



The ONE Show for facility solutions in Canada, ISSA Show Canada will be held June 11 to 13, 2019 at the Metro Toronto Convention Centre in Toronto, ON.

“It’s been exciting for me to see this powerful joint venture between ISSA, IFMA and the REMI Network take shape and come to life,” said ISSA Canada Executive Director Mike Nosko. “We’re staging this world-class event in a world-class city, and we’ve worked hard to ensure it embraces the shared goals and priorities of Canada’s

cleaning professionals, as well as real estate development, occupancy, management and maintenance personnel.”

The trade show floor will be comprised of a complete continuum of resources designed for the “built environment.” From sanitary maintenance products to HVAC, office furnishings, electrical and building products to security, financial and IT services and systems, all the pieces of the puzzle will be assembled under one roof and show-

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ISSA Show Canada Strives to Unite the Industry

cased by over 100 exhibitors.

In addition to the trade show, a host of educational sessions and certification workshops are planned to further enhance the attendee experience. Top-notch presenters will reinforce best practices and tackle the most challenging issues including minimum wage adjustments, infection control, strategic business practices and much more.

“Ensuring best practices in cleaning hospitals and other healthcare environments is mission-critical. Obviously, lives are at stake,” Nosko said. “The Canadian Union of Public Employees agrees, and reports that breaking the chain of infection requires well-resourced, well-trained and stable in-house healthcare teams to attack all the links of transmission.”

Toward this goal, three educational sessions will take a deep dive into the theories and practice of infection control and prevention.

The **Infection Control in Healthcare** session will be held on Wednesday, June 12 from 8 to 8:50 a.m. Michael Patterson, executive director of IEHA (a division of ISSA), and Julie Hoeflaak, CSS leader/trainer, Hamilton Health Sciences Centre, and education chair of the Ontario Healthcare Housekeepers Association, will address the disconnect that often occurs between environmental services and infection control departments. Delegates will learn about practices and protocols to reduce risk, as well as how to work collaboratively with colleagues to identify high-touch areas that require more frequent cleaning.

In the **Something is Better Than Nothing: The Evidence in Support of Better Cleaning Process** session – on Wednesday, June 12 from 2:25 to 2:50 p.m. – Mark Heller, president of Hygiene Performance Solutions, explores evidence that demonstrates how effective cleaning processes work in tandem with effective products and equipment to deliver effective outcomes. In today’s healthcare environment, the stakes are getting higher for better cleaning performance. With so many competing priorities for cleaning resources, it’s tempting to compromise on cleaning processes.



Heller will remind delegates that the need to keep patients and residents safe, through effective environmental hygiene, is always paramount.

On June 13, 1 to 1:20 p.m., Patterson and Hoeflaak will once again take centre stage to express the urgency towards sustainability and how it can save the planet, jobs and business. **Sustainability as a Planetary and Business Imperative** session will emphasize the importance of engaging front-line staff when it comes to adopting sustainable practices, which are so important in improving both the hospital and the healthcare environment.

Based on the seven guiding principles of ISSA Cleaning Management Institute’s new Cleaning Change Solutions, a practical and actionable session on June 12 from 9 to 9:50 a.m. analyses common sources of stress in organizations and explores an integrated systems approach to customer satisfaction. **Seven Steps to Shepherd Change in Your Cleaning Culture** will be presented by well-known experts Tim Poskin, president of Cleaning Management Concepts, and Jenean Merkel Perelstein, workplace culture expert.

To help business leaders think more about working on their business versus working in their business, ISSA Show Canada will include a series of educational sessions that exclusively address common management challenges.

On June 12, from 1:20 to 2:10 p.m., **How to Build a High-Performance Sales Organization and Enter the 70**

Per cent Gross Profit Commercial Restoration Market will demonstrate the difference between simply being a salesperson to becoming a true, high-performance sales organization and a game changer for your company. Presented by Tim Miller, president of Business Development Association (BDA) Inc., this session is designed for building service contractors who want to improve sales performance, increase more profitable sales and stop the revolving door of salespeople through their firm.

