



JOURNAL

OF THE INTERNATIONAL KITCHEN EXHAUST CLEANING ASSOCIATION

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FUTURE



PRESENT



PAST





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JOURNAL

OF THE INTERNATIONAL KITCHEN EXHAUST CLEANING ASSOCIATION

Serving the Commercial Kitchen Exhaust Industry Worldwide

The IKECA Journal is an industry publication for cleaners, fire marshals, insurance professionals, facility managers, vendors and other interested parties in the commercial kitchen exhaust cleaning and inspection industry.

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From the Desk of the President
Randy Rauth, CECS



IKECA is the leading resource for hundreds of kitchen exhaust cleaners throughout America, Canada, Mexico, and the world. IKECA has taken on the leadership role nationally, initially working closely with NFPA and ICC, promoting our industry and then through certification promoting the professionalism of its members. In 2009, IKECA became ANSI-accredited standards, such as NFPA 96, and at this time published the ANSI/IKECA C10-2016 and ANSI/IKECA I10-2015 standard. The ANSI/IKECA C10-2016 standard is currently under way, the last of the series, which was submitted for review in 2017.

So locally, what have you done to create awareness for yourself in your own community or with your current customer base? How about creating that professional image of a company for future customers or becoming a trusted resource for the restaurant community? More and more is being expected of us.

How about your local AHJ community? Join local inspector and fire chief organizations, listen to their concerns and become a professional source when called upon. They may not be able to recommend specific companies, but make sure you're on their list of reputable contractors. Before IKECA there was no regulation, no professional image, no certification.

Our industry is changing at a faster pace and becoming more regulated than ever before. Kitchen exhaust systems are now being integrated with building fire protection systems. The professional kitchen exhaust cleaner must be aware of potential hazards. Have you ever tripped a fire protection system in a hospital, an extended care facility, the mall or emptied a hotel at 1 am? The fire protection system is monitored by the building fire alarm, so make sure you prevent nuisance alarms.

Continue your education, become IKECA certified, become a professional, become a resource, and become a respected part of your community, making it a safer place to work, play, and enjoy life.

Be the difference, make a difference, protect your customers' dreams.

2017 Fall Technical Seminar
November 15-18
JW Marriott Houston
Houston, TX

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
1											17	
2	DO NOT REMOVE										18	
3	CERTIFICATE OF PERFORMANCE										19	
4	ACCESSIBLE AREAS OF THIS EXHAUST SYSTEM HAVE BEEN:										20	
5	☐	INSPECTED				☐	CLEANED				21	
6	IN ACCORDANCE WITH IEKCA AND NFPA 96 STANDARDS										22	
7	☐	FOR ADDITIONAL INFORMATION, INCLUDING AREAS NOT CLEANED, REFER TO APPLICABLE SYSTEM SERVICE REPORT										23
8	Next Service Due: _____										24	
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11	Your Company Name										27	
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13	Your City, US 98765										29	
14	TECHNICIAN NAME										30	
15	AND CERTIFICATION. #										31	
16	2017	2018	2019	2020	2021							

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Letter From the Executive Director

Sarah Hagy, CAE
IKECA Executive Director



Dear IKECA members and industry constituents,

I am excited for another great year with IKECA. The Annual Membership Meeting marks the beginning of a new IKECA year, and what better place to kick off a new year than Charleston, South Carolina! Welcome to all our members, guests, and speakers who could make the trip to South Carolina to help us kick off 2017 with a bang!

For those of you not able to join us, we thank you for your continued support and involvement with IKECA.

Volunteer leaders and IKECA's management team have a busy year ahead. We will launch a new IKECA website, implement certification renewals on a calendar date (rather than anniversary), submit the draft ANSI/IKECA M-10 Standard for public comment, and add even more value to your IKECA membership by rolling out new member benefits.

One such benefit is the new IKECA Social Power Pack, provided by the Laidlaw Group, an affordable and professional streamlined social media program for any size business. Another new program that is under development is the creation of virtual learning opportunities; our goal is to better support owner-operators in educating their staff as well as helping certified individuals access continuing education on

demand. The changes and enhancements are all a direct result of member feedback and input, so thank you!

Without our members, there would be no IKECA. Not only do members provide the financial resources to advance the organization's mission, they also provide the human capital (i.e., volunteering) to support strategies and initiatives that advance the industry. Members are also key to our efforts in educating customers, fire authorities, and the risk management industry. To echo our President's sentiments on the previous page, be the difference you want to see in your community. Your jurisdiction doesn't require certification to conduct work? Teach local AHJs why certification is important. Tired of competing with the "two men and a truck?" Educate your customers on the real job at hand and how you're not just there to polish the hood. These grassroots educational approaches have been key to supporting jurisdictional changes that result in a more even playing field in an already highly competitive market.

Finally, a big thank you to our sponsors and exhibitors who supported the 2017 Annual Membership Meeting! I'd especially like to recognize our Diamond Partner, IA Business Advisors. Their support has been game-changing for IKECA; thank you, Brian Smith! (*Be sure to check out the first article in a three-part series, Hiring the Right Employees, in the following pages, by Dr. Brian Smith.*)

Thank you for your continued membership!

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IKECA Certification

Important Reminders on Updates to our Program

By Matt Deibert, IKECA Administrative Coordinator



Certification Updates

Renewing your IKECA certification has always been an important part of remaining compliant with your local jurisdiction's regulations as well as maintaining active IKECA membership requirements. However, in the past, the renewal date has not always been the easiest thing to remember. IKECA is pleased to announce that—effective

January 1, 2017—all certifications will expire on the same date: June 1. No more need to remember an arbitrary date on which to renew!

The IKECA management team wants this transition to a standardized renewal date to be a smooth one, so we want to be sure you are aware of how this may affect your renewal. To get everyone onto the same renewal cycle, we have modified the requirements to renew for 2017 on the basis of your original expiration date. All certified individuals have been sent a letter documenting how these changes impact their certification costs and continuing education requirements. Please contact the IKECA management team if you did not get your letter.

Here's a summary of the changes by certification type.

CECS Certifications



If your original expiration date falls *before* June 1, you will receive an extension on your certification to June 1. Renewal fees have been prorated to cover the additional months of certification, and

CEU requirements will remain the same (2.0). If your expiration date falls *after* July 1, your cycle will be condensed; as a result, your renewal fee will be prorated, and the CEU requirement has been reduced to 1.0 CEU. If your original expiration date falls in June, renewal fees and CEU requirements will remain the same (2.0). The CEU requirement will return to 2.0 units for all CECS certification holders in 2018.

CECT Certifications



If your original expiration date falls *before* June 1, you will receive an extension on your certification to June 1. If your original expiration date falls *after* June 1, you will receive an extension on your certification to June 1 of the *following* year. Renewal fees will remain the same. The CEU requirement for renewal will remain the same at 1.0 unit or 10 hours.

CESI Certifications



If your original expiration date falls *before* June 1, you will receive an extension on your certification to June 1. If your original expiration date falls *after* June 1, you will receive an extension on your certification to June 1 of the *following* year. Renewal fees will remain the same. The CEU requirement for renewal will remain the same at 4.0 units or 40 hours.

PECT Designations



PECT designations also have a renewal period. If your original expiration date falls *before* June 1, you will receive an extension on your certification to June 1. If your original expiration date falls *after* June 1, you will receive an extension on your certification to June 1 of the *following* year. Renewal fees will remain the same. There is no CEU requirement for renewal of a PECT.

CEUs

Continuing education has always been a part of IKECA's certification renewal process. By updating and refreshing your knowledge of the industry, you show a commitment to lifelong learning and advancing your expertise.

