

TIPS AND TRICKS TO HELP MECHANIZE YOUR FLOOR CLEANING

HOW MODERN FLOOR
CLEANING TECHNOLOGIES
DELIVER POWERFUL
COMPETITIVE ADVANTAGES



IPC

BY TENNANT COMPANY

“CLEAN” BECOMES BUSINESS-CRITICAL

The confluence of rising standards and a growing focus on public health continues to drive fundamental shifts in the cleaning industry — pushing cleanliness from a “table stakes” expectation to a true competitive differentiator. Expectations of cleanliness are higher than ever, with a whopping 85 percent of consumers agreeing that visibly clean facilities are critically important — a sentiment that has been steadily growing over the last two decades.¹ Perhaps even more transformational, collective awareness of public health risks in everyday spaces is surging. An Ernst & Young consumer survey found that 7 in 10 people say they’re more aware of hygiene and sanitation in businesses², and McKinsey reported that 1 in 4 people now say that cleaning and sanitation is the top factor in determining which businesses they visit.³ Nine in 10 consumers say they will not even consider patronizing a business with negative reviews about its cleanliness.¹

It’s not just consumer culture driving changes, either. Employers increasingly recognize the direct connection between clean, healthy environments and employee satisfaction, retention and productivity. And regulatory requirements continue to make a significant impact in how cleaning staff work. In order to remain compliant with rules from agencies like the Occupational Safety and Health Administration (OSHA) and meet certain criteria from regulatory rating organizations like Leadership in Energy and Environmental Design (LEED), cleaning crews need to focus on using technologies, products, and processes that meet the established health and safety standards.

The brunt of these rising demands falls squarely on the cleaning operations team, tasked with creating confidence-inspiring cleanliness to bring people into businesses and facilities, while also helping to prevent illnesses and injuries. More specifically, these pressures are pushing a paradigm shift in the cleaning world: Cleaning operations need to focus not only on higher standards of cleaning for appearance — but now also on the more complex challenges of cleaning to create and protect healthier, safer environments.

Fortunately, forward-thinking business leaders are finding solutions to rising cleaning challenges through the use of mechanized cleaning technologies that help drive more reliable cleaning performance, while unlocking significant operational and labor efficiencies. Rising market pressures are opportunistically timed with significant advances that make mechanized cleaning more affordable, easier to implement, and more cost effective to use than ever before. Cleaning operations of all sizes and types are increasingly adopting a new wave of practical, modernized floor cleaning technologies — including automatic rider and walk-behind scrubbers for large and small spaces. They’re leveraging these technologies to not only reduce cleaning time and labor costs, but also drive reliable, high-performance cleaning that turns “clean” into a powerful competitive advantage that stands out to customers and employees.

People have a heightened awareness of cleanliness, and “clean” has become the visible proxy for “healthy and safe”.⁴

CLEAN EXPECTATIONS IN THE AGE OF THE ANXIOUS CONSUMER

85%

of consumers say that
**VISIBLE CLEANING
IS CRITICALLY
IMPORTANT**¹

7 in 10

consumers say they're
**MORE AWARE OF
HYGIENE & SANITATION**
when they visit retailers²

1 in 4

consumers say
**CLEANING & SANITATION
IS THE TOP FACTOR**
in choosing which business to visit³

HOW MECHANIZED CLEANING SOLVES RISING CLEANING CHALLENGES

CHALLENGE: CONTROLLING LABOR COSTS

Labor has long been one of the biggest expenses in businesses, accounting for 75-80 percent of most janitorial budgets.⁵ But while labor pressure is nothing new to most businesses, these pressures are seeing acute increases. The cost to hire, train, and keep employees is higher than ever - and it keeps going up.



2.4% INCREASE in the overall cost of labor
in 2022⁶



Businesses in 25 states will see **INCREASED
MINIMUM WAGE** in 2021⁷



NEW OVERTIME RULES went into effect in
2020⁸



\$1,000 Average cost to train a new
employee⁹

Solution: Leveraging mechanization to enhance - not replace - human staff

From the simple broom, which dates to 2300 B.C., to the invention of the first mechanized “carpet sweeper” in 1858, we have continually leveraged mechanization to improve cleaning.¹⁰ But while mechanization is often thought of as a replacement for human labor, it’s more accurate and useful to think of mechanization making human staff more efficient, so they can spend more time on their growing list of facility cleaning responsibilities.

Take the IPC CT45 Compact Scrubber, for example — a cleaning machine designed to deliver dependable high-performance cleaning while enhancing productivity. The intuitive controls and ergonomic designs of the CT45 means faster training and easier use. The machine’s low sound levels and consistent water recovery mean it can safely be used around building visitors, enabling reliable cleaning while reducing safety risks and boosting labor productivity.

