



cleanliness at work

How to protect your people and your profits with LEAN cleaning





about this guide

Creating a safe and healthy workplace is a growing priority for all employers, especially as cold and flu seasons seem to hit harder each year and novel viruses emerge. Employees rely on their leaders to create the best environment to help them do their jobs, in addition to growing as people and professionals.

To accomplish this goal, businesses must look beyond standard cleaning. Today, “clean” workplaces don’t just look better—they perform better too.

With this guide to LEAN cleaning, sanitizing and disinfecting, your company will learn practical tips for improving employee health, productivity and effectiveness today to boost your bottom line tomorrow.

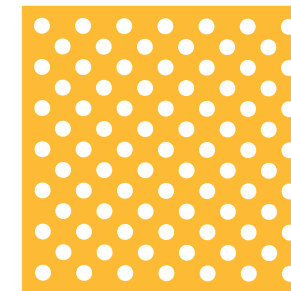


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chapter 1

Cleaning isn't a cost—it's a value driver





CHAPTER 1

Cleaning isn't a cost—it's a value driver

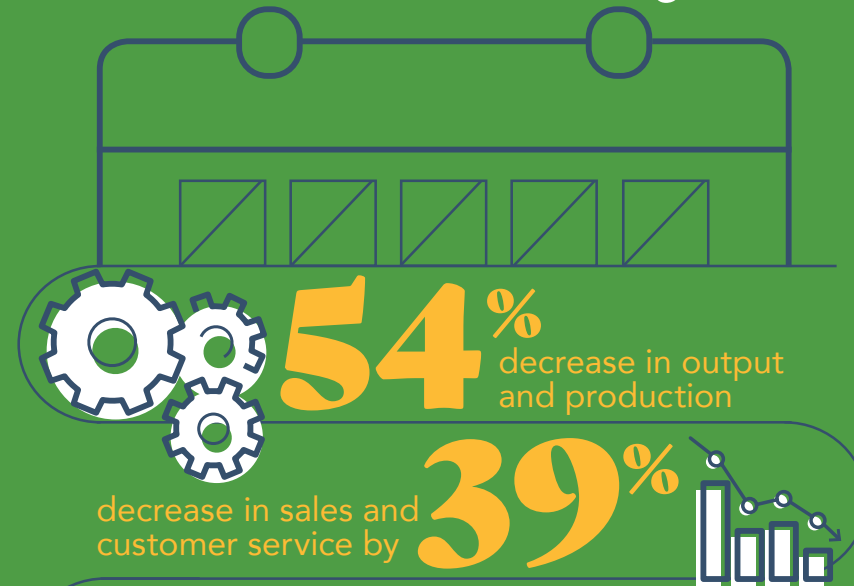
Research gathered by the ISSA¹, the Worldwide Cleaning Industry Association, shows that "Clean facilities are not just a cost. They generate revenue."

HERE ARE SOME EXAMPLES OF HOW:

Cleaner workplaces help reduce the massive losses incurred when employees are sick. Businesses take hits for minor health-related issues staff experience while at work. Simple cold and flu symptoms, such as itchy eyes, dry throat, lethargy and headaches, cause employees to perform 3–8% worse than normal. Even exposure to dust can trigger allergies and hay fever symptoms that affect workers' cognitive skills (e.g., typing, logical reasoning, memory and creative thinking) by 2–6%.

These impacts may seem small, but they can significantly impact the bottom line. For example, in a 100-person workplace with an average salary of \$25,000 per year, avoiding these issues and increasing productivity by 2–8% translates into \$125,000 in annual savings.

employees take an average of
7.7 sick days



COLD/FLU SYMPTOMS



overall loss in performance by
3-8%

DUST EXPOSURE



affects cognitive skills by
2-6%



CHAPTER 1

Cleaning isn't a cost—it's a value driver

These benefits extend beyond employee wellness and satisfaction. They affect purchasing decisions and the customer experience too. In fact, shoppers in the retail and food industries rank cleanliness as the top influencer of where they decide to shop and how satisfied they are with their experience, respectively.

