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MSN FEATURE

Lower Huron Chemical & Supply • Wayne, MI

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On The Cover: Lower Huron Chemical & Supply, of Wayne, MI, services the Detroit metro area, and beyond. Left to right are President and Founder Mark Paladino, General Manager Abe Chahrour and Vice President Joe Paladino. See story on page 18.

Industry Calendar of Events

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

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

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

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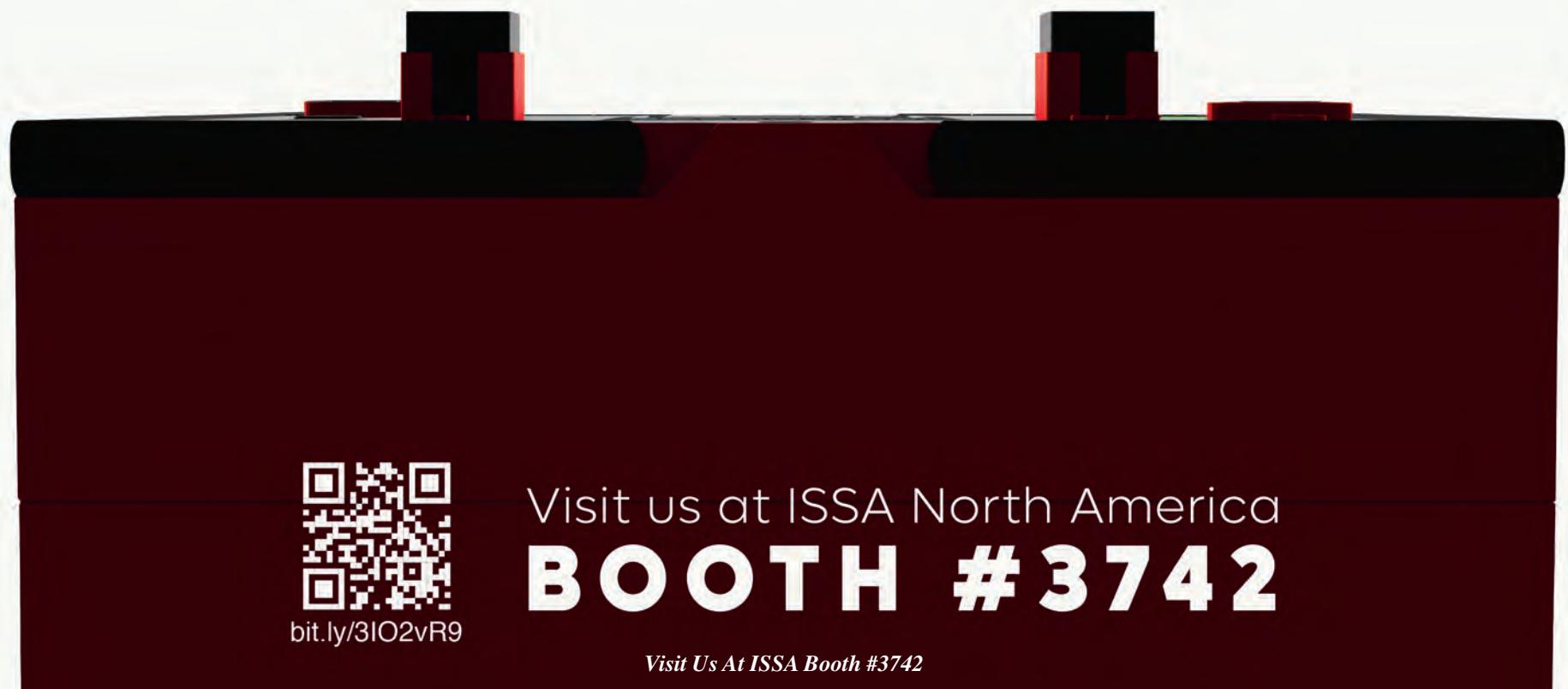
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MSN's Q&A With Incoming ISSA President Matt Vonachen

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Matt Vonachen, CEO of the Vonachen Group, of Peoria, IL, will be introduced as the new ISSA president during the ISSA Show North America, scheduled for October 10-13, in Chicago, IL.

Following is an interview with Vonachen, who discussed his background, past involvement within the jan/san industry and ISSA and his vision for the association's future.

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

Vonachen: "I began my career as a manufacturers' representative for Rubbermaid Commercial Products in Chicago. In 1993, I was asked to take a leadership position in the family distribution business, Vonachen Industrial Supplies. In 1999, the Vonachen distribution business became part of AmSan, where I was a regional president. In 2008, I purchased the commercial contracting cleaning business, VSI, from my father, Jay Vonachen, and turned the Vonachen Group into what it is today."

"The Vonachen Group is a full-service facility maintenance leader that provides janitorial, healthcare and logistic support services.

"Since 1947, our family business has been involved in the jan/san industry. My grandfather started a distribution business in 1947 that distributed janitorial supplies and health care products. In 1968, my father founded the contract cleaning company that is now known as the Vonachen Group."

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

Vonachen: "I was an ISSA YES (Young Executive Society) coordinator in 1993, then executive coordinator in 1999. The Vonachen Family of businesses have been members of ISSA for over 70 years. My uncle, Rudy Vonachen, was a director of ISSA, and my father, Jay Vonachen, chaired the ISSA Foundation."

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

Vonachen: "When I was on the (ISSA) board from 2018-2020, it was decided that BSCs (Building Service Contractors) would be put into the rotation with distributors and manufacturers, where a BSC would be the president every third year. The opportunity to be the first BSC as ISSA president really intrigued me."

MSN: What personal qualities will make you an effective ISSA president?

Vonachen: "My experience as a manufacturers' representative, distributor, and now building service contractor, has given me a good perspective

of what challenges, and opportunities, exist for our members.

"I would say the following traits have greatly helped with the success of the Vonachen Group: patience, integrity, ability to delegate, gratitude, learning agility, and influence.

"In our business, we deal with thousands of headaches, multiple moving pieces, and interesting dynamics — whether that be with customers or employees. Being patient in those situations, having integrity to follow through on our promises (regardless of potential business loss or economic loss), the ability to delegate the right duties to the right employees that in turn allow those same employees career and personal growing opportunities, gratitude to our people for what they do and how they do it, learning agility to guide a large organization through things like inflation and the COVID-19 pandemic, and finally investing the time to influence and help the BSC community on a global scale (e.g. worked with the U.S. House of Representatives in Congress to push for bill legislation that helped out BSCs in allowing businesses to receive tax credits for expenses spent on cleaning services during the pandemic) — all of those characteristics have helped me succeed, and the Vonachen Group prosper."

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

Vonachen: "ISSA exists to add value to our members and the cleaning industry as a whole. The association does this by helping members make business connections through trade shows, events, and networking opportunities — both in-person and online.

"ISSA also seeks to increase industry professionalism by offering the industry's top education, training, standards, and certification programs — and keeps the industry informed with its multimedia programming.

"Additionally, the association's legislative and regulatory services help ensure the industry's viability in a dynamic business environment.

"ISSA's brand promise is 'Changing The Way The World Views Cleaning,' and the board and staff are committed to delivering programs and services with that promise as our North Star."

MSN: The COVID-19 pandemic is still ongoing. As ISSA president, what are your thoughts on how ISSA will move forward in guiding the cleaning industry through this crisis?

Vonachen: "ISSA has done a fantastic job leading the industry through the pandemic, especially with the development of its COVID-19 resources for the cleaning industry, introduction of the successful GBAC STAR accreditation program, and key industry advocacy initiatives like the Cleaning is Essential campaign and introduction of the Healthy Workplace Tax Credit.

"As we look ahead, we know many members continue to be adversely affected by the pandemic. That's why the ISSA Board of Directors authorized a \$5 million industry marketing campaign, 'Rethink What Clean Means,' to build consumer awareness about the importance of cleaning to



Matt Vonachen, incoming ISSA president



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protect public health, and drive demand for ISSA members' products and services among B2B buyers.

"The consumer portion, which will premier this fall, includes a fun and informative video series featuring celebrity Howie Mandel. The B2B component will follow and run through next summer. ISSA members will have access to a promotional toolkit to leverage the campaign with their customers and partners as well."

"We are thrilled to launch the campaign this fall and measure its impact for the industry well into the future."

MSN: As this year's ISSA Show is at McCormick Place, what are some of the precautions, if any, that will be in place to help keep attendees and exhibitors safe and healthy?

Vonachen: "As the worldwide cleaning industry association, it's important that we provide a safe and healthy environment for our show participants, just as our members do for their customers. To that end, we're pleased to host the show at McCormick Place, which is a GBAC STAR-accredited facility for its cleaning, disinfection, and infection prevention protocols.

"Additionally, the show's GBAC STAR-accredited cleaning service provider will perform proper day and night cleaning throughout the event."

MSN: You have a great deal of leadership experience. How will that help you lead ISSA in the coming year?

Vonachen: "The cleaning industry is a people business. It is all about how to treat customers and how to treat employees. As one of our board members has stated, 'The numbers are all about stories and the stories are all about people. By emphasizing the people and their stories, the numbers will take care of themselves.'

"Front-line management is the most critical, and the most difficult, position in any company. We need to provide training for front-line managers so they can develop the people skills that will make them, and their organizations, successful.

"Being the first BSC to be president of ISSA, my viewpoint is going to be different than past presidents. My focus has always been on operations as it relates to customer and/or employee safety, health, and satisfaction. Better put, my focus has really been on people and not products.

"With that said, I believe my understanding of people's needs, related to the jan/san industry, coupled with product expertise from other board members, really will, in my opinion, bring more desirability as it relates to joining — and participating — in ISSA."

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MSN: What improvements can be made to ISSA?

Vonachen: "ISSA has done a terrific job being the nucleus for the cleaning industry, with great leadership and staff. My goal would be to continue to build upon the excellent foundation that already exists."

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

Vonachen: "The most pressing challenges in the industry today are labor concerns, supply chain disruptions, and business continuity issues coming out of the pandemic."

"Related to labor, ISSA continues to take a leadership role in education and training both managers and frontline workers. The association also plans to launch a reimagined job board to help members find much-needed staffing. Additionally, we are optimistic that the 'Rethink What Clean Means' industry campaign will help drive demand for the industry, and help members stay competitive in an evolving business climate."

"The labor force is front-of-mind on a daily basis. Over the past 24 months, people have a different perspective on work — life balance and what they expect from a job. The Richard Branson quote is so applicable today, 'Train people so they can find a new job, and treat them so that they want to stay.' We need to promote doing both — by providing training for people to grow and by providing training throughout the organization on how to lead, not just manage, people."

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

Vonachen: "Sustainability continues to be an important topic, and the association is committed to providing industry leadership in that area. To that end, the ISSA Board started the ISSA Sustainability Committee about a year ago. This summer, we invested additional resources to grow the committee and develop new programs and services to help ISSA members on their sustainability journeys."

"From my perspective, the green movement is a huge driver of purchasers — both in the product space and the services space. Many consumers in both spaces now make up the younger generation, and they have an extreme focus on the green movement. They want to make sure their respective companies are following best practices, while also ensuring their spending, each and every year, is going toward companies that are also focused on sustainability."

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

Vonachen: "For the association to stay relevant and continue to grow, it's imperative that ISSA adapts to industry changes, and be willing to develop new programs and services to provide competitive advantages for membership."

"As the association celebrates its 100th anniversary in 2023, the board and staff will start work on a strategic planning process to ensure the association continues to thrive."

Continued on Page 14

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A Message From Outgoing ISSA President *Harry Dochelli*

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Dear MSN Readers,

The ISSA Show North America 2022 takes place October 10-13 in Chicago. I am looking forward to this event as I do every year. I am grateful we will be able to return to an event that will have the energy, activity, and participation on par with years past. At the heart of this show is networking, education, and product discovery. All of this is offered at a scale that makes it the most efficient way for our industry to stay up-to-date on the latest trends and solutions.

This year's show will feature 500-plus exhibitors, from 20 countries, within 250,000 square feet of exhibit space. The high volume of exhibitors will provide plenty of opportunity for product discovery often presented in ways that not only inform but also engage. The Innovation Award Program provides a more curated way to encounter new products. These will be voted on by peers within the industry based on five criteria: impact, practicality, sustainability, competitiveness, and originality.

Educational opportunities will be offered in a range of formats including seven education tracks and within the Solve for X and Facility Solutions Theaters. These are designed to support interactions and demonstrations for more visual and hands-on learning, making them more memorable.

Networking is an important outcome of the show, and it happens organically given the size of the show and the diverse groups of people it draws. To further facilitate networking, additional events are offered throughout the show dates. Some of these include the ISSA Welcome Reception, sponsored by Essendant on October 10; the Innovation Happy Hour, sponsored by Tork on October 11; the Hygieia Networking Event on October 11, and many others.

An overarching theme that has been consistent throughout the show's history is innovation. Another important theme that guides the show is sustainability. We want to make the ISSA Show North America more responsible



Harry Dochelli, outgoing ISSA president

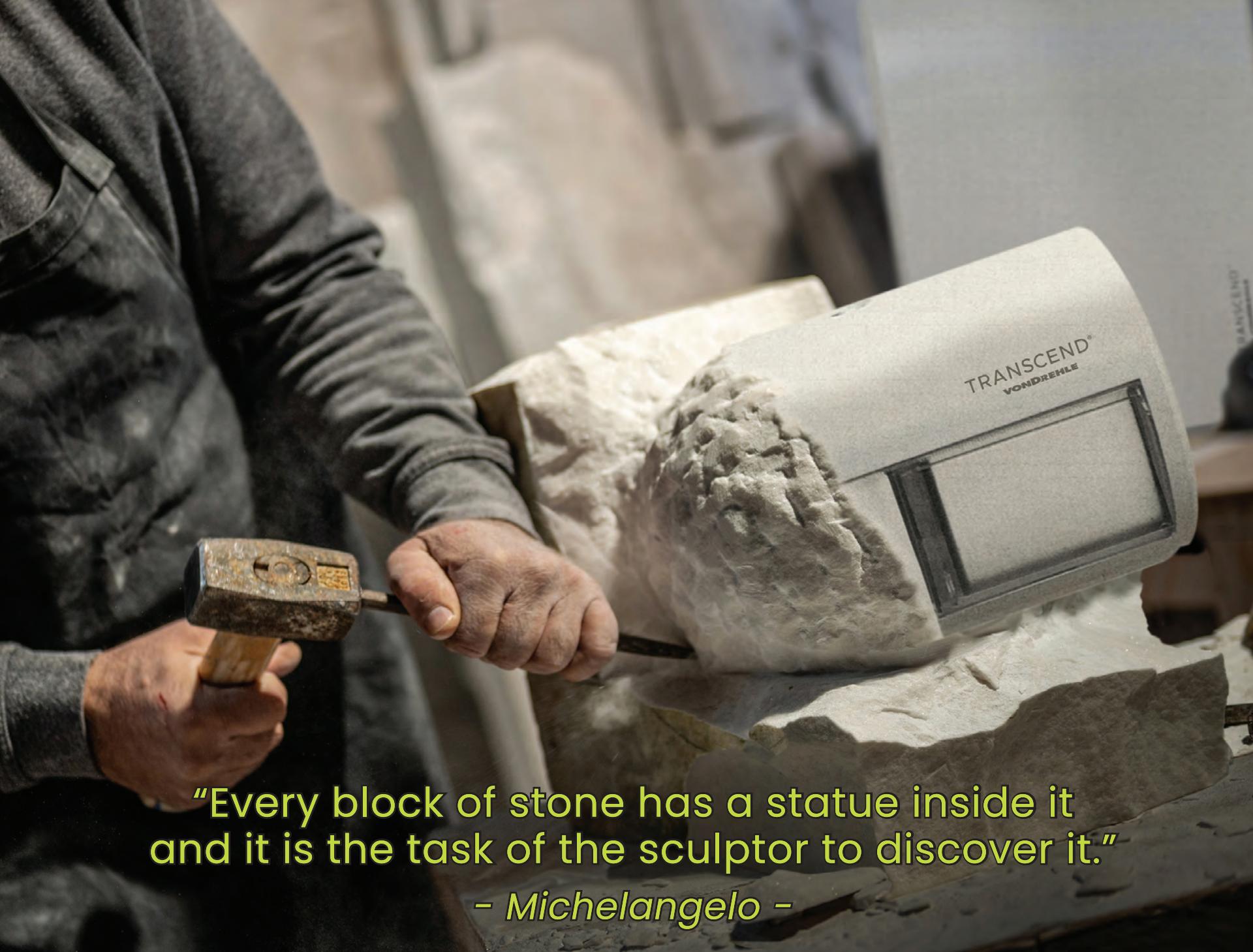


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and play a role in helping the entire global cleaning community improve its own sustainability. Three pledges form the core of this commitment — inspiring sustainable development, environmental responsibility, and social responsibility.

Lastly, as an ISSA event, this is a great showcase for the work we undertake to change the way the world views cleaning. ISSA staff and subject matter experts will be available at the ISSA resource center to speak to some of the resources we offer. That includes value of clean, advocacy, education, certification, and GBAC Star.

Serving as president of ISSA this past year, I have been impressed with the work this team does and continues to do. Two specific areas I want to call out are advocacy and the Hygieia Network. ISSA is a strong advocate for our industry. This year, the team has been working on an ad campaign to raise awareness of

the important work our industry does and provide education on the need for proper cleaning. The campaign will launch soon, and I feel it will achieve its goals and help drive business for our members.

For those unfamiliar with the Hygieia Network, it is an ISSA Charity that works to provide the programs, tools and support that enable all women in the cleaning industry to accelerate their careers and achieve their full potential. Their work is making an impact to increase diversity within our industry.

Thank you for your support of ISSA and attending The ISSA Show North America 2022. I hope you get a lot out of it, and it helps you in the important work you do every day.

— Harry Dochelli, ISSA President

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**Incoming ISSA
President
Matt Vonachen:
Continued From Page 10**

The leadership is committed to making a lasting impact and ensuring ISSA remains relevant, valued, and respected for the next 100 years and beyond.”

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

Vonachen: “We are a member-driven organization. I will support the association’s incredible objectives to better serve our members. As we move into 2023, the organization will begin a strategic planning process that will determine the role of the association in the future. These are extremely exciting times.”

MSN: Is there anything else that you would like to speak about?

Vonachen: “I consider being the next ISSA president both a privilege and an honor. ISSA is the center of the universe for everything associated with cleaning. Our industry is so fortunate to have an association where everyone involved can come together and collaborate on all needs.”

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ISSA Show North America 2022 *Scheduled For* **October 10-13 In Chicago**

Professionals from the global cleaning community will meet at the McCormick Place Convention Center, in Chicago, IL, on October 10-13, for The ISSA Show North America 2022.

Three trade show days — featuring 500-plus exhibitors from 20 countries spanning 250,000 square feet of exhibit space — six specialized show floor pavilions, 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 ISSA Show for information sharing, relationship building and product innovation. Attendees can expect to discover new solutions for improving efficiencies, skills and profitability, according to ISSA. Information will also be shared on up-to-date trends and solutions for cleaning, disinfection, infection prevention, training and certification/accreditation.

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The trade show exhibition floor will be open during the following days and times:

- 10 a.m. to 5 p.m. on Tuesday, October 11;
- 10 a.m. to 5 p.m. on Wednesday, October 12; and,
- 10 a.m. to 2 p.m. on Thursday, October 13.

KEY NETWORKING EVENTS

The ISSA Show North America 2022 schedule includes more than 100 educational sessions, hands-on training opportunities and many networking events. Key topics will include industry changes and trends, new innovations, proven strategies to boost profitability and more.

