At the onset of the pandemic all of Canada was locked down to control the spread of the highly infectious coronavirus. Grocery stores across the country soon felt the pressure. Fuelled by survival instinct or fear, people rushed to their local grocery outlets and purchased anything they could carry. The mass crowds in these locations should have been an ideal breeding ground for this new virus but, somehow, the numbers did not reflect that. Why? Because of companies such as United Services Group, a janitorial services contracting company, whose specialty is cleaning in the retail grocery space. By taking measures in the early days to establish proper cleaning protocols, United was ready to ensure the safety of both its frontline cleaning crews, as well as the workers and community at large.

“Cleaning processes in the pre-COVID era emphasized cleaning for visual appeal to ensure customers returned to stores,” said United Services Group CEO, Michael Kroupa. “In fact, visually clean stores were cited as one of the top three...
Ramping Up Cleaning Processes in the COVID World

... continued from page 1

reasons why customers return to a grocery store location. The mentality was, ‘if it looks clean, it must be clean,’ but post-COVID, the attitude has quickly changed due to fear of this unknown virus.”

According to Kroupa, cleaning was previously viewed as a commodity, and not looked upon as an important or essential business by government, customers or even communities. As more and more light was shed on the spread of the virus, proper cleaning and disinfection processes quickly rose to the forefront, as the world started to seriously look at the devastating effects untreated bacteria and viruses can have on people.

Today, it’s simply not good enough for areas and surfaces to “look clean.” All surfaces – including floors, shelving, door handles, shopping carts, etc. – now need to be cleaned, disinfected and sanitized to ensure the safety of all occupants in a facility, including customers, employees and the community at large.

United Services was quick to step up its game to develop new cleaning protocols which aligned with federal, provincial, and Health Canada guidelines for COVID-19. These protocols were then broadcast to all of United’s frontline cleaning staff across Canada to create consistency in delivery. The company even went so far as to form a Pandemic team to co-ordinate and communicate all the latest COVID-related issues and challenges. This team ensures all staff is kept abreast of the most current information, and helps coordinate contact tracing of any COVID cases amongst cleaners.

Education was key to how United would move forward and effectively combat an unseen enemy.

“United’s operation is based on a systematic approach, and there are three important factors that we focus on which have played a critical role in our success,” Kroupa said. “These factors include the skills and competency of the operator, using the right chemicals for the job at hand, and having the right tools and equipment to ensure quality results.”

According to Kroupa, when the pandemic took hold of the country, United streamlined this approach, and began to differentiate its routine cleaning crews into disinfecting and sanitizing crews.

“We felt it was necessary for our disinfecting and sanitizing crews to be held at a higher standard,” he explained.

“Therefore, all of our disinfecting and
sanitizing crew members participated in, and completed, the ISSA’s GBAC Online Fundamentals course, resulting in all of our crew members being GBAC-Trained Technicians. United has even taken a further step and developed a full program for disinfecting and sanitizing under its Beyond Clean banner. This process begins with a needs assessment that is performed prior to any crews going into a location. The Beyond Clean strategy also goes further by outlining chemical usage to optimize the disinfecting and sanitizing process. Once again implementing the strategies learned through the GBAC Fundamentals program, the effective use of specific chemicals in a specific space, dwell times and the equipment to use to disperse the chemicals is also determined well in advance. By knowing the fine details of the space, United is able to determine the high-touch points, and is in a much better position to ensure its crews are properly educated in the facilities they are responsible for disinfecting and sanitizing. United is also in the process of introducing its new microbe shield prevention program. This process consists of the application of a unique product which not only disinfects, but leaves a film on surfaces that protects against bacteria and viruses for an extended period of time.

In the grocery space, United utilizes a three-prong approach when it comes to cleaning, disinfecting and sanitizing. Generally, what that looks like is seven days a week, frontline crews provide day cleaning and sanitization of all high-touch points at each retail location to ensure the safety of the employees as well as the shoppers. In situations where an outlet has become COVID compromised, United implements a specialized disinfecting and sanitization process to ensure all surface areas are “deep cleaned” and sanitized. This process is completed overnight without customers in the space, and has proven to be effective to ensure a safe re-opening.

