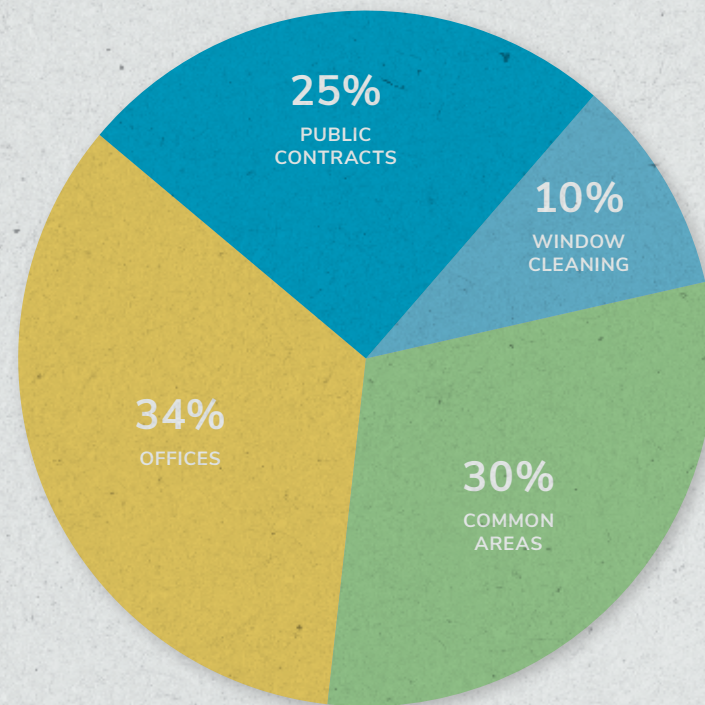
HALF THE WORKERS
IN THE SECTOR ARE
HIRED FOR 24 HOURS
A WEEK OR LESS

There are few precarious jobs, but the working conditions are inherently challenging: half the workers in the sector are hired for 24 hours a week or less, while full-time work in France is 35 hours. As a result, nearly half of them work for multiple companies, often during difficult hours—early mornings or late evenings when office buildings are empty.

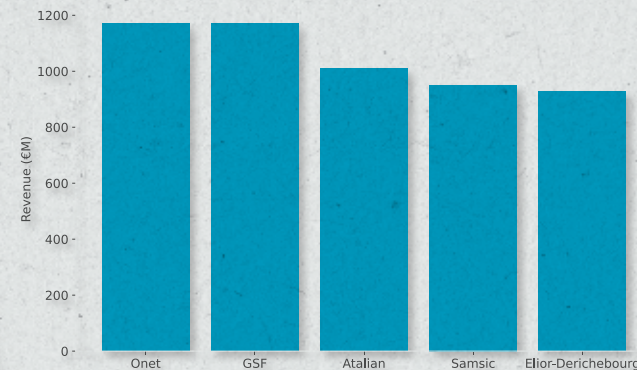
This off-peak work schedule, a barrier to recruitment, has been a long-standing focus for the French Federation of Cleaning Companies. The goal is to convince clients that cleaning services can be done during the day. This is a long-term effort, but a crucial one for the well-being of workers, many of whom must break up their workday, making it difficult to maintain a balanced social and family life. Despite the employer federation’s efforts to promote this approach, widespread implementation remains a distant goal.

The French cleaning sector Key Figures

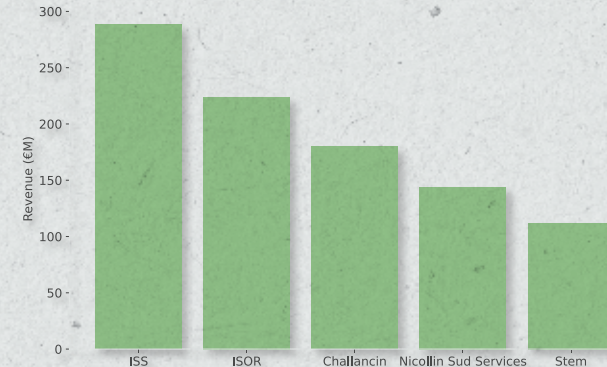
Client type distribution revenue



Top 5 cleaning companies by revenue (in €M)



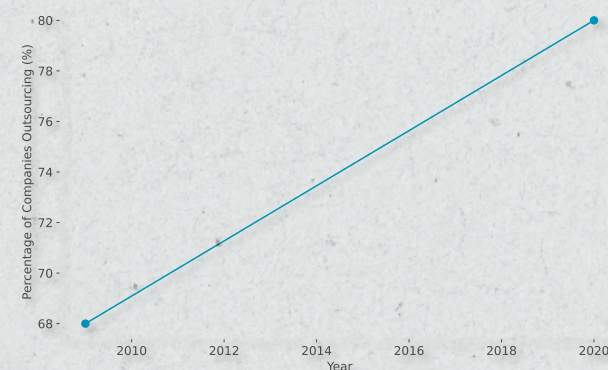
Challenger companies by revenue (in €M)



Employee demographics in cleaning sector



Outsourcing of cleaning services over time



Still, the federation continues its efforts to raise awareness among clients about the value of cleaning services. TV and radio ads have been aired to highlight the importance of including "cleaning" as a priority budget line—especially since the pandemic.

