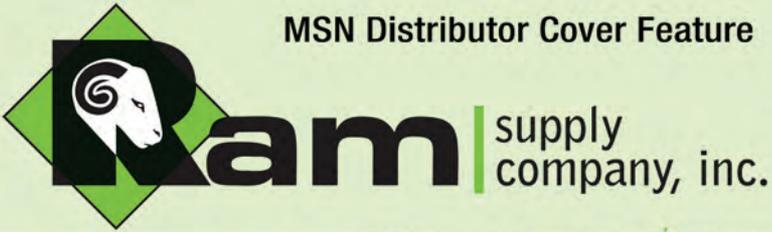


MAINTENANCE SALES NEWS

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November 15–18 • Las Vegas

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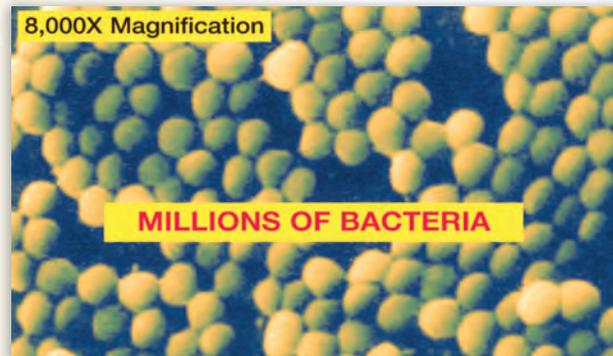
Tork, an Essity brand

The advertisement features a background image of two healthcare professionals wearing face masks and interacting. One is a man in a white lab coat and the other is a woman in a blue lab coat. The text is overlaid on this image. The Tork logo is in the top left, and the award information is in a blue box in the top right. The main message is in the center, and the call to action is at the bottom. A small image of a person using VR is in the bottom right corner.

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Publisher
Linda Rankin

Editor
Harrell Kerkhoff

Associate Editor
Rick Mullen

Advertising
Linda Rankin
Kevin Kennedy

Graphics
David Opdyke
Kris Bott

Reception
Carrie King

ADVERTISING

Linda Rankin
(217) 268-4959
lrankin@consolidated.net

Kevin Kennedy
(813) 502-6672
kevloraz@gmail.com

EDITORIAL AND CORPORATE OFFICES
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MSN FEATURE STORIES



Maintenance Sales News Cover Feature

◀ **Ram Supply Co., Inc. • Baltimore, MD**

A History Of Commitment To Clients, Attention To Detail Prospers Distributor Through Pandemic.....20

MSN's 2021 ISSA Show Preview

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Booth Numbers Courtesy Of ISSA, 10/18/21

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On The Cover: Ram Supply Co. President/CEO Martin Manescu (left) and Director of Operations Angel Gonzalez are instrumental in helping the company rebound from the early days of the COVID-19 pandemic. See story on page 20.

Industry Calendar of Events

November 15-18, 2021 — ISSA Show North America, Las Vegas Convention Center, Las Vegas, NV. For information: 800-225-4772.

March 5-8, 2022 — The Inspired Home Show, IHA's Global Home + Housewares Market, McCormick Place, Chicago, IL. For information: 847-292-4200.

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

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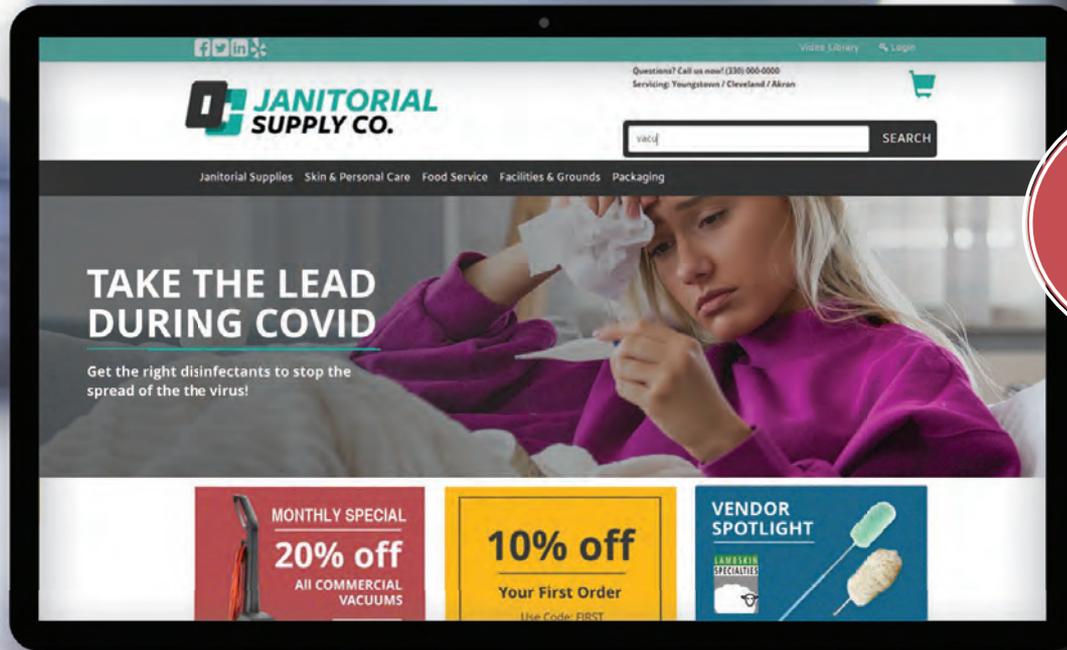
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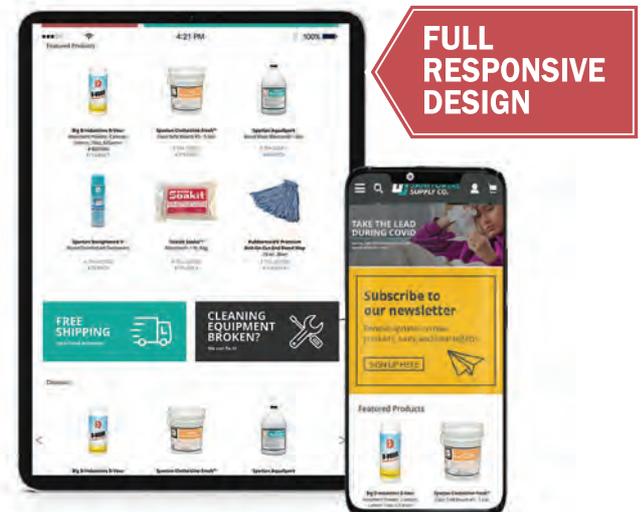
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MSN's Q&A With Incoming ISSA President, HARRY DOCHELLI



Harry Dochelli, president/CEO of Essendant, of Deerfield, IL, will be introduced as the new ISSA president during the ISSA Show North America, scheduled for November 15-18, in Las Vegas, NV.

Following is an interview with Dochelli, who discusses his background in ISSA and his vision for the future of the organization.

MSN: Please provide your background as it pertains to your company and the jan/san industry.

Dochelli: I joined Essendant in May 2012 as vice president of sales for our independent dealer channel. I brought more than 25 years of leadership experience in sales, marketing and operations within the distribution industry to Essendant. During my time at Essendant, I've led the sales organization and was named the president and CEO after our acquisition by Sycamore Partners 2 1/2 years ago. Essendant is one of the largest wholesale distributors of jan/san supplies. We service the largest distributors and work with the largest manufacturers of jan/san supplies.

MSN: How long have you been affiliated with ISSA — both from a company perspective and a personal perspective?

Dochelli: As a company, Essendant has been a member of ISSA for a very long time. Personally, I had a previous stint on the board in 2018-2019, and have been participating with ISSA for several years.

MSN: What made you decide to seek the ISSA president's post?

Dochelli: As a leading wholesale distributor of jan/san supplies, it's important that we're aligned with the associations that have the largest influence and impact on the industry. When it comes to education, research, connections and industry trends, no association plays a larger role in jan/san internationally than ISSA. I'm honored to assume the post of president and look forward to leading this great organization.

MSN: What qualities do you possess that will make you an effective ISSA president?

Dochelli: The first is **leadership**. My professional experience has provided me a range of leadership roles across different types of organizations. I understand how to work with diverse groups of people and functions, and can set a vision and course to achieve an organization's goals.

Being at Essendant for nine years, and now as its CEO, I've been able to establish essential **relationships** within the jan/san industry. This includes the major distributors of jan/san supplies, the manufacturers of these supplies, and the associations, like ISSA, that are the go-to organizations for thought leadership.

Lastly, I bring **knowledge** and a clear understanding of how this industry works, along with a perspective that accounts for all stakeholders within it.

MSN: What, from your perspective, is the role of the ISSA in the cleaning/maintenance industry?

Dochelli: ISSA, first and foremost, is the thought leader in the cleaning/maintenance industry. The capabilities and programs ISSA has established has made it the

epicenter of the industry. This allows ISSA to draw people in and serve as the nexus for where connections happen. These connections are essential for sharing ideas and progressing the industry forward.

Furthermore, ISSA plays an important role in promoting the industry and advancing its role in society. We need to leverage our expertise and knowledge to educate, not only our practitioners, but also policy makers as well, to ensure cleaning and maintenance is at the top of the agenda.

MSN: The COVID-19 pandemic is ongoing, along with the Delta Variant and possibly other variants. As ISSA president, what are your thoughts on how ISSA will move forward in guiding the cleaning industry through this crisis?

Dochelli: The credibility and track record ISSA has established ensures the organization is in the conversation and influencing the role our industry can play. Beyond that, we need to continue to innovate and identify new ways our industry can be part of the solution to keep people safe and our economy moving forward. A great example of this is the GBAC STAR™ Accreditation, which is the industry standard for outbreak prevention, response and recovery. Within the pandemic, ISSA has been the authority for establishing standards and protocols for safe environments.

MSN: As this year's ISSA Show is moving back to the Las Vegas Convention Center, what are some of the precautions that will be in place to help keep attendees and exhibitors safe and healthy?

Dochelli: The health of all visitors, staff and partners is our No. 1 priority. To ensure everyone's wellbeing, we will make choices that reduce risk for everyone by following the guidance of the CDC, public health experts and our venue. We are closely watching current data and listening to the science.

Some specific steps we are following include: hosting the event at the Las Vegas Convention Center, a GBAC STAR™ accredited facility, and partnering with a cleaning provider, United Services, that is a GBAC STAR™ accredited service contractor.

The event will be organized by Informa, the world's leading events organizer. Through its event experience, Informa has established a set of safety and health standards called Informa AllSecure. This is a detailed set of enhanced measures to provide the highest levels of hygiene and safety at events, providing everyone with reassurance and the confidence they are participating in a safe and controlled environment.

MSN: How do you plan to utilize your leadership experience with your company during your term as ISSA president?

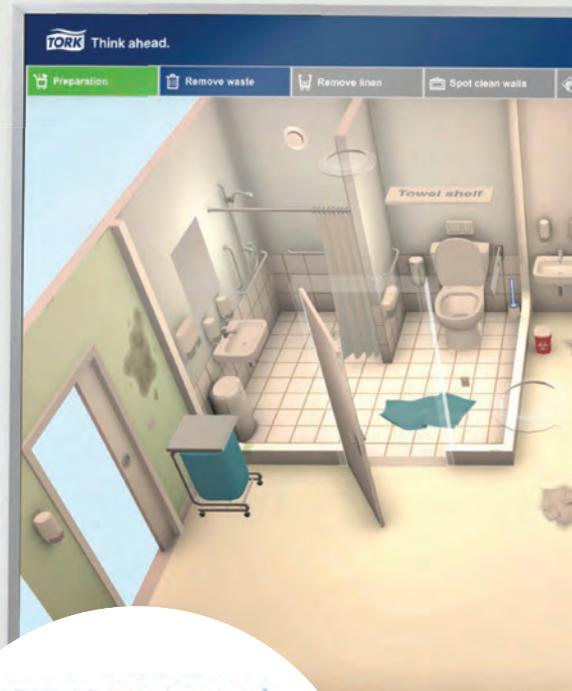
Dochelli: I have a record of leadership within my professional experience that, I believe, makes me well-suited for this role. I will leverage the lessons I've learned and apply them to my work at ISSA. Because of Essendant's role within the industry,



Harry Dochelli, incoming ISSA president

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Think ahead.

I am, and have been, very involved in the cleaning/maintenance industry. I have the necessary relationships and knowledge to make an impact at the outset.

MSN: What improvements can be made to the ISSA?

Dochelli: I believe ISSA serves its membership very well today. At the same time, there is always room for improvement to meet the needs of our members. Staying focused on GBAC, government policy, training, and being the central source for data of the cleaning industry, will continue to position ISSA as one of the premier associations.

MSN: Other than COVID-19, what are some of the most prominent challenges and concerns in the cleaning/maintenance industry today, and how can these issues be addressed by the ISSA and its members?

Dochelli: COVID-19 has been disruptive, and it has spawned other issues that many in our industry are working to solve. One of the top issues is within the supply chain. The global supply chain has been challenged, making it difficult to get component parts/ingredients to manufacture product.

Another area of challenge that we are all experiencing is the shortage of labor. Whether you're a BSC, a manufacturer or a distributor, everyone is dealing with this issue.

MSN: How is the sustainability (green) movement impacting the cleaning/maintenance industry?

Dochelli: Sustainable and environmentally friendly products have always been on the agenda. There were early adopters in the industry that, for years, made this a priority for how they operated. We are seeing increased interest here as more practitioners need to adopt these approaches due to new regulations as well as increased awareness and concern with climate change. The challenging weather we've had this year, along with a severe wildfire season, have put climate change top of mind for many. Our industry has a role to play here to ensure we are educating our members on sustainable practices and reinforcing their value.

MSN: Please discuss the importance of the ISSA reacting to ongoing industry changes.

Dochelli: We are a leading voice for our industry. It is imperative that we are at the forefront of change — not only responding to change, but also leading it.

MSN: What plans do you have, as ISSA president, for the coming year? What would you like to see accomplished?

Dochelli: I think it is important that we continue to focus on servicing our members and to meet their needs. As an association, we will be reviewing what and how we do things for members, to determine where gaps exist in execution and needs. Closing these gaps would be a goal of mine to accomplish.

I am excited to lead this great organization.

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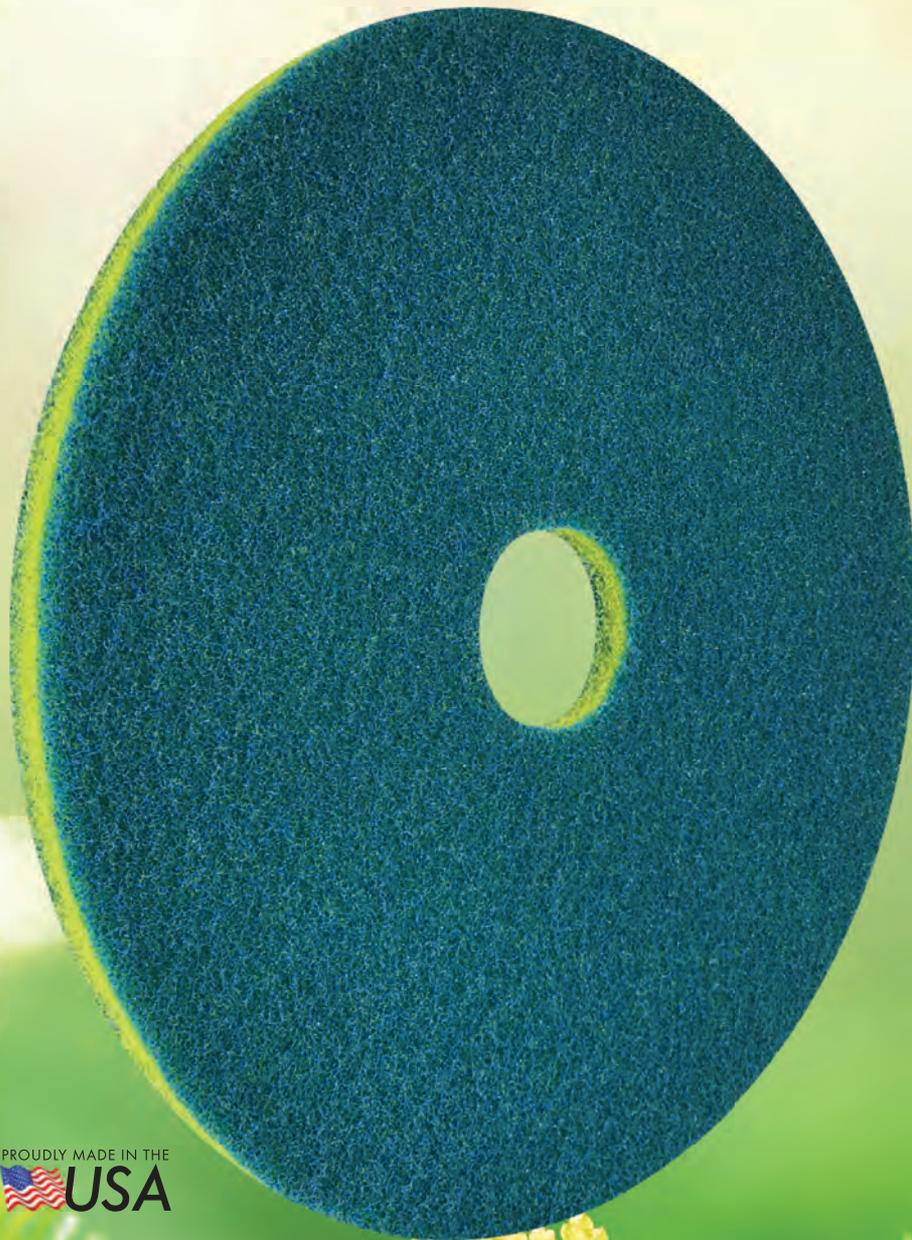
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A Message From Outgoing ISSA President STEVE LEWIS



Dear MSN Readers,

If you're involved in the cleaning industry in any capacity, the upcoming ISSA Show North America should be considered a "can't miss" event. Mark your calendars and make all necessary arrangements as soon as possible because the show is returning to Las Vegas this fall, November 15-18. It will be held in the newly completed West Hall of the Las Vegas Convention Center, where industry professionals will gather from around the globe to discuss all things cleaning related.