Among the special attractions and events are:

■ **Lunch & Learn Spotlight**, from **11:45 a.m. to 1:15 p.m. on Monday, October 10**, featuring guest speaker Derreck Kayongo. He will present, "Reimagining Diversity & Inclusion: A Pathway to Courageous Conversations."

A native of Uganda and former refugee who worked his way to become a CEO of a major American cultural institution, Kayongo will share his experiences of diversity and inclusion from an outsider's perspective.

■ **Cocktails & Conversations**, from **4:15 to 6 p.m. on Monday, October 10**, at the McCormick Place Vista Ballroom. Registration required. The interactive happy hour will allow attendees to discuss important topics and issues. Network, learn and grab a drink before heading to the Welcome Reception.

■ **ISSA Welcome Reception**, from **7 to 9 p.m. on Monday, October 10**, at the House of Blues. Registration required. Meet or get reacquainted with colleagues from around the world, while enjoying complimentary light snacks and beverages during this friendly mixer that features a live band.

■ **Spotlight Speaker Bill Rancic**, from **9 to 10 a.m. on Tuesday October 11**. After bursting on the scene as NBC's first *Apprentice*, Rancic has traveled the globe, sharing why some companies thrive in chaos and others don't. Through his experiences as both a student and teacher of leadership, he reveals what behaviors are needed in a world beset by turbulence, uncertainty and dramatic change.

■ **Innovation Happy Hour**, from **3 to 5 p.m. on Tuesday, October 11**. Event will take place at the McCormick Place Show Floor (Innovation Theater Booth 4206).

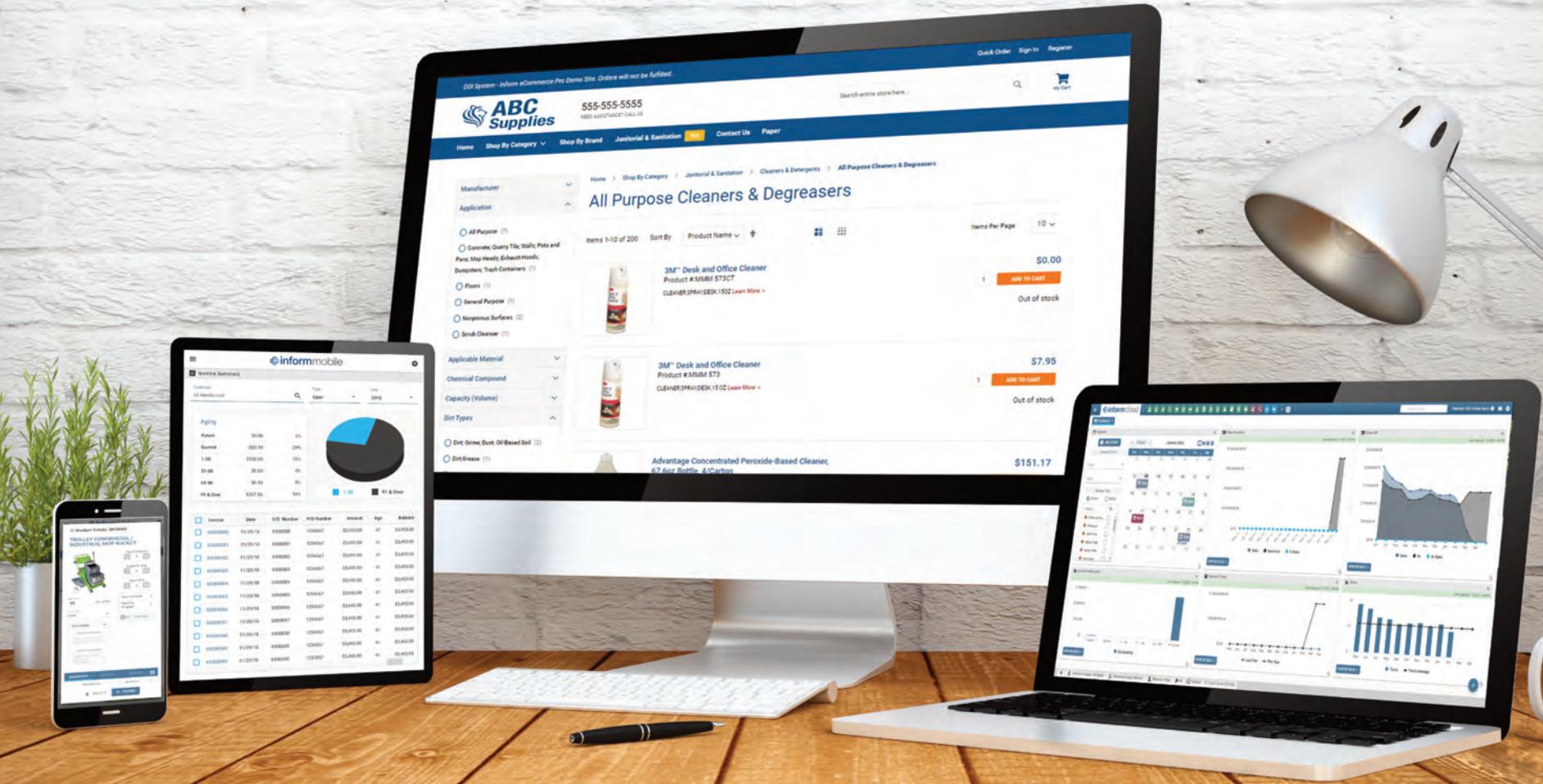
■ **ISSA Hygieia Network Awards**, from **5:15 to 7 p.m. on Tuesday, October 11**, at the Vista Ballroom. Includes recognition of Hygieia's annual Rising Star of the Year, Member of the Year and Company of the Year awards.

■ **Spotlight Speaker Sarah Moshman**, from **9 to 10 a.m. on Wednesday, October 12**. Moshman is an Emmy Award-winning documentary filmmaker, television producer and TEDx speaker.

■ **Canada Night**, from **5:30 to 7:30 p.m. on Wednesday, October 12**, at the Vista Room. Attendees are invited to network with colleagues from north of the border.

■ **ISSA General Business Meeting**, from **8:45 to 9:45 a.m. on Thursday, October 13**, at the Vista Room. ISSA members are wel-

Continued on Page 68



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Detroit Area Distributor Is Thriving In A Marketplace Dominated By Big Box Stores

Lower Huron Chemical & Supply

Lower Huron Chemical & Supply's leadership team includes, left to right, General Manager/Sales Manager Abe Chahrour, Vice President Joe Paladino and President Mark Paladino, who founded the company with his wife, Nanette.

By Rick Mullen
Maintenance Sales News
Associate Editor

Mark Paladino is the owner of Lower Huron Chemical & Supply, of Wayne, MI, located about 33 miles west of downtown Detroit. His journey to founding a full-service jan/san house had its genesis more than 60 years ago.

"My uncle, Lee Winfield, started a supply company in the Cleveland area in the late 1950s. He was so successful, he told my father, (the late Joseph "Joe" Paladino), who lived in the Detroit metro area, he should consider the cleaning supply business, too," Paladino said during a recent interview with *Maintenance Sales News*.

At that time, Joe Paladino, a young father with three small children, was working a night shift at General Motors (GM). While he needed his job at GM, he decided to also start selling for a Detroit jan/san distributor during the day.

"My father sold for the distributor until his income exceeded what he was making at GM," Mark Paladino said. "He quit GM to devote all his time to his sales job. My father worked many years at the distributorship, while, at the same time, got his kids cleaning jobs at some of his customers' facilities.

"Working those cleaning jobs through high school and college, was how I learned the cleaning business."

Paladino graduated from Eastern Michigan University with a degree in business administration, and was having a tough time finding the type of sales job he wanted.

In one incident, he applied for a job at a large, well-known manufacturer of household cleaning supplies, and was told, incredibly enough, he was too short to be considered for a sales position.

"I was told that they wished they could hire me, but had a rule, at the time (1974), their employees in sales had to be at least 5 feet 7 inches tall. I am only 5 feet 5 inches, and I did not get hired," Paladino said.

There is a saying, "what goes around, comes around." Many years later, the same person who told Paladino he was too short for a sales position, came to Lower Huron seeking a job. Initially, Paladino told the man, "Sorry, you are too tall to work here as a salesman."

Of course, Paladino was joking and both men had a good laugh.

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"The truth was, there was no money to back a sales position at the time," Paladino said.

Still struggling to find a job after college, Paladino's uncle, Winfield, offered him a job in Cleveland as a salesman.

"The day I walked into my uncle's office, he showed me around, and, by lunch, I had a price book in hand, and was told to go out there and sell — training was over," Paladino said. "That afternoon, I called on a nuclear power plant, and sold one bag of oil dry. I rushed back to the office, picked

up the oil dry and delivered it for \$3.50. Thankfully, gas was cheap back then, because the nuclear plant was about 25 miles away from the sales office."

Paladino spent about three years in the Cleveland area, selling for his uncle. During that time, he and his wife, **Nanette**, married.

At one point, Winfield made Paladino a tempting offer. Winfield owned a janitorial supply company in Toledo, OH, which is a little more than 100 miles west of Cleveland. Both cities are located on Lake Erie.

He offered to sell the Toledo company to Paladino "for next to nothing." Paladino went to Toledo to check out the company.

"It was very profitable," he said. "I had worked there two or three weeks in sales."

Paladino invited his father to Toledo to get his opinion on the possible purchase.

"My dad said, 'Mark, you don't have any money and this is a three-story building with a huge freight elevator,'" Paladino said. "'Where are you going to get the money to run this operation, make payroll, etc.? What are you thinking?' I said, 'You're right, I don't have any money.'"

Even though Winfield was making him a "sweetheart deal," and even offering to finance it for his nephew, Paladino declined and continued working for his uncle in Cleveland.

When Paladino received his first commission check after returning to Cleveland from working for a few weeks in Toledo, it did not account for the sales he made in Toledo.

"I asked my uncle, 'What is the difference if I sell for you in Toledo or in Cleveland, I'm still selling for you?'" Paladino said.

The commission payment issue caused such a disagreement that Paladino quit. Fortunately, the rift between two was not permanent.

"I always remained friends with my uncle and my cousins," Paladino said.

Meanwhile, Paladino's father suggested the two of them start their own janitorial business back home in Detroit.

"That's all it took. Nanette and I packed up and moved home to Detroit," Paladino said.

However, after giving it more thought, Joe Paladino, who still had children in college, decided it was too risky financially to start a business at that time, so he bowed out and remained at his job at the distributorship.

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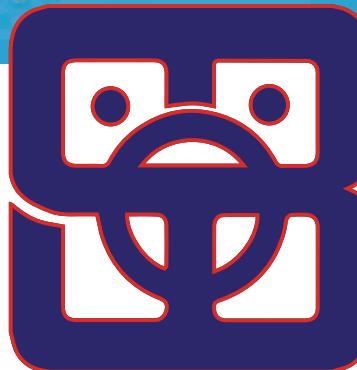
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Undeterred, Mark Paladino and his wife sold their home in Ohio, gaining a profit of \$10,000. With that small amount of seed money, the couple forged ahead.

"With that little bit of money, we bought a building we could live in and sell products out of," Paladino said. "We purchased \$3,000 of inventory from a vendor and built a 24-foot-by-26-foot building to house products."

Thus, in 1978, what was to become known as Lower Huron Chemical & Supply Company was born.

"From that point, it was 'full speed ahead,' as we added customers and employees," Paladino said.

Six years later, the young company received a major boost when Paladino's father left the distributorship where he been working for many years and joined Lower Huron.

"My father brought along many of his customers," Paladino said. "As a result, we had to buy more trucks and hire more employees."

In an unusual twist of fate, the owner of the distributorship where his father worked, came to Lower Huron and asked if he could join the company.

"Of course, we said, 'Yes,'" Paladino said. "During the following years, we absorbed three other small janitorial supply companies in our area.

"Now, 44 years from day one, we are shifting into second gear with the next generation, with the addition my two sons and my son-in-law **Abe Chahrour**," Paladino said.

Paladino's son, also named **Joseph Paladino**, works in purchasing and accounts payable, while son **Alex Paladino** works in equipment installation — laundry, dishwashing equipment, chemical machines, etc. Chahrour is the general manager. All three have been a part of the company for more than 10 years.

His wife, Nanette, is now retired from the business.

COMPETITION FROM NATIONAL COMPANIES HEATS UP

While large national companies seek to dominate the Detroit-area market, Lower Huron is fighting back by offering value-added services big box stores are not willing, or cannot, offer, Paladino said.

"Lower Huron is a full-service jan/san distributor, offering major lines of products," Paladino said. "We also put an emphasis on unique, cutting-edge items and odd-ball items, even though their turns are very slow.

"Some national companies prefer not to spend time on such products, as they prefer big volume items. Lower Huron seeks to service customers with products they want and need, not just what the big national companies have in stock."



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"I think our quick delivery ability is a key factor in making customers happy. Some big box stores don't do that as well as we do."

For example, Paladino alluded to a recent incident in which a person called a national retail chain wanting to purchase five drums of floor wax of a particular, well-known brand. The potential customer was told that store did not carry the brand. The caller asked if the retailer could get it, and was told the company did not place special orders.

"When box stores make no extra effort, customers quickly pick up on that lack of service," Paladino said. "The most important thing for us is never letting a customer down. We make things happen, no matter what. We have great products — as do most distributors — but many companies stop there."

Paladino explained if a potential customer is just shopping around on price alone, Lower Huron is not interested in that business.

"People who are always seeking the lowest price, are just not loyal. We want to develop long-term personal relationships. We are looking for customers who want true service, which we are able to provide to make their jobs easier in many different ways," Paladino said.

"Over the years, we have compiled a list of more than 20 value-added services to reduce customers' overall costs, while proving to them the value of dealing with Lower Huron."

Another important aspect of the company's value-added services is product knowledge.

"Knowing what we are talking about is the next big thing," Paladino said. "That includes educating customers about how products will perform, offering guarantees and no-hassle returns and quick deliveries."

In the early days, Lower Huron's main customer base was churches.

At one time, Paladino said, the company had three file drawers of church customers.

"Today, we remain strong with the faith community, but cleaning contractors are now our biggest business group,"

Paladino said. "Our next

largest groups of customers are schools of all types, and class one office buildings. We sell to all segments, except restaurants and hospitals."

Paladino reiterated sweetheart deals offered by some big box national companies are impacting the modern marketplace.

"One example is ice melter. Our company sold between 40 to 75 semi-trucks of a certain brand of ice melter each year," Paladino said. "Last year, our ice melter vendor said it could not supply us — with no reason given. The good news is, we found a new supplier to meet our needs."

"To counteract the trend of big box retailers saturating markets in many big metro areas, including Detroit, the only thing we can do is outperform those companies."

"In contrast, we know our products, their applications, and how to properly use them, which are more reasons for customers to conduct business with Lower Huron."

"People who are always seeking the lowest price, are just not loyal. We want to develop long-term personal relationships. We are looking for customers who want true service."

— Mark Paladino, president

"When box stores make no extra effort, customers quickly pick up on that lack of service."



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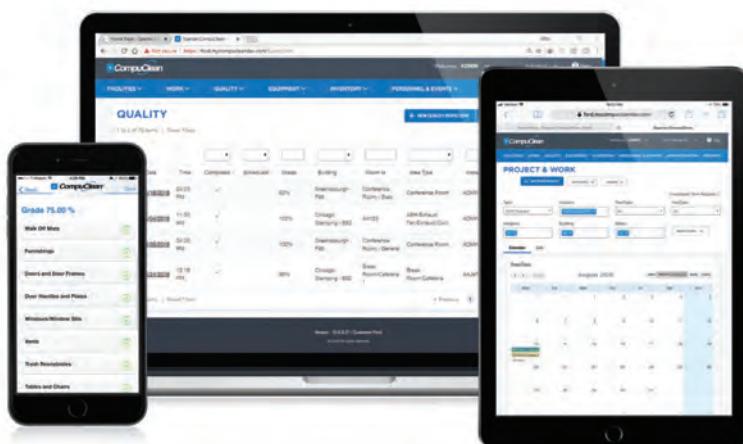
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'WE CAN MAKE IT HAPPEN'

Lower Huron's ability to be flexible gives it a major advantage over the competition, which is increasingly big box retailers, especially those who do most of their business online.

"There are very few small players in the market. However, you lose a lot the bigger you get. There are management and communication layers

to wade through. Like any small company, we can make a decision in a split second to make things happen."

"We can meet customers' needs quickly," Paladino said. "If it can be done, we will make it happen. There is no chain of bosses to go through to obtain approvals. If a customer wants four drums of floor wax and we are out of stock, we can call our supplier, and the drums will be delivered to the customer's dock within an hour."

Another example of Lower Huron's ability to quickly meet customers' needs involved a cleaning contractor.

"One of our cleaning contractor customers signed a large deal to clean and supply public schools in Detroit. The contractor was to start working at the schools in two weeks.

"When we saw what the contractor needed, we were blown away," Paladino said. "Every item that was ordered was in quantities of 100 to 1,000 per order, and the list was long. Just imagine 100 schools needing matting for all their entrances. We made it happen, not just for matting, but also for each and every item our contract customer required."

Paladino went on to say that obtaining new business in today's highly competitive marketplace, particularly in the Detroit metro area, is becoming much more difficult.

"I like to tell a story about when I first started in this business," Paladino said. "When I called on a factory, there was usually a lady behind the counter, and I would say to her, 'I would like to talk to Mr. Jones.' She would say, 'Sure, can I get you a cup of coffee while you wait?' I would usually get an appointment 'on the spot' with a buyer."

"Nowadays, you go to that same factory and there is a glass door that is usually locked. If you do get in, there is another glass door with a telephone and a sign that says 'call the person you want to speak with,' but there is no list of people to contact, or the departments where they work — what do you do now?"

"To train a new salesperson in that channel is not as easy as it used to be. Because of that, our industrial customer base has gone way down. As a result, we have branched out into different marketplaces where it is easier to approach people."

