Redefining Cleaning For Health

Four Metrics for Measuring Cleaning Performance

Cleaning Industry Legend Celebrates 45 Years!

All Consuming – Why Ethical Sourcing is so Crucial
Clean Canada is the marketing vehicle of ISSA Canada and is circulated to all ISSA Canada members. The e-newsletter is intended to provide news and views from the industry, as well as highlight upcoming educational opportunities and networking events being held across Canada. Clean Canada is published four times per year – Winter, Spring, Summer and Fall.

ISSA Canada is the body formed by the merger of ISSA, the worldwide cleaning industry association, and the Canadian Sanitation Supply Association (CSSA) in May 2017. The purpose of ISSA Canada is to provide the industry and its members with a high degree of professionalism, technical knowledge and business ethics.

ISSA Canada’s mission is to reach out to all sectors of the Canadian cleaning industry in order to unify the nation’s cleaning community, and increase the appreciation for cleaning as an investment in human health, the environmental and an improved bottom line.

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Clean Canada is extremely excited to once again reunite – in-person – with the industry during the 2022 ISSA Show Canada being held June 8 and 9 at the Metro Toronto Convention Centre, in downtown Toronto.

No longer just a sundry duty, the focus on cleaning and disinfection has transcended industries of all scopes who have the common goal of keeping building occupants and employees safe. To say that ISSA Canada has come closer to its goal of “changing the way the world views cleaning” is perhaps an understatement. The industry has taken huge strides, but the mission carries on as we venture into what has been defined as the new normal.

With the theme of “Re-Set for the New Clean,” this year’s event will focus on the transformation experienced over the past two years, and look forward to the next chapter that lies ahead.

In addition to a full trade show floor, ISSA Show Canada promises an educational itinerary developed by vetted professionals representing all facets of the sanitary maintenance and supply industry.

Where do we go from here? Find out during the show’s kick-off session at 10:30 a.m. on Wednesday, June 8. Open to representatives from all sectors including facility management, building owners, facility service providers and more, this session will take a deep dive into the journey beyond COVID.

The last two years have certainly been challenging for building service contractors (BSCs) who were required to combat an unseen enemy with depleted workforces and constantly changing cleaning protocols. But now there are many new obstacles that must be faced. Whether it’s attracting workers into the industry, managing turnover, providing education and training, or understanding the overall perception of what cleaning and disinfection is – these are all serious issues that will be highlighted and addressed during

continued on page 3 »
Five Surprising Strategies for Recruiting Workers

By Robert Kravitz

Every business owner will tell you they are having problems recruiting workers. Because of this, employers must get creative.

Many employers are still recruiting workers the way they did years ago. Well, here’s some breaking news: Those old ways don’t work anymore.

So, how should we be recruiting workers today? Here are five surprising ways that are proven to be effective:

THINK GREEN

Sustainability and green cleaning pioneer Steve Ashkin says that when recruiting younger workers, remember this is the most environmentally conscious generation in the nation’s history. “Younger workers will be more interested in working for a company when they know it is green and sustainability focused.”

HAVE A MISSION STATEMENT

Traditionally, a mission statement is designed to help current workers understand a company’s goals and purpose. However, mission statements also help when recruiting new workers.

Dr. Mark Hernandez (on behalf of the Global Biorisk Advisory Council, a Division of the Institute of Inspection, Cleaning and Restoration Certification) explains: “Indoor Air Quality (IAQ) is yet another common talking point that has come to the forefront as we navigate through the pandemic. Since it has been determined that SARS-CoV-2 is indeed an aerosolized virus spread via airborne droplets, it’s even more important to ensure good air quality be a main tool to mitigate the risk of spreading the virus. Based on a peer-reviewed paper written by Paul Meechan and session speaker, valuing the role of distribution in the cleaning supply chain.”

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ISSA Hygieia Network Canada Region Hosts Cupcakes, Cocktails & Connections Event

The ISSA Hygieia Network Canada Region hosted its first Cupcakes, Cocktails & Connections in-person networking event on Monday, April 25 at Apple Cleaning Supply in Calgary, AB. The event was hosted by Dustbane Products Ltd. and Apple Cleaning Supply.

Sponsored by Dustbane Products Ltd. and Apple Cleaning Supply, the event provided an opportunity for ladies representing all sectors of the industry to network with colleagues, share their stories, and learn about the ISSA Hygieia Network and the programs it offers. Additionally, guests were able to indulge in some sweet Pablo cheesecake treats and as well as sip a glass of wine.

