



President's Spring Message

Many things have changed in the last 90 years, but the very basic fact that Domclean Limited is dedicated to providing quality service & customer satisfaction still remains the same. In 1917, when my grandfather, Peter, decided on the cleaning profession to earn a living—I do not suppose he ever imagined that his company would be celebrating its 90th year. I do know that he was a visionary & not afraid to take risks or live out his dreams. It took more courage than many of us will ever realize to board a ship as a young teen-ager & blindly embark for a new country with no friends, no family, no money & an unfamiliar language & customs. Unlike the world in which we live today—there was no TV or internet & fewer books to acquaint oneself with before traveling—let alone moving—to a foreign land. Peter could only begin to imagine the reality of a new life in a new world & what opportunities lie ahead. After he arrived first in Montreal, Peter spent some time out west working on the railway. He kept up correspondence with a young woman (Lena) he had met whom had also recently immigrated alone to Montreal. Within a few years—they married & chose Brantford, Ontario as their new home to raise a family & start a business.

When Peter immigrated—Canada was officially known as the **Dominion of Canada**. The fact that he named his newly formed business “Dominion Window Cleaner” speaks volumes about his patriotism & how Peter proudly embraced his new life & new opportunities in Canada.

During WWII, as linoleum & vinyl tiles replaced traditional hardwood flooring (which required virtually no upkeep) - companies that manufactured materials to maintain & protect these new substrates also blossomed. During this time, the company became known as Dominion



Peter Buzek, founder of company

Window & Floor Service, hired more employees & diversified into floor maintenance. We also developed the partnerships we still maintain today with Johnson Wax (now JohnsonDiversey) & the Advance Machinery Company (now Nilfisk-Advance). Their ongoing commitment to research & development has allowed us to remain competitive while supplying a better finished result for our clients. Perhaps even more importantly—their technological advancements have vastly improved health & safety & reduced risk for our employees.

Domclean is reportedly the first Canadian cleaning company to use automatic scrubbers. In fact, we saw such a benefit back in the early 1950s with Advance scrubbers & the variety of floor care products being offered by Johnson Wax, that we became the first original Canadian dealers for these companies & successfully continue those valuable 50+ year relationships today. Of course—it did not hurt

Inside . . .

ISO 9001:2000	2
Inspirational words	3
Health & Safety	4-5
Green Issues	6-8
News	9-11
1917 Trivia	12



that Johnson Wax was also conveniently located in Brantford, Ontario!

The 1950s & '60s witnessed the growth of our company from coast to coast as we became one of the biggest & longest surviving Canadian cleaning organizations. My father, Mike, worked with his brothers, Bill & George, & made their father proud of the very small business that he had founded. I succeeded my father in 1969 & continue to oversee the progress of the company. My daughter, Shannon Buzek,—the "4th generation"—officially joined the company in 1991.

Just in case you were wondering about the different names we use for the company . . . In the 1980s—we decided to modernize & the shorten the original name to "Domclean" (and continued to use the name Dominion Equipment & Chemical for our distribution division).

Since our company was founded—many things have changed & we have had to adapt to these circumstances & seek new opportunities such as embracing ISO 9001:2000. My grandfather & father would be pleased with the legacy they helped to create—especially with the knowledge that Domclean is the oldest cleaning company which is ISO registered. I hope they would be satisfied with our achievements, but also of our commitment to quality and customer satisfaction, which I know was part of their original mission. Peter would be proud that his vision as a young man arriving in a new country still has a place in our hearts 90 years later.

As employees, clients, prospective clients or associates of our company—thank you for your contribution to our continuing success & heritage. Please take a moment during 2007 to help me celebrate our 90th year!

Ross M. Buzek, President

QUALITY POLICY STATEMENT

Quality at Domclean Limited is the responsibility of every employee.

We are committed to providing quality cleaning services and products.

Domclean will use ISO 9001:2000 as our quality system platform and strive to continuously improve our processes to meet or exceed customer expectations.

ISO 9001:2000 Audit Schedule for May 2007

Please be advised that our next ISO audit is scheduled for Thursday, May 10, 2007. Some of you will have already participated in an Internal Audit in preparation for the real thing!