During the health crisis, cleaning staff were on the front lines, and the working world fully recognized their essential role. A survey conducted at the time found that 84% of respondents acknowledged "that cleaning agents and companies helped effectively fight the spread of the virus." Furthermore, 90% of French people became aware "of the important role played by these workers in ensuring their health and safety in the workplace."

But as the crisis faded, old habits returned—and so did the sector's ongoing effort to promote its professions to both clients and job seekers.

Because the cleaning industry is still hiring heavily, stakeholders are actively participating in job fairs, organizing live demonstrations, attending job dating events, and emphasizing training. Eight professional qualification certificates have been introduced, with nearly 40,000 issued so far.

It's also worth noting that the sector has been fighting illiteracy for 20 years, as about 25% of cleaning agents are of foreign origin—compared to just 6% across all sectors in France.

ENVIRONMENTAL CHALLENGES

The social aspect, inherent to the industry's jobs, remains a major issue, alongside encouraging companies to embrace CSR (Corporate Social Responsibility) strategies to support ecological transition.

The aim, as with all French companies, is to improve working conditions while protecting the environment—particularly by using less polluting or bio-based products. A support tool has been developed and a training program launched for company leaders. However, uptake has been slow: only about 1% of the 15,000 companies in the sector have signed on so far.

THE AIM IS TO IMPROVE WORKING CONDITIONS WHILE PROTECTING THE ENVIRONMENT

THE CHALLENGE OF ARTIFICIAL INTELLIGENCE

Another significant future challenge for cleaning companies is artificial intelligence, which is advancing rapidly—even in this sector.

AI integration in cleaning operations enables automation of repetitive and time-consuming tasks, allowing staff to focus on more complex, high-value work. Systems can detect neglected areas, identify potential issues, and ensure spaces remain clean for occupants.

INCORPORATING AI INTO PROFESSIONAL CLEANING COMES WITH CHALLENGES

However, incorporating AI into professional cleaning comes with challenges, such as the need to invest in expensive equipment and software, as well as the training required for staff.

Nonetheless, it's essential for cleaning companies to stay at the cutting edge of innovation and adopt these solutions to remain competitive in an ever-evolving market. In this area, the large groups with strong investment capacity are leading the way. For the smaller businesses that make up most of the sector, embracing AI is a step into the future that will be much harder to take.



A taste of France

France is known worldwide for its culinary excellence. From comforting regional dishes to refined bistro classics, French cuisine brings warmth, technique, and creativity to the table. At i-team, our chefs are just as passionate about great food as they are about great cleaning. That's why we've gathered a few of their favourite recipes, created by our own HQ chefs Bart Haans and Erik Bons, with wine pairings by sommelier Ruben Roosen. Bon appétit!

