

SUMMER 2025

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NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER

BUSINESS NOTES



Eliminate the Guesswork in Cleaning

Ensure operational consistency and accountability with data-driven workloading

By DEREK OLIVEIRA & DAVID SWINDLE II

Does the thought of balancing labour costs with high-quality cleanliness stress you out and keep you up at night? Are you stuck in a cycle of guesswork and last-minute scrambles, longing for a data-driven approach that transforms

your cleaning operation into a well-oiled machine while saving you money?

Success in the commercial cleaning industry relies on having a well-structured plan and accurately allocating time to each task. This is why proper workload management and reliable cleaning times are essential for any cleaning program. When

teams understand these concepts, they create a balanced workload approach that enhances productivity, improves quality, and ultimately increases client satisfaction.

WHAT IS WORKLOADING?

Workloading is the process of accu-

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Celebrate Canadian Excellence at Canada Night 2025!

Tuesday, November 11

5:15 - 7:30 p.m. | South Pacific EF | Mandalay Bay Convention Center | Las Vegas, NV

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As one of the most anticipated evenings of the year, **Canada Night** brings together our country's top professionals, companies, and innovators for a night of connection, camaraderie, and Canadian pride. It's your chance to unwind, network with industry peers, and celebrate the accomplishments and spirit of our incredible community.

Whether you're a long-time member or new to the ISSA Canada family, **Canada Night** is an unforgettable experience you won't want to miss!

Mark your calendar and stay tuned for more event details in the coming weeks. We can't wait to celebrate with you in Las Vegas!

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Eliminate the Guesswork in Cleaning

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rately determining the time and effort required to clean a facility or building space. This assessment considers factors such as the square footage of different surfaces, the complexity of each task, the level of soil present, and traffic patterns within the area. Without precise calculations, organizations risk overstaffing or understaffing, which can lead to inflated costs, inconsistent cleaning quality, or an overextended workforce.

According to *The Official ISSA Cleaning Times*, cleaning time and effort measurements serve as a foundation for deciding how many staff members should be assigned to each area and how often they should perform cleaning tasks. By standardizing tasks such as vacuuming, mopping, and disinfecting, managers can estimate the actual time needed for each job. This data-driven approach promotes consistency and accountability, both essential in an industry focused on health, safety, and customer satisfaction.

“Cleaning times are the starting point for preparing bids and estimates for budgeting labour and managing workloads based on cleaning tasks and the time required to complete them. Cleaning times identify efficiencies and boost productivity by utilizing various equipment, tools, and technology.”¹

Government, healthcare, and education sectors across the United States have widely adopted standardized cleaning metrics. Facility managers can, therefore, make staffing and scheduling decisions based on accurate data rather than guesswork, ensuring that every resource is allocated effectively.

REASONS TO ADOPT WORKLOADING

One of the most compelling arguments for implementing a rigorous workloading process is the balance it strikes between productivity and cost-effectiveness. Organizations often suffer hidden losses when they rely on guesswork, leading to a mismatch in labour hours. Workers in one area of a facility may be idle, while workers in another area may desperately need assistance.

Grounding decisions in precise data eliminates this disparity, leading to a higher standard of service and a healthier bottom line.

Predictability is another significant advantage, as accurate cleaning times ensure tasks follow a reliable schedule. This consistency prevents sudden surges in labour demands and reduces last-minute scrambles for supplies. Furthermore, by allocating time appropriately for essential tasks – such as disinfecting restrooms or high-touch surfaces – teams maintain the level of cleanliness and safety necessary to instill confidence in occupants.

STREAMLINED RESOURCE ALLOCATION

A well-structured workload plan effectively outlines the specific labour, equipment, and supplies needed for each task within the built environment. This approach helps manage labour costs by preventing excess staffing while maintaining quality by providing adequate coverage. Moreover, distributing tasks evenly among employees promotes a healthier work environment, reducing the risk of burnout and enhancing overall morale and productivity. Embracing this strategy can lead to a more efficient and motivated workforce.

When labour needs are accurately defined, cost projections become much more precise. Managers better understand equipment investments and the required consumable supplies, helping avoid unnecessary expenses and reducing waste. In addition to improving resource management, a solid workload plan ensures financial transparency during bidding processes. When competing for contracts, workload-based cost estimates boost credibility and competitiveness, allowing potential clients to see exactly what they are paying for.

THE ROLE OF TIME MANAGEMENT

Accurate cleaning times contribute to detailed schedules that help ensure essential tasks – particularly in high-touch or high-traffic areas – are addressed as often as needed without guesswork or delay. Teams always know their next assignment, minimizing downtime and creating a seamless flow of tasks throughout the day or shift.

Regularly reviewing how time is spent can also reveal hidden bottlenecks. By analysing where workflows stall or where excessive repetition occurs, managers can refine processes to boost efficiency. This

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contractor's corner

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910 Dundas St. W., P.O. Box 10009
Whitby, ON L1P 1P7
Tel: **(905) 665-8001**
Toll free: **(866) 684-8273**
Email: mail@issa-canada.com
Web: www.issa-canada.com



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Advocating for Clean in a Cost Obsessed World

When it comes to cleaning, too many organizations still focus on what's visible — shiny floors, empty trash bins, and spotless windows. But Laurie Sewell, president of ISSA and the CEO of Servicon, believes the real goal should be cleaning for health.

And she's not just talking about hospitals. From school classrooms to warehouse floors, Sewell said, it's time to rethink what clean truly means.

"Cleaning has always been about health, not just appearance," Sewell said. "The challenge is, we're still educating not only our clients — but ourselves and our employees — on what that actually looks like."

GETTING PAST THE PRICE-FIRST MINDSET

Sewell acknowledged that one of the most significant barriers to widespread adoption of health-based cleaning practices is the persistent focus on cost. "When clients just see cleaning as a budget line item, they're not making the connection between our work and the health of the people in those spaces," she explained.

To move the industry forward, Sewell advocates equipping cleaning professionals with a deeper understanding of their impact. "It starts with teaching your team not just how to clean, but why they're doing what they're doing. When they know they're improving indoor air quality, removing pathogens, and creating healthier environments, they become advocates for the mission, not just task-doers."

PROVING CLEAN IS HEALTHY—NOT JUST VISIBLE

In environments where cleanliness directly impacts operations — such as cleanrooms or hospitals — there's often third-party validation.

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vigilance keeps operations agile and responsive, adapting swiftly to changes in building use or maintenance priorities.

