

SPRING 2023

Clean Canada



CHANGING THE WAY THE WORLD VIEWS CLEANING

ISSA Canada Forms
**New Distributor
Council**

Cybersecurity and the **Cleaning Industry**

Canada Revises
Hazardous Products
Regulations



Take Your Cleaning
Business to the Next Level



ISSA SHOW
CANADA 2023

JUNE 14-15, 2023
Metro Toronto Convention Centre, Hall A & B
REGISTRATION NOW OPEN!

CLEAN
A New Way Of Thinking





ISSA SCHOLARS

— AN ISSA CHARITY —

Seeking Applications for 2023 ISSA Scholarships

ISSA Scholars helps individuals fulfill their dreams of higher education, and is made possible by the generous contributions of ISSA Canada member companies and individuals. Since 1988, ISSA Scholars has provided over \$4 million in financial aid to over 1,400 college and university students.

By allowing students to pursue and focus on their studies, ISSA Scholars aims to relieve the burden of tuition, and introduce a new generation to the growing opportunities within the worldwide cleaning industry.

All employees and families of ISSA Canada member companies entering or continuing studies at a fully accredited four-year college or university, regardless of major, are welcome to apply! The deadline for submission is **April 14, 2023** by 7 p.m. Eastern.

To apply for a scholarship or donate to ISSA Scholars, please visit:

www.issa-canada.com/scholarships2023



ISSA SHOW

CANADA 2023

June 14 & 15, 2023
 Metro Toronto Convention Centre

THE PLACE TO BE IN 2023!

Toronto, Ontario, is where you want to be this June as ISSA Show Canada takes its place at the Metro Toronto Convention Centre, in the downtown core.

Being held June 14 and 15, this year's ISSA Show Canada has built on its past two live events, and promises to offer even more to further unite and educate all facets of the cleaning and maintenance industry under one roof.

With a theme of "CLEAN: A New Way of Thinking," the ONE show for facility solutions in Canada, has a host of new, added features to not only maximize attendees' valuable time, but ensure the trade show experience ticks all the boxes.

EXPANDED TRADE SHOW FLOOR

If it's innovative new products and services you're after, ISSA Show Canada will feature an expanded trade show floor – boasting over 200 exhibitors in 2023. Attendees will have a first-hand opportunity to sample the latest products and equipment, as well as speak

with industry experts who can share insight and provide the best options to suite any facility need.

In addition to the trade show floor, a special "Innovation Showcase" area will feature exhibitor demonstrations of current technologies, providing even more opportunity to see and learn about "what's new."

EDUCATIONAL PROGRAM

As in year's past, ISSA Canada and its committee of industry professionals have once again vetted key experts from all facets of the industry to provide an educational program that offers something for everyone. Get ready to boost your skill-set by attending one of five sessions which will delve into issues facing not only facility service providers, but suppliers, healthcare and infection control professionals as well. And, better yet, participants won't even have to leave the trade show floor because this year, ISSA Show Canada will feature all of its programming in a special "Education

continued on page 4 »

Subscribe to Clean Canada

Subscribe to Clean Canada and receive all issues. It's simple... just **click here** or contact Tanja Nowotny at **(905) 697-8905**, or email **tanja@issa-canada.com**



IN THIS ISSUE

- ISSA Signature Charity:
ISSA Scholars 2
- ISSA Show Canada 2023 - The
Place to be in 2023! 3
- ISSA Canada Forms New
Distributor Council 5
- 100 Years of ISSA &
Still Moving Forward 6
- Cybersecurity and the
Cleaning Industry 7
- Imperial Dade Canada Acquires
Three Canadian Distributors 9
- Three in Five Canadians Worried
About Spring Flooding 10
- ISSA Hygieia Network Canada
Region Hosts Cupcakes & Cocktails
Meet & Greet Event 10
- Canada Revises Hazardous
Products Regulations 11
- Take Your Cleaning Business
to the Next Level 13
- New ISSA Hygieia Network
Career Academy 15
- Calendar of Events 15
- ISSA Show Canada 2023 16



Join the mission to create an inclusive industry with advancement opportunities for all... Join the ISSA Hygieia Network - IT'S FREE TO JOIN!

Clean Canada is the marketing vehicle of ISSA Canada and is circulated to all ISSA Canada members. The e-newsletter is intended to provide news and views from the industry, as well as highlight upcoming educational opportunities and networking events being held across Canada.

Clean Canada is published four times per year – Winter, Spring, Summer and Fall. For more information, please contact:



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



**Distributor
Council Members**



Tim Ambler
Swish Maintenance Ltd.



Chris Arbour
Chandler Sales



Ken Bellamy
Staples Professional



Jay Creek
Bunzl –
Cleaning & Hygiene



Tom Fournier
Shade's Mills Group –
Distributor Council Chair



Stephane Lafond
Lalema



Henry Reimer
Enterprise Paper

« continued from page 3

ISSA SHOW

CANADA 2023

THE PLACE TO BE IN 2023!

Stage” located right on the trade show floor.

The education program will kick-off on June 14 with the ISSA Hygiene Network Canada Region Continental Breakfast and Panel Discussion, featuring some of the industry’s female pioneers who have forged a clear path for women in the industry today.

Following the breakfast, ISSA Canada’s Building Service Contractor Council will build on the theme of ‘then and now’ with a BSC Panel Discussion which will take participants on a journey exploring how three of Canada’s most established, respected, and successful contract cleaning companies came to being and the strategies they have in place to move their firms forward in the future.

