

2020 REPORT

 onedesk

State of Workplace Cleaning Amid COVID-19

The guide for office managers on how to handle cleaning when reopening the workplace.



Disclaimer

Please be advised that not all information in this document may pertain to all workplaces. We suggest that you carefully consider all information contained in this document as well as consult with private legal counsel on the legality, appropriateness, and effectiveness of the ideas relayed in this document before implementing any of the steps recommended. We reserve the right to update this document at any time.

Onedesk bears no responsibility for circumstances that may develop during the practice or implementation of the procedures outlined in this document.



Table of Contents

- 4** Why We Created This Guide
- 5** The 3 Step Plan
- 6** Step 1: Determine Your Cleaning Needs
- 12** Step 2: Source Your Cleaners
- 19** Step 3: Implement Your Maintenance Plan
- 23** We're Here To Help
- 24** Additional Resources



Why We Created This Guide

During this time of uncertainty and confusion, we want to first wish you and your loved ones safety and health while we navigate this strained environment of “back-to-work”.

With many states across the country allowing stay at home orders to expire, workplaces are beginning to reopen. Ensuring that these spaces are cleaned and sanitized effectively will be critical to the safety of each and every worker that returns.

Based on a poll of over 400 office managers on [State of the Office Manager](#) performed by Snacknation, the single biggest priority for office managers while re-opening offices is developing a cleaning and disinfection protocol for the workplace.

We have created this guide with the intention of delivering accurate and definitive information around workplace cleaning and sanitation amid the COVID-19 breakout.

We’ve gathered critical information around best practices for office cleanliness, the latest pricing trends, and practical vendor vetting.

We hope you find this guide useful, and we’d love to hear from you with any questions or thoughts you may have. Please feel free to reach out to us at hello@getonedesk.com



The 3 Step Plan

Everything you need to know to re-open your workplace and maintain an environment of cleanliness.

We've developed this 3 step plan with the goal of enabling you and your workplace to re-open safely, as well as to maintain a sanitary workplace over the coming months during the duration of the outbreak.

- 1 Determine Your Cleaning Needs
- 2 Source Your Cleaners
- 3 Implement Your Maintenance Plan



Step 1: Determine Your Cleaning Needs

Many offices are scheduling a deep cleaning as a first step in the process of re-opening their offices.

According to research from the [University of Minnesota](#), the coronavirus is unlikely to survive on most surfaces beyond 72 hours. If your office has remained closed for weeks, with absolutely no personnel of any kind entering the office, it is not likely that the virus will be a present and dangerous risk to your workers. As such, a deep cleaning prior to re-opening is not strictly necessary as a means to disinfect against any possible presence of the coronavirus in the closed office.

However, upon the re-opening of your office and the presence of workers in your space, we strongly recommend a routine maintenance cleaning be scheduled on an ongoing basis. In addition to the more frequent sanitations of the areas your workers will be present in, a routine cleaning schedule will set the tone for the culture of the reopening of your office.



Your Cleaning Strategy

For routine cleaning to have a significant effect, an initial deep cleaning is typically prescribed to remove any dirt, etc so that the sanitation component of the cleaning will have the desired effect.

Due to this, although the initial deep cleaning is not strictly necessary for the removal of any possible latent coronavirus in the office, we recommend offices set up an initial deep cleaning to ensure that future routine cleanings are performed optimally.

After the first initial deep cleaning, we also recommend that offices consider a monthly, or if possible, bi-weekly, deep cleaning in addition to the routine general cleaning. These additional stringent cleanings, using methods specifically recommended for use against the coronavirus, will help to disinfect areas that may not be covered during your routine cleanings.

