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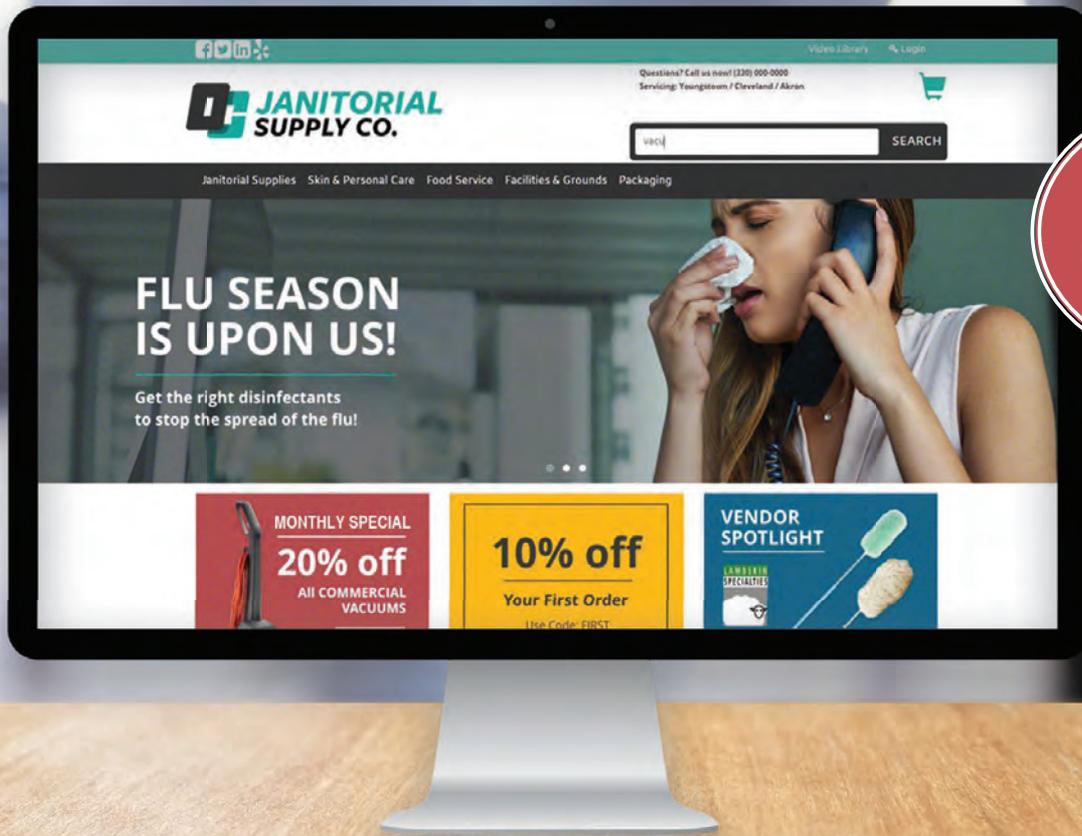


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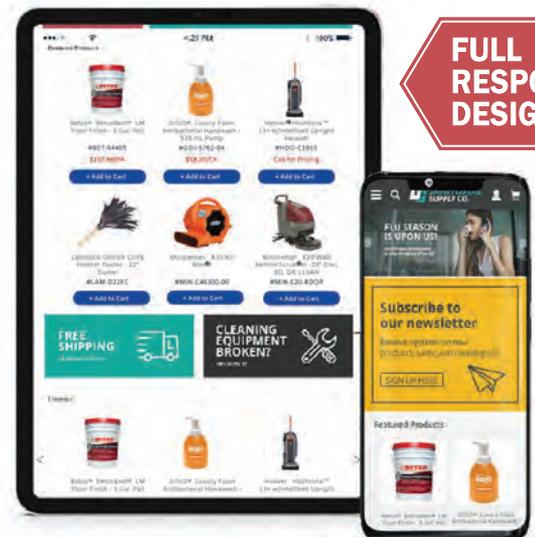
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## MSN FEATURE



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- Spartan Chemical Company, Inc. • WizKid Products
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**On The Cover:** Imperial Dade serves a wide range of market segments from locations coast to coast. Pictured are President Jason Tillis (left) and Chairman Robert Tillis. See story on page 6.

## Industry Calendar of Events

**May 21-24, 2022** — National Restaurant Association Show, McCormick Place, Chicago, IL. For information: 864-699-6435.

**October 10-13, 2022** — ISSA Show North America, McCormick Place, Chicago, IL. For information: 800-225-4772.

**January 31-February 3, 2023** — National Hardware Show, Las Vegas Convention Center, Las Vegas, NV. For information: 888-425-9377.

**March 4-7, 2023** — The Inspired Home Show, IHA's Global Home + Housewares Market, McCormick Place, Chicago, IL. For information: 847-292-4200.

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1. Based on survey results conducted in March 2021 of 34 current Tork Vision Cleaning customers in Europe and North America. NOTE: Tork Vision Cleaning was formerly known as Tork EasyCube®.



# Acquisitions Have Made Imperial Dade A True North American Player



By Rick Mullen, *Maintenance Sales News* Associate Editor

**I**ncluding its headquarters in Jersey City, NJ, distributor Imperial Dade services a wide array of major market segments from locations throughout the country. The company's leadership team includes Chairman Robert Tillis and his son, President Jason Tillis (above right).

"We are very fortunate that we serve a wide range of market segments," Vice President, Marketing & Communications Laura Craven said, during a recent interview with *Maintenance Sales News Magazine*. "Imperial Dade services the grocery segment, which includes convenience stores, large international grocery chains and local family-owned grocery stores.

"We also service the food service market, which includes restaurants, caterers, and outlets one might find in a food court, stadium or an airport."

The company also sells to the healthcare market, including hospitals, nursing homes and clinics, as well as the hospitality channel — hotels, from large chains to privately owned boutique hotels.

"We do a lot of business with the government and public sector segments — municipalities, prison systems, etc.," Craven said. "Also, education dovetails into that — public schools, pre-schools, colleges and universities.

"Imperial Dade has a big presence, as well, in the sports and entertainment segment, everything from Madison Square Garden to Hard Rock Stadium where the 2020 Super Bowl was played."

Madison Square Garden is an iconic venue in New York City. Hard Rock Stadium is located in Miami Gardens, FL, a city north of Miami. It is the home stadium of the Miami Dolphins of the National Football League and the University of Miami Hurricanes football team.

Other major markets Imperial Dade serves include facilities and maintenance, whether it is a building service contractor (BSC) or in-house service provider.

"Imperial Dade has a large export division that exports products to the Caribbean, Central and South America," Craven said. "We also service the industrial packaging segment, which includes food processors and ecommerce companies that take orders online, package merchandise, and ship to consumers.

"We sell to the cruise line and marine industries. We conduct business with major cruise lines, while, in addition, servicing ports all around the coastlines of the United States.

"Furthermore, Imperial Dade has a redistribution arm that sells to



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smaller, niche distributors, that may have more specific target audiences, such as Italian or Asian cuisine restaurants.”

## FROM ‘SEA TO SHINING SEA’

Imperial Dade’s history dates to the founding of Imperial Bag & Paper in 1935, which had a very successful run in the greater New York City area for many decades, Craven said.

In 2007, Robert Tillis bought Imperial Bag & Paper. Jason Tillis came into the business with his father, and, although the pair enjoyed having a successful business serving the greater New York City, New Jersey and Philadelphia markets, they wanted to “go big.”

“Robert and Jason Tillis embarked on an aggressive acquisition strategy. They began by acquiring additional companies in the Northeast region,” Craven said. “In the summer of 2017, Dade Paper, a large distributor located in Miami, FL, which served the Southeast, Caribbean, and the Mid-Atlantic area, was acquired. At that time, the company’s name was changed from Imperial Bag & Paper to Imperial Dade.”

The pair continued acquiring more distributors, on the jan/san, food service and industrial packaging sides, all throughout the eastern United States. Then, they started looking westward for acquisitions.

“To date, we have made 47 acquisitions, and have 110 locations from ‘sea to shining sea,’” Craven said. “Most recently, we announced a definitive agreement to acquire a company in Canada (Veritiv Canada, Inc.), which

will give us an additional 12 locations throughout Canada, making Imperial Dade truly a North American player. That deal should be finalized in a few weeks. At that point, we will have nearly 125 locations, with more than 6,000 employees.

“Our Jersey City location, built about six years ago, is both a distribution facility and corporate headquarters, and is about 500,000 square feet.

“Furthermore, Imperial Dade has greenfielded new super centers in Kansas City, Atlanta, Houston, and is building a new facility in Alabama. We also have two new facilities planned in Florida.

“We are fortunate to have the resources to invest in top-notch facilities all over the country,” Craven said. “Imperial Dade’s growing footprint has allowed it to serve regional and national account customers with more consistency.”

## MISSION: HELP CUSTOMERS SUCCEED

Craven is quick to call Imperial Dade a very “high-touch” organization, as its 1,000 sales consultants are in the field to support existing and new customers, alike.

“We have specialists who are experts in the use of chemicals, floor equipment and packaging, both industrial and food service,” Craven said. **“Once we are fortunate to earn someone’s business, we are not done. We continue to bring those customers innovative solutions, while trying to anticipate and meet their needs. One key is regular contact from sales reps.”**

Imperial Dade sales reps also make it a point, not only to get to know a customer’s leaders, but also its frontline workers.

“For example, for an in-house service provider or a university cus-



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tomer, we not only work with their procurement team, but also do a lot for frontline cleaning workers as far as providing complementary training. **We ask questions — ‘What works? What is not working for you? Do you have any problem areas in your facility?’ — and then we really listen to what they have to say,”** Craven said. “I think frontline workers really appreciate that, because they are the ones who are going to figure out what needs to be done and where they have room for improvement.

“Our mission is to help customers succeed. We are a business-to-business company, rather than a consumer-based business. So, our job is to make a customer’s job easier, more effective and more successful in the end.

**“All of the investments we make in facilities, in technologies, in our subject matter experts — are ultimately designed to serve customers at a higher level so they can be successful business operators.”**

Craven reiterated the importance and effectiveness of Imperial Dade’s hands-on approach in the various locales the company services.

**“We have hundreds and hundreds of customer service representatives, and they are local. We don’t use a call center,”** Craven said. “So, if you are in Birmingham, AL, and you pick up the phone and call our location there, you are going to get somebody in Birmingham. Imperial Dade is not a telemarketing type of business.

**“We believe in investing in demonstrations, site surveys, and educating our own people on the ‘latest and greatest’ products and processes to take to the field and share with customers.”**

“Imperial Dade’s niche is to help customers succeed through expertise in products, processes and supply chain management excellence.”

During a site survey, Imperial Dade reps will conduct a “walk-through” at the customer’s facility along with a customer’s frontline worker(s) and/or manager. The customer’s employee might point out a stubborn rust stain on a concrete area, or grout in a restroom that is proving very difficult to clean.

Imperial Dade reps listen and then draw from the company’s combined expertise to solve pressing problems with innovative products and solutions.

“Some of our customers are challenged with labor shortages. That is where can we offer products and equipment that save time, allowing a client to do more with less,” Craven said.

**“We offer many services, including online ordering, although that does not replace the sales consultant. It**

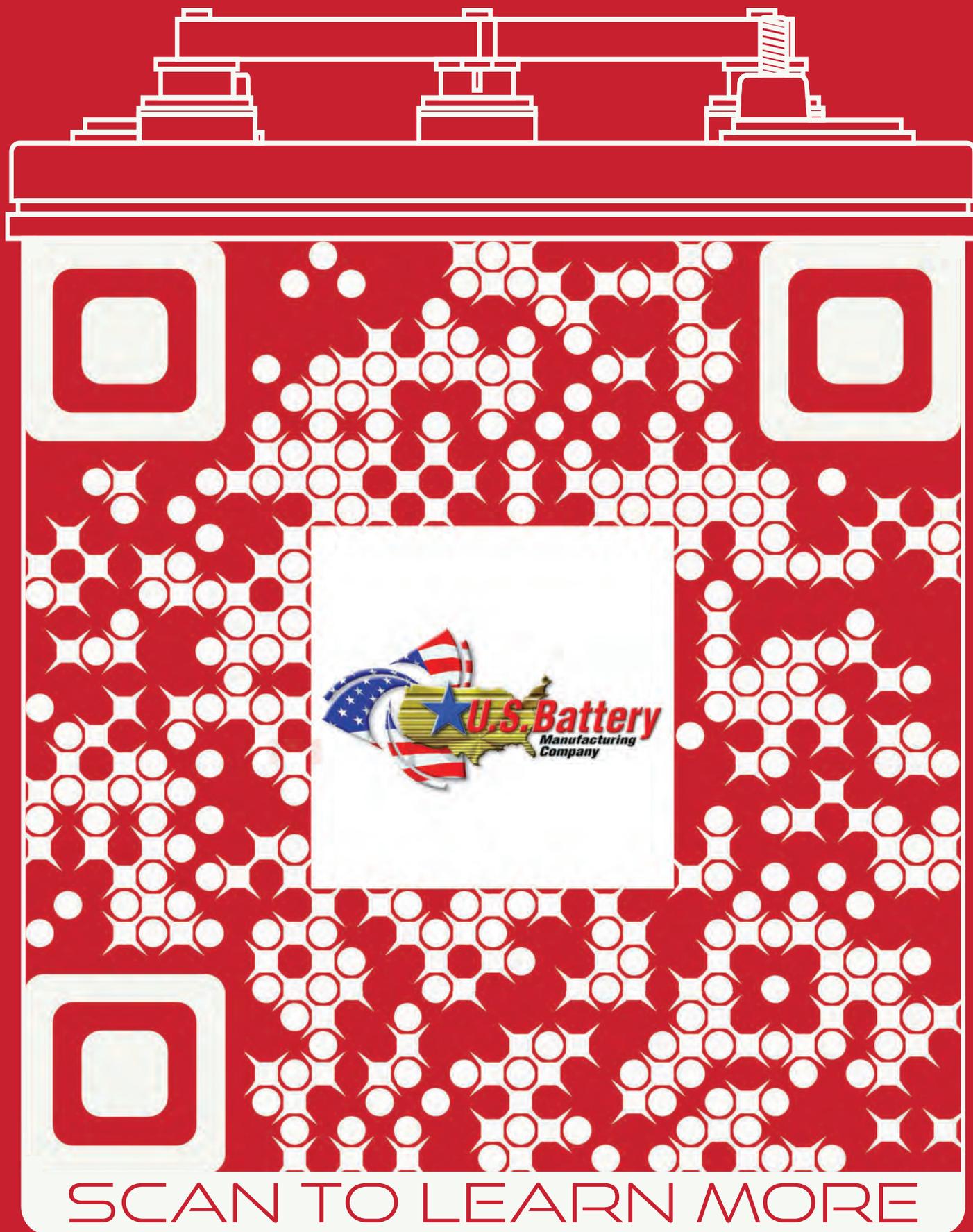
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is a facilitator, so the sales consultant has more time to be actively suggesting new items or helping customers solve problems.

“We host our own trade shows, which are opportunities for customers to walk through our catalog in person, touch and feel everything and ask questions.”

Demonstrations on floor equipment, floor finish, no-touch disinfection devices, such as UV and air purification systems, are also an important part of Imperial Dade’s customer service efforts.

