

FALL 2018

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NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER



OCTOBER 29 - NOVEMBER 1, 2018 • DALLAS, TX

By JOAN WEIS

360° of GREAT!

The most important week in the cleaning industry is almost upon us. It's a time when deals are closed, innovation is showcased, thousands of handshakes are made and lasting connections are forged. It's the biggest trade show in the industry – ISSA Show North America 2018 – and this year, it's more attendee-focused than ever.

ISSA, the worldwide cleaning industry association, is thrilled to deliver a spectacular opportunity to meet with the entire cleaning industry supply chain face-to-face during one action-packed week. So put on a comfortable pair of shoes and get your best pitch ready for the 2018 edition of the

ISSA Show North America – October 29 to November 1 – at the Kay Bailey Hutchison Convention Centre in Dallas, TX.

360 DEGREES OF IMMERSION

The ISSA Show is the gathering place for more than 750 exhibitors and an estimated 16,000 cleaning industry professionals from all over the world. Immerse yourself in a week of education, innovation and networking. Face-to-face is the best way to do business even – or especially – in this technical age.

NEW & EXCITING

This year ISSA is taking its cleaning

exposition to Dallas, TX. It's been 20 years since the last ISSA Show was there and it couldn't be more exciting. So much has changed in the city in the last two decades – from the skyline, to the restaurant and night life scene, to the general ambiance of the city centre. The shining jewel of the Lone Star State has undergone a complete urban renaissance, and locals and visitors alike agree that it shows.

Visitors can experience refreshingly contemporary dining in the vibrant restaurant scene, explore diverse neighbourhoods, and take in the modernized culture of this cosmopolitan metropolis.

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Introducing ISSA Next Gen

The ISSA's Young Executive Society program gets a makeover

ISSA, the worldwide cleaning industry association, is pleased to announce the launch of ISSA Next Gen, a program that will replace the existing ISSA Young Executive Society (YES). With the goal of improving ISSA member benefits and increasing the participation of young professionals in the association as well as the industry, ISSA Next Gen is open to all ISSA member company employees under the age of 40. Additionally, the program also offers opportunities for participation to those over the age of 40.

"ISSA and the ISSA Next Gen committee members are excited to offer this revamped and much-needed program," says ISSA Marketing Director Priya Ponnuswamy, staff liaison for ISSA Next Gen. "The new program will not only be more inclusive, but it will also partner closely with ISSA Charities and have a greater impact on our industry and the community."

The new ISSA Next Gen program has a clear-cut vision and strategy for all young industry professionals.

- Two distinct tracks:

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contractor's corner

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360° of GREAT!

But the location isn't the only change for the ISSA Show. Since the association is constantly working hard to enhance its participants' experiences, this year's convention features a slew of new additions.

NETWORKING

A new attendee experience is this year's Party for a Purpose – THE place to be on Monday, October 29 from 4 to 7 p.m. While Topgolf Dallas is the venue, no previous golf skills or experience are necessary. Topgolf is a fun, social gathering place where you can hit balls into targets or just mingle, eat and drink with your peers. In addition to having a great time, you will also be helping a great cause as all the proceeds go towards supporting the ISSA Charities.

And the party doesn't stop there.

This year, ISSA and its divisions have teamed up to create a combined welcome event – the Team ISSA Welcome Reception hosted by ARCSI, IEHA and ISSA Canada. Being held Monday, October 29 from 7:30 to 10:30 p.m., attendees can meet, or get re-acquainted with, colleagues from all over the world while enjoying complimentary snacks and beverages during this friendly networking extravaganza. Not only is the event open to all ISSA Canada members and their guests, members from the Association of Residential Cleaning Services International (ARCSI) and the International Executive Housekeepers Association (IEHA) will also be in attendance, resulting in an outstanding opportunity to meet some major industry players. Sign up to attend at www.issa.com/show-attractions.

On Wednesday, October 31, from 5:30 to 7:30 p.m., the city will close off the street right outside the restaurants of the Omni Hotel for a lively ISSA Backlot Bash block party. Guests will enjoy food and drink, live music and even a visit from the Dallas Cowboys cheerleaders – all while soaking in the warmth of a fall evening in Texas.