Guest of honor, Jackie Kozina was recognized for her 45 years of industry service. Jackie shared some of her special memories and enjoyed learning from others about their experiences.

The intimate and interactive event was enjoyed by everyone who attended.
Redefining Cleaning for Health

Four Metrics for Measuring Cleaning Performance

Cleaning for health is a concept well accepted in the professional cleaning industry. Yet there are few objective measures to determine if we are, in fact, cleaning for health or just cleaning for appearances. This is especially true for non-critical facilities, such as office buildings, schools, retail, lodging, and more.

This article identifies some of the key performance indicators that facility and contract managers should consider so they can objectively measure cleaning performance to truly clean for health.

(1) Measuring the performance of routine surface cleaning

- **Challenge:** Far too often, cleaning performance is determined by meeting task and frequency requirements, using only visual inspection to measure performance. This needs to change because it is often the things we cannot see, such as viruses, bacteria, spores, dust contaminated with pesticides, insect droppings, and other contaminants that can harm health.
- **Solution:** The U.S. Green Building Council (USGBC) recently developed a resource to help facilities use ATP meters and other devices for measuring the actual amount of soil remaining on a surface in a way that is easy to use and cost-effective. See this resource at issa.com/usgbc.

(2) Measuring when mop bucket water should be changed

- **Challenge:** The traditional approach to changing mop bucket water is based on replenishment after a set number of rooms and has little to do with the actual level of soil in the water. When water is dirty, cleaning personnel are just spreading contaminants.
- **Solution:** Turbidity meters are devices routinely used to monitor water quality. These monitors can be adapted by the cleaning industry to objectively determine when mop bucket water needs to be replenished to minimize cross-contamination and to truly clean for health.

(3) Measuring concentrated disinfectants for proper dilution

- **Challenge:** Disinfectants are essential to protect health, and using concentrates diluted on-site reduces cost and environmental impacts compared to ready-to-use products. These dilution control devices can be extremely inaccurate, resulting in a use-solution that has too little active ingredients to perform against pathogens effectively, or too much concentrate, which wastes money and increases health and environmental impacts.
- **Solution:** Test strips are readily available (even Walmart sells them) that test the concentration of active ingredients in common disinfectants, such as quats, chlorine, and hydrogen peroxide. These test strips are easy to use and inexpensive (under five cents each). Considering the importance of disinfectants when

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ISSA Hygieia Network Connects Canadian Cleaning Industry Professionals

and sharing of resources between cleaning industry professionals via LinkedIn, and in-person programs and events. In addition to ISSA Hygieia Network Canada Region, communities are available for the Midwest, Mid-Atlantic, New England, Southwest, Pacific West, Rocky Mountain, and Southern regions of the United States.

“By providing networking opportunities, ISSA Hygieia Network works to create a more diverse and inclusive industry where everyone has the chance to succeed,” said Linda Silverman, President at Maintex. “The addition of the Canada regional group will increase our membership, and participation in our mentoring program, educational conferences and webinars that support women seeking to grow their careers.”

“There is no better time to be a part of this amazing industry,” said Shannon Hall, Vice President of Sales at Dustbane, and captain of ISSA Hygieia Network Canada Region. “We are proud to help women in Canada have a voice, and be part of continuing to grow and develop within the sanitation and hygiene community through the Hygieia Network. I am looking forward to helping support Hygieia in Canada, and growing our membership in the regional community.”

Professionals can join the regions for free to share resources, and discuss topics related to the cleaning industry and diversity, equity and inclusion. Members can also attend “Meet & Great” events hosted virtually and in-person throughout the year.

To join your regional community, visit hygieianetwork.org/online-networking-community.

Become an ISSA Hygieia Network member at hygieianetwork.org/join.

Redefining Cleaning for Health

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“...
Contemporary cleaning practices and tools have advanced significantly since she started AMPM Cleaning. Now, many cleaning companies have adopted environmentally friendly products and practices. Jackie has always been at the forefront of these changes, ensuring her clients receive the best cleaning services while also being environmentally conscious. She has become an advocate for sustainable cleaning practices and has been instrumental in educating clients and other members of the cleaning industry about the importance of reducing their environmental impact.

Beyond the cleaning business, Jackie has also been involved in various community and philanthropic initiatives. She has served on the boards of several local organizations and has actively participated in fundraising efforts for causes that she cares about. Jackie’s dedication to helping others has been a testament to her character and her commitment to making a positive difference in the world.