Miller will once again share his expertise from 3:35 to 3:55 p.m. when he presents **How to Take Advantage of the Millions of Dollars of High Profit Work Happening with Clients You Already Have**. In this session building service contractors will learn how to enter the red hot, highly-profitable field of commercial property damage restoration.

Leveraging Standards and Best Practices to Drive Your Business – June 13 from 10:15 to 10:45 a.m. – will see Mark Warner, education manager for ISSA’s Cleaning Management Institute, present industry standards that are acknowledged and used throughout the world. Participants will learn about best practices versus accepted practices in order to ensure success.

To offer insight and perspective to helping building service contractors successfully navigate the issue of labour cost increases, ISSA Show Canada will





also offer an in-depth and interactive panel discussion with an expert panel of senior executives from leading facility management companies in Canada. This session is scheduled for June 13 at 1 p.m.

“We are proud of the education sessions and workshops we’ve planned for this year’s debut of ISSA Show Canada,” Nosko said. “I am especially proud of how this panel discussion explores new ground, and provides an in-depth and interactive opportunity for our building service contractor community to hear, first-hand, how they can be more successful in their business dealings.”

Moderated by Ken Hilder, chair of ISSA Canada’s Building Service Contractor Council, the expert panel is comprised of the following senior facil-

ity management, Bentall Kennedy; and,

- **Sante Esposito**, VP eastern Canada REMS, Colliers International.

With each panelist delivering a unique perspective from the facility management sector, the panel will discuss and debate everything from how pricing adjustments were presented to the pros and cons, major take-aways, and expectations and recommendations for how future adjustments can be managed. Following the panel presentations, an energetic audience Q&A session will give participants an opportunity to get answers to the issues that matter most to them.

“The plight of the building service contractor is a real issue and this panel

ity management executives:

- **John Castelhano**, AVP strategic sourcing and procurement, BGIS Global Integrated Solutions LP;

- **Kimberly Train**, director of national programs, Oxford Properties;

- **David Matarasso**, VP

discussion will provide a great opportunity for building service contractors to get answers to issues that plague their businesses,” Nosko said. “We have strategically formed this panel to emphasize our goal of unifying the industry. By engaging the BSC community with the facility management sector, everyone can be on the same page for success on both sides. By working together, we can all ensure our facilities are clean, healthy and operating in a sustainable fashion.”

Although admission to the trade show and education sessions is free, attendees may choose from a Two-Day Delegate Registration or a One-Day Delegate Admission, to obtain full access to all education sessions, the trade show floor, coffee breaks, water stations and lunch opportunities. One-Day Delegate Pass Holders for Wednesday, June 12 will also receive full access to the trade show floor reception (3:30 to 5 p.m.) and the All-Industry Reception (5 to 7:30 p.m.) being held that day.

“Please take a look at the ISSA Show Canada website to see for yourself how this special event can boost your business,” Nosko said. “Or better yet, register and prepare to meet new friends, discover new resources, learn about what’s trending and discover how to be more successful tomorrow.”

Join ISSA Canada from June 11 to 13, visit www.ISSAShowCanada.com for all the details.

Upgrade Your Skill-Set – Take Advantage of ISSA Certification Training

ISSA Canada is pleased to announce that it will host two valuable ISSA certification training opportunities during ISSA Show Canada 2019 being held June 11 to 13, 2019, at the Metro Toronto Convention Centre, 255 Front St. W, in Toronto, ON.

Registration is now open for the Cleaning Management Industry (CMI) Accredited Auditing Professional (AAP) certification training on Tuesday, June 11, and the CIMS ISSA Certification Expert (I.C.E.) workshop on Friday, June 14.

“ISSA sets the standard for industry certification, and certification provides cleaning professionals with important competitive advantages,” said Mike Nosko, Executive Director of ISSA Canada. “Both of the top-notch programs we are offering during our premier ISSA Show Canada can

accelerate leadership and achievement for individual participants, as well as the companies they represent.”