EDUCATION

ISSA has arranged dozens of seminars, workshops and certification courses starting Monday and running through the entire week. This year, ISSA has sched-

uled nearly 100 sessions including several new topics and formats. This is approximately 20 per cent more than last year's educational offering.

The Lunch and Learn: State of the Industry Panel, sponsored by Essendant, on Monday, October 29 – 11:45 a.m. to 1 p.m. – will feature a spirited discussion spanning all segments of the industry.

For the first time, the International Facility Management Association (IFMA) is sponsoring three-sessions in the ISSA Education Theatre track that in-house service providers and building service contractors won't want to miss.

Also making a debut is the National Organization of Remediators and Mold Inspectors (NORMI), which is hosting a mold workshop. And, you will want to stay through ThurSTAY for the Cleaning Industry Management Standard (CIMS) and Cleaning Management Institute (CMI) awards ceremony. Join us as we honour companies and individuals who have demonstrated their commitment to growing professionalism and maintaining high standards of operational efficiency. The line-up also includes the educational offerings of our new ISSA divisions, ARCSI and IEHA, as well as our co-location partner the Building Service Contractors Association International (BSCAI).

Visit www.issa.com/show for a full listing of all the educational programs available.

SHOW FLOOR

To those who say there is nothing new in the industry, ISSA says, "Don't be ridiculous!" This year's trade show floor is the place to see over 750 exhibitors showcasing the latest and most innovative products and services.

Also this year, in addition to the popular Residential Pavilion, International Pavilion and the First-Time Exhibitors Pavilion – which feature more than 75 manufacturers – ISSA has added a Pressure-Washing Pavilion for this niche market, as well as a Start-up Pavilion for those with new and stimulating ideas. With so much to see and do, don't forget to take a break and enjoy a cold beverage at the ISSA Sports Bar, sponsored by Spartan Chemical Co. – Booth 6231.

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THE GOLDEN TICKET

ISSA has refined the All-Access Pass to include nearly every experience on the schedule, from the ISSA Team Welcome Reception to the full education and networking events package to the ISSA Backlot Bash. This is not only the best value, but it is the only way to experience ISSA Show North America 2018 in its fully glory. Register for the All-Access Pass today at www.issa.com/show.

COWBOYS' STADIUM

How would you like a VIP tour of AT&T Stadium, home of the NFL's Dallas Cowboys? A shuttle will bring you to the stadium for this special tour, where you can see behind the scenes of America's team. The tour includes the field, luxury suites, press box, locker room, post-game interview room and more! This is just one more reason to stay through ThurSTAY!

TRIED & TRUE

Even though there is a lot that's new, some concepts are too useful and popular to change. ISSA has announced a few "back-by-popular-demand" features that will be returning to this year's show.

MY SHOW PLANNER

ISSA understands that with so many exciting and informative exhibits and activities, the show can be a bit overwhelming. So the association has brought back "My Show Planner" to ensure attendees get as much value from the convention as possible. It's easier than ever to plan your show experience prior to arriving in

Dallas. Visit www.issa.com/myshow-planner for more information.

MOBILE APP

Also returning this year is the ISSA Show Mobile App, sponsored by R3 Reliable Redistribution Resource. Once you've created your schedule in My Show Planner, you can access it from your smart device. Simply download the ISSA Show Mobile App – now available at the Google Play Store or Apple App Store – and you can carry your schedule with you at all times. The app also includes the ISSA Show Official Exhibit Directory digital edition, all of which can be accessed directly from the trade show floor.

INNOVATION AWARDS

The ISSA Innovation Award program – which showcases the latest and potentially business-altering new products, services and technology – will also be part of this year's activities. Following the success of last year's program, bringing this aspect back was a must.

Check out the innovations in the spotlight and vote on-line at www.issa.com/show. Winners will be announced at the ISSA Team Welcome Reception.

