



News, Views & Comments from the World of Building Service Contracting

Submit your news for publication to Carol Dean at cdean@wfbsc.org

ARGENTINA-BUENOS AIRES

Congress Pictures Now Available For Viewing

More than a month has passed since the 17th Congress of the World Federation of the Building Service Contractors that took place at the Sheraton Hotel & Convention Center in Buenos Aires and the Organizing Committee is still receiving congratulations from the attendees. There were more than 300 participants. You are invited to take a look of some of the photographs taken during the Congress at www.wfbsc2008.com.ar. There you can also find the Speaker presentations on the Program page.

AUSTRALIA-VICTORIA

BSCAA NSW Recognizes Winners

The Building Service Contractors Association of Australia NSW branch celebrated its inaugural Excellence Awards in November at the Sebel Pier One, in Sydney reports In Clean Magazine. There were 19 finalists who were judged on criteria, which included interest and dedication to the industry; length of service; adaptability; presentation; and client relationships. The Awards were sponsored by Australian Super, Clearchoice Products, Cruse Partnership, DMA Insurance Brokers and Lennox Institute. Winners included: Quad Services, which won in the Medical and Industrial Facility Services categories as well as the Company Award category, Gardchek, which one in the Educational Facility Services category, CleanDomain, which won in the Retail Sites category, Linway Cleaning Services, which won in the Commercial Sites category, Glad Security and MAS Venue Services which won in the Security of

Commercial/Retail sites and Administration of Security Services categories respectively. The Awards luncheon was attended by BSCAA contractor members, sponsors and manufacturer members and LHMU representatives.

BELGIUM-BRUSSELS

Purchasing Power Standards High For Most

Eurostat, the Statistical Office of the European Communities, has reported that in 2007, GDP per inhabitant in Luxembourg, expressed in purchasing power standards (PPS), was more than two-and-a-half times the EU27 average. Ireland, the Netherlands, Austria, Sweden, Denmark, the United Kingdom, Belgium, Finland and Germany all recorded levels well above the EU27 average with Ireland reporting 50% above average. France, Spain and Italy registered GDP per inhabitant between 0% and 10% above the EU27 average. Greece, Cyprus, Slovenia, the Czech Republic, Malta and Portugal, Estonia, Slovakia, Hungary, Lithuania, Latvia and Poland were all lower than the average with Romania and Bulgaria coming in last at about 60% below the EU27 average.

BRAZIL - SAO PAULO

World Cups Games Are Opportunity For Services

At a recent lecture, The World Cup of 2014 - Opportunities for Service Sector, given by Orlando Silva, Minister of Sports, and hosted by CEBR, Commercial Association and Association of Enterprises of Accounting Services

and SESCON, the minister spoke about the opportunities for business sector services around the preparations for Brazil's World Cup in 2014. Lofreta Paul, president of the CEBR, while noting that the services sector accounts for two-thirds of everything that is produced in Brazil, stated that the games will be a wonderful opportunity for entrepreneurs, as the World Cup of 2014 will accelerate the reforms and innovations needed for development in various sectors. Alencar Burti, president of the Commercial Association of Sao Paulo announced a new Service Commission, which will include service sector entrepreneurs and will be headed up by Jose Maria Chapina, president of SESCON.

CANADA-SASKATCHEWAN

West Offers Successful Climate For Entrepreneurs

A recent report shows that while the business acumen of an entrepreneur is important, other factors such as tax policies and regulatory burdens affect the success of small businesses and make smaller cities more favorable than larger ones to start and operate a company in. According to a study by the Canadian Federation of Independent Business (CFIB), those who found businesses in smaller cities, particularly in Western Canada, have the strongest chance for success. The report - *Communities in Bloom: Canada's Top Entrepreneurial Cities* - is the result of an examination of 12 main factors in three key areas - existing policies, entrepreneurial hiring and the number of small businesses present in the area - that affect the likelihood for entrepreneurial success among cities with populations greater than 25,000. Four of the top ten jurisdictions were located in Saskatchewan, two each in Alberta and British Columbia and two in Eastern Canada.

FRANCE-PARIS

France Listed In Top-Ten

The annual Climate Change Performance Index published by Germanwatch and Climate Action Network(CAN) Europe listed France in the top ten of countries that do the most for combating greenhouse gas emissions. Other countries in the top ten were Sweden, Germany, India, Brazil, Britain and Denmark. The watchdog agencies looked at factors such emissions level and trends as well as climate

policy and noted that the countries still have a lot more they can do to help cut emissions and fight climate change. The bottom 10 were listed in descending order as Greece, Malaysia, Cyprus, Russia, Australia, Kazakhstan, Luxembourg, the United States, Canada and Saudi Arabia.

GERMANY-DUSSELDORF

Henkel To Sell Stake In Ecolab

German company Henkel, is selling its stake in Ecolab, amounting to almost 67.1 million shares. Henkel hopes to garner \$2.2 billion for the sale and plans to reduce its outstanding debt with the proceeds. After the two firms combined their European cleaning operations in 1991, Henkel became Ecolab's largest shareholder. Ecolab says it plans to buy approximately 9.8 million shares back from Henkel.

