

SUMMER 2023

contractor's corner

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NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER



BUSINESS PRACTICES

The Importance of Relationships in Commercial Cleaning

Take your time and get paid to do the job right

In today's economy it can be tempting for commercial cleaners to focus more on the bottom line than on the relationships they've built along the way.

Even though many challenges remain, it's important to continue to prioritize customer relations as a way to expand your business, along with your margins.

The commercial cleaning industry is predicted to surpass \$278 billion by 2028, so standing out from your competition is

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The Importance of Relationships in Commercial Cleaning

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crucial to attract and retain your clients.

Prioritizing services and customers is the way of the past – and the way of the future – according to Jim Pemberton, president of Pembertons. In his recent appearance on ISSA's *Straight Talk*, he warns cleaning companies to stay away from what he calls “the new bait and switch.” Traditionally, this concept means offering a low introductory price, only to inflate that price once your clients sign on to your service. But Pemberton is talking about something a little different. Rather than a dishonest approach, companies may be inadvertently setting themselves up for failure with their clients by overpromising and under-delivering. “It’s not uncommon to sell the value of your service including several steps, or certain key ingredients that make the cleaning process unique,” he says. “Over time, that once 12-step process can get shortened to a three-step process.” According to Pemberton, this leaves the customer at an unfair disadvantage.

How does this happen?

AGING AND FATIGUE

Commercial cleaning is a labour-intensive endeavour, and as cleaners can begin to reach an age, it can be more challenging to physically get the work done. When you’re selling a comprehensive service with a multi-step process like vacuuming, using a rotating brush, and finishing with drying fans, “those walks back and forth to the truck get longer when we’re in our older years,” Pemberton says.

We need to take this possibility into account when making promises to customers. Even with good intentions, we need to consider whether our abilities are limiting how we deliver on that promised value.

COMMUNICATION IS KEY

With the recent attention to cleaning and sanitation, today’s customers are educated and many want to be kept informed about the products and methods you are using.

As commercial cleaners, you are the experts in our field, and that sometimes means educating your customers. Some-

times it even means delivering bad news. Pemberton gives the example of treating odors, explaining that it’s possible that you will have to explain that a different, longer or more expensive approach will be needed, even after you’ve quoted on the job. This needs to be communicated clearly to customers so that you retain their trust and they are clear on the service you’re providing.

How do you avoid practicing the new bait and switch? Pemberton says it’s simple, “Just do what you promise.”

THE IMPORTANCE OF RELATIONSHIPS

The relationships you make as a commercial cleaner can be career-long, and as time passes, that can take a backseat to what may seem like more pressing matters. “Often cleaners decide to hang up their wands, only to find that their customers don’t want to lose them,” Pemberton says. This can be a step to switching from full-time to part-time, but in order to cut back on the amount of work required, they raise their prices, sometimes significantly. They often find that their services are still in demand.

According to Pemberton, that’s why the integrity of doing what we promise is important. Knowing the value of those relationships allows you take your time and get paid to do the job right.

If you’ve decided to switch products for a longer-lasting restorative cleaning result, that needs to be explained to the customer.

“Just spraying something that smells pretty doesn’t do the trick,” says Pemberton. “It’s critical to convey to your customers the limitations of your services, along with your value.”

Recognizing how valuable you are to your customers is part of developing that trust and the relationships that may well take commercial cleaners into retirement.

As commercial cleaning continues to evolve, it’s important to remember that your service is your business. Prioritizing value and communication is the secret to long-lasting relationships with your clients and longevity for your business.

SOURCE: FC&M Magazine

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contractor's corner

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INDUSTRY EVENT



An Hour With Industry Icons

BSC Panel Discussion at ISSA Show Canada A Success

The ISSA Canada Building Service Contractor Council hosted a special panel discussion during the 2023 ISSA Show Canada, held June 14 and 15, 2023, at the Metro Toronto Convention Centre in downtown Toronto.

Moderated by Chris King, Senior Vice President of Hallmark House-keeping Services, this session featured three icons from the building services sector – Joe Corrieia, Manny Clementino and Milan Kroupa. These icons outlined how they built their businesses from a hope and a prayer, the challenges they had to overcome, and the sheer grit and determination that helped them to become the top three building services companies in Canada.

But as the industry has evolved so, too, has business. In addition to the stories from the founding fathers, the next generation of leaders – Dennis Corrieia, David Clementino and Michael Kroupa – were also on hand to share how they followed in their fathers' footsteps to now be in positions to take the reins and navigate their already successful companies to the next level.

What does the future look like? What lessons from the past will help move the industry forward in the future? And what did the path of succession look like? All this and more was shared during this special event. If you missed attending ISSA Show Canada, you can still view some of the outstanding educational programming on ISSA Canada's [YouTube channel](#).

FACILITY SERVICE



Overcoming the Fear of Success

Most new business owners have a fear of failure. And there are good reasons for this.