SHOW FLOOR TOURS

Previous first-time attendees have reported that the show floor tours were helpful, so these are also returning this year. Tuesday, October 30, ISSA invites new attendees to a personal orientation – available in English or Spanish – along with guided tours before the show floor

opens. In the evening, first-time-attendees can participate in a lively roundtable discussion with colleagues about the latest industry issues and developments.

KEYNOTES

In addition to our informative workshop speakers and trainers, ISSA has scheduled one spotlight and two mesmerizing keynote speakers. Kick-off your week on the morning of Monday, October 29, with the inspirational David Goggins, a retired U.S. Navy SEAL and Guinness World Record holder.

On Wednesday, October 31 at 9 a.m., best-selling author and former publisher of SUCCESS magazine, Darren Hardy, joins attendees on the show floor with "Igniting the Compound Effect: How to Jump-Start Your Income, Your Life and Your Success."

And, of course, you won't want to miss the *pièce de résistance*: former U.S. President George W. Bush engaging in an insightful fireside chat with ISSA Executive Director John Barrett. Book your travel for Friday, or you'll miss this once-in-a-lifetime opportunity. See the full line-up of keynote addresses at www.issa.com/show.

With over 9200 members spanning all sectors of the industry, the ISSA is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment and an improved bottom line. You can't afford to miss the trade exposition of the year. For more information, or to register and book travel/hotel accommodations, visit www.issa.com/show.



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Introducing ISSA Next Gen

- ISSA Young Emerging Leaders for young professionals looking to move up to the next level in their careers.

- ISSA Young Executive Development for young professionals who are already in executive roles, looking to round out their leadership skills.

- **Inclusivity:** This new program will be open to all ISSA members and their employees. There will be no separate fee required to be a part of the ISSA Next Gen community effective 2019.

- **Partnership with ISSA Charities:** A big part of ISSA Next Gen's push will be to support ISSA Charities' initiatives including:

- o *Cleaning for a Reason* which provides free home cleaning services to households with a cancer diagnosis;

- o *ISSA Scholars* which offers scholarships and internship opportunities to employees and family members of ISSA member firms;

- o *Hygieia Network* which empowers women in the cleaning industry through mentorship and leadership training.

- **ISSA Next Gen Mentors:** Creating opportunities for industry professionals over the age of 40 to engage, and share their wisdom and experience with young professionals in the ISSA Next Gen program.

Popular past programs – such as the YES Professional Development Workshop, in-person educational sessions and webinars, as well as complimentary networking events – are being continued under the ISSA Next Gen brand.

For more information about ISSA Next Gen program, please visit www.issa.com/nexigen.



ISSA Canada is extremely excited to be partnering with the Association of Residential Cleaning Services International (ARCSI) and the International Executive Housekeepers Association (IEHA) to host the brand new Team ISSA Welcome Reception on October 29 at the Dallas Fairmont from 7:30 to 10:30 p.m.



Meet, or get acquainted with, colleagues from all over the world while you enjoy complimentary snacks and beverages during this friendly networking extravaganza. Not only is the event open to all ISSA Canada members, ARCSI and IEHA members will also

be in attendance, resulting in an outstanding networking opportunity and a chance to meet some major industry players.

ISSA Canada would like to “Thank” the following members for their generous sponsorships:

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By MIKE SAWCHUK



More Than MOPS

Before World War II, Americans were more likely to rent their homes than own them. But that changed after the war. Special programs were instituted to encourage home ownership, especially for veterans. By 1960, 15 years after the war ended, more than 60 per cent of North Americans were homeowners; and this percentage rose steadily until 2007.

But with the great recession of 2008, home ownership took a downward spiral that has accelerated over the past decade, especially among millennials. Why are millennials not buying houses? After all, the economy has picked up considerably in the past few years and business owners in specific sectors are going begging.

The reasons have little to do with the economy. It's all about the situation many of today's millennials find themselves in. Addressing this situation may be one way the janitor industry can attract younger people to the industry.

Many millennials owe anywhere from \$40,000 (USD) to over \$200,000 in student loans.

