

Floor Care

TRAINING GUIDE





THE BASICS

You only get one chance at a first impression. Walking into a healthcare facility, office, or retail store, what is one of the first things you notice? The floors! Are they clean, clear of debris and scuff marks, or are they dirty and dingy? Floor care is often overlooked but the impact it has on customers and clients is immeasurable.

GENERAL FLOOR CARE GUIDELINES

Proper Use of Chemicals:

The improper use of cleaners and strippers may damage floors. Frequent treatment or inadequate rinsing may cause cracking, shrinking and/or discoloration.

Always read the label and SDS instructions prior to use to ensure a safe working environment.

Water:

Using the correct temperature of water, cold to room temperature has a large impact on the outcome of the cleaning process. Follow all directions on labels and SDS carefully as to avoid any problems.

Heel Marks:

Black heel marks can be removed using a fine nylon pad moistened with a neutral pH detergent. Rinse thoroughly with a clean cloth and water. Ensure floor is dried thoroughly before allowing foot traffic.

Gum, Tape and Other Sticky Residue:

Sticky residue can be removed with a smooth, plastic putty knife and **DOODLE BUSTER**, rinse with a damp cloth after application of product.

Proper Use of Equipment:

Keep all equipment clean and in good repair. Wash and rinse mops, pads, applicators, brushes and power cord after each use. Use a dedicated mop for each procedure.

Proper use of equipment will help prolong its life, reducing maintenance needs and help ensure a clean floor after every task.





Use and wear protective equipment or clothing required by the employer. The use of protective gloves and safety glasses is highly recommended.



Refer to product label and safety data sheet (SDS) before use. For complete product information, please consult www.dustbane.ca.



FLOOR IDENTIFICATION

COMMON FLOORING TYPES

The key to correct floor care is knowing the type of floor you will be caring for. Many floors can be ruined by applying an inappropriate product.

Floors are divided in two categories: non-resilient and resilient.



NON-RESILIENT FLOORS

Non-resilient flooring materials is hard and has no give, it does not flex or spring when walked on. The most non-resilient surface is a concrete slab.

Types Of Flooring:

- Ceramic
- · Porcelain
- · Quarry Tile
- Marble
- Granite
- Slate
- · Onyx
- Terrazzo
- Concrete

















RESILIENT FLOORS

Resilient flooring material is firm, yet has a give or bounce back. However, carpeting is not considered as resilient flooring because it has give, but is not firm.

Types Of Flooring:

- · Vinyl Composite
- Asphalt
- Vinyl
- Linoleum
- Marmoleum
- Rubber
- Wood
- Cork
- Laminate
- Bamboo

















SAFETY FIRST

Safety is very important during floor maintenance, both for the person doing the cleaning and especially for people walking in the area being cleaning. Slips and falls can happen in a second and can be very dangerous, causing broken bones, head injuries or worst. The proper use of floor signs as well as following correct cleaning procedures can reduce the risks of injury.

View our Slip & Fall Accidents white paper on page x.



STRIP WITH THE SQUARE SCRUB®

Using the Square Scrub® PIVOT with the HEPA Dry Vac Kit, remove floor finish and build up with a dry strip pad.

Walking forward or backward, make your way around the room, dividing it into manageable areas.





RINSE WITH THE LABRADOR L21

Pass the Labrador L21 through the area to rinse the floor and pick up any residue from stripping - creating a clean, smooth base for the floor finish to adhere to.



THE PERFECT **FLOOR SYSTEM**

Achieve brilliant shine and maximum durability with this perfect combination of equipment and chemicals.

Designed to reduce the amount of labour involved in your floor care program The Perfect Floor System offers a simplified, economical solution when compared to manual preparation.

Ideal for all resilient and non-resilient floors, this 4-step plan can give your floors a brand-new look with little effort from start to finish.





APPLY 2-3 COATS OF RUNWAY

For a high-gloss finish, use a flat mop and bucket to apply 2-3 thin coats of Runway to the clean floor, allowing the floor to completely dry between coats (at least 30 minutes).





