

## GOJO Industries Frequently Asked Questions

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### General

#### **What happened to GOJO and their supply of hand hygiene?**

GOJO UK and its European manufacturing site are in administration and are no longer able to supply the UK

#### **What did NHS Supply Chain do to maximise continuity of supply?**

We negotiated one-off purchases with GOJO Europe and GOJO US, working with them to import available products to enable us to hold five months' worth of stock. This was to allow time for customers to switch to an alternative solution.

#### **Will additional GOJO products be supplied to the UK / NHS Supply Chain?**

No, there is no further GOJO product expected. Products offered by GOJO UK were manufactured at European sites that are no longer operational. GOJO US do not have an offer for manufacturing or shipping to the UK.

Our stock of GOJO products will run out in November 2024 and you will see more products become available while stocks last.

#### **When does the current framework end?**

The framework started on 12 June 2023, will run for 36 months, and ends on 11 June 2026. There is an option to extend for an additional 12 months.

#### **There are documents within [ICN 2523](#) that cannot be accessed without a login. How can access be gained?**

To view downloads with a padlock symbol against them, you will need to have a website login. This is separate from any online ordering login you may already have. To request a website login, please complete the [New User Application form](#). If you require any assistance, please email, [cshelpdesk@supplychain.nhs.uk](mailto:cshelpdesk@supplychain.nhs.uk) or call 0800 086 8670.

## **Who should I contact if I have a query or require support?**

Contact your chosen supplier to:

- Agree switching approach and decision-making
- To validate and verify new demand volumes
- Agree installation dates and timeframes

Contact your Customer Services Advisor for:

- Order queries
- Threshold reviews for demand managed products

Contact [coreadmins@supplychain.nhs.uk](mailto:coreadmins@supplychain.nhs.uk) to:

- Submit your demand capture form
- Place a bulk order for your installation

Contact [hand.hygiene@supplychain.nhs.uk](mailto:hand.hygiene@supplychain.nhs.uk) for:

- Any general hand hygiene queries
- Raise any supplier issues or escalations

## **Product specification and availability**

### **Can an alternative supplier manufacture a cartridge that would fit into the GOJO dispenser to avoid waste?**

No. GOJO US hold the Intellectual Property rights and the design around their dispensers. Free-standing products are available as alternatives; however, these may not be appropriate for some care delivery areas and operational environments. In the long term, interchangeability and a common spec will be investigated for dispensers.

### **Where a trust has leftover GOJO cartridges, can these be shared as mutual aid between trusts to reduce waste?**

The clinical advice would be to not decant contents. This would need to be a local risk assessment and trust decision.

### **I have unopened GOJO products that I no longer need, what do I do with this?**

Return to NHS Supply Chain following the usual returns policy.

### **Do all suppliers have anti-ligature dispensers for mental health trusts?**

- B. Braun, Ecolab and Essity dispensers are not anti-ligature verified.
- Diversey dispensers are not anti-ligature verified. However, their dispensers can be fitted to the wall using anti-ligature clips.
- SC Johnson dispensers have not been put through anti-ligature verification. However, they do have the option to mount dispensers onto magnetic backplates which means that the dispenser would fall off the wall if excessive weight was applied.

In all instances, trusts would be expected to carry out their own risk assessment prior to agreeing to any installation.

**We have some hand gel which expired on 15 June 2024. Unless the expiry date can be extended, we will be forced to dispose of the product. Are you able to extend the expiry date further by another 12 months to 15 June 2025?**

NHS Supply Chain cannot extend the expiry dates of products or advise what to do with products which have expired. Individual trusts are responsible for making decisions on how to use any stock they have available.

**Can we have the data sheets of the products?**

Safety data sheets (SDS) are available on the NHS Supply Chain catalogue which customers can access when they search for the products that require a COSHH data sheet. For hand wash or moisturiser that do not require a COSHH, suppliers can provide a technical data sheet (TDS) when specifically requested by the customer.