SIMPLY PUT:

A clean workplace produces real, measurable benefits that ripple from the boardroom to the bottom line. Healthy employees are happier and more productive, which leads to happier, healthier customers.

customers prefer cleanliness



food

CUSTOMER SATISFACTION

1. Cleanliness

2. Value

3. Speed

4. Convenience

5. Variety

6 in 10



fast food customers agree if the restaurant is clean, they will go there more often.



retail

CUSTOMERS DECIDING WHERE TO SHOP

cleanliness

ranked as the most important element among: lighting, temperature, quietness/music and special events.



said a store's environment encouraged them to buy more within the last month.



restrooms

94%

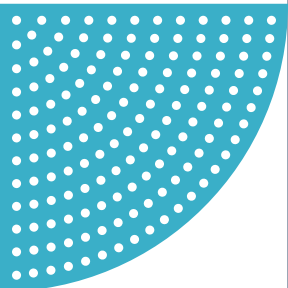


of people would avoid a business in the future if they encountered dirty restrooms.

chapter 2

Personal hygiene





CHAPTER 2

Personal hygiene

4 PRODUCTS AND 6 STEPS TO REDUCE RISK

Promoting personal hygiene is one of the most important actions you can take to curb the spread of germs in the workplace. Obvious cues and easy access to supplies are the best combination for increasing usage and overall health.

Make sure to keep the following four must-have hygiene supplies stocked and readily available, and promote these six steps to everyone who works in or visits your facility.

It's especially important to post these tips in common areas, such as bathrooms, break rooms and places where people congregate.

Combining instructions with subconscious reinforcement helps employees protect themselves and each other. For example, placing hand sanitizer dispensers and stands strategically where foot traffic is heaviest reminds people to use them as they're walking by.

4 must-have personal hygiene products



Soaps



Sanitizers



Facial tissues



Hand towels

6 steps to a healthy workforce and office

1. Clean hands often with soap or sanitizer.
2. Properly dry hands with paper towels.
3. Avoid close contact with anyone who is sick.
4. Stay home if you're feeling unwell.
5. Cover coughs and sneezes.
6. Use proper cleaning and disinfecting supplies.



DID YOU KNOW? ²

One sneeze can send 100,000 germs up to 32 feet away. Cover coughs and sneezes with a tissue, and throw it away immediately to prevent pathogens from spreading through the air, to hands and onto surfaces.

CHAPTER 2

Personal hygiene

HANDWASHING: WHY IT'S THE KEY TO A HEALTHY WORKPLACE (AND HOW TO DO IT RIGHT)

According to the Centers for Disease Control (CDC), 80% of all infections are transmitted by hands.³ Complicating matters, the United States Department of Agriculture (USDA) reports that 97% of consumers do not wash their hands correctly.⁴ The proper method includes two critical steps:

1. Wash hands for 20 seconds.
2. Dry hands with a clean towel.



One of the easiest, most effective ways to improve employee health is teaching staff when and how to wash their hands correctly. It's common to focus on obvious moments, such as after using the restroom. However, the CDC recommends washing hands at several key times:⁵

before and after

- Preparing or eating food
- Caring for the sick
- Treating cuts or wounds

after

- Using the restroom
- Changing diapers
- Blowing your nose, coughing or sneezing
- Touching or feeding an animal
- Handling garbage

THE CDC'S 5 STEPS TO PROPER HANDWASHING



1. Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.



2. Lather all hand surfaces, including the back of your hands, between fingers and under your nails.



3. Scrub your hands for at least 20 seconds. Need a timer? Hum the entire "Happy Birthday" song twice.



4. Rinse your hands well under clean, running water.



5. Dry with a clean paper towel.

Want to hang these 5 steps in your facility? Download a printable poster [here](#).

CHAPTER 2

Personal
hygiene

TO TOWEL OR TO JET DRY? THAT IS THE QUESTION. (AND WHAT ABOUT SANITIZER?)⁶

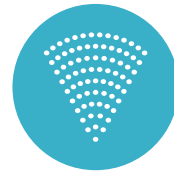
While jet dryers seem more sustainable, the World Health Organization (WHO) recommends paper towels because they physically remove germs and prevent them from being sprayed into the air. In fact, research shows the vast majority of adults don't wash their hands long enough to remove all bacteria and germs, but drying with paper towels can remove up to 77% of what remains.

downsides of jet dryers



May increase germ count
on fingers by up to

42%



Remaining bacteria on
hands can blow as far as
6.5 ft away
and linger in the air for up to
15 minutes



Inner surfaces of jet
dryers are up to
48 times
more contaminated than
the average toilet seat.

IN SHORT:

Paper towels are the smartest choice for workplace hand drying. Keep these essential hygiene tools well stocked in your restrooms and any other areas where employees may wash their hands, such as kitchen sinks.

SANITIZER: THE SIBLING TO SOAP AND WATER

Using soap and water is the most effective method for cleaning hands⁷, but a hand sanitizer with at least 60% alcohol is a suitable alternative when water is not available.

