

What's New Newsletter?

Myers New Web Order Entry

The **Myers WebOE** solution automatically creates a custom web page for each customer, showing the items previously purchased and making it easy for them to place orders. You can start an on-line purchase order in the morning, come back and add to it in the afternoon and place it at the end of the day. A purchase order will remain open until it is placed, deleted or expires.

Once the order is placed, the customer is automatically sent an e-mail acknowledgement. Requests for quotations are instantly e-mailed to you in a format that allows you to insert prices and return it to the customer.



Web Order Entry offers the following features:

- Order Templates make it easy to place recurring orders
- Non-stock items are listed and available
- Accept payment by credit card
- Multiple open customer purchase orders that can be left open and re-visited
- Multiple Ship-To addresses per customer
- Multiple units of measure per item
- Quote requests processed on-line
- Item search tools to find previously purchased items
- Real-time inquiry

UV Glueboard Fly Killers

Glueboard killers offer a silent and discreet alternative to the electronic units, ideal for sensitive environments. Flies are attracted to the UV light and then caught by the sticky glueboard.



Luralite is a very discreet insect control unit, designed to look like an attractive wall light. Available in 18 or 30 watt versions, **Luralite** is ideal for public areas such as restaurants, nursing homes, offices and bars. All models are available in a choice of four colors.

Myers Supply

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TimeMist TLC Tank Flush



Touch Less Controls TLC

Product #35-3701TM

- Touch Free Technology reduces cross contamination of germs.
- Automatically flushes providing a cleaner toilet.
- Manual flush option allows extra flushes.
- Chrome design helps upgrade washrooms.
- Integrated handle makes unit vandal resistant.
- Ideal for all tank style commodes.



Myers Chemical & Supplies

Get more product info at: www.MyersSupply.com

MyersSupply.com

The iGloss Stand Up Burnisher Will Be Here Soon!

Windsor Introduces The Chariot™ The Industry's First Stand-up Autoscrubbers and now Burnisher

The Chariot platform, from Windsor, a Castle Rock Industries company, is a new category of cleaning equipment – the industry's first “stand-up” machine. The New Chariot™ stand-up platform offers customers two cleaning processes—**iScrub** and **iGloss**—and three models; Chariot Disk Scrubber, Chariot Cylindrical Scrubber, and **NEW Chariot Burnisher**. Why walk when you can step up to a Chariot?



The Chariot increases productivity, cleaning consistency and job quality by providing:

- Increased floor coverage, with higher speeds and extended battery life.
- Reduced operator fatigue over the course of a normal shift, especially when compared to walk-behind scrubbers, burnishers or even ride-on machines in certain applications.
- Greater maneuverability, especially in small, complex layouts typically found in supermarkets, retail stores, education and healthcare facilities, and various types of government and public buildings.

The end result is a new “stand-up” platform of machines that is simple, agile and productive, that can reduce cleaning and burnishing times up to 50% over traditional walk-behind machines. The Chariot can energize your cleaning teams to be more productive, with less fatigue, resulting in motivated employees and less turnover. In creating the Chariot “stand-up” platform, Windsor conducted extensive studies on cleaning industry requirements, as well as benchmarking similar designs in the material handling and commercial lawn care industries. The company also employed the expertise of ergonomic design engineers to insure that the Chariot addressed the key features such as comfort, sightlines and ease of use for the operator.

The end result is a whole new way of thinking about virtually every aspect of cleaning technology, including:

- A new stand-up platform that is comfortable and efficient, with pedal controls for acceleration and braking.
- New steering controls for greater maneuverability and flexibility.

As Versamatic™ Celebrates 25 Years, Windsor Looking For Oldest Unit Still In Use

Windsor Industries is celebrating the 25th anniversary of the Versamatic vacuum, one of the strongest and most enduring brands in the sanitary supply industry. As part of the celebration, Windsor is offering \$5,000 for the oldest Versamatic still in use.



Introduced in 1979, the Versamatic revolutionized the design of upright commercial vacuums. It was the first with a detail wand and on-board tools, the first to use a belt pulley clutch to prevent broken belts, and the first to offer high efficiency filtration. The Versamatic set the standard for how two-motor vacuums are designed, and ever since has been the most imitated vacuum cleaner design in the commercial market. But with so many imitators, nobody has been able to duplicate its performance and durability. Machines 10 years or older are common in many facilities. It still is the world's best vacuum cleaner.

