Restroom Sanitation
Cleaning for Health and Hygiene

April 1, 2010
Presented by
Procter & Gamble Professional
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Objectives

• Pinpoint problem areas within the restroom cleaning process

• Learn the importance of cleaning, sanitizing and disinfecting

• Discover efficient and effective restroom hygiene practices

• Understand the benefits of a clean restroom to your bottom line
Our Experts

• David Frank
  • Founder, American Institute for Cleaning Sciences

• Mike Weber
  • Principal Scientist, Procter & Gamble Professional
    – Ohio State University – Chemical Engineering

• Matt Koloseihe
  • Customer Business Development Manager, Procter & Gamble Professional
    – Cleaning Industry Management Standard (CIMS), ISSA Certification Expert
Cleaning in a Down Economy

• P&G Professional surveyed decision makers managing in-house or contract cleaning services

• Survey gauged how cleaning industry has reacted and adapted to recent business conditions

Procter & Gamble Professional surveyed professionals in the cleaning industry comprised of decision makers who manage in-house or contract cleaning services in the healthcare, education, retail, commercial, foodservice and hospitality industries. The objective was to gauge how they have reacted and adapted to recent business conditions. “Cleaning in a Down Economy” survey was conducted Dec. 11-21, 2009 and has a confidence level of plus or minus 5.6 percent.
Cleaning in a Down Economy

- 9 in 10 have made cut backs including staff reductions
- 85% have adopted “doing more with less” approach in response to down economy
- 41% feel efficient processes is most vital to business

![Bar chart showing the percentage of businesses prioritizing different aspects.]

Which of the Following Do You Feel is Most Important to Your Business Right Now?

- Being as Efficient as Possible with Our Current Resources: 41%
- Keeping Customers Satisfied: 35%
- Growing the Business: 10%
- Keeping all Staff Members Employed: 6%
- Cost Savings: 5%
- Making a Profit: 3%
Survey says…

• The restroom is the most important room to clean (65%) and the most difficult to clean (39%)
Restroom Statistics

- 5% of sq. ft.
- 20% of total labor budget
- 40% of soil level
- 50% of occupants complaints

Source: American Institute for Cleaning Sciences, 2002
Public Perceptions
Heightened Germ Awareness

• 20% grab a paper towel for protection
• 40% of users flush with their feet
• 60% say they don’t sit on or touch anything in a public restroom
• 30% of American avoid using public restrooms
• 4 out of 5 patrons were concerned about germs in public restrooms

Source: American Institute for Cleaning Sciences, 2004
Risks

• Potential Pathogens

• Liabilities

• Studies show that unsanitary restroom will drive 30% of customers away

Source: Harris Interactive Survey, 2008
Highly Touched Objects (HTO)

- Door handle and plates
- Toilet Seats
- Urinals
- Partition
- Partition levers
- Faucets and sinks
- Flushing levers
- Counters
- Dispensers
  - Soap
  - Paper
  - Feminine hygiene

Helpful Tip:
The more times someone touches a contaminated surface and then touches areas on their face (eyes, nose or mouth), the greater the chance for transmission of human microbial pathogens.

Source: CDC
Public Expectations

- All surfaces free of visible soil/dirt
- All contact surfaces should be sanitized
- Trash removed and liners replaced
- No visible graffiti
- Paper products, soap and other dispensers, restocked and operational
- No visible dust on vents, partition tops or ledges
- No odors
- Leave towel edges available/extended
- All drains should flow freely
- All vents open with adequate airflow
- Toilet seats up
- Mirrors and chrome spot-free and shining
- No stains, discoloration or soil should be visible on fixtures or dispenser
- Floors free of litter, build-up and moisture
Problem Areas

Appearance / Odor / Dispensers
Restroom Procedures: Two Types of Cleaning

**DAILY RESTROOM CLEANING**

**Tools Needed**
- "Wet Floor" and "Out of Service" Signs
- Cleaning Cloths and Paper Towels
- Potty Knife
- Broom and Dust Pan
- Toilet Brush
- Swiffer Sweeper and Swiffer Cloths
- Mop and bucket

**Products Needed**
- Ms. Chair
- Floor Wax
- Pan Scraper
- Disinfectant Cleaner
- Swiffer*
- *Available from the Cleaning Supplies kit

**FREQUENCY OF CLEANING:** This is determined by restroom conditions. These shifts should be taken throughout the day as needed and every evening.