Although United took measures to be able to combat the coronavirus, it didn’t mean the company didn’t face its share of challenges over the past year. “Globally, we have all faced the challenges of little knowledge and lack of clarity when it came to the coronavirus, and understanding the pandemic,” Kroupa said. “That included the conflicting and unclear messaging from public health and regulatory bodies.” United grappled with a host of challenges including how to keep frontline staff safe, how to unroll training and documentation across the nation, how to save staff who were losing their jobs when store locations were closing and/or suspending hours, and what specific personal protective equipment (PPE) was required. On top of those issues came the challenges faced when trying to secure proper PPE, chemicals and equipment approved by Health Canada or other Public Health Institutions.

“Our approach was to pause and plan our path forward,” Kroupa said. “Our motivation was to take care of our people and our customers, keeping our communities safe, and keeping our labour working in a safe manner.”

For staff who had lost their jobs when some retail outlets closed, United promptly trained and re-located them into the grocery space where additional labour was in high demand to ensure disinfecting and sanitizing was occurring at optimal levels. The company also leveraged its existing sub-contractors to successfully source labour.

When it came to securing product, United focused on researching and identifying specific products and PPE that was either already on the Health Canada approved list, or in the process of receiving approval.

“We employed a parallel sourcing strategy, and looked at multiple vendors to source disinfectant products and PPE, and placed orders fully knowing a lot of these orders would be directed to the healthcare sector,” Kroupa said. “It was a fine balance forecasting the order amounts, which allowed us to not have over-stock, but also put us in a position not to run out.”

For every new issue that arises, lessons are learned. And the COVID-19 pandemic certainly presented its fair share of curriculum. According to Kroupa, possibly the biggest lesson learned was how to navigate all the obstacles the company faced in the early days of the pandemic.

“Because of our infrastructure and people, our training processes, and vendor and labour networks, all of these working together and designed in a way to be flexible, scalable and agile, we were prepared for this moment,” Kroupa said. “Our people stepped up to the challenge... continued on page 4
Planning Ahead for the 2021 ISSA Show Canada Virtual Experience

After the postponement of the 2020 trade show, ISSA Show Canada will reconvene virtually this June with a focus on educating and inspiring the industry.

Last year’s event – scheduled for June 9 and 10 – was postponed due to the worsening COVID-19 pandemic and provincial restrictions across Ontario which prohibited large gatherings. This year, due to those ongoing impacts of the pandemic, the second edition of the annual ISSA Show Canada will be going virtual on June 17, 2021. The REMI Show, which is held concurrently with ISSA Show Canada, will also take place virtually on June 16.

The virtual ISSA Show Canada will be held within a four-hour window, and will feature prominent presenters covering key topics based on today’s environment, while also looking ahead as facilities begin to re-open.

The theme of the 2021 virtual show is Facing the Future TOGETHER, recognizing the industry’s position today, and where we may go from here. As such, the virtual ISSA Show Canada will feature keynote presentations, education sessions, supplier technology sessions, and virtual networking receptions. ISSA Canada looks forward to reconnecting with our valued industry colleagues, and providing excellent and tangible content.

For more information, and to learn about sponsorship opportunities, please visit ISSAShowCanada.com.

CMI Congratulates New Workloading Specialists

ISSA’s Cleaning Management Institute (CMI) recently concluded one of its highest-attended certification programs ever. CMI would like to congratulate the more than 80 cleaning professionals who participated in its new Certified Workloading Specialist course. During the course’s four weekly sessions, each participated in lively workshops and self-paced homework assignments to obtain CMI’s latest certification.

The interactive workloading course was presented by ISSA Director of Education, Training, Certification & Standards Brant Insenero, and Tim Poskin from Cleaning Change Solutions, with guest speakers James Filipovich from CMI, and Jill Kegler from Janitorial Manager.

“This was one of the most engaging and fun virtual experiences that we have taught since the start of the pandemic,” Insenero said. “Each individual spent time learning the core fundamentals of workloading that will ultimately set them up for success within their organization. We are looking forward to hosting this course again in Las Vegas at the ISSA Show North America this fall.”

