

# Go lean and green to save time and money

'Lean cleaning can make your cleaning service around **15%** more efficient'



Cleanliness in the workplace not only reflects an organisation's corporate culture and brand, it can also deliver tangible benefits through improved employee health, better staff morale, motivation & performance, increased productivity and enhanced customer satisfaction levels.

Lean cleaning methods can make your office clean circa **15%** more efficient

## Introduction

Cleanliness in the workplace not only reflects an organisation's corporate culture and brand, it can also deliver tangible benefits through improved employee health, better staff morale, motivation & performance, increased productivity and enhanced customer satisfaction levels.

Commercial landlords and managing agents can also benefit from maintaining a clean and well-presented portfolio, using cleanliness strategically to protect their assets, increase letting potential and improve rental income.

In one study<sup>1</sup> **94 per cent of people said they felt more productive in a clean workspace** with over three-quarters of people (77 per cent) saying they produce higher quality work in a clean and organised environment. Conversely, 71 per cent of workers believe dirty offices have made them ill in the past<sup>2</sup>.

Poor standards of cleanliness in the workplace along with airborne particles such as dust, carpet fibres & fungal spores and airborne chemical pollutants can be risk factors

for sick building syndrome. SBS can lead to a wide range of symptoms from headaches and nausea to fatigue, poor concentration, skin irritation and shortness of breath.

Illness can have significant financial implications for an organisation. Staff sick days cost UK business £29bn annually<sup>3</sup> with 131 million days lost to sickness absence<sup>4</sup> in just one year. A report by the CBI<sup>5</sup> showed **each absent employee costs their employer an average of £975.**

**Given these statistics, the challenge is how to provide the best possible facilities that promote productivity, encourage staff loyalty, reduce their impact on the environment and contribute to the bottom line.**

# Lean Cleaning – work smart not hard and become around **15%** more efficient

Lean cleaning enables an organisation to be more efficient. 'Leaning' your clean involves assessing a workspace to understand what systems need to be implemented to meet the required specification then using tools such as daily plan setting, process mapping and working to specific needs to achieve the desired outcomes.

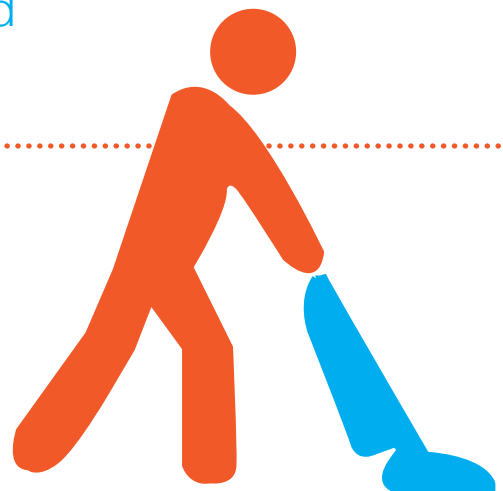
By introducing 'lean' and 'green' cleaning processes, organisations, landlords and agents can create healthier workspaces whilst driving operational cost savings and efficiencies of around 15 per cent.

**If, through implementing lean cleaning, an office of 750,000 sq ft was able to increase efficiency by 20% it could save over £115,000 per annum**



## So how can you lean your clean?

1. Clean smart not hard! Think about your process and how to reduce wasted time
2. Actively target your problem areas
3. Take a structured common sense approach
4. Plan, plan and plan again!
5. Work with a cleaning service provider that understands your culture and brand values
6. Use your cleaning provider's expertise to improve any areas that cause concerns
7. Actively monitor complaints and comments regarding cleanliness
8. Put processes in place to ensure all activities are carried out to the desired standard



## Use lean cleaning to achieve a marketable property portfolio

Landlords and agents can help to retain a building's market value and be more attractive to potential new tenants by ensuring speculative and vacant properties are kept clean and regularly maintained. Upkeep of properties can help both landlords and agents achieve a more marketable and consequently more saleable property portfolio.

Emprise assessed that by implementing a smarter, leaner way of cleaning, one managing agent could create the potential for a 15 per cent increase in efficiency, which would result in significant cost savings.

