



Sept. 18, 2019

The Evolution of Cleaning in Today's Changing Climate

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State of the Cleaning Industry

Key themes and challenges

- Labor shortage
- Training
- Cleaning's role in protecting occupant health
- Emerging technologies and innovation
 - Internet of Things (IoT) and connected devices
 - Robotics
 - Automation



Introduction to Avmor

- **EXPERIENCED** – 70 years in business
- **DEDICATED** – Canadian owned and operated
- **SUSTAINABLE LEADER**
 - GreenGuard Gold
 - UL Ecologo
 - Greenseal
 - and Safer Choice product
- **ADDITIONAL CERTIFICATIONS**
 - UL 410 Classified
 - Carpet Rug Institute
 - Kosher
 - Safe for Use in Foodservice Industry (LONO – Letter of Non-Objection)
- **PROCESS DRIVEN**
 - ISO-9001, cGMP
 - DIN, NPN AND FDA qualified and licensed establishment
 - CTPAT Certification (*Customs-Trade Partnership Against Terrorism*)
- **TRAINED SALES FORCE**
 - CIMS trained sales force across Canada

MISSION AND VISION

MISSION

To elevate the importance of cleaning with a focus on **contributing** to the health and safety in “*away from home*” spaces and environments.

VISION

Leading the way to ensure a cleaner, healthier and safer world.



CORE COMPETENCIES



MARKET SEGMENTS



EDUCATION



**BUILDING SERVICE
CONTRACTORS /
PROPERTY MANAGER**



FOODSERVICE



SENIOR LIVING



OUR CERTIFICATIONS: YOUR HEALTH & SAFETY



Over 55 UL Ecologo certified products in 11 different UL Ecologo criteria, and 10 GREENGUARD Gold certified products and 7 GreenSeal certified products.