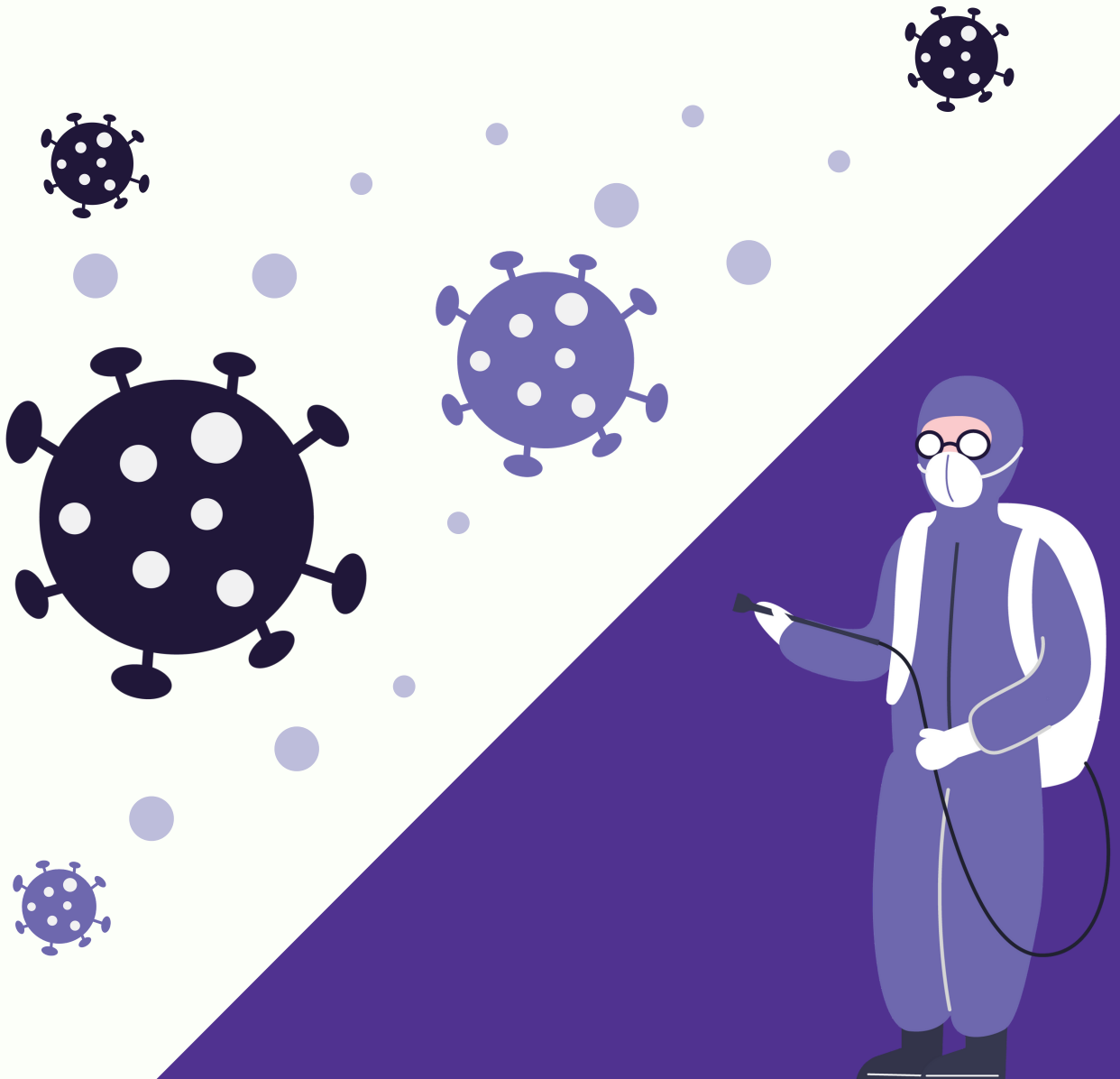
We suggest all offices perform an initial deep cleaning upon the re-opening of their offices to prepare for routine cleanings as well as continued deep cleanings during the duration of the outbreak.



Deep Cleaning

There are 4 primary deep cleaning methods that are being used to disinfect against the coronavirus.