With over 45 years in the cleaning industry, Jackie Kozina has truly become a legend. Her story is one of perseverance, innovation, and selflessness. Her legacy is not just about cleaning streets, but about leaving a lasting impact on the environment and the communities she serves. As Jackie Kozina continues to lead AMPM Cleaning, she sets a high standard for future generations in the cleaning industry.
Cleaning Practices in a Shared Office Space

As we head toward the official two-year mark of the global pandemic, many workers are now returning to the office at least some of the time. While a CNBC Study in the United States found that almost half of all workplaces returned to a hybrid model of in-person and remote work by the end of 2021, it also found that employee wellness and health is a top priority for most companies. Companies continue to welcome employees into their offices at least some of the time in 2022, we’d like to share our top tips for office cleaning practices to limit the spread of infection or the possibility of an outbreak – either of COVID-19, the flu or the common cold.

MAKE HANDWASHING A HABIT
Handwashing is the most important thing your workers can do in the office to stop the spread of infection. Practicing consistent hand hygiene has always been one of the most important steps we can take in preventing infection. Not only do dirty hands contribute to dirty surfaces, but also cell phones in the workplace are a major source of infection spread. Ensuring all employees have access to handwashing product and educational materials will help to keep cell phones clean, and limit the spread of germs.

Education is key. Find a handwashing program that has signage and education materials to make this easier on you. Make sure you post signs inside and outside of restrooms, by any space where food is consumed, and include handwashing information and reminder continues on page 10 »

Cleaning Industry Legend Celebrates 45 Years!

manage a career, family and day-care solutions. There were many times when she would bring her kids to work when day options would fall apart. She taught her kids the value of hard work. She was all in and could relate to the struggle of working mothers who needed to do it all.

Jackie was scrappy, and did what it took to make ends meet for herself and her children. Times were tough, things were lean, and money was tight. Jackie knew she couldn’t give up on her dream of a better life. Through strength and determination, Jackie was able to make things happen and founded her own company – Jackie’s Cleaning Service. In 1992, she dug into her entrepreneurial spirit and hustled to get every contract she could. She wanted to show her children that you can do – and have – whatever you want, just need to work for it.

Suddenly single and successful, Jackie met John. While it’s been said that it was “janitors love at first site,” Jackie knew she’d met her match. Both Jackie and John had a passion for the cleaning industry and realized that there was a gap in the market. A gap they certainly could fill. It was difficult for cleaners to get supplies, get advice and create better business. They knew they could help. Together, they founded A Apple Cleaning Supplies in Calgary.

A Apple Cleaning Supplies was known as the place to go for commercial and residential cleaners. A Apple was known for opening earlier to help customers get a start to their day-time cleaning and staying open late for the night-time cleaners who needed last minute supplies. Jackie could be found working in the store, always with a smile, a fresh cup of coffee, and expert advice on all things cleaning for anyone who needed it. Customers would seek her out when they had their biggest cleaning challenges, business challenges or just needed a friendly ear. There wasn’t a stain Jackie couldn’t solve! She had literally turned rags into riches. “Riches” to her means family and friends. Her smile was infectious. She lit up the room just by being in it and she couldn’t have been happier.

Her young sons came to work in the business as they learned the ropes with Jackie and John. They did everything from clean toilets, strip the floors, stock the shelves, and learn how to help customers solve their toughest cleaning challenges. Even her youngest son, Tomis, was preparing to join the family business at the young age of 12. There was a job for everyone. Her dream was suddenly reality. She’d made her way.

Unfortunately, that dream turned into tragedy when her eldest son, Anton, passed away. Jackie was heart-broken, and struggling to keep life and the business going. As a parent, now faced with their worst nightmare, Jackie and John picked up the pieces and continued to forge on. It was what they needed to do to support their children. Jackie’s customers provided her with solace and helped to keep her spirits high when the darkness of the days would set in. They had become family.

Not a day goes by that she doesn’t think about Anton. Perhaps he has been her silent cheerleader allowing her to continue to build and grow what is now known as Apple Cleaning Supply.

Apple Cleaning Supply has continued to grow year over year, and Jackie is now ready to celebrate her success. Forty-five years in an industry that has made her dreams come true. Her son, Tomis, is now running the business. When asked his thoughts on his mother’s journey, sacrifice and success, he had this to say: “Mom, I want to Thank you for all you’ve taught me. I have learned everything from you and many other women in the industry who, without Apple Cleaning Supply, would be nothing.”