At noon, Jim Flieler, of Charlotte Products Ltd., will take the stage in a session that will further provide information to the industry as he explores “Custodial Efficiencies for 2023 and Beyond.”

On Thursday, June 15, at 10:30 a.m., ISSA Canada’s newly formed Distributor Council will shed light on the status of the supply chain and the course of the distribution sector into the future. At noon, the Canadian Healthcare Housekeepers Association (CHHA) featuring special guests, Mark Heller and Katherine Da Silva, will take a look at auditing cleanliness in the healthcare space.

Whether you’re a facility service provider, distributor/supplier or healthcare professional, ISSA Show Canada’s educational offering will ensure attendees walk away more knowledgeable about the industry they serve.

But the education doesn’t end there.

ISSA CERTIFICATION WORKSHOPS

This year, ISSA Canada is pleased to host two ISSA Cleaning Management Institute (CMI) Certification programs.

On Wednesday, June 14 (11:30 a.m.

to 3 p.m.) and Thursday, June 15 (9 a.m. to 1 p.m.), the two-part Certified Custodial Technician (C.C.T.) workshop will convene in the convention centre. The C.C.T. course offers a unique hands-on and lecture-based educational experience for cleaning industry professionals and frontline workers. Held over two-days, the course will touch on both the CMI Basic and Advanced Custodial training courses, and will result in a C.C.T. certification following a final exam.

In addition to the Custodial Technician training, ISSA Show Canada will also feature the CMI Accredited Auditing Professional (AAP) certification workshop on Wednesday, June 14 from 11:30 a.m. to 3:30 p.m. The AAP workshop is designed for any professional looking to enhance their knowledge and skill around quality assurance and building audits. The one-day session features group discussion, break-out sessions, guest speakers, and much more.

As an added bonus, both CMI Certification Workshops will feature SPECIAL ISSA Show Canada pricing, so you’ll want to save your seat early.

Although the key feature of ISSA Show Canada is education, a host of networking sessions are also planned, offering delegates an opportunity to catch-up with colleagues, learn about current trends, and share industry experiences. Not only will two networking sessions be held directly on the trade show floor, but delegates will also have an opportunity to get their “Brit” on at a special All-Industry Night hosted at the nearby Elephant & Castle pub.

Whether its education, certification, networking or simply re-connecting with the industry, mark your calendar for June 14 and 15, because ISSA Show Canada is the place to be in 2023! For more information on the show or to register, please visit www.ISSAShow-Canada.com.



ISSA Canada Forms Distributor Council

Communication Between Suppliers and Association Strengthened

By TOM FOURNIER

Increasingly ISSA Canada has been exploring the importance of its wholesale distribution members to the health of the cleaning products industry in Canada. This very topic was explored in a panel discussion I hosted at the 2022 ISSA Show Canada and during an online keynote presentation during the 2021 virtual event.

When considering the outstanding success of ISSA Canada’s Building Service Contractor Council in creating a focus on BSC’s and engaging ISSA Canada to help strengthen the line of communication between the association and that sector, it was felt that the creation of a Canadian Distributor Council could achieve the same.

Working in conjunction with ISSA Canada’s Executive Director Mike Nosko, I will chair this new council. The purpose of this Council is to provide input and consultation to ISSA Canada in order to improve the value of the association to member wholesale distributors.

This Distributor Council will be comprised of six representatives from a cross section of national and regional wholesale distributors from across

Canada.

The council will meet quarterly to discuss matters which are top-of-mind within the sector, as well as learn of new educational opportunities and certification programming being offered by ISSA, the worldwide cleaning industry association. It will also consider the needs of Canadian wholesale distributors and focus on areas where ISSA Canada can provide or help identify the resources required to satisfy those needs.

The Distributor Council is comprised of the following members:

TIM AMBLER – Swish Maintenance Ltd.

Tim Ambler is the CEO of Swish Maintenance Ltd. Swish was founded in 1956 by Walter Ambler, and Tim is the third-generation family member to be part of the company. He was appointed

CEO in 2020 and served as general manager for British Columbia before his current role.

Before joining Swish in 2017, Tim spent 11 years at Chevron Canada Ltd. with roles in pricing, strategy and planning, operations, brand and loyalty, and category management.

Tim completed his MBA at London Business School in the United Kingdom and his BHK at the University of British Columbia. He lives and cycles in North Vancouver, BC, with his wife, Timberly.



Tim Ambler
Swish Maintenance Ltd.

CHRIS ARBOUR – Chandler Sales



Chris Arbour
Chandler Sales

Originally from Scarborough, ON, Chris moved to Atlantic Canada in 1988. He has been in a sales discipline for most of his professional life starting off in the office products industry.

He worked for a small independent

continued on page 6 »



100 Years of ISSA & Still Moving Forward

Here is how your association has flourished during the past century

By JOHN BARRETT

Wow! 100 years of ISSA. It's hard to believe and yet incredibly gratifying that our association has thrived for a century. Truly, it's a big deal and wouldn't be possible without you and your continued commitment to our collective mission to change the way the world views cleaning.

Personally, I have worked in the cleaning industry for more than 30 years, and it's been amazing to see how far we've come. ISSA has been a resilient and evolving force in the cleaning industry since its inception in 1923. The association has grown from seven founding members to more than 10,500 members in 110 countries today. And we keep moving forward.

To paraphrase my predecessor, John Garfinkel, change at ISSA has been driven mostly by technological advances with information and communications – and the resulting effects on logistics and the distribution of products from the manufacturer to the end user. Consider a handful of the momentous changes:

1991 – ISSA went international by actively seeking members outside of the United States and Canada. By 2000, global membership grew to 1000 members in Europe specifically.