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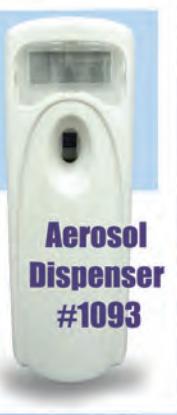
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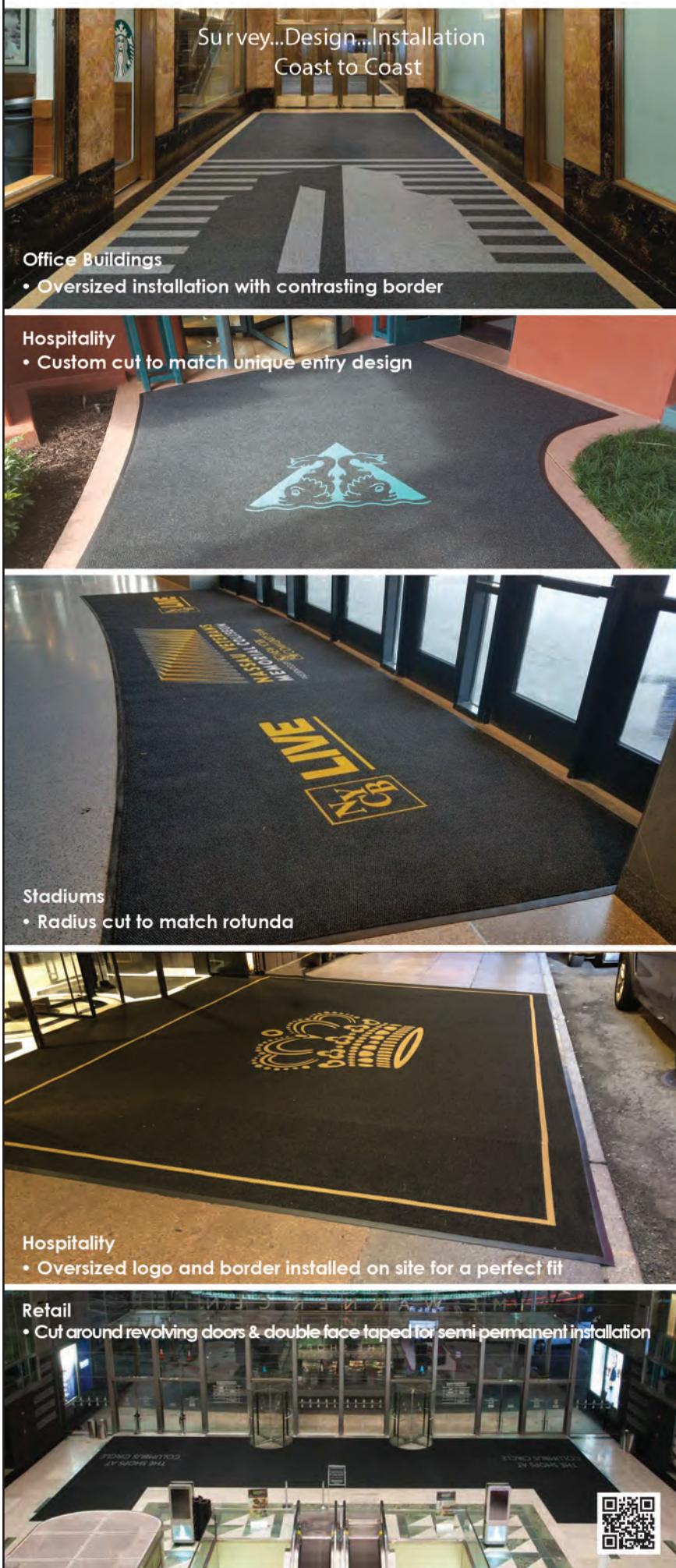
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When Lower Huron sales reps meet with potential customers, they emphasize the services the company has to offer, rather than talking about price.

For example, Lower Huron met with officials from a large city that had 35 public buildings to maintain.

"We went over our software program and all the benefits we offer customers — how they could order online, how they could manage their budgets, etc.," Paladino said. "The city officials said they had never seen a presentation like ours. They said, 'We are going to give you all of the business.'"

Ironically, the company Lower Huron took the business from used the same software that offered the same technical advantages to the customer.

"Their former distributor never demonstrated the technical advantages and services the software was capable of providing," Paladino said. "We strive to sell all the programs we and our vendors offer — all the technical stuff that benefits the customer. If we get the opportunities, we can do a good job selling. It is just getting the opportunities."

TECH-SAVVY MILLENNIAL EMPLOYEES SAVE THE DAY

In addition to the trend of big box stores playing a significant role in some larger markets, Paladino mentioned the propensity of some younger generation buyers preferring to conduct business on the internet.

"Some of them tend to not care about service, they just care about buying online," Paladino said. "They could care less about having a distributor like Lower Huron conduct private demonstrations, or train their employees in person, or all the different things we can do for a customer."

"Sometimes, when a buyer has a bad experience dealing with an online retailer, a light bulb goes off. The buyer contacts us and we take care of the problem, gaining their business going forward."

"An aging sales team will kill a good supply company. I worry about that all the time. Hiring good salespeople is now the greatest task on our plate."

Paladino said dealing with today's buyers can take a lot of patience, but sometimes it pays off in gaining their business for the long-term.

"Another scenario is a customer will call and ask, 'What is your price for this machine?'" Paladino said. "I say, 'Well, let me get back to you.' So, the first thing I do is shop the internet for that machine, because the caller is going to do that anyway."

"Then, I go back to the customer and say, 'Mr. Customer, I shopped online for you, and found the best deal is such and such. I can give it to you for \$100 less. Can I place that order for you now?' And a lot of them will say, 'Yes, since you shopped online for me.'

"Even if a customer is with me in the office, I will say, 'Let's look it up on the internet and see what the price is for the item.'"

Even though dealing with millennial buyers can be a challenge, the younger members of Lower Huron's staff have greatly benefitted the company, especially in the area of technology.

"We have brought some millennials onboard the past few years," Paladino said. "I hate to say it, but they often outwork us 'old-timers.' They are much more technical."

A situation arose recently that required the company's entire computer and software system to be reinstalled and rebooted.

"Our millennial employees changed our whole system overnight," Paladino said. "Within a month, we were running much more efficiently. It was just unbelievable."

"Because of all the technology our millennials have brought to the table, we have been able to reduce the number of employees needed to efficiently



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run the business, thus saving labor costs. We have experienced firsthand the benefits of having younger people on staff.

"Furthermore, an aging sales team will kill a good supply company. I worry about that all the time. Hiring good salespeople is now the greatest task on our plate."

"Training is a very important selling point. With high turnover in the cleaning field, we can reduce stress for customers with our training options."

Paladino said it is difficult in his marketplace to bring on new salespeople on a commission basis. It takes a year or two for them to gain enough experience of knowledge to make a living on commissions.

"My new idea is to start advertising to younger people, explaining to them they can earn a 40-hour paycheck in just 30 hours a week. The idea of working fewer hours might appeal to the younger generation."

Paladino told the following story: "When I was 16 years old, I had a job cleaning swimming pools. I found out the manager of the company, who worked full time, was also a prescription drug salesman for another business. So, he was getting two paychecks, while hardly selling for that other company.

"With our offer, a young person might say, 'That is the type of job I am looking for — limited hours, etc.' Once they learn the business, the young salespeople are going to see what kind of money they can make working on commission.

"As the years go by, and the salespeople now have a mortgage and three kids, they are going to realize, 'If I put in a few more hours, I will make a lot more money.'"



Lower Huron Chemical & Supply's main facility is in Wayne, MI, located about 33 miles west of downtown Detroit.

JUST LIKE THE 'GOOD OLD DAYS'

Among its value-added services, Lower Huron operates a repair department that can work on most commercial equipment.

"About 10 years ago, we installed a hoist to work on large riding scrubbers and sweepers," Paladino said. "This year, we began servicing all types of gas and propane equipment, including lawn cutting equipment, golf carts — pretty much anything."

"We have two technicians and two mobile vans. The repair techs go out in the field and work on equipment. They may make a service call

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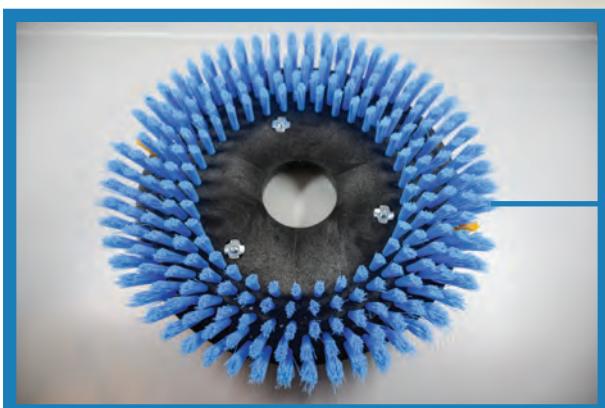
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or two in the morning, and then come back and work on equipment in the shop. We also have two other full-time technicians in the shop working on equipment. So, we have a staff of four in the repair shop, plus the service manager."

Paladino recalled that when he first went into business, he would repair vacuums on his living room floor, while watching TV.

"That was back in the 'good old days,' but now we have a service department of about 3,000 square feet," Paladino said. "We repair everything from those little vacuums I used to fix in my living room, to riding floor scrubbers. We have the capability of doing any size and any brand of equipment, as long as we can get the parts."

While it might seem to some that selling and repairing golf carts is an unusual business for a jan/san distributor, there is a compelling reason that it makes sense for Lower Huron.

"We started with golf carts quite a few years ago, because some of our contractor customers maintain huge industrial plants," Paladino said. "A recent new contractor account takes care of a more than 1 million-square-foot plant. Contractors often use golf carts to get around the plants they maintain."

As winter is not that far off, and Detroit borders Canada, which means it can get snowy there, Lower Huron has become involved with selling four-wheel-drive ATV utility vehicles that can be outfitted with snow plow blades.

"Furthermore, two techs in our repair department both have backgrounds and are well-trained to service and maintain gas and propane engines," Paladino said. "They asked if we could start advertising that we repair that type of equipment. That is a good program we just started."

In addition to having many customers in the Detroit metro area, Lower Huron's delivery base has spread to much of lower Michigan and into parts of upper Ohio, Paladino said.



Brett Matheny, left, shipping manager during the morning hours, and repair technician the balance of the day, checks out a piece of floor machinery with repair technician Billy Moore.

"Almost from the beginning, we have had contractors as customers," Paladino said. "As the contractors' businesses grew, they picked up larger and larger accounts.

"We picked up a contractor customer that had more than 3,000 employees in facilities all across lower Michigan. Then, we gained another contractor client with almost the same type of footprint."

Some of Lower Huron's contractor customers have branched out to Chicago and Kentucky.

Continued on Page 64

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ISSA Educational Session/Workshop

SPEAKERS

Focus On Hot Topics

By Harrell Kerkhoff
Maintenance Sales News Editor

Numerous educational sessions will be provided during the ISSA Show North America 2022, scheduled for October 10-13, at McCormick Place, in Chicago, IL.

Maintenance Sales News Magazine recently spoke with several 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. This year's session topics include tech trends, large facility management, "green" operations, customer service guidance, employee diversity strategies, the benefits of balanced leadership and much more.

SUCCESSION PLANNING: HOW TO AVOID BECOMING A STATISTIC

Many private business owners share a common goal — properly taking care of their business and family members after a change in ownership, often due to a death or retirement. For many of those owners, it's assumed a family member (or members) will take over the management and/or ownership of the enterprise in question. Unfortu-

nately, that seemingly basic goal may prove to be one of the greatest challenges business owners face. Statistically, only one-third of all family businesses survive to a second generation, and less than 15 percent to a third.

There's additional bad news. Today, it's more difficult than ever to make business succession a reality, according to twin brothers **Terry Resnick** and **Lee Resnick**, both of the Resnick Succession Group (resnicksg.com). The Resnicks will discuss, "Why Successful Businesses Ultimately Fail - How To Avoid Becoming A Statistic," from 3 to 4 p.m., on Monday, October 10, at the ISSA Show.

The session will focus on the transition of a business from current owner(s) to family members, key management, outside buyers and/or an ESOP (Employee Stock Ownership Plan). Special attention will be given to recent changes involving U.S. tax laws, and how such changes could decimate a business — if not properly addressed.

"Attendees of this session will learn about the many challenges business owners face when trying to successfully preserve and, ultimately, transition their companies," Terry Resnick said. "No matter how well a company is run, succession planning is an area that is often missed by business owners, or not addressed well enough."

Three basic points that will be addressed at this session are:

- Why, even if a company has a succession plan in place, it may not be effective;

- Why business owners must keep pace with updates on current and proposed tax laws, as such changes often present serious challenges to succession; and,

- Why it's important to understand liquidity concerns.

"My brother and I will also stress the importance of conducting periodical reviews, when it comes to succession planning, including how to find, and work with, specialists," Terry Resnick said. "We see so many business owners, regardless of industry, who have a false sense of security. They may feel that just because some type of planning has taken place, those who are set to take over a company will be free of major issues."

"No matter how well a company is run, succession planning is an area that is often missed by business owners, or not addressed well enough."

— Terry Resnick

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"It's been our experience, however, when reviewing existing succession plans of prospective clients, that we often find different types of exposure to problems — sometimes major problems."

One common stumbling block with succession planning is how easy it is to put off — until it's too late.

"‘Succession’ is a topic that often gets pushed down the road and, unfortunately, sometimes not addressed at all until something happens. When the latter takes place, those left behind are often responsible for taking care of unforeseen, and pressing, issues, as well as a possible financial mess,” Terry Resnick said.

One particular issue that will be discussed at the session involves the U.S. estate tax.

“Currently, the largest estate tax exemption amount in U.S. history is in place, but that is not permanent. Many business owners are unaware that this historic estate tax exemption will be going away relatively soon,” Lee Resnick said. **“There are several legislative proposals being discussed related to the federal estate and gift tax as well as the federal capital gains tax. We will discuss what challenges certain proposals, if approved, could bring to business owners.”**

“The real tragedy is when a business owner, who is doing a perfectly fine job running a company, ends up losing that company because he/she is unprepared for new tax laws. These are completely avoidable mistakes — if the business owner is proactive with his/her planning.”

He added 90 percent of all U.S. businesses are private. Therefore, not only is succession planning important to ownership, and often family members of those companies, but also the employees.

The Resnick brothers have worked with over 250 industry associations and co-ops, encompassing a vast array of industries across the United



Terry Resnick



Lee Resnick

States. They have made it a priority to provide much needed educational content to the business owners of the respective organizations they work with, and many ultimately become clients of their firm.

According to Lee Resnick, it’s important to have an open mind when it comes to succession planning education.

“With an open mind, attendees may learn something new or be willing to act on something that is contradictory to their prior understanding,” Lee Resnick said. “It’s important to go in with an open mind, and then leave with substance.”

Although succession planning can be quite detail-oriented and complex as a subject matter, the Resnicks will provide 30-minute complimentary consultations that attendees can sign up for — to be conducted either on-site at the ISSA Show or later via a conference call or zoom meeting.

“That option allows attendees to listen and learn in a more relaxed environment, avoiding the stress of having to remember every single word during a 60-minute session,” Lee Resnick said.

Terry Resnick added: “We encourage the taking of notes during our session, but it’s more important to focus on the content as a whole. We make ourselves available afterwards to anyone who has questions or may need clarification.”

TREATING EMOTIONS AS ASSETS

Emotions are neither male or female, black or white, nor are they expressions of weakness. Emotions are powerful assets that leaders can use to increase well-being in their lives — and in the workplace, according to **Jennifer Keitt**, CEO of The Keitt Institute: A Center For Emotional Development And Well-Being (keittinstitute.org).

She will discuss **“Leading From The Inside Out,”** from **1:30 to 2:30 p.m., on Monday, October 10.**

Keitt explained today’s workforce continues to change and evolve. Employees want emotionally intelligent leaders who see them, understand them and create cultures that enable them to thrive. Session attendees will discover a fresh take on emotional intelligence, and learn strategies that will help them use their emotions to create flourishing lives and organizations.

“Main objectives of this session include helping leaders identify their ‘emotion GPAs,’ creating emotion regulation game plans, and finding/using winning strategies so those leaders can lead confidently in the

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future," Keitt said. "My hope is that attendees will leave this session with takeaways that they can use over and over again, ultimately improving their leadership skills and overall well-being."

A 30-plus year media veteran reaching millions of listeners through her various syndicated radio shows aimed at empowering audiences nationwide, Keitt is also co-founder — with her eldest daughter, **COO Morgan Holmes** — of The Keitt Institute. It's a center for emotional development and well-being, specializing in helping people become intelligent about their emotions as they succeed in life. Using the best practices from instructional design, effective communication and educational psychology, the Keitt Institute creates high-powered, engaging, research-driven experiences.

"Currently, I am writing a doctoral dissertation on how people develop emotional understanding. I am well aware that feelings are the drivers that either help or hinder us, as leaders," Keitt said. "My goal is to help as many professionals as possible learn how to use emotions to their advantage, in order to lead from the inside out.

"I want the absolute best for all of my audiences. That is why I have based my speaking career on the Chinese Proverb, 'I hear, I forget... I see,



Jennifer Keitt

Employees want emotionally intelligent leaders who see them, understand them and create cultures that enable them to thrive.

— Jennifer Keitt

I remember... I do, I understand.' What I tell people is that transformation happens in the application. As leaders, we will never grow, transform and get better if we fail to apply the skills that we learn. My advice to attendees, 'Immediately place the information that you learn from my session into your leadership skills toolbox, and then figure out when, and how, to integrate that information into your life.'"

She added the cleaning industry is facing many challenges and opportunities. As leaders navigate the post-COVID waters, it is essential they understand themselves better in order to be more effective as they lead. That can often be achieved through participation in educational sessions.

"The truth is, we can't lead anyone else until we first learn to lead ourselves. Lifelong learning is the No. 1 skill that great leaders should lean into," Keitt explained. **"Education — learning new information, reinforcing great ideas or even being curious about how things work — is the only way cleaning industry leaders will be able to navigate an ever-changing landscape."**

UNDERSTANDING, AND USING, THE ATP TEST

ATP tests are used for cleaning verification purposes involving many applications and facilities. The latter includes offices, hospitals, food processing, food service and other locations. ATP stands for "adenosine triphosphate," an energy molecule found in all living things. By testing for the presence of ATP on a surface, a person is actually testing for the presence, or growth, of microorganisms. That includes bacteria.

Providing a better understanding of ATP testing during this year's ISSA Show will be **Bob Ferguson**, president of Strategic Consulting (strategic-consult.com).

His presentation, titled, **"The ATP Test - What Is It And How It Can Be Used To Improve And Advance Your Business,"** is scheduled for **10:30 to 11:30 a.m., on Monday, October 10.**

"Since the onset of the COVID pandemic, there has been a greater focus on methods that verify certain cleaning processes are actually effective. Unfortunately, processes using visual inspections are insufficient to confirm the removal of microorganisms, including viruses and similar infectious agents. That has caused many to recommend the use of ATP tests," Ferguson said.

"Yet, because the cleaning industry has largely been unfamiliar with such tests, many are wondering, 'What exactly is this, and how do I use it?' They are also asking, 'What is the benefit for my customers and my business?'"



Bob Ferguson

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ISSA Speakers Focus On Hot Topics:

Continued From Page 38

Ferguson's presentation is designed to provide practical information as it pertains to ATP testing, and show how such testing can be used to keep existing customers happy, while acquiring new business. The presentation will also address key technical aspects of ATP testing.

"For people who don't understand, or recognize, the tangible benefits of ATP testing, they risk ignoring a key concern from many of today's customers."

— Bob Ferguson

Since 1996, Strategic Consulting, Inc., has been involved in industrial diagnostic testing and microbiology consulting. Ferguson has more than 20 years of experience with ATP testing, involving food processing, hospital and water safety applications.

He also has more than 30 years of experience in microbiology, manufacturing and laboratory business.

Ferguson is a past chapter board member of the Building Owners and Managers Association (BOMA), and is a trainer specializing in environmental, indoor air quality and related health and safety topics for the Building Owners and Managers Institute (BOMI).

"My objective, during the ISSA presentation, is to provide a no-nonsense review of how ATP tests can help cleaning-related businesses," he said. "The information will provide a practical roadmap on how such testing should be used, and if it will, or will not, be beneficial for a company.

"Business is always changing, and if you're standing still, you are going backward. ATP testing is a perfect example — prior to the pandemic, few people outside of specific industries were talking about ATP. Today, representatives of commercial buildings, hospitals, restaurants, food service facilities, hotels, cruise lines and other locations are not only aware of ATP, but using those tests to prove their facilities are safe. That can provide a competitive advantage."

