TOUCHLESS SOLUTIONS PART II

Janitorial & Security

BOMA CHICAGO

Hosted by Premier Partners, Veritiv & Allied Universal
July 15 from 12 to 1 p.m.

Protect Your People - cLEAN for Health

Prevent Spread of Germs & Maintain a Healthy Environment

V Veritiv

Deryk Weber

Regional Marketing Manager
Location: Atlanta
Experience: 8 years

Education:

Bachelors Economics

Skills:

Work loading
Labor Management
Disinfection Procedures
LEAN 5S
Process Optimization

"Experienced Certified Advisor and LEAN expert with a focus on customer profitability and marketability. Spent the last 8 years with Veritiv partnering with Property Mangers and High Profile Buildings to bring awareness in new technologies and trends in the Class A Office Space.

Contact Information:

Phone: (404) 576-5628
Email: Deryk.Weber@veritivcorp.com

Brian Serdiuk

Sales Advisor, LEAN 5S Certified
Location: Chicago, IL
Experience: 25 years

Education:

Bachelors Business Administration

Skills:

Commercial Awareness
Problem Solving
Labor Management
LEAN 5S
CIMS

Accomplished Sales Professional with over 25 years of experience in both management and sales for Unisource and Veritiv. Certified LEAN Advisor focusing on LEAN principles to reduce waste, increase productivity and enhance overall tenant satisfaction within the property management segment .

Contact Information:

Phone: (708) 932-0284
Email: Brian.Serdiuk@veritivcorp.com

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Value of a **CLEAN** & Hygienic Environment

Health & Hygiene

Cleaning Process

- Reduced Illness

- Reduced Absenteeism

- Increased Productivity

- Reduced Contamination

- Improved Image

- Increased Satisfaction (Employees, Visitors, Tenants)

Maintaining Personal Hygiene

Health & Hygiene

Germs are spread on surfaces, by people, and through the air.
There are several ways you can prevent getting sick and from spreading germs to others.

PROTECT YOURSELF

Clean your hands often with soap or sanitizer

Properly dry hands with hand towel

Avoid close contact with someone who is sick

PROTECT OTHERS

Stay home if you're sick

Cover coughs and sneezes

Clean and disinfect

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Touch-Free Restrooms Can Assist Efforts

Toilet handles, faucets, and dispensers are some of the most contaminated areas in the restroom

BENEFITS OF TOUCH-FREE SOLUTIONS:

- Reduce cross-contamination

- Promote good hygiene

- Reduce waste and refill maintenance with controlled dispensing

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Trend 1: Smart Restrooms (IoT)

- Free up cleaning staff time so they can follow more stringent and additional cleaning, disinfecting and sanitizing protocols
- **Ensure product availability** is never an issue so tenants have properly washed and dried hands and/or sanitized hands
- Opportunity to reduce waste = sustainability
- Visibility to traffic data gives PMs the ability to better meet the needs of their clients (adjust to volume based cleaning during slow time; clean when it is convenient for the tenant, avoiding peak times)

Dashboard

Hub
Cellular Gateway
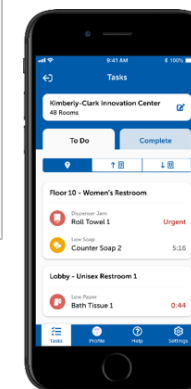
App

Trend 2: Effective Jam-Free Dispensing

- 99.99% jam-free dispensing & up to 5 year battery life to ensure a towel is available for proper hand hygiene

- Hidden sheet mode available; only touch the towel you take

- Utilize brand systems familiar to tenants that provide a sense of familiarity & comfort when away from home

- Quiet designs best in areas of high traffic that could be distracting to others

Trend 3: Multi-use Dispensers

Get credit for your choice in systems designed to minimize touch and maximize hygiene all while increasing efficiency and reducing waste.