## CLEANING INSTITUTE

Imperial Dade’s training “umbrella” is called the Imperial Dade Cleaning Institute (IDCI), Craven said. IDCI offers several educational tracks.

The training tracks and additional specialty programs are tailored to meet customers’ specific needs.

Tracks include:

■ **Introduction to Professional Cleaning** — Delves into the reasons and importance of cleaning for general health and business, introduces the chemistry involved in cleaning processes, and discusses best practices;

■ **General Safety in the Workplace** — Provides foundational knowledge of general safety concerns within the cleaning industry, including chemical safety, personal protective equipment, exposure response, accident/injury reporting, situational concerns, responsibilities, and attitude;

■ **General Cleaning** — Participants in this class receive instruction regarding routine cleaning efforts such as trash removal, dusting, vacuuming, cleaning of common items, and hard floor care;

■ **HAZCOM** — A deeper dive into the Hazard Communication Standard and associated Globally Harmonized System (GHS) amendments than the General Safety in the Workplace course;

■ **Restroom Care** — Discusses the challenges of restroom care, while providing both the steps and the rationale for proper procedure sequencing, and a few fun facts regarding the restroom;

■ **Carpet Care** — Participants in this day-long class focus on all aspects of carpet care. Background information, preventive measures, daily, interim, and restorative methods are discussed and demonstrated;

■ **Hard Floor Care** — Tackles all aspects of hard floor care, from soil prevention and daily care to complete stripping and refinishing of traditional floors, to addressing newer floor surfaces and the care required, to highlighting newer methodologies, coatings, and systems; all geared toward enhancing safety, developing proficiencies and improving outcomes;

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■ **Green Cleaning** — Class is designed to take the mystery out of sustainability-focused cleaning. Participants will gain an understanding of the history, development and on-going innovation tied to green cleaning. Additional focus topics include third-party certifications and organizations, product selection criteria, procedural considerations, building certifications, and more; and,

■ **Leadership** — Course is designed for those who may be new to, or are working toward, a leadership role. Experienced managers can benefit from a refresher on the basics. Customer service, leadership

characteristics, people skills, and motivation are among topics covered.

“We have a gentleman who is in charge of the IDCI, plus many employees across the country who are trainers,” Craven said. “We conduct on-site training for some customers, especially those with large cleaning crews, such as a university or hospital system, or a BSC.”

Training sessions conducted at Imperial Dade’s facilities across the country are typically specific to such subjects as floor care, restroom care and green cleaning. Also offered is training for new supervisors and people who are being considered for a promotion.

“We also offer virtual training on a variety of topics. We find virtual training is best in short segments,” Craven said. “Furthermore, we partner with ISSA’s Cleaning Management Institute (CMI). We offer CMI training on a regular basis.

“Meanwhile, Imperial Dade has an infection prevention expert on staff who conducts training. We also tap our supplier partners because they are full of great expertise.”

### ASSET MANAGEMENT PROGRAM

Imperial Dade’s equipment repair and preventive maintenance programs are a part of the company’s Asset Management Program, which features:

- Comprehensive user training programs;
- On-site fleet service;
- Preventive maintenance programs;
- A full offering of accessories;
- Factory authorized warranty repair; and,
- Pickup and delivery.

“We have terrific people who oversee the program. Some of our locations also offer loaners,” Craven said. “We really take pride in the Asset Management offering. It is a big part of our value-added proposition.”

Imperial Dade services commercial auto scrubbers, industrial auto scrubbers, floor machines, encapsulation machines, carpet extractors, wide area and upright scrubbers, vacuums, and more.

### COVID PUT CLEANING FOR HEALTH FRONT AND CENTER

Business was very good for Imperial Dade leading into early 2020 when the COVID-19 pandemic struck in a big way. Some of the company’s customers were severely impacted right away, including restaurants, sports and

Continued on Page 35



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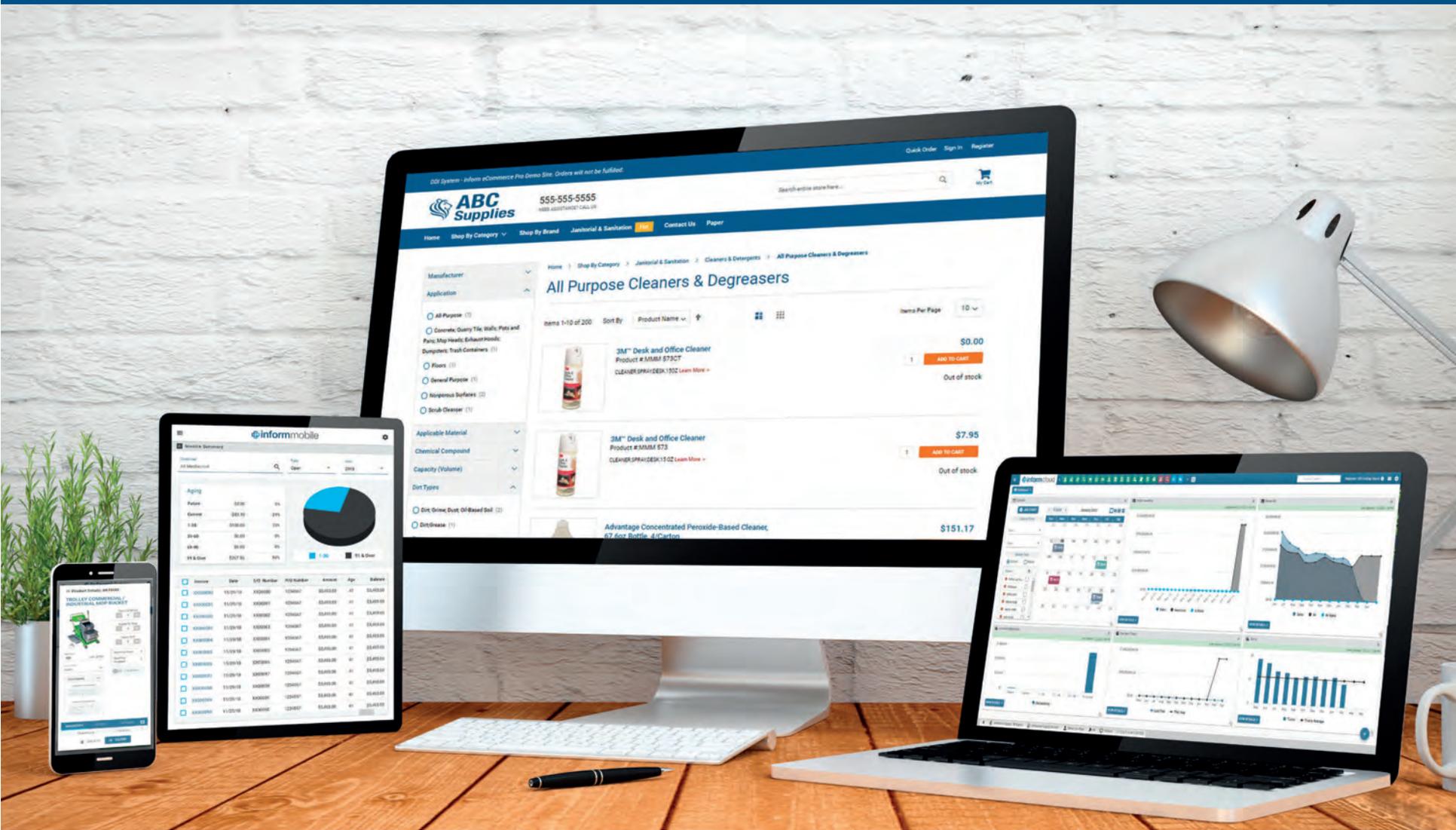
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**AFH PAPER EXECUTIVES DISCUSS**

# OPPORTUNITIES AND CHALLENGES

**IN THE TOWEL, TISSUE & WIPER MARKETPLACE**

By Harrell Kerkhoff, *Maintenance Sales News* Editor

**Opportunities and challenges remain plentiful for those companies involved with the commercial/away-from-home (AFH) paper towel, tissue and wiper marketplace.**

**Company executives recently interviewed by *Maintenance Sales News Magazine* discussed what is new within their organizations, as well as what to expect in the near future for the overall paper business.**

## ESSITY

**SAFETY, HYGIENE AND  
SUSTAINABILITY ARE INTERCONNECTED  
NOW, MORE THAN EVER.**

**F**ocusing on enhanced hygiene standards as post-pandemic society slowly evolves remains paramount at **Essity**, with its **Tork®** brand.

“Looking toward the future, we are excited to show how cutting-edge innovations, like data-driven cleaning systems, can help meet the increased demands on operational efficiency, cleaning quality and hygiene compliance,” said **Don Lewis, President, Professional Hygiene, Essity**. “As people return to public spaces, professional cleaning service teams need to be equipped with the right products, tools and resources that help ensure new and evolving consumer demands are being met.

“By focusing on sustainable hygiene management, end-users can strengthen business outcomes through increased customer satisfaction, employee well-being, operational efficiency and sustainability performance.”

As a global provider of professional hygiene products and systems, Tork has been helping improve the business performance of customers through leading sustainable hygiene products, services and expertise for over 50 years.

“Our products and services enable sustainable hygiene management, which in turn allows decision makers and cleaning staff to strengthen business performance, meet evolving hygiene demands and accelerate operational efficiency,” Lewis said. “Ultimately, we aim to reassure our end-users by providing the right products, services, tools and resources so they can experience a more hygienic and sustainable life when away from home.”

He added that Essity also deeply values the meaningful relationships the company has forged with its distributor partners.

“In service of those relationships, we are constantly conducting end-customer research to learn what touchpoints are most important to them,” Lewis said. “Our research shows that distributor and manufacturer websites — as well as online catalogues — remain key channels for information gathering by end-customers. Given that insight, our



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organization continues to evolve and focus on fostering mutually-beneficial relationships with distributor partners to create an intentional product pipeline and host best-in-class, Tork-owned industry insights and content on external distributor touchpoints.

“Through those commitments, Tork has, and will continue, to support distributors’ online marketing efforts by providing robust content that elevates the purchaser experience. Together with our partners, we emphasize accessibility and a fully-integrated approach that allows end-customers to search and buy products when, and how, it is most convenient for them,” Lewis added.

As the COVID pandemic continues, Lewis shared that Essity remains committed to helping customers with leading hygiene products, market-shaping services and unparalleled expertise. For example, he discussed the company’s Safer Choice campaign.

“With our global footprint, we were able to survey end-users from around the world to determine preferences for hand drying and bring those insights to market, via an engaging end-customer campaign that educated our end-customers and distributor partners on changes in user preference,” Lewis said. “We paired those insights with our award-winning Tork PeakServe® Continuous™ Hand Towel System to bring to market a truly unique, holistic offer.

“This illustrates how Tork helps end-customers improve their business performance with key insights and revolutionary product and service solutions. With clear knowledge of what’s happening in the market globally, we are able to help our end-customers improve their business performance through sustainable hygiene management.”

The impact of facility hygiene on overall business performance also remains a key area of focus for Essity. Lewis explained that heightened hygiene expectations today, coupled with irregular and unpredictable traffic flows, means long-established and predetermined approaches toward cleaning are no longer enough to meet demands. To make a real impact, businesses need to be innovative, lean on new technologies and choose the right partners.

“That’s why, in 2015, we developed the first-to-market facility management software for data-driven cleaning, Tork Easy-Cube®. Since then, we have continued to build on our service innovations to help facilities deliver and reassure customers better options in hygiene,” Lewis said. “We are excited to share that we’ve evolved our Tork EasyCube offer, which is now called Tork Vision Cleaning. This broader solution enables cleaning teams to act on real-time data, rather than predetermined schedules. Given the increased importance of hygiene in people’s minds, data-driven tools like Tork Vision Cleaning enable cleaning staffs to address hygiene issues quickly and effectively — reassuring people in any facility that their hygiene, and well-being needs, are being met, while helping improve business results.

“As a proof point, **we learned that customers report saving up to 20 percent in cleaning hours after implementing Tork Vision Cleaning into their facilities.** (Based on the documented results achieved by three Tork Vision Cleaning customers, measured before and after the implementation of Tork Vision Cleaning.) That helps them redirect staff to other, more important, tasks while achieving up to 30 percent higher customer satisfaction. (Measurement of visitor satisfaction in two Tork Vision Cleaning washrooms and two traditionally maintained and equipped washrooms at ISSA/InterClean exhibition, May 2016.)”

**“WITH OUR GLOBAL FOOTPRINT, WE WERE ABLE TO SURVEY END-USERS FROM AROUND THE WORLD TO DETERMINE PREFERENCES FOR HAND DRYING AND BRING THOSE INSIGHTS TO MARKET, VIA AN ENGAGING END-CUSTOMER CAMPAIGN THAT EDUCATED OUR END-CUSTOMERS AND DISTRIBUTOR PARTNERS ON CHANGES IN USER PREFERENCE.”**

**“WE HAVE BEEN LASER-FOCUSED ON INCREASING COMMUNICATION AND ENGAGEMENT WITH OUR PARTNERS, WHILE WORKING DILIGENTLY TO TRULY UNDERSTAND THEIR EVOLVING BUSINESS NEEDS.”**

When asked to comment on his 2022 outlook for the overall janitorial paper/tissue business, Lewis said it’s undeniable that there are some aspects of business that will never go back to the way they were before the pandemic. The post-pandemic environment will look very different — and facilities need to be ready. Safety, hygiene and sustainability are interconnected now, more than ever.

“In one of our recent studies, we found that more than half of those surveyed, who worked in an office before COVID-19, are now concerned about the cleanliness and hygiene of the workplace as they contemplate their return (Source: Results of an online survey conducted within the United States by the Harris Poll on behalf of Essity, from May 5-7, 2021, among 2,064 adults ages 18 and older),” Lewis explained. “Today, people not only have higher expectations of hygiene, but sustainability is also top of mind for employers, employees and visitors. In fact, another recent global survey commissioned by Essity showed that 90 percent of respondents said the importance of sustainability will increase for businesses in the future. (Essity Initiative Survey, 2020-2021.)”



**Don Lewis,**  
*Essity Professional Hygiene*

“To address those sentiments, and deliver against key business metrics, we offer a range of products and solutions that contribute to sustainable hygiene by reducing waste, supporting lower carbon footprints and leveraging data to ensure more efficient facility management. At Essity, sustainability is an integral part of what we do as we look to contribute to societal well-being, sustainable consumption and ultimately, a circular society.”

As such, Lewis said Essity has committed to 6 of the 17 United Nations Sustainable Development Goals, and has bold sustainability targets. For example, as it relates circularity, Essity is striving for 100 percent recyclability and 85 percent renewable or recycled material in its packaging by 2025. In 2021, Essity achieved 78 percent — just 7 percentage points shy of the 2025 goal.

**“Among others, we have also pledged that at least 50 percent of Essity’s innovations should yield social and/or environmental improvement — and we are proud to report that in 2021, 59 percent of Essity’s innovations met those criteria,”** Lewis said.

As an example, in October 2021, Essity launched the plant-based and sustainably sourced Tork Biobased Heavy-Duty Cleaning Cloth®, made from 99 percent biobased fibers. The cloth provides customers key benefits, including improved absorption, durability, linting and solvent consumption, all while reducing environmental impact.

Notably, Essity has also committed to net-zero greenhouse gas emissions by 2050. Like many other organizations, Lewis said Essity is being tested by the volatility of today’s market. The impact of the pandemic has created supply chain issues, and has affected the way many companies conduct business on a global scale.