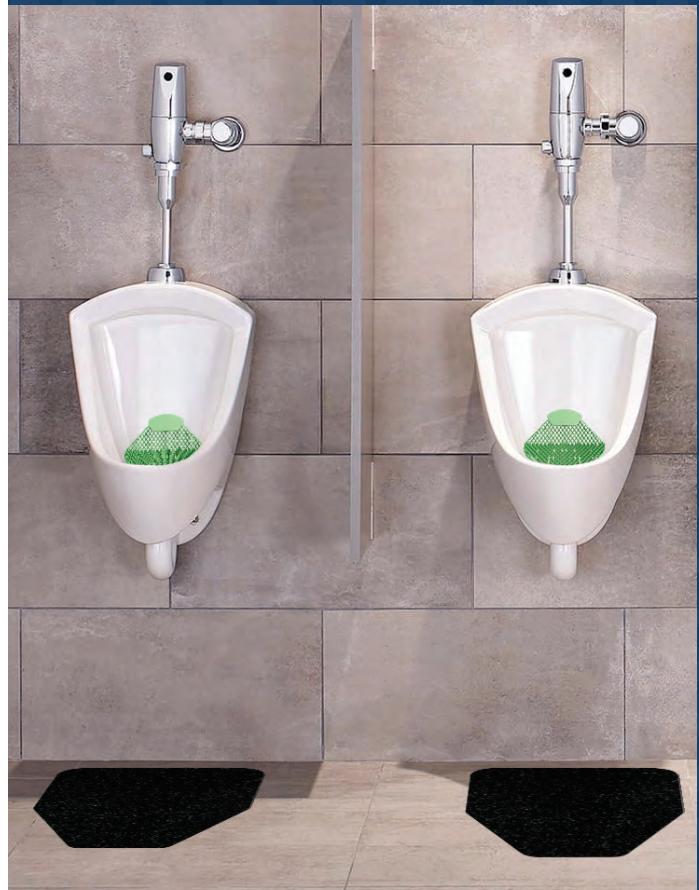
Ferguson added that officials from many facilities are even featuring their ATP testing in ads and videos.

"For people who don't understand, or recognize, the tangible benefits of ATP testing, they risk ignoring a key concern from many of today's customers," he said. "Education, such as with this session, can help those people — and their companies — overcome that disadvantage."

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“The time we spend with our people is an investment in the future, not an expense or burden on our time. You cannot successfully grow a business without an investment in people,” according to **Rocky Romanella**, founder and CEO of 3Sixty Management Services (3sixtymanagementservices.com). “That is an important first step to building a ‘performance culture.’ Such an investment will help provide successful results for your company, as well as personal and professional growth for you and your people. It’s important to view a business through the eyes of a leader.”

It’s on this focus that Romanella will present, **“Providing Balanced Leadership In The New Normal,”** from 3 to 4 p.m., on Monday, October 10.

“In my view, leadership is about building a bridge to the future. You give your people the opportunity to help build that bridge by communicating and educating each one, as it pertains to your vision and strategy,” Romanella said. “As you, and your company, evolve into a performance-driven organization, it’s important to embrace ‘balanced leadership’ principles.”

The goal for each employee is to:

- **Think like a customer**, by approaching each challenge as a ‘true solution provider’;
- **Feel like a valued individual**, by knowing your work matters, and you are part of the solution — not part of the problem — and will never compromise on safety; and,



Rocky Romanella

■ **Act like an owner**, by understanding the business, and your role in what leads to success.

“The process (involving balanced leadership) ties it all together, allowing for the replication of results over time, and with new people,” he said. “With balanced leadership, it’s important to look at all decisions based on three key constituents: customers, employees and stakeholders.”

One major component to balanced leadership, according to Romanella, is helping a company go from “good” to “great.” It starts with defining what a “great” company looks like, compared to a “good” company.

“Leadership is about building a bridge to the future. You give your people the opportunity to help build that bridge by communicating and educating each one, as it pertains to your vision and strategy.”

— *Rocky Romanella*

“To me, ‘good’ is a point along the way during the journey to ‘great.’ ‘Good’ companies take time and reflect on the values and principles that guide them. ‘Great’ companies build an uncompromising culture and legacy that generations will reference and aspire to in the future. ‘Greatness’ is a destination, while ‘good’ is a milestone along the ‘greatness’ journey,” Romanella said. “During challenging times, and periods of rapid changes, ‘good’ companies and leaders view consistency as their high-water mark. ‘Great’ companies and leaders emerge from such difficulties a stronger and more competitive company, positioned for remarkable success — like a phoenix.”

“In many cases ‘good’ companies are in a maintenance mode with leaders happy with relative results, whereas ‘great’ companies and leaders focus on initiatives, with a strong commitment to growing and experiencing exponential results.”

He added representatives of “good” companies rely of what they know to do, while leaders of “great” companies prepare for what they will need to do. They recognize the importance of understanding their business, personal situations and customer responsibilities — from new perspectives and understandings.

“With ‘greatness’ comes the responsibility to understand and communicate the impact of outcomes, as well as stress the desired destiny of a company and its leaders. It’s all about alignment and commitment,” Romanella said. “‘Great’ company leaders understand you never allow anyone to affect you more than you can affect yourself. They also understand the speed of the leader determines the pace of the pack, the importance of ‘setting the pace,’ and that a company working together works well.”

Romanella explained that many small and/or family business leaders stay busy with day-to-day activities to keep their company’s profit and loss statement in check, but fail to properly look well into the future.

“Even large companies struggle with that, but it’s important

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leaders find the time to step back and build a strategic vision for the future. They must look at where their companies, and the industries they are involved with, are heading. That includes constantly monitoring changes,” he said. “One of the things that hinders growth and greatness is failure to look far enough down the road. That is where balanced leadership comes into play. To use a hockey term, ‘It’s important to know where the puck is heading, not where the puck has been.’”

Romanella spent over 40 years involved with supply chain, logistic, transportation, retail, sales and operational strategies at UPS — including The UPS Store franchise network and UPS Supply Chain Solutions. He then became the CEO and board director for UniTek Global Services, a provider of engineering, construction management and installation services to companies specializing in the telecommunications field.

Along with his current work at 3SIXTY Management Services, a firm specializing in executive speaking, leadership development and consulting, Romanella is the author of the book, *Tighten The Lug Nuts*, and host of *The Leadership Library Podcast*. He is also a member and contributor to the Forbes Business Council, an invitation-only professional organization.

When asked why attending educational sessions is important, Romanella emphasized that a desire of many great leaders is to help their people become “the best, the brightest and most informed,” in the industry. A good starting point is through educational opportunities.

“I have also found that when people really want to learn something and help others with information being shared, they start taking better notes, listen more intently and think about other ways to apply what is being taught for the benefit of their employees,” Romanella said. “That can include finding out if a speaker has written a book, or other publications, and if so, how to attain that information.

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“Personally, I try to find ways to improve my own sessions by providing such support material, available to attendees once each session is completed. The quality of conferences and specific sessions is only as good as what a person can actually do with the information they have received.”

Romanella argues that leadership is not a concept to be reserved for certain people involved in business, the government and/or civic organizations. The reality is, no matter a person’s age, gender, occupation, education or position in life, each one can touch, and influence, other lives through leadership.

“We are all leaders to someone at some point. It’s usually due to the positive differences we have made through our actions and examples,” he said. “With a sense of responsibility, and being lifelong learners, good leaders are constantly in pursuit of knowledge — whether achieved through education and/or experiences — and looking for ways to improve their skills. I also find that some of the best examples of leadership come from the stories we tell and the experiences we share.

“‘What is my legacy?’ is a question all good leaders must ask themselves. As one grows and develops, it’s important to take on new challenges. The alternative is to simply move into a new phase of life. Honesty, perseverance and trustworthiness are major factors in overcoming obstacles, while creating a personal brand and legacy. Along the way, good leaders eventually come to a decision point. The choice is simple, but profound — lead, follow or get out of the way.”

For those who choose to lead, Romanella said it’s important to be honest and trustworthy, while following an established vision, mission and set of values.

“That will be your legacy. As a person, your core beliefs are not what you would always like them to be, but rather what lives and breathes inside you, as a person,” he said. “The good news is, there are many opportunities in a career, and in life, to demonstrate values and beliefs. However, there is only one chance to get it right each time.

“Wherever your path takes you, know that trustworthiness is your highest honor. If you are a trusted leader, others are more likely to follow.”

THE VALUE OF CLEAN INDOOR AIR

What is the true value of clean air? According to an ISSA seminar speaker, the most useful data in the world right now is invisible, but affects seven billion people 90 percent of the time.

Elizabeth Caley, co-CEO at Poppy Health, Inc., (www.poppy.com), will present, **“The ROI of Clean Air,”** from **9 to 10 a.m. on Monday, October 10**. The session will reveal how the emergence of Air Monitoring systems can bring together science and business for safer indoor spaces.

“It’s important to ask, ‘How can each organization calculate its return on investment (ROI) in clean air?’ Trade-offs include costs versus safety versus risks to business continuity, as well as capital expenditures versus operational expenses,” Caley said. “Organizations from Fortune 1000 companies to airports to schools are now using the science of indoor environments to make key data-driven decisions.”

In this seminar, Caley will discuss the existing indoor air safety information gap between building owners, operators and service providers. She’ll also discuss straightforward methods to close the information gap. That includes quantitative measurement to generate ROIs for investments made in healthy and green buildings and reaching ESG (Environmental Social and Governance) targets.

“The goal of this seminar is to help organizations unlock the true measures of safe air and safe spaces AND have the data to drive lower building operational costs,” Caley said. “That can be done by right-sizing investments in hygiene, filtration, purification, cleaning and more with clear ROIs and the ability to meet and exceed ESG targets.”

By attending this seminar, she said attendees will understand:

- The significance that indoor air safety has on the health of people, businesses and the economy;



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- How bringing air safety data to buildings drives energy efficiency and can lower operating costs;
- How building operators and service providers can create infection-resistant buildings through effective Air Changes Per Hour (ACH); and,
- How service providers can scientifically quantify the impact of their teams and technology on indoor safety from viruses, bacteria and molds.

Caley is co-founder of Poppy Health, a healthy air data company that monitors the air of nearly 1 million square feet of facility space in North America and Europe. Prior to her present position, Caley was COO of Meta, an AI company that organized scientific information. After the acquisition of Meta by Mark Zuckerberg and Dr. Priscilla Chan, Caley was an executive at the Chan Zuckerberg Initiative, overseeing tech and science information initiatives for social good.

Over the last 20 years, Caley has also held executive roles at global technology companies such as Microsoft, has mentored 125 science-based

startups and was honored as one of the most inspiring women in STEM (Science, Technology, Engineering, and Mathematics). She holds MBAs from the University of Toronto and the University of St. Gallen, Switzerland, with multiple awards for leadership and academic achievement. She is an active contributor to the Bay Area, Oxford and Toronto technology communities as a mentor, advisor and speaker.

"The cleaning industry has one of the most influential roles in preventing infections, thereby ensuring occupant health, business continuity and occupant confidence. Over the last two years, we've learned so much about the importance of indoor air safety, and its role on our health and economy," Caley said. **"With new technology, scientific findings and products regularly hitting the market, learning about the impact of clean air in indoor spaces is even more critical to the cleaning industry. That is because, as the first line of defense, people trust the cleaning industry to safeguard our buildings."**

Caley encourages attendees of her session to send questions ahead of time via LinkedIn at: <https://linkedin.com/company/poppyhealth> or Twitter: https://twitter.com/poppy_health.

"I feel the main goal of attending educational sessions is to learn actionable information that can be put to use to impact your personal and professional goals," Caley said. "I also suggest that before the end of an educational session, write down at least one concrete and time-based action you will take, based on what you learned, and share that with another person." ■



Elizabeth Caley

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Advice On Ozone And Hydroxyl Use In Relation To COVID-19

The use of ozone for eliminating foul odors is well established. Ozone generation can rid properly treated areas of smoke, mildew and a wide assortment of other offending gases. The same is true when using hydroxyl technology. In the wake of the COVID-19 pandemic, however, interest has intensified on whether products used to produce ozone and/or hydroxyl radicals can also kill this particular virus — and to do so safely.

Ozone, in high enough levels, and hydroxyl technologies are known to eliminate various types of bacteria and viruses in certain situations. The main question is, what about COVID-19?

"There have been recent articles published suggesting ozone — when used in very high levels — and/or hydroxyl technology may be effective in removing the COVID-19 virus," Queenaire Technologies President Susan Duffy said. "To date, however, I am not aware of any actual studies, using ozone or hydroxyl technologies against COVID-19."

"It is imperative that distributors avoid recommending the use of high levels of ozone while people are present in the space being treated. To safely use ozone in high levels, all humans and animals must be vacated from the treated area. After application, it's important to wait an equal amount of time before re-entering that area."

As for hydroxyl technology, although it's safe to use in occupied spaces to remove certain pathogens from the air, unlike ozone, this technology has no effect on surfaces, according to Duffy.

Very high levels of ozone are used for sterilization purposes, such as with medical and dental equipment. Ozone chambers, consisting of a container with a sealed top, also work well when sanitizing such items as fruits and vegetables. They are used as well by restoration companies to eliminate smoke and mildew odors.

The Rainbowair Activator 1000 Series II Ozone Generator (5401-II), from Queenaire Technologies, can create such an ozone chamber, when used with a hose kit.

"As a company, it's our greatest desire that the nationwide quarantine will help slow the spread of COVID-19," Duffy said. "For those who do use ozone and hydroxyl technologies for any purpose following all manufacturer guidelines is imperative to ensure safe use of the technology."

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

"The main purpose of our products is to get rid of bad odors. That is what we are known for, and we have enjoyed much success due to our expertise and products in odor control," Duffy said. "As far as treating open areas for bacteria or viruses, it's hard to know how high a level of ozone would be effective, if at all. Our position is, if you are going to use ozone for any reason, you should use it responsibly."

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"Distributors should ask for research and testing results from any company claiming to have an ozone product that specifically kills the COVID-19 virus before making specific claims to their customers."

Popular Products From Queenaire Technologies

Queenaire Technologies continues to receive a lot of interest — and success — with such items as its **Newaire™ HO3 - 2500 Hydroxyl and Ozone Generator Air and Surface Treatment System**, as well as its **Newaire™ Plugin Air Purifier**.

Helping Queenaire Technologies serve as a "one stop shop" for solving odor and air quality issues, the Newaire™ HO3 - 2500 provides the benefits of both hydroxyl air treatment and ozone generation.

"We took the best characteristics of each type of air and surface treatment when designing that product," Duffy said. "It can be used as a hydroxyl generator, in areas where people are present, to rid of odors, bacteria and viruses. It can also be used to generate ozone in the same location, with the use of a timer, while people are not present, for a more in-depth odor treatment and cleaning."

Duffy explained that hydroxyl radicals are formed in nature. They are diatomic molecules that are highly reactive and very short-lived. Discovered 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.

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. That 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 odors.

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

"What can be greener than Mother Nature's very own air cleaner?" Duffy asked. "We can all relate to the idea of freshening our home, office and vehicle by opening the windows and letting fresh air blow through. That leaves the area smelling fresher and cleaner. What many people don't realize is that the ozone being generated naturally in the air outdoors, is what provides the deodorizing effect when the breeze blows through."

She added that ozone generation is a simple and clean technology that helps naturally eliminate odors, without the use of harsh chemicals. With an ozone machine, basically all that is being done is manipulating indoor air by splitting oxygen molecules. The process eliminates odors.

"A good ozone generator is, and always will be, the best way to deodorize air, surfaces and to reach cracks and crevices. However, limitations to this process occur

in areas where people are present," Duffy said. "A hydroxyl generator can be used to fill that void for superior air quality. With the Newaire™ HO3 - 2500, Queenaire Technologies offers two types of odor elimination — ozone and hydroxyl — within the same machine. Those technologies complement one another."

Another popular product from Queenaire Technologies is the Newaire™ Plugin Air Purifier. It's designed to naturally deodorize rooms 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 and there are no

parts or chemicals to replace. End-users just plug the product into a wall socket for years of silent and uninterrupted springtime fresh air.

It's perfect for continually removing odors in kitchens, hotel rooms, restrooms, laundry rooms, hallways, pet areas, offices, classrooms, hospitals, nursing homes, 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 also great for distributor sales rep demonstrations."

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All-Windows SQL-based distribution software. Very easy to use. That's how STEP1 Software describes their state-of-the-art distributor's system, designed specifically for the Jan/San industry. STEP1 has used their decades of experience with the Jan/San industry to create a software package that addresses the needs of every aspect of your business.

Our Sales Rep app is a big success! Use this impressive tool to enter orders, check stock (real time stock levels!), enter quotes and manage your territory. It is also integrated with our optional calendar/CRM/Business Intelligence system. The CRM system shows at-a-glance if you are up or down in this account, and also suggests items that other like customers are buying that this customer is not buying.

Heart and soul of the distribution business is order entry. This is the most important point of contact between your customer and your company. STEP1's Order Desk is designed to have every answer just one click away. Customer Service people can see when the last order was, what the last price was, what the new price should be and what this customer should be ordering today. Credit and payment history are immediately available, whenever they are needed. New items are just a click away, and so is the on-line catalog.

For the owner, STEP1 has two impressive tools. First is the CEO Dashboard, which lets you see all the vital stats of your business at-a-glance. Extensive drill-downs allow you to investigate anything that looks different than what you were expecting. You can also set goals that help you track your progress. Second is STEP1's Dimensions Business Intelligence system. Dimensions is an easy-to-use guided query system for the owner or manager. See which items are doing best with your customers, and see the range of special prices being offered to customers for each item! One more click will show all similar customers that have NOT yet purchased this item.

The information available to the Sales Manager is amazing. You will be instantly able to see how the company is performing versus your goals. This tracks through to sales offices if you have multiple branches, then tracks through to all the individual sales people. Be able to sort and search the data to see margins by customer, by item or by vendor.

STEP1 also has several tools for your customers. There are two customer order entry systems available. One is browser-based, and will show the customer special pricing on any item they have previously purchased, along with pictures and descriptions of the items. The other is a package that connects directly to you, and shows the customer status of pending orders and pricing on any items that they have not already purchased. There is also a package for your very large customers that helps them track their budgets and consumption. This is very useful for customers like school districts, city & county governments, and health care companies. STEP1 seamlessly integrates with JM Catalog, which is the best on-line catalog in the industry. It features 350,000-plus items in the Jan/San industry.

Customer special pricing is always an issue. STEP1 has a package called Price Manager that helps take some of the work out of all the special pricing. You can use Price Manager to assign pricing

discounts or markups to groups of items for a customer. For example, you might have a policy of 28 points of margin for all linear low-density liners for a hospital. This way, no matter what liner they choose, the pricing will be automatic and correct. This feature has helped STEP1 customers immensely. Just think of all the time you spend with customer pricing issues. STEP1 also has a margin preservation system, so that if costs go up, it shows you what you should charge to maintain the same margin as the last purchase for this customer.

If you have a service department for machine repair, STEP1 has an excellent solution called the Service Desk. This package tracks machine repair by serial number, so that you can easily recall a machine and see all the previous service history. It also tracks total number of times the machine has been in for repair, and the total amount spent on repairing the machine. STEP1 customers have found this very useful, because it helps pinpoint troublesome machines that would be less expensive for the customer to replace and stop repairing the old one. Status codes allow you to see at-a-glance the status of every job in for repair. Statuses such as "On Bench" or "Waiting on Part" allow you to keep the customer quickly informed of the status of their repair. Service Desk also has a companion product called Service Manager. The Service Manager package tracks billable time by Service Rep. This allows the owner or manager to determine the true profitability of the Service Department. It also tracks turnaround time of equipment and other key Service Department statistics.

Three levels of Warehouse Automation are available. STEP1 allows your warehouse personnel to see all the orders waiting on delivery, and lets them sort the orders into truck runs on-screen. If desired, you can get a "wave pull" ticket, which would allow them to make one sweep around the warehouse and pick all orders for a truck run at once (this is not required, just optional). Level 2 is called Order Checker. This uses a scanner to check that orders were picked correctly before you load them onto the truck. Order Checker is easy to install, and ensures customer orders are correct. Level 3 is full Warehouse Automation, where the scanners control everything, from the moment stock arrives until it leaves.