**How do I escalate problems I have obtaining GOJO stock and / or alternative products when my trust purchases hand hygiene products from a distributor rather than NHS Supply Chain?**

If you have concerns about low stock and / or are at risk of running out of stock of hand hygiene products, please report this to the National Supply Disruption Response (NSDR) helpline on 0800 915 9964. The NSDR team will work with you and your distributor to ensure adequate stock levels are maintained.

**GOJO supplied non-retractable clips which were ideal for use in mental health units. Will other suppliers produce a similar design?**

Three out of the five alternative suppliers on the framework offer non-retractable clips or similar.

- Essity and Ecolab only offer retractable clips.
- B.Braun offer a retractable and a non-retractable clip, described as a crocodile clip.
- Diversey has a non-retractable option available to order separately to hand hygiene products. This is a nylon strap.
- SC Johnson offer a retractable and a non-retractable clip, described as a bottle clip. This is provided with the personnel use gel hand sanitiser.

**How are any supplier requests for price increases being managed?**

All suppliers have to adhere to the NHS Supply Chain formal price increase process and must provide evidence and rationale to support their request.

**We are having difficulty obtaining red plastic bed end brackets for free-standing products, is there a supply issue with these products?**

SC Johnson has confirmed it has limited availability as the third party who manufactures the brackets has been unable to increase production to the new demand. SC Johnson is

receiving regular orders and is working with trusts to provide a limited number of bed end brackets.

## Demand management

### **If there is stock, why are all our free-standing alternatives being demand managed to 0?**

Ordering thresholds have been set to allow a fair allocation of available stock across the NHS. Once a trust has ordered their maximum quantity of stock for that day all subsequent orders will be managed down to zero. Where an individual trust is experiencing a shortage of supply, they should contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

### **If we only receive one order per week, are daily thresholds combined into one order?**

Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

### **We are now seeing demand management on products that are not GOJO. Is this widespread?**

We have applied demand management as a preventative measure. Other suppliers have all been ramping up their production to meet the changing demand, however a few of the suppliers are strategically prioritising production of some of their hand hygiene products. Please see the product matrix on [ICN 2523](#). Some orders may be reduced as we receive additional inbound from non-GOJO suppliers.

### **Have the demand implications of trusts switching away from dispensers to free-standing been taken into consideration?**

The demand that will not be fulfilled by GOJO will transfer to alternative suppliers and this has been factored into our planning. Alternative suppliers are increasing capacity to produce these consumables. Demand capture forms will help with the ongoing monitoring of stock.

### **I have submitted a demand capture form, but my orders are still being reduced by demand management?**

Contact your Customer Services Advisor who will review your demand capture form submission and your ordering thresholds.

## Switching suppliers, demand capture and tranches

### **Are suppliers aware of NHS Supply Chain management approach?**

Suppliers have been made aware and are in support of the proposed approach. To ensure alignment, we are having daily meetings with suppliers who are providing us with updates on trust switching activity (both early discussions with prospective trusts looking to switch and confirmed trusts switching to their solution), along with any operational issues they may be facing. The guidance to suppliers is to support the approach and not stop any current switches in progress that are committed, even if they are not part of a later tranche. In addition, our Inventory Management team is in regular contact with suppliers regarding stock positions.

## **I have decided on my new supplier, what do I do?**

- Confirm with the supplier and agree an installation date
- Submit Demand Capture form to NHS Supply Chain – confirm volumes and codes with your new supplier beforehand to prevent any ordering issues
- Ensure the installation date is on the demand capture form
- Place your bulk installation order over the telephone with Customer Services
- Inform NHS Supply Chain when your transition is complete.

## **When should customers begin switching to new suppliers?**

At this point all customers should have a switching plan to transition away from GOJO. Customers are to liaise with their chosen supplier to confirm an installation date.

## **Can you provide assurance that other suppliers are stable and have stock to support all the moves from GOJO? Overall, is this a sustainable solution for the short, medium, and long term and that we are not all chasing suppliers in a failing market?**

We have closely considered the overall standing of all our alternative awarded suppliers during the management of this disruption. This has included a detailed review of their economic and financial standing, their ability to increase output and to manage dispenser installations.

