

**ISSA SHOW**<sup>®</sup>  
NORTH AMERICA 2024

November 17-21  
MANDALAY BAY CONVENTION CENTER  
LAS VEGAS, NV

# 2024 POST SHOW REPORT

*Brought to you by:*



# Table of Contents

**3** - Intro



**4** - Show Highlights



**5** - Attendee Demographics



**6** - Top Exhibitors



**7** - Show Floor Highlights



**8** - Education Highlights



**9** - Top Speakers



**10** - Event Experiences



**12** - Thank You to Our Partners



**13** - See You Next Year



I'm thrilled to share the remarkable highlights of the 2024 **ISSA Show North America** event, held November 17-21 at the Mandalay Bay Convention Center in Las Vegas. We were honored to welcome over 12,000 professionals from 75 countries to our event—the most comprehensive gathering dedicated to the cleaning and facility management industry.

The show floor came alive with over 635 exhibiting brands, including leading companies like Clorox Pro, Kimberly-Clark Professional, Rubbermaid Commercial Products, and SC Johnson Professional, and 137 first-time exhibitors. Suppliers showcased cutting-edge products, technologies, and services that redefine how we approach safety and hygiene in our homes, businesses, and communities.

A cornerstone of the event is its robust education program, and this year did not disappoint. Across four days, we offered 165 hours of educational programming, including training sessions, management courses, and thought-provoking presentations on topics such as robotics, artificial intelligence, sustainability, and employee engagement. Attendees also engaged in specialized spaces like the Sustainability & ESG Hub and the CleanMeet Zone, which hosted vibrant discussions and networking opportunities.

Innovation took center stage with the ISSA Show Innovative Leaders Award Program and Innovation Showcase, highlighting 33 groundbreaking products and technologies designed to propel the industry forward. The excitement culminated with the Industry Choice Award, presented to Otuvy for its remarkable operational software for commercial cleaning.

As we look ahead, we're excited to invite you to join us again next year, November 10-13, 2025, at the Mandalay Bay Convention Center. Together, let's continue driving progress, fostering connections, and redefining the future of clean.