Billing is very easy, since the orders are already organized by truck. When the truck comes back, just handle any exceptions that need to be addressed. Then with one click all orders on the truck are billed. If bills need to go with the truck, then there is an option to accomplish this as well.

General Ledger, Accounts Receivable, and Accounts Payable round out the package. The G/L is completely integrated and very automatic. A/R and A/P have features built in that STEP1 customers have suggested to make their jobs easier and faster.

STEP1 combines the most modern technology with a package that addresses every aspect of your business. STEP1 is the system of the future for Jan/San Distribution, and the future is today!

Visit www.STEP1.com for more information.

The advertisement for STEP1 Software Solutions features a blue background with white text. At the top left is the STEP1 logo with the tagline "ONE STEP AHEAD". To the right is the ISSA Best Customer Service Award logo, which includes the text "3-TIME Winner". Below the logo, the text "We Know Jan/San!" and "#1 Installed ERP System in the Industry" is displayed. The central part of the ad lists features: "Affordable, Expandable", "Integrated Tools for Your Customers", "Best Support in the Industry", and "Award Winning Customer Service". To the right, a red starburst contains the text "We Can Help You!", "See Us At ISSA Booth 1818", and the booth number "1818". At the bottom left, there is an image of cleaning equipment, including buckets and mops. The bottom right corner features logos for PRO-LINK, THE UNITED GROUP, and NISSCO.

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The PROPPER DOOR STOPPER improves *Quality and Productivity* as it does *NO DAMAGE to a door* — unlike the distortion, nicks and scratches that are left behind by today's methods — and it now only takes one person to carry bulky items in or out of a facility.

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Please join us at booth #4642 at the ISSA show this October in Chicago at the McCormick Place. We have a new product called THE PROPPER DOOR STOPPER that is designed to meet all your needs to hold doors open. Come see the demonstration on this unique product.

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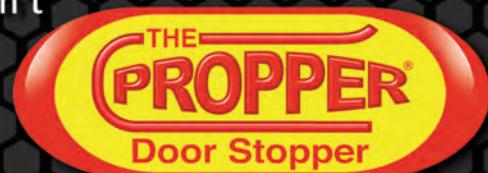
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Hillbrush Celebrates Its Centenary

This year marks the 100th birthday of Hillbrush, the UK's largest, and longest established, manufacturer of traditional brushes and specialist cleaning tools.

The company was founded in 1922, by Fred and Bill Coward in the small town of Mere, Wiltshire, England, and is still family owned with the third and fourth generations of the Coward family, Phillip Coward, (chairman U.K. and president U.S.), Charles Coward (managing director U.K.), Andy Coward (managing director U.K.) and Peter Coward (vice president U.S.) being at the forefront of the business.

From those humble beginnings, Hillbrush has expanded significantly, and now offers a range of more than 2,000 products, all produced at its own state-of-the-art brush manufacturing facility in Wiltshire.

Although Hillbrush is best known for its Specialist Hygiene Tools, including color coded and antimicrobial products, suitable for use in food manufacture and other hygiene critical environments, the company also offers a commercial range suitable for all types of janitorial, council and commercial cleaning applications. Hillbrush's range of traditional brushes has long supported the agriculture and construction sector, combining sustainably sourced materials with a wealth of manufacturing experience.

"Hillbrush is extremely proud to have been granted the Royal Warrant by HM The Queen through services to the royal household," said the company.

Innovative Brush Making

"Each Hillbrush range represents products manufactured in accordance with all necessary regulations, using materials with category specific properties."

Hygiene

"Hillbrush Hygiene tools are one of the most advanced ranges of hygienic cleaning tools in the world. We are known throughout the food processing and production industry for outstanding quality and trusted products. This range has up to 12 color options, allowing customers to color code their workplace. The Hygiene range also includes products specifically for the highest level of cleaning, such as antimicrobial, metal detectable tools and resin set brushes and brooms. These three product ranges assist with reducing the major causes of contamination in the food manufacturing and healthcare industries," according to the company.

Janitorial

"Hillbrush Janitorial is a range of quality products, suitable for local authorities, small to large business, janitorial, cleaning companies and many more. Janitorial products have some color coded products suitable for small scale, low risk catering facilities, where the need to segregate products is still important. This range has products that cannot be seen in other ranges, like window cleaning specific products, litter pickers, floorcare, and more."

Traditional

"Traditional brushes started

the Hillbrush business in 1922. Renowned for high quality and reliable products, they are used across several agricultural and construction industries. Within the traditional range is the Finest category, which is distributed across the country and used in the royal households. These products use the best quality materials, combined with expert craftsmanship to guarantee an unmatchable user experience."

Charlie Coward, managing director of Hillbrush said, "Hillbrush is a British manufacturing institution that has innovated and diversified with the times but stayed true to its family values. Reaching our 100th birthday is a fantastic achievement for the business. We are continuing to invest in new equipment and facilities, researching new markets and committing to sustainable business practices and manufacturing processes that will serve us well into the next 100 years."

For more information, visit www.hillbrush.com.

"The whole Hillbrush community is deeply saddened by the passing of Her Majesty The Queen. As a mark of respect, we have postponed the Centenary Celebrations to a date later in the year, as the original dates coincided with the state funeral."

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Morcon Tissue Makes Strategic Investment In Innovative Proprietary Dispensing Systems Featuring Advanced MRS (Material Recognition System) Technology

Morcon Tissue is excited to launch Maximus™ at this year's ISSA Show in Chicago, IL. The new proprietary electronic roll towel dispenser features an industry leading dispensing mechanism combined with an advanced MRS (Material Recognition System) technology.

MRS is a patented, proprietary, electronic system that utilizes infrared technology to read a barcode printed on the inside of core stock. Upon verification of the barcode, the system will either accept or reject the paper roll.

Joe Raccuia, president and CEO of Morcon stated, "Our new Maximus proprietary electronic roll towel dispenser will give Morcon and its customers a competitive edge versus any other system in the marketplace."

This system focuses on three key attributes:

- *MAX Reliability: Proven dispensing technology combined with a true lock-out system.*
- *MAX Performance: Paper engineered to provide superior absorbency and strength resulting in the elimination of tabbing.*
- *MAX ROI: Lock-out features and selective distribution propel ROI to the Max.*

Morcon's V.P. of revenue management is also excited to share the news with customers revealing that, "Morcon remains committed to introducing innovative product and service solutions for our customers. We are very excited to launch Maximus™ as it demonstrates our commitment to being a leading alternative to the majors."

"The use of the MRS technology (a first by any U.S. tissue manufacturer) means select distributor partners will have protection for their investment in sales, time and effort," Peter Brown, director of sales in the West added. Visit morcontissue.com.

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Bullen Announces Change In Office Hours

Bullen's Office Staff Has Transitioned To A 4-Day Work Week

"The Bullen plant and production have been on a four, 10-hour day work schedule since 1983 (39 years) and in the ever-changing work/life environment, Bullen has decided the office and plant personnel should be on the same schedule. This allows Bullen to hire the top candidates for open positions, remain competitive with other forward thinking employers, and provide all of our employees with a healthy work/life balance," according to a press release.

To help in this transition, Bullen has a new, improved phone system — the phone system has been upgraded so customers can get transferred directly to their account manager in the field on Fridays. The sales force will remain on a five-day week schedule as they have been for the last 30-plus years.

If you have any questions or concerns, reach out to an account manager or email sales@bullenonline.com.

The Bullen Companies is a manufacturer and industry leader in the floor care, carpet care, and odor control market, and has been serving the Janitorial Supply Industry with pride 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.

Long known as a market innovator, The Bullen Companies has marked a number of industry firsts including:

First To Market — A Patented Non-Butyl Cleaner And Degreaser

First To Market — An EPA Registered Sanitized Carpet Cleaner

First To Market — A High Speed Polishing Creme

First To Market — An Anti-Bacterial Hand Soap.



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Trojan Battery Introduces 24- And 36-Volt Lithium-Ion Batteries At The ISSA Show North America 2022

Designed for professional floor cleaning equipment, the new lithium-ion batteries combine long runtime with long lifetime to maximize your equipment uptime. Trojan Lithium-Ion batteries are ideal for organizations that want to drive efficiency now and in the long run with a low total cost of ownership over their life.

Trojan Battery Company, a leading manufacturer of batteries for floor cleaning applications, introduces its 24- and 36-volt lithium-ion batteries at booth 1151 of the ISSA Show North America 2022. The new batteries are the latest addition to Trojan's trusted family of lithium-ion products, which also includes a GC2 48-V Lithium-Ion Battery, launched in 2021.

Trojan Lithium-Ion Battery benefits include:

- Long lifetime with virtually zero maintenance
- Boosts runtimes and slashes downtime
- Comes with an 8-year warranty
- Fast charging, and allows for opportunity charging
- Helps to reduce the number of machines needed and labor costs

• Reduces total cost of ownership

As the complete battery solutions provider, Trojan will showcase the new lithium-ion range as well as their full portfolio of flooded lead-acid, AGM, and gel offerings at the ISSA Show. Energy-storage experts will answer your questions and help you select the best options for your applications.

Key Differentiators of Trojan's Lithium-Ion Batteries

"Using our extensive experience, we engineered our new batteries to solve additional problems that are especially important given today's labor shortages, rising wages, and inflation," says Oleg Dratsch, director, lithium product management.

"Imagine completing daily floor cleaning without worrying if the equipment will make it back to the charger. Or not having to worry about battery maintenance and replacements for the life of the machine. Trojan Battery is offering the floor care market peace of mind and maximum efficiency with our new 24- and 36-volt lithium-ion batteries."



Lithium-Ion Reduces TCO

While the original purchase price of lithium-ion batteries is higher than that of flooded lead-acid or AGM batteries, the total cost of ownership can be considerably less. That's largely because other types of batteries must be replaced every one to three years, while lithium-ion batteries can last for the lifetime of the floor care equipment.

Service You Can Bank On

Trojan has a long history in the commercial cleaning industry and an infrastructure that improves every step of the customer experience. The company:

- Brings nearly 100 years of experience to every product we make
- Supplies major OEMs including one of the industry's largest manufacturers
- Operates a U.S.-based Customer Support Line with knowledgeable employees, including some dedicated to lithium-ion technology
- Maintains an international network of trained Trojan Master Distributors, the largest in the industry
- Guarantees their batteries with long dependable warranties

To learn more, visit Trojan Battery at booth 1151 or at trojanbattery.com.

About Trojan Battery Company

Leading manufacturers of golf, personal transportation, and utility vehicles as well as marine equipment, floor-cleaning machines,

and aerial-work platforms depend on us to power their products. Since 1925 Trojan Battery Company, a part of C&D Technologies, has revolutionized deep-cycle battery technology by introducing generations of deepcycle flooded, AGM, and gel batteries as well as our new lithium-ion battery. Based in Santa Fe Springs, California, we operate manufacturing facilities in Sandersville and Lithonia, Ga., Santa Fe Springs, Calif., Reynosa, Mexico, and Shanghai, China; two advanced Research and Development Centers in the United States; offices in Europe and Asia, and a worldwide network of Trojan Master Distributors.

Visit www.trojanbattery.com to learn more.

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LINDHAUS USA

Lindhaus will introduce the FLEXY Hybrid Professional Scrubber Drier in both a 18 and 20 inch version.

Expected to be released later this year **under limited distribution** the FLEXY is a game changer for cleaning and maintenance. With the FLEXY you're able to clean floors faster and more effectively, compared to traditional labor-intensive methods which take lots of hours, effort and chemicals.

"The Flexy has demonstrated an 80 percent reduction in the time it takes to properly clean floors when compared to these outdated methods," said Lindhaus. This allows workers to do so much more than they're currently capable of performing with old equipment. In today's ever worsening labor shortages, the FLEXY can be one of the most impactful pieces of equipment any facility owns.

The Flexy is light weight and maneuverable with a patented 360° turning neck and self-propelling brushes. It can operate for a full hour on one tank of solution due to its electro valve solution control design. This allows users to apply cleaners in a more efficient, controlled manner, thereby eliminating constant tank dumping and refilling. The Flexy can wash and dry an area of over 10,000 square feet in an hour using as little as 6 liters of solution.

The Flexy also introduces a revolutionary power saving Eco-Mode. This power-saving feature has achieved the best charge to run time available.

180 minutes in the charger will provide the user with 90 minutes of run time in Eco-Mode. When paired with the high efficiency Rotafil brushless suction motor the result is amazing performance with longer run times

The optional mini inverter, with 41 feet of cord length will provide users with endless operation when called for.

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- Patented Flexy joint free or lockable in any position
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- Recovery tank with Hepa filter integrated in the base
- 36V-20Ah lithium-ion battery for 90 minutes of autonomy
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Serving The Industry For 30 Years

PIVOT™ By Nexshift Is A 'Game Changer' Spray Bottle Tool

PIVOT™ by Nexshift Inc., is a new patented spray bottle tool that just launched and it's a game changer, according to the company. It's built using industrial-grade materials, making it chemical-resistant and capable of withstanding a wide range of chemicals used by everyday consumers and professionals. That includes bleach.



spray at any angle continuously, while the bottle remains level, maintaining perfect flow until the last drop. It's also more compact than standard 32-ounce spray bottles, saving space by almost 40 percent due to the sprayer folding and locking into the bottle. That adds another layer of protection by limiting access to the sprayer and trigger when stored.

PIVOT™ by Nexshift Inc., will be exhibiting at the 2022 ISSA Show, in Chicago, IL. Please visit ISSA booth 315.

To learn more, visit pivottools.com
or send email to:
hello@pivottools.com.



The T-Bag Company Provides A Better Way To Use Trash Bags

Having worked in the janitorial business for a long time, DL Washington, founder and owner of The T-Bag Company, noted that everyone seemed to have his/her own way of storing and unrolling trash bags.

"I used plastic bags from the grocery store. This worked for me, but I found that my employees were damaging and going through their plastic bags more often," Washington said. "I thought to myself, 'There has to be a better way.' After a lot of researching and hard work, the T-Bag was ready."

The T-Bag Company offers two sizes of trash bag dispensers for the janitorial, facility maintenance and other industries. The T-Bag helps companies save time, along with increasing productivity and profits. The T-Bag is easy to use. Simply strap a T-Bag to any janitorial cart or trash can, then insert a roll of trash bags for use.

The 2pocket T-Bag is designed to hold two rolls of trash bags. It is ideal for janitorial and custodian use. The Waist 1pocket T-Bag is designed to hold any size of trash bag, and ideal for big jobs such as heavy debris involving landscaping, lake and community cleanups. T-Bag customers include Johns Hopkins University and Indiana State University.

The T-Bag Company will be exhibiting at the 2022 ISSA Show, in Chicago, IL. Please visit ISSA booth 334.



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The Truth Behind Online Hacks To Add More Life To Dead Deep-Cycle Batteries

Finding ways to lower operating costs using battery-powered equipment is always a good thing, but some of the methods proposed for recovering dead batteries may not be worth the time and effort.

The maintenance industry has tried many ways to cut costs without cutting functionality and has succeeded in many ways. One is the switch to environmentally friendly cleaning solutions, including the use of battery-powered cleaning machines. Cost-saving efforts also apply to getting as much use as possible out of a set of batteries in those machines before needing to replace them. In doing so, maintenance crews have often attempted to utilize methods seen online suggesting various ways to revive a dead or dying battery.

The truth is, there are many factors that contribute to poor battery performance and failure. It is important to diagnose the symptoms of poor battery performance before determining whether a cure is feasible. It is also important to understand that many of the supposed "cures" can actually damage the battery, while others can be dangerous and do nothing to improve battery performance.

Fred Wehmeyer, senior vice president of engineering at U.S. Battery, has more than 50 years of experience in rechargeable battery design and development. He said that many of these hacks may appear to show improvements, but warns that they may be artificial.

EPSOM SALT

Adding Epsom salt to the battery cells is one of the most common hacks seen online. According to Wehmeyer, Epsom salt or magnesium sulfate will artificially increase the specific gravity (SG) reading suggesting that the battery has been revived. But he explains that because it does not increase the sulfuric acid concentration, it does nothing to improve battery performance.

"This is because the sulfates in Epsom salt are tied up as magnesium sulfate and are not available for discharge to lead sulfate in the same way that the sulfates in sulfuric acid are," said Wehmeyer. "If you filled a new lead battery with a magnesium sulfate solution instead of sulfuric acid electrolyte, it would have no capacity at all."

Simply put, adding Epsom salt will not recover the battery capacity, but does "artificially" increase the SG.

According to Wehmeyer, the result would be similar if you removed the diluted electrolyte from a discharged and/or sulfated battery and refill it with the electrolyte for a fully charged battery (usually 1.270). The specific gravity will be higher, but the battery plates are still discharged and/or sulfated. Doing this will probably kill a potentially recoverable battery.

BAKING SODA AND ASPIRIN

There are also online videos demonstrating the addition of baking soda or aspirin to revive a dead battery. In actuality, baking soda, mixed with water, is often used to clean the tops of batteries and battery terminals because it neutralizes the sulfuric acid and acidic corrosion products.

Wehmeyer said that pouring baking soda into the battery cells will neutralize the sulfuric acid in the electrolyte to sodium sulfate. The sulfates in sodium sulfate in the electrolyte cannot discharge to lead sulfate in the nor-

mal discharge reaction, reducing available capacity. This will permanently reduce the capacity of the battery, which was most likely already low.

Adding aspirin is also not a good idea. Wehmeyer said aspirin is acetyl-salicylic acid which, when added to a battery, eventually breaks down into acetic acid. Acetic acid attacks the positive lead dioxide plates in the battery, and permanently damages them leading to short battery life. This may show a small, temporary increase in capacity, but will quickly kill the battery.

PULSE CHARGING

If your battery is sulfated, which results in low power and difficulty in recharging to full capacity, it can sometimes be recovered using proper pulse charging techniques. Wehmeyer warned, however, that there are infinite varieties of pulse charging techniques, used by a wide variety of equipment, sold for this purpose.

These techniques include DC (direct current) pulses using various voltages and currents, as well as AC (alternating current) pulses with a wide range of AC frequencies.

"The problem is, if not done prop-

erly, it can do more damage than good," said Wehmeyer. "Having said that, I have tested some very complex and expensive pulse chargers that appeared to recover sulfated batteries more quickly than traditional methods. Most pulse chargers use an external power source (wall AC) to power the device. Some, however, use the battery's voltage to power the charge pulses. This can kill the battery if left connected for long periods of time without a separate charger."

Ultimately, the best recommendation for potentially recovering a sulfated battery is to save your money and try using a long, slow charge. If you have a battery charger that has a reconditioning or equalizing charge mode on it, that may be your best bet.

"Use the equalization charge mode regularly, about once a month, on deep-cycle lead-acid batteries to extend the life of the battery," said Wehmeyer. "Regular equalization charges prevent sulfation and stratification by balancing the individual cells and properly mixing the electrolyte.

"In addition, a long slow charge could help recover already sulfated batteries to make them last longer. If your charger does not have an equalization charge mode, simply wait until the charger completes a normal charge and then restart it by unplugging AC power and reconnecting. The charger should continue charging for an additional one to three hours.

"If the battery is damaged from poor maintenance, overcharging, worn out from too many deep discharges or excessive deep cycling — then it probably can't be recovered."

Following manufacturer-recommended care and maintenance procedures will get you the longest life, and best performance, from any battery.



Popular hacks to recover dead batteries often give false Specific Gravity readings, but do nothing to restore the battery back to health.



For more information on how to care for lead-acid batteries, check out the U.S. Battery User Manual, or visit www.usbattery.com.