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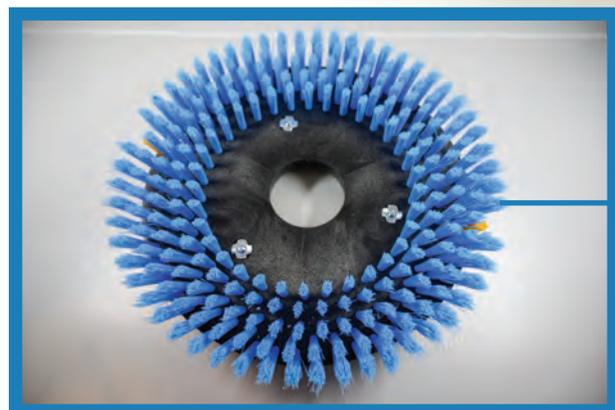
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“To address those ongoing challenges, we have been laser-focused on increasing communication and engagement with our partners, while working diligently to truly understand their evolving business needs,” Lewis said. “We’re grateful for our employees, customers and distributor partners as they work through challenging market conditions with us.”

As stated, Essity representatives are determined to develop products and solutions that use fewer resources and better fit into a circular society.

“Our fundamental belief is that those in the professional cleaning business shouldn’t have to choose between sustainability, hygiene and business performance as they work to meet the needs, and concerns, of clients and end-users. All three aspects can be addressed and achieved through a strategic, integrated approach. We call this ‘sustainable hygiene management,’” Lewis explained. “An example of how we are integrating those needs and meeting the expectations of the marketplace is the Tork PeakServe® Recessed Cabinet Adapter, named the Innovation Award Winner in the Dispenser Category, at ISSA North America 2020.”

Tork PeakServe saves labor and eliminates waste due to its 50 percent compressed refills — which are FSC certified for reduced environmental impact — and new dispensing technology that allows cleaning staffs to top off dispensers at any time (*Compared to Tork Universal Folded Towels*).

“With innovations like Tork PeakServe and the Tork Biobased Heavy-Duty Cleaning Cloth, facility managers now have more ways to meet the converging expectations for safety, hygiene and sustainability,” Lewis said. “In addition to innovative products, we also have innovative services that further sustainability efforts. For example, in the EU, we introduced Tork PaperCircle, the world’s first circular recycling service for used paper hand towels, turning discarded waste into new tissue products. Similarly in North America, our Closed Loop Recycling program is a one-of-a-kind recycling partnership that enables organizations to recycle used, discarded office paper into new paper hand towels, toilet paper and napkin products.

“Those services, among others, are examples of how Tork is helping businesses go circular and contributing to zero-waste-to-landfill goals,” Lewis added.

Overall, Lewis said Essity will continue to center its business on the needs of end-customers involving intentionality, accessibility and interconnectedness — ultimately leveraging data to ensure that the most informed decisions are made.

**“With our fully-integrated product, segment and brand teams, we have been able to boost collaboration internally, be intentional in our efforts and work with distributor channel partners with one goal in mind — to best serve the end-customer with the right insights, products, services, and tools that drive and enable their business today and in the future,”** Lewis said. “Through our commitment of offering innovative and sustainable hygiene products and services, we focus on developing a deep understanding of target end-customers’ needs. That is achieved by investing in market research and product and service development programs, which results in breakthrough innovations.

“As the maker of the global Tork professional hygiene brand, we remain committed to offering customers a full suite of innovative and sustainable hygiene products and services.

**“To further our ability to provide wraparound solutions for those customers, at the beginning of February, we acquired the U.S. professional wiping and cleaning company, Legacy Converting, Inc.,”** Lewis said.

**“The company offers products within the categories of sanitizing and disinfecting wet wipes, chemical-ready wipes and dry wipes. With the acquisition of Legacy Converting, Inc., we are expanding our wiping and cleaning product offering, and further strengthening our presence in key customer segments in the North American market.”**

Contact: Essity Professional Hygiene North America, Cira Centre, Suite 2600, 2929 Arch St., Philadelphia, PA 19104-2857.

Website: [www.torkusa.com](http://www.torkusa.com).

## VON DREHLE CORPORATION

**WE WILL CONTINUE TO ASK THE RIGHT QUESTIONS AND LISTEN TO THE NEEDS OF OUR CUSTOMERS, DOING WHAT IS NECESSARY TO MAKE SURE THEY ARE SUCCESSFUL.**

**A** continued focus on touch-free solutions remains very much in place at the **von Drehle Corporation**, as away-from-home facility proprietors continue to rebound from the ongoing COVID pandemic.

**“‘Touch free’ is more important than ever. In response, we have added to our Transcend® controlled-use dispenser line with the introduction of the Transcend Electronic Hard Wound Towel dispenser.** That has been the missing piece to the line that includes Transcend towel, tissue and hand care products,” **von Drehle Corporation Director of Marketing Danielle Cannon** said. “Transcend is our best in class, controlled-use product offering, and has been very successful since the launch in 2018. We are happy to add an additional touch-free option, one that matches the full line. **Very seldom do you see, even in high-end restrooms, matching towel, tissue and soap dispensers. Dispensers in this line have innovative features and benefits and are available in black, white and stainless colors.”**

The logo for Von Drehle Corporation features the company name in a bold, blue, sans-serif font. The word 'VON' is smaller and positioned above 'DREHLE'. Below 'DREHLE', the word 'CORPORATION' is written in a smaller, all-caps, blue font.

An extension of the Transcend line includes a free-standing hand sanitizer station, as well as a Preserve Plus Sanitizing System kit (item No. R934-KIT) that includes spunlace wipes and a re-usable bucket. Users can take one wiper at a time which dispenses from the bucket, and wiper refills are available for purchase.

“End-users can add their choice of cleaning chemicals to the bucket to saturate the wipers, turning them into wet wipes and, helping end-users better meet the specific needs of their facilities. That is helpful since the cleaning needs of health care, for example, are different than food service or education,” Cannon said.

Headquartered in **Hickory, NC**, von Drehle Corporation is a family- and employee-owned away-from-home towel and tissue manufacturer, founded in 1974. It continues to produce a variety of towel, bath tissue and hand-care products for the away-from-home market.

“We also provide private labeling options that involve all of our product categories, allowing customers to build their own brands and/or pair such branding with von Drehle-branded items,” Cannon said.

As a longtime towel and tissue manufacturer, the von Drehle Corporation continues to place strong emphasis on producing quality paper products. To help it further meet that important and ongoing objective, von Drehle’s Natchez, MS, facility features a Valmet Advantage NTT paper machine which started up in 2016 and was the first NTT machine in North America. NTT machines are unique and can produce smooth paper products almost identical to parent rolls from DCT machines or textured, premium paper more similar to parent rolls from a TAD machine.

“Working alongside our Product Development Team, our Paper Making Experts in Natchez have done a nice job learning how to perfect the textured technology,” Cannon said. “Given the positive feedback from customers, we are happy to finally bring our premium 100 percent recycled NTT towels to market in April.”

Cannon reported on both challenges and opportunities ahead for the away-from-home paper segment as 2022 progresses. Among the challenges

are higher fiber and shipping costs, supply chain disruptions and a tight labor market.

She added the parent roll market is also tight, as well as the supply of certain grades of paper, including both recycled and virgin tissue and kraft toweling.

“Our parent roll suppliers are reaching out to us regarding any available parent rolls we may have to sell,” Cannon said. “Also, within the paper industry, a lot of paper machines are being used to produce retail, rather than away-from-home, grades. That could continue for a while. It’s hard to know how long.

“The good news for von Drehle, our company is vertically integrated and has three paper machines that produce 100 percent recycled towel and tissue products. With that capacity, we are able to skirt the severity of many paper-related supply and demand issues and keep parent roll inventory in our converting facilities.”

Nonetheless, controlling costs remains an important objective for von Drehle officials. That includes implementing a SKU rationalization process, determining which products to add and which to remove from inventory.

“SKU reduction allows us to improve the efficiency of our equipment, which results in less downtime, changeovers and increases our capacity. By eliminating slow moving SKUs, it also frees von Drehle’s warehouse space for inventory that is selling at a higher volume,” Cannon said. “We are also working with our HR Recruiting Team to get our staffing levels back to 100 percent at von Drehle converting facilities.”

Cannon addressed other trends she has seen related to the paper industry. “There continues to be consolidation among distributors and some manufacturers and converters. There also seems to be movement away from online retailers, due to the added service and knowledge that consultative selling distributors provide. That involves customer service, product training and onsite visits,” she said. “We, at von Drehle, are also seeing more companies seek out domestic suppliers, due to ongoing



*Danielle Cannon,  
von Drehle*

supply chain challenges, shipping costs and delays, and we are proud to be Made in the USA.”

She added that von Drehle’s No. 1 goal continues to be focusing on customer needs and being a responsive and strategic partner.

“We will continue to ask the right questions and listen to the needs of our customers, doing what is necessary to make sure they are successful. Focusing on such goals allows us to create and sustain partnerships that are valued and long lasting,” Cannon said. “As far as specific products are concerned, von Drehle will continue to grow its Transcend product line. We want customers to have a variety of options to choose from as it relates to Transcend, which now includes the Electronic Hard Wound Towel dispenser. The product line offers a variety of solutions to meet every need, in every location, and is poised for additional growth.”

### **CONTROLLING COSTS REMAINS AN IMPORTANT OBJECTIVE FOR VON DREHLE OFFICIALS. THAT INCLUDES IMPLEMENTING A SKU RATIONALIZATION PROCESS, DETERMINING WHICH PRODUCTS TO ADD AND WHICH TO REMOVE FROM INVENTORY.**

Environmentally friendly products and sound sustainability practices are also important for companies that successfully conduct business in today’s away-from-home paper marketplace. That focus is very important to von Drehle representatives. Many of the company’s products are Green Seal-certified, and the company is a member of both the U.S. Green Building Council and the Green Hotels Association. The von Drehle Corporation is also an approved supplier under the EPA’s Comprehensive Procurement Guideline (CPG).

“We always keep the environment front and center,” Cannon said. “For example, our two mills, and three paper machines, all produce 100 percent recycled products. That now includes our NTT toweling, which is a premium 100 percent recycled product that is also environmentally friendly, since NTT technology uses less water and energy than TAD machines. Towel and tissue trends come and go, but being good stewards of the environment is always in style at von Drehle.”

*Contact: The von Drehle Corporation -  
An ESOP Company, 612 Third Ave., NE, Hickory, NC 28601.  
Phone: 828-322-1805. Website: www.vondrehle.com.*

## **BERK INTERNATIONAL**

### **COMMUNICATION IS KEY. AS LEAD TIMES CHANGE AND SUPPLY CHAINS GET DISRUPTED, CUSTOMERS WANT TO KNOW WHAT IS GOING ON, WHICH MEANS WE MUST STAY ON TOP OF OUR GAME.**

**A**s a longtime converter of disposable wiping products, **Berk International** continues to focus on three categories: tissue products, such as toilet paper and center pull rolls; towel products, such as hard-wound rolls for restrooms; and non-woven wipers.

“We sell primarily dry speciality wipes for every industry, going into all types of markets such as health care, automotive, industrial, food service and jan/san,” **Berk International President Jake Berk** said.

The company’s product portfolio includes an update to its CUTNDRY® brand TAD (through-air-dry) premium roll towel — once only offered in white virgin material, but now also available in a recycled version called CUTNDRY® TAN TAD.



“It’s eco-friendly and available with a competitive price point. We are excited to be coming out with that item, especially as more people are focused on environmentally friendly products,” Berk said. “Besides CUTNDRY® TAN TAD, we also have bath tissue and towels in recycled versions, along with wipers that are dispersible and biodegradable.

“Our company’s environmental focus goes beyond Berk’s products. It includes the use of packaging that features recycled content, while the lighting in our facility is energy efficient, with the use of LED technology. There are also plans to add solar panels at our facility.”

Products produced at Berk International's manufacturing facility, located just outside of Philadelphia, PA, can be found throughout the United States and in such places as the Caribbean, Mexico, Canada, South America and other parts of the world.

No matter the location, Berk said the company's top objective is taking care of its customer base.

"Communication is key. As lead times change and supply chains get disrupted, customers want to know what is going on, which means we must stay on top of our game," Berk said. "We work with over 1,000 distributors. Communicating with those companies is an important task, helping us remain relevant in today's market. We put a lot of effort in making sure our customers get what they need."

**"Transparency is also key, especially when working through today's supply chain challenges, which includes a shortage of material.** Many companies are looking for product. They will call us and say, 'We used to get this item from a certain place and now we can't. What can Berk offer?' In response, we work hard to find a solution to meet their needs. That is possible due to our extensive line of products."

He added the Berk International carries 130 truckloads of raw material in its warehouse, equivalent to approximately 100,000 square feet of space.

"That is used as a buffer to combat any supply chain issues. It's a huge benefit for our distributors who, when they need product, need it now. They don't have time to wait for material to arrive at our facility," Berk said. **"We are also always looking to develop new products or tweak existing items to better compete in the marketplace."**

**"BERK INTERNATIONAL CARRIES 130 TRUCKLOADS OF RAW MATERIAL IN ITS WAREHOUSE, EQUIVALENT TO APPROXIMATELY 100,000 SQUARE FEET OF SPACE. THAT IS USED AS A BUFFER TO COMBAT ANY SUPPLY CHAIN ISSUES."**

He added challenges are always part of conducting business, as are solutions and opportunities.

"Challenges usually end up allowing us to offer different alternatives for customers. Although the supply chain continues to be a problem for many industries, I feel there are also growth opportunities. We see a lot of people moving toward private label, which is always a strong suite at Berk International. Customers want to push their own brands and build out their own identities in the market. They are looking for alternative solutions, and I think that is going to continue throughout 2022," Berk said. "We see the market continuing to grow. It helps that customers are looking for better options in customer service, which we can provide. That is going to be in strong demand for the remainder of the year."

Although Berk feels shortages of paper within various categories will continue, such problems can be alleviated or at least lessen.