ISSA — The Worldwide Cleaning Industry Association, has a long history and a well-established reputation for hosting the industry's premier trade show. It's where the cleaning industry meets to enhance knowledge, discuss the newest products and trends, network, and gain expertise in chosen fields. This year will be no exception, and to say I'm excited about being back together and in-person again with colleagues and other industry professionals, would be an understatement. Because a "virtual show" was necessary last year, due to the pandemic, it will have been more than two years since we last walked the show floor and experienced all the benefits the ISSA Show provides.

The schedule for this year's show is jam-packed with valuable content and opportunities to learn from industry experts. It doesn't matter whether you're a manufacturer, distributor, facility manager, building service contractor, manufacturer's representative, or you work in any other capacity, there will be something for everyone. More than 75 speakers will be sharing their knowledge and insights throughout the show.



ISSA President Steve Lewis

In addition to connecting with exhibitors, time can be spent attending presentations, educational sessions, seminars, and workshops, with some of them offering various certifications. There will be numerous programs specifically designed to cover every aspect of operating businesses, such as hiring people, branding, customer service, coaching strategies, creating financial certainty, trends in technology, developing hands-on training and managing cash flow. If that doesn't sound like enough, consider attending an evening roundtable discussion or the "Industry Power Panel," where the future of the cleaning industry will be the topic.

Of course, I would be remiss if I didn't mention the numerous sessions specifically dedicated to COVID-19. Educational sessions regarding "best practices" in dealing with the virus include:

- Beyond COVID-19: Cleaning for Infectious Disease Prevention;
- COVID-19 Response: All Hands on Deck;
- COVID-19 School Success Stories: Lessons to Take With Us into the Future;
- The Measure of Cleanliness — Is Your Clean, Clean Enough?; and,
- Innovative Solutions for Visibly Demonstrating Disinfection Quality and Compliance.

More so now than ever, the cleaning industry is being relied upon to keep our society healthy. Our businesses have been deemed "essential," and we're being asked to share our knowledge and expertise in keeping buildings clean and safe. I know many of you, like me, have devoted your careers to this industry. Although there's added interest from the public now, and people are much more interested in the cleanliness of the facilities they enter, we were passionate about cleaning long before the COVID-19 pandemic. We've spent years learning and gaining knowledge, much of which we obtained during time spent at this very show. With that in mind, I certainly hope you'll join me in attending this year's "can't miss" event, ISSA Show North America 2021.

— Steve Lewis, ISSA President



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Cleaning industry professionals from around the world will attend The ISSA Show North America 2021, scheduled for November 15-18, at the all-new West building of the Las Vegas Convention Center.



Three trade show days, educational and networking opportunities, panel discussions and guest speakers will highlight the annual event. Manufacturers, distributors, facility managers, building service contractors and residential cleaners will come together at this year's event for information sharing, relationship building and product innovation. Attendees can expect to discover new solutions for improving efficiencies, skills and profitability, according to ISSA.

HEALTH AND SAFETY PROTOCOLS IN PLACE

“With a commitment to the health and well being of all 2021 ISSA Show participants, robust protocols have been put into place to ensure a safe and responsible event,” according to ISSA. They include:

■ **COVID-19 Tests And Vaccinations:** Everyone participating in this year's ISSA Show must provide proof of either a negative COVID-19 test obtained within 72 hours of arriving at the event, or proof of full vaccination obtained no later than 14 days prior to arriving at the event. Find COVID-19 testing sites via Nevada Health Response at: nvhealthresponse.nv.gov;

■ **Face Masks:** ISSA Show North America will follow the state of Nevada's

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Continued on Page 18

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Recent flooding and brush fires that have caused so much damage in different regions of United States have also left unpleasant aftereffects for many business, facility, home and automobile owners — foul odors. The good news is, there is help in the form of hydroxyl air treatment and ozone generation. Both of these advancements in odor elimination are not only environmentally friendly, but available in a wide variety of products from **Queenaire Technologies**.

But what is the difference between hydroxyl air treatment and ozone generation? According to **Queenaire Technologies President Susan Duffy**, hydroxyl radicals are formed in nature. They are diatomic molecules that are highly reactive and very short-lived. Discovered by scientists in 1963, hydroxyl radicals are often referred to as the “detergent” of the troposphere (the lowest part of the atmosphere), because they help destroy many pollutants. They also play an important role in eliminating some greenhouse gases.

Atmospheric hydroxyl radicals should not be confused with free radicals that are produced inside living organisms. Atmospheric hydroxyl radicals are so reactive that they are instantly neutralized when making contact with any substance, and would be impossible to ingest as a complete ion. This makes using hydroxyl radicals, which are found in the outside air at all times during the day, one of the safest processes for deodorizing an occupied area.

Ozone, meanwhile, is often referred to as nature’s own purifier. It’s most evident at the seashore, near a waterfall, in a rain forest and after a thunderstorm. Ozone makes up approximately 20 percent of the air being breathed everyday, and has been used over the past century to purify water and eliminate a wide range of odors.

Ozone is not used as a reodorant, but rather totally destroys offending gases, reacting with contaminants in air, water, and on fabrics, walls and ceilings.

With established brands **Newaire**, **Rainbowair** and **Queenaire** in place, and a management team with over 30 years of 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.

“Using ozone is especially good when getting odor out of surfaces, while hydroxyl works well at cleaning the air,” Duffy said. “A great product for doing both, at the same time, is the **Newaire™ HO3 - 2500 Air & Surface Treatment System**. It incorporates the best characteristics of each type of air and surface treatment.

“The **Newaire™ HO3 - 2500** can be used as an hydroxyl generator, in areas where people are present, to get rid of odors, bacteria and viruses. It can also be used, when people are not present, to generate ozone in the same locations, for a more in-depth odor treatment and cleaning. The range of the **Newaire™ HO3 - 2500** is 6,000 square feet.”

She added that a good ozone generator is, and always will be, the best way to deodorize air, surfaces and to reach cracks and crevices. However, limitations in this process occur in areas where people are also present.

“An hydroxyl generator can be used to fill this void for superior air quality. With the **Newaire™ HO3 - 2500 Air & Surface Treatment System**, Queenaire Technologies now offers two types of odor elimination — ozone and hydroxyl — within the

Continued on Page 58



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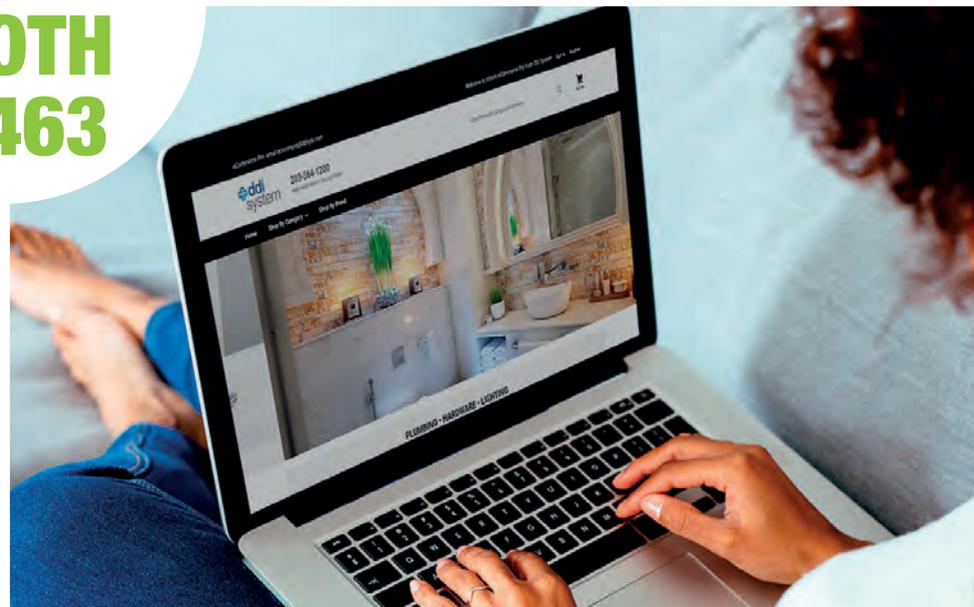
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Ram Supply attributes success to its team, commitment to clients and attention to detail. Front row, left to right, are Whitney Lockemy, account manager; Oscar Contreras, driver; Anna Whitlock, client services; and Sit Avila, warehouse operations. Back row, left to right, are Joe Baccelleri, account manager; Martin Manescu, president/CEO; Angel Gonzalez, director of operations; Beto-Alonso Gonzalez, accounting; Carlton Randolph, warehouse operations; and Glen Glassman, accounting.

A History Of Commitment To Clients, Attention To Detail Prospers Baltimore Distributor Through Pandemic

By Rick Mullen, *Maintenance Sales News* Associate Editor

Ram Supply Co., Inc., of Baltimore, MD, services a wide swath of the Mid-Atlantic region, distributing products in several segments, including food service, health care, jan/san, facility maintenance, industrial packaging and warewash.

The company's service area includes Baltimore, Washington, D.C., Virginia, Delaware, and a small portion of Pennsylvania.

"Our customer base categories include restaurants, caterers, hospitality, schools and universities, day care, nursing homes, veterinary/pet care, pizzerias, bakeries, coffee shops, bars and nightclubs," said **Martin Manescu, the company's owner and president/CEO**, during a recent interview with *Maintenance Sales News*. "Our primary focus is the food service segment."

"We take ownership of all situations and strive to 'do it right the first time.'"

Indeed, Ram Supply specializes in assisting with new restaurant openings, from fine dining to carryout establishments. The company is able to offer restaurants customized products to meet an establishment's branding and logo needs.

Manescu said, for the most part, Ram Supply can be described as a one-stop shop for customers in all segments it services, but with one caveat.

"To a certain degree we are a one-stop shop, but we only focus on areas we can master," he said. **"If we can't sell something well, we typically stay away."**

During its four-decades as a successful distributorship — it was founded by Manescu's father, **Ted Manescu** in 1980 — one constant at Ram has been its staff's commitment to clients and attention to detail, Manescu said.

"Much of our success is centered on our team's ability to do the right thing by our clients each and every time," Manescu said. "The other thing that has contributed to our success is our relationship with our vendor partners."

Manescu described the company's business model as an isosceles triangle. "On one side of the triangle are our clients, with vendors on the other side of the triangle," Manescu said. "Both of those sides are equal, with Ram Supply being the base."

The distributor's successful track record of building long-lasting relationships with its customer base can be summed up in **the company's mantra — "We know our clients better than they know themselves."**

"By knowing more about our customers than they do themselves, we are able to identify needs that properly align with their businesses, and with our business, as well," Manescu said. "We provide unique solutions for clients. By understanding their wants and needs, we are able to identify solutions that are cost effective and that align with their goals."



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CORE VALUES A FIRM FOUNDATION

Serving the wants and needs of its clients by solving their problems and offering the best in customer service, Ram Supply's team is ever mindful of the company's core values, listed below:

■ **Respect:** We engage with fellow team members, customers and vendors the way we would like to be treated;

■ **Integrity and Excellence:** We take ownership of all situations and strive to "do it right the first time" to ensure complete customer satisfaction;

■ **Diversity and Inclusion:** We embrace and value all individuals regardless of race/ethnicity, gender, age, sexual orientation, gender identity and religion. We encourage differing opinions and constructive dialogue;

■ **Teamwork and Innovation:** We encourage everyone to participate in the sharing of ideas and solutions that have the potential to enhance the workplace and productivity; and,

■ **Social Sustainability:** We strive to promote a healthy balance between environmental, economic and social objectives.

Manescu said the company's first core value, **respect**, is especially pertinent in

these times as political and social issues have exposed stark divisions among people. In many cases, there has been a breakdown in civility among differing factions, and even violence.

"It seems things have gotten more difficult with folks these days. So, **respect** is one of our most important core values, not only for our fellow team members, but also for our vendors and clients," Manescu said. "Everyone needs to be treated with respect."

Taking ownership of mistakes and other issues that might arise is an important aspect of **integrity**, Manescu said.

"We understand, especially when things are difficult with short staffing, mistakes are going to happen," Manescu said. "We take ownership of all situations. If we make a mistake, we take ownership, which is extremely important."

As for **diversity and teamwork**, Ram Supply has put together a staff that is diverse in ethnicity, age and socio-economic backgrounds, and who work well together, Manescu said.

"We have a very diverse and inclusive team," Manescu said. "Our primary goal is to make sure clients and our team are satisfied. I think we have a very unique balance, our diversity is one of the reasons we are successful internally."

"People have different ideas, and we always try to take the best and brightest and put our best foot forward."

As part of its efforts in the area of **social sustainability**, Ram Supply recently gained "HUBZone" certification.

The Small Business Association's (SBA) HUBZone program is designed to promote small business growth in historically underutilized

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areas. One of the goals of the program is to award at least 3 percent of federal contract dollars to HUBZone-certified companies each year, according to the SBA.

“It is not only federal contracts, a lot of businesses are looking for HUBZone partners, so they can fulfill purchasing requirements,” Manescu said. “We have been contacted by several large national interests looking for HUBZone partners, as a part of their social sustainability goals.”

According to the United Nations Global Compact, social sustainability is about identifying and managing business impacts, both positive and negative, on people.

“The HUBZone Empowerment Act was created by the U.S. Congress in 1998, giving HUBZone-certified companies a small business preference,” Manescu said. “It encourages investment in historically underutilized areas.”

In addition to social sustainability, there is also sustainability as it pertains to the environment, of which Ram Supply’s team is keenly aware.

“There are opportunities available in terms of the challenges to businesses brought about by climate change,” Manescu said. **“As climate change is more frequently in the news and affects us more adversely year over year, we are constantly looking for ways to improve sustainability efforts. Furthermore, more customers are starting to recognize the need for advanced sustainability measures.”**



Warehouse operations workers Carlton Randolph (left) and Sit Avila load a truck.



Ram Supply executives attending a meeting are, left to right, Whitney Lockemy, Angel Gonzalez, Martin Manescu and Anna Whitlock.

“A good example of a sustainability measure is our compostable products. By emphasizing composting, we have been able to get some of our clients to 96 to 98 percent of waste neutrality — meaning their waste is essentially non-existent.

“Waste neutrality is accomplished vis-à-vis recycling, composting or by changing the products purchased.”

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“As sustainable products continue to be in ever-increasing demand, we work with our clients very closely to make sure their needs are met within their sustainability guidelines,” Manescu said. “Sustainable products and programs have been woven into the fabric of doing business. **Green has become part of our everyday lives. It is not something that is new and shiny like it was 15 years ago, and is increasingly viewed as more the expectation, and not just a choice.**”

IN THE TIME OF COVID

In December 2019 and early January 2020, Manescu began to be aware of a mysterious disease being reported in China. The mystery disease turned out to be the COVID-19 virus.

“It caught my attention very quickly because I remembered when SARS began to have an impact in certain areas of Canada and Asia. The SARS outbreak has always stuck in my mind,” Manescu said. “In 2012, MERS (Middle East Respiratory Syndrome) was first reported in Saudi Arabia. I heard reports about what

was going on and I thought it is only a few more steps until the virus can travel.”

As Manescu continued to follow the situation in Asia concerning the coronavirus, he realized it was spreading quickly. By January into February 2020, it was apparent COVID-19 was onshore and traveling rapidly throughout the United States.

“By February, everybody was looking for hand sanitizer, and, by the end of the month, sanitizer was beginning to dry up,” Manescu said. “Everybody was sold out and we had to resort to finding new domestic sources in order to meet the need.

“We started wearing masks at the end of February, because we saw what was coming. After sanitizer, the next thing impossible to find were masks, followed by gloves.”

Due to its strategic partners, Ram Supply was able to obtain hand sanitizer and PPE items. Shortages in items to combat the pandemic, caused people to try and load up on supplies.

