

The Impact Report: Commercial Cleaning *2026.*

THE FACILITY MANAGER'S GUIDE

*Market insights, structural shifts, and the forces
reshaping how North American facilities are
cleaned, contracted, and managed.*

■ ABOUT THIS REPORT

A current, data-driven view of the Canadian and U.S. commercial cleaning markets.

The commercial cleaning industry generates billions of dollars annually across North America, yet remains poorly understood by the facility professionals who depend on it most. Contract decisions are often made without access to credible market data, benchmarks, or trend intelligence.

This report, published by Impact Cleaning Services, is our initiative to lead, not just in service delivery, but in industry knowledge. We believe that informed clients make better decisions, and better decisions lead to cleaner, healthier, and more productive facilities.

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The industry is entering its most pivotal phase in a generation.

Robust growth, a tightening labour market, accelerating technology adoption, and rising sustainability expectations are reshaping how facilities are cleaned, contracted, and managed in 2026.

\$8.9^B CAD

Janitorial services market in Canada, 2026.

IBISWORLD, 2026

\$112^B USD

Janitorial services market in the United States, 2026.

IBISWORLD, 2026

37.5 %

North America's share of the global cleaning services market.

FORTUNE BUSINESS INSIGHTS, 2026

6.91 %

Global commercial cleaning CAGR through 2031.

TECHSCI, 2026

78 %

Of cleaning companies report difficulty hiring.

ISSA

42 %

Annual staff turnover across the industry.

ISSA

\$3.50 /sqft

Average commercial cleaning rate, North America.

CLEANING & MAINTENANCE MANAGEMENT

FOUR MACRO TRENDS DEFINING 2026

An industry-wide labour shortage, the mainstreaming of green and sustainable cleaning, rapid technology and automation adoption, and evolving pricing and contract expectations.

One of the most essential, consistently growing service sectors in the global economy.

In 2025, the global cleaning services market was valued at approximately **USD \$451.6 billion**, with North America accounting for roughly 37.5%, the single largest regional share worldwide.

The global commercial cleaning market was valued at **USD \$225.24 billion** in 2025 and is projected to reach **USD \$336.32 billion** by 2031, a CAGR of 6.91%.

Sources: Fortune Business Insights, 2026; GlobeNewswire / TechSci Research, January 2026.

KEY FIGURE

North America's cleaning services market was valued at **USD \$20.89B** in 2025, projected to reach **\$29.47B** by 2035 at a CAGR of 3.50%.

EXPERT MARKET RESEARCH, 2026

North America · Key Market Indicators

METRIC	VALUE
NA cleaning services market size, 2025	USD \$20.89 B
NA share of global cleaning market	37.52 %
Global commercial cleaning CAGR, 2025–2031	6.91 %
NA market projected value by 2035	USD \$29.47 B
Commercial segment share of contract cleaning	52.21 %
Average commercial cleaning rate, per sq ft	USD \$3.50
Cleaning companies operating in the U.S.	~ 875,000
U.S. janitorial workforce	2.4 M+

CANADA

Canada: market overview & key trends.

Canada's janitorial and commercial cleaning sector reached **\$8.9 billion CAD** in 2026, growing 2.0% year-over-year. Commercial cleaning is the dominant segment at 52.21% of total contract cleaning revenue.

\$8.9 B CAD

Canadian janitorial services market, 2026.

IBISWORLD, 2026

6.7 %

CAGR projected, contract cleaning, through 2030.

GRAND VIEW RESEARCH, 2026

\$36.5 B USD

Forecast Canadian contract cleaning by 2030.

GRAND VIEW RESEARCH, 2026

Key demand drivers

- 01 **Urbanization** in Toronto, Vancouver, Calgary, Edmonton, and Montreal is increasing the volume of commercial real estate requiring professional facility services.
- 02 **Return-to-office and hybrid work** are driving renewed demand for janitorial contracts in office towers across the GTA, downtown Vancouver, and Montreal.
- 03 **Healthcare and education** sectors require consistent, regulated-level cleaning that only professional providers can deliver.
- 04 **Shopping centre traffic** is extraordinary: CF Toronto Eaton Centre receives 52.3M visits annually, West Edmonton Mall 30M, and Metropolis at Metrotown 28.1M.
- 05 **Government procurement** is increasingly mandating green cleaning standards, favouring certified providers.
- 06 **New developments** are sustaining post-construction cleaning demand across Ontario, BC, and Alberta.