**Jake Berk,**  
Berk International

Continued on Page 46

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**See Ad On Page 2**

One New England Way  
Lincoln, RI 02865 USA

**Toll Free:** 800-222-2880

**Email:** rbeaudette@acsind.com

**Website:** www.acs-cp.com

**Company Officer(s):** Steven Buckler, President;  
Rory Beaudette, Vice President Sales & COO;  
Peter Botvin, Executive Vice President

**Products:** From the company's beginnings in 1939 as a wire sponge manufacturer in Rhode Island, ACS has grown its product offerings. It is a global organization with corporate and R&D functions in the USA and manufacturing operations in Mexico and China. Vertical integration has taken the company to five facilities with almost 4,000 employees. Its Cleaning Products Division includes hand pads, stainless scrubbers, sponges, soap pads, grill screens and grill bricks. It produces a full range of mops, brooms and brushes. Its floor maintenance line includes non woven floor pads, steel wool floor pads, sand screens and many specialty floor pads. ACS has achieved UL validation regarding 100 percent recycled material in all of its non woven hand and floor pads from post-consumer to post-industrial. 22

## Aluf Plastics

**See Ad On Page 7**

2 Glenshaw St.

Orangeburg, NY 10962 USA

**Phone:** 845-365-2200

**Toll Free:** 800-394-BAGS

**Email:** info@alufplastics.com

**Website:** www.alufplastics.com

**Products:** Aluf Plastics is a nationwide leader in

can liners, custom bags and film. It's a WBENC-certified Women Minority Owned Business. Voted No. 1 for Disposables Supplier at the ISSA show. Recognized by *Inc. Magazine* as one of the fastest growing private companies in the USA. 22

## Bar Keepers Friend

5240 Walt Place

Indianapolis, IN 46062 USA

**Phone:** 317-459-5521

**Email:** institutional@barkeepersfriend.com

**Website:** www.barkeepersfriend.com/institutional

**Products:** Maker of premium-quality name-brand powder and liquid scouring cleansers, plus Spray + Foam. For over 130 years, Bar Keepers Friend (BKF) has been a trusted brand. "Once tried, always used" is the company's motto. Now available in institutional sizes and NSF-registered formulas for expanded sales and profit opportunities for distributors. 19

## Berk International LLC

**See Ad On Page 22**

400 E. 2nd St.

Boyertown, PA 19512 USA

**Phone:** 610-369-0600

**Email:** sales@berkwiper.com

**Website:** www.berkwiper.com

**Products:** Berk International is a leading manufacturer of towel, tissue and nonwoven disposable wiping cloths. In addition to more than 700 SKUs, Berk offers private labeling, custom packaging, drop shipping, and contract converting services. Berk Brands include CutnDry®, Eden Soft®, Chef's Select®, PROformance®, Techwipe®, MightyWipe®, Chemwipe®, and Fitness Wipe®. 22

## Bro-Tex, Inc.

800 Hampden Ave.

St. Paul, MN 55114 USA

**Phone:** 651-645-5721

**Toll Free:** 800-328-2282

**Email:** info@brotex.com

**Website:** www.brotex.com

**Company Officer(s):** Arlys Freeman

**Products:** Established in 1923, Bro-Tex converts and distributes a wide variety of paper, non-woven and cloth wiping products. Bro-Tex offers Food Service Towels, Dinner Napkins, Fresh Start disinfecting wipes on EPA List N to kill COVID-19, Solution Wipes-build your own wet wiping system, dispersible (flushable) wipes, Orange Peel Plus wipe with a heavy de-greaser, and Right Rags/Right Choice Microfibers. Private label options available. 22

## Carlisle Sanitary Maintenance Products

4711 E. Hefner Rd.

Oklahoma City, OK 73131 USA

**Phone:** 405-475-5600

**Website:** www.carlislefsp.com

**Products:** Commercial brooms, brushes, rotary brushes and other janitorial products. Also available are waste containers, material handling and food service products. 22

## Distribution One

4004 Church Rd.

Mount Laurel, NJ 08054 USA

**Phone:** 856-380-0629

**Email:** info@distone.com

**Website:** www.distone.com

**Company Officer(s):** Larry Ward, President;  
Dean Christianson, CEO

**Products:** With a customer-first focus, Distribution

One's end-to-end user-friendly ERP-ONE distribution software expands productivity and profitability for wholesalers and distributors through Financial Management, Sales Order Entry, Purchasing, CRM, Inventory and Warehousing, Reporting and Analytics, Mobile App suite, and more. Supplemental features include ERP-integrated E-Commerce with customer and vendor portals, Amazon connectivity, Credit Card processing, Sales Tax compliance, Shipping, and more. For over 25 years, Distribution One has helped companies utilize technology to maximize user productivity, lower operating costs, and expand selling opportunities. 22

**Dorden & Company, Inc.**  
**a/k/a Dorden Squeegee™©**

7446 Central Ave., P. O. Box 10247

Detroit, MI 48210 USA

**Phone:** 313-834-7910, 313-407-7557

**Email:** mmfgcoinc@gmail.com

**Website:** www.dordensqueegee.com

**Company Officer(s):** Bruce M. Gale, President/Managing Director

**Products:** Manufacturing "The World's Finest Squeegees™ ©" and made in the USA. Dorden is a contract manufacturer of floor and heavy-duty commercial, industrial and specialty high quality "Not Just For Windows - Window Squeegees™ ©." Dor-

den can seamlessly expand a customer's product line and increase the bottom line through its "Dorden Private Label Customer-Centric Tailored Squeegee Program™ ©" to fit specific needs. 21

**Essendant**

1 Pkwy. North Blvd., Deerfield, IL 60015 USA

**Phone:** 847-627-7000

**Email:** discover@essendant.com

**Website:** www.essendant.com

**Products:** Essendant is a wholesaler that powers its partners' success by integrating a vast product assortment, a world-class fulfillment network and a full suite of advanced sales, marketing and digital tools. Essendant connects customers with top manufacturers in the market to offer over two million products in its portfolio. Essendant distributes janitorial and sanitation supplies, food service products, office supplies, office furniture, print and technology supplies, safety supplies and tools, welding products, industrial supplies, oilfield supplies, automotive technician tools, repair shop tools and supplies and body shop supplies. 18

**Essity Professional Hygiene North America**

**See Ad On Page 5**

Cira Centre, 2929 Arch St., Suite 2600

Philadelphia, PA 19104 USA

**Toll Free:** 866-722-8675

**Email:** torkusa@essity.com

**Website:** www.torkusa.com, www.essity.com

**Company Officer(s):** Don Lewis, President, Essity Professional Hygiene

**Products:** Essity's global Professional Hygiene brand, Tork®, offers industry-leading solutions such as the award-winning Tork PeakServe® Continuous™ Hand Towel System. Tork products include dispensers, paper towels, bath tissue, napkins, soap, hand sanitizers, industrial and kitchen wipers, and software solutions for data-driven cleaning. Through expertise in hygiene, functional design, and substantiability, Tork has become a market leader that supports customers to think ahead so they're always ready for business. 21

**Expanded Technologies**

6520 46th St.

Kenosha, WI 53144 USA

**Toll Free:** 888-654-7720

**Email:** expanded@expandedtechnologies.com

**Website:** www.expandedtechnologies.com

**Products:** Manufacturer of products designed to protect floors, reduce noise and assist in maintenance. Products include Slip-on®, Slip-over®, Wrap-around®, and CasterTire™ Floor Savers™.



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### **EZ Dump Commercial Inc.**

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Phoenix, AZ 85002 USA

**Phone:** 480-452-6038

**Toll Free:** 800-944-5011

**Website:** [www.ezdumpcommercial.com](http://www.ezdumpcommercial.com)

**Products:** SmartcanMax™ is a component-based receptacle. SmartcanMax™ eliminates the struggle to remove liner bags entirely. SmartcanMax™ ships in a single pack. Comprised of a body, base and funnel, each SmartcanMax™ is backed by a 5-year no holes warranty. SmartcanMax™ Recycle is for recycling. Custom colors and graphics are also available, subject to minimums. 19

### **F.C. Meyer Packaging**

108 Main St.

Norwalk, CT 06851 USA

**Phone:** 203-644-1243

**Email:** [marketing@fcmpackagingsales.com](mailto:marketing@fcmpackagingsales.com)

**Website:** [www.fcmeypackaging.com](http://www.fcmeypackaging.com)

**Products:** FC Meyer Packaging, “America’s most experienced box maker since 1907,” manufactures stock and custom food service, retail and processor folding carton packaging. The company is FSC-certified and an expert in creating sustainable packaging solutions. 22

### **Golden Star Inc.**

**See Ad On Page 31**

6445 Metcalf Ave., Overland Park, KS 66202 USA

**Phone:** 816-842-0233

**Email:** [goldenstar@goldenstar.com](mailto:goldenstar@goldenstar.com)

**Website:** [www.goldenstar.com](http://www.goldenstar.com)

**Products:** Golden Star is a full line, vertically integrated manufacturer of professional surface cleaning tools, systems and accessories since 1908. Offers private branding capabilities and marketing tools to better grow customers’ brands. Products include wet and dust mops, microfiber pads and cloths, dusters, bonnets, corn brooms, push brooms and hardware. Recently acquired west coast manufacturer Premier Mop and Broom. 20

### **Gordon Brush Mfg. Co., Inc.**

3737 Capitol Ave.

City of Industry, CA 90601 USA

**Phone:** 323-724-7777

**Email:** [sales@gordonbrush.com](mailto:sales@gordonbrush.com)

**Website:** [www.gordonbrush.com](http://www.gordonbrush.com)

**Products:** Speedy Sweep Cordless Battery Operated Floor Sweeper, PlateScrape for pre-sanitizing dirty plates, refrigeration and plumbing brushes, bowl brushes, vat brushes, janitorial brushes, push floor brooms, floor squeegees, polycorn uprights, lobby brooms, dusters, hygienic brushes and sanitary Emop metal-free brushes, commercial kitchen cleaning brushes, deck scrubs and paint and applicator brushes. 22

### **Guy and O’Neill**

200 Industrial Ave

Fredonia, WI 53021 USA

**Phone:** 908-801-2038

**Email:** [jmoyle@guyandoneill.com](mailto:jmoyle@guyandoneill.com)

**Website:** [www.guyandoneill.com](http://www.guyandoneill.com)

**Company Officers:** Jeff Brooks, CEO; Greg Fries, Senior Vice President

**Products:** Guy and O'Neill is a leading manufacturer of wet wipes and liquid fill products. It has the skill set to handle any private label and contract manufacturing programs. Whether full-service turnkey manufacturing, toll manufacturing, or new innovation, G&O has the scale, capacity, and expertise to meet customer needs. 22

### **Ha-Ste Manufacturing, Inc.**

P.O. Box 168

Union City, IN 47390 USA

**Phone:** 937-968-4858

**Toll Free:** 800-228-6677 (MOPS)

**Email:** [service@hastemops.com](mailto:service@hastemops.com)

**Website:** [www.hastemops.com](http://www.hastemops.com)

**Products:** Manufacturer of (Made in the U.S.A.) mopping products. Specializing in service for the janitorial and industrial hard floor care professional. Quality product line of wet mops, dust mops, hardware, and monofilament finish mops that include custom factory and private labeling as well as construction modifications to suit a customer’s needs. 21

### **Haviland Corporation**

**See Ad On Page 10**

P. O. Box 769 - 200 S Hwy. U

Linn, MO 65051 USA

**Phone:** 573-897-3672

**Email:** [squeegees@havilandcorp.com](mailto:squeegees@havilandcorp.com)

**Website:** [www.havilandcorp.com](http://www.havilandcorp.com)

**Products:** Haviland’s newest product, The Quick Flip Squeegee, is loaded with options giving users two squeegees in one. They choose what works for them. Haviland manufactures an extensive line of premium and specialty floor squeegees including serrated roller, color-coded and grill squeegees; window squeegees; paving hand tools; scrapers; and waterbrooms. 22

### **Intercon Chemical Company/**

#### **Clearly Better Solutions**

**See Ads On Page 24, 48**

1100 Central Industrial Dr.

St. Louis, MO 63110 USA

**Phone:** 314-771-6600

**Toll Free:** 800-325-9218

**Email:** [jim@clearlybetter.com](mailto:jim@clearlybetter.com)

**Website:** [www.clearlybetter.com](http://www.clearlybetter.com),

[www.interconchemical.com](http://www.interconchemical.com)

**Company Officer(s):** Jim Epstein, CEO and President; Richard Schroeder, Executive Vice President

**Products:** A full line of cleaning and maintenance chemicals for the food service, healthcare,

laundry, industrial and institutional markets. Products include Opti-Pak systems, RTG (Ready-To-Go), Blue Planet green cleaners, Pro-Con systems, Clearly Better, and more. 21

### **Kutol Products Company**

**See Ad On Page 35**

100 Partnership Way

Sharonville, OH 45241 USA

**Phone:** 513-527-5500

**Toll Free:** 800-543-4641

**Email:** [sales@kutol.com](mailto:sales@kutol.com)

**Website:** [www.kutol.com](http://www.kutol.com)

**Products:** Hand soaps (E2 NSF-rated), hand sanitizers (E3 NSF-rated), industrial hand cleaners, heavy-duty hand scrubs, antibacterial hand soaps, soap and sanitizer dispensers, foam and liquid hand soaps (E1, E2 and E4 NSF-rated), foam and gel hand sanitizers (E3 NSF-rated). 21

### **Lindhaus U.S.A.**

**See Ad On Page 33**

12941 Eagle Creek Pkwy.

Savage, MN 55378 USA

**Toll Free:** 800-498-7526

**Email:** [info@lindhaus.com](mailto:info@lindhaus.com)

**Website:** [www.lindhaus.com](http://www.lindhaus.com)

**Products:** Floor scrubbers, vacuums, floor sweepers, backpacks. 22

### **M2 Professional Cleaning Products LTD**

**See Ad On Page 29**

59 Talman Ct.,

Concord, ON L4K 4L5 CANADA

**Phone:** 905-738-2007

**Email:** [gabriel.marino@m2mfg.com](mailto:gabriel.marino@m2mfg.com)

**Website:** [www.m2mfg.com](http://www.m2mfg.com)

**Company Officer:** Gabriel Marino, President  
**Products:** M2 Professional is a family-owned company with over 50 years experience manufacturing a wide range of products servicing the janitorial, industrial and food service industries. It’s committed to providing high-quality, commercial-grade products at competitive prices. The company stocks all products to ensure quick delivery and outstanding service to customers. 21

### **Magnolia Brush Manufacturers, Ltd.**

P. O. Box 932 - 1001 N. Cedar St.

Clarksville, TX 75426 USA

**Phone:** 903-427-2261

**Email:** [sales@magnoliabrush.com](mailto:sales@magnoliabrush.com)

**Website:** [www.magnoliabrush.com](http://www.magnoliabrush.com)

**Products:** Full line of floor, street, garage brushes; deck, scrub brushes; floor and window squeegees; dust mops; wet mops; microfiber; galvanized pails; tubs; detail brushes; and other assorted maintenance items. 22

### **Malish Corporation, The**

7333 Corporate Blvd.

Mentor, OH 44060 USA

**Toll Free:** 800-321-7044

**Email:** info@malish.com

**Website:** www.malish.com

**Company Officer(s):** Jeff Malish, President & CEO; Dan Kirtz, COO

**Products:** Manufacturer of commercial and industrial floor machine brushes and bristled pads; including a full range of rotary brushes, bristled pads, foodservice and color-coded brushes, as well as janitorial brushes. Malish recently introduced the Flex Scrub™, a bristled pad that attaches to any pad driver with the patent pending Flex Coupler. Newest innovation includes the Diamond Devil™, a concrete restoration and polishing system for use on both concrete and terrazzo floors. 22

**National Chemical Laboratories, Inc.**

401 N. 10th St.

Philadelphia, PA 19123 USA

**Phone:** 215-922-1200

**Email:** sales@nclonline.com

**Website:** www.nclonline.com

**Products:** SHA-ZYME™ Grease Attacking/Anti-Slip Deodorizing Bio-Cleaner, Afia™ Foaming Hand Soap Dispensing System, Afia™ Foaming E2 Sanitizing Hand Cleaner, GREEN EMERALD Dishwash Detergent, BIG PUNCH Oven & Grille Cleaner, 24/7 Extended Performance Floor Finish, BARE BONES No Rinse /No Scrub Liquifying Stripper, and DUAL BLEND Chemical Management System. 21