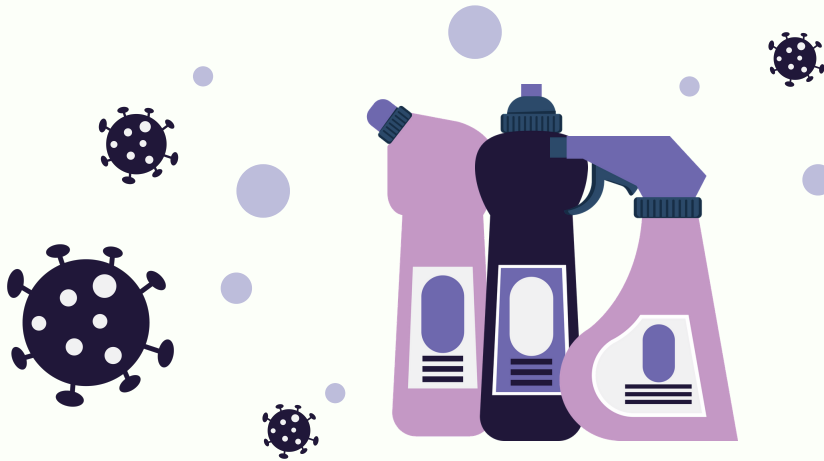
While the routine cleaning methods do not need to alter from your previous routine cleaning program, we do recommend that you ensure your cleaners continue to use CDC recommended products from [EPAs List N](#) for the routine cleanings.



STEP 1: DETERMINE YOUR CLEANING NEEDS

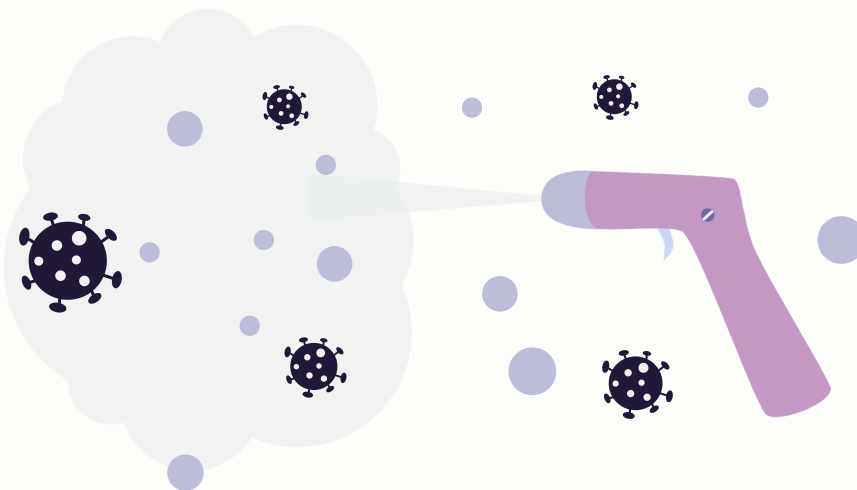
EPA DISINFECTANTS

The CDC recommends a two-step approach. Start by cleaning dirty surfaces and follow up with disinfectant to prevent COVID-19 spread.



Electrostatic DISINFECTION

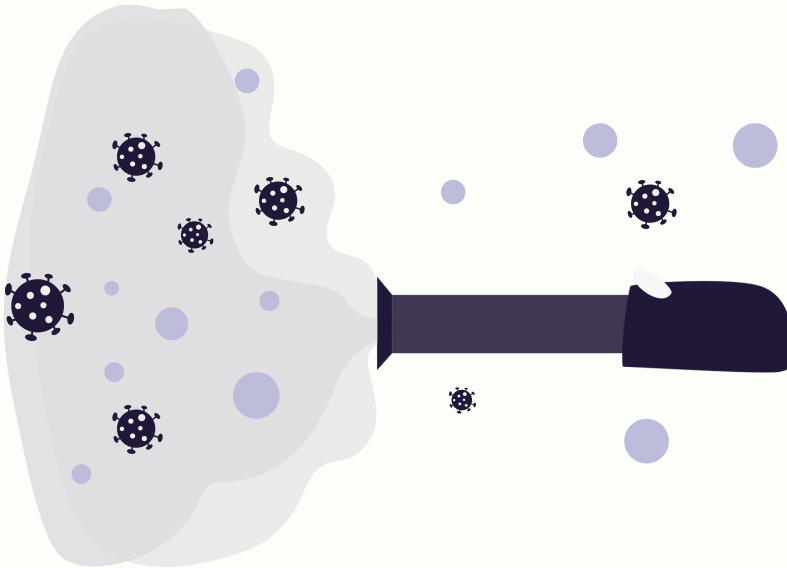
Electrostatic disinfection charges a mist of disinfectant to ensure it's actively attracted to surfaces. This method allows for optimal disinfection coverage.