Lower Huron Chemical & Supply:

Continued From Page 32

"As a result, we are now shipping products to them by common carrier," Paladino said. "Our cleaning contractors have really spread us all over the place. Our sales team basically sells in metro Detroit, but, again, because of contractors, we also cover many locations across the state."

Typically, Lower Huron uses three trucks to make a large majority of the deliveries. A fourth truck is used to make runs outside of the primary delivery areas.

"We have basically divided metro Detroit into six different areas," Paladino said. "So, one day trucks will deliver to three of the areas, and the next day to the other three. For emergency deliveries, we also have two vans with two trailers.

"So, if somebody needs something right away, whoever is in the office will see to it the product is delivered. I will even jump into a truck if needed. Everybody here is really willing to help, no matter what it takes, to get the job done."

Lower Huron uses state-of-the art software to manage inventory, and also conducts spot inventory checks, Paladino said.

"Our main building is rather small, at 33,000 square feet," Paladino said. "However, it meets most of our storage needs, except for bulk items like paper and ice melter. We just ordered more than 40 semis of ice melter. We don't have room inside to store that much, so we have five or six containers outside where we keep ice melter. Furthermore, we also have a huge tent for ice melter."



Repair technician Billy Moore is part of the company's quick response team.

"My son-in-law, who works here as the general manager, bought a 26,000-square-foot building next door, where we also store inventory.

"In addition, we have a 6,000-square-foot building that we were going to turn into an office and showroom. We have had it for about four years. We never went forward with the original intent to make it into an office and showroom, so, we have put it up for sale."

Another valuable value-added service Lower Huron offers for customers is its training program.

"Training is a very important selling point. With high turnover in the cleaning field, we can reduce stress for customers with our training options," Paladino said. "They include one-on-one training, group training and, of course, online training."

Lower Huron also takes advantage of a comprehensive training program offered by one of its vendor manufacturers.

"The manufacturer has a 30,000-square-foot area, where training can be conducted on almost any subject," Paladino said. "Customers like to travel to the facility, which is located in a neighboring state. They get a tour of the factory to see how products are made, followed by training classes on the subjects they would like to cover."

Closer to home, Lower Huron will conduct training at a customer's facility or facilities, such as for a school district's custodial staffs.

"We will conduct a training program that includes question and answer sessions, and 'show and tells,' featuring 15 to 20 of the newest and 'hottest' items," Paladino said. "The most popular method among our customers is one-on-one training. That might include meeting with a newly hired custodian, and covering subjects he/she may request."

"In addition, contractors love our online training. When the training is complete, they receive certificates. That allows them to show customers employees are certified in certain aspects of cleaning."

GREAT FAMILY SUPPORT

It has been an eventful past three years or so, beginning with the initial panic and uncertainties brought about when COVID-19 first hit. Lower Huron, like many jan/san distributors, lost customers when things shut down, but also gained business.

"When COVID first hit, we were all nervous," Paladino said. "We sent the non-essential employees to work from home, but that only lasted about two weeks."



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Lower Huron has three trucks on the road to make the majority of deliveries. A fourth truck is used to make runs outside of the primary delivery area.

While Lower Huron's cleaning contractor clients suffered, as factories and Class A office buildings sent everybody home, other areas of the business thrived.

"Contract cleaning work went way down, and cleaning supply needs followed suit," Paladino said. "On the other side of the coin, we had people coming out of the woodwork trying to find products. We began selling to the U.S. Army and other major 'off the wall' companies, all placing large orders."

"We were scrambling getting products from everywhere — sending trucks to New York to buy hand sanitizers and buying container loads of items from overseas."

Now, business is coming back in more traditional areas. Paladino said it gets better every month.

"I would say it is getting to the point where it is back to normal," he said. "We took some big hits, but we gained a lot during that period. We really haven't gone down or up, but we have been able to maintain."

While navigating COVID and other bumps in the road, one constant has been the unwavering support of family.

"It all starts with being blessed with good health to perform the work. Next comes great parents and in-laws," Paladino said. "My dad, Joe, played a large part in the company's success."

"One time, in the beginning, I was sick of selling (or not selling), and I went to my mother's house for lunch. I was telling my mother that sales

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were bad, and she told me to stop whining and start selling harder. That afternoon I called on a large factory, and went home with a very large order. In short, working hard and smart will get the job done.

"My wife and I really worked hard in the beginning. After about a year, one of my friends from high school said, 'I will work for you for free until my unemployment checks run out.' He retired from Lower Huron not too long ago, and has since passed away. So, that is the kind of loyalty we have had."

"My father-in-law was a penny-pincher — he would not waste a dime. But if I asked him for a loan to buy a new truck or car, or whatever the situation was, he would say sure — 3 percent interest."

"He would write out a little contract and give me the money, no matter what it was, and I would pay it back. He was great to help support us, and we didn't need to go to the bank as often."

"Big national companies have acquired many businesses in the Detroit area. I'm not going to give this company away for an average sale price, because we have worked 44 years on developing the loyalty of our customers."

"I can say that, because the second generation is in place to run Lower Huron for many years to come."

Contact:

Lower Huron Chemical & Supply,
5595 Treadwell Ave, Wayne, MI 48184.

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New From Sorbo: The Cobra Flipper™, A Squeegee And Washer, All In One

"New in 2022, Sörbo has invented the COBRA FLIPPER™, an extraordinary Clip-On tool that simply connects a washer pad directly to the front of Sorbo's Cobra squeegee channel. It's a totally new concept which makes it the quickest Squeegee & Washer system – available ALL-IN-ONE," according to a press release. "Use on any job with a Sörbo Cobra Squeegee, item #1277-1297. For high pole work, users can couple it with The Ledger™, item #8009. For the deep ledges work on a 14-foot pole to 40-foot Monster Pole II-MicroFit, item #3389."

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Ameripolish Introduces Penetrating Curing Agent For Polished Concrete Floors

Curing Agent Chemically Hardens And Dust-Proofs Concrete

Ameripolish®, an architectural concrete product provider, introduces its Penetrating Curing Agent (PCA), a curing agent specially designed to chemically harden and dust-proof concrete for improved abrasion resistance without forming a coating.

"PCA replaces traditional cure and seal products for new concrete," said Clint Howle, president, Ameripolish. "It is a high penetrating, non-film forming curing agent that improves cure by retaining slab moisture. It also enhances scratch and abrasion resistance."

"Ameripolish recommends using PCA on newly placed concrete, creating an initial water and stain repellency while retaining the slab's moisture for improved curing. It will form a hydrophobic barrier that helps to reduce the formation of a powdery deposit on the slab's surface. This will help to minimize dust and maintain a facility's healthy indoor air quality (IAQ).

"While most curing compounds rely on UV light to dissolve, PCA requires no UV light for dissipation. It can be used with colored concrete, creating an advantage for indoor construction environments where UV is not always available. PCA minimizes the effects of traffic wear and weather, and it does not form a membrane that needs to be removed with chemical strippers or aggressive metal bond tools prior to polishing."

The product covers 1,000-1,500 square feet per gallon, keeping costs low.
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Visit Tork At ISSA 2022!



Tork, the leading global brand in workplace hygiene, is committed to delivering an end-customer approach that emphasizes the importance of sustainable hygiene management for all types of facilities. It's our belief that customers shouldn't have to choose between cleaning quality and hygiene, operational efficiency and sustainability, as they work to meet the needs and concerns of both customers and end-users.

All three aspects can be addressed and achieved through a strategic, integrated approach and sustainable hygiene management.

As hygiene standards increase, and the industry continues to consider the importance of sustainability, facility managers are looking for new and efficient ways to integrate sustainable hygiene management.

Survey results from Essity, maker of the Tork brand, show that most employees who have returned to work, at least part time, say they want a more environmentally friendly office, with just over half of employees (51 percent) saying they became more eco-conscious while working from home during lockdown periods, and 46 percent saying they are more aware of how "green" their workplace is, than when they worked in the pre-pandemic office.(1)

As more sustainable hygiene solutions become available, it's best to implement these new innovations alongside industry-leading expertise to ensure that cleaning quality and hygiene, operational efficiency and sustainability targets are all being met.

With products and services from Tork, you can boost sustainability without compromising on hygiene. To ensure your hygiene, efficiency and sustainability goals are all being met, we have focused on developing innovations that allow you to meet all your goals. Solutions like our award-winning Tork Peakserve® Continuous™ Hand Towel System, which boosts hand hygiene by spreading less bacteria than jet air dryers(2), and saves time for cleaning staff thanks to having 250 percent more capacity than a standard folded towel system.(3) With these market-leading innovations, we enable you to address hygiene, efficiency and sustainability challenges all at once.

This year, we are proud to introduce the Tork Clarity Hand Washing

Foam Soap refill as our Innovation of the Year submission at ISSA 2022. With 99 percent of ingredients derived from natural origins and a readily biodegradable formula(4), Tork Clarity Hand Washing Foam Soap is just one of many Tork products and services that demonstrates our commitment to deliver best-in-class solutions that address hygiene, cleaning quality, efficiency and sustainability needs.

In addition to products and services being showcased at ISSA, we'll also include access to our Tork Hygiene Advisors, who leverage their expertise in various fields to help create customized sustainable hygiene management for your facility. Tork Hygiene Advisors can help you identify opportunities to improve hygiene and give clear recommendations for any facility.

For the first time at ISSA, our Tork Hygiene Advisors will be giving live, interactive 15-minute "Tork Talks" presentations at the Tork booth 1325, speaking directly with attendees on the industry challenges they're facing.

With our sustainable and bundled hygiene solutions, consultative approach, award-winning products and services, and industry-leading expertise, Tork is the trusted partner to help you elevate your business.



"With products and services from Tork, you can boost sustainability without compromising on hygiene. To ensure your hygiene, efficiency and sustainability goals are all being met, we have focused on developing innovations that allow you to meet all your goals."

with attendees on the industry challenges they're facing.

With our sustainable and bundled hygiene solutions, consultative approach, award-winning products and services, and industry-leading expertise, Tork is the trusted partner to help you elevate your business.

For more information on how we can help you create a custom sustainable hygiene management plan for your business needs, visit Tork at ISSA this year at booth 1325, or learn more at torkusa.com/ISSA.



Think ahead.

(1) Essity Eco-Unfriendly Survey, 2022.

(2) Best et al, J Hosp Infection, 2014.

(3) Compared to Tork Universal refills and folded towel dispenser 552020.

(4) Clarity formulation following the ISO16128 (includes water as an ingredient).

ISSA Show North America 2022:

Continued From Page 16

come to attend this annual meeting to network and meet the incoming ISSA Board Of Directors. Included are state-of-the-association and ISSA Charities reports.

■ **Innovation Awards + Happy Hour**, from 1 to 2 p.m. on **Thursday, October 13**, at the McCormick Place Convention Center Show Floor (Innovation Theater Booth 4206).

This event is the culmination of the 2022 ISSA Innovation Award Program—the 13th anniversary year—in which industry professionals recognize winners voted on for the most innovative products, equipment and solutions. Included is a champagne toast and happy hour.

SCHEDULE AT-A-GLANCE *(Events and Times Subject To Change)*

MONDAY, OCTOBER 10

9 a.m. - 4 p.m.: ISSA Education Sessions.

11:45 a.m.-1:15 p.m.: ISSA Lunch & Learn Spotlight Speaker Derreck Kayongo.

4:15 to 6 p.m.: Cocktails & Conversations: Vista Ballroom.

7-9 p.m.: ISSA Welcome Reception, House of Blues.

TUESDAY, OCTOBER 11

9-10 a.m.: Spotlight Speaker Bill Rancic.

10 a.m.-5 p.m.: **ISSA TRADE SHOW FLOOR HOURS**.

10:30 a.m.-5 p.m.: ISSA Education Sessions.

3-5 p.m.: Innovation Happy Hour, McCormick Place Show Floor (Innovation Theater Booth 4206).

5:15-7 p.m.: ISSA Hygieia Network Awards, Vista Ballroom.



Visit Us At ISSA Booth #315

WEDNESDAY, OCTOBER 12

9-10 a.m.: Spotlight Speaker Sarah Moshman.

10 a.m.-5 p.m.: **ISSA TRADE SHOW FLOOR HOURS**.

10:30 a.m.-5 p.m.: ISSA Education Sessions.

5:30-7:30 p.m.: ISSA Canada Night, Vista Ballroom.

THURSDAY, OCTOBER 13

8:45-9:45 a.m.: ISSA General Business Meeting, Vista Ballroom.

10 a.m.-2 p.m.: **ISSA TRADE SHOW FLOOR HOURS**.

1-2 p.m.: ISSA Innovation Awards + Happy Hour, McCormick Place Convention Center Show Floor (Innovation Theater Booth 4206).

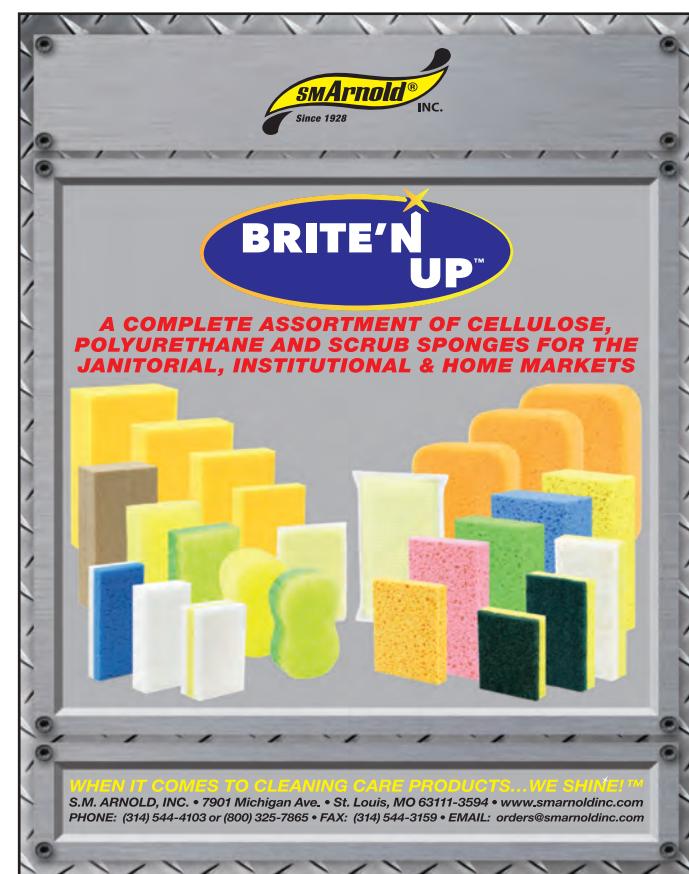
ISSA CHARITIES AWARDS 2022-2023 SCHOLARSHIPS

ISSA Scholars, a signature ISSA Charities program, has announced the recipients of the ISSA Scholars 2022-2023 Scholarship Awards. The contributions of several individuals and ISSA member companies provided 54 scholarships to new and continuing college students, totaling \$155,500 in financial aid.

"The past two years has presented hardships for us all, but we're fortunate to be able to give back to those pursuing their dreams through higher education," ISSA Charities Director of Development Sandy Wolfrum said. "We're so appreciative of the organizations that made these scholarships possible, and hope to provide more opportunities that introduce students to the essential world of cleaning."

ISSA Scholars provides financial aid to help students achieve their dreams of higher education. Since 1988, the organization has awarded nearly \$4 million in financial aid, to over 1,000 ISSA member company employees and their immediate family members. Scholarships relieve the burden of tuition for college and university students, and introduce new professionals to career opportunities in the cleaning industry.

Students entering or continuing studies at fully accredited four-year colleges and universities are eligible to apply for the annual scholarships. An independent committee selects scholarship winners based on merit, individual accomplishments and evidence of leadership. ■



Visit Us At ISSA Booth #2645

MSN Showcase Of Leading Products

The Bullen Companies

Booth 1716

Do You Have Smoke And Odor Problems?

CannaClean Smoke & Odor Eliminator

is a proven product in the retail market for over 4 years, and now you can use it in your facility! CannaClean Smoke & Odor Eliminator super concentrate is fragrance-free and uses patented odor control technology.



www.bullenonline.com
610-534-8900
sales@bulleonline.com



SCAN ME

DDI System

Booth 4228



DDI System's Inform ERP is a completely connected business software suite that equips JanSan and Paper distributors with the ability to drive operational excellence, improve margins, and thrive in today's competitive marketplace.

Featuring an integrated eCommerce platform that seamlessly connects to your Inform ERP for real-time pricing, inventory and account portal access, fast POS capabilities, an embedded 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.DDSystem.com for more information.

Haviland Corporation

Booth 3613



The most popular item in the grilling market today is the flat stone grill. People who don't have one want one, and those who have one, love them. Cleaning and curing the grill after each use can be tedious, and can leave a pile of paper towels.

Haviland's **Sizzler** and **Sizzler Plus** help make cleanup/curing a breeze. The blade is heat resistant up to 450° Fahrenheit. The Sizzler Plus includes a seven-inch stainless steel scraper to easily remove cooked-on foods. Our 12" handle includes an insulated grip.

For more information, visit havilandcorp.com or email: squeeges@havilandcorp.com.

J&M Technologies

Booth 1918

Adapting to Today's E-Commerce

J&M Technologies software gives distributors a powerful e-Commerce website without the hassle of building it in-house. J&M eliminates the need to track down product photos or descriptions. Just choose items to sell online and J&M does the rest, creating product pages with detailed item descriptions and images from its database of over 400,000 jan/san, foodservice, and paper products.



Easily customize your home page with eye-catching, full-width banners and unlimited fields for graphics and call-outs such as "Closeouts" or "New Items." Other features include multiple ways to hyperlink for marketing activities, simple search features, order history, unique customer pricing, and punchout capability.

Call 330-533-9000 or visit www.jmcatalog.com for more information.

RJ Schinner Co.

Booth 3632



Made with reprocessed polyethylene resins, resulting in a heavy gauge, economical can liner suitable for tough trash applications. They come in many sizes and weights, so no matter the tough job, we've got your **STRONGMAN**.

Perfect for rough and sharp materials, like:
Plastic eating utensils, food with rough edges
Sticks, rough yard trimmings, or glass
Metal w/sharp edges

800-234-1460 • WWW.RJSCHINNER.COM

Nexstep Commercial Products

Booth 2019

Our MaxiSorb® Non-Woven Cut-End Mops, like all Nexstep Commercial Product's wet mops, are Made in USA — both the fiber and mop itself! With a greater focus on disposable supplies to ensure sanitary cleaning, this innovative cut-end mop ensures hygienic results with these added benefits of the Non-Woven material:

- Cleans Better vs. Cotton Cut-Ends;
- Holds 200% More Liquid vs. Cotton;
- Will Not Mold, Mildew or Lint;
- Great Performance on Rough Surfaces;
- Requires Less Drying Time.



Comes with a printed slip that clearly states many of these features, advantages and benefits — making MaxiSorb® yet another addition to our vast line of Cash 'N Carry Solutions.

Call 800-252-7666,
Email: customerservice@ocedarcommercial.com,
Website: www.ocedarcommercial.com.

• EXHIBITOR SHOWCASE • PRODUCT SHOWCASE •

von Drehle Corp.

Booth 1248

Transcend® by von Drehle



Transcend® by von Drehle controlled-use dispensing and refill system offers a high performance and complete restroom solution. Towel, tissue, hand hygiene dispensers and refills are available in different sizes and colors providing the perfect solution for every bathroom regardless of space or size. There are too many features and benefits to list! Stop by our booth to experience our complete Transcend® by von Drehle product offering and try out our new, Transcend® controlled-use electronic roll towel dispenser and 100% recycled premium toweling.

www.vondrehle.com • 800-438-3631

RELiON Battery

Booth 4441

RELiON's InSight Series™ 24V lithium iron phosphate battery is a GC2 sized drop-in replacement battery that delivers high-quality performance, power and precision.

