

People, Process and Planet:

The Top Three Trends in Cleaning and
Maintenance Innovation



From past to present: the evolution of facility solutions



The cleaning trade has been around for over 7,000 years, but some of the most impressive advancements in facilities management have happened in the past 3-4 decades. The pace of change continues to accelerate, so to maintain a competitive edge, facility managers must stay in tune with their stakeholders and evolve to meet their needs.

Through Veritiv™'s experience providing Facility Solutions across virtually every industry, we have discovered most organizations - regardless of size or industry - share similar goals:

FACILITY SOLUTIONS shared goals

Keep facilities clean to maintain a healthy, positive environment

Complete cleaning and maintenance tasks more efficiently to save time and reduce labor expenses

Make process and product upgrades to decrease energy, waste and costs

To accomplish these goals, our team keeps a close eye on new ideas that could help shape our customers' success. From green cleaning products and dispensing systems, to touchless restrooms and operations software, the latest industry innovations present exciting opportunities to keep facilities clean while saving more time, money and waste than ever.

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PRODUCTS THAT TAKE CARE OF CREWS

THE TOP THREE TRENDS IN CLEANING AND MAINTENANCE

Facilities management is a labor-intensive industry. Labor costs generally represent 55-80% of a cleaning company's total costs, or 25-30% of a building's total maintenance and operations budget¹.

To reduce these costs, facility managers are on the hunt for ways to streamline the cleaning and maintenance process. Many ideas for new products and existing product upgrades arose from observing the standard operating procedures for each cleaning job and identifying opportunities to improve three key areas: ergonomics, efficiency and effectiveness.

Ergonomics: What could make the equipment more comfortable to use?

Manual labor takes a toll on the body over time. That's why many cleaning advancements (such as backpack vacuums, lightweight mops and buckets and long-handle dusters) are focused on making life easier for the operator. Ergonomic equipment not only boosts comfort, but also enhances efficiency, employee satisfaction and safety, which trickles down into better results and retention.

Efficiency: How could the operator complete this task faster?

As Thomas Edison once said, "There is a way to do it better...find it!"² Cleaning industry innovators are heeding this advice and introducing better, easier ways to complete cleaning tasks that have been done the same way for decades - even centuries.

Facility teams now have access to new, automated products that save time every day, such as battery-powered burnishers that come with on-board chargers, chemical dispensing systems that automatically mix the right level of chemicals and automated restroom technology that reduces frequent refills and day portering. These smart products allow crews to concentrate on the quality of cleanliness instead of endless hours of labor-intensive tasks.

Effectiveness: How could facility crews deliver even better results?

Ultimately, the end result matters most. No matter how high-tech or sustainable a cleaning invention is, it must get the job done.

Proven products that make a space look, feel and smell cleaner are experiencing the greatest success. With products like Green Seal™-certified "green" chemicals and alcohol-based sanitizers, plus equipment like microfiber cloths with the right blend of polymer and splits³, cleaning teams can complete their tasks thoroughly the first time around.

The result? Cleaner spaces, less rework and better health for the building and its tenants.



¹ Building Operating costs (University of Colorado) 2015, BOMA EER Report 2015

² <http://www.brainyquote.com/quotes/quotes/t/thomasaed131432.html>

³ <http://www.cleanlink.com/cp/article.aspx?id=3823>

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PRODUCTS THAT CONSIDER THE HOLISTIC PROCESS

THE TOP THREE TRENDS IN CLEANING AND MAINTENANCE

When a doctor meets with a patient to solve their health concern, the doctor must understand the patient’s lifestyle, diet, medication and more to cure the root cause, instead of simply treating the symptoms. Similarly, facility managers can make minor improvements, but to truly optimize the building’s total health, they must consider the holistic process.

Progressive facility managers are turning to more strategic methods and products that lead to breakthroughs on many levels, such as:



By analyzing how individual changes affect the overall process, facility teams can hone in on small enhancements that will make a big difference.



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PRODUCTS AND PROGRAMS THAT ADDRESS SAFETY AND SUSTAINABILITY

THE TOP THREE TRENDS IN CLEANING AND MAINTENANCE

Cleaning services originally stemmed from concerns about health. As businesses evolved during the Industrial Revolution, health became an expectation, and their focus turned to safety. Over the past 30-40 years, companies have prioritized sustainability as they discovered the environmental, social and bottom-line benefits of going green.

This increased emphasis on safety and sustainability has sparked a host of new products and programs that help maintain a healthy, comfortable, environmentally - friendly facility, including:



With new standards and certifications raising the bar for the entire industry, facility managers will continue to seek ways to improve resource usage, safe material storage/disposal and overall sustainability.



KEEPING UP TODAY WHILE PREPARING FOR THE FUTURE

The facility solutions industry has advanced by leaps and bounds in recent years, and more innovations are right around the corner. The “Internet of Things” (embedding software and connectivity into physical devices) is beginning to permeate cleaning equipment, and soon, replenishing will likely be completely automated and controllable from your smartphone.

We may not know exactly what next generation of cleaning looks like, but one thing is certain: change is the new normal. Those who cling to the past will fall by the wayside, while those who embrace the evolution and develop creative solutions to complex problems will be the ones who create the future.

For more guidance on which industry innovations could help enhance the performance of your facility, visit veritivcorp.com/facility-solutions or call 1 844 VERITIV to be connected to a Veritiv facility advisor.



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