All suppliers have advised that their capacity is contingent on the volume of committed switches in progress, specific customer requirements and the availability of site survey information.

## **Have suppliers been asked about the management of disposal of dispensers as part of implementation?**

The process for suppliers who can support with removing and recycling GOJO dispensers is as follows:

### **B.Braun:**

- B.Braun does not currently recycle dispensers.
- If sites were to convert to B.Braun, they would ask the trusts to be responsible for removal and disposal.

### **Diversey:**

- Diversey do not currently recycle dispensers when installing at the trusts.

- The reason is due to logistic complications and on-site space limitations.
- It is something Diversey is looking into going forward.

Ecolab:

- Ecolab does not currently recycle dispensers.
- If sites were to convert to Ecolab, they would ask the trusts to be responsible for removal and disposal.

Essity:

- Essity can recycle GOJO dispensers on behalf of trusts. However, there is an increased cost associated with being able to facilitate the recycling process.
- Essity has advised that they discuss options and the process with each trust and the small cost associated varies on which fitters are available as there are different charges for the labour for either removal or recycling.
- An estimated cost is £2 per dispenser to cover the above mentioned.

SC Johnson\*:

- SC Johnson will cover the cost of this process.
- SC Johnson uses a company where they deliver palette boxes to the trusts. At install, SC Johnson engineers remove plastic dispensers and fill the palette boxes.
- The company collects the palette boxes from the trusts and are recycled into other products.
- The trusts are given a selected list of products the plastic can be recycled into, for example, tables, outside benches, plant pots.
- Refills etc cannot be recycled. There cannot be any contamination otherwise a fine is issued from the recycling company.
- If the cartridges contain less than half liquid/foam etc, the refills are disposed of. If they contain half or more, they are reused in another compatible dispenser if possible.

\*The above recycling process is currently paused due to capacity issues. In the meantime, SC Johnson is looking into other waste recycling options and trusts are being asked to make alternative recycling arrangements. If a trust can store the GOJO dispensers which have been removed and placed in palette boxes until capacity issues are resolved, arrangements can be made for SC Johnson to collect and recycle at a later date.

**Will there be any central funding to pay for any costs trusts encounter when making this switch, for example, if a trust's estates team is taken off a current job to fit dispensers, the cost of filling holes and painting walls etc.**

Additional central funding has not been, and will not be, allocated for the specific pressures relating to hand sanitiser products and this will need to be managed within the allocations already set out for 2024/2025. This covers both cost of new product and costs of Estates and FM/fit-out work.

**Will there be a specific demand capture form and who do I contact if I need help completing the form?**

A specific demand capture form was created, attached to [ICN 2523](#). It is essential customers complete this demand capture form to ensure your trust's requirements are captured into our

future stock build. As we move towards a more operational 'business as usual' state, all demand capture forms should be sent to [coreadminsupport@supplychain.nhs.uk](mailto:coreadminsupport@supplychain.nhs.uk). Please contact your Customer Services Advisor if you need help completing the form.

**If a trust is an existing user of non-GOJO products and demand is not changing, should a demand capture form still be completed?**

If you are an existing user of non-GOJO products and you are not changing your demand, a demand capture form is not required.

Please note though, if your demand changes and you are wanting to increase it, then you will need to submit a demand capture form to ensure we can fulfil your new requirement.

**When can trusts begin ordering new product once demand capture has been submitted?**

Customers can begin placing orders 10 working days after the date of their demand capture submission, in line with our usual demand capture process. Customer Services will be able to advise when trusts can commence placing orders.

Our Demand Management team will adjust your demand management threshold allocation, in line with the detail stated on your submission. If you need your orders and thresholds reviewed, please contact Customer Services.

**I have a date for my switch, when and how do I order products for the install?**

As your initial orders for your installation will be a larger order, please contact your Customer Services Advisor over the telephone, who will place this initial order for you. All 'business as usual' orders are to be placed as normal.

**My orders are being demand managed, even though I have submitted a demand capture form, who do I contact?**

Contact your Customer Services team who will be able to review your thresholds and adjust.