“There were folks looking to wipe out companies’ entire inventories,” Manescu said. “They would buy everything a company had. That would have been easy for us, but it also probably would have put us out of business.

“So, we allocated products to our customers that were still operating at the time, making sure they were fully served. Even though there were some backorders, at least clients were getting something.

“As we continued to move through the pandemic, we were able to obtain more inventory. We had been doing some importing before, and we increased importing during the crisis.”

In the beginning of the pandemic, there were a few people laid off for 30 to 45 days, while the majority of the Ram Supply staff remained working. Two employees opted to take off for 10 weeks to take advantage of unemployment benefit programs that were available, Manescu said.

Ultimately, as the pandemic progressed, Ram Supply’s staff was putting in 15-hour workdays.

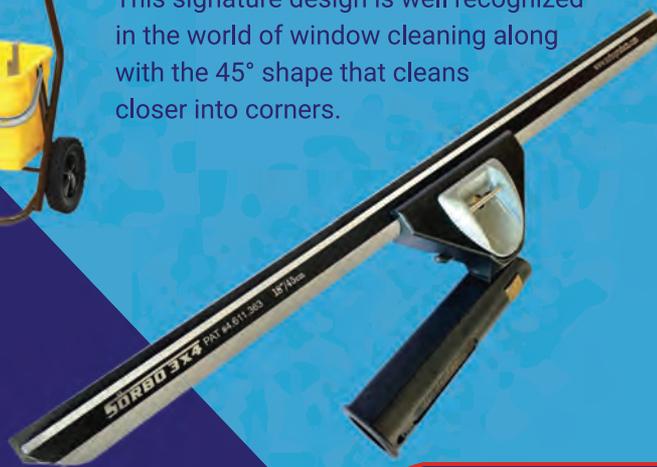
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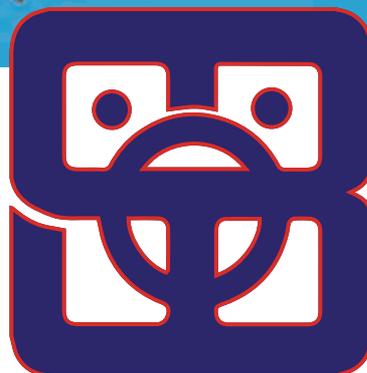
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In addition to putting a mask wearing mandate in place in mid-February 2020, the company took extensive measures to keep employees and customers safe, including disinfecting on an hourly basis.

“We knew we had to disinfect, socially distance, wear masks and stay away from other people who got sick. As a result, we didn’t have any COVID outbreaks,” Manescu said. “Our staff stayed very safe.”

Ram Supply also limited visitors to its facility. There were temperature checks and logs were kept to record who was in and out of the facility at all times, Manescu said.

“We placed sanitizer, masks and gloves on all of our trucks,” Manescu said.

“Drivers made signatureless deliveries to try to keep social distancing intact.

“We also delivered to clients’ doors because we didn’t want our drivers go into their buildings, which also made our clients very happy.

“We were very fortunate that Maryland’s governor (Larry Hogan) took some very prudent measures early on, which I believe kept the state in very good shape, compared to some other states.

“By the first of July this year, daily COVID case numbers for Maryland were down to double digits. Now, they are up in the four-digit range because of the Delta Variant.

“We backed off and masks were not mandatory for our staff for about three

weeks leading up to the July 4th holiday weekend. As soon as we learned some people who had been fully vaccinated were still getting the virus, we immediately resumed our mask policy, ahead of state and local guidelines.

“The Delta Variant notwithstanding, the economy is on fire right now. Our business has continued to rebound, however there are supply chain issues, which have led to shortages of products.”

In discussing a post-COVID business landscape, Manescu said, “With or without the pandemic, it is the nature of business to continuously evolve. However, whenever there is a shake-up in the economy, such as caused by COVID, business changes much more drastically. Currently, a lot of businesses, including Ram Supply, are navigating through many changes in how they conduct business.

“Some changes will be short-lived, but many will be permanent. Some of the biggest changes will be in the area of implementing more automation and other technologies. Those changes are being fueled by labor shortages and increased pay rates throughout the country.”

PASSING THE TORCH

During the early 1970s, Ted Manescu worked as a manufacturers rep, covering a five-state territory, which meant he was on the road, away from his family, Monday through Thursday.

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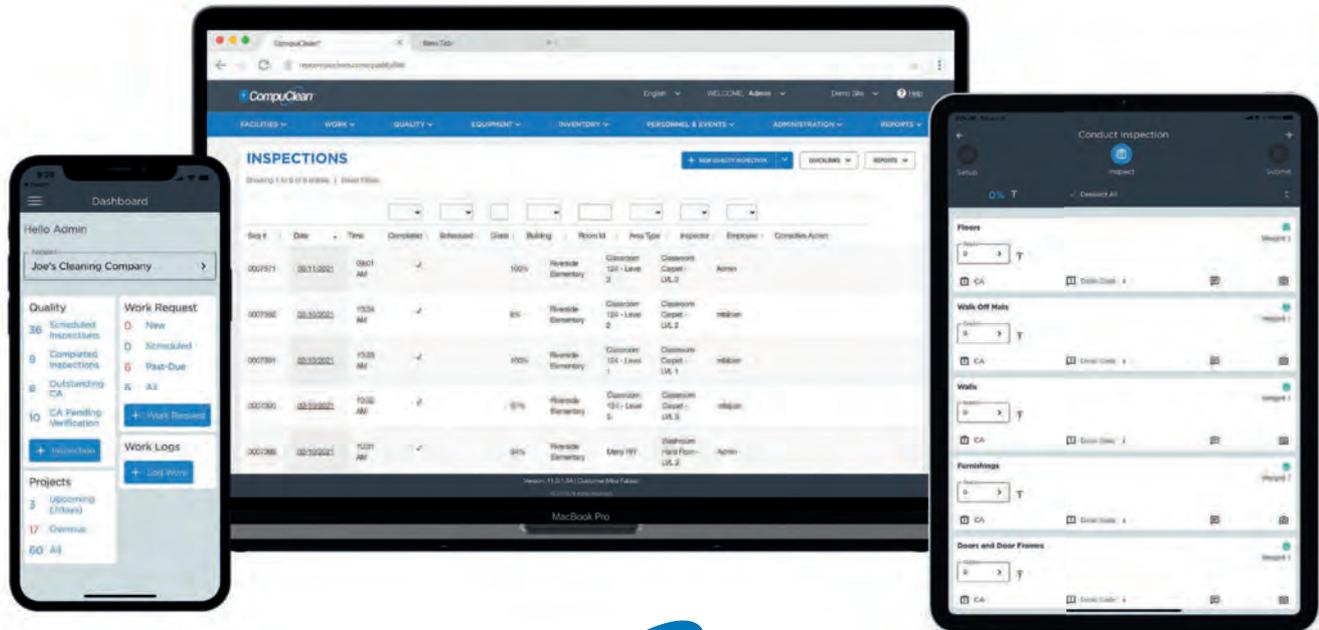
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open a distributorship,” Martin Manescu said. “My brother and I were involved in youth football programs, and my dad also coached a team called the ‘Rams.’ When he started the business, he was looking for a name and said, ‘I will call it Ram Supply.’

“As a child I thought the company was the neatest thing, and was something I always wanted to be a part of. I worked at Ram Supply part-time while I was in high school and college.”

By 2004, Manescu’s father was approaching retirement age. In January 2005, Martin Manescu purchased the company.

“I had been in sales for some time. I saw a lot of changes in the marketplace, and I wanted to take the business in a different direction,” Manescu said.

The elder Manescu is no longer involved in the business. He celebrated his 88th birthday in September, and still plays tennis three or four times a week and skis during the winter.

Reflecting on the torch being passed, and the rise of millennials becoming the largest demographic in today’s workforce, Manescu said, “With each generation, there are going to be changes. For example, millennials often have a different approach and a different outlook on how they perceive their jobs.

“I’m not sure what our competitors do, but we see the millennial generation as a very important part of our success.”

Conventional wisdom says one of the aspects of doing business that millennials have brought to the forefront is incorporating electronic devices into the fabric of modern-day business communications.

“There are always new technologies coming online. As a company, we started using iPhones and iPads as a way to serve our clients around 2005,” Manescu said. “Looking back from late 1990s to early 2000s, the primary way companies communicated with customers was either by phone or by email. Now, communications are accomplished by a phone call, or an email, or a text, or with Zoom or similar virtual meeting platforms. Social media is another popular communication vehicle.

“Whether it is with clients or vendors, conducting a Zoom meeting is an almost daily occurrence. **I think Zoom meetings are here to stay, as they are a quick and reasonably efficient way to communicate,** as opposed to meeting face-to-face with someone in the same physical space.

“**However, face-to-face meetings are not going away, as human interactions are still very important.** It has been difficult to interpret people’s facial expressions behind a mask. One upside of Zoom meetings is participants don’t need to wear masks.

“It is great to have Zoom meetings available, but I don’t think anything replaces face-to-face conversations or face-to-face meetings.”

SKILL AND WILL

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labor pool. Fortunately, Ram Supply has been able to attract, and maintain, a highly skilled and dedicated workforce.

“We currently have 15 employees, and are in a full employment situation,” Manescu said. “As of late, we have not had any difficulty finding and keeping a talented team, which might be a bit of an anomaly from what it is going on elsewhere in the marketplace.”

When the need arises to hire a new employee, no matter the position, Manescu looks for individuals who display two traits — skill and will.

“Skill can be taught, but will can’t,” Manescu said. “I think our hiring process brings those two traits to the forefront. Of the two, the will to work and do a good job is often the more important element, because, again, skills can be taught, but you can’t teach will.”

In providing the best in customer service, whether it is offering training to customers, or repairing equipment in its service department, or making deliveries, Ram Supply adheres to a set of principles. They include honesty, empathy, accuracy, clarity, transparency, speed, ownership, exceeding client expectations and follow up, Manescu said.

“For example, our equipment repair team will respond quickly, ensuring a client’s equipment downtime is kept to a minimum,” Manescu said.

Looking ahead, Manescu said one of the company’s priorities is exceeding clients’ expectations.

“What helps us grow is always a priority. As more companies are retreating on service to their clients, we are expanding our services,” he said. “Improving our e-commerce ability is also a priority. We are in the process of revamping our online

ordering system. E-commerce and online ordering are two primary areas we are improving upon.

“In addition, during the past two years, we have focused on national accounts and regional chains, and will continue to do so.

“Supply chain issues will continue to be one the biggest challenges we will face during the coming year. Although there are going to be challenging times ahead, I’m very optimistic. How you navigate and align yourself through challenges is what will determine how successful you will be.

“Everybody defines success differently. Our success is attributed to our team, and its commitment to our clients and attention to detail.

“A key contributor to our success is **Director of Operations Angel Gonzalez**. He started at Ram Supply as an intern during his senior year at Towson University in Towson, MD, where he earned a bachelor’s degree in international business, with a minor in business administration.

“Angel (Gonzalez) has used his knowledge of international business, combined with his relentless dedication and hard work to help us grow tenfold during his tenure at Ram Supply. The other thing that contributes to our success is our vendor partners.

“At the end of the day, what gives me the most satisfaction is solving problems for clients.

“I get a lot of satisfaction when we, as a company, are faced with a very difficult problem, and are able to walk away with a solution. When the customer wins, we win.

“We have the experience, the knowledge and the creativity to solve problems, both new and old.”



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■ **Innovation Program Awards Announcement & Show Floor Happy Hour**, from 1 to 2 p.m. on Thursday, November 18. The awards announcement is the culmination of the 2021 ISSA Innovation Award Program—the 12th anniversary year—in which industry professionals voted for the most innovative products, equipment and solutions found in 2021. Included is a champagne toast, followed by a happy hour to conclude the week.

ISSA ELECTS NEW 2022 BOARD MEMBERS

The following individuals have been elected to serve on the 2022 ISSA Board of Directors, which will be led by **incoming ISSA President Harry Dochelli**, of Essendant.

They include:

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The election for open positions on the 2022 ISSA Board of Directors closed on July 29, 2021.

RETURNING ISSA BOARD MEMBERS

In addition to Dochelli, returning from the 2021 board to serve in the following positions on the 2022 board are:

• **Past President/International Director: Steve Lewis**, Golden Star Inc.;

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• **Canada Director: Amir Karim**, Polykar;

• **Distributor Directors: Andrew Abel**, Mailender Inc., and **Ailene Grego**, SouthEast LINK;

• **Manufacturer Directors: Matthew Urmanski**, Essity Professional Hygiene North America LLC, and **Christine Vickers Tucker**, The Clorox Co.; and,

• **BSC Director: Valerie Burd**, ABM.

ISSA OUTGOING BOARD MEMBERS

The following individuals completed their service on the board in 2021: **John Beers**, Wind Associates; **Ken Bodie**, Kelsan Inc.; **Roman Chmiel**, Scrub Inc.; **Andy Clement**, Kimberly-Clark Professional; and, **Nick Morris**, Western Paper Distributors Inc.

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EDUCATIONAL SESSIONS/ WORKSHOPS

To Focus On
Many Topics During
ISSA Show
North America 2021

By Harrell Kerkhoff
Maintenance Sales News Editor

Educational sessions and workshops will be in abundance at The ISSA Show North America 2021, scheduled for November 15-18, at the Las Vegas Convention Center, in Las Vegas, NV.

Session topics for this year's event include tech trends, large facility management, "green" operations, customer service guidance, employee diversity strategies, using cash flow as a competitive weapon, helping workers who underperform — and much more. *Maintenance Sales News Magazine* recently spoke with seven educational session presenters who will be at this year's ISSA Show. The objective was to learn more about the many educational opportunities available at the event.

TOP TECH TRENDS

Technology's influence on the global cleaning industry is exploding — to the point that it's hard to keep up with all the "bells and whistles" associated the today's accelerated technological progress. From advanced sales, human resource and inventory management software programs to robotic floor machines and drones — technology continues to shape the future of cleaning and facility maintenance.

Helping ISSA Show attendees wade through all that technology has to offer in 2021 and beyond is **Gene Marks**, president and CEO of The Marks Group PC (marksgroup.net).

His presentation, titled, "**10 Tech Trends Affecting Businesses This Year And Beyond,**" is scheduled for **9 to 10 a.m., on Thursday, November 18.**

"I will be discussing the hottest technologies that members of the cleaning industry should consider investing in now, and also a few that they should keep their eyes on for the future," Marks said. "This is technology that can positively impact their businesses moving forward."



Gene Marks

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His presentation will include a discussion on new technologies: customer relationship management applications; human resource platforms; collaboration applications; and other applications that will impact the cleaning industry in the future.

“The latter category includes a discussion on how robotics, drones, the internet of things and artificial intelligence will impact the cleaning industry, and how business owners and managers can prepare — and take advantage — of those up-and-coming technologies,” Marks said. “I will also talk about security

issues, emphasizing the importance of protecting your company against ransomware and data breaches.”

The use of technology can also help businesses with today’s soaring labor costs and labor shortages — another subject Marks will explore.

“Some of my smartest clients and readers are those who are currently investing in technology for that very reason — to help alleviate issues with labor,” he said.

Marks gleans from past experience and current expertise for his ISSA session

on technology. For 25 years, he has operated The Marks Group P.C., a technology consulting firm based outside of Philadelphia, PA, which works with small and mid-size businesses. Marks is also a certified public accountant and has written over the past 10 years on technology for *Forbes*.

He noted that technology is always changing and offers far-reaching benefits for all types of businesses and industries.

“I will highlight those advances that influence the distribution industry and facility service businesses,” Marks said. “Overall, technology is key for any person running a company who wants to keep employees happy and productive, while also satisfying customers and maintaining low overhead.

“That is why attending educational sessions, such as those focusing on technology, is so important. They can provide information that has a dramatic impact on a business — both now and in the future. Now is the time to learn.”

Marks noted that educational sessions are the most valuable when attendees can: leave with actions to take; information on the best ways to invest their money; and learn about new ways to build and grow profits.

Attending sessions in person also allows participants to meet others in their fields and experts in various areas of business. That can help people build a stronger network of contacts for the future, he added.

“As a company owner or manager, it’s very possible to meet someone at a session and end up contacting that person, at a later time, for support,” Marks said.

One challenge attendees may have while at educational sessions is retaining important information. Marks stressed that is normal.

“If other people are anything like me, they will forget 80 percent of what is taught during a seminar. That is what humans do. It’s important to request pertinent materials after the event,” he said. “I also often carry a notebook to enter important information while attending a session or listening to a podcast.”

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Continued on Page 42



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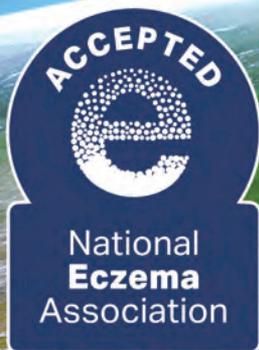
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MANAGING LARGE FACILITIES

A wealth of information can be obtained from professionals in charge of cleaning and maintaining very large properties. If it's extremely large, famous and located in New York City, chances are **John Mongello** has been involved with its maintenance at some point over the past 23 years.