THREE STEPS TO PERFECT YOUR PROCESS

Although each organization may approach the workloading process differently, the following three guiding principles serve as a strong foundation:

1. Conduct a detailed facility walk-through: Begin by examining every building space, noting floor types, traffic flow, and special cleaning requirements. Gather precise measurements for all areas — by consulting building drawings or conducting manual assessments — to ensure accurate data. This initial information-gathering process helps align cleaning schedules with real-world conditions and needs, laying the foundation for an efficient, well-structured cleaning program.

2. Perform time studies: Begin by referencing recognized industry benchmarks — such as those outlined in *The Official ISSA Cleaning Times* — to establish a solid baseline for tasks like vacuuming, mopping, and disinfecting. Next, validate these standards in your own facility by measuring how closely they align with day-to-day conditions. This approach ensures that your schedules reflect real-world demands and uncovers opportunities to combine tasks more efficiently or identify those that need specialized focus.

Over time, leveraging both standardized industry data and on-site observations leads to a finely tuned, data-driven cleaning program that optimizes efficiency, quality, and consistency.

3. Review and adjust regularly: Facilities, traffic patterns, and cleanliness expectations can change rapidly. Committing to periodic reviews — ideally on a quarterly basis — ensures that your plan remains current. If tasks routinely take more or less time than projected, refine your schedule and

Eliminate the Guesswork in Cleaning

reallocate resources accordingly to maintain alignment with real-world conditions.

PRESERVING YOUR PROCESS FOR THE FUTURE

A properly managed workloading process forms the backbone of a successful cleaning program. By tying staffing, quality benchmarks, and budget allocations together, an organization can uphold the highest cleanliness and safety standards without overspending or stretching resources too thin. Cleaning operations become more nimble, cost-effective, and dependable through continual assessment, data collection, and refinement.

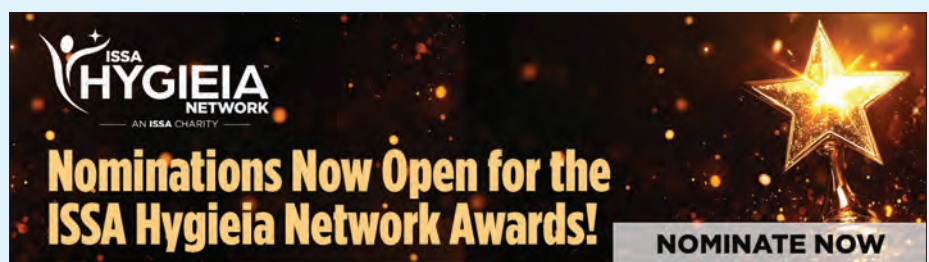
Adopting a forward-thinking, data-driven approach is the best safeguard against staffing shortages and quality-control issues. By investing in a robust workloading plan now, you can ensure your cleaning operation remains efficient, responsive, and prepared for tomorrow's challenges.

— *Derek Oliveira is the global consulting manager at ISSA. He has been involved in the cleaning industry for 25 years and has played a significant role in promoting the importance of cleaning and hygiene worldwide. Oliveira has contributed to the development of professional standards and training programs within the industry, and he often speaks at events and conferences about the latest trends and challenges in the cleaning sector.*

— *David Swindle II is the associate director of ISSA Consulting, a Certified Master Trainer (C.M.T.) and a Certified CIMS Expert (C.C.E.) at the Cleaning Management Institute (CMI), the education division of ISSA. He has been in the cleaning industry for nearly 30 years, working with distributors, manufacturers, and service providers. His diverse experience has given him a broad understanding of the industry, and he is passionate about sharing his knowledge and experience through training.*

(1) The Official ISSA Cleaning Times (2023).

SOURCE: CMM Online



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Cleaning Training:

Enhance Your Skills for Success in the Cleaning Industry

Cleaning training is essential for anyone looking to build a successful career in the cleaning industry. Whether you're a new hire or a seasoned professional, staying up to date with the latest cleaning techniques, safety protocols, and equipment is crucial for maintaining high standards of cleanliness and efficiency. The Cleaning Management Institute (CMI) offers comprehensive training programs that provide the knowledge and skills necessary for a rewarding career in cleaning. In this article you'll learn why cleaning training is so important and how it can positively impact your work.

WHY IS CLEANING TRAINING IMPORTANT?

Cleaning training isn't just about learning how to use a mop or vacuum cleaner. It's about developing the skills necessary to perform cleaning tasks efficiently, safely, and to

a high standard. Proper training helps:

- **Improve Quality:** With the right training, cleaning professionals can consistently deliver high-quality results, ensuring customer satisfaction and trust.
- **Increase Efficiency:** Training helps workers understand the best practices and techniques to clean faster without compromising quality.
- **Enhance Safety:** Proper training ensures employees understand safety protocols, reducing the risk of accidents and injuries.
- **Boost Professionalism:** Trained professionals are more confident and effective in their roles, which reflects positively on their employers and clients.
- **Reduce Costs:** By reducing errors and improving efficiency, trained cleaning professionals can help cut down on cleaning costs for employers and clients.

WHAT ARE THE DIFFERENT TYPES OF CLEANING TRAINING?

Cleaning training can cover a broad range of topics, depending on the specific needs of the business or individual. Some key areas of training include:

1. Basic Cleaning Techniques

For new cleaning professionals, basic cleaning training focuses on foundational skills such as dusting, mopping, and vacuuming. It also covers the use of cleaning products, equipment, and proper techniques for different surfaces and environments.

2. Advanced Cleaning Methods

This type of training is for those who have mastered the basics and want to improve their expertise. Advanced cleaning techniques include specialized tasks such as deep cleaning, stain removal, carpet cleaning, and handling delicate surfaces.

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Advocating for Clean in a Cost Obsessed World

These high-stakes settings provide a model for what Sewell believes should be more common across the board.

“We need to start measuring outcomes, not just outputs,” Sewell said. Tools like ATP meters and indoor air quality sensors can show objective differences before and after cleaning. “The goal is to draw a clear line between what we’ve measured and how that impacts the people using the space.”

Even in so-called non-critical environments like schools, retail stores, and warehouses, health-centered cleaning can make a measurable difference. “Childhood asthma is on the rise,” Sewell noted. “And if students can’t breathe well, they can’t learn. That’s not just an education issue – it’s an environmental one.”