So, to celebrate its 25th birthday, Windsor is looking for the oldest Versamatic still operating. The winner will receive \$5000 in Windsor equipment for their facility. To submit your oldest Versamatic, contact Bob Abrams at Windsor with the serial number from the machine. A winner will be announced in July.

Bob may be reached at bob.abrams@windsorind.com.



Keeping It Clean by Rick Fedrizzi, CEO US Green Building Council

Do you know what chemicals the custodial staff is spraying around your office and in your building? We spray all kinds of chemicals all over our homes and offices with nary a thought as to what is in them, or what deleterious effects they might have on our health (present and future).

Let's take, for example, a name-brand glass cleaner. This particular product contains the following ingredients: 2-Butoxyethanol (111-76-2); Ammonium Hydroxide (1336-21-6); and Water (7732-18-5). According to OSHA, inhalation of 2-Butoxyethanol vapors may be irritating to the respiratory tract and may cause nausea, headaches, vomiting, dizziness, drowsiness, and unconsciousness. The liquid is readily absorbed through the skin and may cause irritation to the skin and eyes. Ingestion may cause nausea, vomiting, headaches, dizziness, and gastrointestinal irritation. Chronic overexposure may damage the kidneys, liver, and blood.

Affects on Cleaning Professionals and Others

"So what?" you say. "We've been using these cleaning agents all our lives, and without any harmful side effects." Do you know that for sure? The U.S. Environmental Protection Agency notes that the cleaning industry employs about 2.8 million potentially exposed janitors. In addition to these professional janitorial staff who can be assumed to use cleaning products daily, many other building occupants perform light cleaning on a routine or occasional basis (dusting, wiping off desks and counters, etc.). All building occupants are potentially exposed to the volatile components of cleaning products.

My fellow U.S. Green Building Council (USGBC) member Steve Ashkin, principal of the Bloomington, IN-based Ashkin Group LLC, tells me that American businesses use more than 6 billion pounds of cleaning chemicals a year, and 4.5 billion pounds of janitorial paper products to the tune of 25 million to 50 million trees. Put that into perspective with the statistics on Sick Building Syndrome, which affects 30 million to 70 million American workers a year at a cost of \$50 billion for healthcare, absenteeism, lost production, and lost revenue.

Now add to it that 500 million pounds of janitorial products – enough to fill 10,000 garbage trucks – are shipped to landfills every year, and this becomes a much more serious conversation than anyone anticipated. It may seem like minutiae, but by using toilet paper with recycled content, we can save between 12.5 and 25 million trees a year.

Five years ago when people approached me about this subject, I'd tell them that Green Cleaning products were too expensive and didn't work as well as the traditional stuff, and until they could be purchased at or close to market pricing, they'd never sell. Well, that's all changed. While it's true that some green cleaning solutions and paper products cost more on a one-to-one basis, Ashkin says that the overall cost of a Green Cleaning program is generally no worse than neutral. If an office building is already running a good janitorial program using high-quality cleaning products and paper, then switching to a green clean program is – pardon the pun – a wash.

Steps to Take: Educate

Educating the janitorial staff to consume less paper and fewer fluids can mitigate costs. As well, behavioral changes in building occupants can be effected by regulating the amount of washroom paper that is dispensed per use, as opposed to people grabbing a handful of paper towels to dry their hands with most of it going into the trash unused. Ashkin points out the intangibles here are that behavioral changes effected in the workplace often make it into the home, and most people can relate to green cleaning better than green roofs or low-E glass, so it helps broaden understanding of sustainability issues.

Keep it "Cleanable"

Another thing that office occupants can do, Steve notes, is keep their personal space "cleanable." That is, make the area passable so the cleaning staff can do their job. If you have boxes and files piled up on your office floor, the cleaning staff can't do an effective job of vacuuming. So any particulates that are trapped in the carpeting – dust, mold, a piece of tuna fish sandwich – get kicked up every time you walk on them and re-aerosolized into the ventilation system. This may not have any effect on you, but the coworker three offices down who's always sniffing and leaving early for doctors' appointments may be allergic to one of those particulates, and you're an inadvertent contributor.

Stay Informed Lastly, Ashkin points out that not all the current commercial cleaning products are harmful and, in fact, Green Cleaning is enabled by new technology advances that allow more effective cleaning and reduce the use of potentially hazardous materials. It is important for the cleaning industry, as well as many other industries involved with building maintenance, construction, and operation, to stay informed about the latest in cleaning technologies, including environmentally preferable cleaning products. Ashkin is absolutely correct when he says this can and probably will have a "transformational effect" on other industries.