Remember, the auditors will never ask you a question to which you should not know the answer. They are there to simply confirm that what we say we do (our procedures and processes) in our manuals is being done by all of us. Quite often people get nervous during an audit – do not worry, you will know the answer because it is part of your daily routine.

Did you know that when the SGS auditors come into our Head Office that they audit the Management team as well? It is not just the cleaning staff or the crew leaders – it is everyone in the company.

Just so everyone is aware, we passed our re-registration audit in November 2006—again without any non-conformances. Thank you to everyone, for “doing what we say we do” which allowed us to be re-registered to ISO 9001:2000 for another 3 years (at which time our next re-registration audit will occur).

The Silent Customer

“We have had the account for years, never once has the customer complained or said anything for that matter, I don’t understand why we lost the account!”

This statement is the most common response by almost everyone who has lost an account, a customer or a friend. The silent customer is the deadliest customer you will ever have. In some cases we just did not listen when they spoke or they never spoke at all.

In today’s competitive world, companies have realized the cost in customer retention is far less than the cost of new customer acquisition and yet we do not give these valuable assets the opportunity to speak.

We get so caught up in self worth and fear of rejection that many companies do not provide a tool which prompts the customer to offer constructive feedback. The customer thinks about the product and service they are getting & stores the experience in their memory bank until such time the bank fills with enough reasons to seek change. By the time this occurs the customer has made the decision to move on, *without a word!*

For this very reason—Domclean invites customers to participate in customer surveys and to feel comfortable expressing their concerns.

As front line employees of Domclean, we encourage you to stop and listen to our customers in the field, make notes of requests and pass them along to your site supervisor or your District Manager. He or she will make the appropriate changes to correct the situation for the customer. If the requests mean doing anything outside what we currently provide, then approvals must be given by your District Manager.

It is the responsibility of all of us to stop & listen, make the customer feel comfortable in expressing themselves, write down the concern and forward it to our supervisor for correction.

The success of our company is to view the customer’s dissatisfaction as an opportunity to provide solutions and improve the relationship we all value. This will ensure we will not fall victim to the “Silent Customer”.



If you think you'll lose, you've lost,
For out in the world you'll find,
Success begins with a fellow's will,
It's all in the state of mind.

If you think you are outclassed, you are,
You've got to think high to rise,
You've got to be sure of yourself before
You can ever win a prize.
Life's battles don't always go
To the stronger or faster man,
But soon or late the man who wins
Is the man who thinks he can."

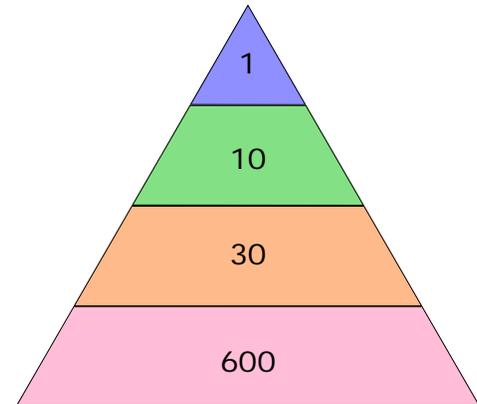
Arnold Palmer

Health & Safety

Accident Ratio Study

For every serious injury (1), there are:

- (10) Minor Injuries
- (30) Property damage accidents
- (600) 'Near Miss' incidents that could have caused injury or damage, but did not



The 1-10-30-600 relationship represents a tremendous opportunity to prevent serious and major events – if a process exists to identify, investigate and correct the system's problems associated with these kinds of events.

At Domclean Limited— we have such a process in place.

Accident Investigation Reports are **mandatory** for **all** workplace incidents and injuries. Please be sure to report all "Near Misses" (where an accident or injury "almost" happens) to your crew leaders or district managers for their investigation. We might be able to prevent a serious injury to someone else by following up on your information about a near miss.

Introducing..... SAFETY TALKS!