MAINTAIN WITH THE CLEANBRIGHT PAD & FILM AWAY

Use the **CleanBright** pad on your auto-scrubber with water to enhance your floor finish until the desired gloss level is achieved. Or, use the CleanBright pad and Film Away together for your every day cleaning and maintenence!



DUST MOPPING

DAILY MAINTENANCE

Proper daily maintenance can prolong the life of your floor finish by many years. A simple dust mopping can instantly improve the look of a floor.



HOW-TO

Before beginning this task, chemically treat your dust mop with **HYGO H2O**. This labour-saving process traps and holds dust and soil instead of scattering it during the cleaning process.

Initial Treatment of New or Freshly Laundered Mops

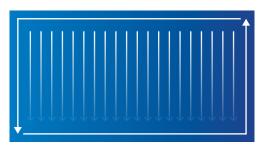
Spray **HYGO H2O** over entire mop until it is damp but not wet. Hang mop to dry for 24 hours before using.

Remove all obstacles from work area including walk off mats.

Scrape any gum or glue or tape from floor surface using **DOODLE BUSTER** and rinsing with a damp cloth after applying the product.

Using a dust mop, push along edge of working area making sure the leading edge of the mop does not change

Dust mop the center of the work area, gently shaking out the dust mop at the end of each path.



Sweep all dirt and debris into a dustpan and empty into a waste receptacle.

Clean out dust mop by brushing or if possible vacuuming.

TOOLS/EQUIPMENT

- ☐ Dust Mop
- Broom and Dust Pan
- Scraper
- Cleaning Products





DAMP MOPPING

A QUICK AND EFFECTIVE CLEAN

Damp mopping quickly and effortlessly removes dirt and other surface soils in heavily trafficked areas, keeping the floor cleaner longer.

TOOLS/EQUIPMENT ☐ Wet Floor Sign Clean Mop Head and Handle Mop Bucket and Wringer Cleaning Products

HOW-TO

Fill mop bucket with **EXCELSIOR** detergent from dispensing system. If there is no dispensing system is available, add **EXCELSIOR** detergent to a bucket of unheated tap water, following dilution instruction on label.

For Light Soil Conditions

Dip mop solution and wring out with heavy pressure. Apply mop to floor starting with an outline of the work area and then through the middle area using a figure-8 pattern. Allow to air dry.

For Heavy Soil Conditions

Apply solution without wringing out mop. Let stand 3 to 5 minutes. Pick up solution with wrung out mop. Rinse floor.

At the End of the Cleaning Task

Hang mop so that air can circulate around it to prevent mold and mildew.

THE MICRO-5

For a mopping alternative that's more sanitary and less labour-intensive than a mop & bucket, try the MICRO-5. Weighing in at only 44 pounds, the Micro-5 is easily transportable and features and a foldable handle for easy storage.

Auto-scrubbers use different pads to achieve certain cleaning tasks on floors, while the Micro-5 is equipped with a brush that's just meant to agitate the floor. This makes the Micro-5 the ideal choice for everyday use in small to medium-sized environments.



DEEP SCRUBBING

RESTORE YOUR FLOOR

Deep scrubbing quite often can take the place of a full stripping job. The individual parts of the task are similar, however, less aggressive chemicals are used so you only scrub off the top 1 of 2 layers of floor finish.

TOOLS/EQUIPMENT

- Rubber Gloves and Footwear
- ☐ Wet Vac
- ☐ Safety Glasses
- ☐ Squeegee
- ☐ Wet Floor Signs
- Wiping Cloths
- ☐ Dust Mop
- Scraper
- 2 Mop Buckets
- 2 Clean Mops and Handles
- 175 rpm Rotary Floor Machine
- ☐ Scrubbing Pads
- Utility Pad Holder and Pads
- Cleaning Products



HOW-TO

Remove all obstacles from work area including walk off mats.

Dust mop entire floor area and remove any gum, tape or glue.

Post wet floor signs at all entrances to work area.

Add proper amount of degreaser (see page xx) to unheated tap water, following dilution instructions on label.