According to the Small Business Administration (SBA), 80 per cent of small businesses – those with 500 employees or less – only survive one year. This is due to:

- Cash flow problems.
- Being in the wrong market at the wrong time.
- Providing products or services no longer needed.
- Ineffective marketing.
- Not being viewed as an expert in their field.

However, according to Michael Wilson, senior vice president of business development at AFFLINK, home of the independent distributor, another reason new businesses fail is fear of success.

"It's sometimes called the 'imposter syndrome,'" says Wilson. "It expresses itself as a lack of confidence or a fear of failure, [but] what is really happening is a fear the entrepreneur *will* realize their dreams."

Among the reasons for fear of success, according to Wilson, are the following:

Losing friendships. Friends and family often criticize entrepreneurs about a new business they want to start. A chorus of "It's a bad idea" is heard far and wide. But if the company succeeds, the entrepreneur becomes concerned they will lose those connections – and sometimes they do.

More headaches. Very common. The entrepreneur is concerned if their business is successful, it means more challenges and more complex problems. It's one reason people in the corporate sector refuse a promotion.

Jealousy. Once thriving, what often follows is others, friends and family, start criticizing the business owner and their business – often out of jealousy.

Letting go. People that start successful businesses are often afraid to let go. They micromanage everything. They don't empower others to make day-to-day decisions. Micromanaging limits business growth and is often an imposture for fear of success.

"The fear of success syndrome often disguises itself in other forms," adds Wilson. "Unpack those fears. Realize that your success helps you, your family, your community and many others."



Ensuring Front-Line Workers are Safe and Engaged

These are important factors to consider when outsourcing your cleaning services

By LISA CLEAVER

A thriving facility starts with prioritizing staff, cleanliness and safety. However, overworking employees and relying on them to maintain their own workplace has been shown to lead to negative outcomes such as burn-out or safety hazards. Outsourcing properly trained professionals has many benefits, including peace of mind by hiring front-line workers that specialize in cleaning and maintaining facilities. Finding a team who meets your facility's cleaning standards can be daunting, but with a few simple tips, you can get the right team for your needs. Here are key initiatives to look for when outsourcing cleaning and maintenance professionals for your business.

SAFETY FIRST

Cleaning and maintenance professions consist of physically demanding tasks that, after years of work, can take a great toll on someone's body. Along with

the labour demands, if maintenance professionals are not properly trained, the misuse of cleaning chemicals and equipment can quickly lead to significant injuries.

Before outsourcing a cleaning team, make sure that the staff members have received prior training on how to use cleaning equipment properly, know which cleaning chemicals can be mixed and how to maintain different building environments thoroughly, so they can provide the service you need. While the team you hire should come with their own set of skills, take the time to ensure your cleaning expectations are clear and that the building layout is understood. Every facility requires a unique cleaning and maintenance routine and schedule, making the on-boarding process for cleaning crews crucial.

EMPLOYEE ENGAGEMENT

Hiring a team of employees who show consistent engagement displays

a strong work ethic and dedication to providing exceptional service. Employee engagement has also been linked to employee retention rates, and in today's economy, that's critical. A study found that 63.3 per cent of companies find *retaining employees* harder than hiring them, so simplify your life with a great team and lower turnover. When employees don't feel engaged in their job, productivity levels and interest in their work drop, which costs you money.

Particularly in the cleaning industry, the retention rate has significantly decreased in recent years. When outsourcing cleaning and maintenance professionals, look for companies that prioritize employee engagement and invest in keeping long-term team members who can confidently maintain your facility.

LEADERSHIP EFFORTS

Employees who take the initiative to continuously learn and possess a growth

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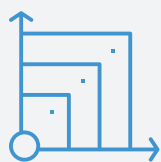
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UNLEASHING WHAT'S NEXT.



Healthy Air in Any Building with Fellowes® Array™

Ensuring optimal air quality across an entire building is no easy task. Segmented spaces, outdated building infrastructure, insufficient ventilation and lack of insights into indoor air quality status all contribute to degraded air quality conditions that threaten the health and performance of a building's users.

Designed to empower organizational leaders and facility management to regain control of their indoor air quality, Fellowes® Array™ breaks new ground as the most advanced networked air quality system. Using proprietary technology to combine the benefits of H13 True HEPA filtration, a full suite of indoor air quality sensors – and monitoring with real-time air data collection – Array provides the ability to monitor, track and automatically improve building-wide air quality. With Array, it has never been easier to have complete visibility and control over the air quality of any indoor space, and the confidence of

knowing each breath is protected.

Unlike traditional stand-alone air purifiers that may have limited placement options, fragmented coverage and an obtrusive presence, Array's diverse range of units and installation styles seamlessly scale and integrate with any existing architecture or design. Without needing to connect directly to any duct-work, Array works alongside existing commercial HVAC systems. Array's advanced networked air purifiers, sensors and monitors securely connect over LTE to form a complete air quality network throughout any room, floor and building. Array's ability to increase air changes per hour complements existing HVAC efforts and improves those systems' performance and efficiencies. With each Array unit connected to the wider network, advanced EnviroSmart+™ sensors can pro-actively monitor their surroundings with automatic sense and react technology—detecting contaminants, sharing air quality data throughout the network and

coordinating a purification response to clean the air faster and more efficiently. Once Array restores the air quality to an optimal threshold, the system will shift into standby mode to conserve energy and reduce operating expenses.