- Automatic "touchless" dispenser systems
- **A cost-effective way to eliminate door handle cross contamination.**
- Absorbency Pockets absorb more water to help enable proper hand drying
- Fully enclosed systems available (no exposed sheet)

Trend 4: Towels vs. Jet Air Dryers

Single-use paper towels are the most effective and hygienic option for hand drying

TOWELS ARE HYGIENIC

77%↓ Paper towels are critical to proper hand hygiene, as they can remove up to **77% of the bacteria** that remains on hands after washing.

Jet air dryers blow water droplets containing bacteria from the hands **as far as 6.5 feet** and **linger in the air for up to 15 minutes.**

The inner surfaces of a jet air dryer can harbor **48 times more bacteria** than found on a toilet seat.

Jet air dryers can actually increase bacteria by **42% on users' fingers** during the drying process

TOWELS ARE PREFERRED

The World Health Organization recommends single-use paper towels in its patient safety instructions for health care workers.[1]

90% of people show a preference for paper towels over jet air dryers in the washroom.

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1. WHO "Hand Hygiene Guidelines for Health Care Workers"

Trend 5 - Address "Germ Hot Spots"
Objects and surfaces more prone to contamination

- Door handles and knobs
- Light switches
- Handrails
- Elevator buttons
- Phones
- Sinks and faucets
- Restroom stalls and dispensers
- Toilet handles
- Trash receptacle touch points
- Vending machines

- Food preparation surfaces
- Breakroom, restaurant and cafe tables and chairs
- Kitchen appliance handles
- Coffee machines
- Copier, printer and fax control buttons
- Cabinet and file drawer handles
- Chair arms
- Desks

- Counter tops
- Front desk and lobby surfaces
- Offices and conference rooms
- Equipment controls
- Wheelchairs and walkers
- Computer keyboards and mouse
- Remote controls
- Cleaning tools *(cleaning carts, mops, brooms, etc.)*

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Know the Difference
Before choosing a product, it's important to know what the surface/soil needs

CLEANING

Removes germs, dirt, and impurities from surfaces or objects.

Cleaning works by using soap (or surfactant) and water to physically remove germs from surfaces.

This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

SANITIZING

Lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements.

This process **works by either cleaning or disinfecting** surfaces or objects to lower the risk of spreading infection.

DISINFECTING

Kills germs on surfaces or objects.

Disinfecting works by using chemicals to destroy germs on surfaces or objects.

This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

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Choosing a Disinfectant

When selecting a disinfectant, it is critical to:

- Choose the correct disinfectant with the right kill claim
- Read the label instructions to ensure proper usage

Choose the proper disinfectant solutions based on the following criteria:

- Contact Time
- pH
- Active Ingredient
- Microorganism efficacy
- Dilution Rate

Scent often comes into play with customer preference

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Don't Forget Floors When Disinfecting
Floors are indirect contributors to cross-contamination

PROCEDURE:

- If any soil is present, remove with a cleaner and mop or scrubber first before disinfecting.

- Apply the disinfectant solution to the floor with an automatic scrubber or mop and bucket. WAIT the appropriate time as directed by the disinfectant label.

- AFTER prescribed dwell time, pick up excess solution with automatic scrubber, vacuum or mop and dispose of used solution.

- Clean out your automatic scrubber or mop bucket and let it air dry after disinfecting the floor.

IMPORTANT NOTES:

- **Different substrates may need special care based on manufacturer's guidelines based on the pH of the disinfectant**

- Use the correct dilution ratio as per manufacturer's directions

- Make sure disinfection is performed in small sections, being careful not to flood the floor with product or allow disinfectant to dry.
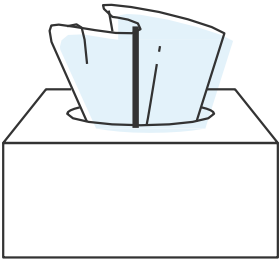
V Veritiv™