CMI, Cleaning Change Solutions, and the entire ISSA family would like to congratulate the Canadian individuals that invested their time and energy into this certification course:

• Mohamed Abdulaziz – University of Calgary, Calgary, AB.
• Myles Davis – Best Service Pros Ltd., Coquitlam, BC.
• Maria Medeiros – University of Guelph, Guelph, ON.
• Shawn Meehan – Best Service Pros Ltd., Coquitlam, BC.
• Derek Oliveira – Gestion Hygiène du Bâtiment, Rosemère, QC.
• John Tsertos – Cleaning Facility Services Inc., Mississauga, ON.

For more information on future CMI events, please visit issa-canada.com.
The cleaning industry has experienced constant change during the last several years. We have transitioned to better cleaning and disinfection processes, which have resulted in a better work environment for custodial staff and a safer indoor environment for building occupants.

We have adjusted to a different kind of customer, the 21st century customer who is more knowledgeable about our business and the cleaning industry than ever before. We have been forced to implement new technologies into how we provide services to our customers.

Because of the COVID-19 pandemic, we are called upon to once again adjust the way we do business. Now more than ever, it is vital that we demonstrate that we are experts in the cleaning, sanitizing, and disinfecting of our customers’ facilities. You need to identify the benefits your disinfection program brings to your customers. You can show these benefits in the following areas:

- **Training program** – What is included in your training program that will benefit your customers? Remember building occupants are now bombarded with information on disinfection. Emphasize that proper training allows your staff to properly disinfect your customers’ facilities.
- **Technology** – Provide an overview of the technology used in different disinfection programs. Describe the disinfection process that you use and explain the benefits to your customers.
- **Management** – How are you going to assure your customers that your staff will adhere to the agreed-upon disinfection program? What type of documentation will you provide to your clients?

**CUSTOMER COMMUNICATION**

The 21st century customer wants to be informed. Develop a disinfection team composed of the following to keep the communication lines open:

- Operations manager (managers, supervisors, leads).
- Frontline representative (utility person, custodian).
- Executive manager (CEO, vice president of operations, or owner).
- Distributor representative.
- Manufacturer representative (disinfectant manufacturer, equipment manufacturer).
- Customer representative (satisfied customer).

**WEBSITE MARKETING**

The 21st century customer vets prospective building service contractors by researching their websites. Here are some simple ways your website can highlight benefits of doing business with you:
Don’t Put Off Your Cleaning Certification
Invest in certification to educate your workers and enhance your business

By TIM POSKIN

Professional cleaning and management certification is important now more than ever, but perhaps the lack of in-person or on-site training options has stopped you from pursuing it in the past year. Let me be clear: success or failure in your job often correlates to the level of training and certification you have obtained.

Certification in your field gives you the confidence to do the right thing because you have the knowledge and experience to back it up. This is especially important when you are immersed in an ever-changing and challenging situation like a pandemic. The cleaning industry of the future will be a combination of traditional solutions and new technological advances. Now is not the time to fall behind.

Through certification, businesses can advance to higher levels in the cleaning industry. Certification helps organizations market their services, select contractors, create job descriptions, and evaluate candidates for employment, as well as evaluate current employees, and motivate them to enhance their skills and knowledge.

Employees who earn certifications benefit too. Certification in a field shows competency, commitment to the profession, and is a pillar of job advancement.

You may be wondering how to find a certification program that works for you and your operations. Your best option will likely be an integration of several different certifications from the types described in this article.

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FOCUS ON EQUIPMENT

Myths & Misconceptions of Lithium-Ion Batteries

The pandemic has turned just about everything upside down for most of us in the professional cleaning industry. As a result, it has become a bit challenging to determine where the industry will be a year or two from now.

However, one trend that has been evolving for a few years is likely to grow even more and even faster in the coming years. And that trend includes professional cleaning equipment going cordless.

The technology has advanced – and the price for some battery powered technologies have declined – to the point where this just makes sense. However, that does not mean everyone is on board with battery-powered cleaning machines.

In fact, battery technology has many doubters, and several myths and misconceptions surround the technology specifically regarding lithium-ion batteries, the type of battery most new cleaning machines will be using.

Because of these concerns, let’s try to clear up a few things, starting with this myth: Lithium-ion batteries explode.

DEBUNKING THE EXPLOSION MYTH

During the summer of 2016, Samsung introduced its Galaxy Note 7 smartphones with great fanfare. But within weeks of the introduction, consumers reported their new phones, powered by lithium-ion batteries, exploded or caught on fire.