**PREPARATION FOR THIS TASK:** Collect all tools, equipment and products required. Review MSDS, product labels and caution statements. Choose appropriate safety equipment.

**SPECIAL DIRECTIONS FOR THIS TASK:** Wear disposable gloves to minimize contact with germs in the restroom facility. Use eye protection to guard against chemical splatters when cleaning toilets and urinals.

**PERIODIC RESTROOM CLEANING**

**Tools Needed**
- "Wet Floor" and "Out of Service" Signs
- Cleaning Cloths and Paper Towels
- Potty Knife
- Broom and Dust Pan
- Toilet Brush
- Swiffer Sweep and Swiffer Cloth

**FREQUENCY OF CLEANING:** Weekly or as needed for heavy use or build-up on restroom surfaces.

**PREPARATION FOR THIS TASK:** Collect all tools, equipment and products required. Review MSDS, product labels and caution statements. Choose appropriate safety equipment.

**SPECIAL DIRECTIONS FOR THIS TASK:** Wear disposable gloves to minimize contact with germs in the restroom facility. Use eye protection to guard against chemical splatters when cleaning toilets and urinals.

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**STEP 1 – Close / Inspect**
- Close Restroom to pedestrian traffic.
- Put out "wet floor" sign.
- Put on disposable gloves.
- Check operation of lights and fans for malfunction.

**STEP 2 – Trash / Refill**
- Check and refill dispensers: soap, toilet tissue, paper towels,
  toilet seat cover etc.
- Discard trash in appropriate location making sure that any liquid
  does not drip onto floor and cause a possible wet floor hazard.
- Spray outside of dispensers with Spic 3-1.
- Wipe dry with clean cloth or paper towel.

**NOTE:** Use extra caution when handling trash as it may contain broken glass, liquids or waste from sanitary napkins or diapers.

**STEP 3 – Toilets / Urinals**
- Remove urinal screens and block.
- Flush toilets and urinals.
- Force water over traps with swab to remove water from bowls and urinals.
- Apply toilet bowl cleaner to exposed surfaces, including under the rim.
- Brush thoroughly over exposed surfaces.

**NOTE:** Let stand for 15 minutes to kill germs and odors. Proceed to next step to give disinfectant cleaner time to work.

**STEP 4 – Dust / Sweep**
- Attach Swiffer cloth to Swiffer sweeper.
- Remove dust and cobwebs from top of wall, doorways, wall partitions, lights, fans and other hard to reach areas.
- Use putty knife to remove gum from floors, wall partitions and other surfaces.
- Sweep entire floor surface to be cleaned with a broom.

**STEP 5 – Spray & Wipe**
- Spray Spic 3-1 onto urinals, counter tops and fixtures.
- Wipe with clean cloth or paper towel.
- Spray Spic 3-1 onto mirrors and glass.
- Wipe with clean cloth or paper towel.
- Spray Spic 3-1 directly onto the walls, wall partitions, light switches, doors and door knobs.
- Wipe with clean cloth or paper towel.

**NOTE:** Remove wet floor sign only when surface is thoroughly dry.

**STEP 6 – Toilets / Urinals**
- Brush interior surface of toilets and urinals including under the rim.
- Flush toilets and urinals.
- Spray Spic 3-1 onto exterior surfaces of toilets and urinals.
- Wipe with paper towel and discard.

**STEP 7 – Damp Mop**
- To clean floors, follow the Damp Mop Procedure.
- To clean and sanitized floors, follow the Damp Mop Procedure.
- Rinse and discard disposable mops.
- Wash hands before returning to service area.