Product recommendations

CHEMICALS

Hard surface cleaning

Concentrated and ready-to-use liquids

Pre-saturated disinfectant wipes

Disinfection technologies
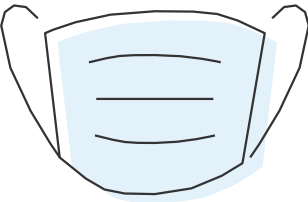
PPE

Face masks

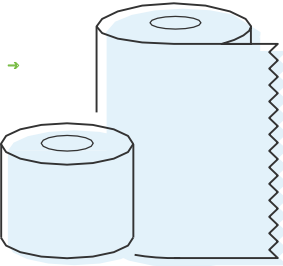Gloves (Latex, Nitrile, Vinyl)

Eye protection

Coveralls

CLEANING TOOLS & EQUIPMENT

Disposable dry wipers

Trigger sprayers and bottles

Spray equipment/misters
battery and manual

Electrostatic spraying
carts, backpacks and handhelds

SKINCARE

Soaps

Sanitizers

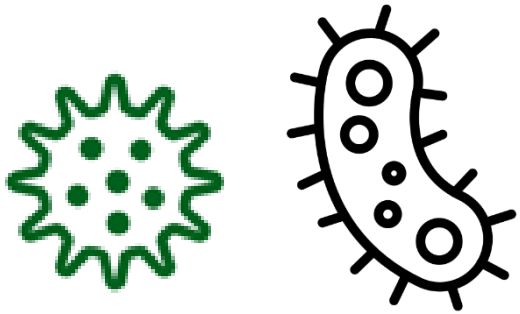Dispensers

Sanitizing hand wipes

TOWEL & TISSUE

Facial tissue

Hand towels

Dispensers

TOUCHLESS RESTROOM

Automatic soap and towel dispensers

Auto flushers

Summary

Germs and bacteria can be easily spread by people, through the air, and on surfaces

Health & Hygiene

Touch-free restrooms and having personal hygiene products stocked and readily available is important for reinforcing proper hygiene practices

Cleaning Process

Think beyond the restroom. Routine, effective surface cleaning and disinfecting processes can reduce the risk of contamination

READY TO TAKE YOUR FACILITY TO THE NEXT LEVEL?

Our LEAN solutions increase productivity, enhance your image, protect assets, and improve morale and engagement. In short, we make every dollar count.

Visit **veritivcorp.com/facilitysolutions** to watch videos, download a FREE whitepaper, get in touch with a Certified LEAN Advisor and more.

Jason Sikora, CPP
Business Development Manager
14 Years Experience
Jason.Sikora@aus.com

JP Dries, CPP
Vice President of Operations
18 Years Experience
Jp.Dries@aus.com

Allied Universal leads in the development of security programs dedicated to a culture of safety and excellence, resulting in collaborative, evidence-based solutions. We focus on our clients so they may focus on their business.

Low Cost Options

Visitor Management

- Touchless DL Scanners
  - Most Visitor Management programs have a solution to offer.
  - Prevents exposure by giving DL to Officer for check-in.

Hands Free Door Knobs

ASSA ABLOY
Clean Hands® Sanitary Door Opener
HandsFreeDoorPull.com
StepNPull.com

$20 to $1,000 per unit

MID-RANGE OPTIONS

ALLIEDUNIVERSAL®
There for you.

TRADITIONAL TOUCHLESS

Touchless Technology

- Access– NFC, Bluetooth, Key Fobs
    - Door Hardware – Release on Card Swipe with a valid read
    - Door Hardware – Use ADA Operators for this, Electrified Door Hardware

Near-field communication

Near-field communication is a set of communication protocols for communication between two electronic devices over a distance of 4 cm or less. NFC offers a low-speed connection with simple setup that can be used to bootstrap more-capable wireless connections.
Wikipedia