Continued on page 8

Important Change to IKECA's Boston Certification Renewals

IKECA's certification committee has worked closely with the Boston Fire Department to implement changes to the renewal process for both the Boston Certified Cleaning Specialist™ (BCCS™) and the Boston Certified System Inspector™ (BCSI™) programs. The BCCS and BCSI programs will no longer require certified individuals to retake the certification exam to renew. The renewal cycle will remain *every three years* for both programs; however, the process will require completion of a 50-question renewal quiz.

If your certification expires after January 1, 2017, you are eligible to renew by successfully completing the corresponding *renewal quiz*. If your certification has already expired, you will be required to retake the full exam to reinstate your certification. Further information, including applications and exam and quiz preparation, can be found online at www.ikeca.org/boston.

CERTIFICATION MAINTENANCE

CONTINUING EDUCATION REQUIREMENTS



CECT = 10 hours (1.0 CEUs) every 24 months

CECS = 20 hours (2.0 CEUs) every 12 months

CESI = 40 hours (4.0 CEUs) every 24 months

Proof of appropriate number of CEUs completed must accompany your IKECA Certification Renewal.
Payment of the renewal fee alone is not sufficient to renew your certification.

Attendance at the IKECA Annual Meeting or Fall Technical Seminar <i>Up to 20 hours of content available per meeting</i>	Up to 2.0 CEUs	Attendance at in-house training seminar, or one at another facility ** <i>0.1 CEUs per one hour of content</i>	0.1 CEUs/Hour
Presenting at the IKECA Annual Meeting, Fall Technical Seminar OR other industry-related events <i>Approximately 5 hours of content development and presentation</i>	0.5 CEUs	Online educational training programs <i>0.1 CEUs per one hour of content</i>	0.1 CEUs/Hour
Submission of a technical article for <i>The IKECA Journal</i> <i>Approximately 3 hours of content per article</i>	0.3 CEUs	Develop online assessment content with affiliate industry organizations <i>Approximately 5 hours of content development</i>	0.5 CEUs
Attendance at an industry-related conference, meeting or seminar * <i>Eligible for a maximum of 1.0 CEUs per meeting</i>	Up to 1.0 CEUs	Technical Code Committee Work (NFPA, SHRAE, ANSI Consensus Body)	1.0 CEUs/Day
Presenting to local AHJs within your jurisdiction <i>Must submit official documentation signed by an AHJ on their letterhead indicating date, location and time of presentation</i>	0.5 CEUs	Active Participation in an IKECA Committee <i>0.1 CEU per committee meeting</i>	0.1 CEUs/Meeting
		College courses - general and business management courses by accredited universities <i>Only 25% of CEUs per renewal cycle may come from college courses</i>	0.1 CEUs/Hour

PLEASE NOTE: If you rely on attending IKECA meetings or conferences to obtain the required CEUs, attendance is tracked, and certificates of attendance issued based on actual attendance.

*Acceptable organizations include: NADCA, ASHRAE, NAFA, NFPA, NAFED, RFMA, NASFM. For all others, please contact IKECA to confirm eligibility.

**Must be taught by 3rd party instructor or certified to train the subject matter. (Qualifying topics include but are not limited to: ladder safety, PPE, fall protection, hood/system service, near miss reporting, defensive driving, etc.) Before pursuing a course, contact IKECA to ensure the course qualifies.



L E A R N | L E A D | S U C C E E D

Meet the New IKECA Board Members!

Get to know your representatives on IKECA's Board.

DJ Nowack, CECS, CESI – Fat Free, Inc.



DJ Nowack, V.P. of Operations of Fat Free Inc., has worked in the KEC industry for over 20 years and is currently overseeing all aspects of two branches Fat Free Inc. in Central and South Florida. Fat Free Inc. has been an IKECA North American Active Member for over 25 years.

He is a current member of the IKECA's Marketing Committee, and a past member of the Certification Committee. DJ notes many benefits

of being an IKECA Member, most importantly the training and information he's received to help drive awareness of the KEC Industry to intuitions and AHJs.

DJ would like to see IKECA concentrate future efforts on both growing memberships and educating the insurance industry on the importance of proper maintenance and cleaning of kitchen exhaust systems. DJ will work to keep IKECA Members consistently up-to-date of the Board's activities.

Wayne Tomassi, CECS, CESI – HOODZ of the Mid and Lower Hudson Valley



Wayne Tomassi, President/Owner of HOODZ of the Mid and Lower Hudson Valley, spent 30 years as a Senior Facilities Manager and Safety Manager at General Motors and IMB Industries Plants. He has applied his technical experience to grow his current business; with three trucks and eight employees serving New York's Hudson Valley, Wayne has worked hard to build a positive reputation within his customer base.

Wayne has been active in IKECA, first as a contributor to the *IKECA Journal*. From there, Wayne got involved at the committee level, serving IKECA's Membership and AHJ Committees as well as a session leader at IKECA's Technical Seminar.

Wayne believes that IKECA is like "the OSHA for Kitchen Exhaust Cleaning industry where standards, techniques, processes, and methods are shared by experts in the field with its members." He is looking forward to contributing to the board and thinks that his perspective as a relatively new member will bring new insights to help advance IKECA.

Canadian Chapter Election Update



We are also happy to announce that IKECA's Canadian Chapter President, Alex Young, CECS, has been reelected to his leadership role. Alex has been working hard with other Canadian Chapter members to grow awareness of IKECA membership and certification across Canada.

Important Reminders (continued)

Now that all certification renewal dates will fall in the middle of the calendar year, there is an opportunity for certification holders to attend either or both of IKECA's two meetings to earn CEUs for renewal. Attendance at the Annual Membership Meeting or Fall Technical Seminar & Expo allow up to 2.0 units or 20 hours of continuing education. Our meetings are not only a great way to earn CEUs, they are also a fantastic opportunity to network with your peers, industry leaders, and providers of services and equipment.

IKECA also allows for numerous other ways to earn CEUs for renewal. Some additional ways to earn CEUs include preapproved online training opportunities, general and business management courses from accredited universities or other approved providers, submission of a technical article for the *IKECA Journal*, and active participation in an IKECA committee. A complete list can be found at www.ikeca.org/certification/continuing-education. Other industry-related courses, webinars, or first-aid training may also qualify—check with IKECA headquarters for approval by the certification committee before pursuing these options. In addition, training conducted within your company for employees may be eligible for CEUs. If you are uncertain if training qualifies, please confirm with IKECA headquarters before training is complete.

Please make sure to obtain supporting documentation when earning CEUs from non-IKECA sponsored activities (i.e., attendance certificates, certificates of completion, etc.) to submit to IKECA headquarters when renewing.

Feel free to contact Matt directly with any questions related to your certification. Matt can be reached by phone at 215.320.3876 or via email at information@ikeca.org.

Referral = Rewards

Refer a company to join IKECA, SAVE MONEY
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Use your peer network of KEC professionals to help grow IKECA! Reach out to your clients, vendors, and kitchen exhaust cleaning companies and tell them about IKECA! Contact the IKECA management team at information@ikeca.org.



HOW IT WORKS

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www.ikeca.org



New member must put your name in the "Member Referral" field on the membership application.



For each new member that joins by **December 31, 2017** a \$100 credit will be applied towards your 2018 membership dues.



Earn up to eight credits (\$800 value) towards your 2018 membership dues.



The program is valid for companies who have not been affiliated with IKECA for at least **five years**; credits will be given for companies who apply and pay for membership.