Mongello, vice president at Durst Organization (*durst.org*), has extensive cleaning management experience involving such New York City landmarks as the World Trade Center, Empire State Building, Rockefeller Center, Chrysler Building and, currently, One World Trade Center.

He will discuss, **"Opening Of One World Trade Center: Managing The Facility,"** from **8 to 9 a.m., on Wednesday, November 17.**

Mongello's story in the cleaning industry began in 1996, working as a facility cleaner in New York City. After college, he became a cleaning supervisor at the World Trade Center, and was there on Sept. 11, 2001, when the Twin Towers were destroyed by a terrorist attack, narrowly escaping with his life.



John Mongello

"I worked at the World Trade Center for five years, moving up from supervisor to manager to project manager," Mongello said. "After 9/11, I was involved with facility cleanup resulting from the attack, including at the World Financial Center, which received extensive damage."

Eventually, Mongello became involved with facility maintenance at other well-known New York City locations, before accepting an offer to work for The Durst Organization, a family-owned business that builds and self-manages properties. That includes providing in-house cleaning services.

"Today, I manage 13 million square feet of commercial office space, involving One World Trade Center and other Class A office properties in New York City," Mongello said. "I also manage a residential portfolio involving five buildings, which encompasses approximately 3,200 units."

During his presentation, Mongello's main objective will be to provide cleaning professionals, including Building Service Contractors (BSCs), with information about the bidding process of large-scale projects.

That includes properly analyzing bids and looking at them from different perspectives. For example, when factoring in the staffing needs to clean a large facility, he said it's often better to bid a project based on the square footage of the property, rather than how many hours a day it will take to maintain the facility.

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People attending this session will also learn about what to look for when bidding on big projects in cities they are not familiar with, such as New York City, which is heavily unionized. Understanding local laws, for example, is critical before sending a bid.

“All of those factors can influence the actual cost associated with a specific job, including the equipment and other supplies needed and unforeseen sustainability issues,” Mongello said. “For example, it can cost extra to clean a building that is LEED (Leadership in Energy and Environmental Design) certified, which requires the use of certain cleaning chemicals and equipment. People need to factor in such added expenses on work that requires meeting certain standards.”

Mongello will also discuss details on how One World Trade Center, which opened in 2014, has been set up for daily maintenance. The location includes 3.1 million square feet, 63 passenger and nine freight elevators, four main entrance lobbies, and requires three cleaning shifts — each involving a different level of cleaning. Needless to say, a lot of coordination is necessary to properly maintain the facility. The expense is also high, at approximately \$17 million per year. In addition, Mongello will talk

about the type of equipment used to clean the facility. He will also hold a Q & A.

“Two major takeaways attendees should get from my presentation involve staffing issues and how to dissect specifications when bidding on large projects. I will also discuss the importance of knowing what kind of tenants are involved with a property, and why reading and understanding a lease is so very critical,” Mongello said. “The latter point can literally save a company from hundreds of thousands of dollars in losses — by simply reading and understanding the lease.”

GREEN OPERATIONS, CERTIFICATIONS & POST-PANDEMIC RESPONSE

The latest information on how to best reopen society (and buildings) while ensuring a smooth, safe, transparent, comforting and engaging transition will be addressed by **Blake Jackson**. He is the U.S. Northeast sustainability design leader at Stantec (stantec.com/en), a global multidisciplinary built environment design firm, with over 24,000 employees.

Ideal for all cleaning industry professionals, Jackson’s presentation, titled “**Green Operations & Certifications: Leading The Post-COVID-19 Response**,” is scheduled for 8 to 9 a.m., on Wednesday, November 17.



Blake Jackson

“My session addresses how three leading third-party sustainability/health-focused rating systems (LEED, WELL, and Fitwel) directly address, and respond to, the current COVID-19 crisis, and potential future pandemic events, across the built environment — namely the design, construction and operation of buildings,” Jackson said. “I will take a deep dive into each of the three systems, talk about how they are both similar and unique, and how they can be used for various types of projects and by whom. I will also address ways in which they can be leveraged to influence policy, protocols, engagement, best practices and ongoing preventive maintenance to influence health and sustainability as an outcome.”

An architect by trade, Jackson recently served as the vice president of advocacy for the Boston Society of Architects, and is currently an adjunct faculty member with the Boston Architectural College and Roger Williams University.

“I am a licensed architect with nearly 20 years of experience in the built environment, working at the nexus of sustainability, wellbeing and resiliency while serving as a regional sustainability leader for Stantec,” Jackson said. “I have extensive knowledge of how to apply third-party rating systems compliance for projects of all types, serving as an author, speaker and educator on the topic. I’m recognized by several of the purveying organizations to teach

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and lecture on complex and interrelated topics pertaining to building performance, occupant behavior, policy, etc.”

Jackson added that it may seem odd for an architect to present at a conference such as the ISSA Show.

“However, due to the current state of the world, the cleaning industry is having ‘its moment,’ and I am here to help industry professionals understand how they are a part of a larger ecosystem of health-promotion and interdisciplinary collaboration. The end result is helping companies retain tenants as well as meet Environmental, Social, and Corporate Governance (ESG) goals,” Jackson said. “No longer is that an out-of-sight

consideration. Rather, cleaning — namely ‘green cleaning’ — is now the norm/expectation. I am hoping to leverage the moment in order to have a dialogue about how it all relates to ‘green buildings.’”

Attendees at Jackson’s presentation will become aware of how leading third-party systems can influence the design, construction and operation of buildings. They will also learn how each acts as a clearinghouse for best-in-class standards, which can help organizations benchmark, measure, report and improve upon their existing facilities. The objective is to increase sustainability, well-being and to regain trust among shareholders to re-enter the built environment, while also learning about approaches to help “future-proof” buildings — for when similar events to COVID-19 take place.

Given that there will be a lot of information to retain, Jackson added he will share materials from his presentation at the conclusion of the session.

“I am definitely looking forward to getting back out in the world, and spending time with esteemed colleagues,” he said.

UNDERSTANDING CUSTOMER TOUCHPOINTS

What is your company’s “touchpoint score” — from a client’s perspective? What exactly is a “touchpoint score?” Why is it important? Those and other customer-focused questions will be addressed during the ISSA Show’s educational session, “**What You Need to Know About Delivering Consistent And Enviable Customer Service,**” scheduled for **10:30 to 11:30 a.m., on Monday, November 15.**

The presenter is **Anne Obarski**, founder and CEO of Merchandise Concepts (merchandiseconcepts.com). She discussed the session’s synopsis.

“We are all part of a \$1.5 trillion ‘switching economy.’ Clients can leave you due to one mistake, one blunt conversation or one slow website response — and they may never tell you,” Obarski said. “A company’s ‘touchpoint score’ is made up of countless touchpoints that each customer experiences while doing business with your company. Those ‘scores’ inevitably create a ‘report card’ in the client’s mind.”



Anne Obarski

Business owners/representatives,

she added, should regularly “slip on the shoes of their customers,” and look at the “return on investment” that their specific companies provide to clients. That includes reviewing how a company is marketed, what products and services are being offered, and the performance of a company’s professional staff — those who strategically deliver a “contagious” experience, every day. All of that can influence the “touchpoint score” of a business.

“I will also cover important areas of a business that may get overlooked, and where owners often ‘assume’ everything is fine,” Obarski said. “In addition, I will challenge attendees to ask themselves how much money, time and energy is actually being spent on specific areas of their businesses AND review the ‘return on investment’ for each of those areas.”

Frequently, she added, company leaders assume that marketing is merely the act of posting a few pictures on social media, and that there is no need for a marketing budget because that process is “free.” Also, employee training at many companies involves on-boarding and initial knowledge-based training, but often stops at that point. Both marketing and training needs will be addressed by Obarski.

“Important customer service and communication skills are often missed during the training process,” Obarski said. “Even at a very small level, however, ongoing training helps employees avoid mistakes or incorrect performances — before they take a toll on the company.”

Obarski will also have attendees at her session focus on the entire “buying cycle” that a client often has with a business.

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“I will challenge people to do a SWOT analysis on their entire business, focusing on ‘Strengths, Weaknesses, Opportunities and Threats,’ in their own eyes,” she said.

According to Obarski, making a positive and lasting impression with every customer has never been more important than today.

“Serving customers can be a joy ... and then again, sometimes it’s not,” she said. “Whether you want stellar Yelp reviews or viral YouTube videos, it’s all about consistently delivering an infectious, enviable, repeatable customer service experience to every customer, every day.”

Driven by her professional background over the past 30-plus years, Obarski said she will share wisdom designed to motivate attendees to take a deeper look at their everyday customer experiences. Her background includes being a past sportswear buyer for the May Co. Department Stores (now under the Macy’s name), a college business instructor, a retail consultant, an international speaker and an author. Her interactive keynotes and workshops are designed to challenge leaders, create more effective sales teams and improve performance at every customer service touchpoint.

As the founder of Merchandise Concepts, Obarski said the company’s Retail Snoops™ program consists of extensive research in all aspects of customer service. Much of the research has been gathered by “mystery shopping” at over 2,000 stores and businesses across the United States.

Obarski has been a professional member of the National Speakers Association (NSA) since 1996, and has served and chaired on the Ethics Committee at the national level. She has been president of the NSA Pittsburgh chapter, and on the board of the NSA St. Louis

and Ohio chapters over the past 18 years. She also works with small and mid-sized businesses and professional associations to help implement DiSC® assessment tools for better hiring and managing results.

When asked what the main goal, or goals, should be for people who attend educational sessions, Obarski provided a one-word answer — “strategy.”

She added: “Thirty-seven percent of financial performance is LOST between ‘strategy’ and ‘execution.’ Too many attendees enjoy sessions, say they are going to put something into practice, and when they get back to their businesses, day-to-day issues ‘hit the fan.’ They soon forget about the new ideas to implement.

“I advise attendees to print out my handouts, schedule meetings with employees as soon as they return to the office and review the strongest five to 10 takeaways from the conference,” Obarski said. “This scheduled time to debrief not only reminds the attendee of what he/she thought was important, but also provides employees the opportunity to offer their feedback as well.”

After such a meeting, Obarski recommends putting a plan in motion to actually implement the key ideas and/or strategies that were discussed during the educational session.

“My BEST advice for attendees of a session is to develop a ‘mastermind’ group, consisting of three to five people. It can involve those who attended a specific session from (the attendee’s) own company and/or who (the attendee) met at the session, and plan to have monthly accountability calls — based on the ideas each committed to address when returning to work,” Obarski said. “Education is what sets great companies apart from good companies. Putting that education into actual practice, with strategy and accountability procedures, can provide a competitive advantage for a business. Education and new product knowledge go hand-in-hand.”

DE&I STRATEGIES FOR THE CLEANING INDUSTRY

A panel discussion addressing Diversity, Equity and Inclusion (DE&I) strategies for cleaning industry organizations will take place from **3 to 4 p.m.**, on **Monday, November 15**. Among the panelists for the session, which is titled, “**Keys To Driving Your DE&I Strategies,**” will be **Laura Craven**, vice president of mar-



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keting and communications at Imperial Dade (imperialdade.com).

“My fellow panelists and I will share our journey in fostering inclusive workplaces, where all employees have the opportunity to reach their full potential,” Craven said. “Attendees will hear how four different companies approached DE&I, and how they determined baselines, set goals, implemented strategies and measured progress.

“With the guidance of a panel moderator, we will share authentic stories

about the ‘whys’ and ‘hows’ of our unique DE&I programs, what is working, what we can do better and why this is so important to our organizations. We will also share recommendations for communicating the commitment to DE&I to stakeholders including employees, customers and members of the community.”

Craven has been with Imperial Dade, a national distributor of cleaning supplies and equipment, for 17 years. Prior to that, she was the director of marketing for Network Distribution, and combined, has 25 years of industry experience.

“I am a member of Imperial Dade’s ESG (Environmental, Social, and Corporate Governance) Committee, and work with our CHRO (Chief Human Resources Officer), Kara Sabino, and president, Jason Tillis, on our Workplace of Belonging™ strategy, which addresses DE&I within our company,” she said. “I am also currently the co-chair of the ISSA Hygieia Network, an ISSA Charity, that works to advance women in our industry. In 2001, I also co-founded Women in Network (WIN), with Meredith Reuben, of EBP Supply, a Division of Imperial Dade.”

Craven noted that many people and companies today are interested in advancing DE&I strategies, but don’t know how to get started.

“This panel will help them take that first step,” she said. “DE&I is top-of-mind with many employees, customers, investors and stakeholders. I feel it’s paramount that companies within the cleaning industry have strategies in place to address and communicate their positions on this key issue.”

Overall, for each educational session at ISSA they attend, Craven recommends participants practice what they learn ASAP.

“I would suggest to start formulating plans, in writing, on the trip home, and then quickly get started,” Craven said. “Education is important to keep skills current, stay engaged with the industry, grow professionally and enjoy a higher level of career satisfaction.

“It is also a great way to meet people and develop a personal network.”



Laura Craven

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USING CASH FLOW AS A COMPETITIVE WEAPON

Sharing how a company’s balance sheet can be used to sustainably and profitably grow revenues — as well as capture new customers who are frustrated with ongoing supply chain shortages — will be the objective of **Michael Marks**, founding partner of Indian River Consulting Group (ircg.com).

Marks said his session, titled “**Cash Flow Management As A Competitive Weapon**,” is ideal for executives and policy-making supply chain professionals in the distribution sector. It’s scheduled for **10:30 to 11:30 a.m., on Monday, November 15.**

“As we are coming out of the pandemic, at least in the United States, the questions distributors are often asking revolve around defining the new normal and finding the pathway to growth in the middle of ongoing supply-chain bottlenecks,” Marks said. “It’s time to do something different, but it will take data to determine the right steps. And, just like putting off cleaning out the garage because it isn’t enjoyable, taking a different approach in business can be hard. It’s dependent on searching for, and using, serious and professional analytics.

“The answers are relatively easy once the analytical work is complete. Skipping that step, however, or doing an amateur job of it, significantly increases the risks associated with change.”

Marks added that cash remains king; without it, growth cannot be sustained for long.

“I will share practical applications for sustainable growth rates, reducing working capital to sales ratios, and practical techniques to deal with ongoing supply chain disruptions,” he said.

Marks co-founded Indian River Consulting Group in 1987. IRCG is

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a boutique consulting firm that specializes in helping distributors and manufacturers diagnose problems, identify risk-bound alternatives and craft a path for growth.

“I began my consulting practice after working in distribution management for more than 20 years,” Marks said. “We (at IRCG) have focused on B2B channel-driven markets, and have created an extensive number of deep executive relationships within virtually every business vertical in construction, industrial,

OEM, agricultural and health care.”

Marks’ session will include multiple research links to allow participants to further explore, on their own, key tactics and approaches that he will discuss.

He added that educational sessions, such as those provided at the ISSA Show, help attendees receive current and relevant information, from industry experts, to take back to their organizations and implement for added growth.

“Education also plays a key role in attracting and retaining talent. The ‘we can attract millennials by having cool break rooms’ phase is over. Education and training are key components to engaging talent at all levels of the organization, and ensuring your team is operating at peak performance,” Marks said. “The industry is changing rapidly, and waiting for a tipping point is a high-risk choice.”



Michael Marks

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MANAGING LOVEABLE UNDERPERFORMERS

Employee management is difficult, even in the best of times. Add a global pandemic and labor shortages, and the task becomes even more difficult. There is hope, however, to get the most out of all types of employees, even the “underperformers.”

Speaking on “**Managing Loveable Underperformers And Landmine Employees,**” from 8 to 9 a.m., on Wednesday, November 17, will be **Randy Anderson.** He is owner, co-founder and independent training consultant at E3 Professional Trainers, LLC (e3professionaltrainers.com).

“Many managers find it difficult to effectively correct underperformance, and two types of chronic underperformers are particularly difficult to address. Whether we worry about hurting the feelings of a really nice/popular team member, or simply want to avoid the emotion of an angry, defiant one; poor performance is often ignored under the guise of ‘preserving peace,’” Anderson said. “This session will teach attendees how to facilitate a constructive initial conversation, create a coaching strategy that directly ties performance to key objectives, and hold the person accountable with quantifiable metrics.

“If you and/or your supervisors/managers are avoiding having courageous conversations, those strategies will help to more effectively improve results and ensure progress.”

That approach, Anderson added, minimizes the emotional or subjective aspect of coaching/correction, and allows both parties to focus on objective facts and logical steps to improvement.

“Creating measurable benchmarks, subsequent coaching and/or disciplinary conversations can be conducted rationally and eliminate claims of unfairness or favoritism,” Anderson said. “While no one can guarantee that a person who feels threatened won’t react in a negative fashion, those strategies do ensure a clearer path to resolution.”

Included in Anderson’s presentation will be:

- Seven possible external considerations to evaluate that may be contributing to underperformance;

- Four questions for investigating and understanding what is causing underperformance in the workplace;

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■ The necessary components of an effective action plan to help underperformers recover, and begin performing at an acceptable level.