**Nexstep Commercial Products (Exclusive Licensee of O-Cedar)**

**See Ad On Page 13**

1450 W. Ottawa Rd.

Paxton, IL 60957 USA

**Email:** customerservice@

ocedarcommercial.com

**Website:**

www.ocedarcommercial.com

**Company Officers:** Todd Leventhal, President; Joel Hastings, General Manager

**Products:** Nexstep Commercial Products is the exclusive licensee of O-Cedar products for the commercial cleaning market. O-Cedar is one of the most recognized and prominent manufacturers of cleaning tools in the USA, and Nexstep's commercial grade tools deliver on the well-known slogan "Makes Your Life Easier." Products are manufactured and distributed in jan/san,

foodservice and industrial markets. Over 70 percent of products are made in the USA, including angle brooms and wet mops. The company's full line includes microfiber products, mops with handles, mopsticks, mop bucket & wringers, cleaning equipment, waste containers, dust mops, plastic brooms, dust pans, floor sweeps, brushes, handles, bathroom accessories, squeegees & scrapers, dusters, gloves, corn brooms, and rotary brushes. Nexstep is dedicated

to providing innovative, top quality products at very competitive prices and world-class customer service. 22

**Norshel Industries, Inc.**

2933 River Rd.

Croydon, PA 19021 USA

**Toll Free:** 800-255-6677

**Email:** sales@norshel.com

**Website:** www.norshel.com

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Tel: 905.738.2007 | Fax: 905.738.2006  
Toll Free: 1.844.738.2007 – marino@m2mfg.com | www.m2mfg.com



**Company Officer(s):** Eric Leibowitz; Aaron Leibowitz

**Products:** Manufacturer of wet mops and handles. Importer and master wholesaler of a complete line of janitorial and industrial products. Servicing distributors in the jan/san, food service, educational, industrial, hospitality, construction and health care industries. 20

**Paper Enterprises, Inc.**

770 E. 132nd St.

Bronx, NY 10454 USA

**Phone:** 718-402-1200

**Website:** www.consolidatedpaper.com;

www.paperenterprisesusa.com

**Products:** Redistributor of food service disposables and janitorial products servicing New York, New Jersey, Connecticut, Massachusetts, Pennsylvania and Rhode Island. 20

**Pro-Link, Inc.**

500 Chapman St.

Canton, MA 02021 USA

**Phone:** 781-828-9550

**Email:** info@prolinkhq.com

**Website:** www.prolinkhq.com

**Products:** Pro-Link is a janitorial supply, marketing and buying organization with a nationally recognized brand of high quality janitorial

products. It offers dedicated field support, training and centralized procurement. Programs available to improve business operations include sales training, management tools and sustainable cleaning, along with selling to BSCs, government and long-term care facilities. 16

**QuestSpecialty Corp.**

P. O. Box 624

Brenham, TX 77834 USA

**Phone:** 713-896-8188

**Email:** info@questspecialty.com

**Website:** www.questspecialty.com

**Products:** Manufacturer of chemicals, aerosols, liquids, powders, lubricants, hand cleaners, insecticides, herbicides, disinfectants, wipes, air fresheners and grease control. Markets include sanitary, supply, industrial, foodservice, and fleet/transportation. 20

**RDA Advantage**

5808 S. Rapp St., Suite 220

Littleton, CO 80120 USA

**Phone:** 303-794-2400

**Website:** www.rdaadvantage.com

**Products:** Towels, tissue, napkins, dispensers, high and linear low-density can liners, bath rolls, wipers, food service cutlery and containers, gloves, floor pads, cleaning pads, scrubbers, mop heads, brooms, foam-

ing and liquid hand soap, hand sanitizers, wall and counter mount soap dispensers, jan/san products, foil, film, paper and plastic bags. RDA Advantage consists of redistributors and warehouses across North America. RDA Advantage provides customers with local service, quality products, preferred pricing and quick delivery. Current redistributors sell national jan/san and foodservice brands, as well as RDA Advantage's own Advantage, Vintage, Maintenance Pro Vintage and Vintage ReNature brands. 20

**RJ Schinner**

**See Ad On Page 17**

N89 W14700 Patrita Dr.

Menomonee Falls, WI 53051 USA

**Toll Free:** 800-234-1460

**Website:** www.rjschinner.com

**Products:** For over 65 years and three generations, RJ Schinner has been a family-owned and operated leader in the wholesale distribution industry. It services the food service, lodging, grocery, janitorial supply, and office supply markets. As a true distributor, RJS only sells to distributors. RJ Schinner Exclusive Brands offer a wide range of food service, paper, and jan/san products. Items provide premium, economic or eco-friendly solutions. 21

## NEW TO THE WORLD MARKET, THIS PRODUCT IS DESIGNED TO ELIMINATE CONTACT OF SPLASHING CONTAMINATED WATER AND WASTE.



Just as mist released into the air after flushing a toilet can carry the following contagious pathogens, the same principle applies to splashing due to plunging a toilet. Bacteria such as: *Shigellosis, Staphylococcus - MRSA, Salmonella, Serratia Marcesceus - MS2 and C.Difficile*



The Plunger Pal



Remove Peel & Stick Adhesive



Slide Over Plunger & Adhere To Clean, Dry Bowl Rim



Plunge



**Splashguard Corporation**

703-926-3043

**Contact: Bob Martinisko, President**  
[bmartinisko@splashguardcorp.com](mailto:bmartinisko@splashguardcorp.com)

Martinisko, R., inventor U.S. patent number 9995027.

\* Model shown is for all elongated toilets in the U.S. and Canada

**BENEFITS**

• PPE device

- Reduce the amount of harmful, biological pathogens.
- Help reduce patient and staff illness due to these bacteria.
- Reduce labor hours due to cleaning contaminated surfaces.
- Minimize bacteria transfer in all areas of a hospital including patients in an ICU unit with immunodeficiency.
- Help satisfy contagious disease cleaning protocol guidelines.

### Safety Zone, The

385 Long Hill Rd.  
Guilford, CT 06437 USA

**Toll Free:** 800-821-5702

**Website:** www.safety-zone.com

**Products:** Direct importer and manufacturer of supplies and devices for safety, medical and food processing applications. 21

### Sheppard Redistribution, Inc.

1122 Longford Rd.  
Oaks, PA 19456 USA

**Toll Free:** 888-733-4787

**Email:** info@sheppard-enterprises.com

**Website:** www.sheppard-enterprises.com

**Products:** A growth-oriented master redistributor of paper products, janitorial, industrial and foodservice supplies. Serving the Mid-Atlantic and greater Cleveland, OH, regions. 18

### S.M. Arnold, Inc.

**See Ad On Page 36**

7901 Michigan Ave  
St. Louis, MO 63111 USA

**Phone:** 314-544-4103

**Email:** kellyf@smarnoldinc.com

**Website:** www.smarnoldinc.com

**Company Officer(s):** Joe Arnold, President

**Products:** S. M. Arnold, Inc., family owned since 1928, offers an extensive line of cleaning maintenance accessories for the professional, industrial, hospitality and consumer cleaning markets. The company's newest launches includes Brite 'N Up sponges and scrubbers and Dragon Glide for drying, cleaning and washing. When it comes to cleaning care products... We Shine!™. 22

### Spartan Chemical Company, Inc.

1110 Spartan Dr.  
Maumee, OH 43537 USA

**Toll Free:** 800-537-8990

**Email:** customerservice@spartanchemical.com

**Website:**

www.spartanchemical.com

**Company Officer(s):** Stephen H. Swigart, Chairman of the Board & CEO; John W. Swigart, President; Justin W. Black, Chief Financial Officer; J.P. Little, Vice President, Information Technology; Bryan N. Mangum, Vice President, Sales; Donald R. Papenfus, Vice President, Operations; David N. Reed, Vice President, National Accounts; John P. Roemer, Vice President, Supply Chain Management; Cali Sartor, Vice President, Marketing and Advertising; and

William J. Schalitz, Vice President, Research & Development

**Products:** A formulator and manufacturer of sustainable cleaning and sanitation solutions for the industrial and institutional markets since 1956. A U.S. employer, Spartan manufactures products from its state-of-the-art manufacturing facility in Maumee, OH, and sells both domestically and internationally through a selective network of distribution. Its chemical products and services are used in building service contractor, education, healthcare, food service and processing, lodging/hospitality, and industrial markets. 22

### Splashguard Corporation

**See Ad On Page 30**

**Phone:** 703-926-3043

**Email:** bmartinisko@splashguardcorp.com

**Website:** www.splashguardcorp.com

**Company Officer(s):** Bob Martinisko, pres.

**Products:** Plunger Pal eliminates contact with contaminated water and waste. 22

### Triple S

2 Executive Park Dr.  
N. Billerica, MA 01862 USA

**Phone:** 978-667-7900

**Email:** info@triple-s.com

**Website:** www.triple-s.com

**Products:** Triple S is a member-owned national distribution service and logistics company that provides facility maintenance solutions to healthcare, education, commercial, retail, government, and building service contractor markets. 20

### United Group, The (TUG)

100 S. Pavilion Cir.  
West Monroe, LA 71292 USA

**Phone:** 318-387-9676 x209

**Website:** www.unitedgroup.com

**Products:** Member-owned, national sales and marketing organization for independent distributors of jan/san, industrial packaging, foodservice and safety products and equipment. The United Group's mission is increased market share and profitability for members and suppliers with strong, mutually-beneficial partnerships. 22

### Whisk Products, Inc.

130 Enterprise Dr.  
Wentzville, MO 63385 USA

**Phone:** 636-327-6261

**Email:** whisk@whiskproducts.com

**Website:** www.whiskproducts.com

**Products:** Hand care products such as hand soap, foaming hand soap, and instant hand sanitizers. 19

### Zephyr Manufacturing Company, Inc.

200 Mitchell Rd.  
Sedalia, MO 65301 USA

**Phone:** 660-827-0352

**Email:** info@zephyrmfg.com

**Website:** www.zephyrmfg.com

**Company Officer(s):** R.J. Lindstrom, President

**Products:** A one-stop source for industrial, institutional and sanitary cleaning tools including wet mops, dust mops, brooms, brushes, handles, mopsticks, sponges, frames, microfiber and squeegees. 22

# Safety You Can Count On

*Single Use Products to help reduce the risk of cross contamination and infection.*



**Contact Golden Star for more information on our disposable products and our full hard surface cleaning line.**

**GOLDEN STAR®**

Golden Star Inc. | 6445 Metcalf Avenue, Overland Park, KS 66202  
www.goldenstar.com | 816.842.0233 | 800.821.2792

# At Lindhaus, Hygiene Is In Our DNA

Floor care is the necessary first step in creating a healthy indoor environment whether you're cleaning carpet or hard floors.



• **LW pro L-ion**  
Scrubber/Drier

• **LW46**  
Battery/Electric Scrubber

• **LB-4 L-ion**  
Backpack Vacuum.

Vacuuming, floor scrubbing and floor care in general substantially eliminates dirt and debris which carries germs, and other contaminants from floors and carpet. This does not kill those germs, but removes them, lowering the risk of contact.

The COVID-19 pandemic has created a frenzy of marketing from every floor care company emphasizing the importance of cleanliness and hygiene. Yet,

**Lindhaus has been the hygiene leader for almost 50 years with more accredited sealed HEPA vacuum cleaners than anyone jumping on this band wagon!**



"Twin force" technology

All flooring can transmit disease when virus laden particles are churned up into the air by simply walking across the room. These virus particles then settle on high contact surfaces such as keyboards, door handles, desktops, switches, handrails, etc. **This is the very definition of cross-contamination** and the reason that vacuuming with sealed HEPA Lindhaus vacuum cleaners is the essential first step in the battle against COVID -19.

Disinfecting the virus that causes COVID-19 requires the use an approved products on relatively clean surfaces with the proper dwell time. The EPA recommends that surfaces be cleaned first before disinfecting. In fact, chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove dirt and debris. Meeting all the proper dwell time on a dirty surface will only result in a contaminated surface. Therefore, we understand that proper Lindhaus vacuuming will never kill a virus itself. It is the important first step in preventing the spread of this disease.



Easy battery replacement

Lindhaus manufactures dual and single motor uprights with independent verification of the highest standards of filtration on the market. They also manufacture a full line of HEPA certified backpack vacuums with integrated power nozzles in corded and cordless versions.

This includes the first to market Dual Motor Lithium-Ion battery backpack vacuum with battery power nozzle.



Carpet cleaner/dry cleaning

In facilities with hard floors, the fastest, most effective, and safest way to clean after vacuuming is with a scrubber dryer. Pre-vacuuming removes dirt, soil, and loose debris from the floor so chemical disinfectants used in any of the Lindhaus Scrubber-Dryers will be more effective.

This 2-step process can now be achieved faster and easier than ever by teaming up any of the battery operated Lindhaus scrubber dryers with a HEPA certified battery backpack vacuums.

**There are no shortcuts in proper cleaning for hygiene. With the full line of powerful, lithium-ion battery products, all equipped with sealed filtration systems. Lindhaus provides you the tools to make a real difference in the least amount of time.**



Blowing system

**Contact your Lindhaus representative  
for a free consultation  
at 1-800-498-7526.**

# As A Manufacturer, Not an OEM, We Have INVENTORY AVAILABLE NOW

**LW30 pro**

*High Tech Scrubber Drier*

◀ **LW Professional Line**  
Ultra Compact Scrubber Drier



Over twice the working capacity of competitors  
50% longer run time per tank  
50% increased productivity over competitors  
Over 10 times more productivity than a mop and bucket  
Fill 'n' Go Cordless Technology

**LS38**

L-ION Battery

eco FORCE

▶ **LS 38 L-ion / LS38 Electric**  
Mini Multifunction Vacuum/Sweeper

**Ideal For All Hard Floors**

**Incredible Efficiency On Carpets**

**Adjustable Intake**

**50-Minute Run Time**



Tool-Free Maintenance

Lindhaus Lithium-ion Batteries

Dry Shampoo/Encapsulation Conversion Kit Available

▶ **LB4 L-ion**  
Backpack vacuum cleaner

World Lightest Battery Backpack Vacuum

10.8 lbs. with Battery

Vacuum over 8,000 sq. ft. of floors on a single charge

Easily converts to Pull-Behind Canister



▶ **Lindhaus Professional Line**  
Heavy Duty Multifunction Upright Vacuums



**NEW Territories Available**



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800-498-7526

E-Mail: [info@lindhaus.com](mailto:info@lindhaus.com)

Web Site: [www.lindhaus.com](http://www.lindhaus.com)

*Serving The Industry For 30 Years*

# Add Data-Driven Cleaning To Your Return-To-Office Checklist

For many employees across the country, working remotely has become common over the past two years. However today, many office workers are making their return to in-office or hybrid-model work. In fact, according to a recent survey, 61 percent of Manhattan-based employers expect the average daily attendance of their offices to be greater than 50 percent by the end of Q1 2022.(1) By contrast, in December 2020, nearly 3 in 4 (71 percent) employed adults — whose job responsibilities could be completed from home — were working from home.(2)

While returning to the office is an exciting step in a post-pandemic world, the influx of workers back to physical offices poses a challenge to facility managers; and many will need to optimize with smarter staffing, faster resolution times and optimal cleaning frequencies.

In addition to navigating the post-pandemic office environment, facility managers and cleaning staff face new obstacles, as workplace traffic patterns have become increasingly complex and hygiene expectations have grown. In fact, since the COVID-19 pandemic, three out of four employees expect their employer to provide extra cleaning within facilities to ensure hygiene.(3)

These heightened expectations, coupled with the irregular and unpredictable traffic flows that hybrid models bring, mean long-established and predetermined approaches toward cleaning are no longer enough to meet increasing demands. To solve these challenges, businesses need to be innovative, lean on new technologies and choose the right partners to make a real impact.

