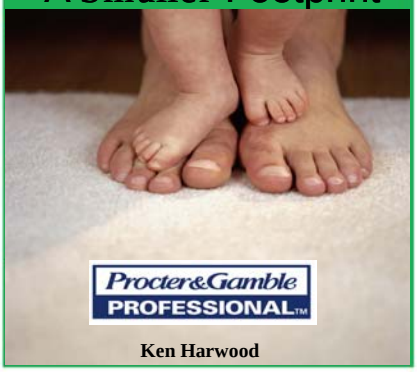
A Smaller Footprint



December 11th 2009

Procter&Gamble PROFESSIONAL™

Ken Harwood

What To Expect Today

1. Understand the "Smaller Footprint"* Model
   - How it works
   - How to get started quickly with your staff and supplier
2. Look at data from a study we conducted in Florida
   - Not Statistically Significant but directional**, and useful**
3. Understand how to use less chemicals in the cleaning process.
   - Review Environmental Impact
   - Potential Cost Savings
4. How to drive employee compliance in the program
5. Leave with some clear next steps to get started on creating your own "Smaller Footprint" tomorrow

"Smaller Footprint" is a product of Procter and Gamble.

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Smaller Footprint

How Did We Develop This?

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P&G In Room Cleaning Study

Study Property Panel

1. 8 Hotel Properties
   - Luxury, Business, Leisure and Budget
   - Properties and rooms selected were all similar (no extended stay)
2. 6 Hospitality Brands
   - Top 4 Global Hospitality Companies
   - No independent operators in panel
3. We studied 11 rooms, and collected data
   - Selected properties using multiple suppliers
   - P&G, Economics Laboratory and others used a variety of cleaners
4. We worked with experienced guest attendants
   - We worked with 11 guest attendants
   - Experience ranged 8 years to 23 years

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P&G In Room Cleaning Study

Scope Of Study, Methods

1. **Our work focused on Daily In Room Cleaning only**
   - Smaller Footprint encompasses total facility cleaning
2. **Structured the work by tasks, and measured each task**
   - Toilets (Inside Bowl, Outside Bowl, Tank, Base at floor)
   - Bathtubs and showers – Cleaning Regimen and tools used
   - Sinks and bath countertops
   - Mirrors, Appliances, Telephone, T.V. Remote, Wall Art
   - Dry surface cleaning – Desks, Tables, Window Sills, HVAC, high touch area
3. **Measured the volume of cleaners used for each task**
   Counted sprays, measured the discharge converted to ounces
   Considered the type and setting of each spray trigger
   Foaming. Misting, Standard Spray, Stream
   Measure the use of other cleaners by dispensed amount

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What We Learned

1. **9 of 11 attendants cleaned the room as they saw fit.**
   - No structured cleaning regimen
   - Cleaning tools varied widely between housekeepers in same properties
   - No specified cleaning products required (Attendants had full authority to choose)
   - Methods and regimen varied widely between properties and in same ones
     - Some started in bathroom, coated the showers and removed bedding
     - Some started in main room, and ended in the bathroom
     - Some worked on both at the same time, moving between them by task
     - All the cleaning rooms were cleaned in 35 – 40 minutes
       - All rooms were cleaned well (One exception)
       - Opportunity with scent, differing room scent
       - Opportunity with dust, and some hair in bathroom

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What We Learned

2. Heavy Disinfectant Use

- **75%** of liquid cleaning volume used were disinfectants
- Disinfectants used in both stay over and checkout
- Disinfectants were used when all purpose cleaner would work

Opportunity to lessen use of disinfectants in daily cleaning of guest rooms

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What We Learned

3. Use of toxic cleaners was prevalent

- 72 different cleaning products used in all hotels (Average of 9 per Hotel)
  - 44 products rated MSDS health hazard 1
  - 14 products rated MSDS health hazard 2
  - 14 products rated MSDS health hazard 3

(highly toxic / cause permanent damage)

- No personal protection used when handling the MSDS Health Hazard 3
- Found 3 instances where cleaners were placed in wrong bottles
- Retail products were being used, and
- Found 2 instances where chemicals were mixed to clean

The above issues were found in the properties not dedicated to a single supplier

Benefit by teaming with a supplier for products and training.

