

Spartan Receives Navigator Recognition from Strategic Market Alliance Group

Recently at Alliance 2019, SMA's annual member - supplier conference, in Salt Lake City, Utah, Spartan Chemical Company received SMA 2019 Navigator Recognition.

SMA established the Navigator Award program in 2014 to recognize and celebrate superior performance by Qualified Suppliers in areas that are critical to mutual success. This year, Spartan Chemical was recognized for largest percentage of growth in purchases from qualified suppliers versus prior year. The category was judged both by reported data and in collaboration with SMA Member Distributors.

"Winning an SMA Navigator trophy is acknowledgement of extraordinary partnership and commitment to the Distributors of Strategic Market Alliance, in service to their end-user customers," said Dick McGann, President and CEO of Strategic Market Alliance.

"It's such an honor to receive this



Spartan Chemical Cali Sartor and Bryan Mangum receive SMA Navigator Recognition Award from Dick McGann, president of SMA

award," said John Swigart, president, Spartan Chemical Company. "The entire Spartan organization has been developed around the distributor. Everything we do from innovation, sales structure, to manufacturing is intended for one objective - to help our dis-

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Kruger Products Becomes an Official Partner of the National Hockey League (NHL®)

Earlier this year, Kruger Products L.P. teamed up with the NHL® in an exciting multi-year partnership naming Kruger Products its official towel and tissue partner in both consumer and away-from-home businesses!

Through this new partnership, AFH will integrate promotions that celebrate this great North American sport, while attracting customers and driving sales in the away-from-home market. As a leading tissue company with market leading brands and a 100-year history, Kruger Products is proud to partner with the National Hockey League to reach fans from coast-to-coast in



OFFICIAL PARTNER



Kruger Products team, Jason Finch, Doug McLean, Sandra Garcia, Derek Gracias, Jeff Hunter, Fleming Viegas and Tom Olsen are pictured Celebrating the NHL Partnership at booth #3735.

memorable ways.

Make sure to visit Kruger Products L.P.'s booth, #3735, situated on the ISSA NORTH AMERICA Trade show floor for more information about the company and its new partnership.

Innovation, Learning & Networking: Yours for the Taking at ISSA Show

It's no secret: ISSA Show North America 2019 is an action-packed event, and the action keeps coming the final two days of the show. The education and networking opportunities you'll find on and around the show floor are wonderful complements to the nearly 700 exhibitors you'll meet, so make the most of your remaining time here in Las Vegas.

ISSA Show's Wednesday and Thursday programming includes a bevy of options to learn, network, and explore the latest innovations and trends in the cleaning industry. Let's dive right into many of the highlights that await you at the Las Vegas Convention Center.

Wednesday Education

Make your way to the South Hall before the show floor opens Wednesday morning for your choice of two impactful, highly relevant sessions for the cleaning industry:

- **Mergers & Acquisitions in the Jansan Sector**, Wednesday, 9:00 a.m. -

10:00 a.m., in Room S221. Hear from two M&A experts specializing in cleaning and janitorial firms about current market conditions, how to capitalize on them as a buyer or seller, and what the future holds for M&A.

- **Rethinking What's Smart: Applying Actionable Automation in the Cleaning Industry Today** sponsored by **SoftBank Robotics America**, Wednesday, 9:00 a.m. - 10:00 a.m., in Room S222. Join this session to learn about the application and trajectory of core technologies

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Exhibit Hall Hours

WEDNESDAY, NOVEMBER 20

10:00 a.m. - 5:00 p.m.

THURSDAY, NOVEMBER 21

10:00 a.m. - 2:00 p.m.

Rubbermaid Commercial Products Brings Product Solutions to ISSA Show North America

The manufacturer continues to deliver innovative products for the commercial cleaning industry

Rubbermaid Commercial Products (RCP), the leader in innovative, solutions-based commercial products, continues to bring innovation to the ISSA Show North America. Since 1968, Rubbermaid Commercial Products has pioneered world-class product solutions that meet the challenging demands of commercial facilities while outperforming and outlasting the competition.

RCP's products are crafted with the user in mind, focusing on improving productivity, promoting sustainability, improving health and safety, decreasing costs, and improving image in a facility. These five focus points are what make



Rubbermaid's Logan Brown is Showing the New Generation WaveBrake Mop Bucket and Wringer at booth #1549.

RCP stand out from the competition and are the reason that professionals

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Trebor Tissue!

Booth #1063

Innovation, Learning & Networking: Yours for the Taking at ISSA Show

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that enable automation and robotics in the cleaning industry.

Then, while you're on the show floor, continue learning between exhibitor meetings as you take in the expanded education sessions and demonstrations in three show-floor theaters: **Innovation Center** (Booth 401), **Specialty Cleaning Theater** (Booth 3300), and **Solve for X** (Booth 2601). Sessions in these three locations continue through the close of the show Thursday. Download the **ISSA Show Mobile App, sponsored by R3 Reliable Redistribution Resource**, at issa.com/app to find the full schedule of show-floor education sessions.

Thursday Education

Compelling education continues the final day of the show—and Thursday will go out with a bang. The **Technology for Tomorrow panel discussion** starts the day in Room S222 at 9:00 a.m. This panel features industry experts who will review how technology is driving change for the cleaning industry. You'll leave the discussion prepared to address the outcome of technological implementation in your work environment.

Another Thursday highlight is the **State of the Industry Panel: BSCs**, which takes place at 11:15 a.m. on the show floor in the Solve for X theater, Booth 2601. This panel discussion will highlight trends, hot topics, market opportunities, and threats affecting building service contractors (BSCs) today. BSC panelists will share their successes, hardships, and—most importantly—their strategies for success to help you stay ahead of the curve.

And the Winner Is...

The ISSA Innovation Award Program celebrates its 10th anniversary this year, and you won't want to miss the unveiling of the 2019 Innovation of the Year, Thursday at 1:00 p.m. in the

Innovation Center (Booth 401). Plus, if you haven't already, be sure to check out all the unique product entries in this year's ISSA Innovation Award Program, which you can see firsthand in the ISSA Innovation Showcase (Booth 101, located adjacent to the Innovation Center).

Changing the Way the World Views Cleaning

Round out your show experience with a visit to the ISSA Resource Center—Booth C12 in the grand lobby, located outside the Central Hall entrance—to see what's new with ISSA, the worldwide cleaning industry association. There, you'll have the opportunity to connect with ISSA staff and subject matter experts to discuss how your association is changing the way the world views cleaning through membership, advocacy, certification, education, media, and trade show programming. Plus, you can connect with your peers from the global cleaning community and enter for a chance to win \$1,000 in ISSA's daily prize drawing.

Finally, plan to meet with the ISSA Charities team to learn about its three signature charities and their impactful missions: ISSA Scholars, which supports youth with scholarships and internships; Cleaning for a Reason, which offers free home cleaning for cancer patients; and ISSA Hygieia Network, which seeks to advance and retain women in the cleaning industry. Get involved with ISSA Charities at Booth C10, located next to the ISSA Resource Center.

Whew! While it's next to impossible to do it all at ISSA Show, we hope you maximize your experience and leave with new contacts, knowledge, and solutions to propel your business or operation to the next level. We'll see you next year at ISSA Show North America 2020, October 26-29, at McCormick Place in Chicago!

Rubbermaid Commercial Products Brings Product Solutions to ISSA Show North America

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continually turn to RCP as their source for durable products.

At this year's ISSA Show North America, RCP is in booth #1549 and features exciting live product demonstrations, such as their New Generation Wave-Brake® splash reduction demo, an interactive game to test your knowledge on recycling, and free giveaways for booth visitors. RCP's booth product assort-



ment includes their New Generation WaveBrake, NEW 4-Shelf Heavy-Duty Ergo Utility Cart (Large), NEW Compost System, Disposable Mop, Spill Mop, Slim Jim® Cleaning Accessories, Housekeeping Cart Bumpers, High-Security Janitorial Cleaning Cart, LumeCel™ Technology, Slim Jim Recycling Station, and their extensive line of Decorative Refuse waste con-



Network Services and Strategic Market Alliance Combine To Create Largest Global Member-Owned Distribution Organization

Network Services Company ("Network") and Strategic Market Alliance ("SMA"), leading providers of supply chain solutions in the janitorial, sanitation, foodservice and packaging industries, today announced the combination of the two companies, creating a global member-owned distribution organization.

The combined company will have over \$22 billion in revenue with over 130 distributor members and over 900 locations in 50 countries.

SMA's value-based approach to supply chain solutions is uniquely aligned with Network's existing corporate goals and business practices. "Local distribution is critical to our success", said Alan Tomblin, President and CEO of Network. "This enables us to do more for our national and multinational corporate account customers who require a centralized approach to their business but also seek customized local service."

"In a short period of time, with the support of 57 prominent distributor organizations in the US and Canada, SMA created a legacy built on enhancing the well-being, prosperity and growth of its trading partners and as-

tainers.

RCP's NEW 4-Shelf Heavy-Duty Ergo Utility Cart (Large) is included in the ISSA Innovation Award Program this year. The 4-shelf cart helps facilities move more material efficiently and safely. It has double the square footage capacity of the RCP HD Ergo Utility Cart (Large) and is lighter and easier to maneuver than metal shelving.