STARTER

DUCK RILLETTE ON TOASTED BRIOCHE

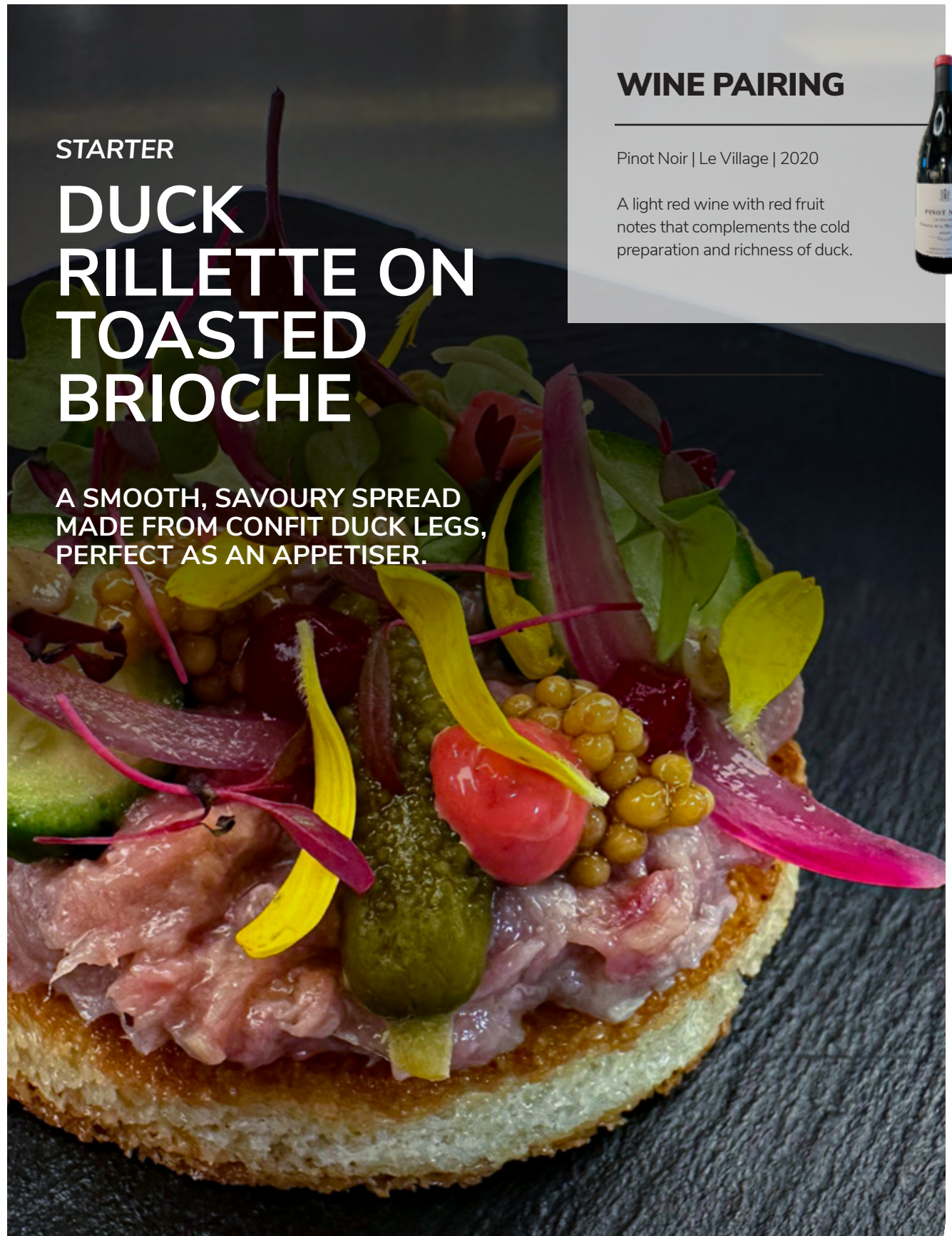
A SMOOTH, SAVOURY SPREAD MADE FROM CONFIT DUCK LEGS, PERFECT AS AN APPETISER.

WINE PAIRING

Pinot Noir | Le Village | 2020

A light red wine with red fruit notes that complements the cold preparation and richness of duck.