FROM SENSOR TECH TO KINDERGARTNERS: MAKING THE CASE WITH DATA

As technology evolves, so does the opportunity to tell a better story about the value of cleaning. Sewell pointed to advanced sensor technology that can “smell, hear, detect dust, and even sense pathogens.” When paired with AI, she said, these tools can help create more efficient, targeted cleaning strategies that are cost-effective and, more importantly, health driven.

But Sewell also sees value in the low-tech methods. In a memorable story, she recalled a science fair project she helped her daughter in kindergarten. They swabbed various school door handles – from bathrooms to the teacher’s lounge – and incubated the results in Petri dishes. “The teacher’s lounge had the worst bacteria levels,” she laughed, “but the kindergarten bathroom? Surprisingly low.”

Why? Her daughter’s classroom had hand sanitizer and hygiene education. “It was a perfect proof point that education changes outcomes,” she said. “Even a group of five-year-

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Cleaning Training: *Enhance Your Skills for Success in the Cleaning Industry*

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3. Safety and Compliance Training

Cleaning professionals need to understand the importance of safety when handling chemicals and using cleaning equipment. Safety training also covers health and environmental regulations, including proper disposal of cleaning materials and personal protective equipment (PPE). For instance, OSHA emphasizes the importance of maintaining a clean workspace to prevent slips, trips, and falls, and requires employers to keep areas such as storage rooms and passageways clean and orderly (OSHA Guidelines).

4. Green Cleaning

With growing demand for eco-friendly practices, green cleaning training teaches how to use environmentally safe products and techniques. This training ensures that cleaning services are not only effective but also sustainable. The American Cleaning Institute (ACI) supports sustainability by promoting the use of environmentally friendly cleaning products and practices, as outlined in their sustainability goals.

5. Customer Service and Communication

Effective cleaning professionals also need strong customer service skills. Training in this area focuses on communication, professionalism, and maintaining a positive relationship with clients.

HOW CAN CLEANING TRAINING BENEFIT YOUR CAREER?

Investing in cleaning training can provide numerous benefits to both employees and employers:

- **Increased Job Opportunities:** A well-trained cleaner is more likely to be hired by reputable cleaning companies and clients who prioritize quality and professionalism.
- **Higher Earning Potential:** Many cleaning positions offer higher pay rates for certified professionals who have completed specialized training programs.
- **Career Advancement:** As you gain experience and certifications, you can take on more complex tasks or even move into managerial roles.
- **Better Job Security:** In an ever-evolving industry, staying updated with the latest cleaning techniques and technology gives you a competitive edge.

HOW TO GET STARTED WITH CLEANING TRAINING

The best way to start your cleaning training journey is by enrolling in a recognized program, such as those offered by the Cleaning Management Institute. CMI offers a variety of courses tailored to cleaning professionals, from basic training to more specialized certifications. These programs help individuals develop the skills needed to excel in the cleaning industry.

Here’s how to get started:

1. Choose the Right Course: Depending on your career goals, select a training program that aligns with your needs. Whether you’re just starting out or looking to specialize, there’s a program for you.

2. Complete the Training: Most programs can be completed online or in person, offering flexible options to suit your schedule.

3. Earn Your Certification: Upon completion of the program, you’ll receive certification, which will be an asset to your resume and demonstrate your expertise.

4. Stay Updated: Cleaning standards and techniques evolve over time, so it’s important to continue learning and renewing certifications as needed.

WHAT SHOULD YOU LOOK FOR IN A CLEANING TRAINING PROGRAM?

When choosing a cleaning training program, consider these factors to ensure you’re getting the best education:

- **Accreditation:** Make sure the program is accredited by a reputable organization, such as CMI, which ensures high standards.
- **Comprehensive Curriculum:** Look for a program that covers all aspects of cleaning, including safety, customer service, and specialized techniques.
- **Experienced Trainers:** The best programs are taught by experienced professionals who can offer real-world insights.
- **Flexibility:** Choose a program that fits your schedule, whether that’s through online courses or in-person workshops.

THE ROLE OF TECHNOLOGY IN CLEANING TRAINING

As technology advances, so do the tools

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Safety and Sanitation in Food Establishments

By ESPERANZA CARRION

A restaurant's success isn't just about great food – it's about maintaining a sanitary space where food safety and cleanliness work together to protect guests and staff. Whether in a fast-paced restaurant kitchen or a large food preparation facility, the intersection of food safety and sanitation plays a crucial role in maintaining a hygienic space, ensuring consumer health, and complying with regulatory standards.

While food safety focuses on practices that prevent contamination and foodborne illnesses, sanitation ensures that the environment where food is handled remains clean and free from harmful pathogens. These two pillars work hand in hand, reinforcing one another to create safe dining

experiences for customers while protecting workers and maintaining the integrity of food service operations.

Given the complexity of food safety regulations and sanitation protocols, it's essential to make compliance simple, straightforward, and easy to implement. The easier it is for staff to follow these protocols correctly, the more effective they will be in preventing risks.

UNDERSTANDING FOOD SAFETY VS. SANITATION

Food safety: At its core, food safety is a discipline designed to ensure that food remains safe for consumption. It encompasses practices that prevent hazards, such as:

- Biological contaminants, including bacteria, viruses, and moulds.
- Chemical contaminants, including pesticides and cleaning agents.

- Physical hazards, including foreign objects like glass, metal, and hair.

- Allergens, including peanuts, milk, eggs, and shellfish.

These hazards can enter food due to poor handling, improper cooking, or cross-contamination during preparation.

Sanitation: On the other hand, sanitation focuses on keeping food contact surfaces, utensils, and high-touch areas free from pathogens. A well-maintained kitchen environment prevents the proliferation of harmful bacteria, thereby reducing the risk of contamination.

When both food safety and sanitation measures are implemented and rigorously followed, they collectively minimize risks and enhance overall cleanliness in food facilities. And by simplifying sanitation

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olds can grasp the importance of cleanliness when given the right tools.”

ELEVATING THE INDUSTRY FROM THE INSIDE OUT

As both an industry leader and association president, Sewell is committed to pushing cleaning’s value beyond the superficial. “It’s not about marketing,” she said. “It’s about the mission.”

To carry that mission forward, Sewell encourages companies to invest in tools and training that prove outcomes – such as reduced absenteeism, improved productivity, and greater well-being. She points to ISSA’s white papers and industry research as powerful resources to help professionals back up their claims.

“We need to speak the language of value,” Sewell said. “That includes advocating for standards that define ‘clean’ in ways that go beyond the visible – at the facility level, in policy, and by sector.”