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What We Learned

4. Use and number of cleaning chemicals varied widely .

- The average number of products found = 9

Cleaners Fall into 3 buckets;

1. What is available in the storage room
2. How many and which selected by the guest attendant on cart
3. How many and which cleaners were actually used to clean the room

•Some guest attendants used retail product
•Number of cleaners used in same properties varied by guest attendant
•7 properties (64%) using cleaners without MSDS sheets on premise

Opportunity to lower cleaner volume through precise selection of products and simplify the cleaning regimen

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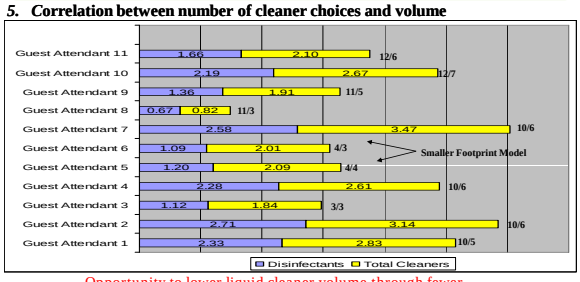
What We Learned

5. Correlation between number of cleaner choices and volume



Opportunity to lower liquid cleaner volume through fewer chemical choices and enhanced training.
Range from 11 Gallons to 48 Gallons Per Attendant Year

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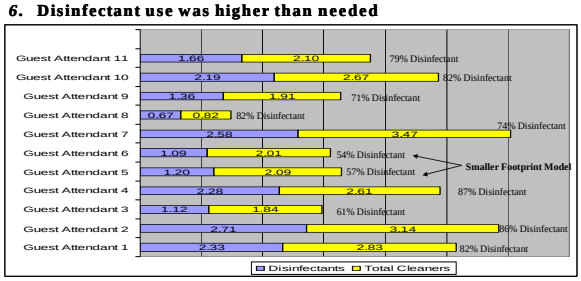
What We Learned

6. Disinfectant use was higher than needed



Opportunity to lower disinfectant cleaner volume through a training program that focuses on eliminating overuse

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What We Learned

7. Highest use of disinfectants were in the bathroom

	% properties	SPRAYS TO CLEAN		CHEMICALS USED				
TASK	Task	LOW	HIGH	LOW	HIGH	Application		Tools
Toilets	100%	5	21	1	2	Direct	Scrub	Brush, Pad, Sponges
Showers	100%	10	27	1	3	Direct	Wipe	Brush, Pad, Sponges
Bathroom Sinks	100%	3	11	1	1	Direct	Wipe	2, Sponges
Bathroom Mirrors	100%	2	7	1	1	Direct	Wipe	Rag, Microfiber
Bathroom Countertop	100%	2	6	1	1	Direct	Wipe	Rag
Bathroom Floors	90%	4	10	1	1	Direct	Wipe	Broom With Rag, Hand Rag
Room Windows	50%	4	8	1	1	Direct	Wipe	Rag, Microfiber
Desk Tops and Drawers	100%	1	5	1	1	Direct/ Indirect	Wipe	Rag
Table Tops	100%	1	4	1	1	Direct/ Indirect	Wipe	Rag
Bed Headboards	45%	2	4	1	1	Direct/ Indirect	Wipe	Rag
Room Art	45%	1	3	1	1	Indirect	Wipe	Rag
Room Mirrors	90%	2	5	1	1	Direct/ Indirect	Wipe	Rag
Lamps	55%	0	3	1	1	Indirect	Dust	Rag, Microfiber, Duster
Doors / Handles	28%	0	1	1	1	Indirect		Rag, Microfiber
Trash Cans	63%	0	3	1	1	Direct/ Indirect	Wipe	Rag
Television Screens	9%	0	2	1	1	Direct	Wipe	Rag
Telephones / TV Remotes	55%	0	1	1	1	Indirect	Wipe	Rag
HVAC Vents & Returns	36%	0	3	1	1	Direct	Wipe	Rag
Coffee Pots	18%	0	1	1	1	Direct	Wipe	Rag
Microwave	9%	3		1	1	Direct	Wipe	Rag
Refrigerator	9%	4		1	1	Direct	Wipe	Rag
Carpet Refresher	0%	0	0	0	0	0	0	0
in Room Fabrics	0%	0	0	0	0	-		

Focus on bathrooms for best results
In cleaner reduction

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What Is A Smaller Footprint?

Cleaning program that delivers equal or improved facility and guest room cleanliness *using less cleaners*

- Eliminates Overuse of cleaners
- Achieving better results with less chemicals
- Meets or exceeds guest expectations
- Delivers fresh clean rooms with consistent scent
- Customized for each properties unique needs
- Uses environmentally preferred products that work

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Success Criteria

1. Maintain or improve the level of cleaning results
2. Maintain or improve guest satisfaction
3. Use less chemical in cleaning (-25% Reduction)
4. Improve employee SAFETY and satisfaction
5. Deliver measurable value to industry

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What Is A Smaller Footprint?

- **Right product**
  - Disinfectants Vs All Purpose / Glass
- **for right the task**
  - high touch areas
  - high infection areas
- **In the right amount**
  - Measure the cleaner volume
- **At the right time**
  - Checkout
  - Stay Over
  - Deep Clean
- **On the right surfaces**
- **With the right cleaning techniques**
- **In the correct delivery system**
  - Dispenser
  - spray bottle
- **With the right cleaning equipment**

What Is A Smaller Footprint?