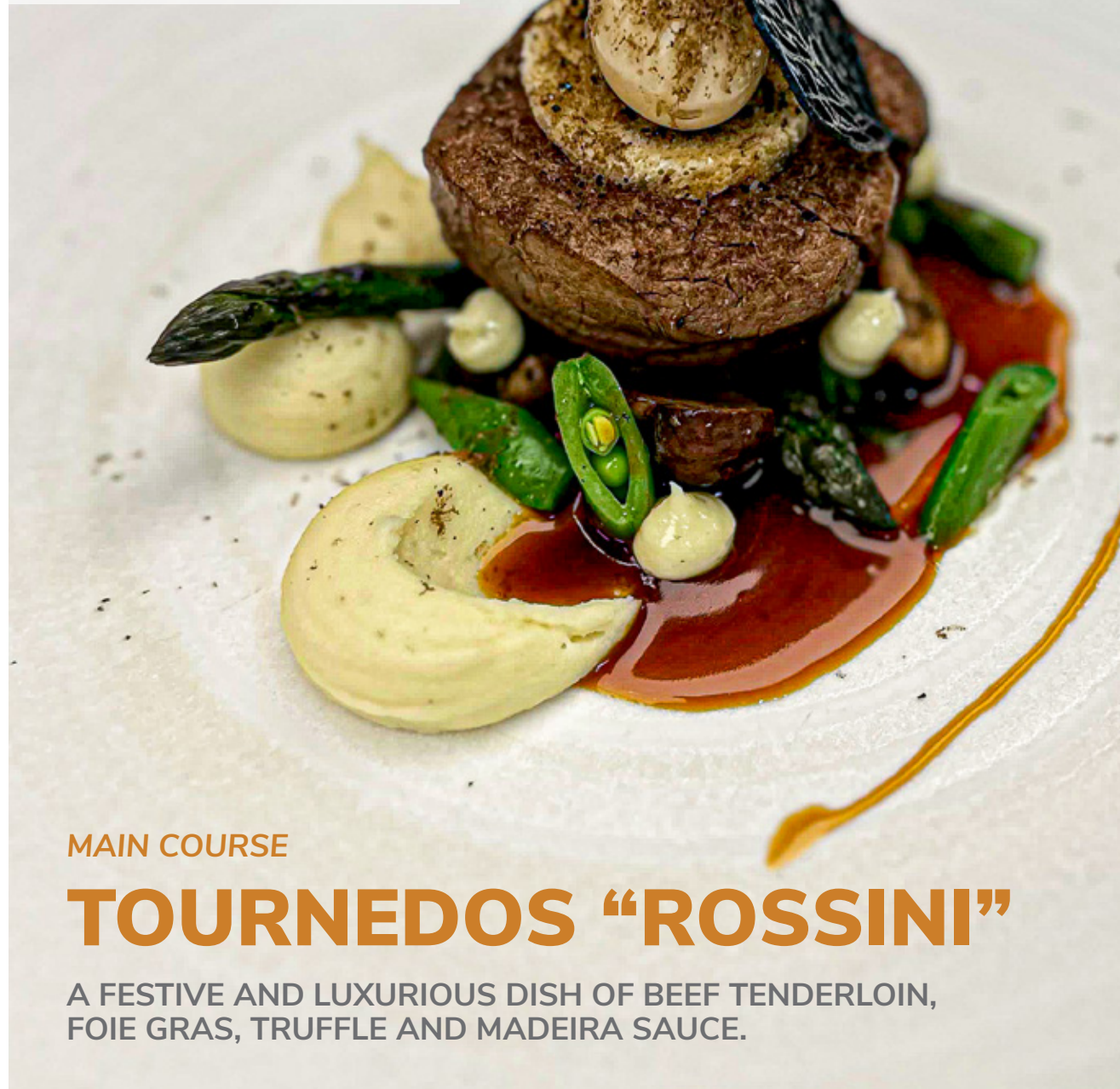




WINE PAIRING

Ribera del Duero (Tinto Fino).

A full-bodied red with earthy tones and low tannins, matching the richness of the meat and foie gras.



MAIN COURSE

TOURNEDOS "ROSSINI"

A FESTIVE AND LUXURIOUS DISH OF BEEF TENDERLOIN, FOIE GRAS, TRUFFLE AND MADEIRA SAUCE.



WINE PAIRING

Coteaux du Layon.

A sweet, fresh dessert wine with a toasty vanilla finish that mirrors the flavours of the brûlée.



DESSERT

CLASSIC CRÈME BRÛLÉE

SILKY, VANILLA-INFUSED CUSTARD WITH A CRISPY CARAMELISED SUGAR CRUST.

DUCK
RILLETTE
on toasted Brioche

Ingredients for 4 people:
400 g confit duck leg
150 g goose fat
25 g rosemary
25 g thyme
3 garlic cloves
Salt
4 thick slices of brioche

For the pickles:
1 part vinegar
1 part sugar
1 part water
1 snack cucumber
1 red onion
Cornichons

TOURNEDOS
“ROSSINI”
a festive dish of beef

Ingredients for 4 people:
4 beef tournedos (approx. 150 g each)
100 g haricots verts
100 g sugar snaps
1 bunch green asparagus
80 g chestnut mushrooms
2 dl veal jus
50 ml Madeira wine
1 tsp sugar
Bouquet garni
15 g butter
200 g Agria potatoes
40 g butter
40 ml milk
100 g foie gras
4 small toasts
10 g black truffle
Salt & pepper

CRÈME BRÛLÉE
Silky, vanilla-infused
custard

Ingredients for 4 people:
250 g milk
250 g cream
2 vanilla pods
12 egg yolks
100 g caster sugar
2 tbsp caster sugar
+ 2 tbsp brown sugar for topping

INSTRUCTIONS

1. Heat vinegar, sugar and water together to create a pickling liquid.
2. Slice the cucumber and red onion, then marinate them in the pickling liquid.
3. Slice the garlic and warm the goose fat with rosemary, thyme and garlic at no more than 60°C for about an hour to infuse.
4. Shred the duck legs, removing bones and skin.
5. Finely pull the meat and gradually mix with the flavoured goose fat until it becomes a spreadable paste.
6. Season with salt.
7. Toast the brioche slices and garnish with rillettes, pickles, and optional microgreens or edible flowers.

INSTRUCTIONS

1. Boil and mash the potatoes, then mix with warm milk and butter. Season with salt.
2. Clean and blanch the green vegetables, then gently sauté in butter.
3. Clean and sauté mushrooms.
4. Clean and season foie gras. Mold and chill until firm, then slice and place on toast.
5. Simmer the veal jus with bouquet garni, reduce slightly, add Madeira and sugar. Strain and finish with a knob of butter.
6. Season and sear the tournedos in butter until golden.
7. Roast in a preheated oven at 185°C for 5–8 minutes, depending on thickness. Let rest for 10 minutes.
8. Warm everything and plate as shown. Shave truffle on top just before serving.

INSTRUCTIONS

1. Warm milk and cream in a pot with vanilla seeds and pods. Do not boil.
2. Whisk the egg yolks with sugar until just combined.
3. Gradually add the warm vanilla cream to the egg mixture. Remove pods.
4. Let the mixture sit for 20–30 minutes to remove foam.
5. Preheat oven to 90°C.
6. Pour the custard into ramekins and place on a baking tray.
7. Bake for at least 1 hour until gently set. Let cool.
8. Mix the topping sugars in a grinder for a fine blend.
9. Dust the cooled custards with sugar mix and caramelize with a blowtorch.