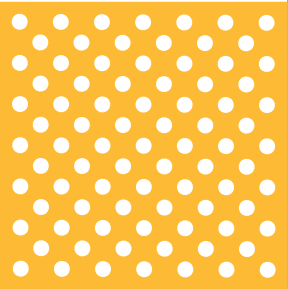
Instruct employees to apply the correct amount (found on the product's label) to all surfaces of their hands until it dries.





chapter 3

Professional, LEAN cleaning



CHAPTER 3

Professional, LEAN cleaning

In addition to promoting personal hygiene, maintaining a hygienic environment is vital to reduce the spread of viruses and bacteria. Beyond creating a positive image, cleaning has a real, tangible effect on the health of your employees, customers and guests. Every space is an opportunity for cleaning—and reducing waste while you're at it with LEAN cleaning.

CLEAN IS A COMPETITIVE ADVANTAGE

LEAN cleaning takes LEAN principles that have minimized waste in manufacturing and nearly all industries for decades, and applies them to cleaning.

Examining your facility cleaning processes through the LEAN lens helps identify eight areas of hidden waste—from effort and transportation, to space and energy—to improve your business and bottom line. By applying these LEAN principles, some companies have cut their overall costs by up to 40% and increased productivity by over 52%.⁸

On top of making a good first impression with customers, a clean facility shows employees they're cared for. Study after study has proven that when employees feel cared for, they give more. And when they don't, they give less.

HOW LEAN CLEANING IMPROVES EMPLOYEE ENGAGEMENT AND THE BOTTOM LINE



Increases focus

Neuroscientists at Princeton University found that a cluttered office pulls your attention away from your work, so less gets done. MRIs revealed a reduced ability to focus and process information in a cluttered space, when compared to a clear one.⁹



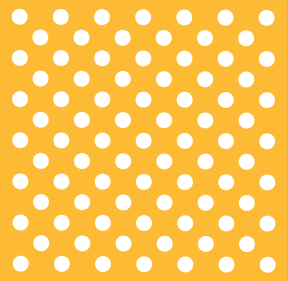
Increases productivity

According to a study of 400 managers and employees, clean offices yielded a 5% productivity increase that translated into an additional \$125,000 a year in revenue.¹⁰



Increases recruitment and retention

Clean, attractive workplaces are more appealing to candidates and help retain employees by boosting morale.



THE 5S METHODOLOGY

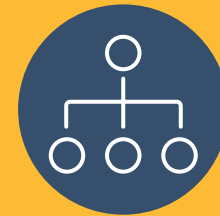
How do you implement LEAN cleaning principles to achieve these results?
By applying the 5S's to specific areas of your facility.



5S methodology



Sort
Get rid of the junk.



Set in order
Make products and equipment
easy to find, get and return.



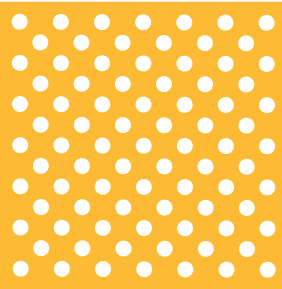
Shine
Keep up the cleanliness
to show your employees
and customers you care.



Sustain
Keep your eyes open, and act
when things slide backwards.



Standardize
Eliminate the guesswork
around how to clean.



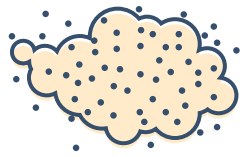
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GETTING STARTED WITH LEAN CLEANING

Veritiv's LEAN Advisors have helped thousands of customers implement the 5S's and other LEAN cleaning principles to improve employee health and morale, eliminate waste and ensure every dollar they spend moves their business forward.

To start the process with your own team, discuss the following questions:



Soil

Are you trying to clean common dirt, dust, food oil, grease stains, etc.?



Surface

Is the surface stainless steel, glass, laminate, etc.?



Solution

Which product would be best for the type of soil/stain and the surface being cleaned?

Then, follow these general guidelines. (Keep reading for details!)

- Know the difference between cleaning, disinfecting and sanitizing.
- Establish a routine cleaning and disinfecting process.
- Clean and disinfect frequently touched surfaces daily using the right products and procedures.
- Use products safely. Ensure all custodial staff has the necessary personal protective equipment (PPE) and a thorough understanding of product instructions.
- Handle waste properly.

cleaning vs. sanitizing vs. disinfecting

What's the difference?



CLEANING

Cleaning physically removes germs, dirt and impurities from surfaces. This process does *not* necessarily kill germs. But by removing them, it lowers their numbers and the risk of spreading infection.



SANITIZING

Sanitizing lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements.



DISINFECTING

Disinfecting kills or destroys germs on surfaces by using chemicals. This process does *not* necessarily clean dirty surfaces or remove germs, but it lowers the risk of spreading infection by destroying pathogens.