STEP 1: DETERMINE YOUR CLEANING NEEDS

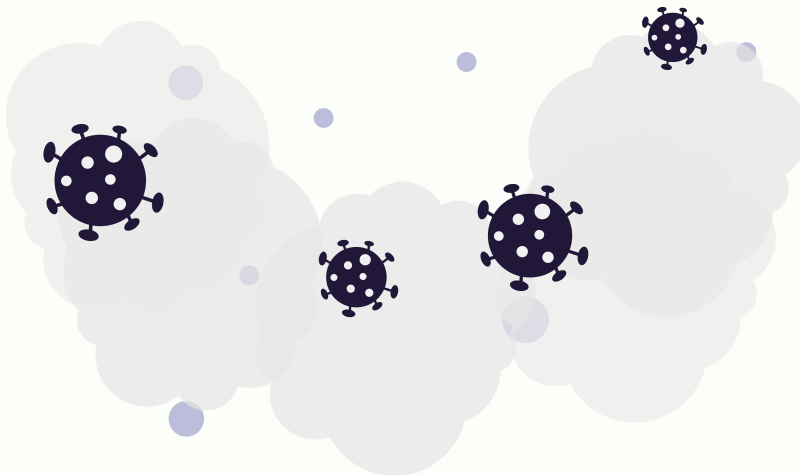
Misting

Misting is a process that involves a chemical sprayer dispersing sanitizing chemicals.



Fogging

Fogging systems deposit fog through your space. This is a quick method used to coat an entire room in disinfectant.



Routine Cleaning

Increasing the frequency of routine cleanings is a good practice to minimize the time between cleanings when the virus can linger.

While the routine cleaning methods do not need to alter from your previous routine cleaning program, we do recommend that you ensure your cleaners continue to use CDC recommended products from EPA's List N for the routine cleanings.



Step 2: Source Your Cleaners

Before sourcing your own cleaning service for your office space, it's recommended that you verify with your facility maintenance manager that your office is permitted to source external cleaning services. They may be opting to handle the servicing of the entire building, or otherwise have restrictions around tenants sourcing cleaning services directly.



Pricing

Before sourcing your own cleaning service for your office space, it's recommended that you verify with your facility maintenance manager that your office is permitted to source external cleaning services. They may be opting to handle the servicing of the entire building, or otherwise have restrictions around tenants sourcing cleaning services directly.

The pricing for commercial cleaning can vary significantly for similar services between vendors. After surveying 100+ commercial cleaning companies across the U.S., we've found that the prices vary from \$0.05 per square foot up to \$2.00 per square foot for deep cleaning services. The average cost per square foot was \$0.27 for deep cleaning services.



Pricing Trends Across the U.S.

While some companies are charging by the square foot, others are charging by the hour. The hourly prices across the nation are now up to \$55 to \$65 per hour for deep cleaning, up from a national average of \$25 to \$30. We recommend that you source at least two quotes, preferably three, to establish fair market prices for your space.