And perhaps most important of all: “We must continue to elevate the status of our cleaning professionals. They’re not just janitors – they’re public health defenders.”

SOURCE: ISSA Articles



Safety and Sanitation in Food Establishments

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procedures – such as using pre-measured cleaning solutions or single-use disposable wipes – food establishments can ensure consistency and effectiveness without adding complexity to their daily routines.

THE DANGERS OF NEGLECTING SANITATION AND FOOD SAFETY

Failure to adhere to strict sanitation and food safety protocols can lead to grave consequences, including foodborne illnesses and public health risks.

Microbial contamination: Pathogens pose a serious threat in food preparation areas, as they can thrive in unsanitary conditions and lead to wider spread if not responsibly managed. Bacteria such as *Listeria* can survive even in extremely cold environments, making it essential to clean and sanitize areas where food is stored. Cutting boards, countertops, and utensils must be thoroughly cleaned between uses to prevent the spread of bacteria from one ingredient to another.

Chemical contamination: Improper handling of cleaning agents and food preparation areas can lead to chemical exposure, which can be harmful if not managed correctly. Food preparation and chemical storage areas must be kept separate to avoid accidental contamination.

Cross-contamination risks: Cross-contamination occurs when bacteria from one food item or area spread to another, either through improper storage or handling. Using disposable wipes can significantly reduce the risk of cross-contamination by providing a simple, effective method to clean surfaces without transferring bacteria through reusable cloths.

BEST PRACTICES FOR A SAFER KITCHEN AND FOOD ESTABLISHMENT

Maintaining a safe kitchen and food environment requires proper training, compliance, and effective hygiene practices.

1. Staff training and hygiene: Food handlers must be trained not only in personal hygiene but also in food handling practices that prevent contamination. Staff should be required to:

- Wash hands frequently.
- Follow proper food storage and preparation guidelines.

- Stay home when experiencing symptoms of illness.

- Maintain a clean environment by implementing proper protocols.

Managers play a vital role in motivating their teams to prioritize cleanliness by providing them with the right tools and fostering a culture of food safety awareness. Retraining and continuous learning are crucial as regulations evolve and new challenges, such as foodborne illness outbreaks, emerge. Staying informed allows operators to proactively adjust their safety protocols, ensuring their practices remain compliant and effective. Regularly updating training materials and reinforcing best practices help staff stay engaged and confident in their responsibilities.

In addition, providing staff with simplified training materials and easy-to-use sanitation tools ensures compliance without confusion. When procedures are clear, employees are more likely to follow them correctly.

2. Cleaning and sanitizing surfaces correctly

Many operators mistakenly assume wiping a surface with sanitizer alone is enough, but cleaning must come first. A surface should be wiped down to remove debris before sanitizing to ensure proper microbial reduction. Using high-quality, effective cleaning and sanitizing products ensures that harmful bacteria and pathogens are eliminated, preventing cross-contamination.

3. The role of disposable wipes

Traditional cleaning methods involving reusable cloths and buckets introduce risks associated with human error and cross-contamination. Disposable wipes eliminate mixing and measuring mistakes, ensuring the right level of active ingredients is applied consistently. They offer simplicity, efficiency, and effectiveness in maintaining a safe and clean environment.

Disposable wipes are also particularly well-suited for smaller food preparation environments where access to water may be limited, such as in mobile food trucks.

4. High-touch surface maintenance

Beyond food contact areas, it’s essen-

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New Careers for Women?

Explore Emerging Roles in Facility Care

The conversation around gender and career opportunity is shifting. While women have made strides in traditionally male-dominated industries like engineering and finance, one essential and growing sector deserves more attention: facility care and commercial cleaning. These careers are evolving – and with them, so are the opportunities for women seeking fulfilling, stable, and meaningful work. A great place to start exploring these opportunities is the [Hygieia Network](#) – a community dedicated to advancing women in this essential industry.

If you've been exploring new careers for women, you might be surprised to find that this field is brimming with leadership potential, flexible pathways, and a clear sense of purpose.

WHY NOW IS THE TIME FOR WOMEN TO CONSIDER FACILITY MANAGEMENT

The cleaning industry has changed dramatically over the last decade. Once seen

as a low-skill, low-wage job category, it now includes strategic roles that combine public health, sustainability, and operational leadership. Key trends fueling this shift include:

- Increased demand for sanitation and infection prevention in hospitals, schools, and airports.
- Sustainability goals leading to innovations in green cleaning and resource management.
- Smart buildings that use data to drive cleaning efficiency and staff performance.
- Leadership roles emerging in training, operations, compliance, and diversity initiatives.

These trends open the door to new careers for women – from hands-on technical work to executive leadership.

JOB TITLES TO WATCH IN THE FACILITY CARE INDUSTRY

Some of today's most promising roles for women in this field include:

- **Facility Manager:** Oversees clean-

ing staff, manages budgets, and ensures facility compliance with health and safety regulations. Learn more about this role from the *Occupational Outlook Handbook*.

- **Director of Environmental Services:** Common in healthcare settings; leads large teams and collaborates with hospital administrators.

- **Custodial Trainer or Coach:** Provides new staff with onboarding and skills development – critical for improving cleaning quality and safety.

- **Sustainability Specialist:** Implements green cleaning programs, audits resource use, and ensures compliance with environmental standards.

- **Quality Assurance Inspector:** Evaluates cleaning outcomes and aligns them with standards and certifications.

All of these roles are increasingly in demand, especially in large facilities such as universities, medical centres, and government buildings.

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Cleaning Training:

Enhance Your Skills for Success in the Cleaning Industry

and techniques used in the cleaning industry. Training programs are increasingly incorporating technology, such as online learning platforms, virtual simulations, and instructional videos. This makes training more accessible and convenient for individuals, no matter where they are located.

Additionally, many cleaning companies now use automated tools and software to streamline tasks. Training in the use of these technologies can be beneficial for those looking to stay competitive in the industry.

CLEANING INDUSTRY TRENDS

To stay ahead in the cleaning industry, it's important to understand the current trends that are shaping the market. According to Cleaning & Maintenance Management, industry professionals are increasingly embracing the use of technology, green cleaning solutions, and more effective cleaning processes that improve efficiency and sustainability. Staying informed about these trends and adapting to them is another way cleaning training can help boost your career.