Thanks for your efforts in growing IKECA!

Featured Articles

Hiring the Right Employees

By Brian Smith, Ph.D.

Part one of a three-part series of articles: Hiring the Right Employees (IKECA Journal, Spring 2017), Onboarding New Employees (IKECA Enews – Second Quarter 2017), Communication: The Key to Employee Retention (IKECA Journal, Fall 2017).



High employee turnover is an issue as old as time in business. High turnover is not owned by a single industry; it is pervasive throughout businesses worldwide. Most high-turnover businesses use the industry they are in to justify or excuse their employee retention issues. This only exacerbates the problem within the company and makes it more commonplace in the business community.

Good employees are not born that way; they are mentored by parents, teachers, coworkers, managers, and business owners. Show me someone with zero skill and a willingness to work and learn, and I will show you someone I can turn into a loyal, long-term employee at any company. Throughout my career, I have owned all or part of 42 companies. These companies have ranged from professional services, such as information technology and—my biggest success—a management consulting firm, to blue collar companies, such as an auto mechanic shop and a video rental store. Along this spectrum, I have owned restaurants, a nightclub, a bowling center, a hotel, and many more. These companies never had employee retention issues under our management. In fact, if you were to go to any of these companies today, you would meet most of the people I hired. Those that left chose to do so in order to better themselves as individuals although many have returned to make us even better!

Good employees and low retention start during the hiring process. How you identify the work to be done is important. How you match people to that work is more important. But how you introduce a new hire to his or her job and your organization is most important during the hiring phase. The common denominators throughout this article will be communication and understanding. Communicating the requirements and needs of your company to your current employees and potential employees is critical to building a solid employee base.

For example, how many of you work with the team (on a regular basis) that is getting a new employee? Do you actually spend more than 5–10 minutes a day or week with these people? Or do you just see the end result of their work? During the hiring process, how many of you include your team in choosing who will be joining them as a new employee?

The easy part of hiring is making a job description. However, it's often forgotten or thought of as a practice that does not actually matter. If you don't have clear and concise job descriptions,

that's easy to fix. There are firms, such as IA Business Advisors, that can help you create and publish effective job descriptions; if you don't have them, get them done. This is where the communication is most clear because it is written.

In a similar manner, you should have an employee manual. These are as easy as job descriptions and can be resolved quickly. However, make sure this manual is pertinent to your business and honest about what your standard rules are; people deserve to know and understand the rules in an organization.

Another key piece you need during the hiring process is a functional organization chart (FOC). Our clients often ask why we want to identify where their people fit in the company. The FOC goes beyond static position identification and reporting; it identifies the functions for which each position is responsible, individually and as a part of the overall team. Further, it can be enhanced to identify common stress points in an organization from communication issues to personality issues. By knowing the functional organization at all times, business leaders and their teams can better prepare for issues they may face together. In addition, the FOC allows for proactive development of change that moves the company toward being more stable and effective.

However, I digress. Potential employees should be provided with a clear understanding of the role they will play, good and bad. If the position is particularly dirty or difficult, identify it as such. If you make a difficult or challenging position sound easy and simple, you will attract the wrong type of candidate.



To understand if the potential employee can handle such a position, give him or her a personality test, such as DISC. This type of test identifies the potential employee's personality type, and it also gives you the ability to see potential conflict with your already tested employees. Conflict does not always mean they are not the right fit; some types of conflict can be rewarding.

Potential employees who make it through the initial process of reading about and understanding the expectations of the company trying to hire them have a much greater chance of being viable, long-term employees. At this point in time, think about the fact that pay has yet to be discussed, and no prospects have been interviewed aside from a brief introduction to receive the documentation to be read and completed.

The next process is the interview process. Short and direct is the key to this interview, and it should be by a supervisor or manager being asked to train or mentor the new employee. This person should be intimately familiar with the environment and functions to be completed by the new employee. The use of a standard interview program is recommended to keep the interview on point, and it should be timed—no more than 20 minutes. First impressions are important. If you have a receptionist who greets the potential employees, then your receptionist should have a few items to complete as a part of the process (they often see things interviewers don't see).

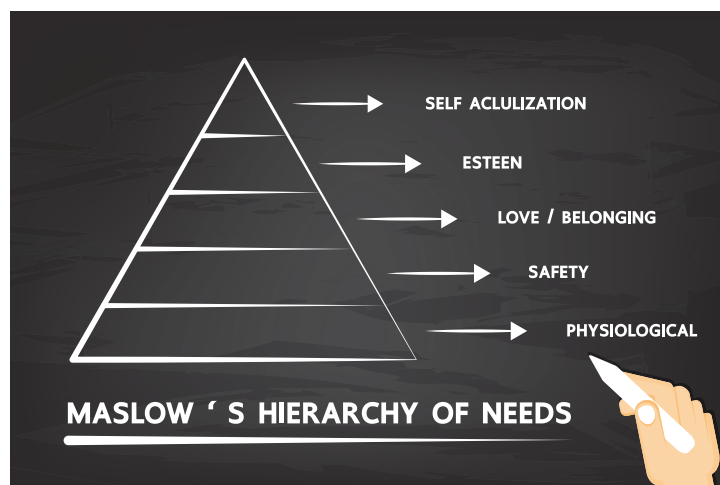
If, after the first interview, this person is still interested, then have him or her come back for a second interview. This interview can take on a number of roles. It can be technical and offer a test of certain skills needed. Or it can be a deeper discussion about the individual's work history. The second interview should be structured to meet your company objectives; with luck, the potential employee is also asking questions (even menial labor employees should be doing this.)

The final interview should always include the most senior employee in the company with whom this new employee may interact on a regular basis. If that is the owner, then he or she should be involved during this part of the process. If it's a larger company and the position is farther removed from management, it may be a supervisor or other manager. The interview package should be forwarded, and as with the first and second interviews, the final interview should be tailored to meet company goals by sharing more information about the environment and asking questions relevant to being successful in it.

Once you have determined your candidate, it's time to offer the position. Regardless of the position or the offer, it should be presented both verbally and in writing. However, before we offer the job, let's talk about pay.

I always chuckle when a business owner tells me he or she cannot afford to pay employees more and then learn that there

is 100% turnover each year in a certain area of the company. Pay is not the sole indicator of happy employees, but it does satisfy some of the key issues that employees face. Employees have needs, and they begin with food, shelter, safety, and security and end with belonging, friendship, self-esteem, and self-fulfillment to name a few. (For more, check out Maslow's *Hierarchy of Needs*.) Underpaying employees violates every single one of these needs.



Sometimes, companies truly cannot afford to pay more; the owner is not taking a salary, and the company is new or battling some unexpected financial issue. Often, the owner just does not understand the finances or believes that the position is menial and does not deserve more than is being offered without realizing the damage being done. Let me ask you, if you have one employee and he costs \$104 more per week, would you lose your business? What do you spend weekly that could make this available?

Your compensation package should take into account the importance this position has in your company. If your business is in need of this position to create revenue, then it is a critical position. If this position interfaces in any way with customers, then it is a critical position. Stop believing that your managers and executives are the most important people; each company is made up of important people at all levels. You get the drift?

Brian Smith is senior managing partner at IA Business Advisors and the managing partner at Omni Containment Systems, a leading manufacturer of NFPA 96-compliant grease containment, hinging, and access products. He has spent his 27-year career consulting for businesses around the world and holds a Ph.D. in organizational psychology, a M.S. in information management systems, and a B.S. in accounting. Smith is also a Master Six Sigma Black Belt; has served on numerous business, educational, and charitable boards; and is a Rotarian.