Shortly thereafter, the Federal Aviation Administration warned passengers with these phones not to charge them during flights, and then the Consumer Product Safety Commission advised consumers to “stop charging or using the device” altogether. Humiliated and embarrassed, the company recalled 2.5 million phones.

But this had bigger ramifications. Other smartphone manufacturers began reconsidering the use of lithium-ion batteries, potentially putting the entire technology on the back burner.

So, let’s investigate this situation a bit further. Using the following Q & A approach, we should be able to debunk this myth and better understand lithium-ion batteries at the same time.

WHY ARE THEY BECOMING SO POPULAR?

The key reason lithium-ion batteries are becoming so popular, and likely to be found in more cleaning machines, is that they are easily rechargeable. They also store energy very efficiently and are slow to lose their charge.

“Plus, they have a lot of oomph,” says Stephen Hackney, a professor of engineering at Michigan Technological University, and considered an expert on lithium batteries. “They have two- to four-times more voltage than older battery technologies of the same size.”

HOW DO THEY WORK?

Let me introduce you to two electrodes.
**INSURANCE UPDATE**

**Tips to Help Your Small Business Prevent Cyber Crime**

Cyber crime is on the rise and a real danger to small business owners. You may now run your business online or have employees working from home due to the global COVID-19 pandemic. In a survey released by Statistics Canada in July 2020, nearly one-quarter of Canadian businesses expect that 10 per cent or more of their workforce will continue to telework or work remotely post-pandemic.

As a result, your business may be more vulnerable to cyber crime. To help you manage your risks, TruShield Insurance has broken down why it’s important to understand the different types of cyber crime, some steps that may help prevent a cyber breach, and how to recover if your business does suffer from an attack. You can also download TruShield’s free guide to learn more, including how your risks have increased during the pandemic.

**WHAT IS CYBER CRIME?**

Cyber crime is criminal activity that involves a computer, networked device, or a network. You may think that, as a small business, you aren’t vulnerable to cyber crime. In fact, the Insurance Bureau of Canada conducted a survey of small-to medium-sized businesses (SMEs) in 2019, and reported that 44 per cent have not implemented defenses against cyber breaches. However, many hackers target SMEs as they are often seen as entry points to gain access to larger businesses. During the COVID-19 pandemic, the Insurance Bureau of Canada reported an 89 per cent increase in businesses experiencing phishing attacks in early 2020.

**WHAT ARE DIFFERENT TYPES OF CYBER CRIME?**

Cyber crime comes in all shapes and sizes. There are a number of methods hackers may use to attempt to gain access to your computer system, data, or finances. Below, we outline some of the key techniques used in cyber crime and some of the necessary terminology for understanding it:

- **Phishing:** Phishing is a type of cyber crime during which fraudulent communications are used to trick users into revealing sensitive information, like passwords or credit card information. Phishing can occur in a variety of mediums, ranging from email to phone/voicemail to text messaging or even faxes. Small business owners are often targeted because they take on so many roles in their business.

- **Malware:** Short of “malicious software,” malware is any program or file that’s designed to gain access to or damage a computer. It may arrive via an email, a website, or through exchanged files. It might exploit a flaw in the computer system directly, attempt to take control of the system or attempt to capture sensitive information.

- **Ransomware:** This is a type of malware that is activated when a user is locked out of their computer system, denying them access to their files or their device until a ransom is paid.

- **Social engineering:** Social engineering is the act of tricking someone into revealing sensitive information or taking action, like soliciting a monetary payment. Social engineering can be combined with other threats like phishing to gain your trust and make you more likely to do something like click on a link or download malware.

**HOW CAN CYBER ATTACKS BE PREVENTED?**

There’s no foolproof way to ensure your business doesn’t suffer from a cyber attack. But there are a number of preventative steps that can be taken to protect your business as much as possible. Here are five simple ways to help safeguard your company:

1. **Password security:** Passwords are the first line of defense your business has against cyber attacks. Ensure your passwords are strong but also something you’ll remember. Make sure you use different passwords for different accounts, and be careful with your password retrieval questions. After all, if someone can answer those, they could reset your passwords and access your accounts.