"Rising costs, student loans and salaries for entry-level jobs are all barriers to home ownership (for college graduates); this has led to a substantial drop in home-

ownership among those 35 and younger – from 43.6 per cent in 2007 to 35.9 per cent today," according to ReputationPartners.com's July 26, 2018, "Home Trend" report. Because of this, some employers are offering better starting salaries but many are also helping millennials pay down their student loan debt.

"The hope is that by offering to help this demographic pay off their [student] loans, companies can have a leg up in the recruiting process," wrote Jillian Berman in MarketWatch.

Admittedly, only the larger organizations in the professional cleaning industry will likely be able to provide this benefit on any type of grand scale. But on a smaller scale, providing some assistance is possible. Many organizations are offering to contribute about \$1200 annually for up to six years if a young person joins their team during that six-year period. ISSA member companies can encourage employees and their families to apply for one of the more than 40 scholarships offered annually through the ISSA Charities – a perk of ISSA Membership.

Does this mean helping pay down their student loan debt is all we need to do to get young workers to join the janitor fold? Unfortunately, no. There is

more to it than that.

CONNECTING THE DOTS

Millennials are cleaning fanatics, according to HFM (March 2016), a publication that focuses on the houseware industry. The publication reported 56 per cent of millennials obtained an upright vacuum between one and four years ago, and 24 per cent of them vacuum every day. The study makes it sound as if the next step for millennials might be pounding on the doors at vacuum manufacturers' offices, looking for employment. Unfortunately, this is not the case. At best, their interest in cleanliness and vacuuming is a tenuous connection to our industry's offerings, and certainly is not translating into them seeking janitor jobs.

So if cleanliness doesn't cut it, what are young workers interested in which could convince them to investigate employment in the cleaning industry? One answer is technology, but maybe not for the reasons we assume.

Millennials are interested in the tech industry. This has been verified for a few years now, including by LinkedIn InMail data, which reports millennials receive more InMail from recruiters in the high-

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Hallmark Housekeeping Services Inc.

Successfully Completes CMI Supervisor Boot Camp

An on-site CMI Supervisor Boot Camp was held August 16 and 17, 2018 at a Hallmark Housekeeping Services Inc. staff event in Niagara Falls, ON. Hallmark is a full-service janitorial services provider based in Toronto, ON.

The two-day CMI event focused on developing and honing leadership qualities in seasoned managers.

The supervisor and management professional has never been more important to the success – or failure – of an organization and a healthy indoor environment. With increased regulations and cost-cutting demands of many firms, it has become essential for supervisors and managers to incorporate valuable business skills into their day-to-day activities.

The CMI Supervisor and Management Boot Camp is a two-day course designed to sharpen both technical and soft skills involved in cleaning, maintaining and servicing facilities. This course is designed for both aspiring entry-level workers as well as tenured professionals who are looking to increase their education and learn new techniques.

For more information on the CMI Supervisor and management Boot Camp, please contact Mark Warner at (800) 225-4772 (ext. 1371) or email mark@issa.com.

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More Than Mops

tech sector than any other sector... and they like receiving it. However, while they indeed may be interested in technology itself, there is something else they see in the tech industry that attracts them, and that is a “sense of purpose.” They believe that technology improves peoples’ lives worldwide and these high-tech companies are also capable of developing technologies that will help protect the environment long term, according to the report *Demystifying Millennials* (March 2016). Both of these ideas appeal to young professionals.

HOW JANSAN CAN OFFER A ‘DEEPER PURPOSE’

Now that we have an idea of what young professionals are interested in, how can we leverage this information to convince them of the value of our industry? We can do this by taking the following steps:

Publicize our environmental and health accomplishments. How many young workers are aware that the professional cleaning industry was one of the first major, multi-billion-dollar industries to embrace green and environmental causes, and is an emerging leader in sustainability, health and wellness? Our industry needs to get this information out. We need to let them know the dire circumstances the world and its inhabitants would face without us.

Promote our high-tech. The sanitation industry is high-tech; the problem is, we are the only ones who know it. Robotics, the Internet of Things, self-cleaning surfaces, a variety of software programs, dashboards and apps are now available and used every day by many throughout the industry. We are using this technology to protect the environment and make peoples’ lives better, easier and safer, which as we established above, appeals greatly to younger workers. But, first they must know about it.