JEAN-BAPTISTE
FAUCHER’S FAVORITES

As Regional Ambassador and proud Frenchman, Jean-Baptiste couldn’t resist sharing three beloved dishes from home. Simple, authentic, and full of flavour. These optional extras are perfect for any i-team chef looking to level up their French cooking game.

PERFECT AS A STARTER,
MAIN DISH OR EVEN PICNIC BITE.



TRADITIONAL
QUICHE LORRAINE

1. Mix 200 g flour, 100 g cold butter, 60 g cold water, pinch of salt. Line a 30 cm tart tin with dough.
2. Preheat oven to 160°C.
3. Cook 75 g bacon, spread on dough.
4. Beat 3 eggs with 200 ml cream, add 75 g diced ham, salt and pepper. Pour into tart shell.
5. Top with ~150 g grated Emmental cheese.
6. Bake for 35–45 minutes until golden.

GÂTEAU
BASQUE

1. Dough: mix 2 eggs, 120 g melted butter, then add 200 g flour, 100 g almond flour, 10 g baking powder, pinch of salt, 10 g vanilla.
2. Filling: heat 400 ml milk with 80 g sugar, 30 g corn flour, 1 yolk, 10 g vanilla, 30 g dark rum. Stir until thick. Cool.
3. Press 2/3 of dough into a 30 cm tin with raised edges. Add filling. Cover with thin layer of remaining dough.
4. Brush with milk, decorate with a fork if you want (but don’t make holes), bake at 160°C for ~50 minutes.



Think twice before you buy

The hidden cost of copying innovation

A WORD
FROM
FRANK

Some ideas change everything. The i-mop did just that. A decade ago, it redefined professional floor cleaning. Faster, more efficient, and designed for the people who use it. A machine so intuitive, it made you wonder how you ever did without it.

But success comes with a price. Where there's innovation, there's imitation. And lately, the market has seen its fair share of copies, machines that look the part but don't play it. They undermine the very thing that made the i-mop great: real innovation.

Why patents matter

Patents aren't just legal protection. They're the foundation of progress. They give inventors the confidence to take risks, invest, and push industries forward. Without them, groundbreaking ideas wouldn't be worth the effort, because anyone could copy them with none of the work. And, once a patent is published, the technology becomes visible. Some companies see this as an invitation. They make slight changes, just enough to try and avoid legal boundaries. Yet, a minor tweak doesn't make it an original idea. True innovation isn't about copying what works. It's about creating something new.

The real cost of copies

A cheaper lookalike might seem like a smart purchase. But what happens when it doesn't perform as expected? When it wears out faster, requires more maintenance, or leaves you with no legal security? Moreover, when a product violates an existing patent, businesses that sell or use it may find themselves in a difficult position.

Confiscations, financial setbacks, and legal complications are all very real consequences. And there's something even more valuable at stake: trust. Customers rely on professionals to provide the best solutions, not just the closest alternative.

Choosing the original means choosing confidence

Every i-mop is backed by years of research, development, and over 50 global patents. That's what guarantees its performance, reliability, and the legal certainty that it will remain in the market. At i-team Global, we stand by innovation, quality, and fair business. If you want to ensure your investment is protected, look for the i-team logo. Buy from authorized distributors. And remember, true innovation isn't just about creating something great. It's about making sure it stays great.

Frank van de Ven
CEO - i-team Global



Scan QR-code for an in-depth interview with top IP lawyer Maurits Westerik (partner, Coupry) on beating patent pitfalls.

The original i-mop. Innovation leads. Copies follow.

Trusted worldwide. Patented for a reason.

- The first upright scrubber dryer that changed the cleaning industry 10 years ago.
- Guaranteed **quality** and **durability**.
- **Backed by innovation**, proven in the field.
- **Engineered to lead**, protected to last.



DID YOU
KNOW?

A quick refresher on the i-team brand basics

We get it. In the daily buzz of cleaning revolutions, it's easy to forget the fundamentals. So here's your friendly reminder of the basics that make i-team, well... i-team.

1. It's i-team, not I-Team.

We write it with a lowercase "i" and a hyphen. A clear, consistent identity for a bold, global brand.

2. Our logo, our rules

Use the full-color logo wherever possible. Black-and-white versions only when strictly necessary. On a dark background? Use the white version. Want to stack some icons or text around it? Please don't.



3. The font that speaks for us.

We use **Nunito Sans**. It's clear, friendly and free to use. Go for black body text with optional blue accents for headings or highlights.

4. Our signature color is Pantone 312C.

It's that bright, energetic blue you see on our machines and materials.

Use this for print:
C96 M6 Y15 K0

Use this for digital:
RGB 0 167 206

Any other shade?
No thanks.

Let it breathe

5. Our logo needs space. Always give it enough room to breathe. No squeezing, stretching or cluttering. And yes, we mean it: no background noise, no weird effects, no shadows.

