

The following captures the Q&A session from the “Restroom Sanitation: Cleaning for Health and Hygiene” Webinar featuring Procter & Gamble Professional experts and guest speaker, David Frank.



David is the president of the American Institute for Cleaning Sciences (AICS), an independent third-party accreditation organization for the cleaning industry. With more than 30 years of industry experience serving facility service providers, distributors and manufacturers, David travels the globe lecturing on the values of hygiene, image enhancement and sanitation. He is an active member and frequent speaker for ISSA, APPA, EPA and the U.S. Green Building Council. David has designed educational programs to promote occupational development and best practices for the foremost companies in the cleaning industry, and was instrumental in administering ISSA's Cleaning Industry Management Standards (CIMS) and certification program.

Green Cleaning

Q. What is your feeling on “green” cleaning products? Our company works closely with the building’s cleaning contractor to “GO GREEN” and our employees are very interested in green initiatives.

A. [P&G Professional] The right product for your customer depends on many factors. We typically recommend trying to understand the customer’s underlying needs in order to match them with the right product. It’s important to make sure that they have a product that can get their specific job done right the first time – so that there is reduced need for rework and reduced usage of product. If customers want more certification, then P&G Professional offers different levels.

Our first level is P&G Professional's [Green Guarantee](#). Our Green Guarantee ensures the environmental safety of its products, packaging and operations. All P&G Professional Green Guarantee products provide outstanding performance while meeting high standards for human and environmental safety.

All Green Guarantee products meet applicable state and federal guidelines, including those of the U.S. Environmental Protection Agency (EPA). Where applicable, we additionally employ our internal standards (which may be stricter than what is required by law) using well-established risk assessment methods to understand both the hazards and potential exposures. These risk assessments are a mandatory part of the company's product development process and begin during the early stages of a product's design.

Our second level involves third-party certification. We recognize that many of our customers want to utilize third-party seals because they see it as an easy way to define whether a product is “green” or not. Therefore, we selectively use third-party eco-labels, particularly EPA’s Design for the Environment (DfE), on our products to meet the needs of those customers.

Cleaning Procedures

Q. Doesn't disinfecting require dwell time?

A. [PGP] All EPA-registered disinfectants have a stated, approved dwell time required to meet the disinfecting claim for that product. Generally, the dwell time for most products is 10 minutes. For non-P&G Professional products that claim a shorter dwell time, please be sure to read the detailed information. In most cases, the dwell time to kill all pathogens (germs) is longer than the stated.

Q. Where can I get training hints and short cuts using your products?

A. [PGP] Our website, www.pgpro.com is the source for all Procter & Gamble Professional procedures, product information sheets, product usage guides and other reference materials. If you need an answer that you cannot find on the website, please contact 800-332-7787.

Q. To quality control restroom cleaning each day what would you look at?

A. [David Frank] I would recommend an inspection form highlighting all of the areas in a restroom. All areas of restroom cleaning are important.

Q. During daily routine cleanings, what should you clean first?

A. *[DF]* Flush all toilets. Pour bowl cleaners in toilets and urinals. Spray P&G Professional cleaning solutions on toilet and urinals.

Q. Is the highly touched objects (HTO) list shown in the presentation ranked highest to lowest?

A. *[DF]* No. The HTO Top 5 includes door handles, partition locks and levers, faucet handles, flushing levers and soap/paper dispensers.

Q. What two mistakes do contractors make in the bathroom?

A. *[DF]* Using disinfectants that are not cleaners is a common mistake. Dirty grout lines and odors at the two biggest complaints.

Q. In the cycle of cleaning, when would you clean and disinfect the bathroom partition?

A. *[DF]* Spot clean daily. Thoroughly clean monthly.

Q. We have an issue in our restroom. There are white patches in some areas of the grout. What can I do to fix this problem?

A. *[DF]* Flood the floor with P&G ProLine Heavy Duty Spray Cleaner. Let it dwell for 10 minutes. Scrub the floor with a floor machine or deck brush. If grout is not clean then use Comet[®] Cleaner with Bleach to whiten the grout lines.

Q. Is it better to use microfiber towels or paper towels when cleaning?

A. *[PGP]* There is no definite yes-or-no answer to this question. In general, when using disposable paper towels, the risk of cross-contamination can be reduced when the paper towels are disposed of properly. Also, in general, microfiber towels when used for multiple areas or used beyond their saturation point, can cause cross-contamination or the spreading of germs. The best way to think about this is to design your cleaning process such that paper or microfiber towels are only used for discrete areas, so as to clean and disinfect effectively and prevent cross-contamination.

Q. I have vinyl wallpaper in our restroom how do I remove black marks?

A. *[PGP]* P&G Professional offers multiple product options. For everyday cleaning and mark removal, we would recommend our Spic and Span[®] Disinfecting All-Purpose Spray and Glass Cleaner. For tougher marks, we would recommend Mr. Clean[®] Magic Eraser or our P&G Pro Line Heavy Duty Spray Cleaner. In each case, test on a small, inconspicuous area of the vinyl first to be sure there is no issue with discoloration, but our products are tested to be safe on most surfaces.

Q. If you seal grout every six months, will that keep it clean and is this recommended?

A. *[PGP]* Grout should be professionally sealed upon installation to help prevent soil penetration and darkening. Beyond that, grout can be sealed periodically, depending upon the traffic and soil load in the facility. Be sure that the grout is thoroughly cleaned before resealing. Also, please consult the manufacturer for recommendations on application and frequency.

Product-Related

Q. Does Procter & Gamble Professional offer Swiffer[®] products for commercial cleaning? My employees are buying the household products out of their own pockets.