Every building faces unique air quality challenges, which is why Array was engineered to protect against the most common and dangerous contaminants. Array's pioneering filtration is powered by a three-in-one filter that is 99.95 percent effective in capturing particles as small as 0.1 microns including viruses, allergens, and germs. Consistent air circulation is critical for healthy spaces, which is why the system incorporates a proprietary mixed-flow fan design that is carefully engineered to optimize air-flow while maintaining quiet operation.

As Array's purifiers, sensors and monitors continuously track air quality data throughout the space, one can see the exact, real-time air quality status via intuitive

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Ensuring Front-Line Workers are Safe and Engaged

mindset offer a strong contribution to a business. These employees often strive for leadership roles that further their responsibilities and involvement. Employees are more likely to increase productivity and engagement when leadership opportunities are available to them. In fact, studies show that for every year a company delays leadership development, it costs seven per cent of its total annual sales. Outsourcing commercial cleaning services that offer continuous training and leadership opportunities to their employees helps guarantee that you are hiring from a company that cares about bettering its team and is committed to forward-thinking and moving ahead.

GUARANTEE THE BEST FOR YOUR FACILITY

Finding front-line workers that meet your facility's cleaning standards and can relieve the stress of maintaining your building may seem overwhelming. However, looking for key attributes such as safety, engagement and leadership is a good place to start. Prioritize services that provide sustainable and high-quality cleaning services while providing development resources for their team members. When you hire a service that cares about its workers, it reflects positively on their work and that's good for your business.

— *Lisa Cleaver is the director of human resources at GSF USA, a leading provider of cleaning services. For more information, visit www.gsf-usa.com or contact Cleaver at lcleaver@GSF-usa.com.*

SOURCE: FC&M Magazine

Healthy Air in Any Building with Fellowes® Array™

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tive interfaces. The elegant Lookout display shows precise air quality status and filtration progress for a specific space, while Viewpoint, Array's cloud-based dashboard, compiles a comprehensive picture of an entire space's air quality data—complete with notifications, trends and insights that enable improved air quality strategies. Set custom timers and zone schedules to optimize air quality management for how and when spaces are used. Access to filter life status also improves line of sight into filter management and replenishment, a previously cumbersome task.

Learn more about Fellowes® Array™ and how we're partnering with contractors and building management professionals to pioneer a new chapter in indoor air quality management at new.fellowes.com/ca/array.

About Fellowes:

Fellowes® is a fourth-generation family business serving at the intersection of family, innovation, quality and care since 1917. Delivering industry-leading records storage solutions, business machines, workspace management products, mobile technology accessories and design-

focused environmental solutions, we help people be at their best whether at the corporate or home office.

Throughout our long history, one of our most defining characteristics is quickly and boldly responding to the needs of our customers. This spirit of customer-focused innovation is more alive than ever in the launch of the Most Advanced Networked Air Quality System: Fellowes® Array™. Developed from our 15 years of air purification experience and our state-of-the-art product engineering, Array makes monitoring and improving indoor air quality faster and easier than ever. By implementing an advanced networked air purification system that seamlessly compliments commercial HVAC systems, building stakeholders can finally provide H13 True HEPA air quality for their team and guests, without extensive renovations or mechanical updates.

While Array is a ground-breaking innovation for improved indoor air quality, it is fundamentally the latest demonstration of our commitment to helping people be at their best. Because we believe that every breath is a new opportunity to unleash work-life potential.





Embracing Disruption

By JON HILL

Whether provided by contractors or in-house, facilities management and cleaning services are industries that are ripe for disruption. Despite the availability of technology, these industries have been slow to adopt it due to several obstacles, including a lack of digital skills, competing priorities and cost-cutting efforts.

However, there is an opportunity to fully integrate facility management systems using service robots and smart technologies, which can lead to increased productivity, cost reduction and the development of better value-added information.

One innovative approach is the use of robotic automation and augmented reality to manage repetitive and hazardous tasks, freeing up personnel for more complex and skilled jobs. This article highlights the benefits of these technolo-

gies and offers suggestions for how facilities management leaders can successfully implement them.

A TARGET FOR DISRUPTION

By embracing these emerging trends, facilities management companies can streamline operations, reduce downtime and enhance the quality of their services.

However, these factors make facilities management an attractive target for disruption. Customers have already started to demand this disruption, but the question remains whether facility management companies are up to the challenge. There is a significant opportunity to develop technology and processes that can fully integrate facility management systems.

This integration can optimize the use of service robots and smart facility technologies throughout the building, leading to increased productivity, quality, cost reduction and the development of better

value-added information.