Rick Fedrizzi serves as president of the US Green Building Council and is founder and president of the World Green Building Council.

The Basics of Clean By Stacie Whitacre

Shiny floors are important, but it's time to move beyond lip service about why we clean for asset preservation, productivity and public health

Why do we clean?

That's a simple question, without a simple answer. Ask that question of a small child, and he might say, "so things aren't dirty." A Fortune 500 CEO might answer, "so the headquarters are attractive to the stockholders." A building service contractor might make a crack about making money. The mother of an asthmatic child will answer quite differently, as will a cost-conscious facility manager.

Ask some forward-thinking cleaning experts why we clean, and you won't get a pat response.

Cleaning is done for myriad reasons, says Dr. Michael Berry, a researcher and teacher of environmental science and management at the University of North Carolina at Chapel Hill. According to Berry, proper cleaning:

- Directly contributes to security, comfort and productivity
- Allows for the reuse of space and materials
- Maintains the value of property and reduces the rate of depreciation
- Creates a unique psychology that enhances quality of life
- Encourages topophilia (love of place)
- Elevates a sense of well-being, which is the essence of good health
- Sends caring messages and images
- Promotes human dignity
- Accents aesthetics
- Manages waste and hazards and contributes to environmental protection
- Ensures sanitation by reducing adverse exposure levels

"Historically, I think our industry has forgotten that the basic reason we clean isn't to have shiny floors — it's for public health, to create a healthy environment and to protect the building itself," adds Stephen Ashkin, president of The Ashkin Group, Bloomington, Ind.

But, some members of the cleaning industry are beginning to understand, and are moving beyond simply cleaning for appearance. However, a "cleaning for health" or "green cleaning" program can't just be a marketing slogan — it needs to be a philosophy, fully ingrained within a cleaning operation, in order for it to succeed. The philosophy must be evident not only in brochures but in training, customer communication and purchasing practices as well.

Working definitions

For meaningful environmental-management and cleaning guidance to be presented to consumers, the process of cleaning must be defined, and understood, especially in relation to reduction of exposure to unwanted things," Berry explains. "This is important so that systems designed or claiming to clean can be evaluated in terms of their effectiveness in achieving a sanitary state."

First, "cleaning" itself must be defined.

"Cleaning of any kind is the process of putting unwanted mass/matter in its proper place," says Berry. "With regard to health considerations, cleaning has but one definition and purpose — [it] is the process of locating, identifying, containing and removing and properly disposing of unwanted substances from a surface or environment. When cleaning occurs, exposure to unwanted substances is reduced."

This, in turn, reduces the probability of an unwanted effect — risk — from occurring. When the risk is acceptable, we call the environmental condition "sanitary," Berry says.

Also, "health" needs to be defined in order for BSCs to be able to quantify their goals.

"We need to know what health is all about," says Berry. "Health is much more than the absence of disease. Most importantly, health is an elevated condition or sense of 'well-being.' This is what cleaning provides."

Indoor and outdoor environmental protection often get wrapped up in the label of "green cleaning," but they're important to health as well and should be defined in broader terms, Ashkin says.

“‘Green cleaning’ is cleaning to protect health without harming the environment,” he says. “I remind people we’re a huge industry, with lots of environmental impact. We have an opportunity to reverse that impact through purchasing [environmentally preferable products].”

Road blocks to healthy cleaning

A few problems stand between the philosophy and its overall implementation. One of them, says Larry Shideler, CEO of ProT Inc. in Boise, Idaho, is customer indifference and not being properly trained.

“Most people are concerned with cost,” Shideler explains.

In addition, in a leased building, owners are more concerned with appearance, because they want an attractive facility to present to their tenants, Shideler says. On the other hand, in an owner-occupied building, health is more of a concern, because that owner has a direct financial stake in the health of his or her employees.

Cost aside, customers might be indifferent to healthy cleaning because they don’t see janitors at work very often, and they might not know just what chemicals and procedures workers use.

“I was a contractor for years, and I was concerned more about the workers than the building,” Shideler says. “They were working all the time with toxic chemicals.”

Since BSCs often work at night, the building managers don’t see or smell the chemicals in the air; by the time they come to work in the morning, everything has dissipated, Shideler says.