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City of Boston

Seven Years After New Kitchen Exhaust Cleaning Regulations Were Introduced

By Charlie Cochrane



In 2010, the City of Boston put into place a set of regulations to better oversee the kitchen exhaust system cleaning industry and food service establishments. The regulations were in response to a kitchen exhaust fire in 2007 that claimed the lives of two Boston firefighters. The new regulations came with a number of requirements for both those who provide the cleaning and those who own the establishments with the kitchen exhaust systems.

Under the new regulations, companies in the kitchen exhaust cleaning industry now must have their staff pass a written exam and have 500 hours of kitchen exhaust cleaning experience within a period of six months in order to obtain a certification. The statute also mandates that a certified person must be on site during the entire cleaning process at any given establishment. Other requirements include that the kitchen exhaust cleaning company use specific hood stickers and service reports. During any cleaning, if the system cannot pass the requirements set forth by the city, a deficiency report has to be created, the hood tagged deficient, and the city notified within five business days.

The kitchen exhaust cleaning contractor is required to service the systems as defined in the National Fire Protection Association (NFPA) Standard 96. If an establishment switches cleaning vendors or the kitchen exhaust cleaning goes beyond the NFPA schedule for service, the cleaning contractor is required to notify the city in writing.

In the beginning, I was apprehensive, thinking we were being burdened with more government regulation. However, the more I looked into the statute and how the city, and specifically the Boston Fire Department, was planning on implementing it, I thought that it had some merit although I still had lingering concerns. These included the cost of getting the staff up to speed to pass a written exam on the entire standard and the cost of change, including the new paperwork, training to the new paperwork, etc. Finally, if we absorbed all these costs but the city didn't follow through with any enforcement, those following the law would be at an economic disadvantage.

The city didn't stop with existing establishments. It heeded the words of cleaning contractors about duct accessibility and other service issues, and in response, for new establishments, it now requires that a certified person inspect any new kitchen exhaust system and sign off that it is accessible to clean before the city will issue an occupancy permit. The requirements for

new construction have been very successful and have resulted in relatively service-friendly exhaust systems being installed.

The exam turned out to be challenging primarily because it required knowledge of fire suppression and duct fabrication and design—things that we do not offer as a business and that the certification we were seeking didn't cover. Thus, we had to learn information we would never practically use for work we would not be legally able to perform.

Now, seven years into the new regulations, my concerns are gone, and from my perspective, the regulation has been successful at holding both kitchen exhaust cleaning companies and those contracting their services accountable. For sure, there are areas in which it could improve, such as how to ensure that there is a certified person on every cleaning project or that the cleaning companies are performing each service to the letter of the law, but these are difficult to administer and could be addressed later.

The City continues to look at how they can strengthen code enforcement. They noted that some employers are forcing certified employees to pass systems that should fail. Currently, the risk is that the certified person loses their certification with no risk to the employer. However, the Fire Marshal is working to allow the City to hold the cleaning company responsible in addition to the certified employee.

Why has it worked? In one word: enforcement. Unlike other regulations that may be passed but not enforced, the Boston Fire Department took the regulation seriously from the beginning and assigned staff to ensure that the regulation was being followed. They review service reports, conduct site visits, and follow up on deficiencies. The Board of Health is working in concert with the Fire Department and also looking for compliance issues, further strengthening the program. Without this enforcement, the regulation would have been far less successful in achieving its desired goal.





Boston did get it right. It came up with a regulation that put the burden on both the service provider and the consumer of that service. This shared burden has building owners seeking to comply by looking for a company with certified staff. Service providers must ensure that the system is inspected and/or cleaned as defined in the statute or risk loss of their certification.

They got it right because the recertification keeps the roster of certified people relatively current and ensures that the certified person at least possesses the requisite knowledge for the industry.

They got it right because, from its inception, the city had every intention of enforcing the new regulations and dedicating staff to police the industry.

They got it right with the requirement for all new kitchen construction and renovation to be inspected by a certified person, ensuring that all new construction is serviceable before the establishment opens.

If other municipalities are looking to regulate the kitchen exhaust industry in a meaningful way, Boston stands as an example of how to do it right.

Charles Cochrane has been in the kitchen exhaust cleaning industry since 1981 and is the president of Cochrane Ventilation based in Wilmington, MA.

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Raising the Standards of Kitchen Exhaust Cleaning on an International Scale

By Jack Grace, CECS, CCSI, HOODZ International



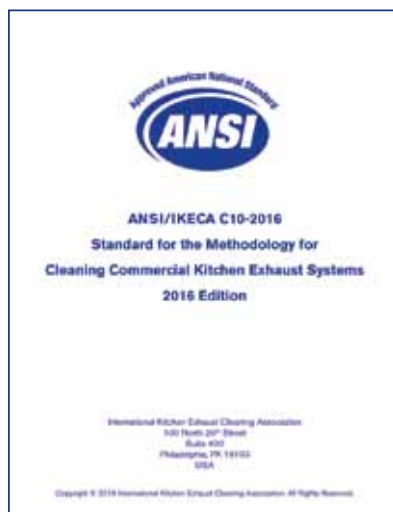
With the addition of the IKECA/ANSI C10-2016 standard to the International Fire Code, we as an industry have achieved an incredible milestone, yet our work is truly just beginning. Educating ourselves on the standards and ensuring that we are following them in our own organizations is critical, but so, too, is the education of and outreach to our authorities having jurisdiction (AHJs) community and our clients. Through education and outreach, we can ensure

a successful future for all of us in the KEC industry, and more importantly, we will achieve our primary purpose of protecting life and property. The work that the wonderful volunteers at IKECA have already accomplished and that which is ongoing keep our members at the forefront of the international stage as standards-setting leaders. The new edition of the C10 standard has arrived and, with it, arrives another opportunity to improve our standards across the industry.

All this hard work has been done, yet we still have the task of getting the message out that the standard exists, both to those we serve as well as those AHJs who oversee the work we perform. In my opinion, it has always been a challenge to sell the premium service that we as IKECA providers pride ourselves on offering, especially when faced with a competitive environment in which some providers may not follow the best practices required to properly clean kitchen exhaust systems. As we continue to raise the standards and include more components to ensure a safer workplace and a better end result, we also incur the associated expenses, and this often translates to an increased premium for services provided.

The client of a quality kitchen exhaust provider who lacks understanding of the process, requirements, and scope of this system may easily be tempted to buy a substandard product from a provider who fails to follow best practices whether due to ignorance of the codes and requirements or willful engagement in grossly negligent business practices. An intelligent consumer would ask how one provider could offer the same service as another for a fraction of the price. Knowledge and strict compliance with the IKECA/ANSI C10-2016 standard should be a mandatory minimum for anyone looking to purchase kitchen exhaust cleaning services. Further,

AHJs should also accept no less than this codified standard. By educating and sharing the knowledge of this industry-critical document, you are helping the entire industry move in the proper direction toward compliance and helping others to become quality competitors by rising to the standard. After all, we all need *quality* competition in our markets and our industry. It is a certainty that fair competition between competent quality providers beats the alternatives.



Therefore, I recommend to all IKECA members that you make it a best practice to share the IKECA/ANSI C10-2016 standard with your clients, AHJs, and, yes, even your competitors, who may not be aware of the standard (despite the length of time it has been in existence). Be sure that your clients are educated consumers and that they insist on using providers who embrace and practice the standard. Although it

is a slow process to make all parties aware of the standard, and at times, it may be surprising to learn who does and does not know of the standard, the end result is a giant leap forward for our industry as a whole.