1997 – ISSA partnered with Amsterdam RAI and rebranded

continued on page 12 »

« continued from page 5

ISSA Canada Forms Distributor Council

distributor in northern New Brunswick and then started his own office products business. He sold the business to Corporate Express in 2000, and moved to Saint John, NB, to work for them – supporting the general lines sales reps in office Furniture. In 2010, he joined Chandler in their office environments division as an account manager and then moved into management in 2014. He became the division manager of the sanitation division in November 2015, where he remains today. He truly enjoys all the facets of the sanitation industry and looks forward to continuing in it for many years to come.

KEN BELLAMY – Staples Professional

Ken Bellamy is a corporate leader in the Canadian cleaning and hygiene industry with over 35 years' experience in both manufacturing and national B2B distribution. Ken currently leads the facilities supplies line of business for Staples Canada Inc., which he launched in 2004 with Corporate Express. This 19-year journey has provided Ken solid experience and key insights into the facility supplies business in the strategic areas of merchandising, marketing, sales and supply chain. Ken also successfully developed and implemented the Coastwide professional brand of cleaning products for Staples. He currently resides with his wife and two sons in Bowmanville, ON. When he is not working, you can find Ken fishing or on the golf course enjoying the outdoors.



Ken Bellamy
Staples Professional

JAY CREEK – Bunzl, Cleaning & Hygiene

Jay Creek is currently the director of national accounts for Bunzl's Cleaning & Hygiene Division in Canada.



Jay Creek
Bunzl – Cleaning & Health Division

In 1991, he began his career with GH Wood, eventually becoming the Alberta division manager. In 2006, he joined Wesclean Equip-

ment and Cleaning Supplies rising to the role of vice president. With the acquisition of Wesclean by Bunzl, Jay was the general manager for southern Alberta, then the general manager BC, Alberta and the Prairies before moving into his current role.

Creek holds a degree in business administration from the University of Regina, has numerous industry certifications, is the past president of the Calgary Commercial Cleaning Association, and is a member of the Bunzl CH global innovation committee.

STEPHANE LAFOND – Lalema

Stephane Lafond has been the president of Lalema since 1996. Lalema is a Canadian manufacturer and wholesaler of quality janitorial supplies since 1975.



Stephane Lafond
Lalema

Stephane is active as a coach and trainer at Ecole d'Entrepreneurship de Beauce since

2016. He has been involved as an ambassador for C2 Montreal from 2014 to 2018. He is also on the Boards of Directors of small, privately-owned businesses and non-profit organizations.

HENRY REIMER – Enterprise Paper

Henry Reimer comes to the Distributor Council with a Bachelors Degree in Management from the University of Illinois at Chicago. Combined with 30+ years in the equipment, paper, packaging and cleaning supply business,



Henry Reimer
Enterprise Paper

Henry provides a unique perspective when it comes to fulfilling modern-day supply program challenges. Henry has also worked in senior positions for some of North America's top manufacturing and distribution companies, and has a long list of accomplishments including Canadian Salesman of the Year, North America's President Club and Canada Club Awards for Top Sales, as well as

continued on page 8 »



Cybersecurity and the Cleaning Industry

By JEFF CROSS,
ISSA Media Director

Learn how to protect your company and clients from cyberthreats

As our lives and careers become ever more dependent on digital technology, cybersecurity is an issue that affects everyone. Cybercrimes can be costly and damaging to a company's reputation. This is as true for the cleaning industry as it is for any other sector of the economy.

Cybersecurity expert Larry Dietz should know. Dietz has decades of experience in cybersecurity and has seen first-hand how the field has changed as technology develops.

"You could say I have been in the cybersecurity industry before it was fashionable," said Dietz. "I have been on the vendor, user, analyst, military and legal sides of the cybersecurity world."

Dietz started his career as a com-

munications security officer and crypto facility inspector in Vietnam.

Currently, Dietz works for TAL Global, where he started out as managing director of Information Security in 2007, and then became general counsel in 2010. As an attorney, Dietz is admitted to the bars of the U.S. Supreme Court, the State of California, and the District of Columbia. He serves as an adjunct faculty member at Monterey College of Law, as

well as the American Military University, where he teaches subjects like cyberwar and threat analysis.

I sat down with Dietz to find out what cleaning professionals should know about protecting their companies and their clients from potential cyberthreats.

ISSA: *How important is this topic of cybersecurity for the cleaning industry?*

Dietz: I don't have to tell you that we all run on our electronics – our iPhones, our laptops, our tablets, not to mention the thousands of chips and servers that permeate our operational landscape.

Cybercriminals are out for one thing: Money. They don't really care who their

continued on page 8 »

ISSA Canada Forms Distributor Council

being a successful Entrepreneur for over 20 years with Westpac Solutions.

TOM FOURNIER, Chair –
Shade's Mills Group

Tom Fournier founded the Shade's Mills Group in 2018. He is a highly recognized thought leader on sales strategies and sales



Tom Fournier, Chair
Shade's Mills Group

models. He draws upon his research and consulting work on B2B sales to help both distributors and manu-

facturers. Tom often contributes to supporting ISSA Canada in a variety of ways.

Prior to founding the Shade's Mills Group, Tom led Kimberly-Clark's business-to-business sales team in Canada where he was known for his ability to build outstanding customer relationships, create exceptional sales teams and consistently drive profitable sales growth.

In 2020, Henry sold Westpac Solutions to Enterprise Paper which is 100 per cent Canadian owned and operated. He is excited to take on his new role of vice president of business development. 🍁

Know who you're buying from... Buy from an ISSA Canada Member!