2. **Update often:** The applications and software you rely on for your business should be updated often and as quickly as possible. Many of the updates include security enhancements and bug fixes that could help defend you from cyber attacks.

3. **Read the terms and conditions:** We’re all familiar with the terms and conditions pop-up that appears when you install or download things like software, apps, or files. Unfortunately, we can also be quick to accept the conditions without reading them. But you shouldn’t be so quick to do that.

   Take the time to read and understand the terms you’re agreeing to. This will include details on what kind of access you’re giving to various parties on information including your location, phone...
Don’t Put Off Your Cleaning Certification

QUALITY ASSESSMENT CERTIFICATIONS
Quality assessment allows organizations to establish a baseline and track ongoing improvement with stakeholders. Certification programs centered on quality should focus on work processes, building appearance, logistical setup, cleaning tolerance, and cleaning efficiency. Example: CMI Accredited Auditing Professional

WORKLOADING CERTIFICATIONS
Workloading is the foundation of a successful cleaning plan that ensures a level of cleanliness needed to meet customer expectations. A workloading strategy provides an opportunity to rebuild the current cleaning culture to one of efficiency, innovation, balanced workload, and high-performance thinking. These improvements benefit frontline cleaning workers as well as individuals who are tasked with making – and defending – custodial staffing levels. Example: CMI Certified Workloading Specialist

CUSTODIAL EMPLOYEE TRAINING CERTIFICATIONS
Cleaning staff need certification specific to the various tasks they are performing and equipment they are using. At a minimum, certification topics should cover customer service, the chemistry of cleaning, basic cleaning of above-floor surfaces, basic cleaning of hard floor surfaces, basic cleaning of carpeted floor surfaces, and basic cleaning of restrooms and shower rooms. Advanced certification should include advanced cleaning of hard floor surfaces, advanced cleaning of carpeted floor surfaces, and advanced cleaning of above-floor surfaces. Example: CMI Certified Custodial Technician

LOGISTICS AND SUPPORT CERTIFICATIONS
To successfully support a cleaning organization, you need certification.

Myths & Misconceptions

One is anode – filled with negatively charged ions – and the other is cathode – filled with positively charged ions and lithium. These are the key components of a lithium-ion battery. They store energy, and as the powered cleaning equipment is used, the energy in the cathode moves into the anode to power the machine. When the battery is re-charged, just the opposite happens.

Oh, and there is one more element, a separator. This separator keeps the anode and cathode from touching each other, which can cause a fire or explosion.

SO, IS THIS WHAT CAUSED THE MISHAPS WITH THE SAMSUNG PHONES?
In many cases, yes. The two electrodes were able to touch each other. But we should also know that the smartphones and machines that use these batteries have software. If the software is not set properly, chemicals in the battery can become destabilized when re-charging, causing a chain reaction known as a “thermal runaway.” This too can lead to fires and explosions.

HOW OFTEN DOES THIS HAPPEN?
According to Hackney, not too often. Furthermore, in the five years since the Samsung incident, industry manufacturers have fine-tuned their batteries to prevent such situations. Also, consumer organizations worldwide now require these batteries to go through a variety of safety tests, adding another layer of precautions to ensure nothing like this should happen again.

With that clarified, here are some other possible myths and misconceptions:
Lithium-ion batteries should be stored in the refrigerator. False. In fact, there may be issues using these batteries in very cold weather. They should be stored and used at normal room temperatures. This will also extend battery life.
Lithium-ion batteries are lighter than traditional batteries. True. When comparing apples to apples as to the amount of power produced by each type of battery, lithium-ion batteries are generally lighter than conventional batteries.
Lithium-ion batteries can be re-charged hundreds of times. True-ish. A lot depends on the type of lithium-ion battery installed, care of the battery, and how much the battery has discharged between recharging cycles.

Lithium-ion batteries should be fully discharged before recharging. False. Recharge the battery when the charge level is at about 30 per cent. Letting it drain down completely can reduce the lifespan of the battery. Further, it is best not to leave it in a discharged state.

Different cleaning systems use different lithium-ion batteries. True-ish. There are no “standards” for lithium-ion batteries in the professional cleaning industry. However, at least one manufacturer has developed a universal “quick charge power pack,” so that one type of lithium-ion battery can be used in all their machines simply by sliding it into the battery case. This is one of the few industry “standards” we now have, and a time- and cost-saver.