In summary, by embracing the C10 standard and educating our clients as to the process and methodology of proper kitchen exhaust cleaning, we as providers can help our consumers make quality decisions about with whom they entrust the responsibility for the proper cleaning of their systems. Having an accepted standard that is, in fact, a part of the International Fire Code provides us all with the minimum standards with which all services must be performed. As cleaners, consumers, and AHJs become aware that this standard is in place, we will all benefit.

Jack is the senior business implementation specialist with HOODZ International. Jack has also served as President of IKECA (2012–2014) and as a member of the Board of Directors (2008–2014).

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Inspiring Loyalty

A FranklinCovey leader shares his tips for earning customer and employee loyalty

By Tess Collins



Having developed training solutions based around Stephen Covey's *The 7 Habits of Highly Effective People*, FranklinCovey specializes in improving the business performance of organizations in which a change in human behavior is required. World-class business improvement content is in the areas of customer loyalty, trust, leadership, execution, and productivity. Recently, FranklinCovey took all of the leadership and customer satisfaction knowledge that it has gained over

the past 20 years and launched its Leading Customer Loyalty program, a one-day training session for frontline leaders that focuses on three pillars of effective leadership that earn loyalty in any relationship: empathy, responsibility, and generosity.

Sandy Rogers, global customer loyalty practice leader who has been working with FranklinCovey since 2006, explained to FenderBender the importance of gaining employee loyalty and touched on how the program works.

What are some of the main takeaways from the Leading Customer Loyalty program?

At FranklinCovey, we've discovered that over 70% of what makes a customer experience great (not just good) is determined by the behavior of frontline associates. If frontline employees are not providing a stellar experience for customers, chances are that customers will not remain loyal. Changing this type of behavior can be difficult because managers are often promoted to leadership positions because they are really good at sales, research, marketing, etc.—not necessarily because they know

how to lead. They haven't learned how to model, teach, and reinforce loyalty among the staff. The training is focused on giving frontline leaders the methods they need to do this.

What's the first step in creating loyal customers?

Before you can have a loyal customer, you need to have loyal employees. The customer experience will never exceed the employee experience. If an employee is miserable, he or she will not provide a good experience for the customer. If he or she is bubbly and happy, that will play out wonderfully with the customer. Employee loyalty is a prerequisite for customer loyalty.

How do you gain employee loyalty?

It's pretty simple: Treat employees the way you would like to be treated. Treat them with empathy, responsibility, and generosity. Those are the three key principles we teach in the customer loyalty program. In addition to those principles, there are six loyalty practices. For empathy, we teach how to make a human connection. You can't show empathy if you're not making a genuine human connection. For responsibility, we teach going beyond what the employee or customer is saying to find out what they really need. It's not always necessarily the first thing that comes out of their mouth.

Some specific tips for gaining employee loyalty are offering praise, being flexible with schedules to allow them to do the things that are important to them, and remembering their birthdays or important life events.

How do you earn trust and show employees you're open to suggestions?

One of the most powerful ways to do this is by asking your team for suggestions on how to make more customers happy. Then, write down all of the ideas, vote on the best ones, and implement them. This process honors and respects the insight that employees have from serving customers and gives employees ownership for improving the customer experience. Everyone wants to feel like a valued member of a winning team pursuing an important mission. Asking for and acting on feedback goes a long way.

Why is gaining employee loyalty so important?

According to a 2012 MetLife study of employee benefits, one in three employees hopes to be working for a different employer within the year. Creating loyal employees can save companies money in turnover. Also, the employees that already have one foot out the door are not going to be the employees that are creating a great customer experience.



How can a leader measure whether or not they are inspiring loyalty?

At FranklinCovey, we suggest administering a very short, anonymous employee survey. The survey ranks answers from 0 (not at all) to 10 (very likely). The questions we suggest asking are

- How likely are you to recommend your location as a place to work?
- How likely are you to recommend your leader as someone you would want to work for?
- What's the most important thing your location should do to satisfy the customer? (write-in response)

Leaders that rank low on this survey are not doing a good job. For organizations that only have a few employees, an anonymous survey won't work. In those situations, I suggest having sit-down discussions with each of the employees. In order to get honest responses, it's important to be open to criticism and not go on the defense. Leaders should ask their employees what they can do to help them out in their roles. Leaders need to show that they are trying to make things better for their employees. A frontline employee must be committed to understanding an employee's needs in a way that makes the employee feel like their leader is invested in their development. Once issues have been brought up, leaders need to show that they are working on making those issues better. That will inspire loyalty.

What does effective frontline leadership look like?

An effective leader believes in the principles of empathy, responsibility, and generosity. They know how to listen to people, they can take responsibility, they follow-up with people, and they want to strengthen relationships. They go the extra mile. Leaders that inspire loyalty will recognize when people do things right rather than point out things that they've missed. If a frontline leader is not empathetic, they will not inspire loyalty. I do believe that people can be taught empathy. FranklinCovey produces videos and demonstrates what empathy is. We can provide exercises to build that empathy.

How does all of this transfer over to building a loyal customer?

There are a number of different methods that organizations use to build loyalty. Many companies are aware of these different loyalty techniques, but it all comes down to the customer experience. You can have the best loyalty program in the world, but if your customers are not having a good experience, that's not going to matter. Our mission is to give businesses the skills they need to provide a better experience more consistently. We want to move employees from good to great, and building loyalty within a company is key in doing that.



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Grease Removal Devices

Recommendations for Hood Cleaning Business Owners

By Eric Dyer



I write this article as the owner of a hood cleaning company and a separate filter-exchange business. If you are not familiar with filter exchange, we deliver and install clean hood filters to customer kitchens and remove the grease-laden filters for off-site processing.

My involvement in both industries has given me an education that I would like to share with my fellow IKECA members. Education is the key to all

of our success, and there is no more important education than educating our customers. And failing to do so could lead to legal ramifications.

Your customers need to understand what you do for them and what they must do for themselves. That is the topic of this article: defining responsibilities for ongoing exhaust system cleaning.

Hood filters must be treated the same as the rest of the exhaust system and maintained according to NFPA 96 Chapter 11 standards.

The easiest way to define a kitchen staff's cleaning obligations is through NFPA 96's use of the word *removable* as in "...shall be easily accessible and removable for cleaning." The reason the language specifies the words easily removable is so that ongoing cleaning and maintenance can be accomplished by the kitchen staff without the need for special tools or training.

Thus, all removable components of the exhaust system are the customer's responsibility, and the nonremovable parts of the exhaust system are the responsibility of the hood cleaning contractor.

These "easily removable" items referred to are grease-removal devices. They include grease cups and trays, all types of hood filters, and any baffles or heat shield devices. NFPA 96 lists the following information regarding grease removal devices.

- Listed grease filters, listed baffles, or other listed grease-removal devices for use with commercial cooking equipment shall be provided.
- Listed grease filters and grease-removal devices that are *removable* but not an integral component of a specifically listed exhaust hood shall be listed in accordance with UL 1046.

- Mesh filters shall not be used unless evaluated as an integral part of a listed exhaust hood or listed in conjunction with a primary filter in accordance with UL 1046.
- Grease filters shall be listed and constructed of steel or a listed equivalent material.
- Grease filters shall be of rigid construction that will not distort or crush under normal operation, handling, and cleaning conditions.
- Grease filters shall be arranged so that all exhaust air passes through the grease filters.
- Grease filters shall be easily accessible and removable for cleaning.
- Grease filters shall be installed at an angle not less than 45° from the horizontal.
- If airborne sparks and embers can be generated by the solid fuel cooking operation, spark-arrestor devices shall be used.