As part of Domclean Limited's ongoing efforts to provide our employees with a safe and healthy workplace, the Health & Safety Coordinator has introduced our new **Safety Talk Program**. Safe work procedures will be clearly explained to all of our valued employees through these short training sessions. Be sure to attend the next Safety Talk session in your workplace. *Your safety could depend on it!*

Thank you for working safely in 2006!

Your Joint Health & Safety Committee

Domclean Limited and Dominion Equipment & Chemical

With Barbecue season fast approaching it seems appropriate to address safety issues surrounding BBQ use.

First use of the season ...

Make sure the burner holes and venturi tubes connected to the burners are rust and debris free and that the burner throat, where the propane enters the burner, is free of dust, cobwebs or any other obstructions. If these areas become blocked or plugged up, the gas will get diverted elsewhere and could pose a hazard.

Remove the grates and lava rocks or bars. Clean out any accumulated ash or grease at the bottom and on the sides of the BBQ.

All hoses and joints should be soap tested by using a solution of dish soap and water. Leave the barbecue valve off and the cylinder valve on. Spread the soapy solution generously on all fittings and the hose. If bubbles appear and become larger or increase in number, then you have a leak. Never check for leaks with an open flame. If you're not sure about something, take it back to the dealer for help or call a qualified propane technician.

Whenever you use the barbecue ...

Only open your propane tank a quarter to one-half turn. That's all the gas your barbecue needs to operate and if you have a problem, then it's much easier to shut off.

When lighting your barbecue, have the match or lighter already burning with the barbecue lid open before you turn on the propane.

Always keep loose clothing away from a hot BBQ. Use long-handled tongs and brushes while grilling. It puts you at a safer distance away from the heat and flames.

Make sure the barbecue is at least 10 feet (3 metres) from the house or any other objects that could catch fire. Never move a lit barbecue.

After each use, turn off the propane tank cylinder valve first, then the ON/OFF valves on the barbecue. This way propane does not get trapped in the hose when the barbecue is not in use.

From the time you light the barbecue until you finish cooking, stay with your fire – never leave a lit barbecue unattended.

HAPPY GRILLING & HAVE FUN, BUT BE SAFE! REMEMBER SAFETY FIRST AT HOME & AT WORK.



Health & Safety Continued



The Race to be "Green"!

By Glenn Mellors

As the push for **"green"** becomes more & more an issue in terms of building maintenance - a clear understanding of the measurement tools also becomes more important. You will need to become familiar with the term **LEED** "Leadership in Energy and Environmental Design". LEED is the national benchmark for the design, construction & operation of high performance green buildings—better know as the "Green Building Rating System". The rating system is an accumulation of points awarded to a building and is based on the immediate & measurable impact of the building's performance.

LEED promotes a whole building approach to sustainability & recognizes key performance areas in health, human and environmental. There are five key performance areas, which are broken down as: indoor environmental quality; water savings; energy efficiencies; material selection; and sustainable site development.

Domclean Limited's Green Tip #1—Clean while it's light out! This may sound silly but there are substantial advantages to having your janitorial cleaning done during normal business hours. Just like the advantages of daylight savings time, it has been determined that cleaning during the daylight hours offers a significant savings in energy consumption. Hydro (lights) will be reduced because the length of time the lights are on after normal business hours can be cut back 25% or more. The next savings realized will be from the energy used to heat or cool the building again reducing operating time by up to 25%. There are also human efficiencies that can relate to savings as most people function at a higher rate of performance during daylight hours.

The key to being able to have cleaning staff operate during business hours is to have them equipped with sound reduced cleaning equipment (under 70dbs). The second is to have the equipment rated at a minimum of 96% filtration of particles over 0.5 microns. These two ratings combined with the understanding of efficiency savings with your staff can provide a healthy, clean and environmentally responsible environment for all!

Think about it! It may make it a little easier in the **"Race to be Green"**.

For more information on this or other green tips please contact me at 519-752-3725 x218 or gmellors@domclean.com.

The Pro's Corner

A new addition will be added called "The Pro's Corner". We invite both customers & staff members to call, write or email in their questions regarding anything you ever wanted to know about cleaning, products, equipment or ratings, but were afraid to ask. We will enlist the "Pro's" to answer these questions & we will publish the answers in future issues.