IN CONCLUSION

Cleaning training is not only a valuable investment in your professional development, but it also benefits clients, employers, and the cleaning industry as a whole. Whether you're just starting out or looking to enhance your skills, proper training can boost your efficiency, safety, and customer satisfaction. If you're ready to take the next step in your cleaning career, explore the comprehensive programs available at the [CMI website](#) and start your journey today.

SOURCE: ISSA Articles Online

New Careers for Women?

WHAT MAKES THESE CAREERS APPEALING TO WOMEN?

Here's why the facility care field is particularly well-suited for women looking to launch or transition careers:

1. Career Mobility

This industry rewards reliability and leadership. Many women start in frontline roles and quickly advance to supervisory or management positions. It's not uncommon to go from technician to territory manager within just a few years – with the right training and mentorship.

2. Schedule Flexibility

Many organizations offer night shifts, split shifts, or weekend roles – ideal for women managing work-life balance or parenting responsibilities.

3. Diverse Work Environments

You can choose to work in a hospital, school district, university, sports arena, commercial property, or manufacturing facility. This variety allows you to match your work environment to your interests and comfort level.

4. Team-Oriented Culture

Cleaning and facility teams are often built around collaboration. For women who value working with others and helping teams thrive, the culture of this industry is a strong fit.

HOW TO GET STARTED: NO DEGREE REQUIRED

While some management roles may require a degree or industry certification, many entry- and mid-level roles are accessible without one. Most employers offer on-the-job training and look for qualities such as dependability, initiative, and a willingness to learn.

If you're just getting started:

- Apply for entry-level jobs like custodian, floor technician, or porter.
- Look for employers that provide internal advancement and professional development.
- Ask about certifications such as [ISSA CMI Certifications](#) that can fast-track your growth.

And don't underestimate the power of networking. A great place to start is the [Hygieia Network](#), which offers mentorship, events, and leadership development programs specifically for women.



WOMEN LEADING THE CHARGE

Across the country, more women are entering and leading in this space. Some own commercial cleaning businesses. Others have taken on executive roles in operations, logistics, or compliance for national janitorial companies. Still others are researchers and advocates helping to define new best practices for clean, safe, and inclusive environments.

This momentum is backed by industry events like the [ISSA Show North America](#), where emerging leaders connect with experts, attend workshops, and explore career-building tools and technologies.

INDUSTRY OUTLOOK: GROWTH AND DEMAND

According to the [U.S. Bureau of Labor Statistics](#), employment of janitors and building cleaners is projected to grow steadily, with over 300,000 new jobs expected by 2032. As more facilities invest in cleaning as a strategic priority, the demand for trained professionals – especially women who bring fresh perspectives to the field – will continue to rise.

KEY TAKEAWAYS

If you're looking for new careers for women, consider facility care as a smart, stable, and fulfilling option. It offers:

- Competitive pay and advancement.
- Flexible schedules and varied work settings.
- Entry points for all experience levels.
- Growing recognition for leadership and innovation.

Whether you're seeking a fresh start, a second career, or a way to make a difference in public health and safety, this industry is ready for you.

SOURCE: ISSA Articles



Recognizing and Valuing Janitorial Crews

By KARL BÉDARD

Employee satisfaction affects performance

In the cleaning industry, janitorial crews play an essential but often underestimated role. Every day, these workers ensure the cleanliness, hygiene, and safety in our work and living spaces. Yet, despite the essential nature of their work, their contribution is frequently overlooked.

These teams perform physically demanding tasks, sometimes under difficult conditions and with unconventional working hours. Despite the importance of their work, they are rarely highlighted and still suffer from a lack of recognition within companies. This can lead to demotivation, high turnover, and a drop in service quality.

Yet employee recognition and appreciation are not simply altruistic gestures; they

are also powerful strategic levers. A team that feels valued is more committed, more efficient and more loyal to the company. Numerous studies show that improved working conditions, combined with concrete gestures of recognition, contribute to employee satisfaction and optimized service delivery.

From setting up optimal working conditions to recognition programs and creating a culture of inclusion and respect, we'll see how these actions can transform the daily lives of these essential workers. By applying these recommendations, companies will not only benefit from a more efficient service, but also from a healthier, more positive and more humane working environment.

RECOGNITION AND APPRECIATION AS ESSENTIAL LEVERS

In an increasingly competitive marketplace, employee retention is a major issue for companies, and the housekeeping sector is no exception. One of the key drivers of employee motivation and retention is recognition. A team that feels valued is more involved, more successful and more loyal to its employer. Yet in many organizations, cleaning teams are often the forgotten members of recognition programs.

Recognition is more than the occasional congratulations or bonus. It encompasses a set of practices aimed at valuing employees' work and giving them a sense

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Safety and Sanitation in Food Establishments

tial to regularly clean high-touch surfaces that can spread bacteria, including some items and areas that might be overlooked, such as:

- Cooler and fryer door handles.
- Ice maker area and scoops.
- Kitchen registers and time clocks.
- Condiment shakers and utensil handles.
- Entry and exit doors between food prep areas.

These areas are often disregarded but play a critical role in maintaining a hygienic environment.

BENEFITS OF PRIORITIZING FOOD SAFETY AND SANITATION

Food safety and sanitation practices offer benefits that extend beyond regulatory compliance – they enhance customer trust, protect brand reputation, and foster business profitability.

Protecting public health: Restaurants and food preparation facilities have a responsibility to prevent foodborne illnesses, which can lead to severe health consequences. Prioritizing sanitation and the right protocols safeguard both guests and employees.

Strengthening brand reputation: Cleanliness plays a direct role in customer perception. No matter how great the food tastes, poor sanitation, such as an unclean dining room or restroom, can drive customers away. On the other hand, a well-maintained facility fosters trust and loyalty, encouraging repeat business. Making hygiene practices clear,

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Recognizing and Valuing Janitorial Crews

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of belonging. When employees feel recognized, they are more likely to:

- Be more involved in their work, which improves the quality of the service they provide.
- Develop a sense of loyalty to their employer, thus reducing turnover.
- Feel motivated and valued, which reduces stress and improves general well-being.

Conversely, a lack of recognition can lead to progressive demotivation, lower productivity and increased absenteeism. In housekeeping, where the work is often invisible and solitary, a lack of recognition can quickly become a source of frustration.

Recognition at work also translates to financial gains for the company; 69 per cent of employees say they would work harder if their efforts were better recognized. Additionally, companies with formal recognition programs in place saw a 28 per cent reduction in turnover and a 21 per cent increase in employee engagement.