By working with a service provider that understood its business objectives, individual site requirements and cost parameters and who was able to consistently achieve the desired quality standards adopted for each site, the property company was able to enhance its property portfolio and deliver added value for its clients.



Increasing efficiency by **20%** could save circa **£115,000**

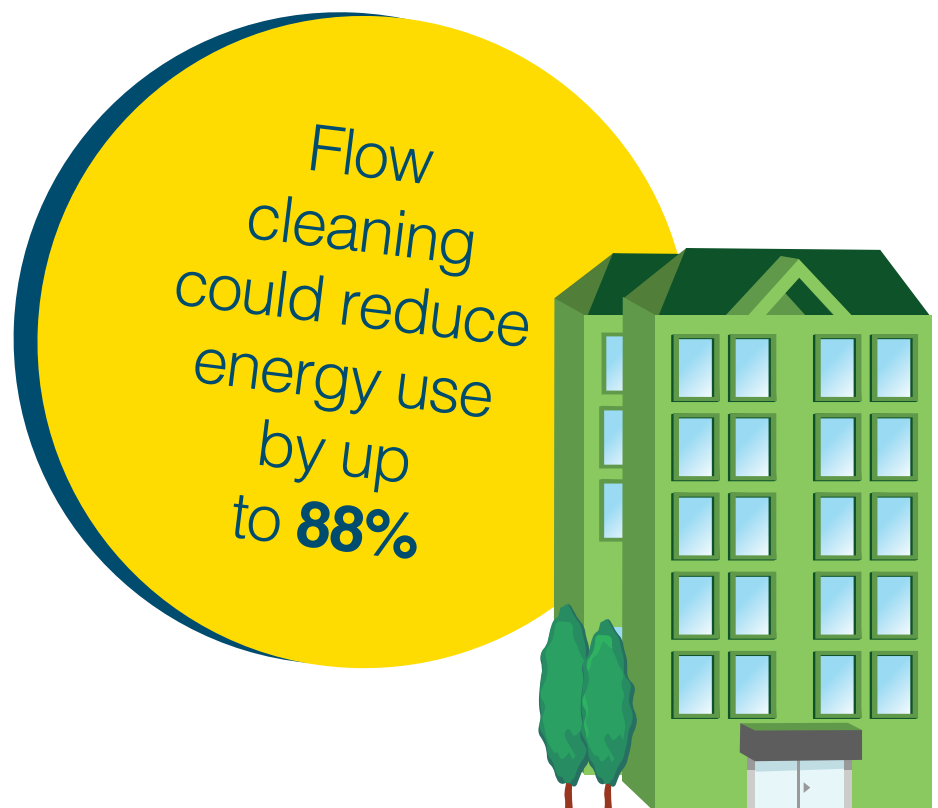


## Why 'go green'?

1. **Reduce operational costs**
2. **Increase your CR credentials and attract better staff and clients**

Greener workplaces are more likely to be healthier as well as more attractive to potential employees and customers. According to the World Green Building Council<sup>6</sup>, employees in green offices experience less stress, better health and are more productive.

Incorporating environmentally-friendly processes into the workplace not only helps an organisation to be seen in a more favorable light by staff and customers, but can also add to the bottom line through increased productivity and cost savings from energy and waste reduction.



## Top tips for going green

- 1. Clean green** – ensure your cleaning service provider uses the most environmentally-conscious cleaning products available – and don't just think about the chemicals, think about 'cleaning miles' and packaging waste.
- 2. Reduce waste by educating and engaging** – work with a service provider who can help you communicate your environmental aims, encourage a dialogue with staff and instil a cultural change in your organisation.
- 3. Reduce energy consumption** – encourage staff to turn off lights and other equipment when not in use; and keep offices well ventilated where possible. And why not consider energy saving lighting – replace conventional bulbs with energy-efficient ones such as LED.
- 4. Avoid landfill by introducing recycling points** - remove desk-side bins and create central waste points that segregate waste for recycling at the point of disposal.
- 5. Realign your service contracts** – work with service suppliers who are engaged with your process and who know what to implement to get you where you're going.