"We are proud to be a leader in the commercial cleaning industry and to continually provide products to our customers that they know they can trust for their exceptional durability and productivity," says Marta Aebischer, Vice President of Marketing for RCP. "We are excited to be at ISSA again this year and to show the market that RCP is always focused on providing the same quality products that professionals have trusted since 1968."

Rubbermaid Commercial Products (RCP), headquartered in Huntersville, NC, is a manufacturer of innovative, solution-based products for commercial and institutional markets worldwide. Since 1968, RCP has pioneered technologies and system solutions in the categories of food services, sanitary maintenance, waste handling, material transport, away-from-home washroom and safety products. Visit www.rubbermaidcommercial.com to learn more.



sociates." said Richard McGann, President and Chief Executive Officer of SMA. "This, in the end, aligns well with the goals and aspirations of Network, the preeminent category leader, and makes the merger of two well-

established like-minded organizations exciting and full of even greater opportunity to serve."

"This is an opportunity to maximize value for our customers, members and suppliers," said David Wax, Executive Vice President at Waxie Sanitary Supply and Chairman, Network Board of Directors. "Our organizations share the same competitive advantage of unparalleled customer service at the local level and that will fuel our future growth."

"There are great synergies between our companies and this is a great opportunity to further establish our position together as a market leader," said John Caldwell, Executive Vice President at Joshen Paper and Packaging, and Chair of the SMA Board of Directors

The newly combined organization will operate under the name, Network Services Company, with Alan Tomblin serving as CEO. Network and SMA have agreed in principle to close by the end of the year. "This is the best of the best in the distribution industry," said Tomblin, "and we look forward to building our business together with the continued unmatched service and support for our customers."

Spartan Receives Navigator Recognition from Strategic Market Alliance Group

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tributor partners grow their business," said John Swigart, President, Spartan Chemical.

"This year, we have invested heavily in products, innovation, technology, and human capital," said Swigart. "It is such an awesome confirmation of our strategic direction to be recognized for growth with our SMA Distributors."

The Navigator recognition award was presented by Dick McGann, President, Strategic Market Alliance during the Alliance™ Member-Supplier Conference 2019 in Salt Lake City, Utah. Spartan was represented by Bryan Mangum, Vice President Sales and Cali Sartor, Vice President Marketing and Advertising.

Turning heads everywhere it goes.



Our family of dispensers is built for better hygiene so that users and staff can all feel good.

Discover the whole collection at cascadespro.com

Cascades PRO

Tandem

All clean.
All good.™

Bring It On With the Full Tork PeakServe Assortment

by Waldens

Ruoff Home Mortgage Music Center, the largest outdoor amphitheater in the Indianapolis metro area, serves more than 23,000 visitors per event and upwards of 580,000 visitors per season. With 240 restrooms, the venue often faces dozens of guests entering and exiting at any given moment – putting a considerable amount of pressure on the cleaning staff to ensure the guests leave the restroom with a positive impression of the facility.

According to Amanda Moy, Maintenance Manager at Ruoff Home Mortgage Music Center, “Prior to installing Tork PeakServe, we used roll towels. A lot of the time, the towel would not be exposed, and guests would think the dispensers were empty, which resulted in a lot of complaints.” But now, since switching to the Tork PeakServe® Continuous™ Hand Towel System, formerly high-maintenance areas are now considered low-maintenance.

Whether an airport, higher education facility or concert venue, research shows that dirty and overcrowded restrooms are the number one issue guests face.

That’s why Tork created Tork Peak-

Serve – to help high-traffic environments excel during critical moments. With less time required from staff, improved guest flow and greater space



Tork PeakServe Continuous Hand Towel System

efficiency, Tork PeakServe sets a new standard for high-traffic towel dispensing—one hand towel at a time.

Visitors will be able to witness Tork PeakServe firsthand at this year’s ISSA Show in Las Vegas.

How Tork PeakServe Works

Unlike traditional roll towels, this system is continuous, meaning towel bundles latch onto each other ensuring an uninterrupted flow of towels.

Towel bundles that are compressed by 50% allow cleaners to carry double the load. With dispensers that hold more towels and can be topped off at any time, cleaning staff can be confident that supplies will last longer, thus resulting in less time refilling dispensers and more time free to focus on other cleaning tasks.

What Tork PeakServe Can Do for You and Your Business

- **Free up Time** – Tork PeakServe helps avoid run outs by holding 250% more hand towels* in each

dispenser, allowing more people to be served between rounds, and by lowering consumption thanks

to one-at-a-time dispensing. Tork PeakServe cuts refill time in half, so cleaners have more time for other tasks to improve the visitor experience.

- **Speed Up Flow** – Faster dispensing serves guests in just three seconds, quicker than jet air dryers. This leads to better traffic flow, allowing visitors to move in and out of restrooms quickly and efficiently.
- **Save Space** – Because towels are compressed by 50%, space in storage rooms and service carts can be used for other purposes. With greater efficiencies in storage, cleaners will spend less time moving supplies around facilities on cleaning carts or by hand and more time taking care of what’s needed.
- **Better Visitor Experiences** – Fewer delays mean guests leave the restroom feeling happier, which can go a long way when it comes to improving your business. In addition, guests will have more time to explore the venue outside of the restroom, including concession stands.

A Sustainable Solution

Tork PeakServe is accessible to all and sustainable. With one-at-a-time

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2019 ISSA INNOVATION AWARD
CELEBRATING 10 YEARS

Service & Technology Innovation Award Winner

making the invisible visible

go beyond the swab

Come see live demonstrations of OptiSolve at Booth #311 11:00am & 2:00pm and see how clean your own personal items really are.

Say hello to OptiSolve Pathfinder® the new industry standard in assessing surface contamination everywhere. This groundbreaking technology develops a visual picture of levels of contamination in a matter of minutes and provides the ability to assess cleaning protocols in real time. The result can help to improve cleaning outcomes and maintain business continuity. Clean. See. Believe.

OPTISOLVE®
optisolve.net

ACS Industries Announces a New All-Products Catalog for their Cleaning Products Division

ACS Industries Inc. is excited to announce the presentation of its new all-products catalog for their Cleaning Products Division at the 2019 ISSA in Las Vegas, NV.

We feel it to be our most complete and inclusive catalog in the cleaning product industry to date. As a basic manufacturer, we cover every category of cleaning tools from Kitchen Clean-Up, Floor Maintenance to Safety Products as well as our newest innovation the TurboStrip™ Segmented Rotary Floor Pad. This outstanding floor pad has no equal due to its segmented structure giving the pad 24 leading edges for cutting through old wax. Our Duala Clean and Shine floor pads come in low and high speed designs to fit the needs of a broad array of



ACS All-Products Catalog

floor machines. Our Trapmaster Disposable Dust Trapping Pads are two-sided, air-laid, non-woven pads with an open weave construction that is 5X thicker than competitive

sheets.

Each of the items in our new catalog are innovative, industry-leading quality in their category. ACS is the first and only manufacturer to achieve UL (Underwriter’s Laboratory) Certification ensuring full compliance that all pads produced contain 100% Recycled Post Consumer PET Fiber primarily from plastic bottles.

We invite everyone attending the ISSA exhibit hall to come by and see one of our salespeople to discuss the high quality cleaning products we manufacture for this industry.

Responsive Sales to Represent Morcon Tissue in NY/NJ Metro Market in 2020

Morcon Tissue is pleased to announce that Responsive Sales & Marketing, LLC will begin representing their line in the NY/NJ Metro market effective January 1, 2020.

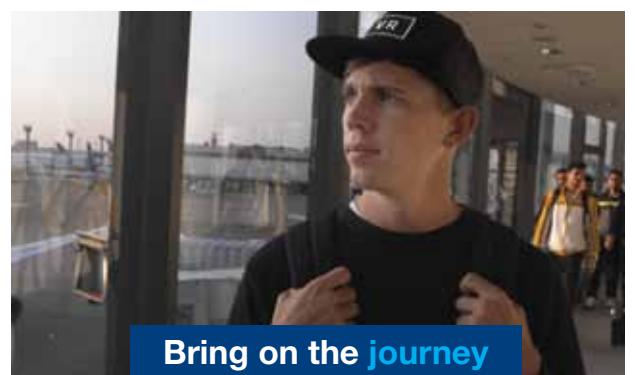
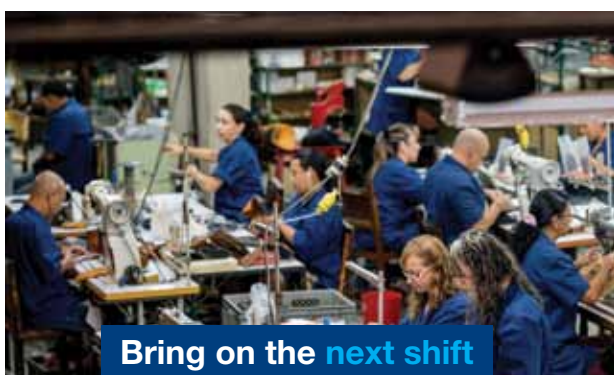
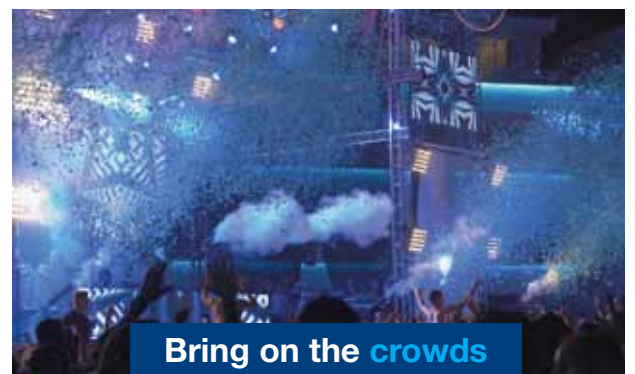
Joe Raccuia Owner of Morcon is extremely excited about this partnership. “Dan Noonan and Paul Parrinello, the principles of RSM will bring an injection of knowledge, experience and determination to the Morcon team. Adding this group to our already

strong sales team led by VP of Sales Laura Morris will enable Morcon to achieve its 2020 and beyond goals.”