**NOTE:** Let stand for 10 minutes to kill germs and odors. Proceed to next step to give disinfectant cleaner time to work.

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**STEP 8 – Dust / Sweep**
- Attach Swiffer dusting cloth to Swiffer sweeper.
- Remove dust and cobwebs from top of wall, doorways, wall partitions, lights, fans and other hard to reach areas.
- Use putty knife to remove gum from floors, wall partitions and other surfaces.
- Wipe entire floor surface to be cleaned with a broom.

**STEP 9 – Spray & Wipe**
- Spray Comet bathroom cleaner onto sinks, counter tops and fixtures.
- Wipe with a clean cloth or paper towel.
- Spray Spic 3-1 onto mirrors and glass.
- Wipe with clean cloth or paper towel.
- Spray Spic 3-1 directly onto the walls, wall partitions, light switches, doors and door knobs.
- Wipe with clean cloth or paper towel.

**NOTE:** Use extra caution when handling trash as it may contain broken glass, liquids or waste from sanitary napkins or diapers.

**STEP 10 – Toilets / Urinals**
- Put on eye protection.
- Remove urinal screens and block.
- Flush toilets and urinals.
- Force water over traps with swab to remove water from bowls and urinals.
- Pour 1 ounce Thickened Arcti Toilet Bowl Cleaner onto applicator.
- Swab thoroughly over exposed surfaces including under the rim.

**NOTE:** Let stand for 10 minutes to kill germs and odors. Proceed to next step to give disinfectant cleaner time to work.

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**STEP 11 – Damp Mop**
- To clean floors, follow the Damp Mop Procedure.
- To clean and sanitized floors, follow the Damp Mop Procedure.
- Rinse and discard disposable mops.
- Wash hands before returning to service area.

**NOTE:** Remove wet floor sign only when surface is thoroughly dry.

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260 – 365 day per year

52 times per year
Helpful Tip:
Workers do what you inspect, not what you expect!
Restroom Cleaning Tools

- Goggles
- Gloves
- Restroom Cart
- Wet floor sign
- Blood-borne pathogens kits
- Chemical dispensing system
- Odor control products
- Scraper
- Microfiber mop/cloths
- Bucket and wringer

Helpful Tip:
High performing tools increase worker productivity.
## Production Rates

### INFOCLEAN Staffing Calculator

<table>
<thead>
<tr>
<th>Task Description</th>
<th># of Units to Clean/Reca*</th>
<th>Minutes to Complete Task</th>
<th>Minutes the Task will be Done in a Year</th>
<th>Hours per Year</th>
<th>Cost per Year</th>
<th>Select Wage Rate</th>
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<tbody>
<tr>
<td>Restroom - A</td>
<td>200</td>
<td>2</td>
<td>260</td>
<td>1,733.33</td>
<td>$21,666.67</td>
<td>Cleaner’s</td>
</tr>
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<td>3,466.67</td>
<td>$43,333.33</td>
<td>Cleaner’s</td>
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</tbody>
</table>

**Totals:**

- **7,800.00**
- **$97,500.00**
Takeaways

- Define expectations
- Documentation delivers results
- Enhance productivity through product performance

Helpful Tip:
Always place a trash receptacle by the exit door. Patrons will grab the door handle with a towel.
Sustainable Cleaning
Sustainable Cleaning

Green begins with clean

• If you have to use more product…
• If you have to do the job more often…
• If the end results is unsatisfactory…

... are you really being green?

Environmental advantages of products that work

• Use less product, less often
• Less rework, less labor
• Conserve chemical, water, energy

For more information visit www.greenguarantee.com

Helpful Tip: Source reduction is the most cost-effective approach to sustainable cleaning.
The Science of Cleaning
The Science of Cleaning

The Trusted Trio
FOR DEEP RESTROOM CLEANING
The Science of Cleaning

Multiple functionality in formulation – What does this mean?