HOW DISINFECTANTS WORK

Disinfectants inhibit a microorganism's ability to survive and multiply by attaching to cell surfaces and disrupting activity.

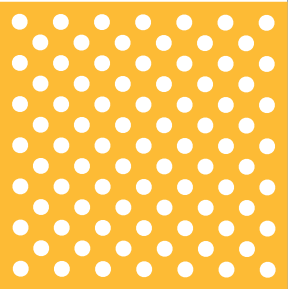
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HOW TO CLEAN EFFECTIVELY

- Clean first, disinfect second. Germs can hide underneath dirt and other material, which can reduce the germ-killing ability of some disinfectants.
- Clean completely on a regular schedule.
- Clean from top to bottom, starting with the highest and least dirty surfaces first, then lower and dirtiest surfaces second. Think countertops before floors and sinks before toilets.
- Use warm or hot water with any cleaning product unless the label states the product is formulated to be effective in cold water.
- Apply cleaning products to a microfiber cloth with a stream or coarse spray, then wipe the surface that's going to be cleaned. This method protects you from breathing the contaminated mist that bounces back from hard surfaces.
- Scrub vigorously with a microfiber cloth to remove dirt. Use a brush if the item is not smooth or has hard-to-reach corners where dirt and germs can hide, such as toys and bottles.
- Change water when it looks or feels dirty, as well as when switching areas being cleaned.
- Remove microfiber mop pads from the handle, then hand wash, rinse and hang to dry, or place in a bag for daily laundering. Treat microfiber cloths the same way.



TACKLING HIGH-TOUCH SURFACES

High-touch surfaces (areas that receive a lot of traffic and touches) are some of the greatest vectors for spreading disease. Keeping these surfaces clean and disinfected is a key way to win the battle against illness in the workplace.

types of high-touch surfaces



COMMON AREAS & DESKS

- Handles and knobs
- Light switches
- Countertop and desk surfaces
- Handrails
- Elevator buttons
- Equipment controls
- Chairs, wheelchairs, walkers



BREAK ROOM/KITCHEN

- Vending machines
- Food preparation surfaces
- Tables and chairs
- Kitchen appliance handles
- Coffee machines



TECHNOLOGY

- Phones
- Copier, printer and fax control buttons
- Computer keyboards and mice
- Remote controls



RESTROOMS

- Sinks and faucets
- Restroom stalls and dispensers
- Toilet handles
- Trash receptacle touchpoints
- Vending machines
- Cleaning tools (cleaning carts, mops, brooms, etc.)

HOW TO CLEAN HIGH-TOUCH SURFACES



1. Install touch-free solutions.

Where possible, use solutions and equipment that require no contact, such as automatic soap dispensers, sinks and toilets. These measures reduce cross-contamination, waste and refill maintenance.



2. Increase access and usage of disinfectants.

Make sure that maintenance staff is regularly cleaning high-touch surfaces and that employees have easy access to disinfecting agents for their personal workstations.



3. Properly train staff.

Your workforce may not be aware how quickly high-touch surfaces spread germs and disease. Train cleaning staff and employees on the steps they need to take for everyone's well-being.

HOW TO DISINFECT CORRECTLY



1. Clean

First, remove dirt, grease and other surface soils by properly cleaning.



2. Disinfect

Choose a disinfectant with the proper kill claims for intended use. Follow all directions on the product label.



3. Wait

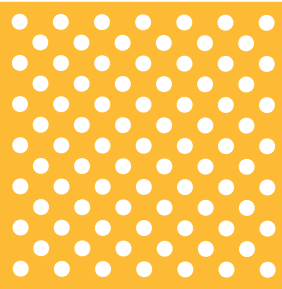
Allow surfaces to remain wet for the time indicated in the directions on the product label.



4. Dry

Wipe the surface with a disposable wiper, or allow to air dry.

Also, remember to make sure all custodial staff has the necessary personal protective equipment and training on how to use all disinfecting chemicals, tools and equipment.



CHAPTER 3

Professional,
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CHOOSE THE RIGHT TYPE OF DISINFECTANT

There are three types of disinfectants: neutral, alkaline and ready-to-use. Neutral types are safe to use on finished floors with a mop bucket or auto-scrubber. Alkaline products typically embody “spray-and-wipe” cleaning and are used for heavy duty disinfection. Ready-to-use cleaners are usually spray-and-wipe solutions for high-touch areas.

different grades of disinfection

Low-level

Low-level disinfectants are EPA-registered hospital disinfectants that are effective for vegetative bacteria, most fungi and most viruses.