“Responsive Sales & Marketing has long established its credentials at providing excellence to our vendor partners. We are excited to bring this discipline to our newly formed alliance with Morcon Tissue and look forward to mutually profitable growth in our respective markets,” said Dan Noonan, Owner of Responsive Sales & Marketing LLC.

Both Morcon Tissue and Responsive Sales & Marketing are eager to begin their strategic partnership next year.

Bring it on with Tork PeakServe



For the critical moments that matter most

Tork PeakServe® Continuous™ Hand Towel System

More towels, less refilling and better restroom flow.

Tork PeakServe is setting a new standard for hand towel dispensing that improves the experience of your guests and your cleaning staff.

With up to 2100 towels per dispenser, Tork PeakServe enables:

- More time for cleaning
- Better washroom flow
- Increased capability to excel during critical moments

Visit Tork booth #2133 at the 2019 ISSA Show to learn more.
www.torkusa.com/peakserve

Tork, an Essity brand



Think ahead.

First Stephen H. Swigart Scholarship Winner Begins Studies in Engineering

Spartan Chemical Company, a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, announced today the Stephen H. Swigart, BSCAI scholarship has been awarded to Genesis Torres-Romero.

With the \$3,000 scholarship, Torres-Romero has begun her studies in general engineering at Northern Virginia Community College (NOVA) in Annandale, Virginia.

"We are so proud to give back to the BSCAI," said John Swigart, President, Spartan Chemical Company. "Education is a core value at Spartan and something we strongly promote within our organization. Congratulations to Miss Torres-Romero... all the best of luck in your future endeavors."

Torres-Romero took the opportunity to thank Spartan Chemical. "From elementary school to high school, my parents have always pushed me to have a bright future and to be on top of my game," she says. "College takes a lot dedication, but if you really want to do something, go for it."

The Stephen H. Swigart Scholarship is awarded to one student each year who meets or exceeds certain standards set by the BSCAI committee. The mission of this scholarship is to



Scholarship Awarded to Genesis Torres-Romero

provide funds to the student that will promote the welfare of the public as it relates to the contract cleaning and maintenance industry.

At Spartan Chemical Company, we make clean simple®. We are a recognized leader in cleaning and sanitation solutions for the industrial and institutional market. As a proud US employer, Spartan formulates and manufactures high quality products from our state-of-the-art facility in Maumee, OH and sells both domestically and internationally through a select network of distribution. Spartan's products and services are used in building service contractor, education, food service and processing, health care, industrial, lodging/hospitality, and vehicle care markets.

NEW! Kutol Pro Industrial Skin Care Program

Kutol Pro's new three-step program keeps working hands clean while helping to reduce the risk of occupational dermatitis.

- Step 1 - Apply Kutol Pro BEFORE WORK™ Hand Cream to help repel industrial soils and make it easier to wash them away.

- Step 2 - Clean hands with Kutol Pro Heavy Duty Hand Wipes or one of seven unique Kutol Pro Heavy Duty Hand Cleaners in a variety of colors, cleaning agents, scrubbers and fragrances.

- Step 3 - Apply Kutol Pro AFTER WORK™ Hand Cream at the end of the day to soothe, moisturize and restore dry skin.

Kutol Pro products are available in many dispensing options, including DuraView and Capacity Plus Wall Mount, Hand Wipes, Flat Top & Pump



Gallons, and our new Portable Bottles and Tubes.

To learn more, visit us at ISSA Booth #1515 or www.kutol.com.

Spartan Chemical Welcomes Schalitz to Board of Directors

Spartan Chemical Company, Inc., a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, announced the appointment of William (Bill) Schalitz to the Board of Directors effective April 16, 2019.



Bill Schalitz

Bill Schalitz joined Spartan in 1993 as a microbiologist responsible for formulating novel antimicrobial cleaning solutions and biologically active products. After a brief period as Spartan's Manager of Research and Development, Bill was promoted to his current position of Vice President of Research and Development where he is responsible for the Regulatory and Quality Departments along with core research activities and technology harvesting.

Mr. Schalitz recent election will have him continuing in his role of Vice President Research and Development, as well as serving as a member of the Board of Directors.

Bill holds a B.S. in Microbiology from the University of Toledo and an MBA from Kansas State University. Prior to his role at Spartan, he spent five years on active duty as a commissioned officer in the U.S. Army serving in various duty stations around the world.

The SMART Choice

in Janitorial, Sanitation and Foodservice Distribution.

SMA

Strategic Market Alliance

Linking manufacturer, distributor and customers.
SMA serves as a Catalyst for optimizing supply chain efficiency and effectiveness.

Alliance™ 2020 member meeting

HEALTHRITE SMART HEALTH GOV CONNECT

Strategic Market Alliance
www.smasolutions.com | info@smasolutions.com | p: 704.268.3430



The best dispenser is **NO** dispenser

Check it out at **booth #2427**
and at the
Innovation Marketplace (#101)



DPA Buying Group Welcomes Twenty New JanSan Distributors in 2019

In the last nine months the DPA Buying Group is pleased to welcome twenty new distributor members to its janitorial products division: All American Paper (Glendale Heights, IL); All Star Cleaning Supply (Danbury, CT); Alta One, Inc. (Cheyenne, WY); Aroma Paper & Janitorial Supply (Cutler Bay, FL); Atlas Supply Company (Pekin, IL); Austin Vacuum SA, Inc. (San Antonio, TX); C.P. Products dba Chem-Pak (San Bernardino, CA); Cash & Carry Warehouse (Pleasant Hill, CA); Chemco Industries, Inc. (St. Louis, MO); Cloverland Paper Co. (Escanaba, MI); Erie Cotton Products, Inc. (Erie, PA); Ervin Brothers Distributing (Barnesville, OH); Grundy Supply (Morris, IL); JES Building Services (Burnaby, BC); Jimmy's Sales (Lihue, HI); Lancelot Janitorial and Paper Products (Lynn, MA); Sullivan Supply (Hibbing, MN headquarters); Supply

Solutions (Paducah, KY); The Cleaning Supplier (St. George, UT); The Vas-ko Company, Inc. (Toledo, OH).



DPA Buying Group New Members



The DPA Buying Group is a North American buying and networking organization comprised of more than 900 distributors and 230 preferred suppliers in the Janitorial, Industrial, Safety, Public Safety, Packaging and Restoration product industries.

For more information about The DPA Buying Group, please visit www.DPABuyingGroup.com or call (800) 652-7826.

Spartan Chemical Announces a New Product for Carpet Cleaning Services

Spartan Chemical Company, Inc., a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, announced today the availability of Contempo® Truck Mount Extraction Solution.

Carpeted floors continue to pervade as the most common flooring used in commercial buildings. As such, carpet extractors rank fourth for power equipment sold by janitorial distributors and over \$200 million carpet care chemicals are sold each year. Additionally, the Building Service Contractors Association International (BSCAI) surveyed its membership and found that 90% of BSC's offer carpet cleaning services.

Formulated for commercial applications, Spartan's Contempo® Truck Mount Extraction Solution can be used through truck mount extraction equipment or through an applicator as a pre-spray. The heavy-duty formula breaks down and emulsifies all

types of soils, delivering consistent, powerful cleaning on every job. Economical and easy to use, Contempo Truck Mount Extraction solution leaves fibers cleaner and brighter.

"In the competitive contract cleaning marketplace, BSCs need to find ways to differentiate," said John Swigart, President, Spartan Chemical Company. "Providing additional services, like carpet extraction, increases their value with their customers and enables them to capture more revenue per account. It's a win-win."

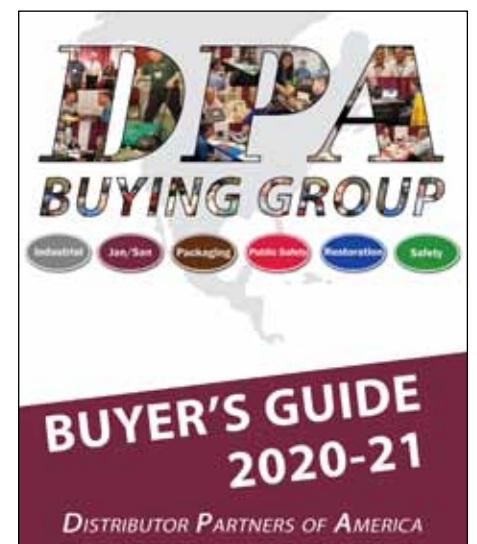
Contempo® Truck Mount Extraction Solution is available through Spartan's select distributor network. For more information or to find a distributor near you, visit www.spartanchemical.com.