6. Only one chance to impress

Remember: every touchpoint, from a social post to a shipping label, is a moment to show the i-team identity. Consistency is not boring. **It's professional.**

Text style = light, sharp & helpful

Our tone of voice is clear and confident, with a hint of wit. We inform, amuse, and activate, but never overwhelm. Short paragraphs. No jargon. A smile here and there.

Editor of the European Cleaning Journal **Michelle Marshall** takes us on a journey across the continent to explore what's happening in the professional cleaning industry. From green policies to political shifts and quirky new trends, here's what the first months of 2025 have brought us so far.

European cleaning

SECTOR NEWS



Profit margins at stake IN FRANCE

In France, cleaning companies are facing an uncertain year. With inflation still looming, wages are a hot topic. Although a 2% minimum wage increase was introduced late 2024, unions are pushing for more: daytime-only shifts, an end to short part-time contracts, and higher overall pay. Behind these demands is a growing concern about the sector's working conditions. A study showed that 17.3% of cleaners now earn minimum wage, compared to 11% in 2015. While wages rose by 4.1% last year, inflation climbed 4.9%. Employers are concerned, especially about being able to pass these cost increases onto clients. As one cleaning company put it: "Our profit margins are at stake and so is our business model if daytime-only work becomes mandatory."



Sector-wide wage agreements IN GERMANY

Germany rang in the new year with elections, and the cleaning industry made sure to be heard. The Federal Association of Contract Cleaners (BIV) launched a postcard campaign (12.000 printed!) urging politicians to cut red tape, maintain free collective bargaining, and address rising social security costs. There was good news too: new sector-wide wage agreements came into effect. Entry-level wages increased to €14,25, skilled workers to €17,65, and trainees will now receive up to €1.300 in their third year. All steps toward fairer pay and more recognition for one of Germany's largest skilled trades.



Export market concerns IN ITALY

Italy is facing economic clouds on the horizon. With new U.S. tariffs announced by the Trump administration, concerns are growing about their impact on exports, especially professional cleaning products and machinery. The U.S. is Italy's second-largest export market, and according to the Svimez study, these tariffs could threaten over 50.000 jobs annually. Another challenge is the rise of "Italian sounding" products. Imitations that mimic real Italian goods without the quality or certifications. With prices rising, consumers may be tempted by knock-offs. Some manufacturers are already considering joint ventures or U.S.-based production to weather the storm.



Committing to higher standards IN DENMARK

In Denmark, cleaning companies were told to clean up their own act before expecting better public perception. At a recent industry conference, communications advisor Poul Madsen warned that one bad story can overshadow all the good ones. Industry leaders seem to agree, committing to higher standards, fair pricing, collective agreements, and sustainability.

Former EU climate commissioner Connie Hedegaard urged businesses to lead the green transition, not just out of duty, but as a competitive advantage. Meanwhile, Danish cleaning companies are bracing for a new carbon tax that could impact energy and transport costs.



Remote working IN THE UK

The UK is making waves with a new acronym: WFB (Working From the Beach). That's right. With flexible working taking hold, some local governments are allowing employees to work remotely from abroad, sometimes for up to a month each year. Stories range from remote workers in Ibiza to tropical Zoom calls from Thailand. While some hail it as the future of flexible work, others raise eyebrows at the legal and logistical challenges: immigration, health insurance, liability, and data protection. But love it or loathe it, the WFB debate reminds us that work-life balance is no longer a luxury, it's a demand.



Setting the standard at primary schools IN THE NETHERLANDS

Over in the Netherlands, the cleaning quality assessment for primary schools has been upgraded by Vereniging Schoonmaak Research (VSR). The new approach is smarter and more efficient: a representative sample of rooms, instead of inspecting every corner. A 10-step plan (with a new control form) now guides inspectors through assessments, from evaluating results to taking action.

Importantly, it's all indicative, no penalties involved. It's about collaboration, not punishment, with schools and cleaning providers working together on shared standards.

EXPLORING
FRANCE



THE LOUVRE MUSEUM,
The Louvre, home to over 35,000 artworks, is the world's most visited museum. A must-visit for art lovers and history enthusiasts alike.



**HALLES DE LYON
PAUL BOCUSE**
Named after France's most celebrated chef, this market is a temple of gastronomy, where flavors come to life.



A TRADITIONAL BOUCHON
Lyon's bouchons offer an authentic taste of French tradition, with dishes passed down through generations.



TARTE AUX PRALINES
Sweet, crunchy, and vibrant pink, Lyon's praline tart is as delicious as it is iconic.