Regional highlights

- ONTARIO**
GTA-anchored. Toronto's downtown corridor, the Mississauga-Brampton tech & life-sciences hub, and the 905 belt sustain Canada's highest contract density.
- BRITISH COLUMBIA**
Greater Vancouver: booming office & industrial real estate, growing healthcare infrastructure, sustainability-conscious clients.
- ALBERTA & PRAIRIES**
Calgary & Edmonton: large industrial & energy-sector facilities, expanding post-construction and industrial segments.
- QUEBEC**
Montreal: manufacturing, hospitality, professional services. Bilingual workforce and distinct labour regulations.

Industry segments by end use · Canada

SECTOR	DEMAND PROFILE
Office & CRE	Largest volume, daily/weekly janitorial contracts.
Healthcare & Medical	Highest standards, infection control & compliance.
Retail & Shopping Centres	High frequency, appearance and footfall management.
Educational	Seasonal intensity, high-touch disinfection focus.
Industrial & Manufacturing	Specialized equipment, floor care, compliance.
Multi-Unit Residential	Growing: common area & amenity cleaning.
Post-Construction	Project-based, tied to development pipeline cycles.

UNITED STATES

United States: market overview & key trends.

The U.S. janitorial services market reached **\$112 billion USD** in 2026, the single largest commercial cleaning market in the world. Over **2.4 million Americans** are employed in janitorial and building cleaning roles.

The world's single largest commercial cleaning market.

\$112^B USD

U.S. janitorial market, 2026.

IBISWORLD, 2026

2.4^{M+}

Janitorial & building cleaning workforce.

U.S. BLS, 2024

7.5%

CAGR for U.S. cleaning equipment & services.

GLOBAL MARKET INSIGHTS, 2026

\$169^B

Projected U.S. cleaning services by 2034.

ALLIED MARKET RESEARCH

Key demand drivers

- 01

Return-to-office mandates at major corporations have regenerated demand in NYC, Chicago, LA, Houston, and Dallas, particularly in financial services, technology, legal, and healthcare.
- 02

Healthcare is the single largest driver of specialized cleaning demand: hospitals, clinics, and long-term care maintain stringent infection control year-round.
- 03

Retail & commercial buildings accounted for 21% of total commercial cleaning market share in 2025, the largest end-use segment.
- 04

EPA disinfectant guidelines announced May 2025 raised the compliance bar in healthcare, education, and food service.
- 05

Specialized facilities, data centres, biotech labs, EV manufacturing, are creating demand for highly trained cleaning professionals.
- 06

Long-term contracts generate more than 53% of total U.S. cleaning industry revenue. (Aspire, 2025)

U.S. market by sector

Healthcare

Largest specialized · infection control

Office & Corporate

Largest volume · RTO tailwinds

Retail & Commercial

21% market share · high frequency

Education

Seasonal · IAQ & disinfection

Industrial & Manufacturing

High-value · specialized

Hospitality

Recovered · standards normalized up

Data Centres / Life Sciences

Fastest-growing specialized

U.S. SNAPSHOT

\$112B janitorial · 2.4M Americans employed · 875,000 active cleaning companies · projected to reach \$169.4B by 2034 at a 6.33% CAGR.

IBISWORLD 2026 · ALLIED MARKET RESEARCH · U.S. BLS

Once a pandemic disruption. Now a structural feature.

The single most significant operational challenge facing commercial cleaning across both Canada and the United States in 2026 is the ongoing labour shortage, and its effects are rippling through service quality, pricing, contract performance, and client satisfaction.

By the numbers

78%

Difficulty hiring.

ISSA

42%

Annual turnover.

ISSA

63%

Cite staffing as #1 risk.

ASPIRE, 2025

10%+

Wage increases in 2025.