One such innovative approach is the use of robotic automation, which can handle repetitive tasks and free up personnel for more complex and skilled jobs. Additionally, augmented reality can assist facility managers in remotely controlling and monitoring automation systems from afar, increasing efficiency and reducing the need for on-site personnel.

These represent a portion of the untapped potential for digital transformation and the integration of advanced technologies. As such, there is a significant opportunity for businesses in this industry to embrace disruption and improve their services.

A PREFERRED SOLUTION

Robotic automation is increasingly becoming the preferred solution for performing repetitive and hazardous tasks in

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RECOGNITION



Cintas Canada Names Winner of 2023 Canada's Best Restroom Contest

Canada has a new favourite washroom. Cintas Canada Ltd. is proud to announce that Hard Bean Brunch Co. in Port Moody, BC, is the winner of the 2023 Canada's Best Restroom contest. Hard Bean Brunch Co. will receive \$2500 in Cintas products and services to help maintain their award-winning washrooms.

Now in its 14th year, Cintas' nationwide contest highlights businesses that have invested in developing and maintaining exceptional washrooms that are accessible to the public.

"Winning the title of Canada's Best Restroom is truly an honor," said Heather Rhodes, CEO, Hard Bean Brunch Co. "We take pride in our washrooms and we're glad to see the public does too. We're grateful to Cintas, the Port Moody community and our customers for their overwhelming support."

The washroom at Hard Bean Brunch Co. features fully enclosed stalls framed in bright yellow trim with matching signature yellow doors. The walls are painted navy blue with sleek, black or white tile

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Embracing Technology



a variety of industries. Currently, Asian and European companies are leading the way in manufacturing and adopting robotics for services such as cleaning and security, with widespread adoption expected to occur within the next decade.

Leading companies are actively integrating robotics into their facilities management operations to perform tasks such as floor cleaning, window washing, power washing and even drones to vacuum ceilings. Ongoing innovations in robotics include developing both hardware and software for internal and external machines. The benefits of such robots are many, including the potential to reduce operating expenses, freeing up existing staff to focus on higher-value activities, and mitigating some of the risks associated with these tasks.

- Repetitive tasks are prime opportunities for integrating robots into operations, as they typically follow the same process every time. A few companies are currently designing and building robots to automate repetitive tasks such as those performed in bathrooms and on floors.

- Hazardous tasks, such as stripping wax or HVAC duct cleaning, pose potential risks to human workers. The use of robots for these jobs could enable companies to reduce costs and minimize risk, while maintaining productivity and efficiency.

With the rapid evolution of technology, there has been an emergence of end-to-end augmented reality (AR) solutions that have the potential to revolutionize

facilities management. AR is different than virtual reality (VR). AR uses a real-world setting as opposed to VR, which is entirely virtual (not physical form). AR users can control their presence in the real world; VR users are controlled by the system. AR enhances both the virtual and real world, while VR only enhances a fictional reality.

Leading technology players are currently experimenting with various applications of AR to support workers in selected tasks. For instance, a remote-assisted maintenance toolkit, which comprises endoscopic and thermal cameras, a microphone and a portable computer, enables an equipment operator to connect remotely with an expert who can guide them through the maintenance procedure. This technology has the potential to greatly enhance the maintenance process by providing real-time support from an expert, regardless of their physical location.

In addition, AR maintenance also offers operator support through an integration equipped with special glasses and software that provides detailed guidance on proper maintenance procedures. By leveraging this technology, workers can seamlessly access vital information and instruction, which can enhance their productivity and reduce errors.

Overall, the development of end-to-end AR solutions represents a significant opportunity for facilities management companies to streamline their operations,

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Q & A on UV Disinfection Technology

Experts illuminate the benefits of disinfecting surfaces with ultraviolet light

By LARINDA BECKER &
GERALD PRALL

As facilities continue to prioritize cleaning and disinfection, more facility managers are considering adding ultraviolet (UV) light disinfection to their cleaning protocols. CMM's most recent [in-house/facility management benchmarking survey](#) found that 15 percent of respondents planned to implement UV disinfecting technology within the next 12 months.

UV waves disinfect by breaking down microorganisms, naturally damaging their DNA and rendering them unable to replicate. Research has shown the wavelength range of ultraviolet C (UVC) light (200-280 nanometers) is the most effective against bacteria and viruses.

Is UV disinfection a good fit for your facility? This Q & A with two specialists might help you decide.

What are the benefits of using UV light systems for disinfection?

Gerald Prall, Chief Sales Offer, Pringle Robotics Inc.:

UV light systems have been proven, in both lab and real-world scenarios. They have strong pathogen inactivation effi-

cacy and they reach surface areas that are missed by hand wiping and spray systems.

Larinda Becker, Executive Director of Marketing, Infection Prevention, Diversey :

Due to time pressures, cleaning staff do not consistently clean and disinfect in a manner that results in safe environments. An American Hospital Association survey found that hospital cleaning staff typically spent about 15 minutes performing a daily clean and 40 minutes performing end-of-stay cleaning procedures. Limited time and worker shortages often lead to shortcuts, which reduce cleaning compliance.