Apply solution to a 10 x 10 area of floor. (For heavily soiled conditions allow 5 minutes dwell time ensuring the floor stays completely wet).

Scrub all edges and corners with utility pad.

Scrub the entire floor with a floor machine and scrubbing pad. (If there is a heavy build-up of floor finish, scrub in both directions ensuring the floor stays wet. This step could also be completed with an auto-scrubber).

Pick up slurry with wet vac including edges and corners. (Slurry is a mixture of water and product that accumulates on the floor during cleaning).

Rinse the floor.

Pick up rinse water with wet vac.

Give the floor a final rinse with a clean mop and clean water.

Wipe all adjacent areas that may have been splashed during the scrubbing procedure.

Allow the floor to dry completely then check to ensure floor has an even appearance.

Keep all traffic off the area until floor has been re-finished following directions in this document.

TIP

Using the **LABRADOR XP (ORBITAL)** in combination with the **BLUE SPACER** pad can achieve deep scrubbing using a more efficient operation than the conventional method.

SPRAY BUFFING

BRING UP THE FINISH

Spray buffing and burnishing are excellent ways of maintaining gloss and durability between periodic restoration of a finished floor. Always complete proper dust mopping and damp mopping before spray buffing or burnishing to avoid dirt being pressed into the floor finish.



To	ols/Equipment
	Dust mop
	Floor Machine
	Floor Pads
	Cleaning Products

Center a **RED BUFFING PAD** on the machine and adjust the handle height to the proper position.

Spray undiluted **CROSS-LINK** or **RESTORE**, diluted 1:4 with clean, unheated tap water, in a fine mist onto a small area of the floor.

Run the floor machine over the entire sprayed area to form a hazy

Continue to run the machine over the area until the desired gloss is achieved.

Repeat steps 2-4 until all of the work area is completed.

Dust mop the entire work area.

BURNISHING

MAINTAINING GLOSS & DURABILITY

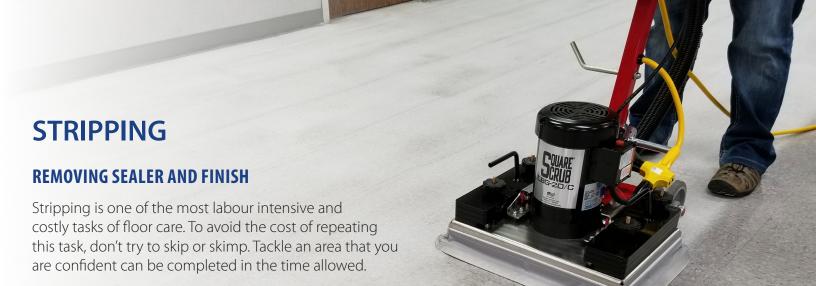
UHS Burnishing is an excellent way of maintaining gloss and durability between periodic restoration of a finished floor. Always complete proper dust mopping and damp mopping before burnishing to avoid soil being ground into the floor finish.

> Center a PINK ERASER PAD onto the burnisher and adjust pad pressure. Optional: spray or squirt a small amount of **RESTORE** or **CHALLENGER**, with unheated tap water onto the floor directly in front of the burnisher.

Lower the burnisher over the solution and move the machine forward until the pad starts to dry out.

Repeat steps 1 and 2 until the entire work area is completed changing pad as it becomes loaded.

Dust mop the entire work area.



Remove all furnishings, mats and any free standing objects from work area. Dust mop entire floor area and remove any gum, tape or glue. Post wet floor signs at all entrances to work area. Dilute TIME OUT PLUS stripper to unheated tap water, following mixing instructions on label. Apply stripping solution to a 10 x 10 area of floor. Allow 8 to 10 minutes dwell time ensuring the floor stays completely wet. Scrub all edges and corners with a utility pad. Use scraper where necessary.

Scrub the entire floor with a floor machine and stripping pad. If there is a heavy build-up of floor finish, scrub in both directions ensuring the floor stays wet. An auto-scrubber may be used for this task, but do not apply stripping solution through the auto-scrubber. The first pass with the auto-scrubber should be with vacuum function turned off and the squeegee in the up position.