## THE SOLUTION: TORK VISION CLEANING

Tork Vision Cleaning creates efficiencies in your facility through people counters and connected dispensers that capture and transmit real-time data on cleaning needs. Staff can clean what is needed, when and where it's needed, enabling action before complaints can happen. This not only enables visibility to urgent needs, but also saves significant time by reducing unnecessary tasks, such as static dispenser checks and routine cleanings.

For example, Tork customers report that using a data-driven cleaning system reduced dispenser checks by 91 percent on average, helping customers save hundreds of hours a year that can be reallocated to other critical hygiene tasks.(4)

In fact, customers have reported savings of up to 20 percent in cleaning hours after implementing Tork Vision Cleaning into their facilities.(5)

With reporting tools that improve cleaning procedures using built-in insights, facility managers can make more informed decisions, based on data rather than guesswork. This allows facility managers and cleaning teams to better optimize their resources for a higher cleaning performance, and improved guest satisfaction.

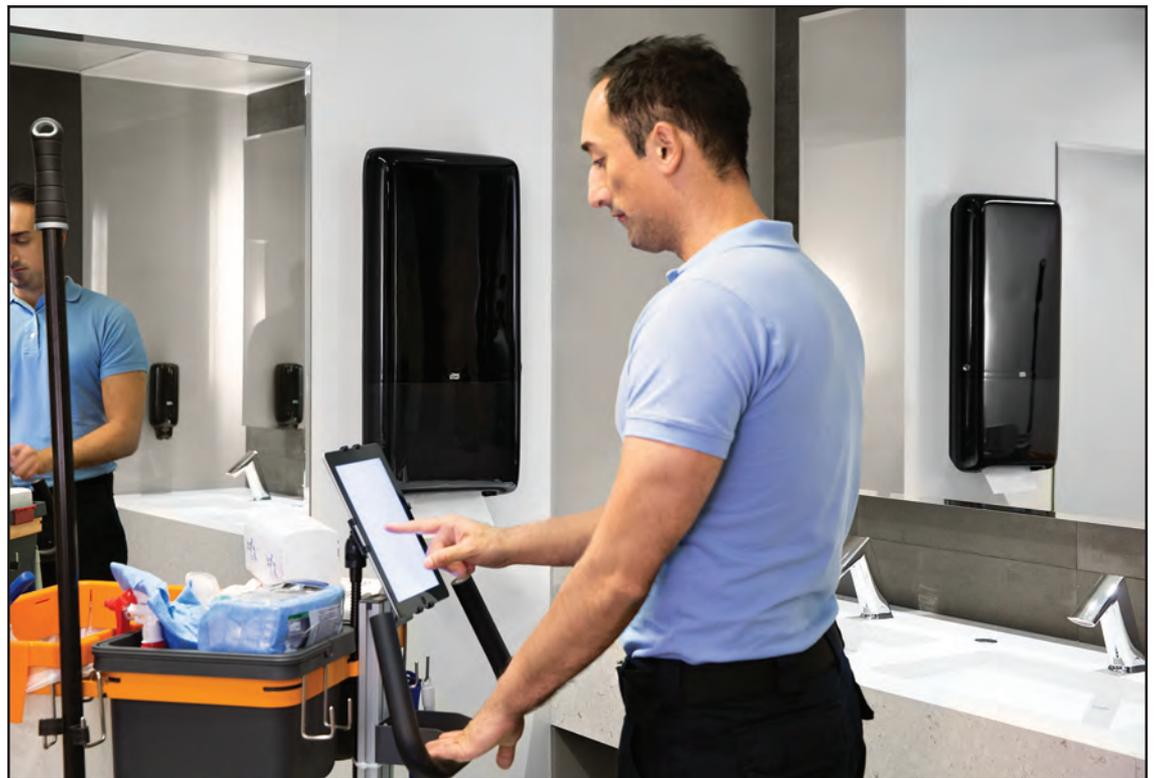
With Tork Vision Cleaning, dispensers remained stocked 99 percent of the time,(6) reducing complaints and promoting better hygiene — with facilities seeing up to a 30 percent higher customer satisfaction once implemented.(7)

**There's no denying that higher hygiene standards are here to stay. Data-driven cleaning can significantly improve cleaning quality, efficiency, and cleaning staff engagement, which supports better facility hygiene and labor savings — key goals companies are looking to achieve as they return to the office.**

If you are looking to accommodate “the great return” to offices with ease, it's time to try something new, and embrace the value of data-driven cleaning in your building.

Tork provides the largest assortment of smart dispensers available on the market, with a broad range of quality refills covering all your hygiene needs from hand sanitizer, paper towels and toilet paper.

“Our customer success team can facilitate a smooth transition and simplify the onboarding process for new — or existing — Tork customers looking to implement Tork Vision Cleaning.”



To learn more about Tork Vision Cleaning, and how it can elevate facilities, visit  
[www.torkusa.com/vision-cleaning](http://www.torkusa.com/vision-cleaning).

1). Partnership for New York City, Remote work and hybrid schedules are here to stay for Manhattan office workers, Partnership survey finds (18 January 2022).

2). Parker, Kim, et al. “How Coronavirus Has Changed the Way Americans Work.” Pew Research Center's Social & Demographic Trends Project, Pew Research Center, (25 May 2021).

3). 2020 research study by Kantar commissioned by Essity.

4). Based on anonymous survey results conducted in March 2021 of 34 Tork EasyCube (Tork Vision Cleaning was formerly known as Tork EasyCube) customers in Europe and North America.

5). Based on the documented results achieved by three Tork Vision Cleaning customers, measured before and after the implementation of Tork Vision Cleaning.

6). Measured across nearly 13,000 connected dispensers between June-December 2019, based on time per month that a dispenser is in an empty status against total time per month.

7). Measurement of visitor satisfaction in two Tork Vision Cleaning washrooms and two traditionally maintained and equipped washrooms at ISSA/InterClean exhibition, May 2016.

## Imperial Dade: Continued From Page 14

entertainment venues and the hospitality sector.

“However, other segments and industries needed more products,” Craven said. “So, there was a balance. When restaurants started opening for take-out and delivery, that increased demand for all of our specialized ‘to-go’ packaging. That is something we really excel in and is a large part of our business.

### **Imperial Dade launched a program it called “HyProtection Zone,” designed to assist customers in improving hand hygiene, cleaning, and high-touch surface disinfection protocols.**

**“We offered the program free of charge to any establishment that wanted it, whether a customer or not.”**

— *Vice President, Marketing & Communications Laura Craven*

“We were able to help restaurants that typically did not do a lot of take-out or delivery. Maybe they had some packaging around for leftovers, but they had never packaged meals to go. We were able to help those restaurants set up to-go packaging programs so they could stay in business, whether it was selling single meals or family-size meals. Imperial Dade even offered packaging for cocktails to go.

“There was a shift to what we were selling and to whom we were selling.”

Despite the downturn of business among some of its customer base, plenty of businesses remained that needed Imperial Dade’s help.

“We were fortunate to have the scale and buying power to be able to get the products that they needed, ranging from janitorial cleaning supplies to PPE and other safety supplies, to specialized packaging.

“There was also a big demand for disinfectant, hand sanitizer, hand hygiene products — and just cleaning products in general.

“The pandemic really has shown a light on the importance of cleaning for health, rather than cleaning for appearance.”

The switch from cleaning for appearance to cleaning for health also meant a shift in customer training.

“Imperial Dade took the opportunity to work with customers to retrain workers on proper cleaning procedures,” Craven said. “Disinfecting is important, but that process can be performed incorrectly, which doesn’t do anyone any good.

“We were able to retrain existing customers and help new customers make sure they knew the difference between cleaning, sanitizing and disinfecting.”

An emphasis was put on training customers’ staff members how to properly clean, sanitize and disinfect their facilities and accomplishing tasks in the right order.

“Whereas, pre-COVID cleaning was relegated to a few individuals within a business, it became everybody’s job during the pandemic. It was ‘all hands on deck,’” Craven said. “You can’t just give someone a quart bottle of disinfectant and a roll of paper towels and expect them to know how to do the job properly. Therefore, we put a huge emphasis on training, whether it was in-person, virtual, or web-based.”

Imperial Dade launched a program it called “HyProtection Zone,” designed to assist customers in improving hand hygiene, cleaning, and high-touch surface disinfection protocols. The program included site surveys where touch points were identified, product reviews that ensured the right solutions were being used on each type surface, and an explanation of best practices.

“We offered the program free of charge to any establishment that wanted it, whether a customer or not. We especially pitched it to the food service industry,” Craven said. “Imperial Dade wanted to help customers get their businesses ready to reopen safely.”

When the pandemic hit, Imperial Dade wasted no time putting together a COVID-19 crisis team at its headquarters in Jersey City. The team was formed the first week of March 2020, and included individuals with different functions within the company from operations, IT, human resources, etc.

“The team conducted a lot of research,” Craven said. “The company wanted to make sure it was exceeding the standards set by the CDC (Centers for Disease Control and Prevention) and other governmental bodies.”

As an essential supplier to the cleaning, food service and packaging sectors, Imperial Dade needed to stay in business. To do that, it needed to do as much as possible to protect employees and keep them on the job as safely as possible.

“It was necessary for our warehouse team and delivery drivers to be in the warehouse and on the trucks to get products to our customers, especially in health care and the public sector,” Craven said.

Imperial Dade educated employees on proper hygiene, the wearing of masks and social distancing.

“We started with the basics. For example, we trained truck drivers who were going into customers’ facilities how to keep themselves, their families, co-workers and customers safe,” Craven said.

Imperial Dade allowed employees who could work from home to do so.



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BY KUTOL

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“We were fortunate to have a great IT department that set everyone up with VPN access, allowing them to effectively do their jobs from a remote location,” Craven said.

“VPN” stands for “virtual private network” — a service that helps people remain private online.

“For people who remained in the office, we moved furniture around and, in some locations, put up barriers to accomplish social distancing,” Craven said. “We also were fortunate to be already selling electrostatic sprayers with the approved EPN N list disinfectant. We cleaned our facilities using that technology.”

All employees, whether working in the office, home, warehouse, or making deliveries, were given a kit to help them keep personal spaces clean. The kit included hand sanitizers and disinfectant wipes.

“We made sure employees knew how to use the products in the kit properly,” Craven said. “We educated everyone on dwell times. You don’t want to wipe off a disinfectant until it has had time to do its job.”

Other safety protocols included taking temperatures and keeping a log documenting people coming in and leaving a facility. A no-visitors policy was implemented.

“We were very careful to watch the ebbs and flows. We had the initial wave and then the Delta and Omicron variants. The crisis team adjusted the protocols and policies based on what was happening out in the public.

“There was a tremendous effort to make sure we kept our employees safe. Imperial Dade also did its part in the communities it serves to avoid as much as possible, any spread of the virus through daily business activities.”

While Imperial Dade’s sales force is back out in their territories calling on customers, interactions with customers during much of the pandemic had to be done remotely.



Imperial Dade delivery drivers Antonio Lindsey, Sam Norman and Fred Young (left to right) work at the company’s Atlanta, GA, branch.

“Our industry is very high-touch and hands-on,” Craven said. “Therefore, sales teams were very happy to get back out into the field.

“We have resumed some pre-pandemic activities such as meetings, sales calls and trade shows.”

## INCLUSIVENESS, DIVERSITY OF THOUGHT VALUED

Craven describes Imperial Dade as an assembly of family-owned companies that foster a family-oriented culture. Indeed, it is not unusual to have members of the same family working at a single location or somewhere else in the company.

“We have a lot of family members who work together — brothers, sisters, husbands, wives, daughters, sons, uncles, aunts — it is very much the fabric of our company,” Craven said. “I think our more tenured employees love to mentor and coach the ‘up-and-comers.’ That is a part of our culture that is very exciting.

“Imperial Dade is a very inclusive company. It is diverse by nature. That happens naturally, but we really make an effort to help people understand they belong, and they bring unique talents and perspectives to the table.

“It is really diversity of thought that helps us solve problems more quickly and effectively, and reach a more diverse customer base.”

Imperial Dade’s employee base — more than 6,000 strong — is also enhanced by including people from different generations, primarily millennials and baby boomers.

Understanding the two groups’ individual likes and dislikes, and how they differ in outlooks concerning work and overall lifestyles, is not only important in-house, but also in dealing with customers.

“We know we have younger buyers who are making decisions about our products,” Craven said. “The way we convey information to them is through more webinars and videos, versus catalogs and brochures.

“That is a shift we have seen during the past 15 years. Making our online ordering more intuitive, and using social media to present our expertise, are ways we can establish Imperial Dade as a trusted adviser on many topics. This effort also includes the use of blogs, explainer videos and infographics — ways the younger audience likes to consume information.”

It is almost cliché to say millennials are more savvy than their older



counterparts when it comes to the use of technology, but it is true and can't be denied, in many cases.

"We rely on our millennial employees to help others solve problems, and teach how to use some of the technology," Craven said. "I have quite a few young people on my staff, which is wonderful because they are savvy about all things social media, different types of technology and software.

"Furthermore, they have a different point of view. I have been in the industry for 25-plus years. I'm here to teach and coach the younger staff members, but there are things they can teach me as well. It is a two-way street."

Word-of-mouth and referrals to family and friends from company employees have been effective tools for attracting new talent.

"Part of being a larger organization is there are a lot of opportunities for growth and for relocation," Craven said. "If we have an employee who wants to move to Denver because his/her family is there, we can try to make that happen.

"Imperial Dade is ever-changing, evolving and growing. New positions are being developed every day to meet the changing needs of our industry and customers. There are many opportunities across all the different departments — operations, procurement, sales, human resources, communications and technology. There is something for everyone at Imperial Dade."

While many companies have had an ongoing challenge to find and retain quality salespeople, Imperial Dade has not had that problem.

"Depending on which warehouse a salesperson is selling from, there could be 30,000 to 40,000 SKUs (stock-keeping units) available to them. I think that is really appealing to our sales teams, as they have such a large shopping cart to offer customers," Craven said. "In addition, our sales leadership and the support we offer salespeople is attractive. Sales reps have all sorts of specialists at their beck and call.

"If they want to sell floor care, we have specialists who will teach how to sell floor care or go on sales calls with them. We also work with the best manufacturers in the country."

Imperial Dade also offers its own brand called "Victoria Bay."

"Victoria Bay food service products have been spotted on the shelves of establishments featured on the TV show "Diners, Drive-ins and Dives,'" Craven said. "We have so many things to offer our sales reps in the way of product, equipment, quality chemical lines and various services. They really can sell A to Z."

## DRIVERS AS AMBASSADORS

It is true that, many times, delivery drivers are seen by customers even more than salespeople. Such is the case at Imperial Dade's many locations.