Contempo® Truck Mount Extraction Solution

DPA Buying Group Announces its 2020-2021 Buyer's Guide

DPA's Buyers Guide is a handy desktop reference for the group's distributor members that showcases over 230 of the industry's leading suppliers. The listing is broken down by each vendor's product category across DPA's various market



segments including: facility maintenance supplies, safety equipment and clothing, industrial tools, packaging products, and public safety. All DPA preferred suppliers are listed in the directory with their associated products. By utilizing this guide, DPA distributors can quickly and easily find products through the group to take advantage of DPA's quarterly marketing allowances, extra promotions, better negotiated pricing and lower order minimums.

Learn more about DPA and this resource at www.JoinDPA.com or call (800) 652-7826.

DPA

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The DPA Buying Group leverages its purchasing power to negotiate better deals for you. DPA offers marketing allowances, better pricing, extra promos, and lower minimums. Join over 980 distributors and gain access to over 230 top manufacturer brands today!

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Apply here: www.JoinDPA.com

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Attach



Deplete



Repeat

foamymiQ™

The first hand hygiene dispensing cartridge. When foamymiQ is empty, simply remove it from the bracket, and snap on a fresh, new one.

Check it out at **booth #2427**, and at the **Innovation Marketplace (#101)**



Triple S Presents Supplier Awards

Triple S is pleased to announce that the following awards were presented at the 2019 Clean Team Exhibit & Conference held at the Sheraton Grand Wild Horse Pass, Phoenix, AZ.

Supplier Excellence Award - Awarded to a supplier who demonstrates long term support of the Triple S Brand, Triple S proprietary systems, as well as a high level of strategic support.

Americo Manufacturing Company, Inc.



Pictured above (left to right): John Miller, Chairman Dutch Owens, Todd Spencer

Cornerstone Supplier Award - Awarded to a Supplier for their long-term support of the Triple S Brand, excellent field sales and marketing support, and positions the Triple S Brand as "Best in Class" in the marketplace.

GOJO Industries, Inc.



Pictured above (left to right): Bob Potvin, Annette Miner, Chairman Dutch Owens

RDC Supplier of the Year Award - Awarded to a Supplier who has shown consistent growth, supply chain ex-

cellence, and strategic support.

Berry Global Inc.



Pictured above (left to right): Kelly McKamey, Chairman Dutch Owens, Peter Vaphiades, Susan Schlamersdorff, Anthony Lantzer

Triple S is a national distribution services and logistics company that provides facility maintenance solutions to the healthcare, education, commercial, retail, government and building services contractor markets. Local service and support solutions are made available through a network of Member-Distributors and Regional Distribution Centers.

For more information please visit www.triple-s.com.

Alan E. Sadler Announces Retirement

Alan E. Sadler, CEO of Triple S, and President of Triple-S Holdings, Inc., has announced his retirement effective September 30, 2019. In a letter to the Triple S Staff, Member and Supplier community, Alan thanked everyone for their support and collaboration over the years that contributed to the company's mission, To Make Our Members Prosper.



Alan E. Sadler

Dutch Owens, Chairman of Triple S and Owner of Gem Supply Company Inc., Orlando, FL praised Alan's "outstanding leadership, and accomplishments" in his 22 years of service.

Alan will remain in an advisory capacity. C. Eric Flinton, President of Triple S, has been named President of Triple-S Holdings, Inc.

Triple S is a national distribution services and logistics company that provides facility maintenance solutions to the healthcare, education, commercial, retail, government and building services contractor markets. Local service and support solutions are made available through a network of Member-Distributors and Regional Distribution Centers.

For more information please visit www.triple-s.com.

for environments where there is limited wall space. Tork PeakServe® Recessed is an adaptor that comes in two sizes, allowing users to retrofit existing stainless-steel recessed cabinets into a high-performing, high-capacity dispensing system.

With the expansion of the Tork PeakServe dispenser assortment, all restroom types will be able to take advantage of the proven benefits of Tork PeakServe. Now, with the full Tork PeakServe assortment, managers and cleaners can use the same system throughout an entire facility without worrying about having to carry a different refill due to restroom design limitations.

To learn how you can bring it on with the Tork PeakServe family, stop by the Tork booth #2133 at ISSA or visit TorkUSA.com/PeakServe.

*Compared to Tork Universal refills and folded towel dispenser 552000.

Bring It On With the Full Tork PeakServe Assortment

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dispensing, Tork PeakServe reduces overconsumption, and because it is not a roll towel system, there are no stub rolls or additional core waste. In addition, towels are FSC® certified for reduced environmental impact and refills come in an easy-handling carry pack for cleaners to be able to carry more towels without having to



travel back and forth as often as with conventional hand towel systems. Also, the towels are compressed by 50% to reduce transportation costs and contribute to a smaller environmental footprint.

What's next for Tork PeakServe in 2020?

In the spring of 2020, Tork will launch Tork PeakServe® Mini and Tork PeakServe® Recessed as extensions of the Tork PeakServe dispenser family, making it easier for facility managers to take advantage of the benefits of the award-winning Tork PeakServe system in their entire facility—all while using the same Tork PeakServe refill.

Tork PeakServe Mini dispenses more than 1,200 towels, serving up to 490 guests before refilling. As the slimmest and smallest dispenser with high-capacity capabilities on the market, this dispenser model is ideal

Daniel Josephs
Spruce Industries, Inc.

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Helping to Reduce School Absenteeism During Cold & Flu Season by Killing Pathogens on Surfaces with the Clorox Total 360 System

Sponsored by CloroxPro

Illness is one of many factors that can keep students from attending school, where they need to be at their best to learn. Although it is just one factor, fortunately the impact of the environment on illness is controllable and can be minimized by regular and proper surface disinfection.

Daily disinfection of school surfaces can help keep absenteeism rates low, especially during cold and flu season when absences due to illness are typically highest.^{1,2} The bacteria and viruses that cause these illnesses can live on surfaces for days or weeks,³ so killing germs regularly is imperative. However, traditional manual cleaning and disinfection methods, while effective, are not always sufficient, as some objects and areas can be missed, particularly if they are difficult to clean or hard to reach.⁴

Introducing Electrostatic Technology

Electrostatic disinfection systems, which spray charged disinfectant quickly and evenly throughout a room, are one technology facilities can use to supplement manual cleaning to ensure surfaces are treated.

Flagler Schools in Bunnell, Fla. and

the CloroxPro™ team recently concluded a two-year study to examine the impact of daily disinfection and student absenteeism rates, with the Clorox® Total 360® System, an electrostatic sprayer system.



Daily use of the Clorox® Total 360® System to kill pathogens on surfaces helped Flagler Schools reduce absenteeism by 53 percent during peak cold and flu month.

An elementary school within the Flagler Schools district had two absenteeism rate spikes of more than 10 percent during the 2017-2018 school year and wanted to improve their

absenteeism rates and further minimize outbreaks. During the 2017 school year, they used the Clorox® Total 360® System paired with the Clorox® Total 360® Disinfectant Cleaner¹ on a monthly basis in addition to daily manual cleaning and disinfecting.

To step up their already comprehensive cleaning protocols and further reduce the risk of outbreaks, the school increased the application of the Clorox® Total 360® System from a monthly to daily basis during the 2018-2019 school year and conducted a study to measure the efficacy of the enhanced protocols on absenteeism rates.

Standing Strong Against Illness

At the end of the 2018-2019 school year, the results were clear. More frequent application of the Clorox® Total 360® System effectively killed pathogens on surfaces which helped reduce absenteeism rates and bacterial contamination. There was a 14 per-

cent decrease in the overall absenteeism rate and a 53 percent decrease in the absenteeism rate for the peak flu season month in December, as compared to the previous school year.* A neighboring elementary school, in the system with similar demographics that did not increase the frequency of use of the Clorox® Total 360® System, saw a significantly smaller reduction in the absenteeism rate, and still experienced a spike during cold and flu season.

Christopher Shudy, Director of Custodial Services for Flagler Schools said, "I've been very pleased with how much we were able to reduce the absenteeism rate and not have any outbreaks using the Clorox® Total 360® System daily despite a long cold and flu season in 2018. We plan to keep using this system on a routine basis.

For more information about the Clorox® Total 360® System, visit the CloroxPro ISSA booth (#3254) and www.CloroxPro.com, and follow @CloroxPro on Twitter.

* The absenteeism rate results are not statistically significant.

¹ Neuzil, K. M.; Hohlbein, C.; Zhu, Y. Illness Among Schoolchildren During Influenza Season. Arch. Pediatr. Adolesc. Med. 2002, 156 (10), 986.

² Guidance for School Administrators to Help Reduce the Spread of Seasonal Influenza in K-12 Schools, CDC <https://www.cdc.gov/flu/school/guidance.htm> (accessed Jul 3, 2019).

³ Kramer, A.; Schwebke, I.; Kampf, G. How Long Do Nosocomial Pathogens Persist on Inanimate Surfaces? A Systematic Review. BMC Infect. Dis. 2006, 6, 1-8.