These figures show that recognition is not just a question of well-being, but also a genuine performance driver for companies.

COMPANIES LEADING BY EXAMPLE

Some companies have understood the importance of valuing their cleaning teams and have implemented effective strategies. Here are a few inspiring initiatives:

A structured recognition program: A large building services company has instituted a program where each employee can be nominated by his or her colleagues for outstanding efforts. Every month, an employee is featured in an internal newsletter and receives a gift card and official recognition from management. The result? A clear improvement in team morale and a reduction in turnover.

Valued customer testimonials: A company specializing in janitorial services in Montreal has decided to share positive customer feedback with its employees. Through a bulletin board and weekly meetings, employees can see the tangible impact of their work on customer satisfaction. This initiative has increased motivation and created a real sense of pride.

Opportunities for career advancement: A facility maintenance company set up a system enabling employees to undergo training and progress to higher positions of

responsibility. In less than three years, several employees were able to progress to management or internal training positions. This approach has strengthened the team's commitment and proved that housekeeping can be a career with prospects for advancement.

These examples show that with simple but well-structured actions, it is possible to transform the daily lives of cleaning teams and give them the recognition they deserve.

Employee recognition and appreciation are powerful tools for improving the motivation and retention of cleaning teams. Whether through tangible rewards, recognition programs or development opportunities, companies that invest in recognition see a direct impact on employee satisfaction and performance.

OFFER DECENT AND MOTIVATING WORKING CONDITIONS

Valuing janitorial teams involves more than just verbal or symbolic recognition. The working environment, salary conditions, and tools provided play a decisive role in their commitment and satisfaction.

FAIR AND COMPETITIVE SALARIES

Wages are a key factor in employee motivation. In Quebec, the basic salary of maintenance employees is governed by standards set by the joint committees of the building and housekeeping industry. These committees ensure that employers respect the minimum wages in effect, as well as regulatory working conditions.

However, while these rules set a framework, companies can go further by offering competitive advantages that encourage employee loyalty:

• **Bonuses and rewards:** Set up a bonus system based on performance, attendance, or quality of work. For example, award a monthly bonus to employees who earn high customer reviews.

• **Seniority bonuses:** Reward employee loyalty with seniority bonuses or progressive salary increases after a certain number of years' service.

• **Benefits:** Offering group insurance, pension plans, or employee assistance programs can make a big difference in the perception of working conditions.

Remuneration that recognizes the value

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Recognizing and Valuing Janitorial Crews

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of the work performed contributes to a sense of belonging and limits staff turnover, which is a major issue in the house-keeping industry.

BETTER WORK-LIFE BALANCE

Cleaning teams often work atypical hours, and these schedules can be difficult to reconcile. To improve their well-being and motivation, employers can adopt measures that offer greater flexibility:

- **Flexible working hours:** Offer various working shifts to enable employees to choose those that best suit their lifestyle.
- **Reduce long shifts:** Avoid planning overloaded days that lead to fatigue and reduced performance.
- **Implement adapted microbreaks:** Encourage multiple small pauses during shifts to avoid physical exhaustion.
- **Shared shifts:** In some environments, allowing two employees to share the same position on different shifts can be an advantageous solution.

Well-designed schedules improve productivity while reducing absenteeism and employee stress.

HIGH QUALITY TOOLS AND EQUIPMENT

Janitorial work is physically demanding. Inadequate or outdated equipment can not only reduce employee efficiency but also increase the risk of injury. To ensure an optimal working environment, it is essential to invest in modern, ergonomic tools:

- **Use of ergonomic equipment:** Specially designed brooms, mops, and vacuum cleaners help reduce muscle fatigue and the risk of injury.
- **Advanced cleaning technologies:** The use of scrubbing machines, cleanliness monitoring sensors, or automatic cleaning product dosing solutions can all facilitate operations and improve results.
- **Ongoing training in the use of new technologies:** Offering training in the use of the latest equipment helps to increase efficiency and enhance employees' value by giving them new skills.
- **Suitable uniforms and safety footwear:** Providing quality work clothing and non-slip footwear can contribute to employee comfort and safety.

A well-equipped employee is more efficient, less tired and has a higher level

of well-being.

IMPLEMENT RECOGNITION AND MOTIVATION PROGRAMS

Recognition and motivation are essential pillars in ensuring the commitment of cleaning teams. By implementing structured programs, companies can not only improve employee satisfaction but also boost productivity and reduce staff turnover.

An effective recognition program is based on concrete, recurring actions that demonstrate to employees that their work is appreciated and valued.

CELEBRATE SUCCESSES AND HIGHLIGHT EFFORTS

Cleaning staff carry out work that is often invisible but essential to the smooth running of businesses. It's therefore crucial to highlight their achievements and acknowledge their efforts regularly:

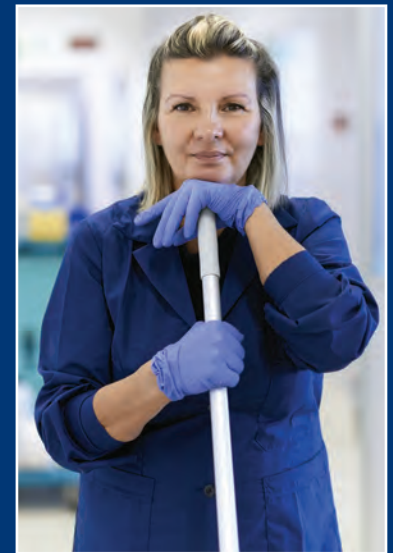
- Set up an employee-of-the-month program with a symbolic reward (certificate, gift card, etc.).
- Display achievements on an honour board in the break room or common area.
- Include a section in the company newsletter to share success stories and testimonials from satisfied customers.
- Mention exemplary employees at team meetings or in official communications.
- A simple personalized "thank you" from managers has a significant impact on employee morale.
- Encourage supervisors to openly recognize individual and group efforts.

Take the steps to foster a corporate culture where recognition becomes a habit, not an isolated event.

In addition to day-to-day action, organizing dedicated employee recognition events is a great way to show gratitude and foster a sense of belonging:

- Organize a Maintenance Employee Day with a dinner or lunch hosted by the company.
- Offer moments of relaxation, such as special coffee breaks with snacks and informal exchanges with management.
- Treat employees to gift certificates of recognition for seniority or outstanding performance.
- Give symbolic gifts (e.g. personalized mugs, sweaters with company logo, gift

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Ontario's Bill 190: Washroom Cleaning & Logbook Become Mandatory

On July 1, 2025, a new requirement came into force for all employers in the province of Ontario. Adopted as part of Bill 190 – Working for Workers Five Act, this amendment requires regular washroom maintenance with documented proof, otherwise penalties will apply. For the first time, proper sanitation is a legally regulated occupational health and safety issue.