The 2023 ISSA Canada Membership Directory is NOW AVAILABLE for Download!

Cybersecurity and the Cleaning Industry

target is. The softer the target, the easier it is for them to penetrate a system and steal information that can be resold or gain an entry point for other malicious acts on other targets.

ISSA: *Do you see an attitude of, 'We are safe' or 'It won't happen to us because we are not that important' in the cleaning industry?*

Dietz: Candidly, I have seen that type of attitude from a number of industries, not just yours. Many people and organizations feel they are so low-profile that cybercrooks aren't paying attention to them.

While experts may disagree on which industries are the most popular targets, education and research, health care, finance and government are often high on the list. But that should not lull you into a false sense of security.

Industry targets can vary, but CEOs, CFOs and their assistants are very popular targets in all industries because they have access to a great deal of potentially valuable and lucrative information. These roles are targeted without regard to the type of organization.

Organizations can also be targeted because they are gateways to other, more lucrative targets. Cleaning professionals have important customers that they work with every day. These relationships mean access and good connections for a cybercriminal.

An interesting example might be Target stores. In November 2013, hackers stole information for about 40 million credit and debit accounts, and personal information for about 70 million Target customers. They didn't hack in through the electronic front door – they used the credentials of an HVAC company to gain access.

Don't assume you and your company are too low-profile to be a target.

ISSA: *What are the top security risks facing the cleaning industry?*

Dietz: The most prominent risks to be aware of are:

- Ransomware and business email compromise.
- Reused and weak passwords.
- Poor visitor security.
- Lack of a holistic approach to

security that meshes cybersecurity with overall facility security operations, plans and policies.

- Social engineering (deceiving people into divulging confidential information).

ISSA: *What is the link between security and leaks resulting from social engineering?*

Dietz: We often say that the building blocks of cybersecurity are people, processes and technology. Experience has shown that people are generally the weakest link. Awareness is key to securing that link.

Many successful cybercrimes start with phishing. This is where a target company is bombarded with fake emails. When an employee clicks on the email, it triggers malicious software that can launch a whole range of attacks, including ransomware, which is the most popular form of attack.

Awareness of phishing scams is key, but you should also back up awareness with technology, policies and procedures. For example, multi-factor authentication – where users must use a password as well as input a code sent to their phone – is one effective way to ensure only proper access to company emails and information.

ISSA: *What are the steps that facility managers can take to support tenants' security or IT systems?*

Dietz: Audits and exercises are good places to start. The purpose of an audit or inspection is to determine the level of security of your IT environment, and compare that to the level your executive management and audit committee feels is appropriate. These audits should be part of a systematic program designed to identify vulnerabilities and strengthen the security of the building.

There are also well-respected standards, such as ISO 27001 Data Security Certification and the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF) that offer guidance and accepted methodologies.

ISSA: *Is cyber insurance the silver bullet of protection?*

Dietz: Not necessarily. It could be the reason you would be attacked in the



first place. In July of 2022, a ransomware gang demanded £500,000 (about \$571,000 USD) from two schools in England. The crooks targeted the schools partly because they thought it would be easy to collect since the schools were insured.

The Hive, a hacker group, claims that they breached the system and then obtained details of the cyber insurance policy to use in negotiations. “We are very well informed and precise in our operations, so we know that Wootton have cyber insurance that reaches £500,000,” the group wrote in the message to students and parents.

Having insurance also doesn’t mean the insurance company will always pay-off. There are limits and exclusions as with any other policy. Typically, insurers don’t cover losses from hacks by nation-states, such as if China steals trade secrets. Insurance also doesn’t pay if the loss was due to social engineering fraud. If the fraud were due to hacking the system rather than the people, the insurance company would pay. The Minnesota Court dismissed the case, calling it a clear instance of social engineering, a crime for which the insurer was only liable to cover a fraction of the \$600,000 total losses.

ISSA: *Who is liable for a cybersecurity breach? Can directors be held personally liable for cybersecurity breaches?*

Dietz: This is actually a more dif-

ficult question than it would seem. Normally, as an attorney, I would jump to the possibility of a negligence suite where company executives or a board of directors might be liable for a data security breach.

A director can also be personally liable for a cybersecurity breach in some instances. While no individual director has been held liable for a cybersecurity breach to date, lawsuits making these kinds of allegations have been filed, and it may be only a matter of time before one is successful. The primary risk of personal liability for a director is through derivative actions commenced by damaged shareholders. While the Business Judgement Rule generally insulates directors from personal liability, that protection is not absolute and can be rebutted.

Recently, we have seen a new twist: Potential criminal liability. Uber’s former chief security officer was convicted in criminal court of obstructing a government investigation and concealing the theft of personal data involving a 2016 breach.

ISSA: *How can a cyber breach impact a company’s reputation and stock price?*

Dietz: Cyber breaches can result in immediate stock price drops. The more sensitive the information stolen (credit card information, social security numbers, etc.), the more immediate the effect.

The long-term effects and signifi-

continued on page 10 »

INDUSTRY NEWS

Imperial Dade Canada Acquires Three Canadian Distributors

Imperial Dade, a leading distributor of foodservice packaging, printing papers and janitorial supplies, has announced the acquisition of three Canadian distributors.