⁴ Carling, P. C.; Parry, M. M.; Rupp, M. E.; Po, J. L.; Dick, B.; Von Behren, S. Improving Cleaning of the Environment Surrounding Patients in 36 Acute Care Hospitals. Infect. Control Hosp. Epidemiol. 2008, 29 (11), 1035-1041.

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Spartan Chemical Promotes Henry and Salter to Regional Manager

Spartan Chemical Company, Inc., a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, today announced the promotion of Steve Henry and Jason Salter to the role of regional manager, effective May 1, 2019.

Mr. Henry joins Spartan as the regional manager for the Philadelphia region. Steve most recently served as the director of hotel operations for Hard Rock Hotel and Casino in Atlantic City, New Jersey. While there, Steve gained valuable experience with Spartan products as a customer. Prior to that, Mr. Henry spent three years at The Westin Wilmington in Delaware where he was the director of rooms in Delaware. Additionally,



Steve Henry

Steve was employed as the director of front office for Hawks Kay Resort in Duck Key, Florida overseeing the front desk, concierge, bell/valet, and security for three years.

Mr. Salter, who has responsibility for the Los Angeles region, most recently worked as a regional sales manager for Tornado Industries, managing California, Arizona and Nevada. During his time at Tornado, Jason was responsible for over fifty distribution companies, as well as national accounts. Prior to that he served as a national accounts sales executive at Unisource Worldwide, Inc. for three years. Jason also worked at Uni First Corporation in Valencia, California working as a branch sales manager.



Jason Salter



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J&M Technologies Provides Complete and Customized E-Commerce Solution for Distributors

J&M Technologies is celebrating its 20th year with its software release that makes e-commerce for distributors as simple and customizable as ever.

Distributors use J&M's software to generate their own custom e-commerce sites that provide easy online ordering. Customers can view their order history and unique pricing to quickly place repeat orders. New items are readily found with the auto-complete search bar, user-



meet the needs of the industry."

Because of its industry focus, J&M does all the work providing extensive product content. Distributors simply identify the products that they want to sell online. Most often, the products are already in J&M's database of over 350,000 janitorial, sanitary maintenance, paper, packaging, foodservice and safety products. If not, J&M obtains the information and images from the vendors. J&M constantly grows and updates its database.

The product detail pages generated with J&M's software and database include all the information that a customer needs to make a purchase decision. Consistent images and descriptions are provided for all products. When available from the manufacturer, specifications, videos, brochures, sell sheets, manuals, part lists, and multiple image angles are also provided.

New for the 20th anniversary release are extensive customization upgrades. Homepages for the e-commerce sites generated with the catalog are practically a blank slate. Unlimited image and text fields can suit any level of customization a distributor prefers.

Manzoian notes, "J&M has always aimed to make e-commerce attainable for any distributor, regardless of whether they had anyone tech- or web-savvy in-house. We are excited to conclude our 20th anniversary year with this new release loaded with features that make distributor sites stand out against their competition. Yet, the



J&M E-Commerce for Distributors

friendly category navigation, attribute filtering, and product suggestions. Customers can shop the site from phones or tablets because the e-commerce sites are fully responsive. The software is also punchout compatible.

John Manzoian, president and founder of J&M explains, "J&M is unique because we only sell to JanSan, packaging, paper, safety and foodservice distributors. Our e-commerce platform is specifically designed to

Vectair P-Screen up for 2019 ISSA Innovation Award

Vectair P-Screen® is the world's first triple action urinal screen, offering 60 days splash back protection with DUAL fragrance & enzyme protection.

The active central core in Vectair P-Screen® is designed to reduce bacteria & provides a secondary fragrance for urinal areas. Vectair P-Screen® helps to prevent urinal blockages and can help remove uric salt build up in pipes – a major cause of bad odors. The Vectair P-Screen® bubble and bristle design has a protected design mark. It is propellant free, VOC exempt, recyclable and is a great solution for all kinds of urinals, even waterless urinal systems.

Vectair P-Screen® has been entered into the 2019 ISSA Innovation Award Program (Supplies & Accessories Category).

software retains its ease of use. Distributors can still generate an impactful custom e-commerce site without the in-house staff."

J&M is also the industry's only provider of market segment "shop by room" e-commerce. Distributors define the customer's market segment (hospital, school, etc.). When logged in, the customer clicks through the room they are purchasing for, the type of surface, and cleaning need. The program then displays the products the distributor sells that are the right match. The program is also great for making new sales representatives instant market experts.

Stop by booth 3235 or visit www.jmcatalog.com for more information.

CASE STUDY

Igua® Control, based in Brazil, are a supplier of products and services for water treatment, equipment, air control and many other market segments. Their client was having problems with clogging in almost all the urinals. Every 8 months, they had to manu-



ally open the urinals to unclog them. Igua® Control had used regular urinal screens previously, just to help keep the bad odours away. These provided no help or protection against urinal clogging. So, they decided search for any solution that could help with urinal clogging.

The company were searching for a product that could remove bad smells, stop splash back but most importantly, unclog the urinals. They came across the Vectair P-Screen®, and they chose the Clove and Cardamom fragrance to help in mall restrooms.

David Muhr Promoted to Northeast Divisional Sales Manager

Spartan Chemical Company, a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, today announced the promotion of David Muhr to the role of divisional manager of the northeast division, effective March 1, 2019.

Mr. Muhr brings extensive industry knowledge to the role of divisional manager having served as a Spartan Chemical regional manager in the Philadelphia region for the last thirteen years covering Pennsylvania, Delaware and New Jersey. Previous to his position at Spartan, David was employed with Quaker City in York, Pennsylvania, as a sales representative for two years.



David Muhr



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Before joining U.S. Battery in 2014, Sebastian worked at a retail store warehouse. Today he manages the purchasing at our Corona, CA plant. When not working, he enjoys spending time with his family and riding horses.

Sebastian Gonzalez U.S. Battery
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Bona US Launches New Resilient Floor Renovation Solution

Industry-First Resilient Renovation System Offers Exponential Time Savings and Reduced Environmental Impact

Bona US, a global, sustainably driven company that supplies products for installing, renovating, maintaining and restoring premium floors, unveiled the Bona Commercial System™ Resilient Floor Renovation Solution, which is part of the Bona Commercial System suite of offerings. Bona is the first to offer a full system of resilient renovation and maintenance products that empowers facilities to renovate rather than replace worn resilient floors.

“Current methods for resilient floor renovation are toxic, messy and time consuming. On top of that, the process typically needs to be repeated, sometimes up to twice a year,” said



Dave Posey, National Sales Manager, Facility Solutions. “This new solution gets facilities back up-and-running in less time with fewer resources and minimal environmental impact.”

Resilient floors, which includes vinyl composition tile (VCT), sheet vinyl, luxury vinyl tile (LVT), linoleum and rubber, are frequently found in

hospitals, schools, retail stores and other large commercial locations. Traditionally, when these surfaces become worn, dirty or outdated, facilities either initiate a time-intensive process of stripping the floor then adding a layer of VOC-intense polish, or the facility will tear out and replace the floors. This non-decomposable material mostly ends up in local landfills. Both processes are expensive and cause significant facility downtime.

“Renovating resilient surfaces with the Bona Commercial System Resilient Floor Renovation Solution can cut labor and facility downtime in half. And with regular maintenance, the facility will never need to use the toxic floor



stripping product ever again,” continued Posey. “Best of all, we are keeping thousands of gallons of chemical waste out of waterways and millions of pounds of non-decomposable resilient material out of landfills.”

With a focus on color transformation, the renovation solution is a quick, simple, six-part process. The first few steps entail removal of the existing layers of floor polish. Next, the original resilient surface is prepared for the base color and then the optional decorative color chips are added. The final step is a

coat of the durable Bona Commercial System™ Resilient Floor Finish. Bona recommends its new hard surface cleaner to care and maintain the floor which will protect and extend the life of the floor.

For more information on this revolutionary system, visit the Bona website, and view the reference page to see Bona’s gallery of resilient floor transformations. Products are available via select distribution. Please contact the Bona sales representative in your region.

Spartan Chemical Promotes Steven Blumberg to Regional Manager

Spartan Chemical Company, Inc., a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, today announced the promotion of Steven Blumberg to the role of regional manager, effective July 16, 2019.

Mr. Blumberg joins Spartan as the regional manager for the Pittsburgh region. Steven most recently served as an account executive for Essendant based in Pittsburgh, Pennsylvania where he worked for two years. While there, Mr. Blumberg was responsible for driving business growth for Essendant customers. Prior to that, Steven worked at Fastenal for over nine years in various roles, including his most recent as general manager where he developed and executed sales plans, recruited and trained employees, and was responsible for sales operations for his branch.

Steven attended La Roche University, in Pittsburgh, Pennsylvania where he received his Bachelor’s degree in Leadership and Administrative Development.



Steven Blumberg



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The Pros and Cons of Video Training

Video instruction is growing in popularity in educational settings as well as in the workforce. Many employers now use them for "onboarding." This refers to educating new employees



KaiTutor Training System

about their new employer as well as teaching them how to perform the tasks they have been hired to do.

However, as beneficial as they are proving to be, "we are now learning [that] training videos do have pros and cons, especially for the cleaning industry," says Matt Morrison with Kaivac.

He bases this on his experience with the company's own on-board training system, the KaiTutor.™ The system is

mounted on several of the company's cleaning systems and has been available for the past few years.

