



## ISSA Workshops & Forums co-located with ISSA Cleantex Africa 2019

### Johannesburg | Gallagher Convention Centre

#### Introduction

The premier development event for Africa's cleaning industry leaders created for your personal and professional success. Don't miss the opportunity to attend professional, international ISSA's Cleaning Management Institute (CMI) Workshops and Forums created for the professional cleaning & hygiene sector. Delegates will be able to interact with top speakers addressing topical issues and network with industry peers and exhibitors during breaks.

These workshops and forum discussions will run over the 3-day period during the ISSA Cleantex Africa 2019 exhibition, aimed at providing delegates with an opportunity to interact and view the latest equipment, products and services available in the professional cleaning, hygiene and facility management services sectors.

There are two workshops and 2 forum themes to choose from, namely:

- 1 4 June - Estimating Made Easy (EME) certification workshop, 08h30-16h00
- 2 5 June - International Accredited Auditing Professional (IAAP) certification workshop, 08h30-16h00
- 3 6 June (AM) – Healthcare Forum on Cleaning for Infection Prevention (HF) from 08h30-12h00
- 4 6 June (PM) - Next Generation Executive Mentorship Forum (NGF) from 13h00-15h00

Join these ISSA professional workshops and forum sessions to boost your career, enhance professionalism and make an impact on the overall performance of your organisation.

#### Tuesday, 4 June - Estimating Made Easy (EME) Work loading workshop:

Registration - 08h30 for 09h00 – 16h00

Whether you manage in-house operations or contract for services, being able to match your facility requirements with the right cleaning system and determine the number of labour hours needed to maintain your facility is ground zero.

This one-day ISSA Cleaning Management Institute (CMI) workshop will examine the defined systems of costing for cleaning and discuss which system is best suited for various facility types.

It will provide you with a useable framework to enable you to simplify the work loading process and to assist you in determining whether you have the right staffing level.

It will address organisational structures, various disciplines and benefits of each system, as well as how to motivate staff to increase performance and quality

#### Learning objectives:

- Understand the available cleaning systems
- Being able to reduce cost and increase quality
- Tackle budget cuts
- Improve work loading and labour efficiencies
- Reduce turnover
- Master the different elements required to produce a tender

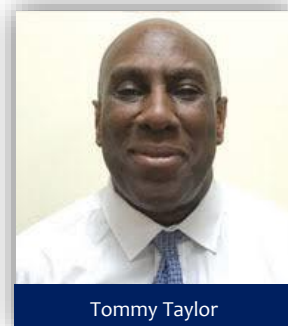
#### WHO SHOULD ATTEND THE EME WORKSHOP?

This workshop is aimed at **in-house service providers** and **building service contractors** who wish to optimise resources, improve cleaning quality and gain the competitive edge in bidding for contracts.

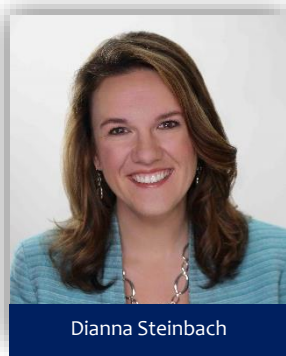
The programme will also be suitable for **facility managers** who wish to understand how to determine the details needed to create tender specifications, or for **distributors** who wish to comprehend their customers' cleaning requirements and identify the products and services to better meet their needs

#### On completion, attendees will also receive a CMI Training Pack Consisting of:

- InfoClean Software
- ISSA Estimating Made Easy workbook
- Copy of the ISSA 612 Cleaning Times



Tommy Taylor



Dianna Steinbach

**Wednesday, 5 June - International Accredited Auditing Professional (IAAP) Certification Workshop: Registration 08h30 for 09h00 – 16h00**

*This workshop follows the EME Workshop and it is recommended to attend both.*  
 Join an elite group of auditing professionals, with IAAP certification under their belt! ISSA's Cleaning Management Institute (CMI) presents this hands-on certified workshop. International Accredited Auditing Professional (IAAP) is designed for any industry professional looking to enhance their knowledge and skills around quality assurance and building audits.

Each attendee of this workshop will receive a free 30-day trial for the quality assurance Software - Smart Inspect.

**Learning objectives:**

- Master the key concepts of auditing
- Develop technical skills needed to perform an audit
- Understand the origin of and solutions to deficiencies
- Reduce your operating expenses while increasing employee efficiency

**WHO SHOULD ATTEND THE IAAP WORKSHOP?**

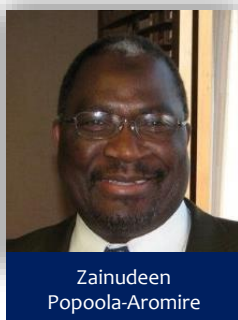
IAAP is available for **in-house service providers, building service contractors** and any other **industry professionals** interested in understanding quality assurance procedures.