Anderson will also present a second session during this year's ISSA Show. Titled, **"Managing For Productivity,"** it's scheduled for **11:30 a.m. to noon, on Wednesday, November 17.**

In addressing this second session, Anderson said that managers and supervisors are responsible for many things, but ultimately, they are expected to facilitate and generate productivity. From the systems they set up, to the atmospheres they create, productivity of their teams is the ultimate measure of effective leadership.

"While most people who are promoted to a position of authority are equipped to give direction and manage tasks, not all of them are naturally organized, nor do they always see how to economize effort and increase efficiency," he said.

"This (second) seminar will teach three major competencies to help leaders increase productivity within their teams."

Before starting E3 Professional Trainers in 2005, Anderson spent 15-plus years in sales and sales management.

"As with anyone who has ever 'managed people,' there were times I had to have difficult conversations with employees who were not meeting expectations," Anderson said. "Whether it was a salesperson missing goals/sales targets, or someone in sales-support who wasn't producing timely and accurate deliverables, those conversations were often difficult and uncomfortable — but they were a necessary part of doing my job correctly."

"Over the course of several years, and several such conversations, I discovered strategies to make the conversations more constructive — while not leaving 'scar tissue.' Those are the strategies I'll be sharing."

Anderson also shared advice on how attendees of the ISSA Show can get the most from educational sessions.

"As much as we wish we could implement every great idea, strategy or tool we hear/learn/receive at a conference, that just isn't practical. I encourage attendees to identify one or two 'nuggets' from each session, and then commit to implementing them as soon as they return to work," he said. "By doing that — when the session is a fresh memory and you still have a 'buzz' about the conference — you're much more likely to gain traction with those ideas, and make them a reality in your day-to-day routine."

He added: "Psychologists have discovered that if you hear what the presenter is saying, see the presenter's visual aids (such as a PowerPoint presentation), AND WRITE DOWN important ideas/information that were discussed, you have a 60-plus percent higher likelihood of retaining that information."

"When I attend a learning opportunity, I often draw icons in the margins of my notes next to key points so I can easily scan through and find thoughts that later require action. For instance, I will draw a light bulb next to a good idea, a square box and checkmark next to 'to-do' items and a question mark next to information that will require research or contacting the presenter for further clarification. Such steps help me to efficiently work through my notes."



Randy Anderson

When attending educational sessions (for any profession), "best practices" are constantly being discovered or improved upon, Anderson added.

"Sometimes, the best ideas you get from a conference may not come from the presenter, but rather your own brain. That is because you simply stopped working IN your business for a day or two, and took the time to work ON your business or ON yourself," Anderson said.

"Attending conferences allows you to recalibrate your compass, assess where you are and where you're going, and hear good ideas from presenters and other attendees."

"Right now, you may have a significant advantage over your competitors. But if they keep learning and you don't, soon you may discover that those competitors have closed the gap — or have surpassed you." ■

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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.



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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.



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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.

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Queenaire Technologies *Continued From Page 16*

same machine,” Duffy said. “These are complementary technologies.”

Another popular product from Queenaire Technologies is the **Newaire™ Plugin Air Purifier**. It’s designed to naturally deodorize rooms sized up to 500 square feet, eliminating odors caused by smoke, mold and mildew, pets, chemicals, garbage, cooking, etc. The Newaire™ Plugin incorporates a patented ion wind technology that allows ozone to be circulated from the machine without the use of fans or moving parts, ensuring silent operation.

The product features a compact design that is less than 4 inches wide by 6 inches high by 2 inches deep, and weighs less than 1 pound. There are no parts or chemicals to replace. End-users just plug the product into a wall socket for years of silent and uninterrupted



The Newaire™ HO3 - 2500 Air & Surface Treatment System

springtime fresh air. It’s perfect for continually removing odors in spaces such as kitchens, bathrooms, family rooms, laundry rooms, hallways, pet areas, hotel rooms, offices, classrooms, hospitals, nursing homes, boats, recreation vehicles, fitness centers and day care centers.

“The Newaire™ Plugin crosses all lines and markets related to odor control. It can be used in occupied spaces and runs continuously,” Duffy

said. “Due to its smaller size, the Newaire™ Plugin is a great tool for distributor sales reps to have with them when visiting customers, allowing end-users to see the true potential of the product.”

Also available from Queenaire Technologies is the line of **Rainbowair™ Activators**, which has been the brand of choice for over 30 years at such end-use facilities as hotels, restaurants, professional cleaners, rental stores and contractors. All Rainbowair™ products incorporate the most up-to-date ozone generating technology available, and are especially good at satisfying building restoration needs.

DISTRIBUTORS CAN LEAD THE WAY

The need for odor control continues to increase among distributors and end-users. After years of research and development, Queenaire Technologies offers what company officials feel is the right hydroxyl and ozone mix of products for the odor control market. Further, a trained service team at Queenaire offers maintenance and repair work on several company makes and models.



Queenaire Technologies’ line of Rainbowair™ Activators

“One of our ongoing objectives is helping distributors have all the information and tools they need to become successful when selling our products,” Duffy said. “This is especially important for those distributors who are not familiar with Queenaire Technologies. It’s important that all distributors understand the technology behind hydroxyl air treatment and ozone generation, as opposed to other odor control options.

“I feel this is where we really shine as a supplier. Queenaire Technologies has been in the odor control business for a very long time. We know what it takes, especially when it comes to customer service.”

So much so that company officials have available for distributors *A Comprehensive Guide To Deodorization Using Ozone*. This 200-plus page publication details the best ways to eliminate odors — from cigarette smoke in a guest room to deodorizing a crime scene — and everything in-between.

“The main point I want to make is, especially on a commercial basis, Queenaire Technologies is able to help with any type of odor and air quality problem. We can provide the solution, and have done so for the past 30 years,” Duffy said. “We also have a large video library on our website (www.ozoneexperts.com), which provides a wealth of information about odor control and our products.”

Duffy added that offensive odors are often present where there are ongoing issues



The Newaire™ Plugin Air Purifier



with poor air quality. This can include areas that do not have proper ventilation.

“Every facility in the country deals with some type of odor issue. The problem is, facility managers don’t always hear from customers about these issues. Instead, customers simply don’t come back. For example, there are hotels that receive complaints about odors only after conducting quality assurance testing,” Duffy said. “Queenaire Technologies, well known over the years for its ozone generators, now also provides equipment designed to combat offensive odors through ozone generation and hydroxyl air treatment. Such options balance one another when dealing with odors and contaminated air.

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Voting Is Open For 12th Annual ISSA Show Innovation Awards

The ISSA Show Innovation Awards, an annual program honoring trailblazing companies in the commercial, institutional, and residential cleaning community, is open for voting through November 12, 2021. The program includes four Industry Choice Awards, five Innovation of the Year Award Honorees, and one overall Innovation of the Year Award winner. Winners will be announced during ISSA Show North America, November 15 – 18, 2021 at the Las Vegas Convention Center.

“Innovation is what drives the industry forward, and ultimately what helps protect public health and safety by creating cleaner environments,” said ISSA Board President Steve Lewis. “The Innovation Award program honors companies that are addressing today’s challenges through the development of new products and services.”

Distributors, wholesalers, manufacturer representatives, building service contractors, residential cleaners, and in-house service providers can vote for the product they feel has had the most significant impact in the profes-

sional cleaning industry. In addition to collecting online votes, a judging panel of industry experts also considers criteria such as sustainability, originality, practicality, and more.

ISSA Show North America 2021
is returning to
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at the Las Vegas Convention Center.

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From Essity:

Elevate Your Facility With Sustainable Hygiene Management

by Rachel Olsavicky

Today, people have higher expectations of hygiene standards in public spaces than they ever have before. Eighty percent of consumers expect public restrooms to provide a safer environment now than before the pandemic, and nearly three-quarters now feel unsafe in restrooms that appear unhygienic, according to a survey that Essity, the maker of Tork® products, conducted late last year.(1)

Unhygienic spaces not only make customers feel unsafe but can also push them away. In a separate survey, Essity uncovered that if a facility falls short of meeting proper hygiene standards, more than half said they will stop going there, and 60 percent of them said they will spread the word about their poor experience.(2)

This puts a lot of pressure on facility managers, and on top of increased hygiene demands, sustainability remains top of mind for employees and visitors. Ninety percent of consumers surveyed during the pandemic said they expect sustainability to continue growing in importance for businesses in the future.(3)

While it is difficult to maintain high hygiene standards in a facility and meet sustainability targets, with the right partner, any facility manager can achieve both. As the global leader in workplace hygiene, Tork has been helping improve our customers' business performance through innovative sustainable and hygienic products, services, and expertise for more than 50 years. By leveraging Tork solutions, facilities can meet customers' hygiene and sustainability expectations with confidence.

PROMOTING HYGIENE, MINIMIZING WASTE

While managing a budget, ensuring proper hygiene practices, and pursuing sustainability targets at a facility may at times seem like an uphill battle, we believe in balancing sustainability, hygiene, and value through all our innovative solutions.

For example, paper hand towels are a more hygienic solution than air dryers. The friction of drying with paper hand towels removes more bacteria than other methods.(4) In support of this, 68 percent of people prefer paper hand towels over air dryers, and a lack of paper hand towels can cause 41 percent of people to avoid a facility.(5) The challenge with single-use paper hand towels is how to offer this preferred hand drying method to users in a way that promotes hygiene, minimizes waste, and maximizes sustainability.

Tork developed the Tork PeakServe® Continuous™ Hand Towel System to address this challenge. Tork PeakServe hand towels are FSC® certified, which guarantees that the product is made of fibers from responsibly managed forests and other controlled sources. The FSC certification is also the only one recognized by Leadership in Energy and Environmental Design, or LEED, the most widely used green building rating system in the world. And because the towels are compressed by 50 percent, delivery vehicles and cleaners alike can carry more paper towels at once, reducing their carbon footprint and boosting business efficiency.

And that's not all, the system dispenses paper hand towels one at a time, so employees and visitors only take what they need, cutting consumption and waste, and touch only the towels they use, enhancing hygiene. It also holds more than twice as many hand towels as competing dispensers, which means cleaning staff don't need to refill it as frequently, freeing up time for other pressing tasks.



INTEGRATING SUSTAINABILITY INTO ALL BUSINESS PRACTICES

While sustainability can take many different forms when it comes to choosing the right hygiene products, the central concepts of improving well-being, efficiency and reducing waste remain the same. With that in mind, Tork develops solutions that support our three focus areas for sustainability: well-being, more for less, and circularity.

For instance, Tork skincare solutions deliver measured, consistent amounts of soap or hand sanitizer. Up to 1,650 people can wash or sanitize their hands with a single Tork Foam refill, ensuring proper hygiene while reducing waste.(6) To further sustainability efforts, facility managers can select the biodegradable Tork Clarity Hand Washing Foam Soap. This soap formulation is made with 99 percent of its ingredients from natural origin and has a low impact on aquatic life, while still being effective and gentle on skin.(7) It also has Green Seal certification, confirming this formulation was designed to meet the highest health and environmental leadership standards.

Another Green Seal certified Tork skincare product is the recently launched Tork Alcohol Gel Hand Sanitizer. This hand sanitizer is among the first two in the market to have met the high standards set by Green Seal. Available in pump bottles of different sizes and as a refill for Tork Skincare dispensers, its easy-to-use formats promote good hand hygiene for all visitors while doing better for the planet.

But how to ensure staff, visitors, and employees have the products to follow proper hygiene? The answer is in leveraging the power of data-driven cleaning. With Tork Vision Cleaning, facility managers can leverage data to ensure proper cleaning protocols are being implemented and dispensers are properly stocked. This also helps them to maximize cleaning staff efficiency, engagement, and user satisfaction. Overall, Tork Vision Cleaning helps facilities improve the well-being of their cleaning staff, employees, and visitors. With new technologies and innovations, sustainable hygiene management is more accessible than ever, improving facility hygiene and ultimately, overall business performance.



EMPOWERING SUSTAINABLE HYGIENE

Everyone can play a role in ensuring proper hygiene in a facility and improving sustainable practices—you don't have to choose between them. There are many ways to provide a healthy and safe facility in an efficient way, while also improving sustainability for people and the planet.

Tork products and services help businesses think ahead and evolve to meet the ever-changing needs of facilities. Thoughtful innovations, down to the smallest details, can lead to substantial positive impacts on your business, and facility managers can achieve these gains by committing to sustainable hygiene management.

For more information on how Tork can elevate your business with sustainable hygiene management, visit www.Torkusa.com/ISSA.



Author: Rachel Olsavicky is the regional marketing manager, Commercial & Public Interest for Tork. Tork, an Essity brand, develops, produces, and sells professional hygiene products and services such as dispensers, paper towels, toilet tissue, skincare, napkins, wipers, and intelligent restroom solutions. Through expertise in hygiene, functional design and sustainability, Tork has become a market leader. As regional marketing manager, Rachel oversees end-customer marketing plans in offices, schools, airports and other Commercial & Public Interest segments.

(1) Essity. Essentials Initiative Survey 2020-2021. October 2020. <https://reports.essity.com/2020-21/essentials-initiative-survey/>.

(2) 2021 Survey conducted by United Minds in cooperation with CINT in March 2021. The survey covered the U.S., with a total of 1012 respondents.

(3) Ipsos, Essity Sustainability 2020.

(4) National Center for Biotechnology Information: Outbreaks where food workers have been implicated in the spread of foodborne disease. Part 9. Washing and drying of hands to reduce microbial contamination.

(5) United Minds in cooperation with CINT: 2020 Survey.

(6) TMTC Consumption Test Essity usage studies on 20,000 hand washes, comparing different liquid soaps (including bulk soap) to Tork Foam and Spray Soap Systems.

(7) Based upon the EU Ecolabel, CDV (Critical Dilution Volume) related to Toxicity to aquatic organisms is below specified limits and is 2 times lower than the TORK Mild foam soap formula.

Maintain Floors With Water Only

Diamond Pads System From EZshine

The diamond pads system from EZshine is designed for cleaning and maintenance of floors with WATER ONLY. Wherever you scrub, polish, burnish or clean the floor surface, the EZshine team strives to deliver the best results with a cost-efficient scheme.

With thousands of microscopic diamonds, EZshine diamond pads boast aggressive power to clean and polish efficiently. It cleans the floor faster and makes the gloss of the surface last longer, which will further reduce labor costs as well as the number of pads to complete the job.

The diamond impregnated and durable base also prolongs the pads' lifespan (minimum 200,000 square feet). Do a simple calculation with your customers and offer them more value in the long run. The distribution program is open to maintenance distributors, stores and companies in the industry in the United States and Canada.

Visit www.ezshinepad.com for more information.



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One spray in a 10x10 area will eliminate all odors for up to 24 hours, leaving the room fresh and clean smelling all day!

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Visit Us At ISSA Booth #W-3568

HOW TO: *Eliminate Toxic Chemicals With Briotech*

Traditional disinfectants are soon going to be a thing of the past. New advancements in innovative, sustainable solutions have made these old technologies obsolete.

Be wary of disinfectants that contain the following ingredients: sodium hypochlorite (bleach), quaternary ammonia, alcohol, hydrogen peroxide, peracetic acid, citric acid, and thymol.



Traditional chemicals may cause multiple side effects, including eye irritation, headaches, skin dermatitis, and even cause birth defects and irreversible lung damage, according to the *American Lung Association*. Check the Material Safety Data Sheet of a given product to find out for yourself! It's estimated in a recent study by *Air Quality Atmosphere and Health* that 32 percent of all consumers have fragrance sensitivity. The build-up of these fumes can make a workplace or facility unbearable to occupy.

Even when money is spent on personal protective equipment (PPE) like gloves, goggles, respirators and hazmat suits for workers to handle these chemicals, a business is never indemnified completely from workers' comp claims if employees get injured. In 2020, a class action lawsuit from Los Angeles hospital nurses made national headlines when a hospital grade disinfectant made from hydrogen peroxide and peracetic acid caused lung damage, nausea, and headaches.

If you own a business that is currently using toxic chemicals for disinfection, what are you doing to get ahead of these risks?

A New Hope In Disinfection

Briotech is a mission-driven company whose innovative solution addresses these problems. Their solution is Hypochlorous Acid (or HOCl), which has a rich history in medical and cosmetic applications. Now, **Briotech** has brought Hypochlorous to the disinfection space and is unmatched in purity, stability and scalability.

Briotech Sanitizer + Disinfectant is a powerful hospital-grade, ready-to-use disinfectant that is on the EPA List N for use against COVID19. It is compatible with electrostatic sprayer devices, has a 1-year shelf life and is food contact safe. Not only are there no side effects for use, but PPE is not required to handle this product. There are no toxic additives, irritating fragrances, risks of corrosion or flammability.

Briotech Sanitizer + Disinfectant can be used in hospitals, schools, restaurants, bathrooms, veterinary clinics, gyms, spas, and in and around the home!

Available sizes: 32 oz, 1 gal, 5 gal, 55 gal with discounts for bulk ordering.

Get your quote and start disinfecting in a healthy way!