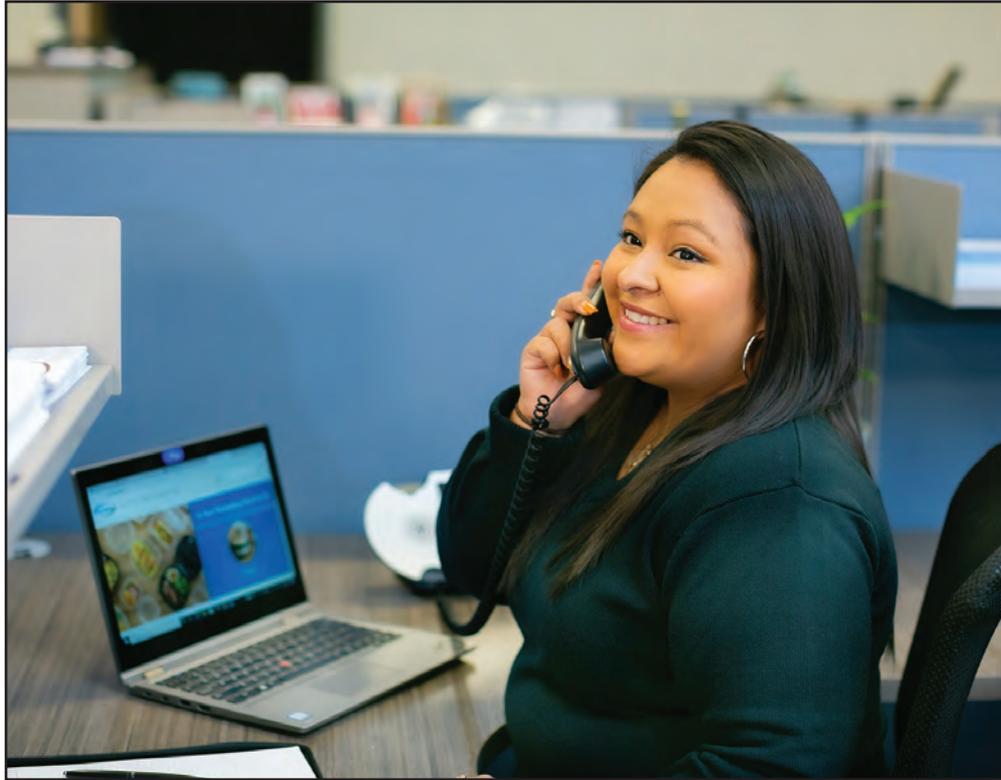
"Delivery drivers operate moving billboards, advertising Imperial Dade," Craven said. "Our drivers understand they are ambassadors for the organization. They are our eyes and ears to what is going on. If there is a challenge, a need or an opportunity, a driver might hear about it before a sales rep."

Imperial Dade's delivery drivers receive the proper training needed to live up to their responsibilities as "ambassadors" for the company.

"Safety is paramount. We are fortunate to have a modern fleet of trucks with a lot of safety features," Craven said. "They are modern and comfortable, which makes the vehicles a safer and more pleasant environment for drivers.

"We have a wonderful vice president of safety who travels around the company to every branch and spends a lot of time in-person with transportation managers and drivers.

"We also use modern software to make sure we are efficient in how we plan deliveries."



Customer Service Representative Marcela Audetat works to help customers succeed, one of Imperial Dade's main goals.

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Jersey City warehouse personnel and drivers load trucks out of a 500,000-square-foot warehouse. All locations combined, the company has nearly 7 million square feet of warehouse space, all operated using the latest software.

“We have invested quite a bit in our ERP (enterprise resource planning) system,” Craven said. “In addition, we have a very experienced and innovative IT team who have put in place efficient systems that work.”

## GREEN PRODUCTS COST-NEUTRAL AND EFFECTIVE

Imperial Dade launched its Greensafe™ Program in 2005, as a response to the growing interest in green cleaning, Craven said.

“LEED (Leadership in Energy and Environmental Design) certification for buildings was becoming popular and our customers were asking questions about it,” Craven said. “Whether they were pursuing a building certification, or they just wanted to create a more sustainable footprint for their business, there was a lot of interest.”

The Greensafe Program is a comprehensive supply chain management program that includes consulting, product sourcing, fulfillment and procedural training designed to help businesses reach their sustainability goals.

### Greensafe services include:

- Imperial Dade will perform an audit and recommend alternative products that meet sustainability goals;
- Imperial Dade will offer consultative support on topics including source-reduction, recycling, composting, life-cycle assessment, and third-party certifications; and,
- Imperial Dade will provide green-spend reporting, detailing the value of compliant products purchased within a time frame.

“We educated quite a number of our employees who became LEED accredited professionals, and, later on, LEED green associates, when that accreditation became available,” Craven said. “We made sure our sellers were educated on the attributes of green cleaning products and how third-party certifications, like Green Seal, ECOLOGO, and the EPA’s guidelines for recycled content, fit into a green cleaning program.”

As early as 2006, Imperial Dade began offering green cleaning training to customers, municipalities and other organizations.

“Two years later, we expanded Greensafe to include food service packaging and other supplies for restaurants,” Craven said. “Imperial Dade has participated in LEED certification projects for some very high-profile buildings such as the FTX Arena (formerly American Airlines Arena) in Miami.

“We continue to work with manufacturers on alternative products that have a lesser impact on the environment and are safer for the people who are using or exposed to those products.

“We look at the human health aspects of sustainable products and their environmental impacts. We have a director of sustainability. His name is **Bill McGarvey**, who is an industry veteran.”

In the early years of the “green movement,” many end-users judged green products as not as effective as so-called traditional products, and too expensive.

Traditional products tended to have a particular fragrance. In contrast, green products did not contain an added fragrance to make them more environmentally friendly. End-users tended to conclude if a product didn’t smell a certain way, it was not effective, Craven said.

“A modern-day green cleaning program is cost-neutral and the products are just as effective as traditional technology for most cleaning situations,” Craven said.

## THE CHANGING MARKETPLACE

Perhaps one of the lessons COVID taught companies across the board in all segments is the need to anticipate problems in an ever-changing marketplace.

“As a result of COVID, we learned the need to be nimble, flexible and very decisive in how we respond to day-to-day challenges, as well as more serious global challenges, such as the pandemic and supply chain disruptions,” Craven said. “There are always going to be challenges and hurdles, but by being nimble, and having smart, innovative thinkers on our team, we have been able to anticipate changes and react quickly and efficiently.”

Looking ahead, Craven is optimistic and excited about the future of Imperial Dade’s many locations.



**“We made sure our sellers were educated on the attributes of green cleaning products and how third-party certifications, like Green Seal, ECOLOGO, and the EPA’s guidelines for recycled content, fit into a green cleaning program.”**

— Vice President, Marketing & Communications *Laura Craven*

“The company is very fortunate to have a senior leadership team that is, not only passionate, but very strategic in investing for the long term,” she said. “They are also very nice, kind family-oriented people.”

One of the company’s goals moving forward is to guard its corporate culture.

**“We have a DE&I (diversity, equity and inclusion) program, but we don’t call it that — we call it ‘A Workplace of Belonging™,’” Craven said. “We are trying to foster and protect our inclusive culture.”**

Another goal is to continue to be involved in the communities where Imperial Dade branches are located.

“Many of what we call ‘legacy companies,’ those we have acquired over the years, are rooted in their local communities,” Craven said. “They participate in activities and sponsorships. They are also there to help during emergencies, whether providing supplies after a hurricane or providing assistance after a flood or fire.

**“We don’t want to lose that drive to help our communities, rather, we want to amplify it. We are in the process of surveying our employees all over the country to find out what they are doing in their communities, so, as a larger corporation, we can help and further those efforts.”**

“The key to our success goes back through the generations of all the companies that we have knit together to create the Imperial Dade organization. They are family companies. The passion for the business and customers, in addition to the understanding that we provide essential products to help our local, regional and national customers thrive, is still evident.”



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Email: [contact@imperialdade.com](mailto:contact@imperialdade.com). Website: [imperialdade.com](http://imperialdade.com).

## Golden Star Acquires Premier Mop And Broom

“Golden Star, a global manufacturer of a complete line of hard surface cleaning products, and an industry leader with over 114 years of manufacturing excellence, is pleased to announce its new business endeavor with Premier Mop and Broom, a West Coast manufacturer of cleaning products, with over 87 years of experience.

“Steve Lewis and Earl Julo, co-CEOs/presidents of Golden Star, along with Tom Buckles, president & CEO of Premier Mop and Broom, will continue working together to utilize the strengths and advantages of both organizations,” according to a press release.

“I admire Tom and the business he has built over so many years. It’s going to be exciting to be able to combine our 200-plus years of manufacturing experience with the mutual goal of providing our customers with unparalleled quality and service,” said Julo.

“Simply put, we believe both organizations have operated with the same core values, and bringing Tom on board with our company is a natural fit. We’re going to be able to maximize the customer experience and better succeed in an ever-changing marketplace,” according to Lewis.



“Moving forward, we plan to provide many new services and areas of expertise. In the short term, the main concern is to continue business as usual, providing the Golden Star and Premier products and brands as we always have,” said Buckles.

Gary Gradinger, Golden Star chairman, said, “We are very excited to welcome Tom Buckles to the Golden Star team. He brings a wealth of industry knowledge and experience to our organization, and by also joining the Golden Star board of directors, I’m quite certain he’ll prove to be an invaluable and long-term asset to our company.”

**For more information on Golden Star’s full line of hard surface cleaning products, contact [goldenstar@goldenstar.com](mailto:goldenstar@goldenstar.com), call 800-821-2792, or visit [www.goldenstar.com](http://www.goldenstar.com).**

*From ACS*

## Dubble Scrubble Hand Pad

The Dubble Scrubble hand pad, from ACS Cleaning Products Group, is a double-duty, light and medium scrubbing power-in-one pad. Benefits include:



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SCRUBBLE**

- Two-sided, non-woven hand pad;
- White light-duty side is great for delicate surfaces that can scratch easily, such as Teflon®, Silverstone®, Plexiglas® or other sensitive surfaces;
- Green medium-duty side is great for scrubbing pots and pans or tough stains that need extra power;
- Hourglass shape fits your hand’s grip;
- Curved ends reach inside round corners;

- Manufactured using UL® validated 100 percent PET recycled pad material.

For more information, visit [acs-cp.com](http://acs-cp.com).

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## Aluf's RCM COEX Supertuff® 3-Ply Antimicrobial Trash Bags Inhibit Growth Of Odor-Causing Bacteria

Antimicrobial protection is well known for inhibiting the growth of odor-causing bacteria. Antimicrobial RCM COEX Supertuff® 3-play trash bags, from Aluf Plastics, provides a real solution to unwanted odor.

Manufactured with genuine Antimicrobial Odor Control Protection, RCM COEX Supertuff® 3-play bags inhibit the growth of odor-causing bacteria on the inside and outside of each bag. Antimicrobial protection is infused into the bag during manufacturing and will not wash off or wear away. It provides continuous protection for the duration of the bag's use.

This highly engineered tri-laminated product incorporates extra strength at lower gauges.

These bags also feature star-sealed bottoms for leak-proof strength, and are packed on coreless rolls in a dispenser carton.

The antimicrobial feature can be added to any Aluf custom product.

Benefits include:

- Guaranteed quality and durability;
- 3-ply construction;
- Minimum 80 percent recycled content;
- Antimicrobial protection;
- Green product without added costs; and,
- Reduces carbon footprint by as much as 20 percent.

Ideal for janitorial, industrial, health care, institutional, hospitality and municipal markets. RCM COEX Superstuff® item codes are: RCM-3853, RCM-3853X, RCM-3853XX and RCM-3853XXX.

**Aluf Plastics is celebrating  
45 years of service in 2022.**



Visit [www.alufplastics.com](http://www.alufplastics.com) or call 1-800-394-BAGS (2247) for more information.

## From Bullen: Do You Have Smoke And Odor Problems?

“There is now more than one type of smoke to deal with in your establishment. CannaClean Smoke & Odor Eliminator has been a proven product in the retail market for over four years, and now you can use it in your facility,” said Bullen.

“CannaClean Smoke & Odor Eliminator super concentrate is fragrance-free, and uses patented odor control technology. Cigarette, vaping and marijuana smoke can all leave behind odor residue that is very difficult to remove. CannaClean Smoke & Odor Eliminator does not mask the odor, but chemically alters the molecules, eliminating them.”

For more information about this product or any other Bullen brands, email [sales@bullenonline.com](mailto:sales@bullenonline.com) or call 484-254-4156 and ask for sales.

The Bullen Companies is a manufacturer and industry leader in the floor care, carpet care, and odor control market, and has been serving the janitorial supply industry since 1939. Its line of branded products include: Airx, Truekleen, Clausen, e-clean.

Visit [www.bullenonline.com](http://www.bullenonline.com) for more information.



## Products From Queenaire Technologies

# Solve Odor Issues From Fires And Floods

Serious foul odors, resulting from fire and flood damage, require immediate help to alleviate. Such help is available with the use of ozone generators and/or hydroxyl air treatment systems from **Queenaire Technologies, Inc.**

With established brands **Newaire**, **Rainbowair** and **Queenaire** in place, and a management team with over 30 years of air quality and odor control experience, Queenaire Technologies provides various products that incorporate up-to-date ozone generating technology, as well as hydroxyl air treatment, to an expanding marketplace. That includes fire and water damage restoration.

During a fire, phenol gas from smoke is released, resulting in foul and hard to remove odors from the air and on all exposed surfaces. Fortunately, when introduced to that environment, ozone quickly breaks down as it combines with phenol gas molecules, destroying all foul odor characteristics.

When it comes to flooding, restoration professionals frequently refer to three categories to describe the type of water that causes damage (and serious odor) in a particular location:

- clean or “white,”
- “gray,”
- and “black.”

The latter category, often the most troublesome, is water that came from an extremely unsanitary source, or describes water damage that occurred several days ago, leading to potential mold and mildew growth and resulting odors.

Regardless of odor intensity from fire or flood damage, Queenaire Technologies provides a variety of ozone generators and hydroxyl air treatment systems to rid facilities of those odors and help with building restoration — all in an effort to ensure a safe environment moving forward.

The company, based in Ogdensburg, NY, produces and sells a variety of products that permanently destroy indoor air odors naturally — using what nature provides in the form of ozone, hydroxyl radicals and UV light.

“The one characteristic that all of our products have in common is that they reproduce what happens naturally outdoors — every single day,” **Queenaire Technologies Founder and President Susan Duffy** said. “If there were no ozone and hydroxyl radicals in the air, there would be no way to stop unpleasant outdoor odors.

“Ozone is the ‘fresh’ a person smells in ‘fresh air.’ There is nothing ‘greener.’ It’s how outdoor air is cleaned.”

Ozone is present in the air being breathed every day, and has been used over the past century to purify water and eliminate a wide range of odors.

“Ozone is not used as a re-odorant, but rather totally destroys offending gases, reacting with contaminants in air, water, and on fabrics, walls and ceilings,” Duffy said. “Hydroxyl radicals, meanwhile, are formed in nature by the reaction of UV light from the sun and dissociated water vapor. Hydroxyl radical is often referred to as the

‘detergent’ of the troposphere (the lowest part of the atmosphere), because it helps destroy many pollutants.”

Duffy, along with an experienced staff, oversee a wide range of ozone and hydroxyl-generated products under the following brand names:

■ **Queenaire Technologies** — The company’s original line of ozone-generated products, Queenaire has had great success in such markets as hospitality and property management. The line is filled with products that are easily maintained and can last in the field for 20-plus years;

■ **Newaire** — The brand includes products with state-of-the-art hydroxyl generator technology, as well as the Newaire Plugin, which is designed to run continuously in rooms up to 500 square feet; and,

■ **Rainbowair Activators** — A brand that dates to the 1970s and was purchased by Queenaire Technologies in 2002. Duffy said her staff has made significant improvements to this line, which is often used in heavy-duty industrial settings. Success stories have followed.