After reading through this list, it is easy to see that filters are the most mentioned item, and accordingly, they are the most important. And so it is incumbent upon you to clearly inform your customers that, for their filters to do their job well, they must be clean and in top working condition. But what does "top working condition" mean? Based on NFPA 96, it means the following:

- No filters missing from the hood (at any time while cooking appliances are in use)
- All filters arranged vertically for proper drainage (through filter weep holes)
- No missing baffles from filters ("filter teeth")
- Filters are properly fit without gaps greater than 1/8 in. (top or sides)
- Filters are not dented or distorted to create gaps
- Filters are not smashed or collapsed to restrict airflow
- Filters are cleaned to bare metal (<1/8 in. of buildup)

And because hood filters are listed and mandated components of the exhaust system, they must be treated and maintained according to NFPA 96 Chapter 11 standards:

- Upon inspection, if the exhaust system is found to be contaminated with deposits from grease-laden vapors, *the contaminated portions of the exhaust system shall be cleaned* by a properly trained, qualified, and certified company or person(s) acceptable to the authority having jurisdiction.
- Hoods, *grease removal devices*, fans, ducts, and other appurtenances shall be cleaned to remove combustible

contaminants prior to surfaces becoming heavily contaminated with grease or oily sludge.

With this understanding, it is your job to educate your customers that they are responsible for cleaning all grease removal devices prior to them becoming heavily contaminated with grease or oil sludge.

Recommendation 1

Inform the restaurant operator in writing of their obligation (under National Fire Code) that *grease removal devices shall be cleaned prior to surfaces becoming heavily contaminated with grease or oily sludge*. If the restaurant operator cannot comply with this requirement, he or she should consider outsourcing this responsibility to remain fire safe and compliant.

NFPA 96, Sec. 4.1.5 states, *“The responsibility for inspection, maintenance, and cleanliness of the ventilation control and fire protection of the commercial cooking operations shall ultimately be that of the owner of the system, provided that this responsibility has not been transferred in written form to a management company, tenant, or other party.”*

If the kitchen staff is doing the cleaning, they must meet the standard of removing all combustible contaminants on all surfaces, inside and out. But what about internal filter surfaces? How do you even know if there is grease on them? To answer that question, we use a simple luggage scale.

By weighing the filter, we are able to determine how much grease buildup is hidden inside. Grease buildup typically occurs between the metal edges of the baffles and can quickly block airflow. To further examine this issue, let's look at the job of the baffle. Its job is to do the following:

- Freely pass hot, smoky cooking air and remove grease from the airstream as it does
- Keep flames and debris from entering the exhaust system
- Allow fire suppression chemicals to be pulled through the filter and into the ductwork in the event of a hood's fire system discharging

However, if the baffles are grease-clogged, they cannot do their job. So we recommend weighing the filter to determine if there is dangerous internal grease buildup. To be accurate, visit the filter manufacturer's website to get the new weight of the specific filter.

In my experience with filter exchange, it is not uncommon to find hood filters that look clean but still have three pounds of internal grease. In most of these cases, the kitchen staff is running them through the dishwasher daily, and in doing so, they are only rinsing the outside.

This is not sufficient for fire prevention or proper ventilation and could leave the exhaust system vulnerable for a fire. In the event of a cooktop surface fire, this grease would quickly liquefy and feed the fire below.



Once that happens, the flames will explode up the grease stream and catch the filter on fire. Once the filter is burning, things are in a bad way because the hood suppression system's main function is to put out cooktop fires. That's why the nozzles are pointed in that direction. So, needless to say, filters must be clean, inside and out.

If your customers are not cleaning their filters enough—or at all—between your hood cleaning services, it is your obligation to let them know they are not meeting National Fire Code requirements.

Grease filters shall be cleaned prior to surfaces becoming heavily contaminated with grease. This is an ongoing daily responsibility.

Recommendation 2

Create a “red tag” (noncompliant) section on your service reports for grease removal devices. Exhaust hood manufacturers recommend replacing all hood filters every two years and as often as every six months in high-volume restaurants. If any grease removal device is missing, damaged, worn out, or found to be heavily contaminated with grease or oily sludge, it should be listed in this section of your report. If you do not note these deficiencies and a ventilation fire occurs after your hood cleaning service, it is already too late to point them out.

To help you educate your customers, I created a guideline similar to NFPA 96 Table 11.3 (see next page) as the basis for a filter cleaning frequency chart. My chart includes a frequency for kitchen staff to clean the filters as well as an equivalent “offsite soak facility” timeline for comparative analysis.

The main point is to get your customers to understand that clean-looking filters are a by-product of proper filter maintenance and not the end goal. For the hood system to be fire safe, all portions of the exhaust system must be cleaned and maintained prior to becoming heavily contaminated with grease, and this must include hood filters.

Filter Cleaning Frequency by Type of Cooking

Clean All Filters in These Hoods	Kitchen Staff Cleaning	Offsite Soak Facility
Filters in hoods over • Wood or charcoal grills • Fast food grills or fryers • 24-hour grills or flat tops • Rotisseries, charbroilers, or woks	Clean all filters in hoods of this type <i>daily</i>	Multiday or weekly exchange of all filters in hoods of this type
Filters in hoods over • Deep fryers, flat top grills • Moderate-use charbroilers	Two times per week cleaning of all filters in hoods of this type	Biweekly exchange of all filters in hoods of this type
Filters in hoods over • High-use ovens, stoves, convection ovens • Henny Penny fryers • Moderate-use hoods	Weekly cleaning of all filters in hoods of this type	Monthly exchange of all filters in hoods of this type
Filters in hoods over • Low-use ovens, stoves, convection ovens • Any other low-use hood	Every other week cleaning of all filters in hoods of this type	Bimonthly exchange of all filters in hoods of this type

Filter Cleaning Frequency by Volume of Cooking

Type or Volume of Cooking	Kitchen Staff Cleaning	Offsite Soak Facility
• Systems serving solid fuel cooking operations • Systems serving high-volume cooking operations, such as 24-hour cooking, charbroiling, or wok cooking	Daily cleaning of all filters in hoods of this type	Multiday or weekly exchange of all filters in hoods of this type
• Systems serving moderate-volume cooking operations	Two or three times per week cleaning of all filters in hoods of this type	Biweekly exchange of all filters in hoods of this type
• Systems serving low-volume cooking operations, such as moderate-use churches or senior centers	Weekly cleaning of all filters in hoods of this type	Monthly exchange of all filters in hoods of this type
• Systems serving low-volume cooking operations, such as low-volume use churches, day camps, seasonal businesses	Every other week cleaning of all filters in hoods of this type (during season or when in use)	Bimonthly exchange of all filters in hoods of this type (during season or when in use)



Hood filters are the first line of defense in a kitchen hood fire, so they must be well maintained on a regular basis. To be well maintained, they must be boiled out to remove all internal grease.

If your customers believe filter care is only part of a hood cleaning and are not cleaning them between your services, they are not doing enough to protect their system. However, they will still expect you to take responsibility if a hood fire occurs regardless of whether you did your job properly cleaning the rest of the system or not. And the worst part is that pressure-washing filters is only slightly more effective than running them through a dishwasher, and if you do it outdoors and allow any part of the wastewater stream to enter a storm drain, you are guilty of water pollution under the Clean Water Act.

And if you do not have written documentation when you clean their filters, then you are accepting *all* liability. This is particularly true in the case of kitchens that use solid fuel cooking appliances.