GREENGUARD **GOLD** Certified Products: Can Improve School Rankings

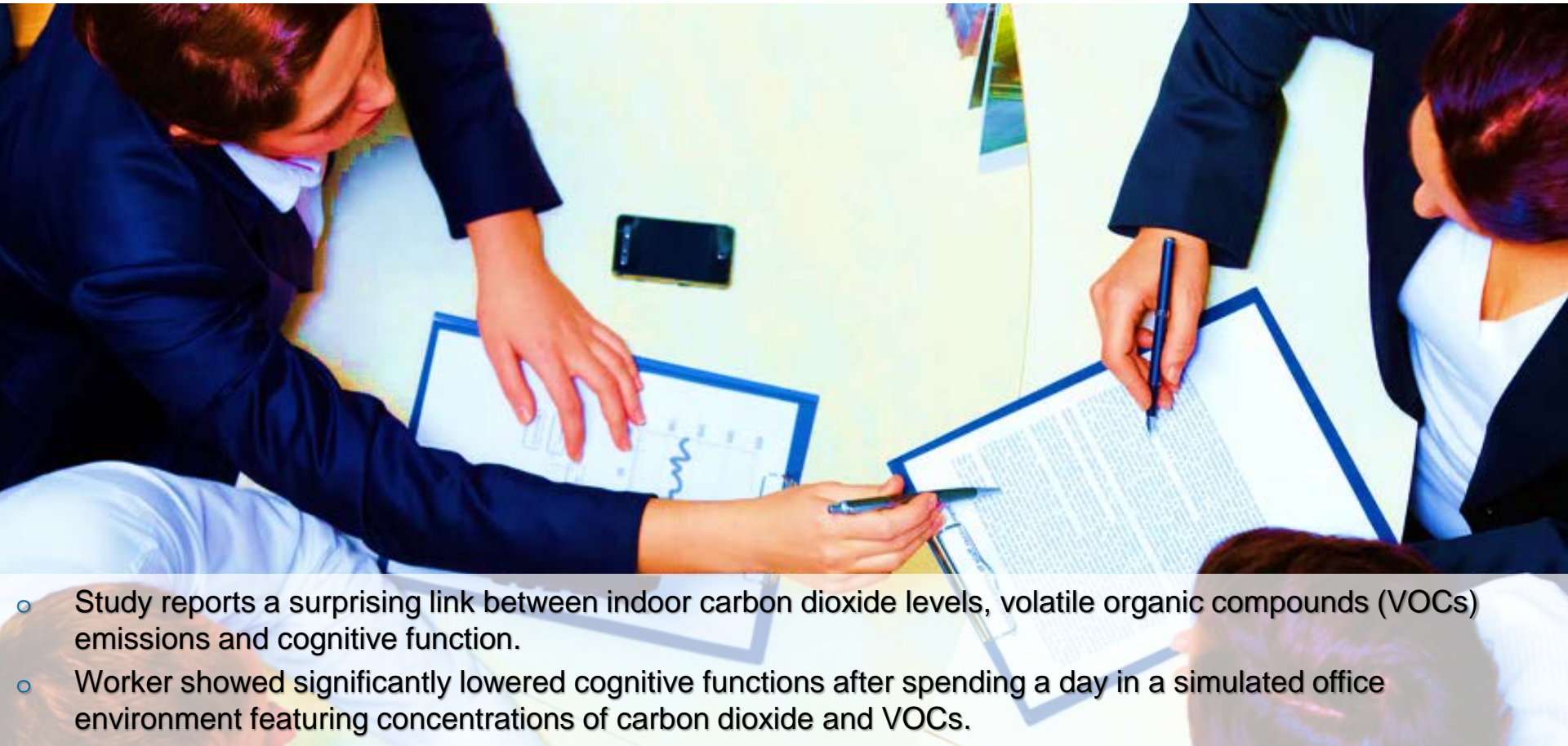


The ONLY ONE certification that tests products for LOW-EMITTING of chemical emissions and VOCs when they are used.

- Students attending schools in good condition **SCORE 5-10% higher** than who attend poor condition
- Athletes need clean air in order to achieve their best
- ASTHMA: 1 in 14 people have it / Costs the economy \$11.5B /Leading cause of school absenteeism, accounting for thousands of missed school days each year
- Proper maintenance of indoor air is more than a “quality” issue; it encompasses safety and stewardship of your investment in students, staff and facilities



GREENGUARD **GOLD** Certified Products: Can Improve Productivity at work



- Study reports a surprising link between indoor carbon dioxide levels, volatile organic compounds (VOCs) emissions and cognitive function.
- Worker shows significantly lowered cognitive functions after spending a day in a simulated office environment featuring concentrations of carbon dioxide and VOCs.



Introduction to ISSA

Association History

- 1923: Founded as National Sanitary Supply Association (NSSA), a distributor association
- 1966: Became worldwide organization and changed name to International Sanitary Supply Association (ISSA)
- 2005: Embraced cleaning service providers as members and changed identity to ISSA—The Worldwide Cleaning Industry Association
- 2019: More than 9,300 members worldwide



Introduction to ISSA

Mission

CHANGING THE WAY
THE WORLD
VIEWS CLEANING



Introduction to ISSA

Membership Breakdown

- 9,300 members (companies and individuals) worldwide
 - 17% Manufacturers & Manufacturer Representatives
 - 27% Distributors/Wholesalers
 - 29% Building Service Contractors
 - 13% In-House Service Providers
 - 6% Residential Cleaners
 - 8% Associates & Other



Introduction to ISSA

Membership Breakdown

- 77% United States
- 7% Latin America
- 5% Canada
- 5% Europe, Middle East & Africa
- 3% Asia-Pacific
- 3% Oceania



Introduction to ISSA

Key Programs & Services to Address Industry Needs





THE VALUE OF CLEAN[®]

A modest investment in cleaning produces substantial returns

PRESENTED BY: **ISSA**
Advancing Clean.
Driving Innovation.

ISSA



CLEANING IS A VALUABLE INVESTMENT



The Value of Clean



Health



Sustainability



Productivity



Image Enhancement



Asset Preservation



Safety



Value of Clean Toolkit

- Value of Clean Calculator 2.0
- Value of Clean White Paper
- PowerPoint Presentation & Video
- Customer Leave-behind Cards
- Library of Articles/Webinars

Member download: issa.com/value

Customer access: issa.com/valuetips



Education, Certification, Training & Standards



The ISSA Clean Standard

Clean, Measure, Monitor

- Measure the effectiveness of cleaning based on desired levels of cleanliness
- Monitoring and inspection procedures
- Assess and improve cleaning processes
- Validate results



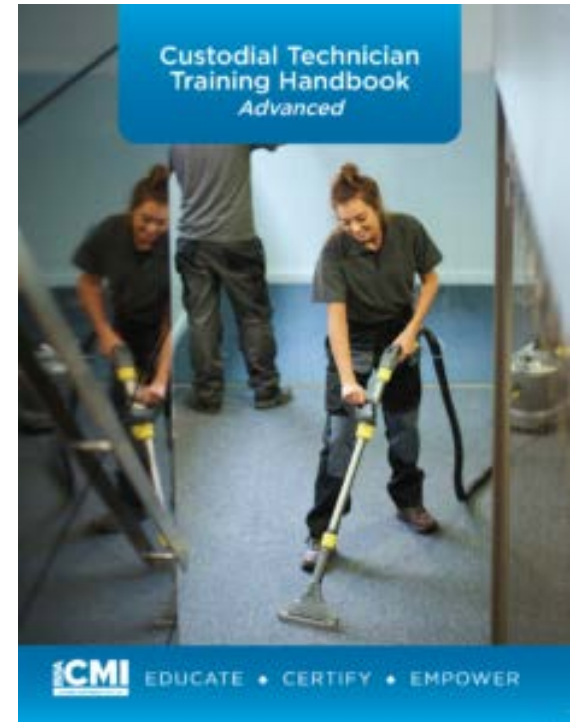
issa.com/cleanstandard



Cleaning Management Institute (CMI)