“Our Rainbowair ozone generators are very popular with realtors, funeral homes, fire and flood restoration companies, etc.,” Duffy said. “Those three brands have provided us with a strong foundation for growth. There continues to be great demand for odor-free environments.

“We are also seeing more people who are sensitive to chemicals, and thus better served by ozone and hydroxyl-generated products for odor control.”

Duffy noted that her company’s products are built to last, often being used for 10 to 30 years.

“Our products have a long life and are affordable,” she said. “They are not designed to be quickly discarded into a landfill. Maintenance kits are available for all of our units.”



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1-866-676-9663 for more information.

## Spartan Chemical Announces A New DfE-Certified Disinfectant

Bacteria and viruses found in public restrooms can cause odors and create an unsafe environment for building occupants. **X-EFFECT® Restroom Cleaner with Citric Acid** is a ready-to-use disinfectant cleaner that also deodorizes and kills odor-causing germs.

Spartan Chemical Company, Inc., has announced the availability of X-EFFECT® Restroom Cleaner with Citric Acid, a convenient and effective solution for removing bacteria and viruses in the restroom while leaving a fresh lavender fragrance.

“In 2009, the EPA established the Design for the Environment (DfE) antimicrobial pesticide program — recognizing disinfectant products that have the least hazardous toxicity, is unlikely to cause adverse effects to health, and does not require agency mandated personal protective equipment (PPE). Spartan Chemical has long been a participant in this program, and is pleased to introduce a new product which has been certified to carry this seal.

“X-EFFECT® Restroom Cleaner with Citric Acid cleans and disinfects restroom surfaces, removing tough stains caused by urine and hard water. Bacteria and viruses found in public restrooms can cause odors and create an unsafe environment for building occupants. X-EFFECT® Restroom Cleaner with Citric Acid is a ready-to-use disinfectant cleaner that also deodorizes and kills odor-causing germs,” according to Spartan.

“Spartan is a proud supporter of the Healthy Green Schools & Colleges Standard. X-EFFECT® Restroom Cleaner with Citric Acid is formulated with citric acid and other environmentally preferred components to comply with the current standard for K-12 school districts and higher education institutions,” said John Swigart, president, Spartan Chemical Company. “Ultimately, our goal at Spartan is to make cleaning simple, with products and training programs that keep building occupants healthy.”



The company said, “Featuring the popular Xcelenté® fragrance, X-EFFECT® Restroom Cleaner with Citric Acid is a perfect complement to Airlift® Ultra Fragrant Urinals Screens and Commode Clips. Avoid clashing and competing scents in the restroom with the Xcelenté® common scents program featuring X-EFFECT® Restroom Cleaner with Citric Acid.”

A U.S. employer, Spartan formulates and manufactures high quality products from its state-of-the-art facility in Maumee, OH, and sells both domestically and internationally through a select network of distribution.

Visit [spartanchemical.com](http://spartanchemical.com)  
for more information.

## A Urinal Screen That Does More Than Just Lay There...

### The Stingray Advanced Urinal Screen From WizKid Products

WizKid Products announces the newest product in its industry-changing line of urinal screens, the Stingray Advanced Urinal Screen.

“This new facility-care solution takes the innovations developed for the line of Splash Hog Vertical Urinal Screens and utilizes them in a more traditional urinal screen,” said WizKid.

“Traditionally a urinal screen has done nothing more than just lay in the bottom of the urinal and emit a fragrance between flushes. Additionally, they never fit in the urinal properly or stay in place as the urinal fills with water during a flush and have done very little to reduce splash-back, even with anti-splash features. The Stingray Urinal Screen solves these problems. It is designed with flex points to provide proper fit and coverage in almost every size and style of urinal.”



The innovative tether tab attaches the screen to the urinal, keeping it in place before and after each flush. Multi-length spines reduce splashback when men aim at the bottom of the urinal, and it also contains a center punchout area to allow the screen to function around a drain dome.

“The Stingray will deodorize a restroom for up to 30 days, and is available in eight fragrance options, including a fragrance-free version that includes an antimicrobial to stop odors at the molecular level.”

**The Stingray Advanced Urinal Screen is  
available now from [WizKidProducts.com](http://WizKidProducts.com).**

For over 20 years, WizKid Products have developed facility solutions to make the world a cleaner, better-smelling place. Beginning with the WizKid Original Urinal Mat, the line of WizKid antimicrobial mats has grown to provide moisture management solutions for entire facilities.

According to the company, the line of advanced urinal screens, including the Splash Hog Vertical Urinal Screens, are the only urinal screens that extend up the back wall, and are the only solution of its kind on the market today. Headquartered in Dalton, GA, WizKid Products has seen exceptional growth in the last decade by creating innovative solutions to keep a facility cleaner in between cleanings.

# OdoBan® And OMNIfogUSA Team Up To Fight Odors

Odors don't stand a chance against Team OdoBan® and OMNIfogUSA.

OdoBan provides odor eliminating products such as Liquid Air Freshener, available in cherry, lavender and spring fresh scents. The ready-to-use water-soluble odor neutralizers are diluted for use on carpet, upholstery and hard floors.

Liquid Air Freshener safely and effectively removes odors caused by pets, tobacco smoke, cooking, mustiness and mildew, while leaving a clean, fresh, long-lasting scent. Also available is OdoBan Deodorizer/Disinfectant.

These OdoBan products can now be used with the OMNIfogUSA Ultra Low Volume (ULV) Mister-Sprayer, featuring a modular design that fits a wide range of off-the-shelf blowers and can spray up to 20 feet. The Mister-Sprayer is compatible with sanitizers, disinfectants, fertilizers, pesticides and more. It provides an efficient spray pattern with variable droplet size (10 micron - 120 micron) and wind speed for perfect application.

While other foggers can be heavy, cumbersome, have inconsistent performance and high failure rates, OMNIfogUSA created the first ULV cold Mister-Sprayer nozzle. The Mister-Sprayer, which is made in the USA, is a versatile and compact unit, enabling use with many brand name tools.

Clean Control Corporation, located in Warner Robins, GA, manufactures "OdoBan® The Original Odor Eliminator since 1980," as well as other quality products sold under the brands OdoBan®, Earth Choice®, Lethal®, Pets Rule® and Sports Edge®.



Visit [odoban.com](http://odoban.com) for more information.

## Transmacro Amenities Offers New And Improved Packaging

New and improved packaging from Transmacro Amenities involves liquid container tubes featuring the company's Dial® White Marble, Restore, Beach Mist, Good Day and Fresh Choice products.



The tubes come in an anatomic shape for easy use in the shower, while using substantially less plastic than bottles. All tubes are 100 percent recyclable and feature a modern appearance.

Transmacro Amenities supplies soaps, shampoos and lotions for the institutional and hospitality industries.



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[www.wowbrandproducts.com](http://www.wowbrandproducts.com)



# Plunger Pal Eliminates Contact With Contaminated Water And Waste

Plunger Pal, from Splashguard Corporation, allows maintenance professionals to eliminate contact with contaminated water and waste during the act of plunging a toilet — taking restroom cleanliness to the next level.

Just as mist released into the air after flushing a toilet can carry contagious pathogens, the same principle applies when splashing occurs as a toilet is plunged. Such action can result in the exposure to Shigellosis, Staphylococcus - MRSA, Salmonella, Serratia Marcescens - MS2, C.Difficile and other harmful pathogens. These types of bacteria are a major cause of secondary infections in hospitals.

Since COVID has been found in feces, Plunger Pal can help in the reduction of possible infection transmitted from feces in any environment.

Plunger Pal is a universal and disposable shield that is placed over a toilet plunger handle to aid in eliminating contact with contaminated water and waste in a clogged toilet. The following are recommended simple steps for usage:



1. Clean and dry the toilet bowl rim;
2. Peel liner from adhesive on Plunger Pal;
3. Place Plunger Pal over the plunger handle already in the clogged toilet;
4. Adhere Plunger Pal to the toilet rim;
5. Start the plunging process;
6. Gently start pulling up Plunger Pal from back corners;
7. Turn Plunger Pal over and put wet plunger in dome shape so no dirty water falls on the floor;
8. Discard Plunger Pal.

*The product was tested by Microchem Laboratory to determine the antimicrobial efficacy of Splashguard Corporation's submitted test device. 1*

## ***The Plunger Pal reduced bacteria by 99.9997 percent.***

Plunger Pal, a PPE recognized device, patent number 9995027, is ideal for health care facilities, hotels/motels, resorts/cruise ships, office buildings, restaurants, schools and other away-from-home locations that experience a multitude of clogged toilets each day. As proven in a recent study, Plunger Pal can help play an important role in hospital cleaning protocols, better protecting the health of staff members in charge of daily maintenance. Plunger Pal will eliminate the person doing the plunging from exposure to bacteria-laden water.

Plunger Pal was invented by Splashguard Corporation President Bob Martinisko, a general contractor.

“Due to the release of harmful pathogens, plunging a toilet can be deadly. Not only does our product protect the health and safety of maintenance workers, but members of the general public who are within a facility,” Martinisko said. “The design of Plunger Pal started as a flat piece of cardboard, then morphed into a see-through dome shape, with a peel-and-stick gasket, that secures the device to the rim of a toilet and keeps germs contained.”

Additional benefits include:

- Reduces labor hours that were once spent cleaning contaminated surfaces after an uncovered toilet was unclogged; and,
- Minimizes bacteria transfer in all areas of a facility.

“Plunger Pal will also cut costs and overhead related to restroom care. That includes a reduction in man-hours and use of rags, cleaning fluids and mops,” Martinisko said. “This is an instant problem solver for health care workers and other professionals involved in building maintenance.”

Plunger Pal, and its components, are made in the USA. Plunger Pal is available for both elongated and round bowl toilets.

**Contact: Bob Martinisko, President of Splashguard Corporation.**

**Phone: 703-926-3043. Email: [bmartinisko@splashguardcorp.com](mailto:bmartinisko@splashguardcorp.com). Website: [splashguardcorp.com](http://splashguardcorp.com).**

1 Study from Microchem Laboratory, 1304 W. Industrial Blvd., Round Rock, TX 78681. Study title: “Antibacterial Activity of Splashguard Corporation's Test Device.” Study ID number: NG19368.



## ACS Hires Avison Sales Manufacturers' Rep Group

ACS Industries has hired the Avison Sales Group to represent its Cleaning Products Group in a National Broker capacity for its janitorial and sanitary supply business in all 50 states.

“Avison has grown to become the premier U.S. manufacturers' representative group specializing in facility maintenance and supplies,” ACS said.

ACS is a national manufacturer with all levels of jan/san distribution in all 50 states. This agreement will provide the market with a leading sales team delivering consistency throughout the country with the ACS Cleaning Products Line.

For more information, visit [acs-cp.com](http://acs-cp.com).

## The United Group Welcomes Kim Foster And Mark Prosser

The United Group (TUG) has hired Kim Foster as vice president of member & supplier relations and Mark Prosser as vice president of sales — strategic accounts. Both have extensive experience, and will strengthen and propel TUG, further instilling the organization as a leader regarding member-owned sales and marketing for independent B2B distributors of jan/san, packaging, food service, and safety products and equipment.

Apart from planning the conference each year, Foster will be predominantly responsible for keeping in touch with members on both the supplier and member stockholder sides, developing those relationships, and making them feel welcome.

Foster said, “The enthusiasm and team atmosphere that TUG promotes is

what impresses me the most, and makes me want to be a part of the TUG team. It’s been a lot of fun creating some synergy with the TUG staff and developing relationships with our members and suppliers.”

Foster brings nearly 27 years of experience in the jan/san industry. She has worked with various organizations within the industry.

“Because I’m already familiar with buying groups and what their functions and goals are, it’s now a matter of learning a new language and

determining the best strategy to apply my experience to make all of those same things happen for TUG,” she said. “I look forward to expanding my knowledge in the food service and packaging markets, and finding ways to serve our members best.”

As vice president of sales — strategic accounts, Prosser is responsible for helping TUG drive national business and strategic accounts, including GPOs. He will also work with preferred suppliers to develop various initiatives, among other efforts. He is specifically focused on healthcare GPOs, as healthcare is a channel that TUG is looking to grow to help current members succeed.

Before joining TUG, he worked for multiple organizations over his 35-year career in the jan/san industry. He has experience in all industry angles, including the distribution, supplier, and buying group sides.

“In the current climate of acquisitions and consolidations, TUG stands out as the best available buying/marketing group alternative to successfully navigate

the next decade and beyond,” he said. “The strong member and supplier bases in jan/san, food service, packaging, safety and office products really set us apart as the ideal business partner for independent distributors.”

With a rich history and a start-up mentality, TUG looks to hire people with a fresh perspective, a collaborative mindset, and a sense of relentless drive. According to Ty Huffer, president of The United Group, Kim and Mark are very well respected and bring tremendous industry knowledge.

“Our members are diverse in size and longevity, yet united in their common desire to be more profitable and more effective in their respective endeavors,” said TUG.

For more information, visit [unitedgroup.com](http://unitedgroup.com).



**Kim Foster, vice president of member & supplier relations**



**Mark Prosser, vice president of sales — strategic accounts**

### Nexstep Announces Promotions

Nexstep Commercial Products, exclusive licensee of O-Cedar, announces Rachel Steele has been promoted to assistant operations manager in Paxton, IL, reporting to the general manager.

She joined Nexstep in 2005, and has worked in a variety of positions in the company, most recently human resources and accounts payable. In her new position, she will assist the general manager in all aspects of managing the facility in Paxton.

Steele attended Parkland Community College, and she lives at Lake Iroquois with her husband and two children.

She can be reached at 217-379-2377, ext. 242, or [rachel@cedarcommercial.com](mailto:rachel@cedarcommercial.com).



**Human Resources/  
Accounts Receivable  
Beth Spencer**



**Assistant Operations  
Manager  
Rachel Steele**

[beth@cedarcommercial.com](mailto:beth@cedarcommercial.com).

Nexstep has also promoted Beth Spencer to human resources/accounts receivable. She joined the company in 2020 as an accounts receivable associate.

She now provides support and facilitates the company’s human resources functions and processes in its Springfield, OH, location. She has a Bachelor of Science degree from Western Governors University.

She can be reached at 937-322-5163, ext. 101 or

### Opportunities & Challenges:

**Continued From Page 22**

“We hear people say, ‘I can’t get this product anymore, do you have something else?’ A lot of those people will stick with the new item even after the original product becomes available again,” Berk said. “I believe the current level of paper availability will lead to a shift toward certain products desired by companies in the future. At Berk, we are helping customers find those alternatives.”

Officials at Berk International are also working to improve the company’s internet presence, such as making its website more user friendly.

“We want customers to treat our website like a tool. That includes the ability to cross-reference products and take advantage of online resources, such as articles,” Berk said. “The end result is arming people with added information and knowledge.

“Overall, as a company, we are enthusiastic about our markets. They continue to provide opportunities. **One of Berk International’s strong attributes is its ability to pivot as markets and demand change. We are excited about this year.”**

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Toll Free: 866-222-BERK (2375).  
Website: [www.berkwiper.com](http://www.berkwiper.com).

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