Art, flavors and adventure

A CULTURAL ODYSSEY PARIS

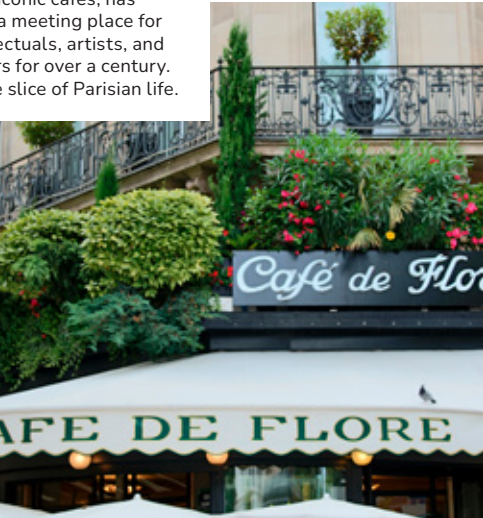
Paris is more than a city; it's a living masterpiece. Every street, every square, every café holds a story. It's where art, history, and everyday life blend seamlessly. Start your journey at the Louvre, home to the world's most famous smile. But Parisian culture goes beyond da Vinci. Visit the Musée d'Orsay for Impressionist treasures or explore the Centre Pompidou, where modern art meets architectural genius.

Paris is also a city of contrasts. Wander through the Marais, where medieval alleys lead to chic boutiques, or explore the artistic heart of Montmartre, where Picasso and Dalí once found inspiration.

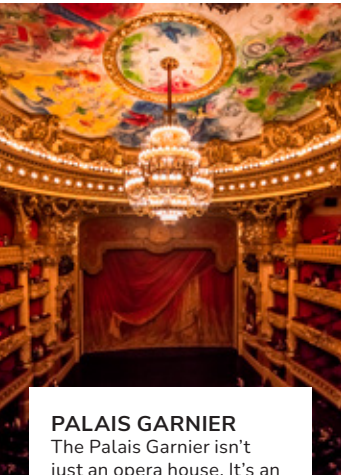
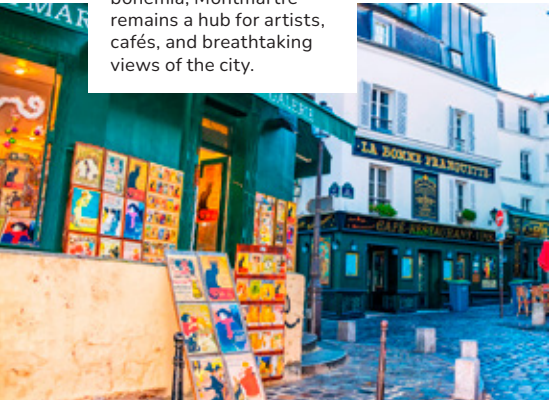
Culture in Paris isn't confined to museums, it spills onto the streets. The poetry of a Seine-side bookseller, the elegance of a ballet at the Palais Garnier, the soulful sounds of jazz drifting from a dimly lit bar in Saint-Germain.

And of course, no Parisian experience is complete without indulging in its café culture. Take a seat at Café de Flore, sip an espresso, and watch the world go by. Because in Paris, life itself is art.

CAFÉ DE FLORE,
Café de Flore, one of Paris' most iconic cafés, has been a meeting place for intellectuals, artists, and writers for over a century. A true slice of Parisian life.



MONTMARTRE,
Once the heart of Parisian bohemia, Montmartre remains a hub for artists, cafés, and breathtaking views of the city.



PALAIS GARNIER
The Palais Garnier isn't just an opera house. It's an architectural wonder, filled with opulence, history, and world-class performances.

A CULINARY HAVEN LYON

If Paris is France's heart, Lyon is its stomach. Widely considered the gastronomic capital, Lyon is where food is more than sustenance. It's a tradition, a passion, a way of life. Start with a classic bouchon, Lyon's signature eateries where hearty, time-honored dishes take center stage. Try quenelles, delicate pike dumplings in a creamy sauce, or saucisson brioché, a rich, buttery sausage baked into brioche.

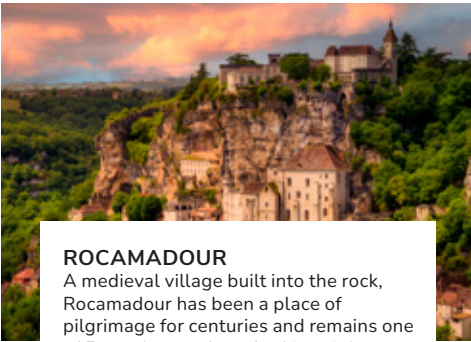
Lyon's markets are a feast for the senses. The Halles de Lyon Paul Bocuse, named after the legendary chef, is a paradise for food lovers, offering everything from artisanal cheeses to the freshest seafood.

Pair your meal with a glass of Côtes du Rhône wine, and for dessert, indulge in tarte aux pralines, a pink-hued almond tart that's as beautiful as it is delicious.

Beyond its food, Lyon's history is intertwined with silk, cinema, and craftsmanship. Take a stroll through the traboules, hidden passageways that weave through the city's Renaissance architecture, or visit La Basilique de Fourvière for breathtaking views.



**KAYAKING ON THE
DORDOGNE RIVER**
The Dordogne River offers one of France's most scenic kayaking routes, passing under historic castles and limestone cliffs.