In separate transactions, Imperial Dade purchased Scarborough, ON-based, Action Paper & Packaging; Solutions Sherby in Granby, QC; and Servcorp Industrial Supplies Inc., in St. Laurent, QC. The transactions represent the 60th, 61st and 62nd acquisition for Imperial Dade under the leadership of Robert Tillis, Chair, and Jason Tillis, CEO, of Imperial Dade. Financial terms of the private transactions were not disclosed. Imperial Dade remains committed to the strategic focus created more than 15 years ago to continue to grow both through organic initiatives and a disciplined acquisition process.

Founded over 30 years ago, Action has been a leading distributor of paper goods, packaging materials, material handling equipment and other safety and janitorial products. The management team consisting of Nick Shaw, Ken Apple and Bill Belben, have promoted a customer centric culture that is evident in the strong relationships and growth over the years.

“I welcome the Action team to the Imperial Dade platform,” said Stephane Lapointe, Imperial Dade president. “Action’s values align well with Imperial Dade’s and we are excited to partner in this next chapter of growth. Action’s commitment to their customers and partners, along with their family first culture, makes the business a great addition to our platform.”

continued on page 15 »

« continued from page 9

Cybersecurity and the Cleaning Industry

cance of these stock price drops can vary. Sometimes the share price will hit a low point 110 market days after a breach. Share prices fall -3.5 per cent on average and underperform the Nasdaq by -3.5 per cent, according to Comparitech, a pro-consumer website providing information.

ISSA: *Do you have any final words of advice for our industry?*

Dietz: Don't assume that you won't be a target. Appoint a single point person for your cybersecurity efforts with the authority, budget and staff to carry out a comprehensive cybersecurity program that addresses the building blocks; People, processes and technology.

Determine if it makes sense to outsource your cybersecurity needs to specialists or whether you need to do it yourself. Don't be overwhelmed by technical details; always ask for an explanation that your management team can understand.

Hold anyone who has access to your facilities and systems to the same security standards as your employees and other stakeholders. This includes validating the security of contractors, visitors, etc.

Finally, test your security with periodic audits and exercises that involve multiple functions within the organization. This will help you identify and address any vulnerabilities.

These methods will go a long way in helping you to protect yourself, your company and your clients from cyberattacks. 🍁

— Jeff Cross is the media director of ISSA, which includes ISSA Today, Cleaning & Maintenance Management, and Cleanfax. He can be reached at Jeff.Cross@issa.com or at (740) 973-4236.

SOURCE: ISSA Today – January/February 2023

Three-in-Five Canadians are Worried About Spring Flooding

– New Survey Finds –

Three-in-five Canadians are worried about the potential consequences that flooding and severe rain events may cause during the spring season, according to new data from Angus Reid, which aims to raise awareness about water-related damage.

The findings, based on a Spring Melt survey of 1500 adults and commissioned by First Onsite, also showed regional flooding concerns were highest in British Columbia (73 per cent), followed by Atlantic Canada (65 per cent).

Last year, Hurricane Fiona turned out to be the costliest extreme weather event ever recorded in Atlantic Canada at \$660 million in insured damage. Catastrophe Indices and Quantification Inc, also estimated the event was the tenth costliest in Canada. Meanwhile, in 2021, the historic Pacific Northwest floods devastated communities in B.C.

After flooding, three-quarters of Canadians said mould was their highest disaster-related concern. Such an occurrence has already been the reality for one-quarter of people, who were affected by mould at home or work.

A large majority of people are also concerned about the cost of major renovations and their level of insurance. Twenty-one per cent are worried about landslides and mudslides, but this trends higher in B.C. and Quebec where land-

slide incidents are more prevalent.

Jim Mandeville, senior project manager, Large Loss North America, First Onsite Property Restoration, said flooding and water damage are the biggest threats to properties. “In the spring, when the ground is still frozen, thawing snow and heavy rainfall heighten the risk of water damage to residential and commercial properties,” he said.

Several million homes in Canada are vulnerable to flooding, according to the Adapting to Rising Flood Risk report by Canada's Task Force on Flood Insurance and Relocation.

The Intergovernmental Panel on Climate Change (IPCC) says flooding has accounted for 40 per cent of weather-related catastrophes since 1970. Wet snow and heavy rainfall intensify the risk of water damage in the spring when the frozen ground begins to thaw. This can lead to burst pipes, water seepage through leaks in roofs and basement foundations, and blocked and backed-up sewers, along with pooling water from thaw that is slow to drain.

Excess water and moisture also leads to mould growth that can proliferate from temperature, moisture and a lack of ventilation. Other concerns are small leaks, damage to interior walls and the structural integrity of a property in severe cases. 🍁

SOURCE: REMI Network

ISSA HYGIEIA NETWORK
— AN ISSA CHARITY — CANADA REGION

CUPCAKES & COCKTAILS
MEET & GREET EVENT

MARCH 28
5-6 p.m.
Hamilton, ON

SPONSORED BY:
DUSTBANE **GTFrench**

Canada Revises Hazardous Products Regulations

By BILL BALEK

On January 4, 2023, the Department of Health in Canada published a final rule that significantly revises the nation's Hazardous Products Regulations (HPR) to more closely align with the seventh edition of the United Nations Globally Harmonized System of Classification and Labeling of Chemicals (GHS). The HPR is Canada's federal regulation that sets forth the classification, labeling and Safety Data Sheet (SDS) requirements for hazardous products, including cleaning products, intended to be used, handled or stored in workplaces in Canada. The current HPR is based on the fifth revised edition of the GHS.