Bluetooth technology allows devices to **communicate** with each other without cables or wires. **Bluetooth** relies on short-range radio frequency, and any device that incorporates the technology can **communicate** as long as it is within the required distance. Nov 19, 2019

www.us-cert.gov › ncas › tips

Understanding Bluetooth Technology | CISA - US-Cert

MOBILE CREDENTIALING

- ACCESS READERS THAT UTILIZE USER SMARTPHONES TO CONFIRM AUTHORIZATION.
  - THIS CAN REQUIRE USERS TO DOWNLOAD AN APP, OR REGISTER THEIR PHONE WITH THE BUILDING.
  - CAN USE NFC, BLUETOOTH, OR SIMPLE BARCODES.
  - VULNERABILITIES HAVE GOTTEN BETTER WITH THIS, BUT CAN STILL BE A CONCERN
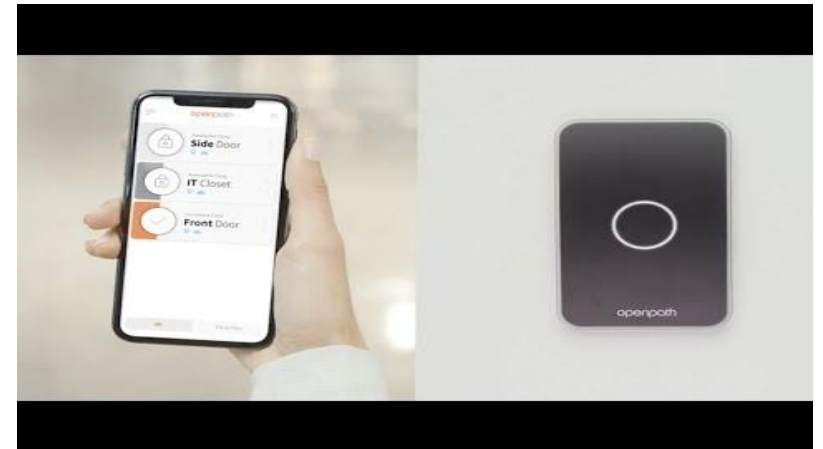
CCTV/VMS Artificial Intelligence (AI)

Threat Detection	Building Management	COVID-19 Response

Gun Detection

Instantly notify security teams of threats

People Flow Analytics

Identify chokepoints and areas of interest

Social Distancing AI

Support the adherence of social distancing guidelines

Intruder & Loitering

Identify intruder and loiterers in real time

Crowd Detection

Track crowds for density tracking and security

Mask Detection

Track mask compliance by location / building

HIGH END OPTIONS

3D Fingerprint Sensors

- Truly touchless access point that uses biometrics to verify authorization.
  - This requires user authorization to store fingerprints.
  - In use currently at some BOMA Chicago facilities already.
  - User adoption was a concern, but is growing significantly.

Facial Recognition

- Access Readers that verify user against stored image
  - This requires user authorization to store photos and use facial recognition.
  - Can also be used to detect fevers.
  - Public opinion has not favored this method, but it is anticipated to pick up steam. ~30% over next 5+ years.
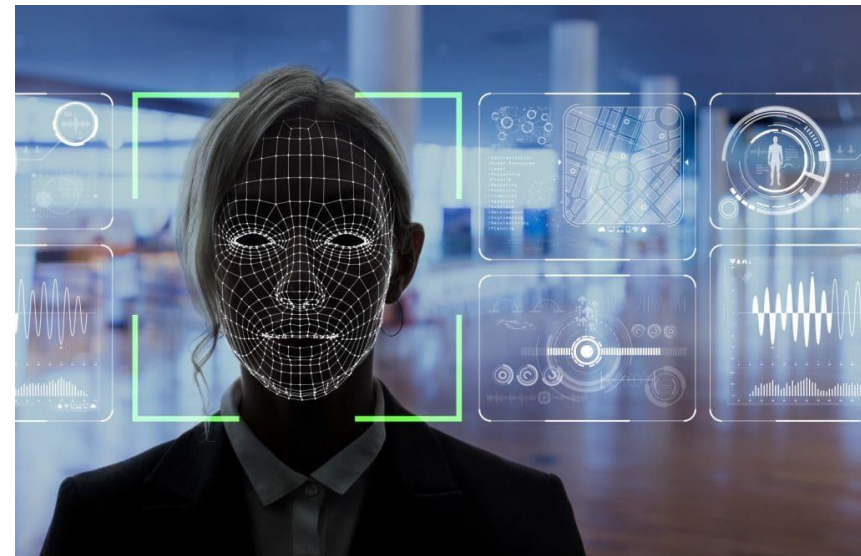
Keep In Mind

- New technology will inherently have issues until errors are encountered and corrected.