# Implement flow cleaning and reduce energy use by **88%**

One multi-site serviced office provider with over 70 centres across the UK required a green cleaning solution to complement and enhance its green office proposition.

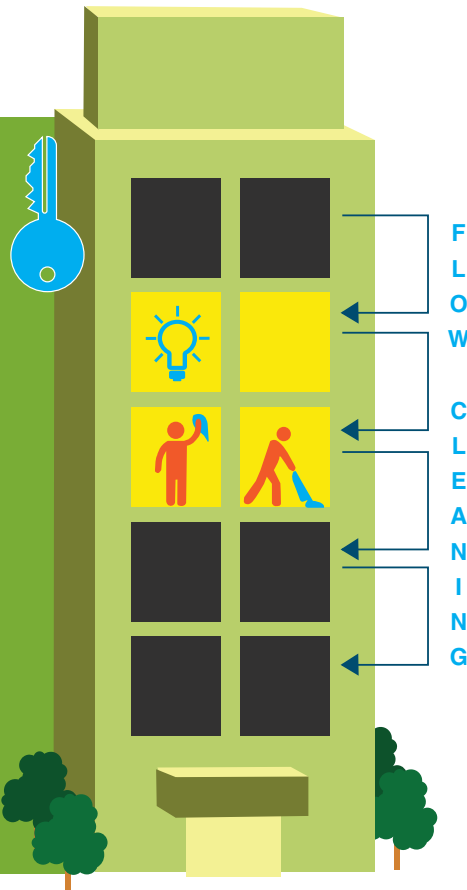
Emprise worked in partnership with this serviced office provider to improve service standards and create a more sustainable solution by, among other things, employing a flow cleaning model. Employing a flow cleaning model during night cleans at each centre resulted in increased efficiency, environmental benefits and cost savings. Emprise redesigned the clean so that the cleaners were divided into teams and the building was divided into work blocks which allowed greater cohesion and focus in addition to a more systematic approach that resulted in energy management savings, reducing power wastage.

## The environmental impact of flow cleaning

If you were cleaning a building with 48 floors, assigning one person per floor, the lights in the building would be on for a total of 192 hours.

If you redesigned your cleaning methodology to follow a flow cleaning model, using teams of cleaners per floor, working from the top of the building down, in blocks, you could reduce the amount of hours the building would be lit for to just 24.

**Implementing flow cleaning, in this example, could reduce energy use by 88% resulting in a significant cost saving.**





## CASE STUDY:

# How a new waste management strategy increased recycling and reduced cost

A global provider of workspace solutions wanted to increase recycling levels in their 80 UK business centres to 65 per cent, whilst achieving significant cost savings.

The organisation worked with Emprise, their cleaning and waste solutions provider, to develop a strategy to revamp their waste management systems.

### Emprise implemented 3 key improvements:

- 1.** Undertaking nationwide surveys to assess the current situation and the main obstacles to achieving the 65 per cent target. Education, engagement and clearly defined recycling processes were identified as the main areas for improvement to the waste management process.
- 2.** Creating and launching a recycling awareness campaign comprising communications tools such as bespoke posters, guides and a video to engage staff and customers at their business centres. This resulted in a significant increase in recycling rates across the estate.
- 3.** Introducing new waste collection methods. These have resulted in unprecedented levels of waste being diverted from landfill, making the client's estate the greenest it has ever been. The new collection methods have also delivered a significant and sustainable cost reduction in the client's waste management service.

**This new strategy achieved an 85 per cent recycling rate across the UK - well in excess of the original 65 per cent target and delivered a considerable cost saving.**

## Conclusions

Cleanliness clearly has a major impact on a business. As research has shown, the majority of people feel more productive in a clean workspace, whilst over three-quarters of workers believe dirty offices have made them ill. And, with each absent employee costing an average of £975, this can have significant financial implications for an organisation.

Landlords and managing agents can also use cleanliness as a means of competitive advantage to achieve and create an efficient and marketable property portfolio. A clean and energy-efficient building can improve its ability to let and demand a price premium.