- Ingredients included to remove different and multiple soil types
- Disinfecting active ingredients included to kill germs while cleaning
Example: Comet® Disinfecting Bathroom Cleaner

- Formulation of products that effectively remove multiple target soils
  - Restroom surface study indicates three most common soils to be minerals from water, soap scum and oily soils
  - Effective multitasking restroom cleaner is formulated with acid, surfactants and solvents designed to remove all three restroom soil types.
  - Acid/pH of cleaner provides added benefit of hospital-level disinfecting
Simplified Restroom Cleaning
“Cleaning in a Down Economy” Survey

– Products that get the job done right the first time is most helpful when it comes to performing cleaning services

– Cleaning product decision makers think a valuable product is one that is of high quality and effectiveness (56%) and has versatility of use (36%), more so than a low price point (5%)

– Eight in ten (81%) cleaning product decision makers don’t think having more products in their arsenal will lead to getting the job done right
Simplified Restroom Cleaning

The Trusted Trio

• Offers a simplified solution to tackle deep restroom cleaning

• Features products designed for specific restroom cleaning challenges

• Cuts cleaning costs in half*
  – Important value in today’s economy while companies are cutting budgets across the board

* Based on a cost per case comparison
Scenario:
Need to clean and disinfect dry restroom surfaces, touch points, shiny surfaces and glass?

Solution:
Spic and Span® Disinfecting All-Purpose Spray and Glass Cleaner
- Hospital-grade disinfectant, bactericide, fungicide, deodorizer and virucide
- Powerful 3-in-1 all-purpose cleaner
- Designed to leave surfaces streak-free
Scenario:
Need to clean and disinfect wet restroom surfaces, while removing tough soils complexed with hard water minerals?

Solution:
Comet® Disinfecting Bathroom Cleaner
• Safely cleans most surfaces with nonabrasive formula
• Powers away soap scum and hard water stains without scrubbing
• Hospital-grade disinfection for critical surfaces
Scenario:
Have extra tough cleaning problems or need help with grout stains?

Solution:
Mr. Clean® Magic Eraser
- Revolutionary cleaning product that easily and thoroughly breaks up tough dirt with just water alone
- Designed to magically “erase” marks and stains
- Completes the job by removing the toughest restroom stains
Scenario:
Need an extra tough cleaning solution to keep finished floors shiny and clean?

Solution:
Mr. Clean® Finished Floor Cleaner
• Dissolves and removes tough ground-in dirt from finished floors without leaving a dulling residue
• Delivers shine and extends time between strips by effectively removing grimy soils
• Multipurpose floor cleaner for a wide variety of shiny floor finishes
The Trusted Trio Trial Kit

Trial kit includes:

• A Mr. Clean® Magic Eraser
• Comet® Disinfecting Bathroom Cleaner (32 oz.)
• Spic and Span® 3-in-1 (32 oz.)

For more information visit www.pgpro.com/trio
or call 1-800-817-6710
Additional Resources

Contact a P&G Professional
ISSA CIMS Certified Expert:
(800) 332-7787

- Alabama – Amanda Gilbert
- Albany, NY – Chris Gaunt
- Atlanta, GA – Patricia Robles
- Atlanta, GA – Tom Scallan
- Atlanta, GA – Bob Dameron
- Charlotte, NC – John Howard
- Charlotte, NC – Tom Ellis
- Chicago, IL – Lee Starks
- Cincinnati, OH – Alan Tomblin
- Cincinnati, OH – Matt Koloseike
- Cincinnati, OH – Vivian Nwoha
- Dallas, TX – Greg Fries
- Houston, TX – Jim Waugh
- Los Angeles, CA – Joe Borges
- New Orleans, LA – Johnnie Alexander
- New York, NY – Tom Finocchio
- Phoenix, AZ – James Timberlake
- Tampa, FL – Ken Harwood

For more information visit www.pgpro.com