Another labor efficiency opportunity centers on small and tight spaces that are commonly cleaned with a mop and bucket — innovative machines like the IPC’s CT5 and CT15 Compact Scrubbers both feature a narrow scrub path and adjustable handle that makes it easy to use in small, tight spaces. And both machines enable more effective cleaning thanks to separate solution and water-recovery tanks. The cleanliness results are impressive.

Modernized mechanical floor cleaning can drive rapid increases in employee satisfaction — ultimately helping to increase retention and reduce the labor costs associated with turnover, hiring and training new employees. Cleaning machines like the CT5, CT15, CT45 and other commercial scrubbers can significantly reduce the physical burden of floor cleaning, allowing workers to stand upright and clean with the push of a button. Workers also appreciate that modern cleaning equipment empowers them to do a more consistent and thorough job — and they’re more loyal to employers that empower them with the tools to succeed.

Solution: Boost Productivity and Get a Better Clean

If you are looking for performance and a boost in productivity, compact scrubbers outperform mop and bucket cleaning, hands down. They can get into tight spaces for a more thorough cleaning, thanks to narrow scrub paths and adjustable features that allow them to clean areas that larger scrubbers can’t reach.

They also offer a much more efficient clean, applying cleaning solution while the brush or pad scrubs the floor. At the same time, the vacuum squeegee extracts the soiled solution. This not only leaves the area dry and clean, but it also improves area safety by minimizing the risk of slip and fall accidents.

All a mop really does is move the dirty water around, spreading it over the surface and then leaving it wet and slippery. It may look clean, but it isn’t – not as clean as a compact scrubber can get it.

Not only do compact mechanized scrubbers ensure a better, more effective clean – they are easy for operators to use with a simple control design, adjustable handles for a better ergonomic fit and lightweight machine – making it easier to transport from one area to the next. Long-lasting and maintenance free batteries power these innovative compact scrubbers, allowing operators to clean large areas without having to stop and recharge. Plus, removable tanks make dump and fill straightforward and simple - you'll wonder how you got along without it.

The payoff here is that you get floors that are impeccably clean and dry while your labor hours are maximized and can accomplish other tasks because floor cleaning is a breeze with mechanized scrubbers. These go-anywhere scrubbers can tackle congested areas, tight spaces, and of course wide-open floorplans with ease. Keeping your floors clean doesn't have to be a lot of work, set down the mop and pick up a compact scrubber.

CHALLENGE: ENSURING CONSISTENCY AND QUALITY OF CLEAN

Amid rising expectations for facility cleanliness, many cleaning employees are finding it difficult to consistently achieve the higher standards of cleaning performance that their businesses (and the public) demand. Managers are increasingly focused on cleaning consistency challenges, from ensuring easily missed spaces get cleaned daily, to addressing decreased cleaning performance during overnight hours, and more. To help achieve these goals, more and more cleaning teams are collecting and using data on cleaning performance to evaluate and improve their operations.

Solution: Leveraging advanced mechanized cleaning capabilities to ensure the best clean, every time

Let's be real: No one wants to see a dirty mop and bucket. But today, building visitors increasingly do want to know that cleaning is being done, and showing continuous cleaning can provide customers and other building visitors with invaluable peace of mind. Basic, routine floor cleaning can play a big role in creating healthy, safe spaces and mitigating public health risks in a business.

Today's advanced automatic scrubbers, like the CT45 Walk-Behind and the CT80 Rider Scrubbers, are able to clean a wide range of hard surfaces — and can handle everything from light-duty applications to the most rigorous needs. Whether it's routine cleaning of the aisles of a convenience store, or more difficult cleaning demands of restrooms, or even back-of-house food service applications, automatic scrubbers combine high-pressure scrubbing with the precise use of detergents to deliver improved cleaning performance over manual mop-and-bucket floor cleaning. One reason for this improved cleaning performance: mechanized floor scrubbers apply a powerful scrubbing action that cleans deep. Studies have found that floor scrubbers can deliver a dramatic boost in cleaning efficiency when compared to mop-and bucket cleaning.¹⁶

Plus, many IPC scrubbers offer Eco Select to help you decrease energy consumption and increase run times by 20% in everyday cleaning. Separate solution and recovery tanks reduce the cross-contamination risks that come as pathogens accumulate in dirty mop bucket water. Today's compact scrubbers are impressively energy-efficient, as well.

Most offer maintenance-free battery technology that help reduce staff safety risks and time costs associated with traditional battery maintenance.

Here's an additional benefit: Reduced slip-and-fall risk, for visitors and employees. The typical slip-and-fall injury costs employers \$47,000¹¹— and more than half of slip, trip and fall injuries stem from a problem with the walking surface. Floor scrubbers deliver nearly 100 percent water recovery and vastly faster drying times — not leaving large swaths of wet, slippery floors like mop-and-bucket cleaning. Moreover, the reduced slip-and-fall risk of mechanized floor scrubbers means floor cleaning can be safely done during business hours and is much less disruptive than mop-and-bucket cleaning. This enables businesses to show customers that they're continually cleaning and protecting the health and safety of their customers and staff.