In this article, we'll explain what the law says, who is affected by it, and above all, how to comply with it effectively.

WHAT THE LAW SAYS

As of July 1, Ontario employers will be required to:

- Maintain washrooms in a clean and sanitary condition on an ongoing basis.
- Keep a cleaning log, indicating when maintenance is carried out and by whom.
- Keep this record for at least one year, for audit or inspection purposes.

These new requirements are enshrined in the Occupational Health

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visual, and effortless for employees ensures a consistently clean environment that builds customer confidence.

Reducing regulatory scrutiny:

Restaurants with strong compliance and sanitation procedures are less likely to receive health violations during inspections. Having clear sanitation protocols in place minimizes risks and ensures smooth operational practices.

THE FUTURE OF FOOD SAFETY PRACTICES

Given the challenges of labour shortages and rising costs, food operators are increasingly seeking efficient sanitation solutions to streamline their operations.

Traditional rag-and-bucket sanitation methods have been used for years, but with evolving food safety concerns, disposable wipes are becoming a more relevant and effective alternative. They provide:

- Faster, easier application.
- Less risk of cross-contamination.
- No human error from mixing solutions incorrectly.

As the food industry continues to evolve, embracing new sanitation technologies and best practices will remain essential to keeping food establishments clean, safe, and compliant. By implementing these measures, food operators can ensure that they provide a safe dining experience for their guests, protect public health, and uphold the highest hygiene standards in their establishments.

For more information on food safety and sanitation practices and resources, visit the [Sani Professional website](#).

— *Esperanza Carrion is the vice president and general manager of Sani Professional, the food safety division of Professional Disposables International (PDI) Inc., a global leader in infection prevention.*

SOURCE: ISSA Articles

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vouchers).

- Organize group outings or activities (e.g., a day at the park, a sports activity, or an evening of recognition).
- Encourage meetings between teams to strengthen cohesion and create a positive group spirit.

ENCOURAGE PROFESSIONAL GROWTH & CAREER DEVELOPMENT

All too often, cleaning staff see their job as a professional dead-end, with no possibility of career advancement. To avoid this, companies need to encourage opportunities for progression and offer clear career paths:

- Offer internal or external training on new cleaning technologies, chemical management, or occupational health and safety.
- Encourage employee certification in key areas to strengthen their expertise.
- Identify motivated employees and offer them the opportunity to move into supervisory or team management positions.
- Set up a mentoring system where experienced employees can train new recruits and thus gain in responsibility.
- Give preference to internal hires for management positions rather than systematically recruiting from outside.
- Offer a progressive salary scale, with increases linked to performance and seniority.

A structured recognition and motivation program helps to retain employees, increase their commitment and improve

the quality of their work. By celebrating successes, organizing dedicated events and offering career development prospects, companies can transform the perception of the cleaning profession and make it a rewarding career.

WHY IS IT SO IMPORTANT TO RECOGNIZE AND VALUE YOUR STAFF?

A recognized and motivated cleaning team ensures that your business benefits from:

- Greater employee commitment, reducing turnover and absenteeism.
- Improved quality of service, because motivated workers are more rigorous and attentive to detail.
- A more harmonious work environment, where respect and inclusion foster collaboration between all departments.

Every organization has the opportunity to make a difference. It's not enough to have good intentions, you also have to take action. Together, let's build a more respectful and motivating working environment for these professionals who contribute, every day, to the cleanliness and well-being of all.

— *Karl Bédard is the Senior Director at ValkarTech, a consulting firm dedicated to optimizing commercial cleaning contracts. As an experienced LEED Green Associates certified auditor, he conducts many building visits and evaluates customers' various processes.*

SOURCE: FC&M Magazine



ISSA Canada

Your Input Needed!

Help Us Improve Medical Device Instructions for Use

ISSA needs your expertise to help make manufacturer instructions for use (IFUs) more effective for healthcare workers and facilities. **HELP NOW »**

Ontario's Bill 190: Washroom Cleaning & Logbook Become Mandatory

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and Safety Act (OSHA), as amended by Bill 190.

WHY THIS CHANGE?

Until now, there was no explicit requirement for employers to prove that washroom maintenance was carried out rigorously. Several inspections revealed worrying situations: neglected sanitary facilities, lack of follow-up, or irregular cleaning.

This new regulation aims to:

- Protect workers' health.
- Reduce the risk of infection and discomfort, especially in high-traffic areas.
- Empower managers by ensuring real, traceable follow-up.

It is also a step towards greater transparency, a central theme of Bill 190.

WHO DOES IT APPLY TO?

This obligation applies to **all workplaces** under provincial jurisdiction:

- Offices.
- Factories.
- Shopping malls.
- Warehouses.
- Healthcare facilities.
- Schools and universities.
- Construction sites (explicitly included).

In short: **any company that provides "washroom facilities"** for its employees will have to comply.

PAPER OR DIGITAL LOG?

Employers are free to choose the type of registry they wish to use. But not all options are created equal...

PAPER LOG

- ✓ Simple to implement, easy-to-use.
- ✓ Little investment.
- x Bland.
- x Likely to be lost or destroyed.
- x Very easy to forge.
- x Hard to read.
- x Visually unaesthetic.
- x Difficult to archive or centralize for multi-site companies.

DIGITAL LOG

- ✓ Simple to implement, easy-to-use.
- ✓ Automatically time and date stamped data.
- ✓ Easy to access for managers and auditors.

- ✓ 100 per cent customizable.
- ✓ Sustainable.
- ✓ Impossible to forge.
- ✓ Enhanced traceability.
- ✓ Ability to generate reports by period or by building.
- ✓ Visually attractive.
- ✓ Compatible with certification tools (BOMA, LEED, ESG).

Multi-site organizations or companies wishing to demonstrably comply should seriously consider a digital solution.

BE IN COMPLIANCE

Here are the five key steps to ensure you are in compliance:

1. **Identify all sanitary installations** under your responsibility.
2. **Choose your tracking method** (digital or paper).
3. **Train relevant employees** to use the registry.
4. **Establish a procedure for storing your logbooks** (minimum one year).
5. **Consider adding a dashboard or connected system** to improve rigour and transparency.