**Thursday, 6 June (AM) - Healthcare Forum– Cleaning for Infection Prevention (HF):**

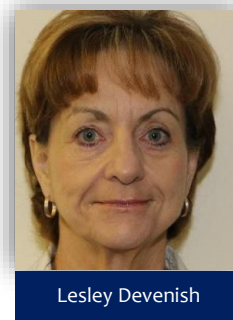
**Registration: 08h30 for 09h00-12h00**



Marietjie Swanepoel



Zainudeen Popoola-Aromire



Lesley Devenish

The forum consists of individual presentations and an interactive panel discussion to educate delegates on how HAI's can be reduced by effective hygiene and cleaning regimes. The team of experts will share their knowledge, covering international trends, share interesting data, examples of cleaning and patient health, the challenges when dealing with HAI's, etc. and arm delegates to better educate and influence hospital managers and doctors, to implement the correct procedures to prevent the transmission of infections through cleaning facilities the correct way with the best applications.

**WHO SHOULD ATTEND:**

Healthcare facility service providers | Infection Prevention Control Sisters | Hospital facility Managers | In-house cleaning service providers | Building service contractors | Industry professionals interested in Infection Prevention Control within healthcare environments.

**Thursday, 6 June (PM) - Next Generation Young Executive Mentorship Forum (NGF): Registration: 12h30 for 13h00-15h00**

Do you have what it takes to step up, lead, stand out and move to the next level in your organisation? Experts and mentors will educate delegates on leadership and business development and share lessons learnt during their leadership/ management careers in the industry, empower you on characteristics needed to manage a successful cleaning industry company in today's environment and what the cleaning customer expects from a service company leader.

**WHO SHOULD ATTEND:**

Mid-level Managers | New business owners | Young entrepreneurs | Emerging leaders | 2<sup>nd</sup> Generation of family businesses | Industry professionals interested in development of young leaders



Xolile Sizani

**ISSA/NCCA members receive special discounts**

## ISSA 2019 Workshop/Forum Fees

### Important Information

- ISSA/NCCA members get discounted rates.
- Early bird rates for BOOKINGS and PAYMENTS applies up to **15 March 2019**
- **'Normal' rates for BOOKINGS and PAYMENTS applies from 16 March -15 May 2019** (Deadline)
- **'Late' rates + 10% surcharge** for BOOKINGS and PAYMENTS apply from **15 May 2019**
- All fees exclude VAT, any expenses relating to traveling, accommodation, transport or any additional expenses.

Workshops In ZAR		Early bird Rate Book before 15-03-2019		Normal Rate 16 March to 15 May '19		Late Rate 15 May 2019 onwards	
		ISSA Member	Non-member	ISSA Member	Non-member	ISSA Member	Non-member
EME	4 June	3000	3200	3200	3400	3400	3600
IAAP	5 June	2200	2400	2300	2500	2500	2700
Forums in ZAR		ISSA Member	Non-member	ISSA Member	Non-member	ISSA Member	Non-member
HF (AM)	6 June	1850	2000	2050	2250	2250	2450
NGF (PM)	6 June	1200	1350	1350	1500	1500	1650

### ALL BOOKINGS MUST BE PAID IN ADVANCE - NO PAYMENT, NO ADMITTANCE. RIGHT OF ADMISSION RESERVED.

- Included in full day workshop packages: Documentation, lunch & refreshments, entrance to the expo, parking and networking
- Included in half day forum packages: Documentation, refreshments, entrance to the expo, parking and networking

### Please Note:

- Confirmed exhibitors will be charged the early bird booking fee per each workshop/forum
- Three or more delegates from one company attending the same workshop/forum will receive a 2,5% discount per delegate
- Multiple workshop/forum attendance will receive an additional 2,5% discount per delegate
- **Additional and valuable networking opportunities:**
  - ISSA Cleantex Africa 2019 exhibition running simultaneously at the same venue
  - Networking opportunities
  - Optional attendance for **EME** delegates on evening of 4 June: Exclusive exhibitor networking function
  - **Additional Evening Events: Dine-around dinners: 5 & 6 June @ R400 per person per night, excl. VAT**
  - **LIMITED SEATS AVAILABLE ON 5 June 2019 (6<sup>th</sup> sold out)**
  - Optional business breakfast on morning of Friday, 7 June at venue @ R300 per person, excl. VAT (**sold out**)

### Standard Terms & Conditions apply:

- Bookings may be made by email. All bookings will be confirmed by e-squared publications within 48 working hours.
- Payment can be made via electronic transfer only. Additional bank charges will be invoiced if applicable to cash deposits and foreign exchange deposits.
- All cancellation must be confirmed in writing and a cancellation reference obtained from the organisers.
- Cancellations cannot be refunded if cancelled within 15 working days prior to the event. Cancellations prior to 15 working days will be refunded less 35% cancellation fee.
- Substitutions of delegates will be permitted, and all name changes must be communicated to the organisers by email latest 15 working days prior to the event.
- In the event of unforeseen circumstances, we reserve the right to change the venue, dates and programme.
- **Liability:** The Organising Committee and/or Expo Organisers shall not be held liable for personal accidents or losses or damage to private property of registered delegates attending workshops/forums/the expo. Delegates should make their own arrangements in respect of personal insurance.

**Bank details:** Account: e2 squared publications (ISSA) | Bank: Standard Bank Midrand South Africa | Account: 081 866 771  
Please email proof of payment to [nande@cleantex.co.za](mailto:nande@cleantex.co.za)

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