CHALLENGE: BOOSTING PRODUCTIVITY

Whether being tasked with cleaning more frequently or cleaning more areas, facility managers are consistently being asked to do more with less. So, it's no surprise that 71 percent of managers say that improving labor productivity is a key priority.¹² Deploying tools and technology to help employees complete cleaning tasks more effectively not only ensures consistent cleaning, but can also contribute to employee satisfaction.

Solution: Leveraging mechanized cleaning technologies to empower staff to do more.

As managers try to pack more cleaning tasks into the same 24-hour days, investing in effective mechanized cleaning equipment can help boost cleaning efficiency without impacting quality. But choosing the right size equipment for your cleaning needs is essential.

The new generation of mechanized cleaning machines deliver powerful productivity advantages: machines like many of IPC's Walk-Behind and Rider Scrubbers feature Self-Leveling System (SLS) which allows the machine to automatically adjust to the surface, allowing the perfect fit between the brush and the floor. This not only help provide consistent cleaning results, it also improves productivity, allowing an operator to clean an area without manually adjusting the brush height.

Productivity goes beyond how long it takes to clean an area; equipment uptime is also hugely important. If your equipment is broken down and not cleaning, your entire facility may suffer. Savvy managers know the value of investing in durable equipment that offers easy-to-perform preventative maintenance, ensuring equipment is ready to clean every time it's needed.

With employees spending significantly less time juggling the mop and bucket or other manual cleaning tasks, cleaning staff can be re-deployed to focus more time on other responsibilities. That may mean more intensive cleaning tasks like surface wipe downs and disinfection — or it may mean freeing-up employees to spend more time delivering great service to customers.

CHALLENGE: IMPROVING AIR QUALITY

Improving and maintaining indoor air quality (IAQ) is one of the biggest components of cleaning for health in large commercial and industrial spaces. One of the major contributors to poor indoor air quality are Volatile Organic Compounds, or VOCs. An estimated 55 million American adults suffer chemical sensitivity from exposure to common chemical products and pollutants such as paint, cleaning supplies, added fragrances, and petrochemical fumes.¹³

The Environmental Protection Agency (EPA) estimates that 150 million workdays are missed each year due to poor indoor air quality and the related health issues it causes, at a cost of more than \$15 billion annually.¹⁴ According to the EPA, 1 in 13 children of school-age has asthma, which is the leading cause of school absenteeism due to chronic illness.¹⁵ These are all contributing to more facilities moving toward using greener, environmentally preferable products that don't leave behind chemical residues that can impact air quality. In fact, one study showed that thorough cleaning procedures, with the help of technologically advanced cleaning equipment and supplies, measurably improved indoor air quality.¹⁶

52%

decrease in
airborne dust¹³

42%

decrease in VOC
concentrations¹³

40%

decrease in
bacteria found
within a building¹³

61%

decrease in fungi
colony formations¹³

Solution: Leveraging mechanized cleaning technologies to deliver clean spaces and clean air.

There are numerous studies by the EPA and its Science Advisory Board (SAB), linking poor indoor air quality, which includes effects of airborne pollutants such as cleaning chemicals, to side effects such as coughing and wheezing, shortness of breath, sore throat, red (and itchy) eyes, headaches, nosebleeds, skin rashes, or even asthma. Better air filtration on vacuums, rapid-drying technology for carpet cleaning, and minimizing the use of chemicals with added fragrances or strong chemical smells can all help reduce airborne irritants.

Fortunately, mechanized cleaning technologies deliver several advantages that directly support better indoor air quality. Effective cleaning equipment enables cleaning teams to achieve the highest standards of cleanliness for floors and other surfaces without conventional chemicals, eliminating chemical smells and helping create a safer environment for all facility occupants.

The new generation of mechanized cleaning technologies leverage high efficiency particulate air (HEPA) filters to directly reduce these airborne irritants and support good indoor air quality. Vacuums, equipped with HEPA filtration, can help control the levels of airborne particles including those associated with allergens. Seeking out quality equipment ensures high-performance air filtration, compared to lower quality filters that fail to capture the smallest particles stirred up by vacuuming.

IPC's battery-powered SmartVac 464 Vacuum Sweeper offers maximum runtime and higher productivity with a brush that automatically adjusts to the surface for a more effective clean than traditional upright vacuum options, helping reduce overall noise levels and making vacuuming much less intrusive. In addition, machines that operate at low decibels help support staff wellness and satisfaction, as well as the satisfaction of all facility visitors and users.