Vacuum slurry with wet vacuum including edges and corners.

Using a clean mop and bucket of clear water, rinse the floor, repeating until it's completely free of residue.

Pick up rinse water with wet vac, repeating if necessary.

Wipe all adjacent areas that may have been splashed during the stripping procedure.

Allow the floor to dry completely then check to ensure all floor finish and residue has been removed and that the pH is neutral (7).

Keep all traffic off of the floor area until floor has been re-finished. (see next page for instructions)

TO	OLS/EQUIPMENT
	Rubber Gloves and Footwear
	Utility Pad Holder and Pads
	Safety Glasses
	Wet Vac
	Wet Floor Signs
	Squeegee
	Dust Mop
	Wiping Cloths
	Scraper
	Time Out Plus
	2 Mop Buckets
	Stripping Pads
	2 Clean Mops & Handles
	175 RPM Rotary Floor Machine

SEALING AND FINISHING

TIME TO SHINE

Sealing and finishing is a task that not only enhances the appearance of a floor but when done properly and maintained well, will protect the floor surface for many years.

Be sure to follow all of the steps outlined below.

TOOLS/EQUIPMENT ☐ Wiping Cloths Scraper Mop Buckets, lined with bag ☐ Clean Mop and Handles Cleaning Products

Dust mop entire floor area with a clean untreated dust mop.

Post wet floor signs at all entrances to work area.

Line the mop bucket with a polybag to prevent contamination.

Slowly pour **FOUNDATION** sealer (or **ORBIT** finish) into mop bucket to avoid foam.

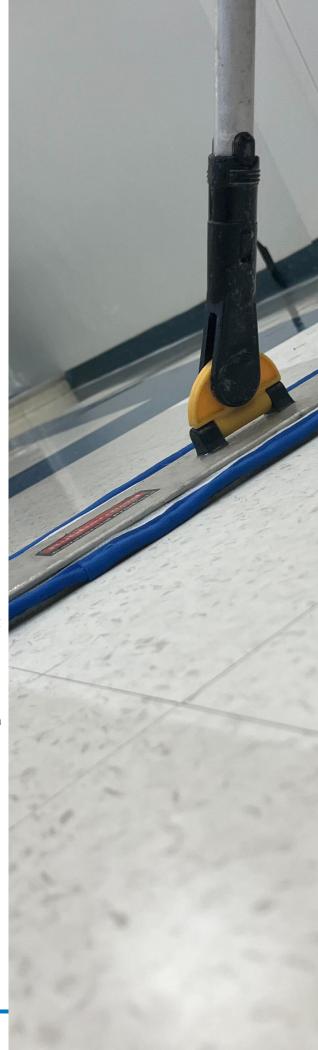
Dip a string mop or flat microfibre mop into the bucket and tamp in the wringer.

Starting at a point beside the bucket, apply sealer (or finish) to a predetermined outline and then fill in that area using a figure-8 pattern. Be sure to always leave a wet edge so that the next section can be blended. Be sure to outline your work area to be the right size so as not to let the mop dry out.

Allow each coat to dry thoroughly, 30 to 60 minutes before attempting the next coat, 3 to 4 coats are recommended.

TIP

- Never pour unused sealer or finish back into container.
- Apply only the second coat of sealer and the last coat of finish to the edge (this will avoid build up).





GROUT CLEANING

Grout cleaning is a labour intensive and costly tasks. To avoid the cost of repeating this task, don't try to skip or skimp. Tackle an area that you are confident can be completed in the time allowed. Only grout that is free of old floor finish can be effectively restored, you may have to strip old floor finish or sealer from the area before proceeding to the grout cleaning procedure.

> Dilute **BLU-LITE PLUS** in unheated tap water following label instructions.

Liberally apply solution to a manageable area of floor. Allow 5 minutes dwell time ensuring the floor stays completely wet.

Scrub the entire floor with a floor machine and grit brush. Be sure to scrub in both directions and ensure the floor stays wet.