In response to seeing workers struggling with harsh chemicals and heavy vacuums, Shideler designed a line of backpack vacuums, and has trademarked “Cleaning For Health” for use in his company.

Cleaning for health and safety starts with the custodian, he says, but not all customers realize that.

Ashkin cites an example of customer ignorance — he once consulted on a “sick” building. It was a state building, facing lawsuits because people were getting ill.

“They brought me in as a cleaning expert,” Ashkin recalls. “We found that the building was just dirty. The manager was surprised — he thought he was getting more than he paid for from his contractor!”

The problem wasn’t the BSC — it was that the contract didn’t provide for enough work to actually keep the building clean.

But, in spite of these challenges, Berry believes many in the cleaning industry are on the right track.

“In the past 20 years, we have all seen some profound changes in the way cleaning business is conducted,” says Berry.

BSCs and other cleaners are very aware of the indoor environment, and have been presenting themselves as environmental-management experts.

“In recent years, the successful end of the industry has blossomed in the practice of sound environmental management,” Berry continues. “The industry has been instrumental in validating the principles and strategies of environmental management indoors. It has defined itself through standards and technologies that highlight basic environmental-management principles such as maximum extraction, minimum chemical and particle residue, effective ventilation and responsible waste disposal.”

When these principles are applied to cleaning programs, we can see and measure dramatic improvements in environmental quality, especially indoor air — and these are things that can be quantified to demonstrate value, Berry says.

“When we see a 50 percent improvement in the air quality in an otherwise sanitary, non-problem building, because it is cleaned based on environmental-management principles, we see value in what the industry has to offer,” he says.

Another point that makes healthy and environmentally friendly cleaning more common now than in years past is the rapidly changing array of products available.

“Technology in the cleaning industry has changed enormously,” Ashkin says. “Five or 10 years ago, I might have said that less-toxic products equal more elbow grease at a higher cost. But the technology has improved significantly. There are environmentally preferable products in most categories that are as effective [as traditional products], but reduce health risks.”

Also, machinery has improved to help protect both janitors and building occupants, Shideler says. Ergonomic vacuums, better filters and more concentrated sprayers all help reduce worker strain and exposure to contaminants.

Implementing a program

In order for a company to have a successful cleaning-for-health approach, it must do three things, says Berry. "First and foremost, the business must recognize and convince itself that there is value and business opportunity to be found in products and services that enhance environmental quality," he says. "Second, the business must understand completely how and what products and services do for the environment and the quality of life."

Finally, the business must be able to practice what it preaches by speaking the language of environmental management convincingly, generating a demand for the cleaning service, and establishing solid business relationships based on quality performance, respect and confidence.

That final step is key, Ashkin agrees.

"If you decide to develop a cleaning-for-health program, realize it's more than a marketing campaign," Ashkin advises. "Learn the stuff, walk the talk. You can't just make a brochure with flowers and children on it — it's not enough. Think through the whole program, and don't embarrass yourself — don't let your competitor take potshots at you. Evaluate your paper goods, vacuums and chemicals."

However, not all customers will be interested in buying into a health agenda, especially if that agenda isn't part of the lowest bid, Ashkin warns.

"We first need to recognize that we're in a competitive market," says Ashkin.

If people aren't interested, there's little we can do, he adds.

"Be realistic," Shideler says. "People need to get educated, but that'll come slowly, and it won't change overnight."

Whether a BSC or customer wants to address the health issue now, sanitation and environmental-risk management will remain high on the list of human concerns, especially in sensitive environments like schools, hospitals, nursing and retirement homes, Berry says.

"Given the environmental concerns in the marketplace today, there is unlimited opportunity for individual businesses that perform well," he says. "Many forward-thinking cleaning businesses recognize this, and are doing exactly what they should be doing."

Contractors who know why we clean — for health, for environment and for safety as well as for aesthetics — stand to come out ahead as the public becomes more educated. Customers who understand the value of cleaning will seek out these savvy BSCs, ensuring that cleaning will get the respect it's due, and a contract that allows a facility to be cleaned as it should.



In the recent survey by The Ashkin Group, almost half of respondents said that their present company's Green sales training is "significantly" or "slightly" below their need.

Results of April 2005 DestinationGreen Survey

Significantly below my needs 22.2%
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 Meets my needs 27.8%
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 Significantly exceeding my needs 11.1%
 My company doesn't provide green sales training 5.6%



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