Regional differences were a driver in the price variation but market rates still varied greatly within regions. Following are the average rates for deep cleaning per square foot in each of the 10 cities surveyed:

WEST:

Phoenix, Arizona: \$0.50/sqft

Los Angeles, California: \$0.30/sqft

Las Vegas, Nevada: \$0.20 /sqft

EAST:

New York, New York: \$0.38/sqft

Jersey City, New Jersey: \$0.35/sqft

SOUTH:

Miami, Florida: \$0.58/sqft

Richmond, Virginia: \$0.20/sqft

Austin, Texas: \$0.19 /sqft

MIDWEST:

Cincinnati, Ohio: \$0.35/sqft

Minneapolis, Minnesota: \$0.30/sqft



Vetting Questionnaire

When speaking to potential providers, we recommend the following questions be asked as a method of vetting to ensure quality service.

1. How do you protect your staff?

The provider should have no trouble explaining their plan to ensure the health and safety of their cleaning crew. If the company can't keep its cleaners safe, then there's a good chance they're not going to make an effort to ensure the safety of your facility and team, either.

2. What does your deep clean entail?

Several major health organizations have set standards in this industry. A deep clean should include thoroughly cleaning the area of any dirt before using any disinfectant products. If the cleaners don't do this initial cleaning, they won't adequately disinfect the surfaces. Only once the cleaners wipe the surfaces will the disinfectant perform its job.

3. Which disinfectant methods do you plan to use?

Several major health organizations have set standards in this industry. The provider should have a clear understanding of the latest disinfectant methods and be able to explain their process to you.



4. How long have you been in business?

It's best to go with a cleaning company that has experience. These companies usually have a process or processes in place, meaning you're not as likely to have problems.

If the company usually works with businesses like yours, they'll know how to give you the best service possible. There's also a good chance they've provided their cleaning crews with the right training.

Overall, more experience generally leads to an increase in customer satisfaction and lessens the risk of something going wrong. If you have the chance to work with a commercial cleaning company that understands your business's unique needs and has been in business for a while, it's likely the right decision.

5. Do you use a training program to onboard new employees?

Delivering a fantastic service means holding high-quality standards with processes in place. But to teach these processes, there must be some type of training program in place.

Commercial cleaning services should always have a training program to ensure their new hires know how to clean in accordance with these standards. Ultimately, this is what contributes to the company completing cleaning jobs without any hiccups along the way.

Furthermore, if your building has unique requirements, it's best to find a cleaning service that trains its employees to service your industry's specific needs as opposed to a generalized commercial cleaning service.



6. Are you insured?

Any commercial cleaning company you decide to go with should have the appropriate insurance your state's regulations require. The majority of commercial cleaners will have general liability insurance, worker compensation insurance, umbrella coverage, and automobile liability insurance.

While you might save some money hiring an uninsured cleaning company, the cost of a potential accident could far outweigh anything you might have saved. Savings are nice, but knowing a company is covered just in case something goes wrong – that should put your mind at ease.

7. What's your quality assurance process?

Check to see how the cleaning company tracks and manages the quality of the cleaning and disinfection service.

For example, the company could be using a system to make it easy to report problems. Ideally, cleaning technicians will have tools to send information from inspections to ensure their managers can monitor and resolve problems without hesitation.

Overall, this will make the customer service experience better and ensure that if there is a problem, the company handles it quickly.



Avoid Long Term Contracts

A long, iron-clad contract could mean that you are dealing with a company who is not going to perform at their best, and probably will not care about exceptional customer service.

They will hold you accountable with a contract that is time restrained and could leave you to pay a large bill. When a contract is held by time, the quality of the cleaners is more than likely to go down every cleaning since you are paying a large lump sum anyways. Always double-check contracts for sneaky wording and choose a company that will not penalize you for wanting to end services when you want.



Step 3: Implement Your Maintenance Plan

In addition to the ongoing routine cleaning your service provider will be performing, it's important to get your entire team on board with a culture of office cleanliness.

There are certain hotspots in each of your office's areas where the virus is more likely to be transmitted. We recommend educating your workers on the dangers of these areas, as well as on the steps they can take to assist in minimizing the risk of viral transmission in these areas.