Excellence in cleaning is all about quality. The CMI Accredited Auditing Professional (AAP) certification program is designed for cleaning professionals who want to master quality assurance and building audits. Custodial supervisors, lead workers and managers; distributor sales representatives; and industry consultants will gain a thorough understanding of Quality Assurance (QA) best practices and assessment tools. Additionally, each participant will receive a free, 30-day trial subscription to the Smart Inspect software app (valid for new users only), which will be used to construct a live building audit during the program.

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Upgrade Your Skill-Set – Take Advantage of ISSA Certification Training

“AAP will hold quality assurance professionals to a standard in which they run an audit,” Nosko said. “Professionals will now have a certification recognizing their new standard and career path, and their customers will be provided with added value and peace of mind when their facilities achieve a new level of clean.”

ISSA Canada will also host a CIMS ISSA Certification Expert (I.C.E.) workshop to close the ISSA Show Canada. Participants will have an opportunity to take their customer relationships to the next level by learning how to provide constructive solutions to real life operational challenges. The full-day CIMS I.C.E. workshop is designed to equip participants with the knowledge and skills they need to become operational and budgetary masters. The practical curriculum will help position those who complete the certification program as indispensable resources, especially as custodial operations continue to reduce budgets. In fact, certified CIMS I.C.E. experts have saved their customers and their organizations more than six figures annually by helping them comply with CIMS and achieve certification to the CIMS standard.

For more information on the CIMS I.C.E. certification program, please visit www.issa.com. To register for the CIMS I.C.E. certification program in Toronto, please visit www.ISSAShowCanada.com or contact Lucas Wendt at lucas@issa.com or (847) 982-3473.

For more information on the CMI Accredited Auditing Professional certification training program, please visit www.issa.com. To register for the CMI Accredited Auditing Professional certification program, please visit www.ISSAShowCanada.com or contact TJ Grim at tj@issa.com or (847) 982-0800.



ISSA & Marquette University Partner to Create Online Supply Chain Management Program

ISSA's Cleaning Management Institute (CMI) has partnered with Marquette University (MU) to develop an online training course that introduces the seven critical areas of supply chain management. The widespread industry need to understand supply chain management was prerequisite in the partnership between the two.

This has been increasingly recognized as a cornerstone of success, and a way to align and coordinate the functions of supply chain management to effectively become a successful company.

“Supply chains – not companies – compete in today’s economy,” said Marko Bastl, assistant professor of supply chain management at Marquette University’s College of Business Administration. “How we manage the supply chain can become a competitive advantage. Companies need to understand the role that internal functions such as logistics and purchasing play in gaining a competitive edge.”

The program was created to build awareness and understanding of fundamental principles of supply chain management and its effect on a firm’s performance. It consists of the following seven critical areas:

- Customer service
- Logistics
- SC planning

- Inventory management
- Purchasing and supply management (part one)
- Purchasing and supply management (part two)
- SC enablement

Brant Insero, director of education, training and certification for ISSA, confirmed, “The most successful companies are the ones who are able to effectively align and coordinate these elements into one coherent function.”

Bastl outlined the benefits of completing the program: “You will gain insights into how we can take an integrated view of the various supply chain-related functions – such as customer service, logistics and distribution, purchasing and supply chain planning – and in doing so, maximize our levels of customer service.”

“People in a number of different roles will get a lot of insight from this program,” Insero said. “Buyers in purchasing departments, production planners and logistics analysts in particular are good candidates. Also, middle managers who are perhaps working in a narrow supply-chain-management area would benefit from better understanding their role in the broader context.”

Learn more by emailing ISSA Training Specialist TJ Grim at tj@issa.com or visit CMI’s supply chain management web page.



Plastic Production and Pollution on the Rise

New studies examine increasing problem of ocean plastic

More people and businesses have become aware of the problem of plastic in the ocean, and have committed to reducing their use of plastics and recycling the plastics they do use. However, the amount of plastic being dumped into the oceans has been increasing, according to a new study published in the journal *Nature Communications*.