**Ed Nichols**

Director  
ISSA Show North America



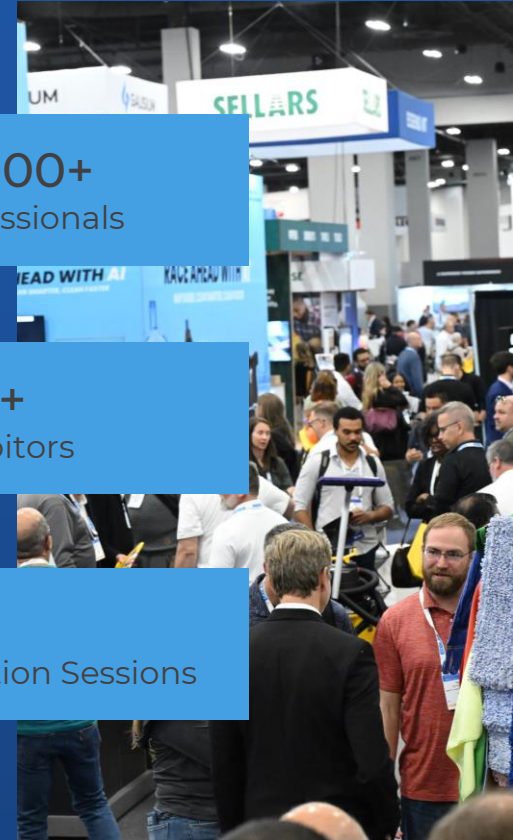
**12,000+**  
Professionals



**635+**  
Exhibitors



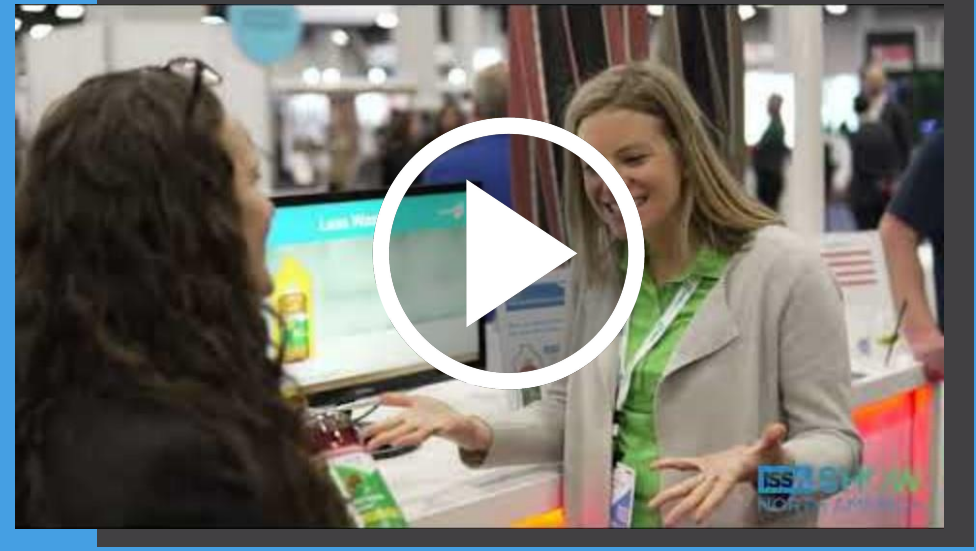
**116**  
Education Sessions



*"Attending ISSA Show 2024 was truly inspiring, I loved exploring innovative products and learning from the industry leaders. I connected with amazing professionals who share my passion for the cleaning industry."*

– Raquel Salinas, WeClean Janitorial LLC

# Show Highlights



*"This is a wonderful event. Huge expo hall. Tons of exhibitors and a great mix of attendees, from distributors, BSCs, in-house, and beyond. Lots of fun networking and connecting with people."*

- Nikki Lojdl, CleanLink (TPMG)



*"ISSA Show North America was a productive event for us. It allowed us to gain much needed exposure as we evolve our brand. There's no question exhibiting this year increased our credibility in the industry."*

- Bill Braille, National Towelette

# Attendee Demographics

## In-Person Event Attendance



**12,000+**  
Total  
Attendance



**42%**  
New  
Attendees



**16%**  
International  
Attendees



**Top 5  
Countries  
Represented**  
Canada, Mexico,  
Japan, Brazil,  
Australia

## Top Job Functions

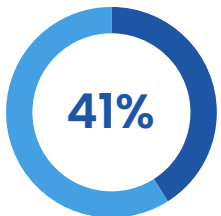
- Vice President/Executive Management
- Sales
- Marketing
- Manager/Supervisor
- Operations/Office Management



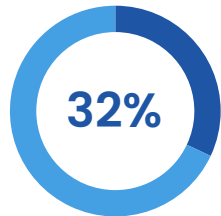
## Top Business Types



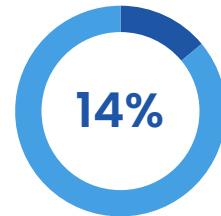
Distributors  
& Wholesalers



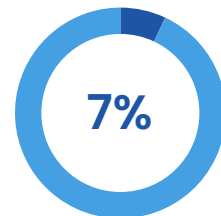
Building Service  
Contractors



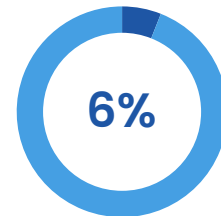
Facility Services  
Providers



Associate  
Services



Residential  
Cleaners




## Top 5 Industry Buying Groups


- Network Services Co.
- National Service Alliance
- AFFLINK
- DPA
- Triple S

# Top Exhibitors

## Hear What Our Exhibitors Have To Say



 635+ Exhibitors

 137 New Exhibitors

 180,870 Total Directory Engagement

# Show Floor Highlights



*"ISSA Show is consistently a great space to meet other industry players, learn about the major challenges and opportunities facing our industry, and connect with potential providers/clients so you can grow your business."*

- Ana Troconis, Cleaning in Motion



*"Exhibiting gave me the ability to show new innovation to both new and existing customers."*

- David Borofsky,  
Fas Trak Industries



# Education Highlights

**1,430** Conference Attendees

**116** Total Education Sessions

**45** Show Floor Education Sessions

## **Finding Your Own Negotiation, Communication and Leadership Style – Lessons and Stories from High-Stakes Hostage Negotiation**

This session focused on the tangible and transferable lessons and skills to help participants identify their own negotiations, communications and leadership styles.

## **The Power of Playbooks**

Libby DeLucien was poised to redefine playbooks with cutting-edge Artificial Intelligence (AI) technology, promising to reshape your company's approach to process management.

## **Productivity in the Real World of Cleaning**

Mike Marks talked about the practical side of creating higher productivity as it is applied to cleaning, from product selection and supply chain to application, and maintenance.

## **Turn Your Team Into A Championship Team: Hiring, Training, Management, Motivation and Retention**

This session helped you quantify the skills and attitudes of your current employees, and from there build improvement plans to get them where you need them to be.

## **Using Stories to Sell Your Services**

In this session, Stephen Semple shared real world examples of campaigns from owner operated businesses that have turned these businesses into the leaders in their market.