Identify industry rock stars. Mark Zuckerberg, Meg Whitman, Jeff Bezos, Bill Gates, even shy Tim Cook of Apple are all rock stars because they inspire young people to get involved with their companies and their industries. Jansan has its own rock stars. Finding ways to

introduce and promote them to younger professionals will attract more talent.

Talk about our giving back. ISSA, through its ISSA Charities, along with many ISSA members and other jansan organizations have programs designed to help others and give back to their communities. Yet ours is a very humble industry and for that reason, many of these good deeds receive modest attention if any at all. As an industry, we need to show the good we are doing to help others and our communities.

Expand on the possibilities. One of the big attractions millennials see in the tech industry is that there are entrepreneurial welcome mats on every corner. From its start, the tech industry has embraced entrepreneurs with new ideas and innovations. And to turn these dreams into reality, financial backing has traditionally been plentiful. While those same financial resources may not be available in the professional cleaning industry, we still have lots of welcome mats. We need to make sure young job seekers know that entrepreneurship is alive and strong in our industry, and that the possibilities for success and innovation abound.

THE TAKEAWAY

We could cover many more points, but here is my key takeaway. Instead of trying to understand younger generations as so many in our industry say they are attempting to do, we have to turn things around and help them better understand us. We need to show them what our industry has and will accomplish, its value, and the abundance of opportunities it provides.

We are certainly not just about mops. In fact, mops and mopping have very little to do with today’s jansan industry. We serve a vital, life-essential purpose and it’s time younger people – in fact, everyone – knows it.

– Mike Sawchuk is a jansan industry consultant who assists owners and business leaders to drive growth in sales and profits. He can be reached through his company website at sawchukconsulting.com.

– Reprinted from the Preconvention 2018 issue of ISSA Today



How

Communication & Training Builds Housekeeping Professionals

There is a stereotype that people who clean commercial buildings are untrained, unprofessional and uneducated. We in the cleaning industry know this stereotype is far from true. Everyday housekeeping professionals demonstrate how communication and training builds professionals in the cleaning industry.

The teams that clean public buildings, from stadiums and hospitals to department stores and casinos, are educated, trained, professional and organized. These high-performance teams are built through effective communication. The heart and foundation of this effective communication is the simple truth that “housekeeping is the heartbeat of any facility.”

Proof of this was found in a newspaper article about a large airport in Europe

where the janitors went on strike for a week. There was a photograph of trash cans overflowing with wrappers, diapers, cups, food items and more. Passengers were walking through trash on concourses all the way out to the front curb of the airport. Not only was this visually unappealing, it was a severe health and safety hazard.

This mess shows that neglecting housekeeping or neglecting your heart – to follow the metaphor – makes a facility, or a human body, sick. Facility management – and the team responsible for the facility management work – are both invaluable. Therefore, for the team to be successful, it must work together, develop exceptional chemistry, and be led in an effective manner. How is this accomplished? Simple – by communication. What is communication? It is finding a

connection to those you are leading.

As the leader and primary communicator to your team, you are responsible for communicating to each new applicant and member the vision of the department, the mission of team members and the part they play in accomplishing the goal of the day.

WHO DOES THAT!

Peter Drucker, the famed management expert, was asked, “What is the most important thing in an organization?” Mark Miller, a corporate executive for Click-fil-a, was sitting in the audience that day when Drucker answered the question with the statement: “Who does what?”

Fast forward to a management development conference 10 years later in Miami, FL. Miller relayed Drucker’s answer,

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IEHA Introduces New Professional Certification

IEHA, a Division of ISSA – the worldwide cleaning industry association, proudly announces the launch of its new Sustainability Professional (SP) credential to assist IEHA / ISSA members in defining and validating their roles as sustainability practitioners.

“In analysing how best to assist our constituents, we determined there is a need for sustainability credentialing to help members stand out,” said IEHA Executive Director Michael Patterson. “As the concept goes mainstream, certified members can drive internal sustainability programs and integrate with corporate sustainability management systems.”