Although previous studies and solutions have focused on microplastic ocean litter, which includes smaller items such as bottles, toothbrushes, and pieces of shopping bags, the new study finds there has been a significant increase in microplastic

litter, such as plastic fishing gear, entire plastic bags and other larger items.

Plastic pollution will only increase as another new study, this one published in the journal *Nature Climate Change*, found that global plastic production has quadrupled over the past 40 years. If this trend continues, the manufacturing of plastics will comprise 15 per cent of greenhouse gas emissions by 2050.

Facility managers looking to implement or strengthen their plastic recycling efforts can follow tips that include conducting a waste audit, creating a plan to deal with this waste and educating facility residents on the plan.

IICRC Seeks Input on Drug and Nicotine Cleaning Standard

The Institute of Inspection, Cleaning and Restoration Certification (IICRC) is now accepting volunteers to serve on a consensus body for the development of a new remediation standard for nicotine and cannabis stains.

BSR/IICRC S900 Standard for Professional Remediation of Illicit Drugs, Cannabis and Nicotine Residue will outline practical standards for the professional cleaning and restoration of surfaces contaminated by nicotine,

cannabis and illegal drugs. IICRC anticipates the standard will address required personal protective equipment, remediation best practices and employee safety.

The IICRC expects to begin work on the new standard by the fall of 2019, with a proposed completion timeline of approximately two years. Cleaning-industry professionals interested in volunteering for the standard's consensus body can download application forms from the IICRC's website.

GOVERNMENT AFFAIRS



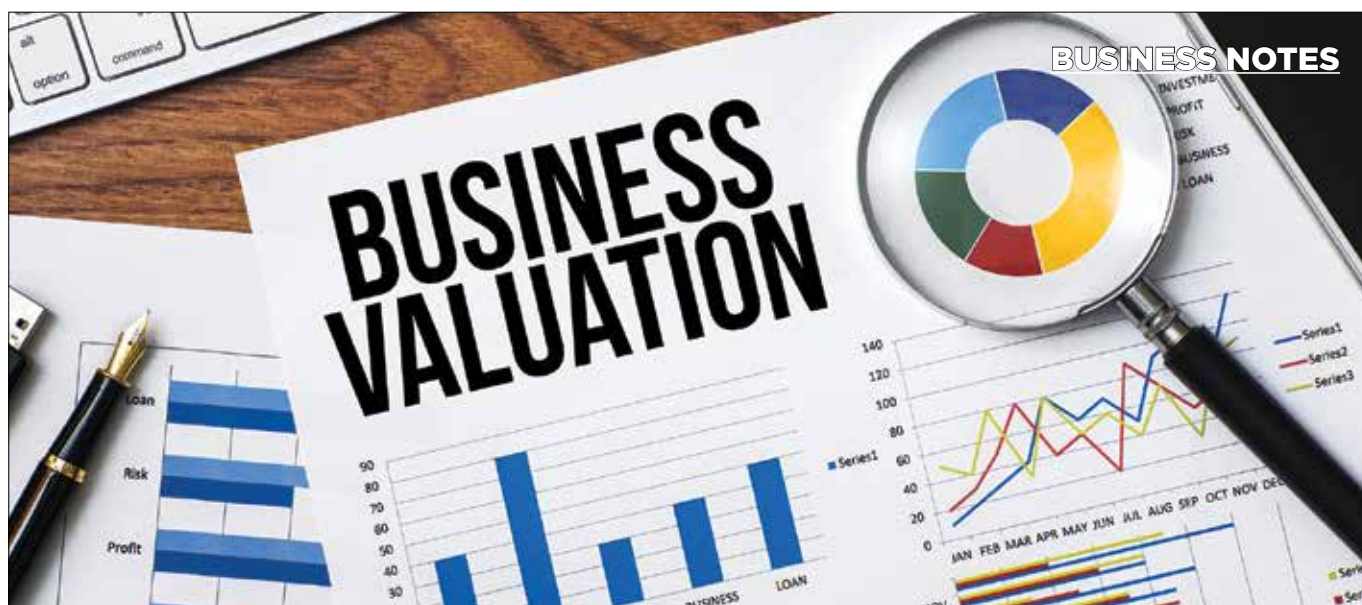
The Government of Canada has announced the publication of the *Regulations Amending the Concentration of Phosphorus in Certain Cleaning Products Regulations* (the Amendments) pursuant to subsection 332(1) of the Canadian Environmental Protection Act, 1999. The *Concentration of Phosphorus in Certain Cleaning Products Regulations* limit the concentration of phosphorus in laundry detergents, household dish-washing compounds and certain household cleaners that can be manufactured or imported into Canada. The Amendments exempt goods in transit to ensure consistency with the World Trade Organization's (WTO) Agreement on Trade Facilitation and standardize laboratory provisions.