Lead-acid batteries are still best for big cleaning equipment. False-ish. There is a view that while lithium-ion batteries have their advantages, for larger cleaning machines, lead-acid batteries, such as those found in automobiles, are preferable. That likely will not be the case. Lithium-ion batteries have already proven to be more efficient, lighter, provide more power than a comparable lead-acid battery, usually re-charge faster, and last longer. Ultimately, this is the type of battery that will make the professional cleaning industry cordless.

Finally, it’s fair to ask, are lithium-ion batteries a game changer in the cleaning industry? Although they have been around for several years now, they are a game changer now because of all the advancements just mentioned in the technology.

Just to prove this, I have a question for you: If you were a manufacturer introducing a new, advanced floor-cleaning machine, would you want it hooked to a wall socket or powered on its own? I think you will agree, hooking cleaning machines to wall sockets is so yesterday.

-Drew Bunn is Canadian Director of Sales for Kaivac Canada, manufacturers of professional cleaning tools and equipment engineered to help protect health. He can be reached at dbunn@kaivac.com

(1) Lithium-ion battery pack prices, which were above $1,100 per kilowatt-hour in 2010, have fallen 89 per cent in real terms to $137/kWh in 2020. By 2023, average prices will be close to $100/kWh, according to the latest forecast from research company BloombergNEF (BNEF).
Tips for Emphasizing Quality-Based Cleaning When Bidding & Budgeting

By JIM FLIELER

As we continue to combat the greatest global public health challenge of our lifetimes and look forward to life after COVID-19, it’s important that we remember cleaning for what it is: Cleaning is an investment in human health. Cleaning is a positive contribution to future generations. It plays a critical role in disease and accident prevention. Cleaning protects facility capital investments, business profitability, the longevity of any company and relates to positive public perceptions of our businesses, buildings and brands. This is a notion we’ve talked about for many years and COVID-19 has made the lesson indelible.

Right now, there is a worldwide focus on the cleaning industry and a demand from the public for clean, safe, and healthy spaces. This means we must all change from price-based cleaning to quality-based cleaning. How do we do that as businesses continue to cut our budgets, despite all that we’ve proved in terms of the value of our work? How does a BSC emphasize quality of cleaning while clients still look for the lowest bid? Money and budgets only go so far. Facility cleaning objectives have always been higher than overall spend allowed. Here are some tips to help communicate the importance of quality-based cleaning over price-based cleaning.

“**When the price is lowered, cleaning standards are lowered.**”

If you are bidding a new job, it will be important to have written cleaning standards to show to your potential client to explain how when prices are lowered, the standards are lowered too. Communicate this message to a potential client in terms they understand. The public will not stand for lower cleaning standards anymore. Just point to the power of social media and online review-based services to show how an unclean bathroom or a sloppy job will have ramifications far beyond the immediate costs. When cleaning standards are raised for all businesses, it is good for the industry and for public health.

**“We can no longer afford to take the risk of improper cleaning programs.”**

I often communicate the importance of proper floor care in relation to reduced slip-and-fall injuries, and the high costs associated with unsafe and improperly cared for floors. Let’s translate that messaging to the current public health crisis, and future crises. No business or building – whether that is a school district, a restaurant or an office – can afford to take the risk of improper cleaning programs. That risk could translate to an outbreak, which might mean closings, or serious illness and possible death. Nothing illustrates that risk more clearly than the severity of our public health crisis right now.

**“Together we must raise the bar and prioritize the essential cleaning services budget.”**

Make sure you present yourself as a partner in public health to any potential client or manager. This is a team approach that establishes you, the cleaning expert, as a vital member of the decision-making team. Those of us who have been in the cleaning industry for decades have a lot of expertise in infection prevention and public health that is invaluable in today’s climate. You are not just a custodial manager or a BSC, you are an expert and a partner in public health. By simply casting yourself in that role, the value in what you do is elevated to those who need your help.