Transition to Revised HPR. The revisions to the HPR provide for a three-year transition period, ending on December 14, 2025. During the three-year transition period, regulated companies can choose to comply with either the former HPR or the latest revisions to the HPR, but not a combination of both. The hazard classification and safety data sheet (and label, if applicable) of a hazardous product must be fully compliant with the version of the regulation chosen. You should be ready to demonstrate which version of the HPR your product complies with upon request. However, starting December 14, 2024, Canadian chemical manufacturers of affected products and other exporting covered products to Canada will

need to comply with the revised HPR.

Background. On February 15, 2015, the HPR was published in the *Canada Gazette, Part II*. The HPR revised and amended the previous *Hazardous Products Act* substantially, as it introduced the GHS concepts into the regulatory framework. In addition, it modified the Workplace Hazardous Materials Information System (WHMIS), which had not been updated since it first became law in 1988. The new system is referred to as WHMIS 2015. At the time of publication, the HPR was based on Rev. Five GHS. The UN updates and revises the GHS model on a bi-annual basis, and at this time, the most current version is Rev. Nine, with the expectation that Rev. 10 will be published some time in 2023.

Canada's update aligns the HPR with Rev. Seven, adds specific physical hazard elements from Rev. Eight, and includes other points of clarification and revision.

Revisions to the HPR. Highlights of the major changes to the HPR include the following:

- Changing the name of the current "flammable aerosols" hazard class to simply "aerosols," and adoption of a new hazard category (Category Three) for non-flammable aerosols.
- Clarifications on approaches to classification for *Aerosols versus Gases Under Pressure*.
- Adoption of a new physical hazard class, *Chemicals Under Pressure*, from the eighth revised edition of the GHS to align with the United States proposed changes to the U.S. Occupational Safety and Health Administration (OSHA) updates to the current Hazard Communication Standard (OSHA HCS 2012).
- Updates and amendments to terminology to align with Rev. Seven. This includes updates to several health and physical hazard class definitions.
- Revisions to *Section Nine physical and chemical properties content* of the SDS.
- Changes to *Section 14 Transport information* of the SDS.

Physical Hazards. The largest impact to the changes to HPR Subparts

continued on page 12 »

100 Years of ISSA & Still Moving Forward

the ISSA Show as ISSA/INTER-CLEAN in 1999.

2004 – ISSA opened membership to facility service providers, including building service contractors (BSCs) and in-house service providers. Nineteen years later, we have our first BSC president in Matt Vonachen.

2014-2019 – ISSA actively acquired/merged with key facility management and end-user entities, including Cleaning & Maintenance Management magazine, the Cleaning Management Institute, Cleanfax magazine, IEHA, and ARCSI. Plus, we continued to expand internationally with offices in Australia, Canada, China, Italy, Mexico, and South Korea.

2019 – ISSA ended its agreement with Amsterdam RAI and subsequently formed the current relationship with Informa – the largest trade show management company in the world – to manage ISSA Show North America and foster a growing portfolio of international shows.

2020 – While the COVID-19 pandemic raged, the world became more aware of the importance of cleaning for human health. ISSA's then newly acquired Global Biorisk Advisory Council™ (GBAC) division rose to the occasion to help businesses reopen safely with the GBAC STAR™ Facility Accreditation program, which became a global brand nearly overnight. Today, it continues to stand 3000+ customers strong.

Clearly, your association has certainly flourished in its first 100 years. Not all associations have been so fortunate. In fact, nearly half of all associations in existence prior to the pandemic have dissolved. ISSA is in an enviable position by remaining strong both fiscally and in terms of membership. With the board's support, we'll develop our next strategic plan later this year to ensure we continue

continued on page 15 »

Canada Revises Hazardous Products Regulations

« continued from page 11

are within the physical hazard classes. Certain changes are specific to the alignment with Rev. Seven and Rev. Eight. These include significant, but necessary changes to *Flammable Gases, Aerosols*, and the inclusion of *Chemicals Under Pressure*. The revisions include the incorporation of pyrophoric gases into the *Flammable Gases* Subpart. Currently, pyrophoric gases are addressed in a separate HPR Subpart, as this physical hazard was not part of Rev. Five but was added to the UN GHS model in the later revision. In addition, the intention originally to include pyrophoric gases as a separate Subpart helped to align the HPR with the additional labeling elements OSHA included in HCS 2012. The revisions to the *Flammable Aerosols* Subpart to rename to *Aerosols* and add non-flammable aerosols is necessary to align with Rev. Seven. As noted, the addition of Rev. Eight *Chemicals Under Pressure* is to align with the proposed changes to OSHA

HCS 2012.

Health Hazards. The changes to terminology have a broader impact, and include amendments to several health hazard classes, acute toxicity, skin corrosion/irritation, serious eye damage/irritation, respiratory and skin sensitization, and reproductive toxicity. In addition, new definitions are noted for germ cell mutagenicity and carcinogenicity.

SDS Revisions. The changes to the SDS in Schedule I of the HPR are specific to Section Nine and Section 14, and are meant to address those noted in Rev. Seven. The revisions to Section 14 remove paragraph 14(f) completely from the Section. Paragraph 14(f) currently is “transport in bulk (according to Annex II of the International Convention for the Prevention of Pollution From Ships, 1973, as modified by the Protocol of 1978 (MARPOL 73/78), and the International Code for the Construction and Equipment of Ships carrying Dangerous

continued on page 14 »

TABLE ONE.