Pick up slurry with wet vacuum including edges and corners.

Rinse the treated floor with clean water until all the product has been removed. Do not use a neutralizer.

Wipe all adjacent areas that may have been splashed during the stripping procedure.

Allow the floor to dry completely then check to ensure all product and residue has been removed.

Keep all traffic off of the floor area until floor has been re-finished, see instructions in this document.

TOOLS/EQUIPMENT Rubber Gloves and footwear Utility Pad Holder and Pads Safety Glasses ☐ Wet Vacuum ☐ Wet Floor Signs Squeegee Dust Mop Wiping Cloths Scraper 2 Mop Buckets 2 Clean Mops 175 rpm Rotary Floor Machine Grit Scrub Brush Cleaning Products

FLOOR PADS

Conventional



Black Agressive Stripping Pad

Aggressive, heavy-duty wet stripping pad.



Green – Scrubbing Pad

Heavy duty, deep scrubbing pad, for scrub and recoat applications.



Blue – Cleaning Pad

Moderate scrubbing pad for scrubbing, recoating or light spray cleaning of floors. Can also be used with auto-scrubbers



Red – Buffing Pad

Conventional, multi-purpose pad for wet and dry buffing and light scrubbing. Can also be used with auto-scrubbers



White - Super Polishing Pad

Non-aggressive pad for polishing a clean, dry floor. Can also be used with auto-scrubbers.





Jackeroo® Light Burnishing Pad (Hair Blend Light)

Effectively combines natural hair and fiber in a new, advanced way, bringing out the gloss on softer, more buffable floor finishes



Jackeroo® Burnishing Pad (Hair Blend Heavy)

Blend of synthetic fibers and natural hair. Pad lasts longer with the added benefit of the lubricating effect of a hair pad.



Buckaroo® Burnishing Pad (Hair Blend Extra Heavy)

Made of animal hair with a hard and aggressive binder.



Blue Ice Burnishing Pad

Super soft pad for dry burnishing. Produces a deep and lasting shine.



Pink Eraser – Burnishing & Cleaning Pad

Designed to restore finish and improve gloss on harder floor surfaces. Removes marks and scuffs quickly with minimal finish removal.

Specialty



Emerald/Dominator Stripping Pad

A durable and extra aggressive stripping pad designed with heavy denier fibers that provide noticeable results with a single pass.



Thin Maroon Stripping Pad

Aggressive pad designed for dry stripping floor finish. Its fibers are coated with high- quality abrasives for fast, efficient results.



Titan Extreme Stripping Pad

Our most extreme stripping pad! The ultimate stripping performance that removes years of dirt and floor finish buildup. Offers superior chemical resistance compared to a conventional pad.



Diamond-D Polishing Pad

Gives your floors a new shiny look and a smooth surface. They work effectively in daily cleaning on all common floor types. They will transform any dull, worn floor into a clean, shining floor.

Abrasiveness levels: 400, 800, 1500, 3000, 6000

Rectangular



Spacer Pad

Holds the other pad onto the bottom of the floor machine. Can be used for light cleaning/buffing.



Wet Stripping Pad

Used for wet stripping to remove floor finish and polish floors. Ideal to revive scuffed floors.



Tile & Grout Pad

Reaches into grout lines to clean the toughest dirt and stains. Aggressive but not abrasive.



Floor Finish Remover Pad

Removes several lavers of floor finish without the use of chemicals and prepare surface for re-coating.



Sandscreen Pad

Removes floor finish or repair wood floors – both sides of the screen can be used.

Available in grits: 60, 80, 100, 120



Carpet Pad

Deep cleans any carpeted surface, especially high traffic areas that require a faster drying time. Use wet on any carpeted surface.

Rectangular – 5.25" x 10.5"

*For the Doodle Scrub®



Blue Driver Pad

A medium to heavy duty blue pad can be used for heavier cleaning and buffing situations, but primarily used as a spacer pad.