JAPAN-TOKYO

Lack Of Implementation Date Draws Criticism

The ruling coalition has decided not to set a date for implementation of a five percent sales tax, also known as a consumption tax, stating that a number of factors, such as a looming Lower House election that must occur by September, and the unstable economy have affected the roll-out. The government still believes it can accomplish the Prime Minister's plan to raise the tax within three years. The revenues from the sales tax are slated to be used for social security benefits and to establish counter-measures against the declining child population. Several things are being considered such as a tiered system for tax rates based upon income, a lowering of corporate tax rates and making environmentally friendly cars tax exempt.

NEW ZEALAND-HAMILTON

Solvent Causes Explosion

The Department of Labor and the Fire Department are investigating an explosion that occurred at a two-bedroom home in the Hamilton suburb of Flagstaff when fumes from a solvent being used to soften glue on a linoleum floor were ignited by the flame of a pilot light in a gas hot-water cylinder. One of the contractors using the

solvent was severely burned on his legs but no one else was hurt in the blaze although the nature of the solvent caused the fire to spread more rapidly than usual. The Hamilton Chief Fire Officer, Gary Talbot, said the fire was unusual and that in his "30-odd" year firefighting career, this was the fourth fire he had heard of being caused by pilot lights igniting solvent fumes.

SOUTH KOREA-SEOUL

Unemployment Surges, Predictions Bleak

Korea's Ministry of Strategy and Finance and the National Statistical Office have reported that unemployment figures, based upon those who are actively seeking employment, hit 750,000 in November, up 2.3 percent, or 17,000, from 2007 with an estimated total unemployed number of 2.75 million. The report also notes, the number of part-time employees is up 6,400 over the previous year and the number of new jobs available is declining. Projections are bleak and the unemployment rate is predicted to rise between 3.4 to 3.6 percent in 2009 up over the current 3.2 percent. The Bank of Korea has estimated that jobs will further contract in the first half of 2009 by 40,000.

TAIWAN-TAIPEI

Program Gives Incentive To Hire

The Council of Labor Affairs (CLA) launched a Get to Work program, which strives to reduce unemployment by incenting companies to hire 30,000 jobless workers. Under the program, companies that hire workers who have been unemployed for three or more consecutive months, will receive a subsidy per worker of \$300 per month for up to six-months. The CLA has reported that over 1,500 companies have applied for the program. The program will run until the end of June.

THE NETHERLANDS-AMSTERDAM

Population Will Continue To Urbanize And Age

The population is moving more towards urban municipalities and away from rural areas. In 2007 over half of the Dutch population lived in urban areas and this number is expected to

grow by 2025. The growth is projected not to be spread evenly across the country. The population is anticipated to shrink in nearly three out of four rural communities and to only shrink in one in four urban communities. In addition, the population will continue to age. By 2025, the over-65 population will have grown significantly in both rural and urban areas.

UK-LONDON

CSSA Calls For Restraint In Wage Discussions

In advance of giving evidence to the Low Pay Commission, the Cleaning and Support Services Association (CSSA), trade association for the UK contract cleaning sector, called for restraint in the increase of the National Minimum Wage for 2009. Andrew Large, Chief Executive of the CSSA, said: "In common with many sectors, the UK contract cleaning industry is currently under strain as the wider economy moves towards recession. Cleaning companies are concerned that an excessive increase in the National Minimum Wage will have adverse effects on both businesses and their workers. We call on the Low Pay Commission to show restraint and balance the needs of workers and businesses when making their recommendations to Government in the New Year." The CSSA has identified that an over ambitious increase in the National Minimum Wage brings with it the following risks: 1-Lower take home pay for cleaners, as clients cut hours worked; 2-Damage to company profitability, as margins are only at 4% as present, with the risk of company failure; and 3-An increase in the informal economy and a rise of "gangmasters" in the sector. Andrew Large added: "The UK cleaning industry believes that a moderate increase in NMW this year would be a justifiable balance between the needs of business and the needs of cleaning workers. As inflation is set to fall in 2009 – any NMW increase planned for October 2009 needs to take into account the views of the situation then – and not the conditions that are currently faced.

UK-LONDON

OCS Wins Award At Congress

At the recent World Federation of Building Service Contractors Congress, OCS received the first JohnsonDiversey Sustainable Cleaning Award for demonstrating

commitment to health, safety and the environment through its revolutionary cleaning program CleanSmart™.

OCS beat off stiff competition from international rivals to win the award created by JohnsonDiversey to commend business service contractors (BSCs) who reduce the environmental impact of FM services and improve human health through green cleaning practices and other sustainable initiatives.



The CleanSmart™ system is process driven using engineering methodologies and is proven, in buildings with an internal area greater than 100,000 square feet, to deliver dramatic improvements in cleaning consistency and efficiency through better use of resources. Wasted time and movement are reviewed using the principles of lean manufacturing, such as the Toyota Production System, coupled with Six Sigma management principles.