Disinfection solutions such as UVC devices work without user involvement which avoids gaps in current cleaning practices. More than 40 clinical studies, measuring either biocidal effect of UVC light on microorganisms or its impact on health care-associated infection (HAI) rates, have robustly tested UVC devices and found them effective. UVC has been proven to kill vegetative bacteria, fungi, viruses and spores.

Has interest in UV disinfection grown in recent years? If so, why?

BECKER: The interest in adjunct

or additional disinfection solutions has steadily grown over recent years, corresponding with public concerns regarding infection rates and the prevention of infection transmission. Although cleaning staff can miss surfaces during environmental cleaning and disinfection, the addition of UVC disinfection can help eliminate remaining germs and mitigate this transmission risk.

PRALL: Interest in UV disinfection has grown significantly in recent years due to the COVID-19 pandemic. Shortages of traditional disinfection liquids during the pandemic brought UV disinfection front of mind as a viable alternative to traditional electrostatic spraying and hand wiping methods.

What types of facilities have traditionally used UV disinfection? Is the technology becoming more prevalent in other types of buildings?

BECKER: Hospitals have definitely been a primary focus in UVC adoption and use. We are seeing that many other industries deploy this technology as an intervention when there are confirmed or suspect cases of viruses such as SARS-CoV-2. The technology is used across

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Embracing Technology

reduce downtime and enhance the overall quality of their services.

As the facilities management industry continues to evolve, leaders cannot simply flip a switch to harness these emerging trends. Instead, companies may need to adjust their strategy, organizational capabilities and culture to stay competitive. Furthermore, as some of these trends are still in their infancy, executives should focus on laying a solid foundation to enable their organization to adopt successfully and implement these trends. To this end, several actions can be taken:

1. Conduct a comprehensive review of the organization's existing strategy, culture and capabilities to identify areas that require improvement or modification.

2. Develop a clear road-map that outlines the steps required to successfully adopt these emerging trends, including the necessary investments in technology, talent and infrastructure.

3. Invest in the necessary talent to support these emerging trends, including individuals with experience in areas such as robotics, AI and data analytics.

4. Foster a culture of innovation and experimentation where new ideas are welcomed and tested.

5. Establish clear metrics to measure the success of these emerging trends and ensure that the organization is continuously monitoring and adjusting its strategy to achieve its objectives.

By taking these actions, facilities management leaders can effectively position their organizations to harness these emerging trends and drive growth in the years ahead.

— Jon Hill is the CEO of Cobotiq and presents to business managers how to create and implement profitability information. He is a frequent speaker and presenter on the future impact of automation and technology in the cleaning industry.

SOURCE: CMM Online

Q & A on UV Disinfection Technology

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health care, business, education and other sectors.

PRALL: UV disinfection first became popular in health care environments due to the need to combat infectious diseases for individuals with weakened immune systems and susceptibility to infections after surgery. More building types have become interested in UV technology after learning about its effectiveness in health care environments and in response to their need to improve sanitation standards due to the pandemic.

What are some common misconceptions people have about UV disinfection?

PRALL: Some people believe that UV disinfection is expensive and not as effective as traditional disinfection methods. In fact, UV lamps have long lives, are low cost and their efficacy for pathogen inactivation is actually stronger than other methods.

BECKER: Common misconceptions – and explanations on why they are not true – include:

UV works in any setting on horizontal and vertical surfaces. (Shadowing can prevent UV disinfection from working. Shadowing occurs when UV light cannot strike a surface directly, so it receives less energy, reducing efficacy. UV light does not reflect – or bounce – very efficiently).

UV doses are safe for all surfaces. (High amounts of UVC for extended periods on certain plastics, such as ABS [acrylonitrile butadiene styrene], may yellow these materials over time).

You don't have to clean if you use UVC. (Soil on surfaces reduces efficacy of UV light. Cleaning surfaces before UVC disinfection is highly recommended).

What steps should users follow to get the best results?

PRALL: To get the best results from UV disinfection units, users need to be aware of the distance from the light source to the surface, the strength of the UV lamps and the exposure time needed to ensure pathogen inactivation reaches the desired levels. Common mistakes include inadequate exposure time and excessive distance to surfaces.



BECKER: I recommend seven steps:

1. Choose a technology that has realistic cycle times and demonstrated effectiveness against the pathogens of concern.

2. Ensure the technology effectively delivers optimal doses of energy against both horizontal and vertical surfaces.

3. Make sure the unit has multiple safety features to ensure staff, patrons and visitors are shielded from UVC energy.

4. Make sure the device is easy to transport within and across facilities without special handling.

5. Consider a device compact enough to both use and store in tight/smaller spaces.

6. Choose a device that is easy to set-up, reposition and operate, and that you can easily incorporate into the workflow process.