Blue Tile & Grout Pad

Used best when wet on grouted tile floors, but can be used very effectively on terrazo, poured non-slip, concrete and other uneven floors.



White Driver Pad

Used primarily a spacer pad or with sandpaper and diamonds.



White Pad

A light duty polish pad. Can be used without a driver pad, and is great for spreading chemicals while buffing.



SQP Dry Strip Pad

A thin pad designed to remove floor finish without chemicals. Use dry or wet on VCT and tile.



Xtreme Sponge Pad

Removes scuff marks on VCT or bathroom tile. Use with little water to deep clean & restore shine between refinishing jobs.



SHO Wet Strip Pad

For the heaviest of chemical stripping jobs. Extremely abrasive and heavy with dense fibers.

TROUBLESHOOTING GUIDE

SOLUTIONS TO COMMON FLOOR PROBLEMS

PROBLEM: POOR GLOSS									
POSSIBLE CAUSE	SOLUTION								
Insufficient number of coats	Scrub and re-coat								
Coats too thin	Apply medium coats								
Wrong buffing pads used	Follow supplier instructions								
Too much sand and grit	Use proper matting and check dust mopping procedures, scrub and re-coat								
Floor not rinsed or neutralized before finishing	Strip, seal and re-finish								
Cleaner not neutral	Test pH and use approved neutral detergent								
Dirty finish mop used	Strip, seal and re-finish								
Tiles worn	Apply additional coats, use more sealer								
Floor was not dry before re-coating	Buff or burnish, strip, seal and re-finish.								
Cleaner not diluted properly	Check dilution rates								
Soap residue on floor	Rinse with clear water, use neutral detergent								

PROBLEM: FLOOR FINISH DISCOLOURED							
POSSIBLE CAUSE	SOLUTION						
Pads dirty	Scrub and re-coat, always use clean pads						
Mops or water dirty	Scrub and re-coat, use clean solution and change frequently						
Improper dust mopping	Always dust mop thoroughly before damp mopping						
Colour from cotton mop left on floor	Pre-soak cotton mops or use synthetic mops						
Cleaning chemical mixed incorrectly	Follow instructions on product label						
Re-coating done over soil	Scrub and re-coat, ensuring surface is clean before re-coating						
Floor finish contaminated	Strip and re-finish, dispose of unused finish						

PROBLEM: FINISH POWDERING									
POSSIBLE CAUSE	SOLUTION								
Floor not properly rinsed	Strip, rinse and re-finish								
Two finishes incompatible	Do not apply hard finish over soft								
Not enough drying time between coats	Scrub and re-coat								
Fan used to dry finish too quickly	Point fans towards ceiling								
Finish not bonding to floor	Strip and re-coat, use approved sealer								
Incorrect burnishing on finish	Use finish designed for burnishing								
Finish applied too thin	Use medium coats								
Wrong or dirty pads being used	Always use clean approved pads								
Bleach or acid residue in mop	Use only neutral detergent								
Sand and grit not removed	Use proper matting and dust mop								
Stripper mop being used to damp mop	Use clean mop with neutral detergent								
Factory seal not removed prior to finishing	Strip, neutralize and re-coat								

PROBLEM: SCUFFIN	G AND SCRATCHING				
POSSIBLE CAUSE	SOLUTION				
Soil and sand not removed	Use proper matting and increase dust mopping				
Wrong cleaner or dilution	Use only neutral detergent according to directions				
Incompatible finish / system	Use the right finish for the right application				
Wrong pads being used	Use approved pads				

PROBLEM: FINISH STREAKY OR UNEVEN								
POSSIBLE CAUSE	SOLUTION							
Factory seal not removed prior to finishing	Strip, neutralize and re-coat							
Finish not bonding to floor	Strip and re-coat, use approved sealer							
Fan used to dry finish too quickly	Point fans towards ceiling							
Finish may have been frozen	Scrub and re-coat, use fresh product							
Floor not neutralized	Strip, neutralize and re-finish							
Two finishes incompatible	Do not apply hard finish over soft							
Not enough drying time between coats	Scrub and re-coat							
Floor finish contaminated	Strip and re-finish							
Floor not neutralized	Strip, neutralize and re-finish							