Send your questions to:

"Ask the Pro's"
c/o Domclean Limited
29 Craig Street
Brantford, ON N3R 7H8

Or call 1-800-265-8426
x218

Or send an email to
newsletter@domclean.com

FAS-TRAK

Industries, Inc.



Mark Feldmeier of Fas-trak Industries demonstrates the **Ultratrak 5-in-1 finish application system** to a customer seminar group at Doug Snooks Eagle Place Community Centre in Branford Ontario.

Although there are usually many improvements introduced within the cleaning industry every year—it is seldom that a truly *remarkable* product is developed.

Fas-trak Industries offers a wide range of finish application & cleaning tools that are carefully designed to save significantly on physical exertion, time & product—not to mention vastly improved health & safety aspects for the operator. Not only does the machine require very little strength & time for the cleaner to operate—he/she has much less direct exposure to the chemical.

Floor finish can be applied to large, open spaces with just a fraction of the labour traditionally involved & by using significantly less time & product. During the seminar pictured above—the first coat was applied to a 5,700 sq foot gymnasium in 20 minutes, which included Mark stopping several times to offer explanations, training first-time users & allowing them to complete part of the floor themselves. The second coat was applied less than an hour later in just 12 minutes! Needless to say—dry time is dramatically improved—allowing for less downtime &/or the ability to apply more coats much faster. Ease of use, training & upkeep on the machine are also very (refreshingly) straightforward.

In addition to the other “green” aspects of this system (labour & product reduction; no wasted product; faster dry time means VOCs (Volatile Organic Compounds) do not linger as long; less downtime for facility’s core business activities means reduction of energy consumption; etc.)—the machine comes standard with gel batteries. See page 8 for more information on gel batteries.

Please contact Martin Cookney at (519)753-8421 x228 or at newsletter@domclean.com for more information on Fas-trak.



Scott Paper (Canada) is officially changing its name to **Kruger Products**. When Kruger purchased Scott Paper in Canada in 1997, one condition of the sale

was that some trademarked names, such as “Scott Paper”, would only be available for use by Kruger for 10 years. Kruger is a well known Canadian company that has been in business since 1904 & employs over 10,000 people across North America. Product range, quality, & item numbers will not change—just the name & logo.

Continued on page 8 . . .



Kruger's green commitment continued . . .

Almost 60 years ago, Scott Paper was a pioneer in recognizing their role as an environmentally responsible company & has implemented many significant measures over the years such as: the first reforestation project in 1948; installation of a primary waste water treatment system in 1972; a very advanced recycled fiber mill in 1989; & registration of both ISO 9001 & 14001. In a new step toward their goal, they recently announced the **EcoLogo** certification (the most widely used one in Canada & with strict & full spectrum guidelines) on many of their towel, tissue & napkin products. Not only were they able to adhere to the strict standards set by EcoLogo, but they were able to do so without compromising the quality of their products.

Thank you to Kruger Products for your environmental commitment & achievements! We know you will keep the pace in the race for green!



Enviro-Solutions (a major chemical manufacturer) takes their environmental commitment a step above simply providing green chemicals. They go the extra step to offer these types of bonus services to customers:

- Condensed, one page MSDSs (compare to other manufacturers who use 3, 4, . . . up to 7 pages!)
- **Full** chemical disclosure on their MSDSs
- A very comprehensive website (www.enviro-solution.com) that offers all their literature, MSDSs & other important documents as well as a full gamut of resources
- Dedication to education through seminars; email "blasts"; training; & website resources

They are also a Canadian owned & operated company!

GEL BATTERIES—As part of our commitment to continuous improvement & improved Health & Safety for our employees, Domclean has recently begun switching all our equipment batteries over to gel from the older style, wet-cell, lead-acid ones. This transition will be phased in as our existing fleet of equipment requires replacements & all new machines will be purchased with gel batteries. Benefits of gel batteries include: almost no maintenance required by the users; less prone to "off gassing"; no spillage & subsequent corrosive concerns; & better resistance to extreme temperatures, shock &/ or vibrations.