Third-party training since 1964

- Custodial technician training and certification
- Supervisor and management training
- CMI live training events
 - Supervisor & Management Bootcamp
 - Train the Trainer
 - High-performance team cleaning
- CMI Online Learning



issa.com/cmi



Cleaning Industry Management Standard (CIMS)

Addresses six areas of management best practices:

- Quality systems
- Service delivery
- Human resources
- Health, safety, and environmental stewardship
- Management commitment
- Green Building (GB)



issa.com/cims



CIMS Case Studies: Higher Education

Your Peers Who Have Pursued Certification

- University of Calgary (CIMS-GB)
- University of Georgia: Physical Plant Division – Services Department (CIMS-GB)
- University of Guelph Physical Resources Department
- University of Michigan Plant Building & Grounds Services Department



Trade Shows & Networking Opportunities



ISSA Show North America 2019

The One Show for Cleaning & Facility Solutions



REGISTER NOW

ISSA.COM/SHOW

ISSA SHOW
NORTH AMERICA 2019

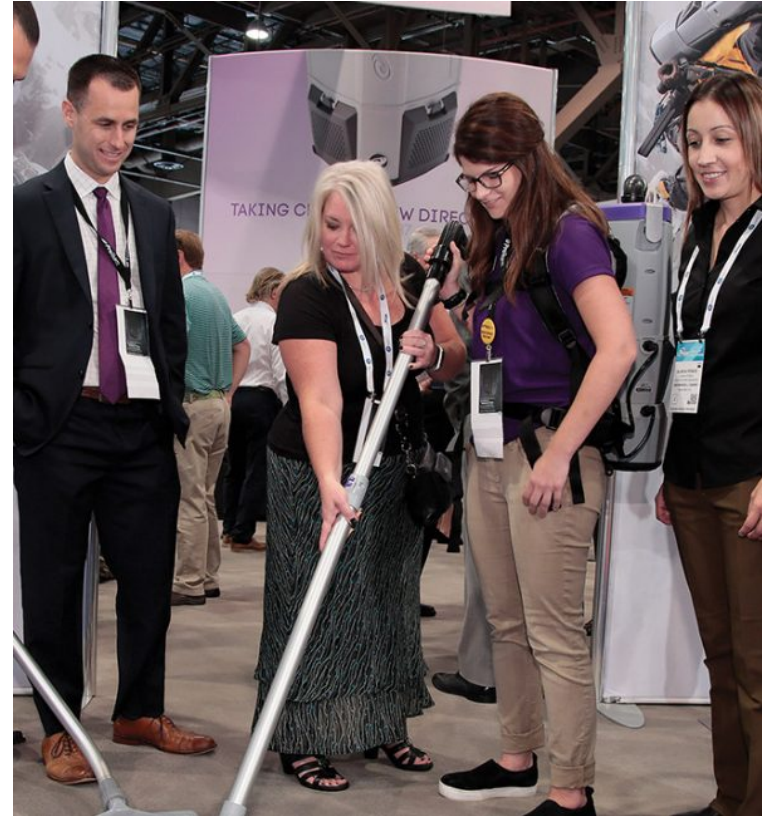
November 18-21, 2019
Las Vegas, NV



ISSA Show North America 2019

Opportunities for You

- 700+ exhibitors on the trade show floor
- 100+ education sessions, including the Green Clean Schools track, presented by Healthy Schools Campaign
- Solve for X collaboration platform
- ISSA Innovation Award Showcase
- Certification workshops



International Expansion

Uniting the Global Cleaning Community

- Established membership presence in North America with emerging groups in Latin America, Europe, Middle East, Africa, Australia, and Asia-Pacific
- Trade shows and events in US, Canada, Mexico, Italy, Australia, South Africa, Spain, and Russia in 2019
- Growing platform for collaboration, networking, and education worldwide



Take Advantage of ISSA Resources

Join the ISSA Community

- Wealth of resources for in-house facility and custodial managers at issa.com
- Join at issa.com/join



Questions & Answers