This 24V 60 Ah battery was designed specifically to meet the power and energy requirements in floor machines. The InSight 24V battery provides 2-3 times more usable capacity than a traditional lead-acid battery, and can be discharged completely and still last thousands of cycles.

This game-changing battery delivers consistent power well above 25V to about 90% depth of discharge. This means your brushes continue to clean at the same RPM throughout most of the charge.



To learn more, visit RELiONBattery.com.

Kutol Products Co.

Booth 3210



Custom Soap and Sanitizer Dispensers

- Full color printing of your logo or mascot
- Easy professional process, vibrant results
- Low 24 order minimum
- Health Guard® soap or sanitizer refills

KUTOL
Hand Care Specialists

Kutol.com | sales@kutol.com | (800) 543-4641

Aluf Plastics, Inc.

Booth 3813



OUR COEX SUPERTUFF BAGS ARE MANUFACTURED WITH GENUINE ANTIMICROBIAL ODOR CONTROL PROTECTION.

Fortified with Elasticene | Easy to Open | Tri-laminate technology
Guaranteed quality and durability | Leak-proof star-seal



OdoBan (Clean Control)

Booth 4819

If DISINFECTING, CLEANING and SANITIZING

Aren't Reasons Enough, Let us Give You **128 MORE**

Kills *Human Coronavirus in 60 Seconds.

(*When used according to disinfection directions on hard nonporous surfaces.)

When cost needs to be as effective as the product you use, choose **OdoBan® Concentrate**. One gallon of concentrate makes up to 128 quarts of ready-to-use formula.



478-922-5354 • 800-841-3904

www.odobanpro.com

LambSkin Specialties

Booth 3009

Bio Mop and Eco Mop from LambSkin Specialties offer two great solutions for dry mopping.



- Uses Electrostatic Cleaning to attract and hold dust and dirt particles
 - Leaves no sticky residue
 - No chemicals or fluids required
 - Reduces the frequency and volume of wet cleaning procedures
 - Ideal for Healthcare, Education, BSC's



For more information, contact us at 1-800-665-0202 or through e-mail at distributors@lamskin.com.

Multi-Sprayer Systems

MULTI-SPRAYER SYSTEMS™ The World's Greatest Sprayers

For over 45 years, Multi-Sprayer Systems has manufactured the highest quality sprayers made IN THE USA. Features Plug-in or Battery-operated sprayers for all needs including: Carpet Pre- and After-sprays, Disinfectants, Restoration, Coil Cleaning, Pest Control, Automotive detailing and many other applications.



needs — from FOAMING to FINE MIST. Quick Connects allow you to change jugs in seconds to spray different chemicals — immediately. The last sprayer you will buy.

For more information, visit WWW.MULTI-SPRAYER.COM, or call 800-669-2469.

Kutol Products Co.

Booth 1901

Bro-Tex

Booth 1901

Fresh Start Disinfecting Wet Wipes

These wet wipes are perfect for surface cleaning facilities. People want hygienic surfaces, and these wipes leave behind a clean, fresh scent.

Fresh Start Wipes kill 99.9% of germs and bacteria to keep your employees and customers safe. These effective wipes kill SARS-CoV-2 (COVID-19 Virus) on hard, non-porous surfaces in just 30 seconds! These wipes also kill Norovirus and MRSA. No bleach added.

Available in 160-count, 300-count bucket or the large 700 bag for gyms and larger facilities.



For more information, visit www.Brotex.com or call 1-800-328-2282.

Kruger Products

The Titan® Bold proprietary roll towel and tissue line of dispensers offers unique features in an ultra-modern design.

- Smooth-Cut Roll Towel Dispenser: Has a "suspension-like" roller with integrated roll dampening technology, enabling easy pulls and smooth dispensing.

- Electronic Hybrid Roll Towel Dispenser: Features an ADA compliant back-up mechanical override lever allowing access to towel even if batteries run out.

- Easy-Flow® Roll Towel Dispenser: Offers unrestricted paper lengths with touchless operation and is a smaller-sized dispenser, perfect for locations where space is limited.

- Mini-Max JBT Dispenser: Holds the equivalent of ten conventional bathroom tissue rolls, offering maximum capacity with minimal space requirements.



Kruger Products 

For more information, visit krugerproducts.com/afh.

••• EXHIBITOR SHOWCASE • PRODUCT SHOWCASE •••

S.M. Arnold Inc.

Booth 2645



Products: **Brite'N Up** line of sponges and scrubbing pads, scrub brushes, wash brushes, push brooms, upright brooms, floor squeegees, counter dusters, dust pans, sheepskin chamois, water sprite drying cloths, sure-dri towels, microfiber towels, terry towels, water blades, wool buffing and polishing pads, foam buffing and polishing pads, velocity machines, wash mops, wash mitts, bottles, triggers and more.

Contact: Joseph Arnold,
Email: joea@smarnoldinc.com,
Website: www.smarnoldinc.com,
Phone: 1-800-325-7865.

SteelCity Vacuum



For reliable commercial cleaning, Titan's T6000.2 offers years of worry-free use. A sleek build, with remarkable durability, the TC6000.2 features all metal components from handle to bottom plate.

Clean Air Technology allows only filtered air to pass through the fan and motor system and back into the room. The T-6000.2 upright vacuum's ease-of-use and toughness make quick work of all your cleaning projects.

Find this, and a wide range of products, at steelcityvac.com.

DPA Buying Group

Booth 2602



The DPA Buying Group is a North American buying and networking organization of over 1,100 independent distributors and 220 preferred suppliers.

DPA offers distributors savings and growth opportunities in five unique market segments: Janitorial/Sanitary, Safety Equipment & Clothing, Industrial Tools, Restoration, and Packaging Products.

Membership is free for approved distributors. DPA distributor members receive quarterly allowances, better pricing, lower minimums, better freight policies and extra promotions from the group's preferred vendors. DPA also helps suppliers gain new distribution and increased sales through its annual conferences and marketing opportunities.

Learn more about DPA membership benefits by visiting www.JoinDPA.com or call 800-652-7826.

Also visit www.DPABuyingGroup.com.

Spartan Chemical Co.

Booth 2026

Training Made Simple®!

Are you doing all you can to keep your facility safe, clean, and compliant? Now is the time to check. CleanCheck® ensures that your staff will master the proper cleaning procedures that promote a safe and clean environment. Featuring web-based video instruction in a bilingual learning environment, CleanCheck keeps you compliant with electronic tests, transcripts, and reporting tools.



Visit spartanchemical.com or call 1-800-537-8990 for more information.

Dorden & Co., Inc.

DordenSqueegee continues to expand its warehousing and distribution of Belgian "Moss" Floor Squeegees. We are well stocked and ready for immediate delivery.



Included in the expansion are:
Nominal Sizes: 18", 22" and 30"

Plastic Frame Squeegees In With Molded "Acme" (U.S.) Threads.
Heavy Duty Steel Frame "Moss" Squeegees With Splash Guards.
Standard Duty Steel Frame "Moss" Squeegees
With The Universal Socket.

Plastic "Acme" (U.S.) Threaded Adapters Are Also Available
For The Steel Frame "Moss" Squeegees.

For more information, call 313-834-7910
or visit: www.dordensqueegees.com.

Golden Star

Booth 1809

Golden Star's new **Smoothie Finish Applicator** allows you to quickly and evenly spread floor finish on large spaces, with smooth, bubble-free consistent results.



Our two applicator frames and telescoping handle provide the finish thickness of your choice. Perfect for large spaces, such as gymnasiums and hallways, with smooth, bubble-free and streak-free finish.

Designed specifically for water-based finishes. Compatible with most floor types including wood, tile, concrete and stone.

For more information, visit www.goldenstar.com or call 800-821-2792.

Perform Manufacturing



Dominator is a complex, water-based formulation designed to effectively perform as a heavy-duty cleaner/degreaser. It is formulated with a chemical penetrating emulsifier that reacts, suspends, and floats away stubborn greases and soils. It contains a special rust inhibitor that makes it safe to use on metal surfaces. Highly concentrated for economical use.

For more information, call 800-423-9861 or visit performmfg.com.

Trojan Battery Company

Booth 1151

Cut Floor-Cleaning Costs And Downtime With Our New 24- And 36-Volt Lithium-Ion Batteries



When compared to traditional floor care equipment batteries, they:

- Lower total cost of ownership
- Last up to 10 years with no maintenance
- Boost runtimes and cut downtime
- Charge faster and allow for opportunity charging
- Reduce the number of machines needed and labor costs

We manufacture the full range of deep-cycle batteries, and back our products with the industry's largest distributor and service networks. Our products carry Trojan's legacy of quality and dependability.

Visit Trojanbattery.com.

W.O.W! Brand Products

INTRODUCING!!!

W.O.W! Brand Products introduces its winter cleaning and degreasing line of non-flammable and non-poisonous products. Cleans and degreasers in temperatures as low as -20°F. Great for automotive, transit, marine, drilling and government markets.



Call 716-693-2465 or visit www.wowbrandproducts.com for more information.

• EXHIBITOR SHOWCASE • PRODUCT SHOWCASE •

Ameripolish, Inc.

Booth 4217

The SmartFloor™ Maintenance System, A Simple And Effective Way To Maintain Your Floors



With each use, SmartFloor™ pads will maintain and even increase DOI measurements, resulting in improved light reflectivity over time, and a better appearance of your floors. Provides a daily maintenance system that enhances the appearance of polished, concrete and terrazzo floors.

Learn more at
www.SmartFloorUS.com
or call 479-725-0033.

Spartan Chemical Co.

Booth 2026

Put Paperwork In Its Place!



CompuClean® offers a suite of cloud-based and mobile tools to help you take control of work-flow, quality assurance, inventory management and more. The CompuClean mobile app allows managers to quickly inspect facilities using a smart phone or tablet — complete with image capture and the ability to assign and track corrective actions.

Text and email notifications put you in control of work and project assignments, freeing managers to spend more time interacting with staff and clients. CompuClean addresses the critical business needs of custodial operations, providing solutions to staffing, cost containment and customer satisfaction issues.

Visit spartanchemical.com or call 1-800-537-8990 for more information.

Ha-Ste Mfg., Inc.

Ha-Ste's RuFFloor MT™ Microfiber Tube Mop Takes On The Toughest Floors — And Wins



The new RuFFloor MT™ Microfiber Tube Mop, from Haste Manufacturing, Inc., takes on rough, abrasive floors with ease. The mop's microfiber technology picks up the smallest particles and does not lint — even when cleaning abrasive floors. The product is highly launderable and fits conventional mop handles.



Call 1-800-228-6677, send email to service@hastemops.com, or visit hastemops.com.

Briarwood Products, LLC

Booth 2604



Jails and correctional facilities across the nation are now safer with shank-free and metal-free cleaning tools from Briarwood Products. The company provides tooling equipped to handle all cleaning tasks safely and securely within each facility.

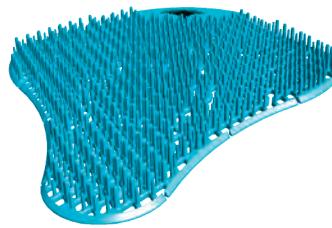
The **prison-safe, shank-free and metal-free product line** is made from a specialized plastic that is unable to be sharpened into a weapon. The tooling will eliminate an inmate's ability to hand-craft weapons. The line is comprised of sweeping brooms, push brooms, plastic and fiberglass handles, dust mop frames, wet mop holders, and surface cleaning tools.

Briarwood Products offers a full line of high quality cleaning tools that can be used for correctional and commercial use.

Visit www.briarwoodproducts.com.

WizKid Products

Booth 2241



A Urinal Screen That Does More Than Just Lay There...The Stingray Urinal Screen does much more than just lay in the bottom of a urinal. It features an innovative stingray shape and multiple flex points to provide fit and coverage in almost every size and style of urinal.

A one-of-a-kind Tether Tab allows it to be attached to the urinal, keeping it in place before, and after, each flush. In addition, the punchout area enables the Stingray to function around a drain dome. It also features multi-length spines to reduce splashback and a 30-day fragrance.

Contact: WizKidProducts.com,
(888) 4-WizKid, info@wizkidproducts.com.

Spartan Chemical Co.

Booth 2026

Put Paperwork In Its Place!



CompuClean® offers a suite of cloud-based and mobile tools to help you take control of work-flow, quality assurance, inventory management and more. The CompuClean mobile app allows managers to quickly inspect facilities using a smart phone or tablet — complete with image capture and the ability to assign and track corrective actions.

Text and email notifications put you in control of work and project assignments, freeing managers to spend more time interacting with staff and clients. CompuClean addresses the critical business needs of custodial operations, providing solutions to staffing, cost containment and customer satisfaction issues.

Visit spartanchemical.com or call 1-800-537-8990 for more information.

T-Bag Company

Booth 334



We make two sizes of trash bag dispensers for the janitorial, facility maintenance and other industries. We help save time, increase productivity and increase profits. Products are easy to use. Simply strap a **T-Bag** to any janitorial cart or trash can, then insert a roll of trash bags, and you are good to go.

The 2-pocket T-Bag is designed to hold 2 rolls of trash bags. It is ideal for janitorial and custodian use. The Waist 1-pocket T-Bag is designed to hold any size of trash bag, and ideal for big jobs such as heavy debris involving landscaping, lake and community cleanups. We offer the best trash bag dispensers on the market. See why institutions like Johns Hopkins University and Indiana State University use our products.

Contact: 469-877-9616,
www.tbagcompany.com, info@tbagcompany.com

Hillbrush

The Hillbrush **Economy Essentials Line** consists of 24 must-have cleaning products, enough to cover all the main bases in any cleaning facility, delivered at economic prices.

The new Essentials Line includes hand brushes, brooms, floor scrubs, squeegees, tank brushes, handles, dustpans and a drain brush.

All products are made with materials approved by the FDA for food contact. The Essentials Line products are available in five colors to assist with color-coding and HACCP compliance.



For more information, visit www.hillbrush.com, call: +1-410-325-7000 or email: officeus@hillbrush.com.

Ha-Ste Mfg., Inc.

Ha-Ste's RuFFloor MT™ Microfiber Tube Mop Takes On The Toughest Floors — And Wins



The new RuFFloor MT™ Microfiber Tube Mop, from Haste Manufacturing, Inc., takes on rough, abrasive floors with ease. The mop's microfiber technology picks up the smallest particles and does not lint — even when cleaning abrasive floors. The product is highly launderable and fits conventional mop handles.



Call 1-800-228-6677, send email to service@hastemops.com, or visit hastemops.com.

Perform Manufacturing



Easy is a fast-acting remover of baked-on fats, greases, proteins, and carbohydrate residue of animal and vegetable origins. Its unique formula allows the foam to cling to vertical surfaces for virtually unlimited contact time without dripping. This allows it to penetrate and loosen burnt-on soils so they can be wiped off and rinsed clean. Easy is non-toxic, non-flammable and there are no harmful fumes.

For more information,
call 800-423-9861
or visit performmfg.com.

Intercon Chemical Company

Booth 2122

Blue Planet Disinfectant

Blue Planet Disinfectant is a broad-spectrum hospital grade bactericidal, virucidal and fungicidal disinfectant and hard, non-porous food contact surface sanitizer made from simple ingredients.

Blue Planet Disinfectant is made with the active ingredient, Stabilized Hypochlorous Acid, which breaks down into simple salt and water after use, leaving no chemical residue. Stabilized Hypochlorous Acid (S-HOCL) is a fast-acting and revolutionary disinfection technology that is Hospital Grade, yet contains no harsh or harmful chemicals. This patented proprietary manufacturing process achieves the perfect stability, so Hypochlorous can remain in a bottle for 18 months.

- No Harsh or Harmful Chemicals
- Breaks Down into Saline • Hospital Grade
- Food Contact Sanitizer
- Kills SARS-CoV-2 in 2 Minutes
- 18 Month Shelf Life.

For more information, visit interconchemical.com.

• • • EXHIBITOR SHOWCASE • PRODUCT SHOWCASE • • •

Intercon Chemical Company Booth 2122

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 interconchemical.com.

CP Industries

Booth 2256



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 melters 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.

Proform



Proform is focused on **entry matting** for Class A Properties that value high-end solutions. Proform supports our distributors & Class A clients with professional design & installation to deliver entry matting that meets the design & safety standards of Class A properties.

Services such as CAD take-offs, logo design, schematic floor plan layout and photo renditions enable our distributor partners to deliver the ultimate solution to their clients.

Proform entry matting exceeds customer expectations & improves the safety and green cleaning of their facilities.



Call Proform today to start the process: 888-331-3100, visit www.proformmat.com, or send email to: sales@proformmat.com.

Queenaire Technologies, Inc. Booth 3637



Queenaire Technologies continues to create a lot of interest — and success — with its **Newaire™ HO3 - 2500 Hydroxyl and Ozone Generator Air and Surface Treatment System**. Helping Queenaire Technologies serve as a “one stop shop” for solving odor and air quality issues, the Newaire™ HO3 - 2500 provides the benefits of both hydroxyl air treatment and ozone generation.

“There have also been recent articles published suggesting ozone — when used in very high levels — and/or hydroxyl technology may be effective in removing the COVID-19 virus,” Queenaire Technologies President Susan Duffy said. “To date, however, I am not aware of any actual studies, using ozone or hydroxyl technologies, against COVID-19.”

Visit www.ozoneexperts.com or call 1-866-676-9663.

MyHousekeeper



The MyHousekeeper **micro floor scrubber** handles any space a traditional mop can — it just does it better. Why settle for more work with the same old results when you can clean better?

Designed to replace the daily use of a mop. Leaves the floor dry after use. It provides commercial cleaning power with ease.

Visit www.intelligentdesignmfg.com or send email to Leo@IntelligentDesignMfg.com for more information.

PIVOT™ by Nexshift Inc.

Booth 315



PIVOT™ is a new patented spray bottle tool that just launched, and it's a game changer. It's built using industrial-grade materials, making it chemical-resistant and capable of withstanding a wide range of chemicals used by everyday consumers and professionals. That includes bleach.

PIVOT™ features a patented pivoting trigger sprayer that allows you to spray at any angle continuously, while the bottle remains level maintaining perfect flow until the last drop. It's also more compact than standard 32-oz. spray bottles, saving space by almost 40% due to the sprayer folding and locking into the bottle. That adds another layer of protection by limiting access to the sprayer and trigger when stored.



To learn more, visit pivottools.com or send email to: hello@pivottools.com.

Intercon Chemical Company Booth 2122

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**
- **Easy, Quick-Change Cartridge Replacement**
- **Key or Key-Less Entry**
- **100% Recyclable Cartridges & Valves**
- **ADA Compliant**

For more information, visit interconchemical.com.

Sellars

Booth 3948

Far too often higher cost and lower standards are the norm for green products. There's no tradeoff for sustainability with **TOOLBOX® GREEN X® Series natural wipers**. They're the first DRC wiper to contain 40% post-consumer recycled fibers and 10% post-industrial recycled fibers.

Not only are these wipers environmentally friendly, extremely absorbent and strong, they also meet the EPA comprehensive procurement guidelines, which provides facilities the opportunity to earn credits in several LEED-EB (Existing Building) O&M categories.

TOOLBOX® GREEN X® Series natural wipers are available in a wide variety of put-ups including quarterfolds, pop-up boxes, center pulls, jumbo rolls, and Sellars patented **Big Grip® dispensers** and **Big Grip® dispenser refills**.