SCHEDULINGKIT, 2026

"With fewer workers available and higher client demands, cleaning is no longer just an hourly job, it's skilled work that requires training, engagement, and clear career paths."

ARCHIE HEINL • PRESIDENT, JANIJOB'S • 2026
CLEANING LABOUR OUTLOOK

WHAT'S DRIVING IT

Aging workforce

Replacement workers aren't entering at the same rate retirees are leaving.

Wage competition

Retail, logistics, food service compete for the same labour pool with lighter physical demands.

High turnover cycle

Constant recruitment costs erode margins; the cycle is self-perpetuating.

Specialized environments

Data centres, biotech, EV plants, sterile healthcare: trained, certified pros are scarce.

FOR FACILITY MANAGERS

Ask your provider directly: what is your current turnover rate, and what are you doing about it?

From differentiator to baseline expectation.

Sustainability is no longer an upgrade; it is a standard part of service agreements, driven by tenant expectations, LEED certification, government procurement, and corporate ESG commitments.

The business case

- 01 Buildings pursuing **LEED, WELL, or Fitwel** certification require documented sustainable cleaning to achieve or maintain rating.
- 02 In Canada, **government procurement** increasingly requires eco-certified providers in the public sector.
- 03 In the U.S., **EPA Safer Choice** and **Green Seal** are increasingly referenced in facility procurement and RFPs.
- 04 Tenants in office, healthcare, and education report **indoor air quality, chemical safety, and environmental responsibility** as top facility considerations.

CANADA IN FOCUS

In January 2025, CloroxPro Canada introduced **Disinfecting Wipes** with a 100% plant-based substrate and citric acid as the active ingredient, reflecting accelerating eco-product adoption. Impact uses Health Canada-approved, eco-conscious products across all client facilities.

CERTIFICATIONS TO KNOW

GREEN SEAL • U.S.

Comprehensive standard for cleaning products and programs: health, safety, performance.

ECOLOGO / UL • CA & U.S.

Third-party certification for disinfectants and cleaning products.

EPA SAFER CHOICE • U.S.

Ingredient-level review for human health and environmental safety.

HEALTH CANADA • CANADA

Regulatory baseline for disinfectant and cleaning product safety.

LEED V4 • BOTH

Requires documented sustainable cleaning practices for certified buildings.

Robotics, AI scheduling, and the digital floor.

From autonomous floor scrubbers to IoT-enabled audits, the industry is undergoing significant digital transformation, and the pace is accelerating in 2026.

38%

use scheduling & dispatch software.

CLEANING
BUSINESS TODAY

19%

have adopted robotic equipment.

GRAND VIEW
RESEARCH

29%

revenue growth via management software.

JOBBER INDUSTRY
REPORT

45%

drop in scheduling conflicts (digital booking).

HOUSECALL PRO
DATA

Robotics & autonomous cleaning

Brain Corp reported in December 2024 that its autonomous fleet had collectively cleaned over **250 billion sq ft** of commercial space worldwide.

In April 2025, LG Electronics USA, with Marriott's Design Lab, began offering autonomous robotic vacuum cleaners commercially to hospitality. In June 2024, Aramark deployed robotic floor scrubbers at the Kay Bailey Hutchison Convention Center in Texas.

AI scheduling & operations

In May 2025, **Sodexo** launched its 'Data & AI Factory' platform, combining IoT sensors and predictive analytics across healthcare, office, and education.

In Canada, **Avidbots** introduced the Neo 2W, the country's first warehouse-grade autonomous cleaning robot, in April 2023.

FOR FACILITY MANAGERS

Technology adoption is a key indicator of operational maturity. Ask whether providers use digital scheduling, real-time reporting, and GPS-verified service delivery.

A market repricing what professional cleaning is worth.

Cleaning companies are absorbing rising labour costs, eco-certified product premiums, and technology investments, while clients are managing tighter budgets and demanding more accountability. The result: significant repricing across the industry.

Current pricing benchmarks

\$3.50 /sqft

Average commercial cleaning rate, North America.

CLEANING AND MAINTENANCE
MANAGEMENT

53 %

Industry revenue from ongoing contracts.