Choosing cleaning equipment that can help maintain good indoor air quality contributes to productive environments for all. And that means that staff, customers, students and other building visitors can breathe easier.

CONCLUSION: A STAND-OUT CLEAN - A SOLID BOTTOM LINE

For cleaning operations, doing more with less has always been the demand and the goal. But today, the combination of rising expectations, rising regulatory standards, and rising public health awareness are making "clean" business-critical for every organization — and creating immense pressures for cleaning teams. Cleaning staff need to complete more — and more complex — cleaning tasks, more frequently. Managers have to demonstrate consistent achievement of higher performance requirements. And these "mores" have to be achieved without destroying margins and profitability — even as labor costs rise.

But these intensifying pressures come at the perfect time. A new wave of innovation in mechanized floor cleaning now makes mechanized cleaning technologies vastly easier to use, faster to deploy and more cost-effective than ever before. From advanced walk-behind scrubbers, to compact scrubbers for small, tight spaces, to sophisticated yet-simple rider scrubbers, these mechanized cleaning machines are powering next-generation cleaning strategies — driving consistent, higher-quality cleaning that delivers safer surfaces and cleaner air, while unlocking productivity and controlling labor costs by enabling powerful re-allocation of cleaning staff.

By leveraging mechanized floor cleaning technologies, cleaning operations of all sizes and types can rapidly create an experience that stands out from the crowd, turning clean into a powerful competitive differentiator, earning invaluable trust and loyalty, and driving measurable value on the top line. Just as critically, deploying these simple tools can rapidly power operational efficiency, productivity and staff satisfaction that drives the bottom line of your success.

We offer a wealth of knowledge to share regarding best practices for creating clean and safe environments for employees and visitors. We can also provide you with specific cleaning insights related to your industry. **Contact us** to arrange a demonstration to find the right size floor cleaning technologies for your facility. For more information, visit ipcworldwide.com/us or call **1-800-486-2775**.

Tips & Tricks on How to Choose the Right Floor Cleaning Machine

Choosing the Right Floor Cleaning Machine

When you are ready to add easy-to-use and effective modernized mechanical floor cleaning in your cleaning operation, take a look at these key areas of focus thanks to our handy checklist:

1. Select the right size machine for your space

When it comes to the IPC compact scrubbers, you have lots of options so carefully consider your facility to get equipment that is the right size for the job.

- Application** – It fits the specific job that you need it to do.
- Lifespan** – How long it will take to optimize your ROI.
- Price & Value Alignment** – Make sure you choose a product whose overall value (ease of use, reliability, durability, vendor support, etc.) matches its price point.

2. Choose the right size for the job (and your facility)

Match your space to a machine that has the right size cleaning path, tank size, run time and maneuverability to get the job done right and on-time. When selecting a machine for your facility, consider:

- Size** - Purchase equipment that fits the size of the area to be cleaned. What is the largest sq. ft. cleaning area? What is the tightest cleaning area?
- Time** - How much time is allocated to cleaning the area and how often will it be cleaned?

3. Tend to spills right away

Risk increases, and image suffers when spills are left to sit.

- Implement a spill management process** designed to increase safety.
- When a spill is detected**, isolate the area then dispatch the scrubber to clean the area quickly and efficiently.
- Utilize small compact scrubbers** for quick cleaning and water pick up, leaving the area dry and immediately ready use.

4. Prevention and first Impressions

95 percent of consumers say that great cleanliness can turn a good business into a great business.¹⁷ To support your regular floor cleaning program, consider these tips:

- Place mats in the entryways** – This can reduce dirt on your floors by as much as 80 percent.¹⁸
- Address spills right away** – It's OK for your customers to see you cleaning. It lets them know that you take great care to ensure that the facility is sanitized, clean, and safe.
- Use compact scrubbers and sweeper vacuums** to help prevent dirt from being tracked further into your facility.

5. Train your staff

Today's micro-scrubbers are easier than ever to learn and use. But allocating proper time for staff training is still the most essential component of ensuring you realize all the benefits from more effective and efficient mechanized floor cleaning.

- Gain staff buy-in** by communicating the "what's in it for me" around easier, faster cleaning and reduced physical burden/risk.
- Thoroughly train** staff on "right way" use of scrubbers and sweepers, leveraging in-person training, job aids and videos.
- Build a successful on-boarding program** and frequently retrain to support cleaning compliance.

6. Choose a partner that you can trust

Finally, look for a manufacturer that can help you deliver consistency to all your locations and employ equipment specialists who are knowledgeable and care about your business.

- The right specialist** can perform a site survey and offer time-saving innovations, environmentally friendly products, and budget-friendly solutions.
- Your trusted partner** will work with you to develop a customized plan that will help ensure your investment will work for you and help you achieve your goals in the most efficient and effective way possible.

NOTES:

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