Among the advantages of training videos, according to Morrison, are the following:

Clarity. "Seeing is more than believing, its understanding." Videos make it very easy to explain how a specific cleaning task should be performed and why.

Engagement. Well-crafted videos can retain and maintain the interest of the worker, even if they are watched several times.

Play, Pause, Practice. Videos are "demonstration friendly," which can be perfect for cleaning workers, allowing them to play a video, pause the video, and then practice cleaning the task just presented.

Flexibility. "Workers always have the option of rewinding a section of the video to review a segment. This helps ensure they understand key concepts."

As to the potential disadvantages, Morrison points to the following:

One-in-Ten Americans Online "Almost Constantly" Reports New Study

Study Has Several Implications for the Professional Cleaning Industry

Pew Research Study, reports that nearly one in ten U.S. adults are online "almost constantly," either on a computer, smartphone, or mobile device.

The study also found that 45 percent of those surveyed report going online several times throughout the day.

Accessibility. Workers are less likely to take advantage of training videos if they must stop work, and go to a specific area to watch the video. The videos must be readily accessible, on the cleaning equipment being used if possible.

Bandwidth. Some video training systems access online videos. The problem is that these videos may take time to load, or the presentation stalls frequently, both very distracting. It's best to use a system that does not require a WiFi connection."

Human Interaction. Training videos are not designed to replace training, but supplement training. Supervisors should always be available when needed for additional help.

Kaivac is the developer of the No-Touch Cleaning® and OmniFlex™ Crossover Cleaning systems. Headquartered in Hamilton, Ohio, Kaivac, Inc. delivers complete science-based cleaning systems designed to produce healthy results and outcomes while raising the value of cleaning operations and the professionalism of the worker. Kaivac offers an integrated portfolio of environmentally friendly cleaning products designed to remove the maximum amount of soil and potentially harmful biopollutants in the most cost-effective manner possible.

As expected, the most constantly connected are younger people, those between the ages of 18 and 29. Roughly half of these people report being online "almost constantly" and the other half say they are online multiple times throughout the day.



Robert Kravitz

These online activities run the gamut, from texting and keeping up with current events, to reading up about products and services in their specific industries, according to Robert Kravitz, president of AlturaSolutions Communications, a communications and digital marketing company for the professional cleaning industry.

"This is important information jansan marketers should be aware of. It is estimated that more than 85 percent of business buyers read up about products or services online before making a purchase decision. However, because of all the 'noise' on the Internet, most [of this] research is done by visiting B2B industry trade publications."

While print trade magazine reach has been dwindling in recent years, this is being offset by digital magazine reach, which has gone up about 15 percent since 2015, as reported by Marketing Charts, which closely monitors trends such as these.¹

"There are many reasons for this," says Kravitz. "But at the top of the list is credibility. Before making a business buying decision, business buyers want to make sure they have all the facts, and that is why they turn to trade publications, whether in print or online."

He adds that being aware of trends such as these "helps jansan marketers plan their marketing strategies for 2020 and going forward."

¹ Digital Magazine Audience Grows But Still Lags Print, June 19, 2018

Based in Chicago, AlturaSolutions Communications prepares and publishes educational articles that discuss the value, benefits, and features of their clients products and services. These articles are published in major B2B trade publications, the ones end-customer's read and trust. Reach them at www.alturasolutions.com

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Tips for Making the Most of Online Learning Programs

By Jennifer Meek, Director of Marketing for Charlotte Products Ltd.

Online learning systems are becoming a popular training option throughout the cleaning industry as manufacturers, distributors, larger BSCs and facilities themselves have all been developing their own platforms. These cost-effective tools provide custodial teams with easy access to diverse course options, making training easier than ever.

They're also providing access to training and education to more front-line workers than ever before, creating higher levels of performance and in the process, elevating the role of custodial worker and the career potential of the workforce.

What to Look For in an Online Learning Program

What to Look For in an Online Learning Program

With so many online learning platforms out there, it's important to know what you're looking for and to ask these simple questions as you decide on which platform to invest in for your team.

Ask about updates. The challenge with learning platforms like these is that cleaning equipment, products and technology are constantly changing, and so training must be updated to reflect those changes. Before investing in an online learning platform you will want to ask how frequently course content is updated and the platform's method of continuous improvement.

Is it accessible to everyone? The best online learning programs can be accessed from any electronic device, including desktop computers, laptops, tablets and even phones. This ensures that end users can access important training information from anywhere, even in the middle of a job if need be.

Make sure it provides documentation.

The best training programs are documented. Without a plan to document progress, workers will be less motivated to keep up with their course progress and training will eventually go by the wayside. When it comes to online learning platforms, the need for documentation becomes even more important. Not only does documentation ensure that courses are being completed and provide the motivation for workers to take trainings, but also the opportunity for more personalized learning pathways arises. Look for learning programs that include the option to review past courses, document training and provide recommended learning pathways for workers.

There should be a test. Individually paced online training programs work best when a testing component is incorporated at the end of each course. This not only helps with the learning process, but it also holds end users accountable for taking the course seriously. Some of the newer programs available will include the opportunity for end users to leave feedback on the courses, further engaging them in the training platform.

How to Make the

Most of an Online Learning Program

When you choose an online learning platform to invest in for your team, you'll want to make sure you have a system in place that makes it seamless for your staff to complete their trainings, and ensures that they will take the knowledge needed away from their learning pathways to do their jobs better and to grow in their careers.

Know your workforce. It's best to find a tool that provides options so that users of different tech savviness and comfort levels can access the platform seamlessly. If your end users aren't comfortable, or can't log on, you're not going to get much engagement with the training software! Having a designated work station is the ideal way to ensure that your workers will complete the required trainings on your online learning platform. This allows workers to have a consistent space that is reliable from which they can log on and engage in their online courses. Sometimes age will dictate how individuals will prefer to use the online learning platforms. If some of your employees learn better in their own environments, it might be beneficial to allow them to login from home or on their mobile devices, to complete their online training courses. Look for online learning programs that lay out the courses so it's a simple platform and easy to access from anywhere.

Incentivize the training. Newer online learning programs are partnering with certification organizations to provide even more resources for end users, including the option to attain specific trade-focused certifications. When training programs partner with certification programs, there is a built in incentive for your workers to complete the learning pathway because at the end of it, they will achieve a tangible item- certification. When you are

encouraging your workforce to self motivate to complete online courses and trainings, it's important to think of ways to incentivize completion of the program, with or without certification. Incentives can include gift card giveaways, team pizza parties (always popular in any sector), recognition in front of a team, opportunities for advancement or even PTO. Even the simplest incentives can go a long way toward engaging your workforce in the important work they are doing, motivating them to continue to learn while also elevating the role they play in public health.

Consider some healthy competition. Some online learning platforms have the opportunity built in for teams to compete against each other for the collection of the most completed courses. This unique setup is a valuable way to engage end users even further by promoting some healthy competition, motivating them to utilize the online learning platform, and to build collaborative teams.

Supplement with hands-on training whenever possible. There's never quite a substitute for hands-on training in any field, and particularly with new processes and equipment. But it's not

always possible to continuously offer hands-on training for each and every member of a custodial team. Coordinating a classroom setting or finding the space for a hands-on training may cause scheduling issues among your team, the need to shut down areas within a building or taking core workers off duty. The combination of hands-on training along with online learning platforms will help to ensure that your building can continue to function seamlessly, while people are getting valuable training at their own pace without closing down shop. Still, it is always important to pay attention to the progress of your workers and make sure that you do offer opportunities for hands-on training whenever it is possible to supplement the online learning programs they are engaging with more regularly.

Charlotte has recently partnered with ISSA's Cleaning Management Institute to develop a new verified online learning platform that combines coursework in the cleaning standards of our industry, including CMI certification courses, with product-specific courses and is available to any organization through a seamless portal on Charlotte's website. For more information, contact Jennifer Meek at meek@charlotteproducts.com.



DuPage County Jail Honors First Graduates of Janitorial Work Program

Cleaning Program Helps Inmate Transition from Jail-Life to Work-Life

DuPage County Jail, about 25 miles from Chicago, has just honored the first eight graduates of DuPage County Sheriff's Janitorial Work Program.



In honor of their accomplishment, the inmates tossed their blue work caps into the air and were awarded a pizza lunch.

The program was funded entirely



Training with Kaivac No-Touch Cleaning

by grant money and "was great for the health and safety of everyone in the jail and the inmates' morale," according to Dupage County Sheriff James Mendrick.

"Our whole goal is to give these inmates a life outside of jail," he added. "We want them to better themselves while they're here. We want to give them stability so they can take care of their families. That's what this is about."

The Janitorial Work Program takes six weeks to complete. During that time, inmates are taught cleaning methods and how to use cleaning solutions, tools, and equipment properly.

They then practice what they have been taught by cleaning sections of the jail, areas normally cleaned by the professional cleaning staff at the prison.

The Kaivac No-Touch Cleaning® system played a key role in the training. According to Mendrick, with this system, "high-pressure water brings up the soil from the [jail] cells; then they use a vacuum-like device [built-in to the machine] for cleaning and sanitizing the cells in less than three minutes."

Another benefit of the Kaivac system Mendrick mentioned is that inmates don't have to "get on their hands and knees to clean."

As for reactions to their graduation, one of the eight inmates said, "unfortunately I'm in jail, but I still achieved a certificate, and it helps with my overall personality."