Burning wood creates creosote vapors, and when those vapors are mixed with grease, they are highly flammable. In addition, this new mixture has a very low flash point (165°F). Flash point is the lowest temperature at which a solid or liquid substance gives off a flammable vapor. This will not start a fire in itself, but all that is needed for one to start is an ignition source like a burning ember slowly rising into a hood filter.

Grease-clogged or damaged filters do not let air pass freely, so the hot air in these hoods can quickly build to more than 200°, creating the perfect environment for a flash point. Once a burning ember finds the mark, it can ignite the creosote/grease mix vapors and a fire can erupt in the grease-caked filter. From there, the same process can occur inside of the plenum and

ductwork with superheated creosote vapors just waiting for a spark from the now burning hood filter. Even worse, if the temperature exceeds 450°F, the creosote vapors can auto-ignite and start new independent fires throughout the entire system without a spark or ignition source.

This is why it is critical to educate your customers and help them stay on the right track. If they cannot maintain their grease-removal devices—filters in particular—you should assist them in finding a company that can help. In this way, ongoing fire prevention cleaning of grease-removal devices is as important as cleaning the entire system.

The final step in grease-removal device protection is to protect your customers from themselves, to protect their property and possibly the lives of the tenants living above, and to protect your business.

Recommendation 3

Inform local AHJs in writing of grease-removal device deficiency findings immediately following every hood cleaning service. Grease-removal devices are involved in every grease exhaust system fire that originates in the kitchen, plenum, and ductwork. If all grease-removal devices in the system are clean, fully functional, and present at all times, they will never contribute to an exhaust fire.

Fire investigators and insurance claim agents are now beginning to understand this more than ever. With education, they are now factoring the significance of these once overlooked fire prevention items. This is why documentation is becoming increasingly more critical for you as a business owner. Through education and documentation comes protection—for everyone.

If your customers cannot or will not perform this mandatory ongoing cleaning, then I strongly encourage you to recommend that they outsource it. Find a local filter exchange company and partner with them. It will strengthen your relationship with your restaurant customers and the rest of the fire prevention community. For more information, visit www.filtershineusa.com.

Eric Dyer is a former U.S. Army Intelligence Officer; the 14-year owner of Kescor, a commercial kitchen exhaust cleaning company; a seven-year owner of a FilterShine USA dealership; and a five-year authorized distributor of the Grease Lock Filter System. Eric has an MBA from Webster University and a BA from Indiana University of Pennsylvania. He is an IKECA Certified Exhaust Cleaning Specialist (CECS) and member of the North Carolina Restaurant and Lodging Association.

Diversity and Inclusion in the Workplace

Successful companies are embracing it, and you should too!

By Nelson A. Constanza



Eighteen years ago, I came to the United States from Guatemala. Obviously, I realized right away that there were many differences between the two countries. I was immediately struck by the diversity of the people living in the United States—different cultures, religions, genders, ages, and classes—all living and working together.

With all the press and headlines about diversity, inclusion, women in leadership, and the need to be open-minded about religious and cultural differences, one might ask, “Are businesses beginning to embrace diversity within the workplace?” I believe the answer is yes.

What does it mean to an organization? Diversity in the workplace not only maximizes the organization’s potential for greatness; it also allows employees to feel accepted, recognized, and valued for who they are and what they are able to contribute to the organization. Other benefits are that it helps employees to be comfortable embracing change and applying their skill sets, and it cultivates a culture of lifelong learning.

This topic has been raised in the public eye, and research proves that companies with great diversity outperform others by a significant margin. If you aren’t taking this topic seriously yet, you should be.

There have been many studies and a great deal of research on diversity and inclusion. The following are examples of companies that have embraced diversity:

- McKinsey & Company is an international organization made up of more than 10,000 businesses and industry consultants. Its research illustrates that gender-diverse companies are 15% more likely to outperform their peers, and ethnically diverse companies are 35% more likely to do the same.
- Catalyst is a global nonprofit organization geared toward promoting progress for women in the workplace. Its research shows that companies with more women on their boards statistically outperform their peers in key areas such as return on equity, return on sales, and return on invested equity.
- Deloitte is an organization that brings together professionals from around the world to provide audit, consulting, and financial advice as well as risk management, tax, and related services. A study by Deloitte Australia shows that inclusive teams outperform their peers by 80% in team-based assessments.

Deloitte Australia recently completed a two-year research study (<http://joshbersin.com/2015/12/why-diversity-and-inclusion-will-be-a-top-priority-for-2016/>), and the results are remarkable: With more than 128 different practices studied, the talent practices that predict the highest performing companies are all focused on building an inclusive talent system. Companies that embrace diversity and inclusion in all aspects of their business statistically outperform their peers.

To summarize Deloitte Australia’s research, over a two-year period, more than 450 global companies were surveyed and interviewed (including a significant number in Asia and Europe as well as the United States) to identify their level of maturity in a wide variety of talent practices. These were all companies with more than \$750M in revenue.

As part of this study, it also used the data to group companies into four levels of maturity and labeled the four levels on the basis of the key practices that emerge at each level. The maturity model is shown below.

As evidenced by this data, only about 10% of the companies that were studied are truly exceptional talent organizations; the bulk of companies focused on talent management for operational growth, essential HR needs, and ongoing performance support.

The top two groups, levels 3 and 4, are the exceptional companies, and as the labels show, these are companies that look at leadership and inclusion as a hallmark of their talent strategy. The business impact of the high performers is clear. The companies at levels 3 and 4 are labeled “inclusive” and “managed” talent companies and are quite exceptional businesses.



In short, these level 3 and 4 companies are not just “better at HR”—they are *higher performing* companies measured by business, financial, and talent outcomes.

The benefits of diversity and inclusion are things that make sense for every organization to embrace. Consider the outcome of targeting a problem on a construction site, on a production line, or in the boardroom. Having a group of like-minded people will most likely yield similar solutions to the problem, yet having people with various backgrounds, experiences, and perspectives allows for more thorough analysis and better problem solving.

I am lucky to serve on the contractor safety team for an international science and engineering company. We were being challenged to create a new safety orientation program. Diversity and inclusion was a key factor that needed to be considered by the team. In the end, we produced a program that was pictograph-based and dynamic and could be easily understood by people from various cultures who speak many different languages.

In addition to diversity and inclusion of various races, genders, cultures, and classes, age is also important. The ability for a younger worker to learn from an experienced coworker and vice versa can enhance understanding and tolerance. I have personally benefited from working with older people and learning from not just their successes, but also their mistakes.

Creating a culture of diversity and inclusion helps to foster lifelong learning by employees.

The character and individuality that make a person unique is something to be cherished. This is not just about what language one speaks; it's about how people react differently when dealing with similar issues. It provides us with the opportunity to learn and broaden our thinking.

Achieving an organization's success can be accelerated by having a strong workforce that follows leaders who respect and incorporate employees' values, cultural differences, abilities, and skills. Therefore, diversity and inclusion in the workplace are key for attaining extraordinary organizational results.

Nelson A. Constanza is a 16-year veteran of the environmental services industry. During this time, he has held various positions, each with increasing responsibility and accountability, culminating in his current position as indoor air quality (IAQ) division manager for County Group Companies. In this capacity, Nelson is responsible for gaining new business and overseeing the IAQ division's daily operations, representing \$2 million in annual sales. Nelson was born and raised in Guatemala and brings a unique perspective to the subject of diversity and inclusion. He is bilingual, speaking and writing both English and Spanish.