Intermediate-level

Intermediate-level disinfectants are EPA-registered hospital disinfectants that are effective against tuberculosis, vegetative bacteria, fungi and viruses. Some may have spore claims.

High-level

High-level disinfectants fall under EPA jurisdiction. They are effective against tuberculosis, bacteria, fungi, viruses and some, but not all, spores.

TO CHOOSE THE RIGHT DISINFECTANT, THINK THROUGH THE FOLLOWING QUESTIONS:

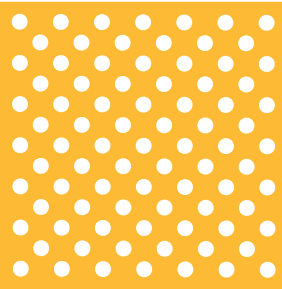
- What will the product be used for? Where?
- How will the product be applied?
- What claims are needed?
- Will dilution control be used? What dilution rate is desired?

Using the right application method is just as important. A study by the American Journal of Infection Control shows disposable wipers are the most clean and consistent. Cloths and microfiber towels may contain viable microorganisms even after laundering.

OVERWHELMED WITH DECISIONS?

Veritiv's LEAN Advisors can help select the right solutions for your needs.





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DON'T FORGET THE FLOORS! 3 DISINFECTING TIPS

Floors are indirect contributors to cross-contamination, especially in healthcare, education, manufacturing and similar facilities, where there are locker rooms, weight rooms, workout mats, showers, etc.

Follow these three tips to ensure your workplace is disinfected from top to bottom:

3 handy floor disinfecting tips

TIP 1

try a double-scrub process

to combine cleaning and disinfection in one step.



TIP 2

follow manufacturer instructions

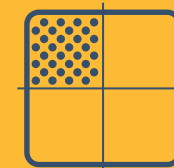
when applying disinfectant.



TIP 3

work in small sections

when disinfecting.





chapter 4

LEAN into cleaning success





CHAPTER 4

LEAN into
cleaning
success

THE RIGHT SOLUTIONS

This guide shares a number of ways to implement or improve cleaning programs at your facility. Curious how to apply these methods in real life? Working on a customized plan to stop the spread of germs while minimizing waste? Veritiv's LEAN Advisors are here to help.

Together, we can:

- Boost staff productivity and morale, while lowering costs and waste.
- Develop a routine for effective surface cleaning, sanitizing and disinfecting.
- Encourage proper personal hygiene with the right products and training.
- Select and source the best products from brands you trust.

THE RIGHT PRODUCTS

Along with Reliable Brand®, our private line of comprehensive cleaning and hygiene solutions, we have deep relationships with the world's best facility supply companies. You can rely on Veritiv® to deliver the products you need, when you need them.

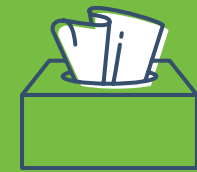
product solutions



Chemicals



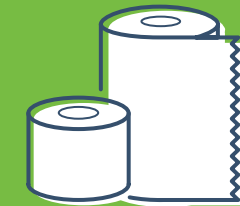
PPE



Cleaning tools and equipment



Skincare



Towel and tissue



Touchless restroom

Work with our expert advisors to pick the product solutions that are right for your business.



CHAPTER 4

LEAN into
cleaning
success



THE RIGHT PARTNER

Veritiv's LEAN Advisors have helped thousands of companies across North America keep their employees, buyers and bottom line at their best. Our highly educated professionals serve a variety of industries, including manufacturing, office, higher education, healthcare, and more.



Don't leave the health of your people or profits to chance. **Start a conversation** with one of our LEAN Advisors today to take your facility to the next level.

¹ISSA Value of Clean Infographic

²Kimberly-Clarke Professional

³[Centers for Disease Control: Interim Guidance for Environmental Infection Control in Hospitals for Ebola Virus](#)

⁴[United States Department of Agriculture: Study Shows Most People Are Spreading Dangerous Bacteria Around the Kitchen and Don't Even Realize It](#)

⁵[Centers for Disease Control: When and How to Wash Your Hands](#)

⁶Kimberly-Clarke Professional

⁷[Centers for Disease Control: When and How to Wash Your Hands](#)

⁸Using Lean Manufacturing to Reduce Costs and Improve Quality. BusinessKnowledgeSource.com

⁹McMains, S., Kastner, S. "Interactions of top-down and bottom-up mechanisms in human visual cortex." Journal of Neuroscience. Jan 12, 2011; 31(2):587-97.

¹⁰HLW International LLP. Buildings, November 1, 1999 V93 No. 11.