Another said, "it gave us a chance to look at our lives as productive members of society and not only the criminals that we are looked upon as."

Once out of jail, inmates will also receive help finding a job, another benefit of the program. The goal, of course, is that they never see the inside of a prison again.

DDI System's eCommerce Technology Nabs 2019 ISSA Innovation Award Finalist Spot

DDI System's Inform eCommerce Pro is being recognized as a finalist for the 2019 ISSA Innovation Award. The robust eCommerce solution has been selected as a contender under the Services & Technology category.

"No technology is having a greater impact on wholesale distribution than eCommerce. Buyers are now online, driven by the wealth of information, effective search, and mobile devices. Evolving distributor strategies must accommodate this online shift, supporting web-savvy customers with the option to research, compare, and purchase with a click, with the same ease of an in-store visit," says DDI System's CEO and Founder, Adam Waller.

Designed for easy deployment, Inform eCommerce Pro seamlessly connects distributor storefronts and product catalogs to their operational data from DDI's market-leading In-

form ERP software. This latest DDI innovation delivers a leading-edge experience for both B2B and B2C retail shoppers while giving distributors full control over ever-changing product display, specs, related products, video content and more.

Inform integrates content from trusted partners such as Essendant to support a best-in-class product catalog, both for digital eCommerce and enhanced sales and quoting. In addition, Inform eCommerce Pro offers advanced user-friendly features such as zoom-friendly images, filterable attributes, product quick hover, saved wish/shopping lists, abandoned cart notifications, site visitor analysis and more.

The ISSA Innovation Award Program recognizes the cleaning industry's most innovative products and services as voted on by cleaning-industry distributors, building service contractors, in-house service provid-



Cordless Freedom - ProTeam Innovation

At ISSA Show North America 2019 in Las Vegas, ProTeam® will unveil new cordless vacuum technology to bring greater speed, safety, and simplicity



to your vacuuming routine. Cordless vacuums eliminate time-consuming cord management tasks and allow the cleaner to take the most efficient path through a space. When cleaning around obstacles and building occupants, cordless vacuums remove the potential tripping hazard of a cord for safer vacuuming. Both the FreeFlex® cordless hybrid upright and the new GoFree® Flex Pro II cordless back-

packers, and residential cleaners. "We are honored to have been selected as a 2019 ISSA Innovation Award Finalist," says DDI System's Director of Marketing Jennifer Luizzi. "ISSA has always been an incredible supporter of DDI. The annual event is a wonderful opportunity to connect with our more than 400 JanSan, Paper & Packaging distributor clients, while showcasing Inform's latest technology enhancements and features."

To learn more about Inform eCommerce Pro, stop by the Innovation Showcase or visit Booth #1609 during ISSA North America.



pack vacuum will help cleaning operations save with improved production rates.

The GoFree Flex Pro II cleans 30 percent faster than a standard backpack vacuum and 5 times faster than an upright vacuum. A new efficient motor makes the GoFree Flex Pro II lighter than ever at 17.6 pounds. Conserve battery by tackling routine cleaning on the low setting, then switch to high for deep cleaning. Clean with the 12-Ah battery for the longest runtime or take two pounds off the weight by using the new 6-Ah battery option with a shorter runtime. Articulating Flex-Fit® harness responds to the motion of the user's shoulders, back, and hips - increasing comfort and reducing fatigue.

The FreeFlex cordless hybrid upright leads the industry with a 72-minute runtime and the option to plug in for ongoing cleaning.

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SC Johnson Professional Refreshes the Handwashing Experience with Innovative Foam Soap Line

From invention to perfection, SC Johnson Professional's Refresh™ foam soap is better than ever

SC Johnson Professional announced the relaunch of its Refresh™ foam soap line, with new formulations designed to elevate the handwashing experience. Available in a range of new signature fragrances and fragrance-free options, just one pump removes over 99 percent of dirt and germs, when used properly.

"Refresh products are designed to deliver a pleasant experience to encourage hand washing," said Mike Flagg, head of SC Johnson Professional's North American business. "Developed based on input from facility owners, cleaning professionals, fragrance experts, and users, our new foam soaps with signature fragrances have been reformulated with one of the mildest preservatives and added skin conditioners, making them pleasant on the hands and suitable for all ages.



"It's the soap handwashers will love from a brand they can trust," Flagg added.

As part of a comprehensive hand care program, effective hand washing can help reduce illness, absenteeism and associated costs by up to 40 percent, according to a meta-analysis of 45 studies conducted in 15 countries between 1998 and 2008. Whether in corporate washrooms, office spaces, retail or healthcare settings, schools or hotels, the Refresh product line delivers the quality customers want and features that redefine foam soap expectations. The formulations leave skin silky-smooth with no sticky residue.



Compared to traditional lotion soap, Refresh foam soaps go beyond taking care of hands - they provide opportunity to save on costs. According to an industry study, changing to foam soap in a washroom can result in:

- 36 percent less product required
- 45 percent less water needed
- 30 percent more washes per liter

Save even more on maintenance costs by pairing Refresh soaps with SC Johnson Professional's new transparent dispensers. The Quick-View™ feature allows accurate product visibility from any distance or angle, maximizing maintenance efficiency. These dispensers are guaranteed for life, quick to refill and easy to service.

The Refresh™ line includes:

- **Refresh™ Azure FOAM** - Fresh Apple So fresh and clean, this fragrance reveals a sparkling ozone note infused with musk, lily of the valley and crisp apple.

- **Refresh™ Rose FOAM** - Enchanted Rose This fragrance casts its spell with a captivating blend of velvety rose and geranium drizzled with honey.

- **Refresh™ AntiBac FOAM** - Invigorating Citrus With an antimicrobial formulation, the Refresh™ AntiBac FOAM soap's fragrance opens with a bright burst of lemon zest and fresh herbs. The antimicrobial formulation kills up to 99.999 percent of bacteria.

- **Refresh™ Clear FOAM** - Fragrance-Free and Dye-Free

For more information on SC Johnson Professional's Refresh™ range, visit www.scjp.com/refresh. SC Johnson Professional's Deb brand invented the world's first hygienically sealed inverted foaming soap pump and collapsible cartridge system.

For more information about SC Johnson Professional's full portfolio of solutions for facilities, visit www.scjp.com.

Compass Wave - Maid Service Estimating Software

Compass Wave is about to make your life easier with instant online cleaning estimates. Compass Wave integrates with all your favorite apps like Zillow, Google Maps and Quality Driven. If you're no good at sales or bidding jobs relax. Compass Wave's got your back.



an at computer gets an estimate pricing jobs and giving estimates is not your strength, you're not alone. But good news!

Before Compass Wave

Pre Compass Wave Team meets to discuss Job estimates Ginny, had a knack for business. She loved her house cleaning clients and her employees. The team she had that went out to bid jobs were okay at it, but they all had different methods of pricing. One charged by the hour. One by the number of rooms and the last by square footage. Nobody could agree which method was best and the pricing was all over the board.

Compass Wave to the Rescue

Compass Wave a Middle age wom-



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What? It's true. Your prospects fill out a form that asks them a series

of questions. When they submit the form, they get an instant quote. How easy is that?

Visit compasswave.com for your FREE Trial Today! We're also located on the Showroom Floor at Booth #3500E.

AFFLINK Announces Summit Award Winners

Each year, AFFLINK, a global leader in supply chain management and developers of ELEVATE, which provides end-customers with procurement solutions, holds its annual membership meeting. This year the annual meeting was recently held in Denver, CO.

Among the awards given at these annual events is the AFFLINK Supplier Excellence Award. Winners are chosen based on the following criteria:

- Growth with AFFLINK members
- AFFLINK support
- Market innovation
- Customer service
- Outstanding leadership
- Ease of doing business

The recipients of the Supplier Excellence Awards for 2019 are the following:

- Essity, manufacturer of personal care products
- Berry Stretch, manufacturer of packaging products
- RJ Schinner, a distributor of jansan, food service, grocery, and paper products throughout the US

The annual Summit is also when AFFLINK presents its Members of the Year Awards. These are determined based on the following:

- Growth with preferred suppliers and member brands
- Engagement with AFFLINK pro-

grams and services

- Their help bolstering AFFLINK's Strategic Account sales

The winners for 2019 are MASSCO, for Facilities Maintenance, and Associated Packaging, in the Packaging division.

Along with the awards, a highlight of each Summit is a keynote speaker.

According to Gretchen Friedrich, this year the keynote speaker was Steve McClatchy, sales trainer and author of the best-selling book, *decide*.

"This was one of the most interactive presentations we have ever had," says Friedrich. "Using various techniques and with audience participation, we learned how we [are all] inherently programmed to 'win' in business and life. This certainly was one of the most personally gratifying keynotes we have ever had."

Connecting more than 200 manufacturers of Facility Maintenance, Packaging, Safety, Office and Industrial Supply solutions with over 300 independent distribution experts, AFFLINK is, just as its name suggests - that critical link offering clients innovative products, market expertise, and improved profitability, all of which is fueled by our leading-edge information technology. For more info, visit: <http://www.afflink.com/>



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SAVE THE DATE ISSA SHOW 2020

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Sweet home Chicago! Save the date as **ISSA Show North America** returns to Chicago, October 26-29, 2020! The host venue, McCormick Place, will be alive with ideas and inspiration as industry leaders converge for the one show for cleaning and facilities solutions.