**“These are our specific cleaning and disinfecting protocols.”**

If you do not have written standard operating procedures (SOPs), then this is the time to create them. SOP are established routines and procedures that must be followed to ensure a consistent outcome. In the cleaning business, your SOP will include everything from the products to be used, when and how often to perform a certain task, and when to do it again. SOP is important for your staff and management, but sharing these SOP with those in charge of your budget gives you quantifiable objectives and standards that help prove the value in the cost of your work.

**“Our team is highly trained and valued.”**

Labour comprises 90 per cent of making team.
Don’t Put Off Your Cleaning Certification

Don’t Put Off Your Cleaning Certification

tion that provides knowledge of the technical skills and training programs specific to your establishment. The certification should focus on teaching methods to improve your team’s efficiency and professionalism. As a business owner, you can have your workers undergo certification, or hire a certified consultant who will improve your company’s results and shepherd you through challenging times. Example: CMI Certified Professional Trainer, CMI Consulting Program.

LEADERSHIP TRAINING CERTIFICATIONS

The custodial professional today not only commands respect, but also requires a high degree of knowledge and skill. There are several reasons for the new “image,” including the realization that custodians are critical to an organization’s efficiency and a facility’s healthy environment. Custodians working post-pandemic require the knowledge of modern equipment, effective chemicals, and new cleaning techniques that certification brings. Example: CMI Certified Custodial Supervisor.

No matter which type of certification you choose, achieving it involves documenting specific job experience, and successfully completing the appropriate courses and their associated examinations. Whether you complete certification on-site or virtually, do not allow your certification and pursuit of knowledge to go unchecked. Certification is essential in any professional endeavor to gain, maintain, and document credible professional experience.

The greatest asset that any organization has is its people. Invest in your organization through certifications and you’ll be recognized as a true professional.

- Tim Poskin is founder and systems integrator of ISSA’s Cleaning Change Solutions™ Consulting and serves as the executive director of the ISSA Workloading and Benchmarking council. Poskin may be reached at tposkin@cmics.com.

SOURCE: CMM Online

Tips for Emphasizing Quality-Based Cleaning When Bidding & Budgeting

Tips for Emphasizing Quality-Based Cleaning When Bidding & Budgeting

your facility spend. It is important to focus on labour efficiencies, which we often speak about in terms of the latest innovations or time-saving technologies. However, when we train our workforce and adapt a culture that values the work we do, our labour spend reduces. That is because our staff does a better, more efficient job, and they stick around longer thus leading to reduced turnover. Don’t underestimate the value of your staff in quality-based cleaning. As an industry, we are all vested in a future that focuses on quality-based cleaning versus price-based cleaning. Your team of manufacturer experts, distributors and peers in the field are valuable resources. We can help you in any effort you undertake to communicate the value of your work. From SOP templates to expertise in infection control, the resources available from your network of cleaning industry leaders is vast. Don’t hesitate to ask for support. One opportunity to engage is during my monthly webinars where you have time to ask questions of myself and other industry experts and leaders.

SOURCE: Charlotte Products Blog

Tips to Help Your Small Business Prevent Cyber Crime

Tips to Help Your Small Business Prevent Cyber Crime

1. Don’t unplug: Even though you might want to turn everything off, you shouldn’t. If you do, you could delete valuable information on how the hack originated and the extent of the damage.

2. Call in an expert: Reach out to someone who specializes in cyber attacks to help you determine the scope of the damage that’s been done, and come up with a plan to contain the situation.

3. Communicate effectively: Handle communications with care so as not to damage the reputation of your company, and to ensure your customers, employees, and partners are aware of the situation. Consider hiring a public relations expert to gather facts, and craft an appropriate message for the public and your employees. Be sure your communications happen in a timely manner, but don’t announce the breach until you know the full scope of the damage. Be as honest as possible and be sure to provide consistent updates.

4. Fix your security: After the breach, the investigation into what happened will highlight vulnerabilities in your security system. Then, you can work on correcting them.

5. Revisit your insurance: Speak to your provider about your policy to ensure you’re covered for the damages that a cyber breach can cause.

To learn more about coverage tailored for your cyber needs, visit ISSA Canada’s insurance partner, TruShield Insurance and review its cyber risk and data breach coverage page.