And, by introducing 'lean' and 'green' cleaning processes, organisations, landlords and agents can create healthier workspaces whilst driving operational cost savings and efficiencies by up to 15 per cent.

Working in partnership with a cleaning service supplier can also bring many environmental benefits, including saving valuable resources, avoiding landfill and reducing energy consumption.

Cleanliness in the workplace not only reflects an organisation's culture and values it can also deliver many benefits including improved employee health, better staff morale and increased productivity that ultimately contributes to the bottom line.

Lean your  
cleaning model  
and create **15%**  
efficiencies



**Become  
20% more  
efficient  
and  
potentially  
save  
£115,000  
per annum**

# About emprise

Emprise is a leading support services provider specialising in cleaning and security since 1986. The company has a turnover of £90 million and employs around 8,000 people.

At Emprise we understand the importance of implementing a commercial cleaning solution that enables you to create a great working environment, present a pristine office and a front of house that upholds your corporate image.

We have extensive experience working with managing agents, legal and professional services and other corporate clients, meaning that we understand how important it is to be flexible to meet the needs of our customers and to provide reliable cleaning operatives that deliver the highest standards.

From daily cleaning regimes to front of house, deep cleans, portage for meeting rooms & functions, window cleaning and waste management, Emprise has the expertise to deliver a quality cleaning service that meets your business' requirements. Emprise's effective and innovative corporate cleaning solutions have delivered tangible benefits in terms of productivity, quality enhancements, environmental impact and cost savings for our clients.

We have built longstanding relationships founded on trust with a range of blue chip clients with offices at prestigious locations to deliver a range of integrated support services for their offices for nearly 30 years.

To find out more about Emprise or for an informal discussion with a member of our team please call us on **020 7549 0800** or visit our website **[www.emprise.co.uk](http://www.emprise.co.uk)**

## Emprise Corporate Sector Fact File:

- Emprise cleans 650 offices
- We work with over 10 law firms
- We deliver support services to over 10 managing agents & property companies with national portfolios
- We clean over 80 serviced offices across the country every day



'Lean cleaning  
can make your  
cleaning service  
around **15%**  
more efficient'



To learn more about how Emprise can help you to create a better office environment and create efficiencies through lean cleaning, get in touch with Emprise today.

Call **020 7549 0800** and quote **"Lean cleaning"**

Or for more information about our company visit

**[www.emprise.co.uk](http://www.emprise.co.uk)**



@EmpriseServices



/company/Emprise-Services

#### References

1. Staples Advantage Canada <http://www.prnewswire.com/news-releases/a-cleaner-office--less-sick-days-more-productivity-225943461.html>
2. University of Arizona and Durable UK via <http://bayintegratedmarketing.wordpress.com/2011/12/08/is-your-office-as-clean-as-it-should-be/>
3. PwC [http://pwc.blogs.com/press\\_room/2013/07/rising-sick-bill-is-costing-uk-business-29bn-a-year-pwc-research.html](http://pwc.blogs.com/press_room/2013/07/rising-sick-bill-is-costing-uk-business-29bn-a-year-pwc-research.html)
4. ONS <http://www.ons.gov.uk/ons/rel/mro/news-release/131-million-working-days-lost-to-sickness-in-2011---but-it-s-falling/sanr0512.html> licensed under the Open Government Licence v.1.0. and Adapted from data from the Office for National Statistics licensed under the Open Government Licence v.1.0.
5. CBI [http://www.cbi.org.uk/media/2150120/cbi-pfizer\\_absence\\_\\_\\_workplace\\_health\\_2013.pdf](http://www.cbi.org.uk/media/2150120/cbi-pfizer_absence___workplace_health_2013.pdf) page 11
6. World Green Building Council [http://www.worldgbc.org/files/1513/6690/5994/WGBWeek\\_2013\\_-\\_Greener\\_Buildings\\_Better\\_Places\\_Healthier\\_People.pdf](http://www.worldgbc.org/files/1513/6690/5994/WGBWeek_2013_-_Greener_Buildings_Better_Places_Healthier_People.pdf) page 1