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One Year Later

A current look at the Broward County Fire Prevention code change

By Joe Jacobs, CESI



I've been in this kitchen exhaust cleaning industry since 1980. In all the years I've been doing this, I've come across many things that were not exactly in compliance with the local—or national—standards or codes. Some of these practices just scared the hell out of me.

They made me cringe when I'd think of the fire hazard that was presented by these items of noncompliance. Most of the time, I'd report these to the local AHJ, but when I'd return to this or that location, the hazard would still be present. It often made me wonder if the AHJs cared or even knew what they were supposed to be looking for when doing a fire inspection in a restaurant kitchen exhaust system. In speaking to some AHJs, they admitted that if the sticker was up to date and the hoods and filters were clean, they were happy. Needless to say, that worried me even more because I know that the real hazards lie above the ceiling. And this continued for many years until IKECA came along.

I was always under the impression that everyone cared about fire safety and cleaning to a higher standard, but until recently, I was a little off base. The new IKECA, under the current management, has taken IKECA from just another association to a highly respected standards-developing organization. We are now recognized by some of the biggest names in the kitchen exhaust and fire safety world.

Dawn arrived in February 2016. IKECA was contacted by a fire marshal in Broward County, Florida, inquiring about someone who would come to their annual meeting of fire inspectors and teach them about IKECA and what they should be looking for when doing their inspections. IKECA suggested several local companies that might be available, and my company, Airways Cleaning, and Fat Free Systems jumped at the opportunity to address the fire inspectors with a presentation. Working with David Nowak of Fat Free Systems, I worked hard to develop a talk to fit their needs.

In April 2016, David and I jointly addressed the fire inspectors. We outlined who and what IKECA is and what we represent. The presentation included many pictures and excerpts from NFPA 96 as well as ANSI/IKECA I10-2015, and ANSI/IKECA C10-2016. We even mentioned the development of ANSI/IKECA M-10 (system maintenance). The inspectors liked the presentation so much that most of those present have requested—and received—copies for their own use.



I think the most promising thing to come out of this is that, although Broward County, Florida, had already developed their own rules for hood cleaners, they adopted these new standards and submitted them to the state for consideration to become a statewide standard for the Florida Fire Prevention Code.

The new rules—effective April 15, 2016—included the following details: Going forward, the cleaning of cooking exhaust systems will be in compliance with NFPA 96. In addition, cooking ventilation systems will be inspected for grease buildup by a person meeting IKECA training requirements or those of another nationally recognized exhaust system cleaning association acceptable to the AHJ, also in accordance with NFPA 96. Certification of training must be submitted to the local AHJ prior to cleaning operations taking place, and the completed inspection or cleaning report (in accordance with NFPA 96), along with photos taken prior to and after cleaning, shall be provided to the owner and submitted to the local AHJ. This is a momentous move on the part of a local municipality and a great feather in IKECA's cap for doing such a great job in producing standards to protect the public and bolster our industry. We can only hope more jurisdictions begin to recognize the hard work of IKECA and work to protect their communities at the higher standard.

An Addendum

Since originally writing this article, I've come across several different points of view. I have heard customers say they cannot be told who to choose for their hood cleaning. Others say it's about time someone starting caring about fire safety enforcement. I've also received calls from food truck operators

Continued on next page

Retirement of Oliver C. Moore—with Thanks from IKECA

By Heidi Jensen, Interim Associate Director

Deputy Utah State Fire Marshal Oliver C. Moore announced his retirement this year. His 46-year career in the fire service and efforts serving as an IKECA volunteer leader demonstrate his fierce dedication to the IKECA mission and vision. Chief Moore has made an enormous impact throughout his career on the industry and IKECA as an organization.

Chief Moore's vocation has been keeping his community, state, and country safe. He has held many roles as both volunteer and full paid firefighter, emergency medical technician, engineer/driver, station captain, fire ground and field commander, hazardous materials technician, fire operations training officer, medical training officer, public information officer, fire cause and arson investigator, public fire educator, and juvenile fire-setter intervention evaluator.

For the past nine years, Chief Moore held the role of Deputy Utah State Fire Marshal with a specialty in fire prevention. He focused on life and fire safety inspections and commerce and trade licensing coordination with an emphasis on fire protection concern licensing and technician certifications. Notably, he has also developed unique online training curriculums for fire protection initiatives. His newest program is titled "Reduced Cigarette Ignition Propensity and Firefighter Protection."

During his time as Deputy Utah State Fire Marshal, Chief Moore was also involved in the Homeland Security Division Volunteer Management and Response Team. His unique leadership skills helped him to become an authority in a variety of community preparedness initiatives, including public fire safety and education, marketing coordination, and community preparedness.



Chief Moore's contributions to the IKECA community did not stop at his frequent submissions to the Journal. He was the founder of the AHJ committee and served as its very first chairman, leading a committee of his peers in fire prevention initiatives. Chief Moore also established the mutualistic fire protection initiative to help bring the AHJ, the fire protection industry, and the commercial kitchen/restaurant industry together in a coordinated effort to establish a culture of fire and life safety protection nationally.

Over the years, Chief Moore regularly presented at IKECA meetings. Anyone who has had the privilege of hearing Chief Moore speak knows his unmistakable passion for fire prevention and life safety. His addresses included topics such as how to partner with AHJs to become better service providers and his approach to and application of mutualistic fire protection in his jurisdiction.

From the moment Chief Moore became involved with IKECA, he has been a tireless advocate of fire prevention in keeping kitchens and other facilities safe. IKECA expresses its eternal gratitude to Chief Oliver Moore for leading an extraordinary career in fire prevention and life safety and for his endless contributions to the organization and lasting impact on the industry.

One Year Later (continued)

saying the fire marshal in the city where they're working their truck told them they would not be allowed to operate in that Broward County city without being cleaned and certified by an IKECA company.

There are still AHJs who have various opinions as well. One, just last week, told me the new fire code is unenforceable because IKECA members charge too much for cleaning—and restaurants still have to be cleaned—so there are AHJs who may be looking the other way and allowing non-IKECA companies to continue to work in the county.

In my opinion, it's similar to any other law or ordinance that is new; it will take time until everyone sees and feels the benefits of it. And as time goes on, the law and code will change to reflect better ideas and policies because nothing is perfect unless it keeps getting better.

With that being said, David Nowak recently invited me to join him at the Collier County Fire Inspector Association to do another presentation for them as they heard of the Broward County code and became interested. The more the AHJs sign on to these improvements, the easier it will become for the entire state to adopt them as well.

Joe Jacobs started in the kitchen exhaust cleaning industry in 1980, working for Long Island Duct Cleaning Co. before the advent of pressure washers and factory-made access doors. In 1992, Long Island Duct Cleaning Co. was purchased by Chief Fire Prevention of Mount Vernon, NY, and Joe worked there until 1998. After relocating to south Florida, Joe was hired as director or field operations for Airways Cleaning in 2000. Joe is still a member of the team at Airways Cleaning.

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Contribute to the conversation in the commercial kitchen exhaust cleaning industry – write an article for the next issue of the IKECA Journal. Articles should be on current subjects of interest to those in cleaning and inspection, including contractors, fire authorities, insurance providers, facility managers and owner/operators.

- * Your perspective on today's industry topics
- * Share your story with an innovation or new device or procedure
- * Your personal experience that offers lessons learned
- * Best practices on maintenance or repair
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Details

- View IKECA's full Article Submission Guidelines for all details.
- Email complete articles to information@ikeca.org
- Articles should be between 750 and 2,000 words (between 1 ½ to 4 typed pages)
- Charts, tables and photos are welcome, subject to editorial approval
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