SOURCE: TruShield Insurance Blog
As we quickly approach the middle of 2021, dare I say there may be a shimmer of light at the end of this dreary tunnel. As the weather improves and vaccinations roll out, the question remains: will we see our commercial spaces begin to fill up once again? For the last few months, I have been hearing rumblings from the public who want to get back to some sense of normalcy in their work lives. Although it may not be a quick return to the "old way," it is becoming quite clear that we all want some level of interaction with our associates and friends.

The pandemic has catapulted the cleaning industry into the spotlight, and presented an ideal opportunity for cleaning firms to reflect on the new complexities of running a cleaning business. Is the company financially sound? Are employees fully trained on the directives and protocols from the manufacturers of the products utilized? Will we be prepared to identify and resolve issues? And do we have an emergency response plan for not only coronavirus, but other potential outbreaks or emergencies staff may encounter?

Cleaning companies must be prepared, and capable of proving to customers that they have standards in place that not only outline cleaning and disinfection processes, but management structure as well. Facility managers must feel confident and see true results, or you risk being on the chopping block.

There are many certification programs available, but one stands out for the results it delivers. CIMS / CIMS-GB certification places cleaning firms front and centre, and tells customers and prospects that you have achieved the highest certification available from ISSA, the worldwide cleaning industry association.

The CIMS / CIMS-GB certification includes five elements that were created by over 100 industry experts. These elements represent the best practices for running a cleaning operation. They include:

1. Quality system.
2. Service delivery.
3. Human resources.
4. Health, safety, and environmental stewardship.
5. Management commitment.

A sixth element is Green Building (GB), which meets LEED requirements. This optional element is quickly gaining traction as companies prioritize climate change and its effects on society.

Prior to CIMS/CIMS-GB certification, independent assessors thoroughly review all the requirements presented in each of the program’s five elements. This ensures the certification is always represented at the highest level.

I encourage you to learn more about the CIMS/CIMS-GB program, as many contractors have already seen the overwhelming benefits of achieving this high level certification. See the results for yourself by reviewing the infographic included above which surveyed facility service providers who have achieved certification.

Now is the time to differentiate your company and see immediate results. You can find more information on CIMS/CIMS-GB, by visiting the ISSA Canada website. I am always available to help and answer any questions you may have. Please reach out, as I am dedicated to making your company the BEST cleaning company it can be, and make a celebration of your outstanding achievement!

Charlie Janowicz is the CIMS Account Executive for ISSA with 30 years experience in the industry, including the education sector, owner/operator of a BSC firm, and sales/management roles with leading janitor distributors. With a passion for the ISSA mission of “changing the way the world views cleaning,” Charlie has participated in multiple training sessions, including restroom, carpet and floor care, and routine cleaning methodology. He can be reached at charlie@issa.com.

Charlie’s CIMS Corner
with Charlie Janowicz, CIMS Account Executive

Creating a Disinfection Program for 21st Century Customers

- Show customers – All pictures on your website should show your actual employees and always include your company logo. Make sure pictured employees are wearing proper personal protective equipment (PPE).
- Educate customers – Explain the difference between cleaning, sanitizing, and disinfecting. Highlight your methods and offer a clear contact for customer questions.

The pandemic is changing our lives, and some say this change is the new normal. As an industry we can adapt, but more importantly, we can lead. We need to be the drivers of change and provide our customers with safe and healthy facilities. That is what the 21st century customer expects of us.

Ron Segura is president of Segura Associates. His company works with all segments of the cleaning industry to help streamline their cleaning and building operations as well as promote sustainability and healthier cleaning strategies. He can be reached at www.seguraassociates.com.
ISSA Canada, a Division of ISSA – the worldwide cleaning industry association, is excited to announce its partnership with TechWyse Internet Marketing in an ongoing effort to unroll new, valuable benefits for Canadian members. Founded in 2001, TechWyse is well versed in developing internet marketing strategies that work. With more than 175 internet marketing professionals spanning five different departments, TechWyse can deliver impactful end-to-end internet marketing solutions specific to any company’s needs. Utilizing its SMART PLAN process, TechWyse provides a host of services that can suit the needs of any company large or small. In addition to creative web design and development, the company also delivers leading edge expertise in search engine optimization, search engine marketing, online advertising, social media marketing, and much more, as well as proprietary lead tracking and a nurturing platform that provides the ROI of your campaigns.

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