PROBLEM: FLOOR SEEMS SLIPPERY									
POSSIBLE CAUSE	SOLUTION								
Foreign material on floor (i.e. furniture polish, glass cleaner)	Scrub and re-coat, use only approved products, be careful of over spray								
Ice melter on floor	Wash with clear water and neutralizer, use proper matting								
Burnishing dust on floor	Dust mop after burnishing								
Soil and sand on floor	Use proper matting, increase dust mopping								
Improperly treated dust mop	Follow instructions on label								
Incompatible finishes	Never apply hard finish over soft, scrub and re-coat								
Bleach or acids being used on floor	Use only neutral detergent, scrub and re-coat								

Floor Care Chart



OUARRY CONCRETE CONCRETE (UNGLAZED) STATE			◁				\bigcirc	\bigcirc		\bigcirc																1
RUBBER CERAMIC (UNGLAZED) TERRAZZO							<a> 		4	□	4					\bigcirc	0 0 0	Q Q Q	0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0)
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MOOD (SERIED)																		4					0			_
	Time-Out Plus 🥏	Champion	Formula-1	Dynamite	Neutralizer	Film Away 🥥	Foundation 🥏	Accolade	Gard	Orbit 🥏	Runway	Acclamation	Elite	Endurance	Glacier	Gran-Prix XL	Challenger	Restore	Cross-Link	Excelsior 🥏	Compare	Preference	Pine Cleaner	Pinosan	Hydo H ₂ O	
			STRIPPERS		771	NEUIKALIZEKS		SEALERS					FINISHES					MAINTAINERS				CLEANERS				- CCHICO HILL

IMPORTANT:

which products will give you the best results. products may vary according to type, grade, attempts to give you a general indication of age and condition of flooring. This chart Data subject to change without notice. Certain maintenance procedures and





The use of protective gloves and safety or clothing required by the employer. Use and wear protective equipment glasses is highly recommended.



Refer to product label and SDS before use. For complete product information, please consult www.dustbane.ca.

Floor Finish Chart



application. It will help you choose the best finishes for your maintenance needs Use this chart to compare finishes based on their appearance, durability and

	RESILIENT VCT/ SHEET VINYL/ RUBBER FLOORS	NATURAL STONE FLOOR	LOW GLOSS	HIGH GLOSS	NOT BURNISHED	BURNISHED FREQUENTLY (4-7 TIMES PER WEEK)	BURNISHED LESS FREQUENTLY (ONCE A WEEK)	PREMIUM	VALUE
ALL-SYSTEM / UHS									
Acclamation	Δ	٥		Δ		Δ		\triangle	
Elite	D	D		\triangleright		\triangleright		\triangleright	
Endurance	Δ	٥		Δ			Δ		
Runway	Δ	٥		Δ			Δ	٥	
SPRAY-BUFF / DRY-BUFF	BUFF								
Glacier	D	D		\triangleright	D				
Gran-Prix XL	D	D		\triangleright			D		
Orbit 🥏	۵	٥		\triangleright			Δ	\triangleright	\triangleright
SEALER									
Accolade	D	D		\triangleright	D				
Foundation 🖊	D	D	D		D				
Gard	D	D	\triangleright		D				\triangleright

IMPORTANT:

Certain maintenance procedures and products may vary according to type, grade, age and condition of flooring. This chart attempts to give you a general indication of which products will give you the best results Data subject to change without notice.





Use and wear protective equipment or clothing required by the employer. The use of protective gloves and safety glasses is highly recommended.



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Vision

To be a growth company focused on continuously improving customer experience through people, products and processes while making a positive impact on society and the environment.



CUSTOMER INTIMATE

Meet customer expectations.



EXECUTE

Deliver results.



GROWTH

Be a high growth company where staff also grow professionally.



RESPECTFUL & INCLUSIVE

Show all stakeholders respect.
Communicate effectively and listen to learn from others.



MEANING

Positively impact people and the planet.