- Privacy is a major concern of today's society.

- User Adoption can make or break the program.
  - Some users may be intimidated.
  - Some users may not want to risk their privacy.
  - Some companies may not allow third party apps installed on company phones.

- The latest and greatest tech may not always be the best answer.
  - KISS Method

COVID Scanning Options

- Anything from Kiosks to Simple Camera Setup
  - Costs vary greatly from vendor to vendor; from solution to solution
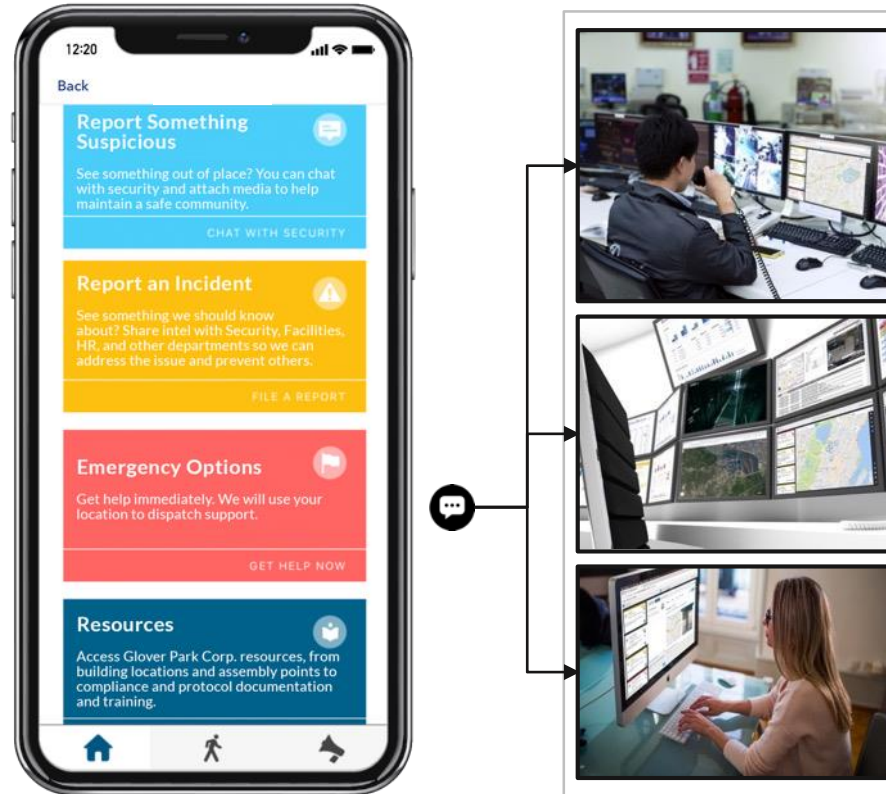
Possible Features Include:
- Fever Detection
- Mask Detection
- People Counting
- Piggy Backing Detection
- Real Time Notifications
- Access Control Integration

Mass Communication Platforms

Apps designed to enhance enterprise-wide situational awareness while protecting users' privacy and confidentiality.

Benefits

- ✅ Employee-driven
- ✅ User-friendly
- ✅ Cross-functional
- ✅ Mobile-based

Most mass communication apps can be configured to meet your organization's specific challenges and needs

Cross-Functional Use

EXTENDING VALUE ACROSS THE ORGANIZATION

- **Real-time** interactions between employees and risk stakeholders

- **Lower** barriers of communication

- **Automated** routing capabilities

- **Detailed** report-generating functions

- **Comprehensive** risk feature library

Sent directly to **SECURITY**

Sent directly to **FACILITIES**

Sent directly to **GENERAL COUNSEL**

Sent directly to **CISO & IT**

Sent directly to **HR**

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