7. Understand the total cost of ownership, including the required training and tools.

What innovations/new features are expected for UV disinfection technology?

BECKER: Continuous improvement in durability and performance.

PRALL: One of the most promising innovations for UV disinfection is the development of Far UV lamps, which operate at a 222 nanometer spectrum. These lamps are efficient in removing pathogens yet safe to use around humans, as the light will not penetrate the outer epidermis layer of the skin.

Another innovation is UV reflective paint, which helps to bounce UV light into areas that would otherwise not receive exposure.

— Larinda Becker is the Executive director of Marketing for Infection Prevention at Diversey and Gerald Prall is the Chief Sales Officer at Pringle Robotics Inc.



Can Work Clothes Spread Germs?

By GAVIN MACGREGOR-SKINNER

Essential cleaning professionals frequently ask whether they can carry germs home on their work clothes and pass them on to family members or even infect themselves later in the day. Let's examine what the research shows.

RELATED STUDIES ON GERM TRANSPORT

Work clothes can transport germs. Germs can accumulate on your work clothes in high numbers. They can spread through contact with soft, porous materials and can be resuspended into the air. Yet, to my knowledge, this has not been studied in work environments and the work clothes of professionals in the cleaning industry.

However, it is well-established that germs can accumulate on hospital uniforms, as reviewed by Haun et al (2016).¹ Another study showed the accumulation of bacteria on sterilized uniforms worn by nurses and that 70 per cent were positive for antibiotic-resistant *Staphylococcus aureus* (Sanon and Watkins, 2012).² Also, high concentrations of germs were found

on the work clothes of waste collection workers after they had finished their shifts (Park et al., 2011).³ But none of these studies investigated the movement of germs on work clothes to other environments. Nevertheless, these types of studies do highlight the importance of infection control, hygiene and laundry in relation to work clothes.

"Take-home" exposure, by bringing home contaminated work clothes, has been reported for chemicals such as lead, pesticides, asbestos and polychlorinated biphenyls (PCBs). Exposure to biological particles that cause allergies from clothes has been studied for cat allergens, dog allergens and dust mites, where these allergens were shown to be transported on clothes between homes, schools and workplaces. Pollen has been shown to accumulate and be transported on clothes. One study showed that fungi and fungal spores in farmers' homes can be up to 1000 times higher when compared to apartments where non-farming families live, indicating fungi transport on clothes to the home (Pasanen et al., 1989).⁴

Cleaning professionals work to clean dirty environments and can be exposed

to a wide range of germs, pollutants and contaminants. Several studies have been conducted on exposure to biological risks and how workers could transport fungi and bacteria to vehicles and other non-workplaces through contaminated work clothes, skin or hair (Møller and Madsen et al., 2022).⁵ They identified 275 fungal species and 54 different species of bacteria on the work clothes of waste collection workers. A series of studies found that workers who work with waste:

- Are exposed to a wide range of fungal and bacterial species, including those that are known to cause hypersensitivity pneumonitis and gastrointestinal infections.
- Waste collection has been associated with health symptoms related to exposure to elevated concentrations of germs.
- Workers that handle and sort waste cardboard have high at-work exposure to germs.
- Work clothes can be contaminated by germs from surface-to-surface contact.
- Shoes can spread germs.
- Germs can be aerosolized from the floor.
- Emptying of trash and waste con-

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Cintas Canada Names Winner of 2023 Canada's Best Restroom Contest

sitting below fun palm leaf wallpaper. Each stall is equipped with a sink and LED backlit mirror.

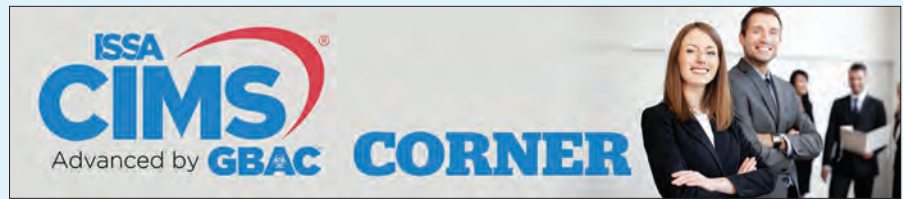
"Thousands of votes for this year's five finalists poured in from across the country, demonstrating peoples' appreciation for clean and memorable washroom facilities," said Candice Raynsford, Marketing Manager of Cintas Canada. "Thanks to the public's support, we're proud to award Hard Bean Brunch Co. with the title of Canada's Best Restroom."

Hard Bean Brunch Co. promoted the contest on their social media profiles. They also displayed mirror clings provided by Cintas which included a QR code for voting.

Nominees for this year's contest were judged on five criteria: cleanliness, visual appeal, innovation, functionality and unique design elements. Online voting was open to the public June 5 through July 7. The other finalists (in alphabetical order) included the following:

- Forest Pavilion Washrooms (Winnipeg, MB)
- The Big Apple (Colborne, ON)
- The Gathering Place Washrooms (Vancouver, BC)
- Yesterday's Auto Gallery (Edmonton, AB)

For contest updates, fun facts and washroom trivia, "Like" Canada's Best Restroom on Facebook at [Facebook.com/CanadasBestRestroom](https://www.facebook.com/CanadasBestRestroom).