Congratulations to **Nancy Wright** who has worked in our Brantford Office in Human Resources for 25 years now! (Trust us—she was really, really young when she started!). Nancy has blessed us with her fantastic smile & laugh & her enduring sense of selflessness & kindness.

Outside of work—Nancy is the proud mother of Andrew, Stephen & Jessica.

Bob Robertson, Marketing Vice President, recently celebrated 28 years with our company & also just celebrated his 65th birthday in March 2007. Congratulations, Bob—you certainly have earned it! Cheers!

Bob enjoys traveling & spending time with his wife, Monica, & son, Cory.



We are pleased to announce that **Glenn Mellors** recently joined our team at Domclean Limited as Sales & Marketing Manager. Glenn brings an accomplished sales & marketing background & an energetic attitude to our company.

Glenn can be reached at (519)752-3725 x218 or gmellors@domclean.com.

Domclean employees meet on a regular basis to discuss Health & Safety, customer satisfaction, on the job training & ISO issues as well as any new government legislations & how they affect our company.



Congratulations to **Jose Zepeda, District Manager**; **Heather Little, District Manager (Trainee)**; **Victor Hernandez, Site Manager**; & **Chris Maier, Assistant Supervisor**! All were Domclean employees who have been promoted to new positions in our company. As employment opportunities become available, we always attempt to promote from within our existing staff. Keep up the great work!

A pleasant congratulations to pass along to **Liz & Ben** Clarke who are the daughter & new son-in-law of **Donna Noyes** (of London). Liz & Ben got married at the Treasure Island Hotel in Las Vegas on April 18, 2007 in the presence of Donna & many other family members & friends. All the best, Liz & Ben! Congratulations!

Our sympathy & condolences go out to **Gareth Marshall** (of our Brantford office) & his family after his mother, **Mary** Marshall, passed away in Burlington in January 2007.

LONG SERVICE ANNIVERSARIES – 2006

Domclean Limited is pleased to announce that the following employees celebrated long service anniversaries as of December 31, 2006.

5 YEARS: Rita Mills, London; Bob Valletta, Brantford; Mary Pasquale, Brantford; Robert Goudie, Ottawa; Darlene Goudie, Ottawa; Teresa Eggett, Ingersoll; Irma Almeida, Cambridge; Griselda Solano, Guelph; Svetlana Routkevich, London; Michelle Kowalyk, Brantford; Hien Dong, Ottawa; Carmen Abrego, Cambridge; Ronald Charbonneau, Ottawa

10 YEARS: Olympia Oliveira, Brantford; Virginia Brogan, Welland; Gilles Labrie, Ottawa

15 YEARS: Bernie Wright, Kitchener; Diana Scott, Waterloo; Joanne Henhawke, Ingersoll; Shannon Buzek, Brantford; Carol Thibault, Welland

20 YEARS: Dave Cressman, Kitchener

25 YEARS: Nancy Wright, Brantford

I also wanted to remind everyone that although we no longer choose a formal "employee of the month", the opportunity to recognize that "special" employee or crew still exists.

Please – continue to recommend or advise us when a crew member has performed an exceptional deed, exceeded customer expectations or celebrated some significant milestone in their life. We would be pleased to be able to recognize that employee or crew in some way.

Advise your District Manager, contact our newsletter editor by email directly to: newsletter@domclean.com or send us a letter or note with your time sheet.

Sue Baxter, Human Resources Manager

- | | |
|----------------------------|---------------------------|
| 1 Perry Mason | 15 Domclean (Dominion) |
| 2 The Halifax Explosion | 16 Mata Hari |
| 3 Conscription | 17 Zsa Zsa |
| 4 Desi Arnaz | 18 Income Tax |
| 5 Germany | 19 Edgar Degas |
| 6 Phyllis | 20 National Hockey League |
| 7 Atlanta | 21 Tom Thomson |
| 8 The Battle of Vimy Ridge | 22 London |
| 9 Fitzgerald | 23 Dean |
| 10 Bill | 24 Puerto Rico |
| 11 Dizzy | 25 John F Kennedy |
| 12 October | 26 Vera |
| 13 Arabia | 27 Chicago White Sox |
| 14 John Lee Hooker | 28 Lena |

answers from back cover

A warm welcome back to **Weldon Slawter** of Nova Scotia! Weldon originally started with Domclean back on August 9, 1976. We were very delighted that Weldon was able to join our company again after a 10 year hiatus. His smile, customer service & professionalism are the perfect way for Domclean to re-enter the Eastern market place.