JohnsonDiversey President and CEO Ed Lonergan congratulated OCS saying, "This award recognizes the best of the best. It recognizes a BSC that has demonstrated a strong commitment to sustainability by performing services that meet the highest standards of health, safety and environmental responsibility in facility care."

The use of Microfiber cloths and flat mops, which minimize chemical use, effective waste elimination and the streamlining of staff, which results in fewer journeys to work all have a positive impact on the environment. Higher employee esteem, team purpose and competition and wage increases created by the CleanSmart™ system result in improved working conditions, lower staff churn and absenteeism.

OCS has also introduced a dedicated CleanSmart™ Academy to promote a wider understanding of lean engineering and efficiency.

"OCS stood out from an impressive slate of nominees for its deep, long-term commitment to sustainability," said WFBSC President Norberto Peluso. "As OCS demonstrates, sustainability is about measurable outcomes in reduced environmental impact, increased health and safety for workers and building occupants, and solid economic returns on investments for BSC companies."

Chris Cracknell, Chief Executive of OCS, emphasized the Group's commitment to supporting clients through sustainable working methods, "By embracing new technologies and innovative practices, we continue to achieve improvements in quality and efficiency, as well as cost savings which are passed on to our customers. We're also using new technology to reduce our environmental impact as part of our commitment to conserving the planet's natural resources."

US-ILLINOIS

C diff Affects Over 7,000 Per Day In US

A recent study published by Association for Professionals in Infection Control and Epidemiology Inc. found that slightly more than 1 in every 100 hospital patients are struck by Clostridium difficile, otherwise known as C. diff. The study was the first to look at a large, nationally representative group of medical facilities on how widespread the bacteria is. By extrapolating the data reported by the facilities, the researchers estimate that over 7,000 patients are infected on any given day of which almost 4.25 percent will be fatally affected. Experts recommend cleanliness programs, to include hand-washing and environmental cleaning, in addition to antibiotic control can help curb the rates of infection.

UPCOMING EVENTS

18th Congress of the World Federation of Building Service Contractors

Auckland, New Zealand
November 2010

Congress updates will be available from March 2009
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19th Congress of the World Federation of Building Service Contractors

Curitiba, Brazil
2012

The Mack Family Pioneers Of The Canadian Building Service Contracting Industry

By Daniel Mack

The Mack Family are the pioneers of the Canadian building service contracting industry starting in 1896. An uncle of the Mack's was one of the first to start building services contracting in Canada. Uncle Henry Mack, immigrated to Montreal from the Austrian Empire (Ukraine) in 1895, went to Brooklin, NY that year, and studied how to outsource window-cleaning services. In 1896, he returned to Montreal and started Brooklin Window Cleaning.

The father of Daniel Mack – Michael Mack – immigrated from the Austrian Empire (Ukraine-Poland) in 1923 and worked for Henry until 1937. Michael started his own building service company – Empire Window Cleaning – in 1938. Michael worked at his company until he retired in 1954, after which his two sons, Maurice and Daniel, purchased the company and eventually changed the name to Empire Maintenance Industries.

Both brothers were university educated. Maurice, a mechanical engineer and Daniel, a Bachelor of Commerce graduate, set in place modern management and entrepreneurial practices. Another brother, Edward, joined the company in 1956. The company grew from six employees in 1954 to 4,500. Empire was sold in 1998.

During this period, Empire had branches in Halifax to Vancouver and provided multiple building services to hospitals, department stores, shopping centers, and high-rise and commercial buildings of all sizes throughout Canada.

Services provided by Empire were daily and periodical cleaning, mechanical maintenance, lighting maintenance, fire restoration, allied building maintenance service, manufacturing and sales of cleaning products, and daily and periodical security guard services.

It was a rewarding experience for the Mack brothers in growing their enterprise. And, I wish to thank all the personnel and professionals who worked for the Mack family and contributed to its growth and success in the building services contracting industry.

Members of the Mack family who are still working in this industry include:

Philippe Mack, son of Daniel, continues to work in the building services contracting industry as a Senior Vice President of Operations at Hurley Corporation. Hurley is the largest family owned facility services company in Canada and employs, 4,500 people in Canada and the United States. Hurley's head office is in Toronto, Ontario and provides building services in eastern and western Canada and the eastern US.

Michael Mack, a cousin of Philippe, started a service company called EBM, Inc. in Montreal, Quebec in 2002 and continues the Mack family involvement in the building services contracting industry.

Daniel Mack was employed by Empire Maintenance for over 45 years and was president when its sale took place in late 1998. Presently Daniel Mack is a strategic advisor to Hurley Corporation.

With fond memories and recognition, I especially thank my late mother and father – Anna and Michael – and my wife Daniele, whose continuous support and assistance made it possible for me to persist and achieve significant success in this industry.



ALL BUILDING SERVICE CONTRACTING COMPANIES THAT ARE MEMBERS OF ONE OF THE ASSOCIATIONS THAT IS A WFBC MEMBER, ARE AUTOMATICALLY MEMBERS OF THE WFBC.

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