Contact Dave Morrison: 954-806-1065,
dmorrison@safetyfirstlabs.com.

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From DDI System

How A JanSan Distributor With eCommerce Soared Above The Competition During The Challenging Times Of 2020

2020 was a year to remember: one filled with unprecedented challenges, ups and downs, and the need for wholesale distributors to find new ways to keep their businesses profitable. To Rise Supplies, a JanSan distributor and DDI System Inform ERP user, based out of New York City, was able to remain successful throughout the pandemic thanks to having a multi-channel selling platform in place that seamlessly integrated their eCommerce and ERP system.



“By the time stores, restaurants, bars, and other shops had to close their doors during the pandemic, we were lucky enough to have implemented DDI System’s Inform eCommerce Pro, allowing us to continue providing service to our customers without any interruption,” said Margarita Garcia, Director of Marketing at To Rise Supplies, a JanSan distributor and DDI System customer. *“Thanks to eCommerce Pro, we were able to anticipate one of the biggest pain points that would burden our customers and the world during 2020 — which was the need to place large online order quantities, and for distributors to be able to forecast, anticipate, and fulfill these orders properly.”*

The ability to successfully service customers during the pandemic was a tremendous advantage for To Rise as the need for cleaning and sanitary products skyrocketed across the U.S., leading to an unexpected spike in online orders. To Rise was able to rely on their ERP software to identify and adjust for sporadic and unusual demand, allowing for accurate inventory stock levels to be reflected in their online store.

Features such as *buy online - pick up at store, SMS order status messaging, online payments and powerful product filtering* were the key to smooth webstore operations for To Rise during the pandemic. Offering their customers an online portal that provided sales order history, customer-specific pricing, and invoice payments also proved to be valuable, giving customers anytime access to pertinent information.

“With more than 90 percent of our customers (over 400 users) placing orders online, having our eCommerce and ERP systems connected and our logistical information centralized in Inform was key during the pandemic,” said Margarita. The seamless connection allowed for real-time ERP rules, approvals, customer and product information, and stock availability to be reflected accurately in their online webstore.

DDI System’s leading-edge ERP technology and industry-specific experience equips JanSan distributors with the ability to drive operational excellence, improve margins and thrive in today’s competitive, changing marketplace. To Rise was able to triple their average customer sales since implementing their ERP software with DDI System, which is more than any JanSan distributor can ask for. Providing their sales team with valuable insights into customers’ buying habits, purchase histories and pricing information on one easy-to-read screen was a driving force behind the growth they experienced.

To find out why so many JanSan distributors choose Inform ERP & eCommerce Pro, please visit www.DDIsystem.com/jansan or call us at 877-599-4334 to schedule a personalized product tour with a DDI System Solution Specialist.

Bullen’s One Up EXTENDS: For Better Looking, Longer Lasting LVT Flooring

Luxury Vinyl Tile (LVT) requires special products and procedures to protect its wear layer and yield the lowest cost to maintain. The EXTENDS products, from The Bullen Companies, will provide a better looking, longer lasting floor at the lowest cost of maintenance.

Bullen’s One Up Floor care is the original high-speed floor care line, first developed in the late 1980s. The One Up line has evolved with new flooring surfaces over the years. The One Up EXTENDS products were developed specifically for LVT floors that are becoming more popular. The result is a better looking and longer lasting LVT floor at the lowest cost of maintenance.



The Bullen Companies is a manufacturer and industry leader in the floor care, carpet care and odor control markets, and has been serving the Janitorial Supply Industry since 1939. Its line of branded products include: Airx, Truekleen, Clausen, e-clean, SanoVerde, Road Off and One Up, along with hundreds of private label programs worldwide.

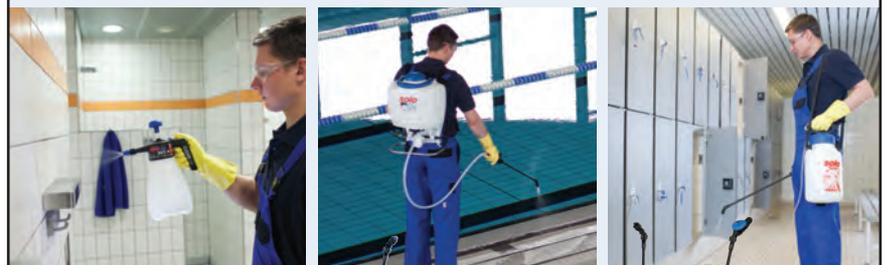
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Visit Us At ISSA Booth #W-1171

Nyco Products Introduces Sustainable, HPX Hydrogen Peroxide Disinfectant

Nyco Products Company introduces HPX Hydrogen Peroxide Disinfectant Cleaner to its line of professional disinfectants and sanitizers.

HPX is a ready-to-use disinfectant formulated with enhanced hydrogen peroxide technology. As a naturally occurring compound in the earth's atmosphere, hydrogen peroxide (H₂O₂) is more sustainable for the environment and safer on surfaces. The non-toxic formulation breaks down into water and oxygen, and leaves no residue behind.

HPX is EPA registered as a disinfectant, cleaner, mildewstat, virucide and deodorizer for homes, institutional and industrial use. It is effective against SARS-CoV-2 (the virus that causes COVID-19) in one minute, as well as Influenza A and MRSA in three minutes. HPX Hydrogen Peroxide Disinfectant Cleaner also sanitizes

non-food contact surfaces in one minute.

Hydrogen Peroxide-based disinfectants like HPX make particularly good restroom cleaners. HPX controls mold and mildew, whitens grout, removes soap scum, disinfects high-touch surfaces, and eliminates odors.

"HPX is an excellent addition to our product line," Nyco Vice President of Sales Brendan Cavanagh said. "It's appropriate for all facilities, but especially those that want greener, safer disinfecting — often schools, day care centers, health care facilities and LEED Green Certified buildings."

HPX Hydrogen Peroxide Disinfectant Cleaner offers environmentally sustainable disinfection for cleaning professionals and consumers who want to use green cleaning solutions, without compromising core cleaning performance.

Visit nycoproducts.com for more information.

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Blue Ribbon Warranty

In the event that an OEM manufacturer does not honor its warranty when using Janitized® brand replacement bags, APC provides a product warranty that meets the OEM warranty.

Visit www.Janitized.com for warranty details.

To request a catalog or speak with a sales representative call us toll free 1-888-689-1235 or visit www.janitized.com

Janitized is a registered trademark of APC Filtration Inc.

Solo CLEANLine Sprayers Provide A Comprehensive And Chemical-Specific Product Range For Cleaning, Disinfection & Sanitation



Solo CLEANLine sprayers provide a comprehensive and chemical-specific product range for cleaning, disinfection, and sanitation with the traditional Solo quality that professionals have come to expect.

The SOLO CLEANLine sprayers are equipped with Viton® seals for acidic solutions (A-models) or EPDM seals for alkaline solutions (B-models). HDPE tanks, resistant against chemicals and UV ray impact, are built in the most popular fill capacities — ranging from 1 liter to 4 gal. The pump systems are sealed to prevent aggressive liquids from causing any mechanical damage, which contributes to a long service life.

For acidic spray solutions, the sprayers are fitted with Viton® seals. These models are suitable for spraying solutions containing concentrated or diluted acids within the pH scale of 1-7. They can also be used with solutions containing oil or chlorinated hydrocarbons. Acidic-based cleaning fluids are used effectively in the commercial cleaning of buildings and in vehicle repair centers. They are also used to combat lime residues and deposits as well as germs, bacteria and much more. They are needed for the hygienic cleaning of medical rooms, baths and toilets, commercial kitchens, swimming pools, saunas, thermal baths and for cleaning plumbing fittings.

For alkaline-base solutions, our sprayers with EPDM seals are the best choice. Alcohols and bases within the pH scale of 7-14 can also be applied using Solo sprayers with EPDM seals. Fats, oils and protein residues are stubborn substances in the kitchen and food processing areas that require the application of alkaline cleaning solutions. These solutions are also used for cleaning glass, de-greasing components in the metal industry, or for cleaning jobs in the auto industry. Apart from alkaline cleaning solutions, EPDM is also suited for the application of disinfecting solutions such as those used in hospitals and swimming pools.

Should the cleaning process demand the use of minimal moisture, resulting in extended dwell time, Solo's foam sprayers are the professionals' choice. Contact time, or dwell time, refers to the amount of time that a disinfecting product needs to sit or dwell on a surface in order to kill organisms. Not allowing for the appropriate dwell time will affect the results, reducing the number of bacteria that are killed.

The SOLO CLEANLine features two foam applicators that are fitted with seals made from different materials: VITON® for acidic spray solutions in the FA-models and EPDM for alkaline solutions in the FB-models. Our most recent innovation is the patented foam adjustment device "varioFOAM." This feature removes the danger of potential contact with the spray solution while changing the "varioFOAM" dial. Instead, the foam moisture level is adjusted with a large, easy-to-use adjustment wheel. All foaming sprayers are fitted with a special flat spray nozzle that ensures a fast and even foam application.

Please view Solo CLEANLine Catalog for more information at www.us.solo.global. Contact Solo directly for its Fall Special at 757-245-4228.

From Intercon

Blue Planet™ Hospital Grade Disinfectant, With Stabilized Hypochlorous Acid, Brings Effectiveness And Safety Together To Kill Germs — *With The Environment In Mind*

Effective, safe and environmentally friendly, patented new “Blue Planet™ Hospital Grade Disinfectant with Stabilized Hypochlorous Acid (S-HOCL),” is now available exclusively from **Clearly Better Solutions/Intercon Chemical**.



“We named our patented new product Blue Planet because it breaks down into saline solution...and our earth’s blue color when seen from space is due to saline solution — salt water — that covers over 70 percent of the earth’s surface,” **Jim Epstein, CEO of Intercon Chemical/Clearly Better Solutions** said. “We feel that this product reflects our core commitment to innovation, safety and sustainability.”

With a toxicity rating of IV, Blue Planet carries the lowest toxicity level designated by the Environmental Protection Agency and requires no warning statements on its label. The EPA-registered, COVID List-N product is a broad-spectrum hospital-grade bacterial, virucidal and fungicidal disinfectant/cleaner and one minute food surface contact sanitizer, made with Intercon’s stabilized hypochlorous acid. The product breaks down into simple saline water after use, and evaporates leaving no chemical residue. No rinse is ever required, even on food contact surfaces.

Also, no PPE’s are required. Due to its inherent safety profile, the product requires no gloves, protective eye wear and other personal protective equipment when applying with a spray bottle or electrostatic sprayer, according to Epstein.

“What we have now, with Blue Planet, is a breakthrough technology that is clearly better than other disinfecting technologies, leveraging a people- and planet-friendly disinfectant that kills 99.9 percent of bacteria in one minute on food contact surfaces and other areas, and does not contain bleach, quats or alcohol. Testing shows it kills SARS CoV2 (severe acute respiratory syndrome) in two minutes, while remaining people and planet friendly,” Epstein said. “Instead of harsh or toxic ingredients, our patented product contains non-toxic, stabilized hypochlorous acid, which we manufacture in a patented, proprietary process at our factory in St. Louis, MO.

“It is interesting to note that we all produce hypochlorous acid in our white blood cells to attack pathogens in the body, serving as our own natural germ killing agents. It doesn’t get any more natural than that! Once it does its job, Blue Planet’s stabilized hypochlorous acid quickly dissipates into a saline solution. It’s entirely benign and leaves no residue, yet kills bacteria, viruses and fungus. Blue Planet™ Hospital Grade Disinfectant features patented, environmentally friendly, cost effective and responsible chemistry, for the benefit of all end-users.”

That includes those in charge of disinfecting and cleaning such away-from-home settings as office buildings, airport terminals, schools, nursing homes, hospitals, veterinary clinics, doctor/dentist offices, restaurants, car rental facilities and cruise ships.

In a first for a hospital grade disinfectant, recently Blue Planet™ Hospital Grade Disinfectant was awarded the Seal of Acceptance endorsement from the National Eczema Association, according to Epstein.

“Unlike other disinfectants and hand sanitizers that can damage and dry out skin, our Blue Planet product is actually beneficial for those with eczema or other dry skin conditions,” Epstein said. “The product is life affirming. It kills germs, while supporting healthy skin.”

Importantly, Blue Planet™ Hospital Grade Disinfectant has also been recognized by the Child Safety Network™, receiving its Safe Family Seal Of Approval. It has been selected as the CSN™ Safe Bus and Safe School disinfectant product, recommended for use in schools and school buses nationwide.

Ward Leber, founder and chairman of the Child Safety Network™ commented: “Over the past 32 years of national public service we have always challenged chemical companies to create a product that kills bacteria, viruses, fungi, and now COVID-19, without harm to our children, pets or the environment. Very few chemical companies even bothered to respond to that challenge. Instead, they decided to stick with the same old active ingredients that have been causing toxic, poisonous reactions in children for decades. Based upon the information provided to us by the makers of Blue Planet, and its rating with the EPA and CDC List-N, sustainable stabilized hypochlorous acid is without a doubt the safest disinfectant choice that we have discovered for schools and families everywhere, when used as directed. CSN™ now calls on all schools to get rid of the old toxins and use CSN™ recommended products that are safer for students, staff and the environment.”

SHELF-STABLE FOR 18 MONTHS

Most hypochlorous acid products are inherently unstable and once created, are only effective for a few days or a few months. Because of that, hypochlorous acid’s commercial applications have, up until now, been severely limited. The good news is, Clearly Better Solutions/Intercon Chemical have leveraged technology to produce Blue Planet™ Hospital Grade Disinfectant, which is shelf-stable for commercial use, featuring an 18-month shelf life.

“Blue Planet™ Hospital Grade Disinfectant is shelf-stable for 18 months,” Epstein said. “That makes it commercially viable to produce, package and ship throughout the country and around the world. It remains efficacious while stored in a distributorship’s warehouse and a customer’s location.”

Testing has shown that Blue Planet can be used with a spray bottle or electrostatic sprayer without losing its efficacy, and without leaving messy residue. Unlike other hospital grade disinfectants, there is no need to use personnel protective equipment during the electrostatic spraying process. A best-in-class Clearly Better companion electrostatic sprayer is now available from Clearly Better Solutions/ Intercon Chemical.



*Call 800-325-9218 or visit www.cleanblueplanet.com
and www.interconchemical.com for more information.*

QuestSpecialty Showcases Short-Run Private Label Program

QuestSpecialty Corporation lowers the industry minimum order threshold for private label products with its 24-Case Program. Virtually all of the company's stocked aerosols are included in the program, putting both commodity and specialty aerosols within the reach of distributors who previously were unable to consider carrying their own brand. Similarly attractive private label minimums are available for the company's non-aerosol products including liquid concentrates, liquid ready-to-use and grease cartridges.



"Distributors are becoming more interested in carrying private label products for a variety of reasons," said Alex Pratt, director of technical services at QuestSpecialty Corporation. "Distributors enjoy a healthy profit margin and no brand competition with private label products, while their customers benefit from offering a high performing product with a good price point. Private labeling is a win-win situation."

The ability for distributors to have their name on specialty niche products to meet specific needs is attractive in this competitive marketplace.

"As non-traditional suppliers continue to enter the marketplace and margins on commodity products shrink, distributors need to consider strategies to offset the margin slide and generate new, profitable growth within their existing account base," Pratt said. "Selling specialty products, especially under a distributor's exclusive brand, can do that by adding additional line items per order and increased gross margin per delivery."

QuestSpecialty's 400-plus stock products include items in foodservice, facility maintenance, professional cleaning, industrial maintenance, heavy equipment supplies and grounds care. Even QuestSpecialty's most distinctive specialty products are available for private labeling, such as two EPA 25(b) exempt bio-pesticides: LIGHTS OUT Bed Bug Killer and PROWLER Lice Killer for environmental surfaces.

Interested in creating a custom formulation? QuestSpecialty handles customized formulation requests from inception to chemistry to packaging with run minimums of just 100 cases. Additionally, the company's full-service graphics department is available to assist customers in developing product names and creating attractive graphic labeling.

"We have one customer who sells a specific product to a high-end retail segment," Pratt said. "We designed a distinctive label to solidify the brand identity which has become extremely strong in its specific niche. In fact, it is the only product recommended by a popular television show connected to this particular market."

QuestSpecialty Corporation, headquartered in Brenham, TX, is a trusted manufacturer of industrial specialty chemicals including aerosols, liquids, powders, and wipes for use in sanitary supply, building maintenance, industrial specialties, foodservice and automotive industries. The company manufactures over 400 different products, with most of them available for private label, including aerosols (2 oz. to 24 oz.) and liquids (3 oz. to rail cars). Custom packaging is also available, reflecting standard acceptable case packs.



Learn more about QuestSpecialty's
24-Case Program for private labeling
by visiting www.questspecialty.com.

VPR Impex Inc.: Ecological Cleaning Solutions For A Safer Environment

Since 1994, VPR Impex Inc., has established itself in North America as the exclusive distributor of VAPORE® professional ecological vapor cleaning systems and LAVA® automatic floor scrubbers. These products, designed for the jan/san market, are fully made in Italy.

