



Canada

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# Building Service Contractor (BSC) Council

**“Changing the Way the World Views Cleaning”**



ISSA Canada's Building Service Contractor (BSC) Council was formed in October 2017 in an effort to strengthen the line of communication between the association and the BSC sector.

The purpose of this Council is to provide input and consultation to ISSA Canada in order to improve the value of the association to building service contractors.

Comprised of 10 representatives from leading BSC companies across Canada, the Council meets quarterly to discuss matters which are top-of-mind with the sector as well as learn of new educational opportunities and certification programming being offered by ISSA, the worldwide cleaning industry association.

## Meet the ISSA Canada BSC Council Members...

### Gavin Bajin

Modern Canada

Gavin Bajin is Vice President, Territory Franchising, with Modern Canada. His personal values resonated in the organizational values and he enjoyed the opportunity to apply his skills to help grow the franchise network through leadership, business influence and innovation.

After completing his Mechanical Engineering degree, Gavin worked for a hydrogen generator manufacturer and subsequently, Xerox, where he honed his skills in process improvement and productivity. He then moved to the construction services industry in 2003 where he joined Stephenson's Rental Services, and was responsible for creating business processes and sales efforts to help streamline a business unit. He successfully helped grow the business unit by 300 per cent over seven years and reduced quality control incidences by 50 per cent.

In 2012, Gavin assumed the role of the National Director, Canada, of the ServiceMaster Clean brand. His team led 70 entrepreneurial franchise owners by creating innovative programs to drive business growth.



### Yiannis Boutsalis

Impact Cleaning Services Ltd.

Yiannis Boutsalis is the project manager at Impact Cleaning Services Ltd. With a demonstrated history of working in the facility services industry, he is highly skilled in commercial cleaning, sustainability practices and project planning. Boutsalis is focused on the next generation of cleaning through innovation, health and safety, and a more connected and engaged workforce.



### David Clementino

Hallmark Housekeeping Services Inc.



David Clementino has been with Hallmark Housekeeping Services Inc. for 16 years and is very adept with the operations aspect of the janitorial industry. In 2009, he was responsible for the successful design and implementation of Hallmark's exclusive purchasing software. Clementino currently oversees the company's procurement process while controlling all purchasing budgets and working

closely with vendors. He has been an active ISSA member and certified CIMS-GB Expert since 2012. Through ISSA trade shows and educational programs, Clementino continues to innovate the company's cleaning operations and green cleaning policies.

### Paul Goldin

Bee-Clean Building Maintenance

Paul Goldin is senior vice president of customer experience and strategic integration at Bee-Clean Building Maintenance. He is a seasoned leader with over 20 years of experience in the cleaning and sanitation industry. Paul has proven success in building partnerships with various stakeholders, developing effective business growth strategies and innovative sustainable cleaning solutions.



### Russell Hay

Scandinavian Building Services

Russell Hay was born and raised in the janitorial industry, honing his skills alongside his father in every area of the business. Bringing more than 15 years' experience and a commitment



to best practices, Hay passionately leads the janitorial service industry with innovation and customer service excellence, serving as Scandinavian's president. With an unmatched work ethic, Hay has set his sights on rapidly growing the business across North America, while ensuring client expectations are consistently met and exceeded. When not at the helm of Scandinavian, Hay spends his down-time with his beautiful wife and young family, and is an avid sports fan both as player and spectator.

### Ken Hilder

ISSA Canada BSC Council Chair

After more than 25 years in the sanitation industry working in both the manufacturing and distribution sectors for Kimberly-Clark, Swish Maintenance Ltd. and ISO National Cleaning Solutions in a number of senior marketing and sales roles, Hilder retired in 2016. Shortly thereafter, he formed Coldstream Marketing. Presently, Hilder provides strategic consulting to ISSA Canada and is the chairperson for ISSA's Building Service Contractor Council.



### Dimitri Kourkoutis

BGIS Sustainable Cleaning Solutions



Dimitri Kourkoutis is senior vice president of BGIS Sustainable Cleaning Solutions, a commercial cleaning firm recognized for providing leading services to organizations

within the facilities management field. Kourkoutis is trusted with guiding the overall development and strategy of the organization. Since joining the business in 2011, Kourkoutis has initiated vital programs which have allowed the company to experience sustained growth, culminating in BGIS achieving CIMS-GB certification with Honours, along with numerous awards and recognition for service excellence and innovation. Kourkoutis is an avid supporter of the ISSA – the worldwide cleaning industry association.

### Michael Kroupa

United Cleaning Services Ltd.

Michael Kroupa joined his father at United Cleaning Services Ltd. in 1989, starting in the Carpet Cleaning Division. Over the span of nine years, he worked his way through the different service divisions to gain valuable field experience. After taking over the Retail Cleaning Division, Kroupa oversaw the company's expansion into Quebec in 1998. He became the company's executive vice president in 2003 and accepted his current position of chief executive officer in 2015. Kroupa is dedicated to continuing his father's legacy as the "second generation." His continued commitment in



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leadership to further develop the United Services Group of companies stems from his father's principles of respect, ethical business practices, flexibility and innovation.

### Mike Nosko

ISSA Canada Executive Director

Mike Nosko is the executive director of ISSA Canada, a body which was formed when CSSA merged with ISSA in May 2017.



### Tony Raposo

SPEICO services aux immeubles



With over 44 years of experience within the janitorial industry, managing multi-million-dollar contracts reflecting the many industries within a wide

range of service brands, Tony knows what truly drives conversions within an organization. Being able to meet client expectations, understanding their needs, being competitive with pricing, introduction to new technology which in turn leads to cost savings and being able to successfully connect, understand and work closely with a diverse team of clients and employees, is what makes Tony a successful executive and solopreneur.

Throughout his career, Tony has held multiple positions within the sanitary maintenance industry in both Quebec and Ontario. He started his career in 1981 in Montreal and, today is Vice President of Operations and Associate at SPEICO services aux immeubles. By building great relationships with his clients and employees over the years, Tony feels their support and encouragement have formed him into the successful person he is today.



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