Delivers quality employee training:

- Precision in the cleaning regimen. Guest Attendants are trained to use the proper quantity of cleaner by task
  - *The right cleaner*
  - *On the right task*
  - *At the right time*
  - *In the right amounts*
- New application techniques to reduce use and achieve the desired cleaning result.
- Proper Dispensing Of Cleaners

  Mist, Foam, Spray, Direct, Indirect
  Right Trigger Sprayers For each cleaner
- Recommend Tools for proper cleaning

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What Is A Smaller Footprint?

Employee safety is a critical part of the work

- Helps you select cleaners that do the job well, and are safe for employees and environment
- Ensures correct and safe use of all cleaners
- Meets OSHA requirements, and brings hotel into compliance
- Trains on proper use of protective gear when using toxic chemicals or cleaning a toxic area

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Professional Line

Certificate of Completion

This Certifies That Facility Guest Attendant

Priscilla Littrell

Has successfully completed the following training

Smaller Footprint Environmentally Preferred In Room Cleaning Training

Hilton Hotel
Maria Colominas - Program Manager
Gerry Cueto – P&G Professional
Date 10/12/20

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Why implement a "Smaller Footprint?

1. Lower the use of liquid cleaners in your hotel and the environment.

	Average	Smaller Footprint
Rooms	150	150
Occupancy	65%	65%
Annual Rooms	35,588	35,588
Ounces Per Room	2.60	2.05
Gallons Used Annually	723	570

Smaller Footprint Saves 153 Gallons Per year of cleaner

If 50% of U.S. hotels cut cleaners by .5 ounces per cleaned room, that eliminates 2.9 million gallons of disinfectants and chemicals entering the environment annually

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Why implement a "Smaller Footprint?

***1.* It improves the quality of room cleaning and delivers a consistent result throughout the hotel – TRAINING and EDUCATION- Quality Assurance**

- All rooms cleaned with consistent and measurable results.
- All rooms cleaned to the same standard
- All rooms have the same approved scent for guest satisfaction

2. It allows you to recalibrate your staff and train them on Green.

3. Adds a safety component to your employee training

4. Low investment option with measurable result

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Why implement a "Smaller Footprint?

In July 2009 we compacted Tide Industrial Detergent – X 2

We are currently converting all customers to the new formula

This eliminates 560,000 gallons of liquid cleaner

Solid Waste reduction of 75,000 plastic buckets annually

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Steps To Get Started

1. **Have your supplier visit your hotel and help you start**
   - Inventory your chemicals and identify the health index
   - Ask tough questions on why you are using any toxic chemical HH 3 or higher
   - Properly dispose of all chemicals not needed
2. **Look at cleaning products and determine which best suite your needs**
   - Select environmentally sound products. Have your supplier help and explain why

3. **Select about 4 cleaners to be used in daily cleaning regimen**

- Bathroom Disinfectant and tile cleaner for tubs, toilets and wet areas
- Disinfectant used for dry and high touch areas. **Use disinfectants only:**

The right cleaner
On the right task
At the right time
In the right amounts

- All purpose cleaner that cleans glass to be used on stay over cleaning
- Floor cleaner for bathrooms. Get the hair, and dander off the floor

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More Data Forthcoming

1. Started Smaller Footprint in January 2009
2. We have 135 Hotels and 14,700 rooms on this program in Florida
   - Three are award winning hotels as measured by the Brand
3. Now gathering purchase data quarter to quarter to measure use Vs PY

When we get the data, and validate it properly, we plan to publish it.

Show Cost Savings

Liquid Disinfectant Reduction
- Total cleaners liquid volume reduction

Estimated Solid waste reduction

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Steps To Get Started

4. Train your staff on the new program
   - Train on proper handling of Compact Fluorescent Lights
   - Train to clean by task, with specific product use identified
   - Train on the importance of having an environmentally sound operation
   - Select a recognition program to drive compliance
   - **Take care of your staff, create a healthy workplace through proper use of safety equipment and chemical selection**

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Smaller Footprint

The Feet Thank You

Questions?

A Smaller Footprint

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In December our housekeepers were trained to use the Smaller Footprint by Jennifer Thomas with Proctor & Gamble. Prior to the training, the use of the Comet Disinfectant was approx 4 oz per room and was actually leaving a residue/build-up on the bathroom fixtures. We now use less than 1 oz per room with very good, clean results. We found that we had similar changes with the Spic & Span. We now clean stay-over rooms with Proline Glass Cleaner instead of Spic & Span, with the same result and are using 3 times less than we were.

The month of November, we used an average of 4 oz of cleaners per room. Febreze added as much as 1 extra ounce. We have cut this down and **now use 66% less** product reducing our actual costs. The Febreze is used only by our rooms inspectors which has reduced the usage by a huge 90%. Cutting the chemical use by these amounts should help us to go for the 2nd Palm with the Florida Green Lodging program.

Thanks for your training, info and help with this matter.

Thank You
Jerry Ansell
Executive Housekeeper
Hilton Garden Inn

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Next Steps To get started

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