As the past two years (2020 and 2021) have brought on new challenges, VPR Impex Inc., has adapted to current consumer needs and introduced a new technology and alternative to floor cleaning by becoming the official Canadian distributor of REKOLA® Residue Free Cleaning Technology from Finland.

"VPR Impex is now responsible for the distribution of all the above products, under one umbrella throughout North America," VPR Impex Inc., President Mario Ruffolo said. "The formation of VPR Impex allows customers to benefit from a one-stop shop for ecological cleaning solutions. With the new VPR Impex Inc., customers' requests

for easy access to additional products — such as automatic floor scrubbers (LAVA®), daily cleaning systems and trolleys (REKOLA®), fogging systems for application of disinfectants and many new products currently being developed — have now been answered."

Information about all of these products is available by visiting a new website (www.vprimpex.com), with links to the company's Facebook, Instagram, LinkedIn and YouTube pages, where customers can see and upload images and videos of various applications.

"We are best known for vapor technology. With our commercial/industrial VAPORE® line, we provide customers with the best of what is available as far as quality, products and service are concerned — not simply vapor-only systems, but also vapor and suction combinations," Ruffolo said.

VAPORE® dry vapor cleaning technology is certified to eliminate bacteria and viruses such as H1N1, SARS, salmonella, listeria, E. coli, as well as bed bugs, fleas, dust mites, lice and other microorganisms, and begins the disinfection process. The company also has information in regards to COVID-19 and the treatment of various surfaces using VAPORE® technology.

"Our systems have been tested, certified and approved scientifically to destroy viruses, bacteria and other microorganisms. It begins the disinfecting process due to the high exit temperature used," said Ruffolo, who also received his GBAC certification in July 2020. "We are able to thoroughly clean using only water — no detergents or chemicals. It's done easily and quickly. We do not use soaps or chemicals, so there is no residue left on the surface and no need to rinse. This allows the surface to remain cleaner, as residue can attract dust and other dirt found in the area, whether it's in a home or business."

Today's group of products under the VPR Impex Inc., umbrella will be showcased during The ISSA Show North America 2021, in Las Vegas, at booth W-4338 in the Italian Pavilion.

Mr. Ruffolo also encourages people to visit the VPR Impex Inc., website, as well as its social media pages, or contact the office directly to find out more about how ecological cleaning solutions, from VPR Impex Inc., can benefit today's growing needs for a cleaner and safer environment.



Contact: VPR Impex Inc.,
Phone: 973-826-7672 USA;
514-733-2468 Canada.
www.vprimpex.com.
info@vprimpex.com.

Four Tips To Strengthen Your Client Relationships

By Sylvain Martin

When the COVID-19 pandemic began, no one knew what to expect. We saw facilities of all kinds, from schools and office buildings to stadiums and restaurants, restrict their operations or close their doors to keep their employees and patrons safe from the spread of COVID-19. What once worked for these facilities, suddenly did not, leaving many facility managers and building owners looking for answers, especially as they relate to hygiene.

A year later, hygiene is still a priority for facilities, making the role of Jan/San distributors critically important. It may be daunting for facility managers and building owners to consider hygiene amidst the evolving health guidelines, but don't let your clients navigate this "new normal" alone. Distributors have a huge opportunity to use their industry expertise and business know-how to set their clients up for success. But where to begin?

Let's explore a few of the ways that Jan/San distributors can strengthen their client relationships and offer added value this year:

Enhance Your Digital Presence

The past year has shown us how important digital touchpoints are in our lives — and this includes the digital presence of Jan/San distributors. If your company has yet to fully embrace the digital lifestyle, no time is better than the present. Make sure your website is user-friendly and easy for customers to navigate to place new orders, look for product information and chat with your team. Consider building or enhancing your social media presence so you don't miss any opportunities to further connect with your customers. Lastly, hybrid work environments will be here to stay, so also ensure your collaboration tools are up-to-date for those important client meetings that are unable to happen in person.

Offer Cleaning Program Audits

Another way that distributors can enhance their client relationships is by offering to conduct an audit of their clients' current cleaning and maintenance programs, especially as they adhere to current COVID-19 guidelines. New cleaning products may be on the market that their clients aren't yet aware of — some that may work better or differently than products they currently use. Distributors may even be able to suggest some alternate ways to clean the various areas of their clients' space. For example, when deciding which wiper to use, distributors can provide the knowledge on which product is best for which application, potentially leading their client to greater cost savings, less waste and more efficient cleaning.

Touchless technologies are on the rise and if any of your clients have yet to incorporate them in their facilities, be sure to add them into your audit conversations. Reducing the number of touchpoints in a facility can help reduce the spread of germs from surfaces to hands, so it may be something for them to consider. If your customers are interested in touchless paper dispensers, for example, but have a limited budget, many companies, Cascades PRO included, offer cost-effective retrofit solutions that allow new dispensers to be

installed over existing recessed units. No need for a complete overhaul of existing restroom paper dispensers for better hygiene.

Share Materials And Knowledge

Take your customer service up a notch by looking for ways to bring added value to your clients. Continued education on proper hand hygiene is important for all facilities, so your clients may appreciate printed materials about hand hygiene they can easily hang in their restrooms, breakrooms, and other high traffic areas. Distributors can also offer training tips and tools that their clients can relay back to their employees.

If your clients are introducing a new product or cleaning regimen, see if you can schedule a visit to the client's facility for a training session. If in-person training is not a possibility, provide them with other types of training resources, such as manuals or videos. Hands-on training, especially for new hires, keeps employees apprised of the protocols they must follow when it

comes to maintaining their work areas. The sooner everyone gets up-to-date on cleaning processes, the sooner clients start to see results — all of this while strengthening your working relationship.

Show Your Appreciation

Lastly, show your appreciation. The past year has certainly seen its fair share of ups and downs for people on a professional and personal level, so why not take some time to say thank you to your clients and bring a smile to their face. Whether it's a gift basket, a water bottle with your company logo or even just a handwritten note, look for ways to show how much your clients mean to you and your company. In a professional environment, it can sometimes be easy to overlook the human element of relationships, but a little can go a long way here.

These are just a handful of the ways in which Jan/San distributors can enhance their relationships with clients, not only now amidst the COVID-19 pandemic, but also in the future. By going above and beyond the normal call of duty, customers will look at their Jan/San distributor as not just a supplier, but a trusted business partner invested in their success.

Author: Sylvain Martin is the senior product manager at Cascades Tissue Group.

For more information, visit www.cascadespro.com.



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Intercon Chemical Company Booth W-5345

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Nyco Products Company

Booth D-18

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² On hard, non-porous surfaces

³ When the use-directions for disinfection and sanitization are followed

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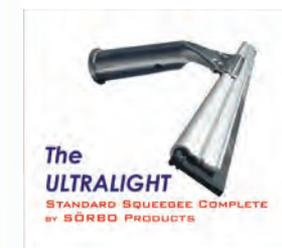
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Queenaire Technologies, Inc. Booth W-5729



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- Environmentally Friendly: Non-hazardous to apply and use

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WizKid Booth W-4641



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WizKid Antimicrobial Mats protect floors in all areas of a facility from puddles, odors, and stains.

The antimicrobial treatment breaks down odors for up to 30 days. The high-quality backing options keep the mats in place, and the carpet-like fibers air-dry like an entryway mat.

The patented Splash Hog Vertical Urinal Screens are the only urinal screens that extend up the back wall and are designed to stop splashback where guys aim. Available in two sizes to work in both full-size and compact wall mount urinals.

WizKid Products info@wizkidproducts.com, (888) 4-WizKid, www.WizKidProducts.com.

Bullen Companies Booth D-24

CitroRX is a botanical disinfectant that utilizes citric acid as its active ingredient. It complies with EPA category IV (lowest level of toxicity). It does not contain any harsh or abrasive chemicals and is considered non-corrosive.

There is no rinsing required, even on food surfaces. CitroRX is effective on hard and soft surfaces with a wide range of efficacy on many difficult-to-kill pathogens.

It cleans and disinfects in one step, no post-application rinsing necessary. Can be used on high gloss surfaces not damaged by water including glass and mirrors.



The Bullen Companies sales@bullenonline.com, 610-534-8900, www.bullenonline.com.

Sky Systems Booth W-4936



The Sky-Slender™ high speed hand dryer dries hands completely in 10 to 15 seconds. Sky-Slender™ is a true slim hand dryer. The product provides a smooth appearance with cover screws on the bottom. Patented parallel dual air outlets allow high drying efficiency and quiet operation. Thin profile protrudes less than 4 inches (10 cm) from the wall. The product is Americans with Disabilities Act-compliant.

Sky-Slender™ provides a wide drying area and allows users to dry hands more naturally and comfortably. There is an air speed adjustment and on/off heater switch. Standby power is less than 0.5W. Blue action light indicates sensor range and maximum drying efficiency. The product is easy to service.

Visit www.skysystemscoinc.com.

Perform Manufacturing Booth W-3568



Products That Perform!

Ream contains unique citrus-scented granules that clean and maintain drains. This thermo-chemical drain line opener and maintainer destroys the main causes of slow moving and blocked drains (hair, soap scum and slime); therefore, it eliminates many other debris from also becoming tangled, matted and trapped. Simple and safe to use in pipes 2 inches or less (pH 14).

For more information, visit www.performmfg.com.

STEP1 Software Solutions Booth W-1045



STEP1 has two Warehouse Automation packages for STEP1 customers to use. We have a high-end system called WMS that handles everything from the moment stock arrives until it leaves, and every situation in between — even showrooms and service departments!

We also have an inexpensive entry system called Order Checker that is very easy to set up and use. This insures that orders going out the door were picked correctly, to maximize your customers satisfaction with your company. Both systems utilize scanners.

For more information, go to www.Step1Software.com, or email us at: sales@Step1Software.com.

CP Industries Booth W-1041



CP Industries is proud to announce that Superior Sno-N-Ice Melter® and Premiere Ice Melter® have earned the U.S. Environmental Protection Agency's Design for the Environment (DfE) recognition.



Whether you need to protect your front walk, your loading docks, or your multi-million dollar parking structure, CP Industries has developed a full line of ice melter for every job and every budget. For over 30 years, our distributors have appreciated our dedication to excellent customer service and providing educational material to help them understand our products better. Our products are available in boxes or tough poly bags.

Call CP Industries at 1-800-453-4931 or visit www.cpindustries.com.

The United Group® (TUG) Booth D-28

United To Make Your Business More Profitable



TUG is a 100 percent member-owned, nationwide sales and group purchasing organization (GPO) for independent B2B distributors in the safety, industrial packaging, services, food services, and janitorial/sanitary market segments. We leverage the buying power of over 1,600 companies to offer our members quality products, competitive prices, and rebate & rewards incentive programs from over 220 preferred suppliers.

Join Today!

Visit www.unitedgroup.com.

Intercon Chemical Company Booth W-5345

Clearly Better Foaming Hand Hygiene Program

Clearly Better foaming dispensers are designed to accept our proprietary 1,000 mL bottle containing premium hand care formulas, enriched with moisturizers to keep hands feeling soft, while delivering exceptional performance.



- Touch Free and Manual Dispensers
 - Premium Hand Care Formulas
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 - Key or Key-Less Entry
- 100 Percent Recyclable Cartridges & Valves
 - ADA Compliant

For more information, visit www.interconchemical.com.

Action Pump Co.

Two Pumps That Can Help You Handle The Widest Range Of Chemical



The #THPST/GRND pump can handle some of the toughest liquids. It's an all-new 316 stainless steel easy-stroke pump with grounding cables and an easy fill SPOUT reducer that keeps users safe.

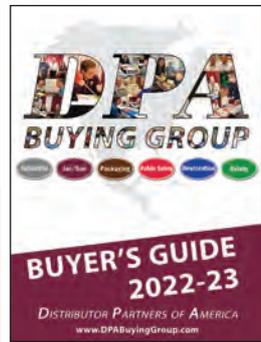
The #EZ55BLUH is an FDA-compliant pump that can also handle thin and thick liquids, can be color-coded to prevent cross-contamination and comes with options for small bottle filling.

Action Pump is celebrating its 40th anniversary in 2021. Call 1-800-273-6900 or visit www.actionpump.com.

DPA Buying Group

Booth D-29

DPA's Buyers Guide is a handy desktop reference for the group's distributor members that showcases over 220 of the industry's leading suppliers.



The listing is broken down by each vendor's product category across DPA's various market segments including: facility maintenance supplies, safety equipment and clothing, industrial tools, packaging products, and public safety. All DPA preferred suppliers are listed in the directory with their associated products.

By utilizing this guide, DPA distributors can quickly and easily find products through the group to take advantage of DPA's quarterly marketing allowances, extra promotions, better negotiated pricing and lower order minimums.

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

Kruger Products



DISPENSING MADE EASY
TITAN® BOLD EASY-FLOW®. SIMPLE TO OPERATE WITH UNRESTRICTED PAPER LENGTHS.
CLICK FOR MORE INFORMATION

DISPENSING MADE EASY

Kruger Products' is pleased to announce the launch of its newest addition to the Titan® Bold proprietary dispensing collection — the Titan® Bold Easy-Flow® Roll Towel Dispenser.

This smaller-sized dispenser is ideal for under counters or where space may be limited. Its unrestricted paper lengths, precision cutting edge and touchless operation make the Titan® Bold Easy-Flow® simple to operate, while the push button option for keyless opening makes it easy to service. Sleek, modern and simple in design, the Titan® Bold Easy-Flow® is the ideal proprietary roll towel dispensing option for the cost-conscious buyer.



AWAY FROM HOME



Kruger Products L.P.:

krugerproducts.com/afh, afh@krugerproducts.ca.

OdoBan (Clean Control)

Booth W-1366

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Visit www.expandedtechnologies.com.

Golden Star

Booth W-1941

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Infinity Plus dust mops offer the deep clean of microfiber with traditional dust mop backing and size ranges. Contact Golden Star for more information on cleaning with microfiber and on the company's full line of hard surface cleaning supplies.

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or call 1-800-821-2792.

DDI System

Booth W-1463

United To Make Your Business More Profitable



DDI System's Inform ERP is a one-solution software that equips JanSan and Paper distributors with tools to deliver an exceptional customer experience, turn connections into sales and succeed in any market.

Featuring a best-in-class eCommerce platform that directly connects to your Inform ERP for real-time pricing, inventory, and account portal access, fast POS capabilities, an integrated CRM that puts detailed contact information at your fingertips, and streamlined warehouse operations with WMS — Inform ERP continues to be the leading software of choice amongst JanSan and Paper distributors.

Call 877-599-4334 or visit www.DDISystem.com.

Intercon Chemical Company Booth W-5345

Blue Planet GermSafe24 Electrostatic Sprayer

Introducing the all-new Blue Planet GermSafe24 Electrostatic Sprayer. This high-capacity electrostatic sprayer is equipped with a 2.5-gallon tank, ready for any size job. Our lightweight ergonomic backpack design allows for maximum comfort and ease-of-use across multiple industries.

This electrostatic sprayer features a built-in turbo boost fan that extends reach for complete coverage. Unlike other electrostatic sprayers, we charge our solution in the gun rather than in the tank to significantly reduce the risk of shock due to spills.



- Lightweight Ergonomic Design
- 2.5 Gallon Tank Capacity
- Field Serviceable
- Turbo Boost Fan
- Battery Powered

For more information, visit cleanblueplanet.com or www.interconchemical.com.

Royce Rolls Ringer Co.

The 1C Half-Oval Double Tank Mopping Unit From Royce Rolls Ringer Company



The Royce Rolls Ringer Company features its popular project cart, the 1C Half-Oval Double Tank Mopping Unit. This high quality, durable cart is made of stainless steel, which is easy to clean and is rust resistant.

Multiple bucket and wringer sizes are available. All carts include a 10-year guarantee against breakage.

Call 800-253-9638

or visit www.roycerolls.net for more information.

Perform Manufacturing, Inc. Booth W-3568

Triple Concentrated Odor Control

The Eliminator eliminates airborne odors and neutralizes most offensive odor problems. One spray in a 10x10 area will eliminate all odors for up to 24 hours, leaving the room fresh and clean smelling all day.



Available in 8 fragrances: citrus, apple, cherry, pumpkin, spring mist, mango, plumeria and peach. Recommended for restaurants, schools, churches, hospitals, country clubs, athletic clubs and hotels.

It is effective for cigarette smoke, food odors, garbage odors, pet odors, restrooms, musty odors and any malodors.

Visit www.performmfg.com.