On March 31, 2018, ECCC published the proposed *Regulations Amending the Concentration of Phosphorus in Certain Cleaning Products Regulations* for a seven-day public comment period. Public comments were considered in the development of the final amendment.

The amendment proposed to clarify that the limit for the concentration of phosphorus in household cleaning products does not apply to products used exclusively as metal cleaners or de-greasing compounds was not included in the final amended regulations and is pending further consultation.

The Regulations can be found in the Canada Gazette.

For more information, contact Products Division, Environment Canada and Climate Change at (819) 938-4483, 1-888-391-3426 or email ec.produits-products.ec@canada.ca.



Certified Business Valuations

By TRISCH GARTHOEFFNER, CVA

How to value your cleaning company as you prepare for your exit strategy

I have met hundreds of owners ready to sell their companies, for a multitude of reasons: Retirement, inability to service debt, divorce, shareholder dispute/oppression, sale and/or merger, among others.

Many have built their businesses from the ground up and are emotionally attached to them. Often, owners see themselves selling their business for an amount that would provide them with a comfortable retirement.

At social gatherings, friends discuss “multiples” that a business owner applies to his/her own cash flow, or other income stream with confusing terms such as “EBITDA” or “SDE,” believing that the multiplicative result equals the net amount to be received upon his/her desire.

The subjectivity that is taken into account when a business owner determines the value of his or her business, com-

bined with grossly over-simplified valuation formulas, results, more than not, in over-valued businesses.

This is not to say that every business owner has an inflated idea of the value of their business, but it happens frequently, and it is easily understood how the above market valuation is derived and believed to be accurate. Fortunately, with the help of a certified valuation professional, it is possible to arrive at a value that is reflective of the fair market value of your business, a value that is achievable.

With the right preparation, a business owner can, with time and planning, likely achieve the value that he or she envisions.

What is a certified business valuation?

Certified business valuations are reports created by valuation experts who have received and maintain certification status through an accredited valuation

association, such as the National Association of Certified Valuation Analysis (NACVA). Certified valuations adhere to specific certification guidelines to ensure the inclusion of all pertinent information with regard to a company’s value.

The golden standard that valuers must abide by when determining the fair market value of a business is Revenue Ruling 59-60. The primary purpose of this ruling is to provide a mandatory broad procedural outline for determination of a company’s fair market value, the result of which is a valuation with the highest-level of objectivity and accuracy.

Why are business valuations necessary?

Revenue Rule 59-60 states that the valuator must evaluate the fair market value of the business, which is “the price at which the property would change hands

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between a willing buyer and willing seller, neither being under any compulsion to buy or sell, and both having knowledge of relevant facts.”

This rule ensures that the valuation is objective to the fullest extent possible. Some subjective measures are necessarily applied, but the predominance of valuation inputs is scientific and empirical in nature and application.