Current Section 9	Revised Section 9
a) Appearance, such as physical state and colour;	a) Physical state.
b) Odor;	b) Colour;
c) Odor threshold;	c) Odor;
d) pH;	d) Melting point and freezing point;
e) Melting point and freezing point;	e) Boiling point or initial boiling point, and boiling range;
f) Initial boiling point and freezing point;	f) Flammability;
g) Flash point;	g) Lower and upper explosion limit or lower and upper flammability limit;
h) Evaporation rate;	h) Flash point;
i) Flammability, in the case of solids and gases;	i) Auto-ignition temperature;
j) Upper and lower flammability or explosive limits;	j) Decomposition temperature;
k) Vapour pressure;	k) pH;
l) Vapour density;	l) Kinematic viscosity;
m) Relative density;	m) Solubility;
n) Solubility;	n) Partition coefficient - n-octanol/water (logarithmic value);
o) Partition coefficient - n-octanol/water	o) Vapour pressure;
p) Auto-ignition temperature;	p) Density and relative density;
q) Decomposition temperature; and	q) Relative vapour density;
r) Viscosity.	

BUSINESS NOTES



Take Your **Cleaning Business** to the Next Level

Build your company with sales tools and strategies

By SAMUEL KLEIN

As someone who has had the opportunity to work with a variety of successful commercial cleaning companies, I've been fortunate to gain valuable insights and knowledge about what it takes to succeed in this industry. I've learned that there are certain key elements that can greatly increase your chances of success. My goal is to share some of the strategies that have helped me, and others, take our cleaning businesses to the next level.

GENERATE SALES LEADS

One common challenge that many cleaning companies face is generating enough leads for their sales team. Do you ever feel like your sales team is great at closing deals, but struggles to generate enough leads? You're not alone.

While having strong closers is important, you need to focus on developing a lead generation and follow-up system. The most profitable companies and successful sales reps in the industry know how to sell to people who may not be actively looking for cleaning services or aren't ready to buy yet. This

is where having a consistent follow-up system comes in. As the saying goes – "what gets measured gets done" – so you should always track the number of follow-ups.

Although business to business (B2B) sales often require multiple follow-ups, the National Sales Association reported that 50 per cent of reps give up after the first follow-up and 89 per cent after the fourth. By implementing an effective lead nurturing strategy, such as email sequences or SMS text campaigns, you can increase the number of sales-ready leads and save money on marketing efforts

that don't bring the desired results.

Be sure to track your sales efforts. By understanding your performance metrics, such as the number of appointments set, proposals sent, and calls made, you can identify what's working and what's not. You'll also be able to focus on the most successful lead generation methods. Remember, what gets measured gets done. By consistently tracking your progress, you'll be able to improve and reach your goals for your cleaning business.

SET REALISTIC GOALS

Setting clear, realistic goals is also critical for business success. Weekly, monthly, quarterly and annual goals will help you focus and measure progress. The most successful cleaning companies set goals for appointments made, sales completed, customer retention, client satisfaction, calls made, marketing leads generated, Google reviews and cost per appointment.

When considering whether a goal is

continued on page 14 »



Canada Revises Hazardous Products Regulations

Chemicals in Bulk (IBC Code).²⁷ Health Canada revisions to Section 9 are noted in *Table One*.

Comments. It is interesting to note that Health Canada has issued its revisions to the HPR prior to OSHA finalizing its anticipated amendments to OSHA HCS 2012. According to the fall 2022 Regulatory Agenda, released on January 4, 2023, OSHA intends to publish its final rule in March 2023. OSHA had implied it was close to completing the final rule but has yet to publish it in the Federal Register. If OSHA adheres to its announced schedule, it is highly unlikely the timing of its implementation will be synchronized with that of the revised Canadian HPR because of the inherent differences in the two nations' respective regulatory processes.

Additional Information. A detailed summary of the revised HPR available by clicking [here](#). A copy of the Canada Gazette notice announcing the revised HPR is located [here](#). 🍁

– *ISSA Director of Legislative Affairs Bill Balek has more than 25 years of experience working with various legislative and regulatory organizations that create rules that have a direct impact on the cleaning products industry, including antimicrobial pesticide registration, hazardous material transportation, safety and health regulations, and general environmental laws.*



Take Your Cleaning Business to the Next Level

« continued from page 13

realistic, keep in mind that you shouldn't expect to grow 50 per cent if you've never grown that much before. You also shouldn't plan for substantial growth if you're not able to invest more money in your company for this goal.

REACH YOUR AUDIENCE

Having a clear, consistent marketing plan is also crucial. A well-diversified marketing plan can help you reach a wider audience. Utilizing a customer relationship management (CRM) system allows you to organize and manage information on the customers and prospects that make up your audience, making it easier to follow-up and track interactions. A study by Nucleus Research revealed companies that implemented a CRM system saw a 41 per cent increase in sales, while a study by Salesforce found that companies using CRM had 29 per cent higher sales productivity compared to those that did not.

Investing in a CRM system can help you improve customer retention, streamline your sales process, and make your sales team more productive. If you are not familiar with CRM, you can track your sales in a spreadsheet until it becomes too complicated and then transition to a more sophisticated CRM tool.

AVOID GROWING PAINS

To grow your company, you will have

to make tough decisions. What got you to where you are today is not going to get you where you want to be tomorrow. You need to have the right team members in the right positions.

Hiring, training and onboarding new employees takes time and money, so it's important to have systems in place to ensure you have the right people on-board. Just as a good team will help you push your business forward, a bad one will put you out of business. If you've been in business for a long time and are struggling to grow, it may be time to re-evaluate your team.