Jackie has been an inspiration to women continued on page 12 »
By Cameron Cooper

Spike and troughs in product demand aside, Greg Crisp is adamant there will be one constant in the cleaning consumables space this year – more ethical sourcing of products. The sector manager – facility management for Bunzl Australia & New Zealand says at a time when the Modern Slavery Act is forcing businesses to assess workplace conditions, the public and consumers increasingly want to know if a product has been imported or locally manufactured.

“And if it’s imported, where is it from and does it adhere to ethical sourcing standards?” Crisp said.

“It’s much more educated procurement and supply chain now”

Bunzl distributes a massive range of cleaning equipment, chemicals, and janitorial and washroom supplies, as well as safety and PPE gear.

According to Crisp, during the pandemic, the company has adopted a 50:50 split between imports and local products to help ensure supply-chain speed and integrity.

“That means supporting local industries more because we know the quality is good, and we know that the speed and the coverage is there,” he said.

With contract tendering, customers are also seeking more information about product quality and sourcing.

“So, we do audits, we do checks and everything is in place with our inventory,” Crisp said.

**SUPPLY-CHAIN CHALLENGES TO PERSIST**

As orders of general cleaning products and accessories such as disinfectants, sprays, wipes and microfibre cloths rise in response to higher hygiene standards, supply-chain disruptions remain problematic.

_Accord Australasia_ is the peak body representing the hygiene, personal care and specialty products industry in Australia. Its members have reported a lack of availability or significant delays in getting some critical ingredients and packaging components, as well as cost increases for consumable products.

“Regrettably, this is an ongoing and multi-faceted problem for Australia, not only related to necessary component and product imports and associated maritime logistics, but also on-shore transport and warehousing,” said Bronwyn Capanna, Accord’s executive director.

She says increased inventory holdings to offset demand stresses have contributed positively and negatively to the situation, while labour shortfalls have been exacerbated by the most recent Omicron wave of the pandemic.

“None of these elements have specific short-term fixes,” she said.

According to Capanna, such challenges have been accompanied by significant changes in the regulatory space, including the replacement of the National Industrial Chemicals Notification and Assessment Scheme (NICNAS) with the Australian Industrial Chemicals Introduction Scheme (AICIS), which is now the national regulator of the importation and manufacture of industrial chemicals.

“And another impact felt by the Accord team and members has been the ongoing loss of face-to-face relationship building, networking and training opportunities,” she said.

To offset this problem, Capanna said _Accord_ has pivoted to online delivery of such events and discussion workshops for members that facilitate dialogue with a broad range of external stakeholders.

At ACCO Brands, a leading manufacturer and distributor of cleaning chemicals, janitorial supplies and general office products, brand manager Ben Antecki said shortages of labour, transport and shipping palletes have also been an issue for its business.
Cleaning Practices in a Shared Office Space

ers in office communication like employee newsletters.

CLEAN, THEN DISINFECT

Many offices have bottles of disinfectant everywhere, available for training cleaning personnel as well as any random office worker to spray. This is something that became popular during the pandemic as we all felt worried about the spread of germs, and deferred to the strongest products on the market to “kill” germs at will.

Now that we understand more about how to prevent the spread of COVID-19, we can take it easy on the indiscriminate use of disinfectant. Instead, we should practice thoughtful and careful disinfecting methods that include following the Five Critical Security Elements of Disinfection.

One of the important steps in safe disinfection is knowing the difference between cleaning and disinfecting. Cleaning removes germs and soil from a surface using a mild detergent and water. Disinfecting kills germs on surfaces using a chemical that is certified to kill specific types of germs. If you do not need to disinfect a surface because it is not high-touch or has not come into contact with a known infection, cleaning alone will suffice. If you are disinfecting a surface because it is a high-touch surface or is suspected to have infection, then you should clean the surface before disinfecting to ensure your disinfectant is effective.

COLOUR CODE YOUR CLEANING SYSTEM

If your office is not already colour-coding its cleaning tools, then 2022 is the year you should start. Microfibre cloths are an excellent choice for cleaning tools and they often come in batches that are already colour-coded to make implementing a system at your office simple. Colour coding reduces

Why Ethical Sourcing is so Crucial

To offset supply-chain issues, ACCO Brands has tried to ensure that it has surplus stock on hand when possible. Close communication with clients to manager their supply expectations has been critical, too.