In obtaining a business valuation, an owner will be able to know the value of his or her business and, as a result, not be disillusioned by a valuation determined via emotions and unrealistic expectations. A valuation report derived from a certified valuation analyst allows a business owner to make an educated decision about whether or not to sell, obtain additional funds for business development, retire, etc.

How is value determined?

There are many steps in the business valuation process. These steps are in line with Revenue Ruling 59-60 and must be taken into account in a valuation report.

The following list helps describe the high-level description of each step of the process:

- Determine scope of the valuation
- Purpose of valuation
- Percentage to be valued
- Premise of value: Growing concern or liquidation?
 - Client data request list
 - Analyse financials/operational data
 - Determine any normalizations that need to be applied to the financial data (non-recurring expenses, discretionary expenses, non-operating expenses/assets/liabilities)
 - Identify key issues
 - Site visit and interviews
 - Research comparable company data
 - Apply valuation methods
 - Draft report presented and reviewed with client, and
 - Present final report to client.

Here are some of the most relevant factors in a business valuation:

- The full history of the business and its nature from inception to present.
- The condition of the general economy (macro, micro, nano-micro), as well as the outlook specific to the industry within which the company operates.

- The historical, current and forecasted financial (pro-forma, operational budgets, project growth).

- The actual and potential capacity for earnings, possessed by the business.

- The presence of intangible values, such as entity and personal goodwill.

- The comparative value of equity (private and/or public) in other companies sharing a line of business or market with the company to be valued.

These necessary steps and points to consider are how an expert arrives at an objective value of a business.

Qualified to evaluate

To get an attainable value of a business, a certified business valuation expert should be engaged.

As mentioned previously, business owners frequently feel they can value their business themselves and, by doing so, often undersell. Or they might hold out for the unlikely buyer who is willing to pay a hefty price.

Business valuation experts are individuals who frequently have an extensive background in the financial sector and, as previously noted, are certified through a valuation association, such as NACVA (www.nacva.com).

Don't delay

It is never too early to plan for “someday.” Prepare now for your future with the help of a valuation report.

Knowing the saleable price for your business as of today can either help you pull the trigger to bring your company to market or permit you the proper time to grow your cash flow to the level that will allow you to live the retirement dream life you have always envisioned.

Trisch Garthhoeffner is a Certified Valuation Analyst, Master Analyst in financial Forensics, IRS Representative/Enrolled Agent, and a member of the AICPA as an accredited business valuator. She holds a master's degree in accounting with a concentration on business valuations. She is the president of Anchor Business Valuations, LLC (www.anchorbvfs.com), with more than 15 years of experience valuing privately and publicly held companies. Garthhoeffner can be reached at (312) 632-9144 or email info@anchorbn.com.

CALENDAR OF EVENTS

JUNE 6: Supply Chain Management Webinar. Professors Mark Bastl and Mark Barratt from Marquette University will discuss why more and more companies are recognizing that supply chain management has become a cornerstone of today's competitive advantage. For more information and to register, please visit www.issa.com.

JUNE 11: CMI Accredited Auditing Professional (AAP), Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

JUNE 11 - 13: ISSA Show Canada, Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

JUNE 14: CIMS "ISSA Certification Expert" (I.C.E.) Workshop, Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

NOVEMBER 18 - 21: ISSA Show North America, Las Vegas Convention Center, Las Vegas, NV. For more information and to register, visit www.issa.com.

NOVEMBER 26: Green Side of Hospitality Housekeeping. Interested in green cleaning in hospitality housekeeping? Join this webinar at 9 a.m. CT. For more information and to register, visit www.issa.com.



QC Salubrité is published by ISSA Canada and is intended to provide news and relevant information from the industry, as well as details on ISSA events, programs and educational offerings. For more information, please contact:



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TWO SHOWS, ONE LOCATION, ONE COMMON GOAL:

“Provide creative ways to connect with like-minded industry professionals focused on keeping buildings clean, green and operating in a sustainable and energy-efficient fashion.”

ISSA **SHOW**
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June 11 - 13, 2019

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www.ISSAShowCanada.com