Entry & Reception Areas

Entry and reception areas have the highest foot traffic, making these areas hot spots for viral contamination. Regular cleaning is crucial for these areas, with special attention to door handles, reception desks, chairs and tables, and wired telephones.

Desks & Conference Rooms

To effectively contain viruses or infections, your staff should clean their chairs and desks after use. Make sure to use EPA-approved cleaning products to clean desk surfaces between uses and when a new staff member starts using them.

You can also have staff wipe down their telephones, computer mice, and keyboards with a disinfectant wipe when they begin each shift, as well as after they change users. While your cleaning provider should handle this, these practices will maintain the sanitary conditions in between cleans.



Break Rooms & Kitchens

Having staff in close quarters encourages COVID-19 transmission; this is why it's so essential to clean break rooms and kitchens. Disinfectant wipes are crucial for these areas as they enable staff to participate in keeping these high-risk areas sanitary.

Have your staff use disinfectant wipes to clean tables and chairs before and after every use. Make sure shared plates and utensils are cleaned with warm, soapy water and dried thoroughly with disposable paper towels.

Microwaves, coffee makers, water dispensers, cooking facilities, and other shared kitchen appliances should receive a wipe down after each use. The cleaning crew you hire should disinfect these appliances regularly, as well.

Bathrooms

Door handles, toilet handles, and faucets are the most at-risk surfaces in the bathroom, meaning it's best to minimize touching of these surfaces if possible.

Make sure to keep bathroom supplies stocked and readily available.



Handling cleaning during a confirmed case

Before cleaning and disinfecting, it's best to wait 24 hours. However, waiting 24 hours isn't always feasible. If this is the case, just wait for as long as you can before having your crew clean and disinfect.

Every area the sick person uses should be cleaned and disinfected by your commercial cleaning provider. This includes offices, common areas, bathrooms, and any shared equipment such as touch screens, keyboards, remote controls, and tablets. Your cleaning provider should work with you to ensure a complete and thorough cleaning.

Please consult with local authorities to determine if and when your workplace can resume operations after your workplace has been sanitized.



We're Here To Help

hello@getonedesk.com

At Onedesk, we're here to simplify the process of booking and managing commercial cleaning services for you. Through our online platform and mobile walkthrough application, the entire process from recording your space to managing your cleaners can be effortlessly executed.

With Onedesk, we'll save you the hassle of evaluating multiple vendors. Through our network of cleaning partners, you'll get multiple bids tailored for your space at competitive market rates. We'll do the dirty work for you!

We connect you to vetted professionals for all your cleaning needs and provide a team of cleaning experts to support you. Our dedicated Onedesk representatives will be available to assist you throughout the entire process from booking your cleanings to managing your schedule. We're here to help!

We work with offices of all sizes across the U.S. and can scale to meet your needs as you grow. If you'd like to schedule a consultation to learn more, you can reach out to Emma Mufson, Director of Client Operations, directly: emma@getonedesk.com. You can also view getonedesk.com to learn more about our services.



Additional Resources

- <https://www.cloroxpro.com/products/clorox/total-360/>
- <https://www.bunzlcanada.ca/resources/knowledge-centre/what-is-electrostatic-cleaning>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- <https://www.osha.gov/Publications/OSHA3990.pdf>
- https://success.ada.org/~media/CPS/Files/COVID/OSHA_Guidance_on_Preparing_Workplaces_for_COVID-19.pdf
- <https://www.issa.com/cleaning-and-disinfecting-for-the-coronavirus-sars-cov-2>
- <https://www.citylab.com/equity/2020/03/coronavirus-cleaning-service-janitor-domestic-worker-office/608125/>
- <https://vicuspartners.com/articles/8-ways-to-help-protect-your-office-space-from-coronavirus/>



2020 REPORT

State of Workplace Cleaning Amid COVID-19



To learn more about Onedesk, please visit getonedesk.com or email us at hello@getonedesk.com