MAINTENANCE SALES NEWS

Advertisers Index / Links

- ACS Industries** www.acs-cp.com **Page 2**
 Producer of hand scouring products, sponges, mops, brooms, brushes, and a full line of specialty floorcare items. **Booth W-4050**
- Action Pump** www.actionpump.com **Page 52**
 Top manufacturer of drum and pail pumps along with grease, oil and lube transfer systems.
- Aluf Plastics** www.alufplastics.com **Page 21**
 Commercial, private label and retail can liner manufacturer. **Booth W-662**
- Americo Manufacturing** www.americomfg.com **Page 9**
 Manufacturer of environmentally friendly cleaning products, such as Full Cycle® floorpads, cleaning supplies, and floor mats. **Booth W-5630**
- APC Filtration** www.janitized.com **Page 66**
 Aftermarket vacuum bags and filters for commercial cleaning.
- Berk International** www.berkwiper.com **Page 24**
 A leading manufacturer and marketer of towel, tissue and non-woven disposable wiping cloths, offering a full range of standard, custom and specialty wipes for use in the jan/san, industrial, healthcare, food service, automotive, electronics and aerospace markets.
- Briarwood Products Co.** www.briarwoodproducts.com **Page 22**
 Prison safe shank-free cleaning tools are enhancing the overall security in correctional facilities. The polymer used is soft, flexible and is unable to be sharpened unlike the standard hard plastic cleaning tools. This specialized product line disables an inmate's ability to handcraft a weapon. **Booth W-2439**
- Briotech** www.safetyfirstlabs.com **Page 25**
 Line of personal protection gear and industrial cleaners span a wide variety of products, such as, hand sanitizer, disinfectants, anti-microbials, cleaning wipes of all types, masks, gloves, gowns and much more.
- British Industria e Comércio** www.british.com.br **Page 69**
 Manufactures and distributes materials and solutions for the construction, mobility, healthcare and other industrial application markets. **Booth W-4129**
- Bro-Tex** www.brotex.com **Page 54**
 Full spectrum of disposable nonwoven wipes, microfibers (Right Rags and Right Choice), cloth and paper towels, wet wipes (Orange Peels Plus, Fresh Start and Solution Wipes make-your-own-custom wet wipes) and sorbents. **Booth W-4735**
- Bullen Companies** www.bullenonline.com **Page 12**
 A manufacturer of products designed to be safer for end-users and the environment as well as reducing labor and costs. The company has been serving the janitorial supply industry since 1939. Its line of branded products include: Airx, Truekleen, Clausen, e-clean, and One Up, along with private label programs. **Booth D-24**
- Cascades Pro** www.cascadespro.com **Page 51**
 Manufactures towel, tissue and wiper products for restaurants, schools and universities, retail public venues, manufacturing facilities, and much more. **Booth W-2134**
- CP Industries** www.cpindustries.com **Page 55**
 Technically advanced environmentally safe products including ice melters, cleaning chemicals and detergents. Custom chemical formulations and manufacturing provided. Production facilities located in Salt Lake City, UT, and York, PA. **Booth W-1041**
- DDI System** www.ddisystem.com/issa **Page 19**
 DDI System's leading-edge ERP technology equips distributors with the ability to drive operational excellence, improve margins, and thrive in today's competitive marketplace. Featuring an integrated CRM, fast POS capabilities, professionally designed quotes & orders, and mobile ERP functionality, Inform leverages industry-specific experience and proven sales tools to deliver a unique solution for wholesale distributors. **Booth W-1463**
- Distribution One** distone.com/jansan-erp-one / www.ubsys.com **Page 35**
 Distribution One and UBS have merged to offer expanded ERP solutions. Complete distribution software solution features an ERP system powering everything from back-office operations to warehouse management. **Booth W-870**
- Distributor Partners of America** www.DPABuyingGroup.com **Page 17**
 Buying and networking organization of independent distributors and preferred suppliers. **Booth D-29**
- Dorden Squeegee** www.dordensqueegee.com **Page 64**
 Dorden is a contract manufacturer of floor and heavy-duty commercial, industrial and specialty high quality "Not Just For Windows - Window Squeegees™©." Window squeegees, floor squeegees, glass squeegees, superior sockets.
- Envirochem Inc.** www.envirochem-usa.com **Page 54**
 Manufactures over 250 products for the healthcare and hospitality industries, specializing in powder, liquid and solid laundry, housekeeping and warewash products. **Booth W-1272**
- Expanded Technologies** www.expandedtechnologies.com **Page 43**
 Products designed to protect floors, reduce noise and assist in maintenance. Clear sleeve floor protectors, multiple doorstops, safety message anti-fatigue mats and peel and stick felt pad and slider line. **Booth W-4841**
- EZShine (Diamond Clean Tech)** www.ashinediamondtools.com **Page 50**
 Floor Cleaning Pad System and Professional Polishing Pad System.
- Golden Star** www.goldenstar.com **Page 52**
 Professional surface cleaning tools, systems and accessories. **Booth W-1941**
- Greenflow Distributors** www.greenflowusa.com/products **Page 64**
 Family of cleaning and sealing products masters a unique formulation that delivers better and safer removal of dirt, debris, stains, and odors. Private labeling available. **Booth W-4424**
- Ha-Ste Manufacturing** www.hastemops.com **Page 58**
 Made in the U.S.A. wet mops, dust mops, hardware and monofilament finish mops, include custom factory and private labeling as well as construction modifications.
- Haviland** www.havilandcorp.com **Page 8**
 Manufactures premium floor squeegees and window squeegees; aftermarket replacement blades, gaskets and splash guards for floor machines; paving, roofing hand tools, waterbrooms, serrated squeegees, and crack-fillers. **Booth W-2142**
- Hertron International** www.hertroninternational.com **Page 18**
 Surface restoration that includes floors, showers, countertops, walkways, driveways and patios.
- Intercon Chemical** www.interconchemical.com **Page 40, 41, 80**
 Offers a full line of industrial, institutional and professional cleaning and maintenance chemical products. We strive to fulfill the needs of our distributors, OEMs and their customers in the cleaning, sanitary maintenance, industrial, foodservice, laundry, warewashing, medical and healthcare, food plant, bottling, pharmaceutical and cosmetic industries. **Booth W-5345**
- J & M Technologies** www.jmcatalog.com **Page 5**
 Software creates customizable e-commerce sites for jan/san distributors. Accept orders online from a catalog of the products that you sell, with customer history and unique pricing. Provides the images, detailed descriptions and more. Also software to create print catalogs/quotations, and an interactive "shop by room" e-commerce tool. **Booth W-1145**
- Kruger Products** www.krugerproducts.ca **Page 3, 33**
 Away-from-home division offers such items as bathroom tissue, facial tissue, paper towels, paper napkins, wipers, hand care and dispensing systems. North American market segments include food service, property management, health care, manufacturing, education and lodging.

Kutol Products www.kutol.com **Page 60**
 Quality hand soaps, sanitizers and dispensing systems for commercial use, hand care products from foam and liquid soaps and sanitizers to scrubs, creams and wipes. **Booth W-1263**

Lambskin Specialties www.lambskin.com **Page 44**
 The DUSTER category, featuring our DUSTWAND wool dusters, feather dusters, synthetic, microfiber and disposable dusters. **Booth D-22**

Lindhaus USA www.lindhaus.com **Page 57**
 Two-motor upright vacuum in 15-, 18- and 20-inch widths, the Activa Pro single motor 12-inch upright, versatile compact floor scrubber, wide path hybrid floor scrubber/drier, and wide path vacuum cleaner.

M2 Professional Cleaning Products www.m2mfg.com **Page 32, 34**
 Buckets and wringers, wet mops, dust mops, assorted brushes and push brooms.

Magnolia Brush www.magnoliabrush.com **Page 48**
 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. **Booth D-11**

Marcal/Nittany Paper nittanypaper.com / marcalpaper.com **Page 42**
 Nittany: touch-free dispensing, paper made with 100% recycled fiber / Marcal: from parent rolls, bath tissue, assorted towel, and more, we offer a full line of products made from 100% recycled material to keep you clean, safe, and environmentally friendly. **Booth W-1460**

Meterpak www.meterpak.com **Page 76**
 Cleaning products that come in pre-measured, water-soluble packets.

Morgro www.morgro.com **Page 23**
 Manufacturer of premium ice melt. Products include: Ice Fighter Plus, with Propolyce, to help protect concrete from freeze/thaw damage; Sno-Plow, with Liqui-Fire, sodium chloride coated with magnesium chloride corrosion inhibitors; Cal-Melt, sodium chloride coated with calcium chloride; and Deep Thaw, sodium chloride coated with magnesium chloride.

Newaire/Queenaire www.ozoneexperts.com **Page 16**
 Offers a permanent natural solution to eliminating odors in smaller areas with little to no attention. This patented technology is Mother Nature's solution to poor indoor air quality and ongoing odors of all types. **Booth W-5729**

NexStep Commercial www.ocadoarcommercial.com **Page 13**
 Angle and corn brooms, push brooms, brushes, wet mops, dust pans, microfiber, squeegees, scrapers, dust mops, dusters, dispensers, sponges and pads, rotary brushes and pad drivers, carts, floor signs, buckets and wringers, mopsticks, handles, bathroom accessories, and waste containers.

NYCO Products www.nycoproducts.com **Page 45**
 High performance cleaning chemicals, sanitizers, disinfectants, and floor care chemicals. **Booth D-18**

OdoBan (Clean Control) www.cleancontrol.com **Page 49**
 Manufactures "OdoBan® The Original Odor Eliminator since 1980," as well as multiple high-quality products sold under the brands OdoBan®, Earth Choice®, Lethal®, Pets Rule® and Sports Edge®. **Booth W-1366**

Palmer Fixtures www.palmerfixtures.com **Page 46**
 For over 100 years, has been committed to providing the most competitive value-added dispensing systems available. Most products are made in the USA and are subject to strict quality control processes. Through extensive research and development, Palmer Fixture Company has maintained a worldwide reputation for product excellence since 1907. We are continuously working on new ways to make your life cleaner, greener, and more hygienic. **Booth W-2045**

Perform Manufacturing www.performmfg.com **Page 50, 63**
 Specialty chemicals for industrial and institutional markets. **Booth W-3568**

Propper Door Stopper (NEWCAL) www.propperdoorstopper.com **Page 61**
 Absolute best tool for holding doors open, with no damage to customers doors. **Booth W-4659**

Quest Specialty www.questspecialty.com **Page 36**
 A contract packager of aerosols and liquids offering products and programs for both branded and private label marketing strategies with no brand competition. **Booth W-2663**

RJ Schinner. www.rjschinner.com **Page 11**
 One of the largest family-owned redistributors in the United States. Over 70 years of experience, 19 distribution centers nationwide, servicing the food service, lodging, grocery, janitorial supply, and office supply markets. "Wholesaling only to distributors, never your customers." **Booth W-1255**

Royce Rolls Ringer www.roycerolls.net **Page 63**
 Stainless steel products including housekeeping carts, utility carts, chair/trash carts, mop bucket/wringer combos, toilet paper dispensers, and other restroom and kitchen fixtures — made in America.

S.M. Arnold, Inc. www.smarnoldinc.com **Page 69**
 Manufacturer/distributor of cleaning products - offering the most extensive line of cleaning maintenance accessories for the professional, industrial and consumer markets. Many products manufactured at S.M. Arnold, Inc., centrally located in St. Louis, MO. **Booth W-1339**

Salt Depot www.saltdepotinc.com **Page 59**
 Providing packaged ice melt to the jan/san industry for over 15 years. Naturally harvested with sun and wind from the Great Salt Lake, offer all performance and price point preferences. **Booth W-2870**

Sellars Wipers www.sellarscompany.com **Page 79**
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Sky Systems www.skysystemscoinc.com **Page 38**
 Manufacturer and wholesaler of washroom products specializing in bag-in-box dispensing systems and distributes a wide range of electric hand dryers, urinal screens and rim cages with enzymes. **Booth W-4936**

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Solo, Inc. www.us.solo.global **Page 65**
Offers lithium ion and compression powered sprayers and mist blowers for jan/san and facilities maintenance applications in one-hand, tank and backpack variations. **Booth W-1171**

Sörbo www.sorbo.com **Page 26**
Squeegees, washers, handles, bucket stands, with tool holders, rubber blade trimmer, vertical blind or louvre window washer and squeegee.

Spartan Chemical Co Inc. www.spartanchemical.com **Pages 27, 29, 31**
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. **Booth W-2245**

St. Nick Brush www.stnickbrushco.com **Page 10**
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Step1 Software www.step1.com **Page 48**
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Tork (Essity Professional Hygiene) www.torkusa.com **Page 7**
Essity's global professional hygiene brand, Tork®, offers hygienic solutions such as the award-winning Tork Peak-Serve® Continuous™ Hand Towel System, Tork Skincare, and the Tork EasyCube® facility management software. Assortment includes paper hand towels, hand soap and sanitizer, bath tissue, wipers, napkins, and intelligent restroom solutions. **Booth W-3029**

Transmacro Amenities www.transmacroamenities.com **Page 60**
Bar soaps, shampoo and lotion for institutional and hospital industries. **Booth D-3**

Triple S www.triple-s.com **Page 46**
National distribution service and logistics company that provides facility maintenance solutions to healthcare, education, commercial, retail, government, and building service contractor market. **Booth W-5434**

U.S. Battery Manufacturing www.usbattery.com **Page 37**
Deep cycle batteries for sweepers/scrubbers, golf cars, marine, military and special application requirements. **Booth D-25**

United Group, The www.unitedgroup.com **Page 39**
National sales and marketing organization for independent distributors of jan/san, industrial packaging, foodservice and safety products and equipment. **Booth D-28**

VonDrehle Corp www.vondrehle.com **Page 15**
Quality towel, tissue, hand-care, and dispensing systems since 1974. Green Seal certified, Green Hotels Association approved vendor, U.S. EPA-CPG approved supplier, U.S. Green Building Council Member. Towels - centerpull, mini-centerpull, multi-fold, mini multi-fold, c-fold, single-fold, hardwound, household roll; Tissue - jumbo roll, standard bath, porta-roll, roto-roll, facial. Brand names: Preserve, Precious, Premium Quality, Feather Soft, Blue Mist. **Booth W-5439**

VPR Impex www.vprimpex.com **Page 28**
Offering the ecological cleaning solutions for commercial and residential uses. **Booth W-4338**

WizKid www.wizkidproducts.com **Page 30**
Restroom mats and urinal screens. **Booth W-4641**

WOW www.wowbrandproducts.com **Page 53**
Professional cleaning products for performance, profit, and preserving your bottom line.

XNYNTH Manufacturing www.xynyth.com **Page 47**
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Complete Mailing Address: **204 E. Main St., P.O. Box 130, Arcola, IL 61910-0130**
11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or More of Total Amount of Bonds, Mortgages, or Other Securities: **None**
12. Tax Status (For completion by Nonprofit Organizations Authorized to mail at nonprofit rates) (Check One) The Purpose, Function, and Nonprofit Status of This Organization and the Exempt Status for Federal Income Tax Purposes:
 Has Not Changed During Preceding 12 Months
 Has Changed During Preceding 12 Months (Publisher Must Submit Explanation of Change With This Statement)
13. Publication: **Maintenance Sales News**
14. Issue Date for Circulation Data: **July/August 2020**
15. Extent and Nature of Circulation:

| | Average No. Copies Each Issue During Preceding 12 Months | No. Copies of Single Issue Published Nearest to Filing Date |
|---|--|---|
| a. Total Number of Copies (Net Press Run) | 15,000 | 15,000 |

b. Legitimate Paid and/or Requested Distribution (By Mail and Outside the Mail)

| | | |
|---|--------|--------|
| 1. Individual Paid/Requested Mail Subscriptions Stated on PSForm 3541. (Include direct written request from recipient, telemarketing and Internet requests from recipient, paid sub-subscriptions including nominal rate subscriptions, advertiser's proof copies, and exchange copies) | 5,133 | 5,390 |
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| 4. Requested Copies Distributed by Other Mail Classes Through the USPS (e.g. First-Class Mail®) | 81 | 76 |
| c. Total Paid and/or Requested Circulation (Sum of 15b. (1), (2), (3), and (4)) | 5,214 | 5,466 |
| d. Nonrequested Distribution (By Mail and Outside the Mail) | | |
| 1. Nonrequested Copies Stated on PS Form 3541 (include Sample copies, Requests Over 3 years old, Requests in-duced by a Premium, Bulk Sales and Requests including Association Requests, Names obtained from Business Directories, Lists, and other sources) | 9,197 | 8,900 |
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| f. Total Distribution (Sum of 15c and e) | 14,411 | 14,366 |
| g. Copies not Distributed (See Instructions to Publishers #4, (page #3)) | 589 | 634 |
| h. Total (Sum of 15f and g) | 15,000 | 15,000 |
| i. Percent Paid and/or Requested Circulation(15c divided by f times 100) | 36.2% | 38.0% |

16. Electronic Copy Circulation: I certify that 50% of all my distributed copies (electronic and print) are legitimate requests or paid copies.

17. Publication of Statement of Ownership for a Requester Publication is required and will be printed in the **September / October 2021** issue of this publication.

18. Signature and Title of Editor, Publisher, Business Manager, or Owner

Publisher Linda Rankin Date: 10/01/2021

I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment)and/or civil sanctions (including civil penalties).



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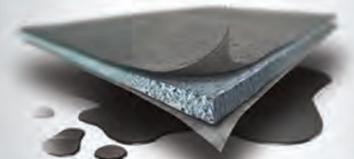
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