ISSA has recently announced that 57 companies have achieved the Cleaning Industry Management Standard (CIMS) Advanced by GBAC certification. Created by the industry, for the industry, CIMS Advanced by GBAC is the first consensus-based management standard that outlines the primary characteristics of a successful, quality cleaning organization industry now including disinfection and infection prevention protocols.

"Earning CIMS Advanced by GBAC certification demonstrates that organizations are dedicated to a higher standard of cleanliness, which is essential given the biorisks that exist today," said ISSA Executive Director John Barrett. "Using CIMS Advanced by GBAC as a management framework allows cleaning organizations to maintain quality, efficiency and customer satisfaction."

Relevant for in-house operations and outsourced building service contractors of all sizes, CIMS Advanced by GBAC leverages five core elements of management best practices and requires participants to meet 100 per cent of the mandatory elements and 60 per cent of the recommended elements, per section. An ISSA-accredited third-party assessor completes an on-site evaluation to validate that the cleaning operation follows documented systems and processes that support cleaning for health.

The CIMS-Green Building (CIMS-GB) with Honors Advanced by GBAC certified organizations include the following:

- Advance Management Inc.
- Allied Universal Janitorial Services
- CJ Maintenance
- Complete Facility Services LLC
- Exclusive Maintenance
- Forefront Healthcare
- GDI Integrated Facility Services
- HHS LLC
- ICS Facility Services
- Impact Cleaning Services Ltd.
- Interstate Contract Cleaning Service Inc.
- Opportunity Village
- SSC Services for Education

- Teya Enterprises LLC / Teya Support Services LLC
 - The Corporate Source
 - TruLeader Services
 - Yorkdale Shopping Centre
- The CIMS-GB Advanced by GBAC certified companies are:

- The Kennedy Collective
- Envirosafe Janitorial Inc.

This year's new and renewing companies that have earned CIMS Certified with Honors include the following:

- JKS of Wisconsin Inc. (DBA Service Master Building Maintenance)
 - VLS Enterprise LLC-Service Master
 - ServiceMaster by Obis
 - ServiceMaster Building Maintenance #7660
 - ServiceMaster Clean by Prime
- The CIMS-GB with Honors certified organizations include:

- Acuity Total Solutions
- B and B Maintenance Inc.
- BRAVO! Building Services
- C&W Services
- Calgary Board of Education
- Challenge Unlimited Inc.
- Chimes District of Columbia
- Cleaners of America
- Corporate Building Services
- Dexterra Group Inc.
- Eco Living Cleaners Inc.
- EDGE Building Services
- Evripos Janitorial Services Ltd.
- FHG Maintenance Co.
- Guardian Service Industries Inc.
- HES Facilities Management
- iCAN Resources Inc.
- ION Facility Services Inc.
- Phoenix Services
- Pride Services
- Skills'kin Inc.
- TFOM Corporation
- Training Rehabilitation & Development Institute Inc.
- University of Calgary
- WFF Facility Services

The CIMS-GB certified organizations are:

- A-Action Janitorial Service Inc.
- Alpine Building Maintenance Inc.

Can Work Clothes Spread Germs?

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tainers can spill germs on the ground or aerosolize them onto clothes.

- Germs generally exhibit lower survival on porous surfaces than on non-porous surfaces. However, they can survive on textiles for days to weeks.

- *Staphylococcus aureus*, *Escherichia coli*, and *Escherichia faecium* survive on cotton for 21 days.

- *Staphylococcus aureus* and *Escherichia faecium* survive on polyester for up to seven days.

- Fecal coliforms can survive for 120 days on cotton and blended textiles.

- *Clostridium difficile* spores have been reported to persist on dry surfaces for five months.

- *Candida*, *Aspergillus* spp., *Fusarium* sp., *Mucor* sp., and *Paecilomyces* sp. Survived from one to more than 30 days on cotton, terry, blended textile, polyester and spandex.

- SARS-CoV-2, the virus that causes COVID-19, persisted on cloth (unspecified material type) for two days, compared to four days on glass and bank-notes, and up to seven days on surgical masks, stainless steel and plastic.

- Poliovirus survives at room temperature for 84-140 days on wood and 42-84 days on cotton.

THE VERDICT

Work clothes can transport germs to places outside the work environment, such as your home. The current assumption that there is a low risk of infection from soft, porous materials and textiles like work clothes, is due to a lack of studies and direct epidemiological evidence. Therefore, there is less emphasis on worker safety and the risk of infection from work clothes, textiles and soft surfaces.