SHOW FLOOR ATTRACTIONS

Take advantage of the bustling show floor, where you can find the latest in cleaning technology, shop exhibitor products and services, and learn from interactive sessions in the expo hall. You'll have the opportunity to connect with the 700+ exhibitors demonstrating new equipment and showcasing innovative solutions.



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Monarch Brands Holds The Line Against Tariffs Levelled At Hospitality Microfiber Products

A leading provider of hospitality textiles refuses to raise prices for hospitality distributors and commercial laundries.

The recent round of tariffs include a 15% increase on all microfiber garments and cleaning products including wholesale microfiber cloths, wholesale microfiber flat mops, and specialty items such as microfiber mitts and wands. This puts all hospitality suppliers and end users at a disadvantage as China manufactures over 95% of the world's microfiber. While other countries could begin to manufacture microfiber, it would take many months and millions of dollars to build or retool, train, and to produce quality microfiber for the same price as Chinese microfiber cloths and mops.

Many companies have passed price increases through to suppliers who are left with a decision to either take the hit or pass through an increase to end users. With a complete line of



Microfiber Cloth Stack

Microfiber SMARTRAGS

hospitality and textiles bolstered by burgeoning retail and e-commerce divisions, Monarch Brands eliminates a daunting decision for industry distributors.

"Our business is built on long-term relationships. We understand tariffs to be a short-term tactic and are prepared to hold the line while finding a work-around for the long-term benefit of our customers"

- Hal Kanefsky, President, Monarch Brands.

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Booth 2133

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Exhibit Hall Hours

WEDNESDAY, NOVEMBER 20

10:00 a.m. – 5:00 p.m.

THURSDAY, NOVEMBER 21

10:00 a.m. – 2:00 p.m.

GOJO Announces Next Step in Leadership Transition Plan for Continued Long-Term Viability and Vitality

Carey Jaros to become President and Chief Executive Officer; Mark Lerner to become Senior Advisor and President Emeritus

GOJO Industries continues its tradition of combining leaders from inside the Kanfer family and beyond with the announcement of Carey

Jaros as the 73-year-old Family Enterprise's new President and Chief Executive Officer; she will step into the role January 1, 2020, at which time Mark Lerner will become Senior Advisor and President Emeritus. GOJO Executive Chair Marcella Kanfer Rolnick announced Jaros' and Lerner's new roles to GOJO team members today.

GOJO, inventor of PURELL® Instant Hand Sanitizer, is the global leader of skin health and hygiene solutions for settings outside the home.

"GOJO is a Family Enterprise made up of thousands of team members who care deeply about helping the world stay healthy," said Jaros. "I am honored to be able to work alongside the most talented and committed people in our industry, in service of our GOJO Purpose of Saving Lives and Making Life Better Through Well-Being Solutions. The opportunities that lie ahead for us to have a positive impact on the world while continuing to grow this amazing business in Northeast Ohio are tremendous."

In her new role, Jaros will continue her years-long partnership with Mar-

cella Kanfer Rolnick, who was named Executive Chair of GOJO in May 2018. "Carey brings a rare combination of strategic perspective, practical business skills, and real heart," said Kanfer Rolnick. "As President and Chief Executive Officer, Carey will focus on continuing the company's progress as a market-making, growth-oriented business that cares about the well-being of people out in the world and within GOJO. Carey is a smart and courageous leader. There is no one else I would rather partner with than Carey as we shape the future of GOJO."

GOJO has always been on the forefront of new thinking and innovation. "We recognize the fast-changing world we live in is being reshaped by new forces in information technology, scientific discovery, and business consolidation coupled with the call for business to be a force for good," said Kanfer Rolnick. "I am confident that we have the right leadership and strategy in place to ensure we continue to lead our industry for decades to come."

Both Jaros and Kanfer Rolnick bring well-developed strategy and business skills to their respective roles. As the third generation of family leader-



GOJO announces an exciting milestone on its path toward the future. Marcella Kanfer Rolnick (second from the left) announced that Carey Jaros (far right) will become President and CEO, effective January 1, 2020, and Mark Lerner (far left), will become Senior Advisor and President Emeritus, also effective January 1. Pictured next to Marcella is her father, Joe Kanfer, who transitioned from Chair and CEO to Venturer in May 2018.

ship, Executive Chair Kanfer Rolnick is responsible for vision-setting, long-term strategy, sound governance, and stewardship of the family values and culture that have propelled GOJO to succeed. Jaros joined GOJO in 2016 as Chief Strategy Officer and transitioned to Chief Operating Officer in July 2018. Prior to joining GOJO, she was President of Walnut Ridge Strategic Management Company, Vice President at Dealer Tire, and spent over a decade as a management consultant at Bain and Company. She has significant experience as an operator, investor, and board member in growth companies.

"The two together make a formidable team," said Joe Kanfer, who transitioned from CEO to Venturer in May 2018. Kanfer is a member of the GOJO Board and an advisor and coach to many teams - helping to constantly generate new ideas. "Marcella and

Carey share my passion for innovation and pushing boundaries, and I look forward to continuing to work with both of them and their teams to lead the business successfully into an exciting and ambitious future."

Kanfer co-led the business for 30 years with Mark Lerner, who will transition to a new role, Senior Advisor and President Emeritus. In this new role, Mark will sponsor key Enterprise project teams, working as an advisor, coach, and mentor to GOJO leadership team members. He will also continue to serve on the GOJO Board of Directors.

Under Lerner's leadership, working in tandem with Kanfer, GOJO became a successful hand hygiene and healthy skin company, renowned for its state-of-the-art innovations and product developments, including the invention of PURELL® Hand Sanitizer, used by hospitals and individuals around the globe to reduce illness and infection. After selling the PURELL® Consumer Brand in 2004, Lerner was instrumental in reacquiring the PURELL® brand from Johnson and Johnson in 2010. GOJO then took the product line and expanded it to include new product innovations for schools, healthcare, foodservice, and consumer markets.

"Mark cares greatly for GOJO and our Purpose," said Kanfer Rolnick. "Both Carey and I are grateful for the roles Mark and Joe will play as we drive the next stage of the business."

"GOJO has a history of team-based leadership with each leader bringing complementary strengths that create a whole that is greater than the sum of its parts," said Lerner. "This transition is the next step in that process and I am excited about this next chapter for GOJO."

Here Ye, Here Ye: It's Time for the Cleaning Industry To Get Ready for Blockchain

Many in the professional cleaning industry have yet to hear about blockchain. However, there is a good reason for this. While it has been used in the financial industry since The Great Recession, it is just now making its way into sectors such as distribution and, very soon, professional cleaning.

"A blockchain system is essentially an electronic ledger," says Michael Wilson, vice president of marketing and packaging for AFFLINK, a global leader in distribution and supply chain management. "Like a ledger or a spreadsheet, it keeps track of transactions and interactions among many different parties all at the same time."

However, Wilson adds that blockchain software technology is much more than this and is not a fad nor a - here today/gone tomorrow - technology. Because of this, he says distributors and members of the professional cleaning industry should be aware of the following:

- Parties in a blockchain are referred to as the blockchains "peer-to-peer network." In the professional cleaning industry, these parties could include, for instance, manufacturers, distributors, end-customers, facility managers, and others.

- Because all the ledgers are interconnected, any transaction posted on one ledger will appear on all ledgers shared among the group simultaneously.
- All changes are made instantly for all in the peer-to-peer group to see at the same time. Further, everyone knows who changed what, and the result of these changes.
- Transactions in a blockchain are irreversible. This means all transactions are locked in. If one ledger posting must be changed, it means the entire ledger of transactions will need to be changed and re-computed.
- Blockchains often offer what is called "programmability." Usually, this refers to the add-on software programs that can, for instance, project delivery times, costs and expenses, profits, and more.

As to what blockchain brings to the distribution and janitor table, Wilson says it helps improve transparency, boosts operating efficiencies, reduces transaction processing times, enhances workflow, "and builds trust because everyone in the blockchain has access to the same information all at the same time."

Rebecca Barraza named Vice President of Business Development at Network Services Company

Network Services, a leading distribution company, is proud to announce the promotion of Rebecca Barraza to Vice President, Business Development. In her new role, she will be responsible for leading the commercial real estate sales team to manage and develop global accounts.

"Rebecca has been a key part of our success in our healthcare business over the past eight years," said Kevin Rudd, Chief Sales and Marketing Officer. "And now we are thrilled she is leading our commercial real estate

business."

Rebecca joined Network Services as a corporate account director and was quickly promoted to senior corporate account director. Prior to Network Services, Rebecca held business development roles at GOJO Industries and Diversey.

She has been awarded the Network Services Company Sales Excellence Award three times.

Network Services Company is a leading distributor headquartered in Schaumburg, Illinois. With more than 700 distribution centers and a collective 33,000 employees, Network Services provides a wide range of janitorial, sanitation, print and packaging products and supply chain programs for specialized markets including healthcare, hospitality, packaging, foodservice, grocery, and commercial real estate. For more information visit www.networkdistribution.com.



WPI is represented above in booth #549 with James Christensen, Alan Paal, Mike Kilgore, Paul Wildenberg and Bill Sleeper



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