SP certification includes three modules, including:

(1) **The Sustainability Advantage** explains why sustainability is the right thing to do and why it is important to environmental services executives and their employers from an environmental, personal, career and business perspective.

(2) **Making a Business Case for Sustainability** shows how to establish the return on investment (ROI) of sustainability in health care facilities, thus providing a fiduciary incentive to go green by protecting the business interests of IEHA-member employers. This module includes action strategies to assist with early ROI.

(3) **Selling Sustainability to Stakeholders** provides examples of persuasive language, charts and graphics to convince stakeholders (both upper management and line workers) of great value of sustainability initiatives within the environmental services department.

For the convenience of attendees, this one-day workshop can be taken online or in the classroom. IEHA will conduct the inaugural class in November, with additional opportunities scheduled for 2019. Recertification as a Sustainability Professional is required every two years, on the even year.

To enroll or for more information, visit www.ieha.org.

How Communication & Training Builds Housekeeping Professionals

adding that job descriptions are essential to the foundation of any housekeeping operation.

HOW DO THEY DO IT?

Each housekeeping department must follow a training program designed to communicate step-by-step how to properly complete each task for a specific assignment. This all begins with communicating to the team that there is an order of tasks – called a standard – which dictates how we do everything.

An example of a standard could be cleaning before disinfecting facility bathrooms twice a day. Another common standard is to sweep before mopping. While these examples are basic, they illustrate the general concept of a standard. These standards are written and approved by the corporation.

Proper training consists of hands-on demonstrations, for instance, how to correctly arrange an ice bucket and glasses on an amenity tray in a guest’s hotel room. However, the training is not limited solely to elements of the company’s brand; it must also include training on new cleaning equipment, chemicals, products and techniques. With technology and innovations constantly changing within the housekeeping industry, continual learning is also part of the ongoing training. New inventions and products can and should change, develop and affect a company’s standards.

WHY DO WE DO WHAT WE DO?

As the world learns about more germs, infections and how humans are impacted by outbreaks – be it on a cruise ship, hospital, classroom or hotel – businesses have a greater responsibility to keep their customers safe through proper cleaning. Whether this safety comes by replacing linens, mopping a floor, disposing of trash, or simply making the area organized and orderly, housekeeping is a major component in the concept of “cleaning for health.” Housekeeping teams are on the front line in controlling the transfer of germs from one touch

point to another and from one room to another. Limiting the spread of germs keeps guests and the public safe.

WHEN DO WE COMMUNICATE?

Everyday, begin with a pre-shift session featuring a demonstration or review of your company’s standards, an opportunity for discussion, and an introduction of new procedures or changes. By keeping the learning “alive,” you build knowledge, which in turn builds confidence, and confidence builds professionalism. Continuous training and development of your employees and team ensures that they are improving daily and that your business is improving daily, since your team is at the heart of the business.

At the end of each shift, conduct a post-shift meeting, or debriefing, about the work accomplished that day. The purpose of this debriefing is to address any issues, discuss what’s happening tomorrow, and to generally make sure everyone is on the same page. At this debriefing, find something among your team members to celebrate, compliment or recognize. This positive reinforcement will breed good habits.

Training is the foundation of any housekeeping operation. Training must come early in your team’s career and be ongoing. Training opportunities include:

- Initial training for a new team member during the orientation process;
- Individual team member training which can be completed one-on-one;
- Entire team mandatory training for the implementation of a new standard, product or procedure; and,
- Training to review procedures.

If you are a leader who strives for excellence, educate your team members. Energize them by bringing creativeness and enthusiasm to your communication, and teach for the purpose of empowering the team. It is a leaders’ task to build communication – confidence and professionalism will follow.

– Reprinted from the August 1, 2018 edition of CMM Online.

Defining the Three Phases of Connected Cleaning

By TORBEN LUND ANDERSON



As the Internet of Things (IoT) comes to life to power smart buildings, the professional cleaning industry has begun to integrate IoT into its cleaning solutions, enabling “connected cleaning.” Right now, the IoT enables technologies like sensors and software to talk to a variety of connected devices. Increased connectivity amongst the devices and systems we use has allowed lighting and heating systems to automatically turn on and off in buildings while water pipelines are able to tell utility companies where a leak is originating.

