



Building Service Contractor (BSC) Council

“Changing the Way the World Views Cleaning”

ISSA Canada's Building Service Contractor (BSC) Council was formed in October 2017 in an effort to strengthen the line of communication between the association and the BSC sector.

The purpose of this Council is to provide input and consultation to ISSA Canada in order to improve the value of the association to building service contractors.

Comprised of 11 representatives from leading BSC companies across Canada, the Council meets quarterly to discuss matters which are top-of-mind with the sector as well as learn of new educational opportunities and certification programming being offered by ISSA, the worldwide cleaning industry association.

Meet the ISSA Canada BSC Council Members...

Gavin Bajin

ServiceMaster of Canada

Gavin Bajin joined ServiceMaster of Canada in 2010, taking the role of Business Leader, Commercial Services. His personal values resonated in the organizational values and he enjoyed the opportunity to apply his skills to help grow the franchise network through leadership, business influence and innovation.

After completing his Mechanical Engineering degree, Gavin worked for a hydrogen generator manufacturer and subsequently, Xerox, where he honed his skills in process improvement and productivity. He then moved to the construction services industry in 2003 where he joined Stephenson's Rental Services, and was responsible for creating business processes and sales efforts to help streamline a business unit. He successfully helped grow the business unit by 300 per cent over seven years and reduced quality control incidences by 50 per cent.

In 2012, Gavin assumed the role of the National Director, Canada, of the ServiceMaster Clean brand. His team leads 70 entrepreneurial franchise owners by creating innovative programs to drive business growth.



manager at Impact Cleaning Services Ltd. With a demonstrated history of working in the facility services industry, he is highly skilled in commercial cleaning, sustainability practices and project planning. Boutsalis is focused on the next generation of cleaning through innovation, health and safety, and a more connected and engaged workforce.



David Clementino

Hallmark Housekeeping Services Inc.



David Clementino has been with Hallmark Housekeeping Services Inc. for 16 years and is very adept with the operations aspect of the janitorial industry. In 2009, he was responsible for the successful design and implementation of Hallmark's exclusive purchasing software. Clementino currently oversees the company's procurement process while controlling all purchasing budgets and working closely with vendors. He has been an active ISSA member and certified CIMS-GB Expert since 2012. Through ISSA trade shows and educational programs, Clementino continues to innovate the company's cleaning operations and green cleaning policies.

Russell Hay

Scandinavian Building Services

Russell Hay was born and raised in the janitorial industry, honing his skills alongside his father in every area of the business. Bringing more than 15 years' experience and a commitment to best practices, Hay passionately leads the janitorial service industry with innovation and customer service excellence, serving as Scandinavian's president. With an unmatched work ethic, Hay has set his sights on rapidly growing the business across North America, while ensuring client expectations are consistently met and exceeded. When not at the helm of Scandinavian, Hay spends his downtime with his beautiful wife and young family, and is an avid sports fan both as player and spectator.



Ken Hilder

ISSA Canada BSC Council Chair

After more than 25 years in the sanitation industry working in both the manufacturing and distribution sectors for Kimberly-Clark, Swish Maintenance Ltd. and ISO National Cleaning Solutions in a number of senior marketing and sales roles, Hilder retired in 2016. Shortly thereafter, he formed Cold-



Yiannis Boutsalis

Impact Cleaning Services Ltd.

Yiannis Boutsalis is the project

stream Marketing. Presently, Hilder provides strategic consulting to ISSA Canada and is the chairperson for ISSA's Building Service Contractor Council.

Dimitri Kourkoutis

J + A Cleaning Solutions Ltd.



Dimitri Kourkoutis is vice president of J+A Cleaning Solutions, a commercial cleaning firm recognized for providing leading

services to organizations within the facilities management field. Kourkoutis is trusted with guiding the overall development and strategy of the organization. Since joining the business in 2011, Kourkoutis has initiated vital programs which have allowed the company to experience sustained growth, culminating in J+A achieving CIMS-GB certification with Honours, along with numerous awards and recognition for service excellence and innovation. Kourkoutis is an avid supporter of the ISSA – the worldwide cleaning industry association.

Michael Kroupa

United Cleaning Services Ltd.

Michael Kroupa joined his father at United Cleaning Services Ltd. in 1989, starting in the Carpet Cleaning Division.



Over the span of nine years, he worked his way through the different service divisions to gain valuable field experience. After taking over the Retail Cleaning Division, Kroupa oversaw the company's expansion into Quebec in 1998. He became the company's executive vice president in 2003 and accepted his current position of chief executive officer in 2015.

Kroupa is dedicated to continuing his father's legacy as the "second generation." His continued commitment in leadership to further develop the United Services Group of companies stems from his father's principles of respect,

ethical business practices, flexibility and innovation.

Philippe Mack

Bee-Clean Building Maintenance

Philippe Mack joined Bee-Clean on a national level in August 2018, and is an accomplished, results-oriented executive with 30 years of



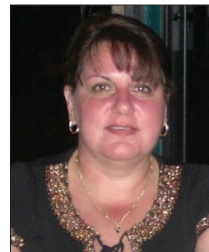
progressive leadership expertise in facilities management, strategic planning and business development both in the Public and Private Sectors.

Philippe is goal-oriented and has an extensive history of exceeding business and client objectives, while ensuring excellence in end-user services. He provides key leadership in category management, the deployment of cutting-edge field technology and the delivery of proven integrated solutions.

A personable executive within the real estate environment, he has the ability to lead, mentor, and negotiate at all levels and build lasting senior client relationships.

Yamire McDowell

The Granite Club



With over 39 years as a veteran of the Building Maintenance and Operations Industry, Yamire McDowell is now a proud part of The Granite Club management team. In 2000, McDowell brought her diverse skills and experiences to The Granite Club. Responsible for the day-to-day operation of the housekeeping department, McDowell works with her team of 47 staff, five supervisors and other contracted services maintaining the over 400,000 sq. ft. sprawling property. Operating with a budget of over \$3 million, the department oversees the laundry facilities that process an average of over 6400 lbs. of linens every day, as well as the locker rooms

which include over 4700 lockers.

Mike Nosko

ISSA Canada Executive Director

Mike Nosko is the executive director of ISSA Canada, a body which was formed when CSSA merged with ISSA in May 2017.



Tony Raposo

GDI Services (Canada) LP



With over 38 years experience within the janitorial industry, managing multi-million-dollar contracts reflecting the many industries within a wide range

of service brands, Tony knows what truly drives conversions within an organization.

Being able to meet client expectations, understanding their needs, being competitive with pricing, introduction to new technology, which in turn leads to cost savings and being able to successfully connect, understand and work closely with a diverse team of clients and employees is what makes Tony a successful executive and solopreneur.

Throughout his career Tony has had the opportunity to hold many positions which have helped him succeed and form him into his current role with GDI. His career started in 1981 in Montreal, and by 1986 he was appointed Team Leader at Sears Canada. In 1987, he was promoted to Site Supervisor at Sunlife Canada followed by District Manager in 1997. In 2006, Tony was promoted to Operations Manager which offered him an opportunity to move to Toronto. By 2008, he was promoted to Vice President of Operations, and in 2012 promoted to Regional Vice President of Operations. By building great relationships with his clients and employees over the years, Tony feels their support and encouragement have formed him into the successful person he is today.



910 Dundas St. W., P.O. Box 10009
Whitby, ON L1P 1P7 CANADA
mail@issa-canada.com | www.issa-canada.com