Halifax NS - Domclean Limited is happy to announce that we have recently signed contracts in Nova Scotia and Newfoundland. Previously Domclean had provided their services to many retail stores across the Maritimes, but the sell off of major Canadian based retail chains in the 1990s had created a void for Domclean in this market.

We are elated to be back servicing this market. In addition—we are pleased that some of our new customers have employed people with whom we had already had a relationship. We view this as a great opportunity to create new relationships as well.

Domclean Limited has proudly cleaned the administration & manufacturing areas of **Cami Automotive** in Ingersoll, Ontario since 9 months *before* production began in April 1989 in addition to providing major supply items.

Cami—at 1.7 million square feet—is a joint venture between General Motors of Canada Ltd. & Suzuki Motor Corporation & employs 2,775 people. Since production began in 1989—Cami has built over 2 million economy cars & small SUVs. Pictured right is the new Suzuki SL7.



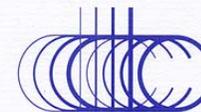
Levi Snook, who worked as our JohnsonDiversey Senior Territory Manager for many years, retired at the end of July 2006. Levi is pictured left, with his wife Janet, at a small gathering in honour of his retirement.

Hopefully Levi now has more time to devote to hockey, traveling, spending time with his family & spoiling his first granddaughter, Avery Sydney!

Congratulations to **Jim Yardy** on his placement at **JohnsonDiversey** as Senior Territory Manager. Jim started in late 2006 & has proved to be an asset to our team!

Congratulations to **Don Galley** on his appointment with **Nilfisk-Advance** in early 2007. Don is the General Manager of the Canadian division.

It is with great sadness that we report the death of **Jim Boutilier** in March 2007 at age 47. While heading up the Canadian division of JohnsonDiversey—Jim worked with our company. At the time of his death, Jim worked for Marquise in Vancouver. Jim's passionate spirit & infectious laugh will never be forgotten.



All these events occurred in 1917 . . .

- 1 Name the TV lawyer played by Canadian actor Raymond Burr (born in 1917)
- 2 This Canadian tragedy occurred on December 6, killing over 1,950 people & injuring 9,000
- 3 This controversial act was instituted by both Canada & the US to ensure troops would be available for WWI
- 4 This "I love Lucy" husband onscreen & in real life was born
- 5 The US declared war on this country on April 6
- 6 First name of US comedian ----- Diller who was born
- 7 After Sherman ordered devastating fires during the Civil War, this US city experienced another major fire
- 8 Canadian troops won this major WWI battle
- 9 US female jazz singer Ella ----- was born
- 10 US wild west "Buffalo ----" died
- 11 Blues legend ----- Gillespie was born
- 12 This Russian Revolution was named for an autumn month
- 13 T.E. Lawrence led the troops of -----
- 14 This American musician best known for "Boogie Woogie" was born
- 15 This cleaning company was founded in Brantford, Ontario
- 16 This famous dancer was executed for spying for Germany
- 17 First name of Hungarian actress ----- Gabor who has been married 9 times was born
- 18 What was supposed to be a "temporary" measure was introduced in Canada to cover war expenses
- 19 This French painter of ballerinas died
- 20 After the break-up of the "National Hockey Association" - this still current league was formed in Montreal
- 21 Name the "associate" of the Group of Seven who died under mysterious circumstances
- 22 First major bombing by Germany occurred on this British city
- 23 First name of Rat Packer Martin who was born
- 24 Residents of this island were granted US citizenship
- 25 This future US President (1961 - 1963) was born
- 26 First name of British singer ---- Lynn who sang "The White Cliffs of Dover" during WWII was born
- 27 The team that won the World Series that year (& then not again until 2005!)
- 28 First name of popular jazz singer ---- Horne who was born

Look for answers on page 10

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