Contact: www.sellars.com; customerservice@sellars.com; 800-237-8454.

• EXHIBITOR SHOWCASE • PRODUCT SHOWCASE •

Tork, an Essity brand

Booth 1325



As more employees return to the workplace, it is imperative that office buildings can meet and maintain a heightened hygiene standard to keep workers safe and happy. At the same time, the cleaning industry is facing increased demands on quality, operational efficiency, and hygiene — all with limited resources.

Tork Vision Cleaning identifies exactly when, and where, there are service needs in a facility, helping staff to maximize efficiency and resources so that you can work smarter and secure the new hygiene standard. Learn more about Tork Vision Cleaning — the GBAC START™ Registered, world-leading facility management software for data-driven cleaning — by visiting booth 1325 at the ISSA Show or torkusa.com/vision-cleaning.

Further Contacts:

Email: torkusa@essity.com; Website: torkusa.com/issa.

Sörbo Products Inc.



New in 2022, Sörbo has invented the **COBRA FLIP-PERTM**, an extraordinary **Clip-On tool** that simply connects a washer pad directly to the front of our Cobra squeegee channel. A totally new concept which makes it the **quickest Squeegee & Washer system – available**

ALL-IN-ONE! Use on any job with your Sörbo Cobra Squeegee, item #1277-1297. And for high pole work, you can couple it with The Ledger™, item #8009. For the deep ledges work on your 14' pole to 40' Monster Pole II -MicroFit, item #3389.

Before Sörbo Samuelsson, the godfather of the Wide-Body Squeegee, invented the 3X4® Adjustable Squeegee channel, everyone thought the squeegee had reached the pinnacle of perfection, that it didn't need improvement. It was different, even strange, but it made a window cleaner's job easier and more profitable.

Sörbo - Doing it Smarter and in Less Time!
www.sorboproducts.com.

Perform Manufacturing



Bac-O-Matic is a ready-to-use blend of cultured live bacteria and special bio-active solubilizing agents formulated with extremely effective, instant odor controlling ingredients. It immediately activates drain lines, grease traps, septic tanks, sewage treatment systems, and trickling filters — safely eating away the waste. Produces instant odor control in garbage and waste receptacles, porta-toilets, carpets, and digests uric salts on floor tiles around toilets and urinals in the restroom. Billions of live bacteria per ounce.

For more information,
call 800-423-9861
or visit performatmfg.com.

The Fogmaster Corporation®

Booth 1042

Fogmaster® is a leading manufacturer of fogging and atomizing equipment for industrial, commercial, municipal, agricultural, environmental, and residential applications. Our foggers are utilized in pest control, sanitization, humidification, deodorization, mold remediation, hydroponics and even car detailing!

Pictured is the **Fogmaster Vectra-Jet®**. It is our most durable hand-held industrial fogger. It takes on aggressive chemicals with ease.

Visit our website or our booth at the ISSA Show to hear more about our foggers.

Fogmaster® foggers have been made proudly in South Florida, for over 60 years! GOT QUESTIONS? We would love to hear from you.

The Fogmaster® Corporation
1051 SW 30th Avenue, Deerfield Beach, FL 33442
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E-mail: info@fogmaster.com
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EZshine Diamond Clean Tech. Booth 557



Established in 1993, Ashine is a state-of-art manufacturer of concrete grinding and polishing diamond tools. EZshine was created in 2020 to help people save on labor during daily cleaning and maintenance work.



Contact:
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Website: www.ezshinepad.com.

Spartan Chemical Co.

Booth 2026

The Best Dispenser Is NO Dispenser!

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XNYTH Manufacturing Corp. Booth: 2426



more practical and potent than using 100% CMA products, as it is exothermic and generates heat on contact. Winter Warrior Enviro LEADER Icemelter™ is very effective and powerful down to temperatures as low as -21°C (-6°F).

Contact:
Email: Sales@xnyth.com, Website: www.XNYTH.com.

Morcon Tissue

Booth 620

Maximus™ by Morcon is a proprietary electronic roll towel dispenser featuring an industry-leading dispensing mechanism combined with an advanced MRS (Material Recognition System) technology.

MRS is a patented, proprietary, electronic system that utilizes infrared technology to read a barcode printed on the inside of core stock. Upon verification of the barcode, the system will either accept or reject the paper roll.

- This system focuses on three key attributes:
- 1. MAX Reliability: Proven dispensing technology, combined with the most secure lock-out in the market;
- 2. MAX Performance: Paper is engineered to provide premium absorbency, resulting in reduced tabbing; and,
- 3. MAX ROI: Selective distribution and true lockout features will ensure customer ROI's.

Visit [www.morcontissue.com](http://morcontissue.com), call 518-677-8511, or contact Victoria Raccuia, Director of Customer Service and Marketing, at: traccuia@morcontissue.com.



• • • EXHIBITOR SHOWCASE • PRODUCT SHOWCASE • • •

QuestSpecialty Corporation

Booth 1822



Short-Run Private Label Specialty Chemicals

QuestSpecialty Corporation offers the lowest 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.

Choose from over 400 specialty products for automotive, food-service, housekeeping, odor control, groundskeeping, industrial, and general facility maintenance. High-margin specialty chemicals are easily integrated into current lines, and provide solutions for addressing specific facility needs.

Visit www.QuestSpecialty.com.



U.S. Battery

Booth 3742

Maximize The Performance Of Your Floor Machine With U.S. BATTERY'S US AGM 31

U.S. Battery's **AGM Deep Cycle Batteries** are engineered to deliver reliable deep cycling performance. The Absorbed Glass



Mat (AGM) eliminates the possibility of spills and minimizes the need for maintenance. This maintenance-free deep cycle battery has a 117 amp/hrs capacity, and features carbon enhanced negative active material, thick positive alloy plates, and advanced glass mat separators for superior performance and longer cycle life.

Call 800-695-0945 or visit www.usbattery.com/products/us-agm-batteries/us-agm-31/.

The Libman Company

Booth 1953

This U.S. Made 32 Gallon Trash Can is built for extreme durability and holds super heavy materials without the handles warping. Featuring thick plastic in the right areas, this trash can is arguably one of the strongest cans on the market, and is constructed for long life.

Capable of fitting all standard wheel dollies and maid carts that hold 32-gallon cans, this product is great for on-the-go

cleaning and pick-ups. Loaded with design and features to make any job easier, this trash can also displays nicely in any facility with multiple color choices and a professional look. Lids also available.



Visit libmanpro.com, email to info@libmanpro.com, or call 877-818-3380.



ACS Industries

Booth 2441



The **ACS Maroon FPP** is a chemical-free stripping pad. It is an alternative to using a black pad and stripper to take the finish off the floor prior to re-coating the floor with new finish.

Used with or without water, the ACS Maroon FPP will provide a "green" solution to stripping the floor. Green, because you will not be introducing stripping chemicals and the non-woven fibers are 100 percent recycled.

Thin Line pads are 3/8" thick and are packed 10 per case. Use with 175-350 RPM machines.

Visit www.acs-cp.com or call 1-800-222-2880.

Fat Ivan (NEWCAL, LLC)

Booth 4642

All maintenance and housekeeping personnel can enhance their tasks by utilizing a unique tool that easily holds a door open. With the pandemic requiring constant cleaning and tasks continue to multiply, let the Fat Ivan door holder hold the door open for you.

Simply slip the Fat Ivan over the hinge and the door will stay open while you carry your tools and supplies in and out of the work area. The Fat Ivan will hold any standard door open as it's very strong, has two embedded magnets to allow for storage at the point of use, is 100 percent corrosion resistant, comes with a five-year warranty and is Made in the USA.



Visit fativan.com for more information.

St. Nick Brush

st. nick brush co.

Manufacturers of industrial and household brushes and brooms.



The greatest brush and broom manufacturer in the world (in our humble opinion).

Visit www.stnickbrush.com.

Morgro, Inc.

Booth 1915

Morgro's Sno-Plow ice melter is formulated to meet those situations where maximum performance as well as pricing demands are critical. The product is a combination of sodium chloride and magnesium chloride. Sno-Plow works in temperatures as low as -27° F. Each particle of Sno-Plow is coated, not blended, with magnesium chloride, creating product uniformity and efficiency. Also, the inhibitor in Sno-Plow's Liqui-Fire™ melting enhancer helps reduce corrosion on exposed metals.

Sno-Plow is safe to use on concrete and will not harm trees, shrubs or other vegetation when used as directed. It's also safe on carpets and floors, leaving no oily residue. Sno-Plow's green colored granules reduce the possibility of over-application. The product comes in a wide variety of packaging sizes.

Other Morgro ice melter products include: Ice Fighter Plus, Cal-Melt and Deep Thaw.



Visit www.morgro.com for more information.

APC Filtration, Inc.

Booth 3402

New From APC Filtration: Janitized® Shop-Vac Bags



New from APC Filtrations, Inc., are **Janitized® Shop-Vac Bags**. The vacuum bags come in 5-8 gallon, 10-14 gallon, and 15-22 gallon sizes. All Shop-Vac bags are made with 2-Ply Combination Paper and Melt Blown Filter.

Visit www.janitized.com to view the entire Janitized® catalog of replacement filters.

For complete distribution terms, call 1-888-689-1235 or send email to: customerservice@apcfilters.com.

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Sky Systems



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.

Booth 2059

VPR Impex Inc.

VPR Impex Inc.:

Ecological Cleaning Solutions For A Safer Environment

Since 1995, VPR Impex Inc., has revolutionized cleaning procedures in countless industries in North America with the introduction of the **VAPORE® ecological dry vapor cleaning systems**.

With exit temperatures in excess of 160°C (295°F), the VAPORE® line is SCIENTIFICALLY CERTIFIED to eliminate viruses, bacteria and microorganisms. Contrary to regular steam cleaners, VAPORE® utilizes dry vapor technology with humidity levels of 4-6 percent, enabling you to clean efficiently and thoroughly, all while saving time and money. All design and manufacturing is done at our facilities in Italy, where the concept of vapor technology was born, to ensure superior quality.

Visit www.vprimpex.com.

Italian Pavilion

VPR Impex Inc.:

Ecological Cleaning Solutions For A Safer Environment

Since 1995, VPR Impex Inc., has revolutionized cleaning procedures in countless industries in North America with the introduction of the **VAPORE® ecological dry vapor cleaning systems**.



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 floor care items. **Booth 2441**

Aluf Plastics

www.alufplastics.com

Page 9

Commercial, private label and retail can liner manufacturer. **Booth 3813**

Ameripolish

www.ameripolish.com

Page 66

Architectural concrete products. **Booth 4217**

APC Filtration

www.janitized.com

Page 48

Aftermarket vacuum bags and filters for commercial cleaning. **Booth 3402**

Briarwood Products Co.

www.briarwoodproducts.com **Page 14**

Prison safe shank-free and metal-free cleaning tools. Their wide range of tooling is comprised of dust mop frames, brooms, brushes, dust pans, and more. They also provide a full line of commercial-grade cleaning tools. All products manufactured by Briarwood Products are Made in the USA.. **Booth 2604**

Bro-Tex

www.brotex.com

Page 56

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 1901**

Bullen Companies

www.bullenonline.com

Page 10

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 . **Booth 1716**

Clean Control

www.cleancontrol.com

Page 79

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 4819**

CP Industries

www.cpindustries.com

Page 53

Technically advanced, non-corrosive, and environmentally friendly ice-melters, cleaning chemicals and detergents. Custom chemical formulations and manufacturing provided. Production facilities located in Salt Lake City, UT, and York, PA. **Booth 2256**

DDI System

www.ddisystem.com/issa

Page 17

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 4228**

Direct Mop Sales

www.directmopsales.com

Page 24

Dust mops, wet mops, microfiber wet mops, wet mop handles, dust mop handles, microfiber tube mops, microfiber flat mops, microfiber cloths, carpet bonnets and squeegees. No order minimums.

Distributor Partners of America

www.DPABuyingGroup.com **Page 21**

Buying and networking organization of independent distributors and preferred suppliers. **Booth 2602**

Dorden Squeegee

www.dordensqueegee.com

Page 58

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 34

Manufacturers over 250 products for the health care and hospitality industries, specializing in powder, liquid and solid laundry, housekeeping and warewash products. **Booth 3501**

EZ Shine Diamond Clean Technology Co., Ltd. www.ezshinepad.com **Page 59**

Floor cleaning pads system and professional polishing pads system. **Booth 557**

Fogmaster	www.fogmaster.com	Page 65	Magnolia Brush	www.magnoliabrush.com	Page 62
Manufacturer of fogging and atomizing equipment for industrial, commercial, municipal, agricultural, environmental and residential sites. Booth 1042			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.		
Golden Star	www.goldenstar.com	Page 44	Morcon Tissue	www.morcontissue.com	Page 57
Professional surface cleaning tools, systems and accessories. Booth 1809			Converter of napkin, towel, tissue and specialty products. Booth 620		
Ha-Ste Manufacturing	www.hastemops.com	Page 52	Morgro	www.morgro.com	Page 19
Made in the U.S.A. wet mops, dust mops, hardware and monofilament finish mops that include custom factory and private labeling as well as construction modifications.			Manufacturer of premium ice melt. Products include: Ice Fighter Plus, with Popolyice, 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. Booth 1915		
Haviland Corp	www.havilandcorp.com	Page 8	Multi-Sprayer	www.multi-sprayer.com	Page 66
Manufactures premium floor squeegee and window squeegees; aftermarket replacement blades, gaskets and splash guards for floor machines; paving, roofing hand tools, waterbrooms, serrated squeegees, and crack-filers. Booth 3613			Quality sprayers.		
Hillbrush	www.hillbrush.com	Page 58	Newaire/Queenaire	www.ozoneexperts.com	Page 50
Manufacturer of color coded hygiene brushes, squeegees and other cleaning products for the agricultural, equestrian, domestic, industrial, janitorial and medical industries as well as equipment and brushes for food manufacturing			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 3637		
Intercon Chemical	www.interconchemical.com	Pages 40, 41, 80	NEWCAL (Propper Door Stopper)	www.fativan.com	Page 55
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, food service, laundry, warewashing, medical and health care, food plant, bottling, pharmaceutical and cosmetic industries. We pride ourselves on our highly engaged and responsive relationships with our customers and strive to maintain a family mentality throughout our business. Booth 2122			Door holders. Booth 4642		
J & M Technologies	www.jmcatalog.com	Page 3	NexStep Commercial	www.ocedarcommercial.com	Page 15
J&M's software builds your custom e-commerce site, enabling your customers to easily order online with their unique pricing. Product descriptions and images for the items that you sell are provided by J&M. Interactive "shop by room" e-commerce is also available, which recommends the products that best fit your customer's market segment, room, surface and cleaning needs. Booth 1918			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. Booth 2019		
Kruger Products	www.krugerproducts.ca	Page 39	Nittany Paper (Marcal)	nittanypaper.com/marcalpaper.com	Page 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. Booth 5332			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 460		
Kutol Products	www.kutol.com	Page 48	Norshel Industries Inc.	www.norshel.com	Page 64
Quality hand soaps, sanitizers and dispensing systems for commercial use, hand care products from foam and liquid soaps, creams and wipes. Booth 3210			Cleaning and maintenance products supplier. Booth 2160		
Lambskin Specialties	www.lambskin.com	Pages 36 & 38	Perform Manufacturing	www.performmfg.com	Pages 16, 46, 56
The DUSTER category, featuring our DUSTWAND wool dusters, feather dusters, synthetic, microfiber and disposable dusters. Booth 3009			Specialty chemicals for industrial and institutional markets.		
Libman	www.libman.com	Page 65	Pivot Tools	www.pivottools.com	Page 68
Leading manufacturer of high-quality brooms, mops and brushes in the U.S.M. Booth 1953			Spray tools. Booth 315		
Lindhaus USA	www.lindhaus.com	Page 61	Proform	www.proformmat.com	Page 28
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, wide path vacuum cleaner.			Matting solutions based upon unique client needs. Solutions include mats used only during inclement weather, mats that are removable but generally left in place around revolving or swing doors or matting permanently glue down installed in vestibules or in recess wells.		
Quest Specialty	www.questspecialty.com		Relion Battery	www.relionbattery.com	Page 51
			Contract packager of aerosols and liquids. Booth 1822		
Rep Tool Kit	www.reptoolkit.com		Lithium batteries. Booth 4441		Page 47
			Track customer activity and sales.		
Ridley's Vacuum and Janitorial Supply (Intelligent Design Mfg.)	www.ridleysvacuumandjanitorialsupplytx.hibewebsites.com	Page 31			
			Cleaning equipment, floor care products, pest control chemicals, mops, gloves, brooms, facility maintenance supplies, break room and office supplies, food service, skincare, and personal hygiene, and parts and service.		

RJ Schinnerwww.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 3632**

Royce Rolls Ringerwww.roycerolls.net**Page 59**

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. Arnoldwww.smarnoldinc.com**Page 68**

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 2645**Salt Depot**www.innovative-companies.com/c/saltdepot**Page 29**

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.

Sellars Wiperswww.sellarscompany.com**Page 35**

Towel & tissue, hand soap, wet wipes, wipers, shop towels, rags, sorbents, spill kits, spill containment. **Booth 3948**

Sky Systemswww.skysystemcoinc.com**Page 26**

Bag-in-Box systems in 500 ml, 800 ml, 1000 ml and 8 liters packaging with a wide range of **Booth 2059**

Sorbo Productswww.sorboproducts.com**Page 20**

Squeegees, washers, handles, bucket stands with tool holders, rubber blade trimmer, vertical blind or louvre window washer and squeegee - made in the USA.

Spartan Chemicalwww.spartanchemical.com**Pages 23, 25, 27**

Cleaning and sanitation solutions for the industrial and institutional market. Spartan formulates and manufactures high quality products from our state-of-the-art facility in Maumee, OH, and sells domestically and internationally through a network of distribution. Spartan's products and services are used in building service contractor, education, food service and processing, health care, industrial, lodging/hospitality, and vehicle care markets.

Booth 2026**St Nick Brush**www.stnickbrush.com**Page 12**

Industrial and household brushes and brooms, over 100 different types of wooden blocks for brooms and brushes.

Steel City Vacuumwww.steelcityvacuum.com**Page 32**

Belts, paper bags, filters, brush rolls.

Step1 Softwarewww.step1.com**Page 54**

Software package for the jan/san distribution industry. **Booth 1818**

T-Bag Companywww.tbagcompany.com**Page 30**

Trash bag dispensers for the facility maintenance, janitorial industry, construction and lawn care industry. **Booth 334**

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 towels, hand soap and sanitizer, bath tissue, wipers, napkins, and intelligent restroom solutions.

Booth 1325**Trojan Battery**www.trojanbattery.com**Page 37**

Battery solutions provider of Lithium-ion, AGM, Gel and Flooded Lead Acid batteries. **Booth 1151**

U. S. Battery Manufacturingwww.usbattery.com**Page 5**

Deep cycle batteries for sweepers/scrubbers, golf cars, marine, military and special application requirements. **Booth 3742**

United Groupwww.unitedgroup.com**Page 43**

National sales and marketing organization for independent distributors of jan/san, industrial packaging, food service and safety products and equipment. **Booth 3042**

vonDrehle Corpwww.vondrehle.com**Page 13**

Quality towel and tissue products, as well as innovative dispensing systems, for the away-from-home market, and backs those products with the best service in the industry. As a nationwide, vertically integrated manufacturer, von Drehle fully controls its production - from raw materials through the finished product. Employee-owned and made in the USA.

Booth 1248**VPR Impex**www.vprimpex.com**Page 22**

Ecological vapor cleaners, automatic floor scrubbers. **ISSA Italian Pavilion**

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