“They’ve heard a lot about the supply-chain challenges,” Antecki said. “In some ways it helps lessen the impact because it confirms that it’s a widespread issue, and not just a problem for a particular business or industry.”

HYGIENE STANDARDS DRIVE DEMAND

In response to stricter hygiene demands, and greater soap and hand towel use in many facilities, Bunzl has seen a dramatic increase in the use of its cleaning consumables during COVID-19.

According to Crisp, service providers, facility managers and asset owners are showing more interest in the hygiene and environmental performance of cleaning dispensing systems, including where they are sourced and manufactured.

Some have also found that liquid soap reservoirs are a honey trap for vermin and bacteria, so they are switching to pod-style solutions.

“You’re replacing the pods regularly, so you’re also replacing the mechanisms regularly and there’s no chance of bacterial growth,” he explained.

Bunzl has also observed “bubbles” in demand for products such as masks and gloves in the past 18 months, while the requirement for PPE gear has been strong and consistent.

As part of consumers’ demands for the best hygiene systems available, Crisp said that there has also been a shift to environmentally-friendly products with GECA or Green Seal certification.

“And they’re not just asking for them for members of the public who may be coming in and out of their facilities, they’re making sure they have them available for their staff and clients.”

The rationale is that better hygiene standards can also result in less sick leave for employees and better retention rates.

According to Antecki, with ACCO Brands’ range of microfibre cloths for use in homes, offices and other facilities, there is a growing desire to adopt industry-standard colour coding as a means of preventing cross-contamination.

For example, blue cloths are designated for general cleaning, yellow cloths for infectious areas, green cloths for kitchens and red cloths for washrooms.

“Consumers are becoming savvier with colour coding,” Antecki said. “In the past people might have used one sponge around the office, and that one sponge did it all – the dishes, the tables, the benches and the microwave.”

“Acord notes that the decreased use of many commercial spaces, such as office buildings and hospitality venues, at the height of COVID-19 lockdowns suppressed the market for some cleaning agents and disinfectants.

By contrast, good hygiene remained the cornerstone of safe healthcare and food production during the pandemic.

“We anticipate that the market for cleaning and hygiene in these sectors will likely continue to increase,” Capanna said.

“And it’s anticipated that the demand for cleaning agents, disinfectants and hygiene products for all sectors will rebound and grow in 2022 as life gradually – hopefully – returns to a new normal.”

SUSTAINABLE PACKAGING IN THE SPOTLIGHT

The other big issue in the cleaning consumables space is sustainable packaging.

With Australia’s 2025 National Packaging Targets emphasising the need for a shift towards reusable, recyclable and compostable packaging, many eyes will be on the cleaning and hygiene industries’ response to such changes.

The Australian Packaging Covenant Organization (APCO) has launched the Collective Impact report, an analysis of Australia’s progress towards the targets.

In addition to calling for a collaborative effort from all industry players,
Cleaning Practices in a Shared Office Space

cross contamination because your cleaning workers can easily identify which cloths to use for which types of surfaces. The industry standard colour coding system will use red cloths for high-risk areas, yellow for bathroom, blue for general purpose cleaning and green for food service. Colour coding also makes training new workers easier, which can come in handy as we continue to face a labour shortage in the industry in 2022.

SKIP THE FANCY MISTERS, FOGGERS & SPRAYERS

The pandemic introduced many fancy new devices to the cleaning industry. From foggers to misters and even drones, we’ve seen a plethora of new technology being used in office settings in an attempt to distribute as much disinfectant or cleaning product as possible. This type of delivery method, if not used carefully, can be considered a form of what many in the industry refer to as “hygiene theatre.” That is a way many make a grand show of cleaning and disinfecting to show to building occupants they are cleaning, while it may not actually be focusing on the cleaning and disinfecting itself.

We recommend a pump-up sprayer as the best method for delivering cleaning and disinfecting products in your office setting. These are not only more cost effective, but they are also more efficient. Following the Five Critical Security Elements of Disinfection mentioned earlier in the article, are the real key to cleaning and disinfecting your office safely. Skip the fancy equipment and read the label, dilute properly, pre-clean, respect the dwell time and use a potable water rinse on food service surfaces.

ADHERE TO PROTOCOLS

We now know so much more about how to limit the spread of COVID-19 than we did in 2020 when offices closed down. We know that masking, physical distancing, ventilation and vaccination work together effectively in preventing the spread of the virus. Plus, many of these measure – link masking – are quite effective at limiting the spread of other illnesses including influenza. By keeping these protocols in effect in your office you can help your employees return to in-person work safely and keep productivity high.