Remember, your business is a reflection of yourself, so if you want your business to succeed, it's essential that you lead by example and hold yourself to high standards. Show up on time, set the bar high, and constantly strive to improve. Your team and clients will take notice and follow suit. 🍁

– *Samuel Klein is the CEO of Cleaning in Motion, a marketing agency that specializes in helping commercial cleaning companies succeed online. He has written a book – “No Leads Left Behind” – which is a guide to sales and marketing tactics for commercial cleaning businesses. He also hosts a podcast – “The Cleaning in Motion Show” – where he shares his knowledge and insights.*

SOURCE: Cleaning Maintenance Management Magazine (CMM)

Imperial Dade Canada Acquires Three Canadian Distributors

« continued from page 9

According to Nick Shaw, CEO of Action Paper & Packaging, “Imperial Dade is a market leader with a strong culture and differentiated service quality, and we are excited to join their family.”

“Under the leadership of Bob, Jason, and Stephane, we believe this partnership will strengthen our customer and supplier relationships,” he said.

Servicorp Industrial Supplies Inc. was founded by Lorne Silcoff and Ken Webber in 1986. Over the past 36 years, the company has developed a reputation of providing outstanding customer service, and has maintained a diverse base of customer relationships due to its product expertise and breadth.

“The legacy we have built here at Servicorp over the past 36 years will provide a great foundation for growth for Imperial Dade in Montreal,” said Servicorp co-Presidents, Silcoff and Webber. “We are excited about the future of Servicorp under the leadership of Imperial Dade. As well, we wish to acknowledge, with gratitude, the loyal support of our customers and our Servicorp family.”


“Servicorp’s reputation in the industry and exceptional customer service make it a great addition to the Imperial Dade platform,” Lapointe said. “We are excited to partner with Lorne, Ken and the entire

Servicorp team as we continue to grow throughout Canada, and provide our customers an unparalleled service offering.”

Founded in 1989, Solutions Sherby has established an outstanding reputation in Granby, Magog and Trois-Rivières, QC. In 2004, Denis Forand joined and further strengthened the company with his leadership and expertise. Solutions Sherby’s industry knowledge and expertise has contributed to its continued growth, focusing on its core offering of product solutions across janitorial sanitation, industrial packaging, and health and safety.

“On behalf of the Solutions Sherby team, we are thrilled to be joining the Imperial Dade platform,” Forand said. “Their distinct value proposition and expansive relationships throughout the industry will help us better serve our customers and support our continued growth.”

“Solutions Sherby’s commitment to providing superior customer experiences will support our growth initiatives throughout Canada,” Lapointe said. “I am excited to work with Denis and his team to bring the best products and services to our customers and further expand our reach in Québec.”

For more information, visit the [Imperial Dade Canada website](#). 

CALENDAR OF EVENTS

March 28: **ISSA Hygieia Network Canada Region Cupcakes, Cocktails & Conversations Meet and Greet**, GT French facility, Hamilton, ON, 5 to 6 p.m. (Eastern). [Click here](#) for more information.

April 26: **ISSA Canada Coffee Talk Forum**, Virtual Event featuring the new ISSA Canada Distributor Council. Noon to 1 p.m. (Eastern) [Click here](#) for more information.

May 17 & 18: **ISSA CIMS Certification Expert (C.C.E.) Workshop**, Virtual Event, 11 a.m. to 1 p.m. (Eastern) each day. [Click here](#) for more information.

June 14-15: **ISSA Show Canada 2023**, Metro Toronto Convention Centre, Toronto, ON. [Click here](#) for more information.

June 14: **CMI Accredited Auditing Professional Certification Workshop**, (held in conjunction with ISSA Show Canada). Metro Toronto Convention Centre, Toronto, ON. [Click here](#) for more information.


June 14-15: **CMI Custodial Technician Certification Workshop**, (held in conjunction with ISSA Show Canada). Metro Toronto Convention Centre, Toronto, ON. [Click here](#) for more information.

August 1, 8, 15 & 22: **CMI Train the Trainer Certification Workshop**, Virtual Event, Noon to 3 p.m. (Eastern) each day. [Click here](#) for more information.

« continued from page 12

100 Years of ISSA & Still Moving Forward

down this fortuitous path for the next century and beyond.

As we commemorate our 100th year, let’s make 2023 itself a year to remember. I look forward to celebrating with you when we’re together at ISSA Show North America 2023 taking place at Mandalay Bay in Las Vegas, November 13-16. We’re going to host a party for the ages, and I can’t wait to see you there! 

— John Barrett,
ISSA Executive Director


SOURCE: ISSA Today

The New ISSA Hygieia Network Career Academy

The ISSA Hygieia Network, an ISSA Charities™ signature program dedicated to the advancement and retention of women in the cleaning industry, has launched a new platform of career resources. The [ISSA Hygieia Network Career Academy](#) is a new online learning portal that provides industry professionals with access to webinars, virtual conferences and career programs designed to help them succeed in their career — all in one place.

Named after the Greek goddess of cleaning and hygiene, the Hygieia Network is an ISSA Charities non-profit organization dedicated to

the advancement and retention of women in the cleaning industry.

The ISSA Hygieia Network Career Academy provides webinars to gain the confidence and skills needed to attain, keep, and grow in your career; virtual conferences led by industry professionals to learn about advancing leadership and building diverse teams; and the DePaul University Career Edge Certificate program, an on-demand, self-paced, three-module program focused on career planning and strategy. View all available courses [here](#). To join the ISSA Hygieia Network visit [hygieianetwork.org/join](#). 



ISSA SHOW
CANADA 2023

Be part of the new era of innovative
cleaning products and services
designed to keep our facilities healthy

CLEAN
A New Way Of Thinking

JUNE 14-15, 2023
Metro Toronto Convention Centre, Hall A & B



Proudly owned and operated by:

ISSA

MediaEdge