With the birth of connected cleaning, we will, over the coming years, see various pieces of cleaning equipment that communicate with each other and with other systems in a building, adapt cleaning schedules to the weather, send performance reports in real time, and notify us when – or even before – maintenance is needed.

While connected cleaning is still in its early stages, companies are eager to embrace the technology and begin implementing it in the next few years to solve various challenges they face. In the recent Global Trend Study conducted by Nilfisk, one-third of the participants named “connected cleaning” as one of the dominating industry trends for 2018. As connected cleaning begins to sweep through the industry, you can expect to see three main phases of its evolution, from simple monitoring that generates data, to cleaning as a service and, ultimately, autonomous cleaning through integrated systems.

Connected Cleaning Today: Intelligent Fleet Management

Until a few years ago, if you wanted information on how your cleaning staff and the machines they used were performing, you had to get that information manually – from each machine, each team and each location. Today that has changed.

With connectivity, there is far more

visibility and control over cleaning assets. Giving you access to every machine, connectivity allows you to monitor your cleaning fleet and get accurate data on whether the machine is operating, who is operating it, the location of each machine, and the amount of time each machine has been used.

While all this data can be used to optimize your cleaning program, data in and of itself is not enough. The industry needs to demonstrate to customers how all the data can be used to create value and deliver better business results.

Connected Cleaning Tomorrow: From Units to Uptime

Cleaning services are in many cases viewed as a necessary cost. IoT can change that. By helping customers build a data-based relationship with the end user, we can facilitate a shift – where these services are acknowledged as a value provider.

Connectivity will allow you to monitor machines remotely. Based on the data sent to a hub, the equipment supplier will be able to track performance and spot any changes. If, for example, an autonomous machine suddenly stops working, the supplier will be able to restart it remotely without inconveniencing the end customer.

Data from the machines will also allow for predictive maintenance. The supplier will be able to check the condition of the equipment, anticipate failures and predict which parts need changing. For example, the data will tell the supplier that a battery in a machine needs to be replaced within 14 days. Once again, this can be done without involving the end customer and without any downtime.

The combination of remote monitoring and predictive maintenance will change the cleaning industry’s current business models. With total cost of ownership emerging as a key differentiator, customers will be buying cleaning uptime rather than a fixed number of units.

The Future of Autonomous Cleaning Through Integrated System

Over the next decade, we will move toward a digital ecosystem driven by a mega-network of connected devices, systems and cognitive computing. Smart buildings are the most visible example of this network where systems for lighting, heating and ventilation use sensors to adjust their settings and performance depending on the number of users in the building. In the future, connected cleaning will be one of these systems, along with security systems and mobility systems like elevators and escalators.

Buildings will continue to become smarter and facility management will follow suit by becoming more advanced. The various systems will work together, combine their data, and use the data to make our workplaces and homes more efficient and comfortable. The systems will anticipate our needs by scanning the environment around us, exchanging data and sending instructions on the activities that need to be performed. It will also be possible to access these systems remotely.

For the cleaning industry, these developments will pave the way for an autonomous and seamless cleaning operation – with machines that know when, where and how much to clean. They will gather and combine data from various sensor points in the building – such as electrical systems and weather applications – to predict and adjust the level and frequency of cleaning. The benefits will be more efficient operations, lower costs and a more personalized environment.

There is no doubt that connected cleaning – driven by IoT – will be a game changer for the cleaning industry and customers alike.

—Torben Lund Andersen is senior vice president, connect autonomous solutions, at Nilfisk. He works to revolutionize the cleaning industry by transforming traditional cleaning equipment into autonomous cleaning solutions.

– Reprinted from the September 28, 2018 edition of CMM Online

A woman with long brown hair is smiling broadly and talking to a man with glasses and a beard. They are in a crowded setting, likely a trade show. A large green circle is overlaid on the top left, and a large white circle is overlaid on the bottom right.

360° of Streamlined Solutions

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