ASPIRE, 2025

10 %+

Wage increases by many providers in 2025.

SCHEDULINGKIT, 2026

57 %

Of cleaning businesses project revenue growth in 2025–2026.

ASPIRE, 2025

34 %

Of contractors anticipated significantly higher sales in 2025 vs prior year.

BSCAI, 2025

Contract models are evolving

The industry is moving away from fixed-schedule, fixed-price contracts toward outcome-based engagements that include performance measurement, digital reporting, and documented compliance.

Providers are responding with tiered service packages, real-time dashboards, digital inspection reports, and bundled compliance documentation for healthcare, food service, and education.

WHAT MANAGERS SHOULD KNOW

- **Lowest price rarely wins.** Hidden re-training costs erode value.
- **Contract length matters.** 1–3 year terms enable dedicated, stable crews.
- **47%** of facility managers plan to increase cleaning budgets in 2026.
- **Bundled services** deliver volume pricing & one-provider simplicity.

A growing, professionalizing, more complex industry to manage.

VET YOUR PROVIDER

Facility & Property Managers

- **Evaluate labour stability.** Ask current turnover & retention programs.
- **Request digital reporting.** Real-time inspection & compliance docs on demand.
- **Review contract for ESG alignment.** Document for LEED if certified.
- **Consider multi-year contracts.** Operational certainty = better quality.

PROTECT YOUR MARGINS

Operations Managers & Owners

- **Factor rising costs.** 10%+ wage increases are the 2026 norm.
- **Consolidate providers.** One partner: less admin, better integration.
- **Use cleaning as a wellness tool.** Reduces absenteeism, lifts satisfaction.

KNOW YOUR COVERAGE

Commercial Tenants

- **Know what your lease covers.** Many include only baseline janitorial.
- **Prioritize indoor air quality.** Ask for product list and certifications.

STAY COMPETITIVE

Cleaning Companies

- **Invest in technology.** Software users grow 29% faster.
- **Build career paths.** Stability is now a competitive differentiator.
- **Green-certify.** Required to win healthcare, education, government, LEED.

BOTTOM LINE

Cleaning is now a strategic facility investment. The data, labour, regulatory, and technology trends in this report all point to the same conclusion: the partners you choose, and how you structure those partnerships, matter more than ever.

Notes, definitions & sources.

Scope

Covers commercial cleaning and janitorial services across Canada and the United States. Excludes residential cleaning, consumer products, and industrial hazardous waste remediation beyond standard janitorial scope.

Key definitions

COMMERCIAL CLEANING

Professional cleaning of non-residential premises.

JANITORIAL SERVICES

Routine, ongoing cleaning & maintenance of building interiors.

GREEN CLEANING

Products, methods, equipment certified by Green Seal, ECOLOGO, Health Canada, or EPA Safer Choice.

CAGR

Compound Annual Growth Rate.

Currency & methodology

CAD = Canadian dollars; USD = U.S. dollars. Synthesizes publicly available data from third-party research firms, government agencies, and industry associations. Where sources differ, the most recent and most specific figure is cited. All data are directional indicators.

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LEADERSHIP

A family business now led by its second generation, building on a legacy that began in 1954.

IMPACT FAMILY

■ ABOUT IMPACT

Seventy years of one promise, kept.

Founded in Toronto in 1954, Impact began as a father and son washing storefronts for five cents apiece. Today, we are a national force in commercial cleaning across Canada and the United States.

01

Family-owned

Privately held, in an industry dominated by multinational contractors.

02

1,000+ team

Cleaning professionals supported by ~50 corporate staff.

03

National reach

Office, retail, industrial, healthcare, education, multi-residential.

04

Full spectrum

Janitorial, floor & carpet, windows, post-construction, restoration.

OUR PROMISE

"Impact is more than a name. It's our promise: to improve workplace well-being, one spotless square foot at a time."

A NOTE FROM IMPACT

Better information. *Better facilities.*

If your facility deserves a partner that takes the industry as seriously as you take your building, we should talk.

WEB

impact.ca

PHONE

(647) 492-6286

HEADQUARTERS

Toronto · Nashville

COVERAGE

Canada & United States