Germs do survive on textiles for hours, days and weeks, and can transfer onto skin and other surfaces. It is biologically plausible that infectious diseases can be transmitted directly through contact with contaminated textiles. There are a number of case studies that link infection with inadequate laundering of bed linen, towels and work clothes in hospitals and hotels. I am very concerned due to the lack of control and monitoring of decontamination for those cleaning professionals that are required to wash and dry their work

clothes at home.

WHAT CAN BE DONE?

Germs, just like allergens, pollutants and contaminants, can accumulate on work clothes, including shoes, throughout a workday and can lead to exposure. These germs can lead to infections and make people sick.

For the cleaning industry, understanding that germs can be transported and re-suspended from work clothes is important for everyone, not just those who are immuno-compromised, have allergies, or have open wounds and cuts. This knowledge should change workers' behaviour and actions for washing hands with soap and water, donning and doffing, and wearing appropriate personal protection equipment, changing out of work clothes at the end of their work-day, taking a shower after work, and handling of laundry of work clothes.

Again, I am unaware of studies specifically related to cleaning professionals, but I recommend the cleaning industry not ignore but learn from studies from other professions.

— *Dr. Gavin Macgregor-Skinner is director of the Global Biorisk Advisory Council® (GBAC), a division of ISSA. As an infection prevention expert and consultant, he works to develop protocols and education for the global cleaning industry to empower facilities, businesses, and cleaning professionals to create safe environments.*

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CALENDAR OF EVENTS

September 12, 14, 19 & 21: CMI Supervisor & Management Bootcamp, Virtual Event, Noon to 3 p.m. (Eastern). [Click here](#) for more information.

October 3, 10, 17 & 24: CMI Train the Trainer Certification Workshop, Virtual Event, Noon to 3 p.m. (Eastern) each day. [Click here](#) for more information.

October 11: Strengthening Connections: How to Maintain and Build Better Customer Relationships, Virtual ISSA Hygiene Network Event, 2 to 3 p.m. (Eastern). [Click here](#) for more information.

November 13-16: ISSA Show North America 2023, Mandalay Bay Convention Centre, Las Vegas, NV. [Click here](#) for more information.

November 13: CMI Certified Workloading Specialist Workshop (ISSA Show North America 2023), Mandalay Bay Convention Centre, Las Vegas, NV. [Click here](#) for more information.

November 13-16: CMI Train the Trainer Workshop (ISSA Show North America 2023), Mandalay Bay Convention Centre, Las Vegas, NV. [Click here](#) for more information.

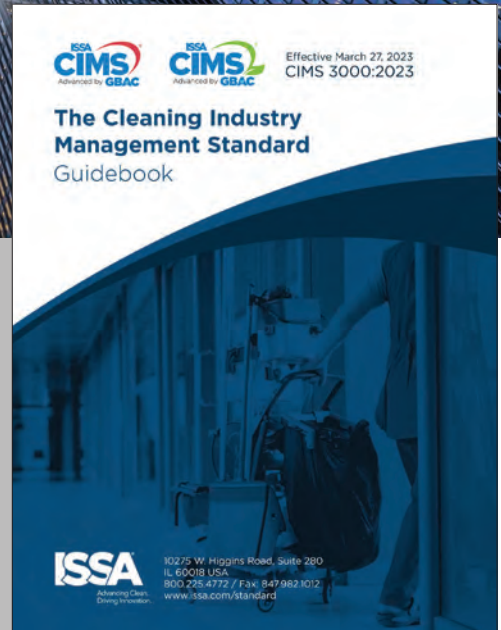
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- Avartra LLC
- Conciergerie SPEICO Inc.
- Entretien Avangardiste Inc.
- FHG Maintenance Co.
- Green Maples Environmental Inc.
- Imperial Cleaners Limited
- K & S Management and Supply Inc.
- L & J Diamond Maintenance
- Pro-Expert Inc.
- Pueblo Diversified Industries Inc.
- Safety Facility Services
- Uniserve Facilities Services

For more information about CIMS Advanced by GBAC, visit www.issa.com/cims.

Occupant Safety Concerns? We've Got You Covered.



Why Choose ISSA's Cleaning Industry Management Standard (CIMS)?

Choose CIMS Advanced by GBAC to achieve optimal operations in your organization.

- A comprehensive certification for quality driven building service contractors and in-house cleaning organizations.
- Created to maintain hygienic environments for the benefit of building occupants.

Download the Standard
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“The CIMS Standard assures TCS employees and customers that systems are in place that instill quality service for all and that we will continue to refine and improve our delivery of services to benefit all stakeholders.” – **Rada Bishenkevich | Project Manager**

Enhanced Criteria

The CIMS Standard has been bolstered by critical elements from the GBAC STAR accreditation program.

Evolved Certification

The first major update of components for the CIMS Standard since its inclusion of the Green Building (GB) elements aligning with LEED building certification requirement.

Empowered Organizations

GBAC's expertise in infection prevention best practices will help cleaning service providers support their customers and help internal stakeholders create more hygienic environments for building occupants.



For more information visit cims.issa.com