## **AI Revolution: Unlocking Efficiencies**

Transforming each department in your organization into an expert by providing comprehensive policies, procedures, optimized work processes, accounting tips, strategic marketing tools, and operational tips for increased efficiency – all with the help of AI.

## **Essentials of Housekeeping Management - ABC's of Cleaning**

This session consisted of a refresher for environmental service (EVS)/housekeeping leaders on getting back to basics!

## **Robotics, Automation, AI and the Future of Facility Maintenance**

In this session talked about the latest trends in robotics, Artificial Intelligence (AI), and technology that is involved in our industry.



# Top Speakers



**Mickey Bergman**  
Chief Executive  
Officer at Global  
Reach



**David Fellman**  
President at David  
Fellman &  
Associates



**Mark Heatley**  
Quality & Standards  
Manager at Aramark  
Healthcare+



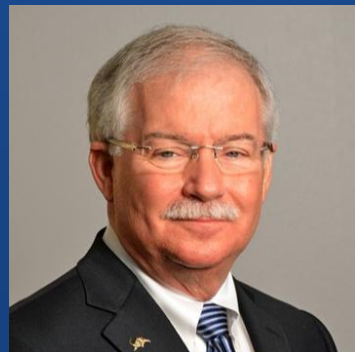
**Isaac Johnson**  
Vice President  
Operations at  
Aramark Healthcare+



**Libby DeLucien**  
CEO at  
WootRecruit



**Stephen Semple**  
Master Storyteller at The  
Business Growth Guys -  
A Wizard of Ads Partner



**Mr. Mike Marks**  
Founding Partner  
at Indian River  
Consulting Group



**Jill Frey**  
President/CEO at  
Cummins Facility  
Services



**John Ezzo**  
CEO at New Image  
Building Services



**Victoria Yassem**  
President at Red  
Ball Consulting

# Event Experiences



## **ISSA Show Happy Hour**

Attendees kicked off week with an opportunity to meet old friends and make new ones.



## **Residential Roundtable**

ISSA Residential welcomed participants to spark discussions with industry peers during the event.



## **Housekeeping Olympics**

Teams of cleaning professionals showcased their expertise in a spirited and engaging competition



## **Rise and Shine: Orientation Breakfast for First-Time Attendees**

Designed exclusively for first-time attendees, this event was their entry point to making the most from your ISSA Show experience.



## **BSC Night Shift Networking at The Foundation Room**

The event included peer-to-peer networking, drinks, appetizers, and interviews with Cleaning & Cocktails' podcast team.



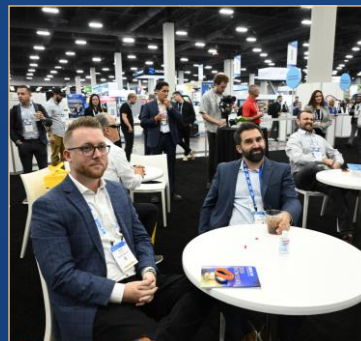
## **ISSA Spotlight Event & Awards**

To kick off the show, ISSA honored industry achievers with a special awards presentation, hosted by ISSA leadership.



## **End Period Poverty Service Project with ISSA Government Affairs**

ISSA invited show attendees to help fill 500 personal-care bags to be distributed to those in need in the local community by Purse Power, a Nevada charity.



## **Emerging Leaders Happy Hour**

This was a chance to connect with the inaugural class of emerging leaders who are shaping the future of clean.



## **ISSA Government Affairs Happy Hour**

Attendees were able to meet the ISSA Government Affairs Team, talk politics, network, and enjoy a complimentary drink!

# Event Experiences



## Networking Breakfast for Distributors: Elevate Your Skills, Elevate Your Game

Participants dove into the art of negotiation and communication with the renowned expert, Mickey Bergman.



## Facility Manager/Facility Services Provider Happy Hour

Meet and network with facility service providers from a variety of industries and learn how similar the challenges are.



## Hygieia Awards Reception

The event featured networking with industry leaders and Hygieia's annual recognition awards.



## ISSA General Business Meeting

The annual event featured the ISSA Charities Report, recognition of outgoing board members, the President's farewell address and more.



## Industry Choice Award Announcement

The winners of the Innovative Leaders Awards Program were announced.

*"The ISSA Show North America is an essential tool I look forward to gaining information and networking every year. It is fun and informational and a great time."*

- Meghane Duvall, Chimes, DC

21 Total Networking Events



# BEYOND CLEAN

explore • innovate • elevate

**ISSA SHOW**  
NORTH AMERICA 2025

Education: November 10-13

Expo Hall: November 11-13

MANDALAY BAY CONVENTION CENTER  
LAS VEGAS, NV

[www.issashow.com](http://www.issashow.com)



Interested in Attending

Interested in Exhibiting