FAILURE TO COMPLY

Ignoring this new responsibility could have serious consequences, including:

- Substantial fines (up to \$100,000 for individuals, more for companies).
- Potential for inspections or employee complaints.
- Negative impact on certifications (BOMA, LEED, etc.).
- Loss of reputation and credibility with occupants or unions.

CONCLUSION

Bill 190 marks an important turning point in workplace hygiene management. What was once good practice is now a **legal requirement**. By setting up a clear, reliable and traceable cleaning logbook, you protect not only your employees, but also your company.

— Karl Bédard is the Senior Director at ValkarTech, a consulting firm dedicated to optimizing commercial cleaning contracts. As an experienced LEED Green Associates certified auditor, he conducts many building visits and evaluates customers' various processes.

CALENDAR OF EVENTS

August 14: From Mop to Management: Scaling & Growing a Rockstar Leadership Team webinar – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

August 19: ISSA Emerging Leaders Leadership Panel: Secrets to Success from Industry Executives webinar – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

August 26: Q&A with the Experts in Healthcare: Disinfection Compatibility virtual townhall – 11 a.m. to Noon (Eastern). [LEARN MORE](#)

September 11: ISSA Emerging Leaders Personal Brand and Storytelling: How to Talk the Talk webinar – 2 p.m. to 3 p.m. (Eastern). [LEARN MORE](#)

September 24: ISSA Hygieia Master Class: AI – What It Is and How You Can Use It to Enhance Your Work – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

September 30: ISSA Emerging Leaders Clone the Owner®: How to Scale Without Losing Your Mind (or Your Business) webinar – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

October 8: ISSA Emerging Leaders Work-Life Balance: Managing Personal Growth While Climbing the Career Ladder webinar – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

October 14 & 15: Cleaning Management Institute (CMI) Virtual Accredited Auditing Professional and the Certified Workloading Specialist workshop – 10 a.m. to 4 p.m. (Eastern). [LEARN MORE](#)

October 15: ISSA Hygieia Network Strategies for Leading Diverse Teams webinar – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

October 21, 23, 28 & 30: Cleaning Management Institute (CMI) Virtual Train-the-Trainer workshop – Noon to 4 p.m. (Eastern). [LEARN MORE](#)

October 22: Navigating the Buyer's Journey: How to Effectively Move Prospects Through Your Sales Funnel webinar – 2 to 3 p.m. (Eastern). [LEARN MORE](#)

November 10-13: ISSA Show North America 2025, Mandalay Bay Convention Center, Las Vegas, NV. [LEARN MORE](#)

November 11: Canada Night 2025, Mandalay Bay Convention Center, Las Vegas, NV. 5:15 p.m. to 7:30 p.m. [LEARN MORE](#)



Why Become ISSA Cleaning Industry Management Standard (CIMS) Certified?

Here are **8** Powerful Reasons...



1 Enhanced **CREDIBILITY & REPUTATION**



- ✓ **Commitment to Quality:** CIMS/CIMS-GB certification demonstrates a commitment to industry best practices, quality management, and professionalism.
- ✓ **Company Distinction:** Certification distinguishes quality contractors from a crowded marketplace.
- ✓ **Operational Excellence:** Drive operational excellence with a proven scalable road map.



2 Focus on **HEALTH & SAFETY COMPLIANCE**

- ✓ **Enhanced Cleaning Protocols:** Industry-leading best practices to reduce the spread of illness and ensure a healthier environment.
- ✓ **Compliance with Safety Standards:** Aligns with regulatory requirements, minimizing workplace hazards and promoting a culture of safety.
- ✓ **Employee & Occupant Protection:** Properly trained staff result in safe handling of equipment and chemicals, reducing risks for both workers and building occupants.

3 Increased **CUSTOMER CONFIDENCE**



- ✓ **Proven Quality Reassurance:** Clients are more likely to trust and choose certified providers.
- ✓ **Trust & Reliability:** Clients gain confidence knowing the company meets rigorous standards for operations, safety, and performance.
- ✓ **Commitment to Excellence:** Demonstrates a proactive approach to continuous improvement, customer satisfaction, and compliance with industry regulations.



4 **COMPETITIVE ADVANTAGE** in Bidding

- ✓ **Preferred by Clients:** Many organizations—including government and corporate entities—prioritize CIMS-certified providers in their selection process.
- ✓ **Demonstrates Leadership:** Showcases a commitment to excellence, professionalism, and best practices.
- ✓ **Opens New Revenue Streams:** Certification leads to increased market exposure.



5 **ADHERENCE** to Regulatory Requirements

- ✓ **Meets Industry Standards:** Ensures compliance with regulations, including OSHA, EPA, and other health and safety guidelines.
- ✓ **Legal Risk Reduction:** Helps avoid fines, penalties, and liabilities by maintaining documented policies and procedures that align with regulatory requirements.
- ✓ **Facility Standards:** Cleaning processes to procedural implementation to provide consistent, high quality outcomes.



6 **COST SAVINGS & RISK REDUCTION**

- ✓ **Improved Resource Management:** Reduces waste and optimizes labour, equipment, and supply usage.
- ✓ **Minimized Liability Risks:** Compliance with safety and regulatory standards, reducing the risk of fines, legal issues, and workplace accidents.
- ✓ **Proactive Issue Prevention:** Establishes standardized procedures that help identify and address potential risks before they become costly problems.



7 **Alignment with SUSTAINABILITY & ESG GOALS**



- ✓ **LEED Support:** Meet sustainability requirements for LEED and other green certification programs.
- ✓ **Sustainability Commitment:** Demonstrates dedication to eco-friendly practices.
- ✓ **Promotes Green Cleaning Practices:** Encourages the use of environmentally friendly products and processes that reduce ecological impact.

8 **Higher PERFORMANCE & Staff SATISFACTION**

- ✓ **Engaged & Productive Workforce:** Due to better training, clear policies, and a structured work environment.
- ✓ **Clear Policies & Expectations:** Structured guidelines and best practices, reducing confusion and enhancing workplace efficiency.
- ✓ **Positive Work Environment:** Promotes health, safety, and professionalism, fostering a culture of respect and motivation among staff.



Becoming an **ISSA Cleaning Industry Management Standard – Green Building (CIMS-GB)** certified facility service provider demonstrates a commitment to quality, efficiency, and professionalism. Get a competitive edge, get CIMS-GB certified!

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