ROCAMADOUR
A medieval village built into the rock, Rocamadour has been a place of pilgrimage for centuries and remains one of France's most breathtaking sights.

AN ACTIVE ADVENTURE DORDOGNE

For those looking for adventure outside the city, the Dordogne region is the perfect place to explore nature, history, and the great outdoors. The Dordogne River winds through rolling hills, medieval villages, and limestone cliffs. Kayaking on its calm waters gives you breathtaking views of ancient castles, their towers reflecting in the river below.

Cyclists can enjoy quiet country roads, passing through vineyards and walnut groves, while hikers will find amazing trails in the Vézère Valley, home to some of the world's oldest and most famous prehistoric cave paintings.

For a true trip back in time, visit Rocamadour, a spectacular village built into the side of a cliff, where pilgrims have been coming for centuries. The Dordogne isn't just an adventure, it's a journey into history.

VÉZÈRE VALLEY CAVES
The Vézère Valley is home to prehistoric cave paintings, offering a glimpse into human history dating back over 17,000 years.



SUSTAIN-
ABLE
IMPACT

Towards better business Our B-Corp journey



At i-team, sustainability isn't just a buzzword, it's something we actively live and build together. Over the past two years, we've been working toward becoming a certified B Corporation. That means going beyond profit and aiming to create real, lasting impact for people, the planet, and the communities we're part of.

THE GREEN TABLE: BUILDING SUSTAINABILITY TOGETHER

To make sure this journey involves everyone, we launched The Green Table, a monthly breakfast where representatives from every department sit down to discuss sustainability. Together, we share knowledge, tackle challenges, and make sure every part of the company is represented. From warehouse to marketing, every voice counts. We also created a dedicated Teams environment with two channels: one to collaborate on the audit questions, and one to share ideas and inspiration. It's a collective effort, and it shows.

THE FIVE B CORP PILLARS

To become B Corp certified, companies are assessed in five key areas:



Governance. How we lead the business with transparency, ethics, and accountability.



Workers. How we care for our people, from fair wages and safety to development and participation.



Community. Our role in the wider world: diversity, inclusion, and responsible supply chains.



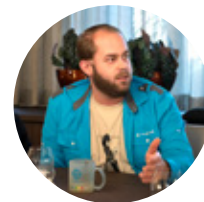
Environment. Our environmental impact, and how we reduce it through smarter design, green energy, and circular thinking.



Customers. How we serve our clients honestly, safely, and responsibly.

SUSTAINABILITY IN ACTION

Words are great, but it's what we do that really counts. Two i-team colleagues share how they contribute to a more sustainable future in their day-to-day work:



LEROY | PURCHASING

"Doing the right thing should also make sense," says Leroy, who reviewed i-team's packaging strategy. Today, instead of using boxes from China, we use FSC-certified cardboard from the Netherlands, 80% recycled. He admits that switching materials raised some questions: "Customers sometimes ask why we still use printed boxes at all. But good packaging prevents damage, and branding is part of who we are." i-partners collect used boxes for recycling, and any box that can be reused is reused.

It doesn't stop there. Leroy continuously searches for better alternatives, like our new melamine pads, now made entirely from BASF materials in Germany, eliminating the need for glue, and a backing made from up to 80% recycled PET plastic. "Sometimes we try something that doesn't work," he says, "like a thinner sealing that turned out to be too fragile. But even failed tests teach us something."



HUUB | FACILITY MANAGER

Huub focuses on making our workspaces greener behind the scenes. "I see it as my mission to create the most sustainable environment possible," he says. Heating systems are being replaced by hybrid pumps, more EV charging stations have been installed, and all new energy comes from local green sources.

He's also implemented water-saving sensor taps, sources sustainable food and beverages, and tracks all energy and water usage through smart meters and solar panel data. "This helps us know exactly what we're using and how we can improve," he explains. Waste separation is another priority: "We already separate waste, but there's room to do better. It's often the small things that add up."

THE ELECTRIC MOBILITY PLAN

Sustainability doesn't stop at the office. Through the Electric Mobility Plan (EMP), i-team employees can

"I SEE IT AS MY MISSION TO CREATE THE MOST SUSTAINABLE ENVIRONMENT POSSIBLE" - HUUB

lease an electric car or bike at a favorable rate. No credit check, no hassle. From warehouse staff to designers, more than half of i-team Global is now on the move. Quietly, cleanly, and with a smile. "Green choices should be easy and fun," says Gerald Bartholomeus, who leads the project. "That's how you get real change."

One step at a time

Becoming a B Corp isn't about being perfect, it's about progress. It's about holding ourselves to a higher standard and moving forward, one decision at a time. Whether it's packaging, transportation, energy, or how we treat people, every change we make brings us closer to the kind of company we want to be. Together, we're building a better future.

GUARDIANS OF THE CLEANROOM

The SAFE-T-Family



faster



cleaner



greener



safer



better

For more information about the SAFE-T Product FAMILY,
visit i-teamglobal.com or scan the QR-code