As offices remain open and variants of COVID-19 continue to contribute to waves of infection, it will be important to keep up with cleaning practices to keep your business operating. Your employees will be glad to know you’re paying attention to their health and protecting them. So, as you follow these best practices, remember to let them know what you’re doing. It will give them peace of mind, and help everyone to feel calm and carry on in 2022 and beyond.

SOURCE: Charlotte Products Blog

Why Ethical Sourcing is so Crucial

APCO identifies the actions required within the three core areas of activity in sustainable packaging – packaging designed for circularity, improved collection and recycling systems, and expanded markets for used packaging.

At Accord, Capanna said that many members are taking decisive steps to cut their packaging waste, including increasing recycled plastic content, decreasing packaging volume and upping the use of reusable and refillable containers. Some companies have also successfully partnered with external organisations to minimize their packaging waste footprint.

“But there is also a strong sense that, although most companies are using recyclable plastic packaging, the Australian recycling system is not yet able to process the volumes that could technically be recycled,” Capanna said.

She adds safety and performance are paramount for Accord’s member companies and drives their decision-making on packaging. As such, compliance with regulations to ensure the safety and quality of products in both transport and use are important and non-negotiable.

For example, containers for products that are caught up by dangerous goods transport legislation are required to pass a drop test, which – at present – necessitates the use of plastic and also limits the amount of recycled content to a 20 to 25 per cent threshold before the container fails.

“Technological advances are necessary before this can change,” Capanna said.

ACCO Brands is progressively making the switch to carded packaging instead of polybag packaging, as well as stamping products with clearer recycling instructions.

Antecki said the business is also challenging its international suppliers, in particular, to “think differently.”

SOURCE: Charlotte Products Blog
**Why Ethical Sourcing is so Crucial**

In our industry and help pave the way. Her advice for all of us women starting out is “be happy, be honest and put in the hard work. Care for the relationships with your customers, they are everything. If you use these tools in business, life is much easier, and business is even more successful. Every day, every year. AMEN SISTERS!”

Thank you, Jackie, for your amazing journey and inspiration. Wishing you all the joy you deserve as you celebrate these incredible 45 years of service.

**Partly” about packaging.

“The trend may not be moving as fast in other countries as it is in nations such as Australia and the United States. But it’s good that we’re starting to see some minds within the industry starting to look at better ways of shipping and packaging.”

For its GECA-certified products, ACCO Brands has been conducting tests on new, more environmentally-friendly chemical bottles. At the same time, it is conscious of safety requirements around caustic chemicals such as oven and grill cleaners.

“We need to ensure that the particular chemical won’t affect the moulding of the plastic,” Antecki said.

If all goes well with the tests, he expects the new bottles to be rolled out later this year.

**POSITIVE OUTLOOK FOR SECTOR**

In such a complex health and regulatory environment, Capanna believes membership of a trade association will be especially valuable for cleaning and facility management businesses as they navigate multiple challenges. She said that in addition to ongoing attention on sustainability issues and packaging waste, there is the ever-present reality of climate change.

“Considerations around greenhouse gas emissions and carbon footprints will increasingly impact businesses. While cleaning and hygiene products will always be in demand, there is a major opportunity for companies to stand out by effectively implementing and communicating their innovations and sustainability initiatives.”

Capanna said that the latest health messaging is re-emphasising the need for a combination of all control elements – vaccination, social distancing, masks, ventilation, and good personal and environmental hygiene – as the key to infection control.

In such an environment, Australia’s strong commercial, industrial and institutional cleaning and hygiene industry is well placed.

“Nowwithstanding the challenges arising from disrupted supply chains due to COVID-19, it is anticipated that leading businesses that can maintain a nimble, responsive and customer-focused approach to innovation in product formulation, manufacturing, sourcing and packaging will stand in good stead in 2022 and beyond.”

Crisp is especially upbeat and says as well as addressing sustainability and hygiene issues, Bunzl will continue to focus on reducing costs for its customers where possible. With labour in the cleaning industry accounting for up to 90 per cent of costs, he said it is crucial to help businesses cut their payroll.

For example, in washrooms, simple changes such as having jumbo rolls of toilet tissue or continuous hand-towel systems can make a difference with the manual handling and replacement of products.

“There are great systems out there to make sure the cost of consumables doesn’t increase.” SOURCE: INCLEAN Magazine