A. *[PGP]* Yes P&G Professional offers two versions of the Swiffer[®] Implement for commercial cleaning. The base Swiffer Implement and the Swiffer Implement Max can both utilize the dry disposable clothes or wet disposable cloths for all hard-to-reach places. The key is to not just move dust around, but to remove it with Swiffer Sweeper. This powerful sweeper acts like a “dust magnet.” Wipe a hard surface with the soft, dry cloths and it creates an electrostatic charge that attracts dust, dirt, common allergens and hair to the cloth. Entangled fibers in the cloth trap and hold dirt in place. Throw the cloth away and the dirt goes with it. Use the cloths for either hand dusting or with the dusting implement for use on floors or hard-to-reach places above the floor. Swiffer is safe for wood, ceramic, vinyl tile, electronics and other hard surfaces, but leaves no residue.

Q. What exactly is in the Mr. Clean[®] Magic Eraser to make it work as good as it does?

A. *[PGP]* Mr. Clean[®] Magic Eraser works by mildly abrading the soil and by “pulling” or extracting the soil from within the surface by capillary action. It is a patented material that allows it to do both when it is wetted with water and wrung out to be damp.

Q. Other than a disinfectant, what cleaning solution would you recommend for restroom floors on a daily basis?

A. [PGP] Mr. Clean® Finished Floor Cleaner is recommended for use on a daily basis because of its broad-range cleaning capability and is excellent at soil suspension, which helps prevent soil deposition in grout. P&G Pro Line Finished Floor Cleaner has the same cleaning performance as well.

Q. There are many brands of hand sanitizers on the market. Are they all the same?

A. [PGP] Hand sanitizers are designed to help reduce micro-organisms on the skin, but they are not all the same. Hand sanitizers might come in liquid, gel or foaming format. They might also contain different active ingredients and might contain different product warnings.

Q. What is the best way to compare these products to others in terms of cost? I know you have to look at dilution ratios, cost per diluted gallon, etc. Is there a standard to help understand and follow?

A. [PGP] Unfortunately there is no standard way to compare. However, we recommend you compare all restroom cleaning products in terms of performance. Does the product accomplish what it is designed for? Does the product complete the task? Does the product help you or your staff complete the task quickly and effectively? Several of these can be measured directly thru efficacy of performance and cleaning ability. Other considerations would be dilution ratio, product packaging and product price.

Q. What is the shelf life of Spic and Span® or any of your other products when you use the dilution station to fill the bottles compared to the prepackaged bottles? I heard there is an issue with shelf life when using dilution dispensing systems. Is that true?

A. [PGP] P&G Professional products, such as Spic and Span®, are designed for a shelf life of two years. This is true for the package that is attached to the dilution center as well. Generally, we recommend that diluted and dispensed products be used as soon as possible, with two weeks being the general guideline for products dispensed into spray bottles or other secondary containers.

Q. Is the Comet® Disinfecting Bathroom Cleaner the same as Comet® with Bleach?

A. [PGP] No, these are two different products with two different design intents. While both are effective cleaners, the Comet® Disinfecting Bathroom Cleaner is designed for typical restroom soils such as soap scum, mineral deposits and oily soils. Comet with Bleach is a highly effective all-purpose cleaner with the stain and color removal capability of bleach.

Q. What chemical will clean chrome – white lime at green corrosion?

A. [PGP] For daily cleaning of chrome that tends to build up “white lime and green deposits” (water hardness and mineral deposits), Comet® Disinfecting Bathroom Cleaner would be our base recommendation. Mr. Clean® Toilet Bowl Cleaner/Restroom Disinfectant would be an effective alternative, with a viscous consistency designed to cling to the target surface. For periodic cleaning of more build-up of these mineral deposits, P&G Pro Line Thickened Acid Toilet Bowl Cleaner is a stronger acid product and will help dissolve these deposits. Please see the MSDS for this product for personal protective equipment (PPE) requirements. Also, as with any new cleaner, test first on a small and inconspicuous area first, to be sure that the surface appearance is not altered. Some surfaces that appear to be chrome may be coated with a plastic laminate, and the integrity of the plastic may have already been degraded by past cleaning.

Q. What is most effective on heavy urine soils under urinals on tile and grout?

A. [PGP] For daily cleaning, Mr. Clean® Finished Floor Cleaner will help maintain a clean surface and help control odors. For periodic odor control, especially if the tile or grout is damaged (a common occurrence) allowing urine and other soils to penetrate under the floor surface, P&G Pro Line Digestant Deodorizer is recommended. This product will provide ongoing odor control via non-pathogenic bacteria cultures that consume the soils and urine that have penetrated the floor surface.

Q. What is the dwell time on the Comet® Disinfecting Bathroom Cleaner?

A. [PGP] Comet® Disinfecting Bathroom Cleaner has a required wet contact time of 10 minutes for disinfecting.

Q. What is the recommended dwell time of the products shown? How do you apply these chemicals?

A. [PGP] As with most disinfectants, all of the P&G Professional products have a 10 minute wet contact time requirement for disinfection. Each product should be applied via the package instructions, and there are multiple application options such as a mop, spray, wipe, cloth, sponge, etc. Please see each package's instructions for details or visit www.pgpro.com for procedures and usage instructions.

Q. What is the best chemical to clean slate floors?

A. [PGP] In a non-foodservice setting, Mr. Clean® Finished Floor Cleaner is our base recommendation, as it has been tested to be effective and safe on a broad range of surfaces including stones.

Q. Does the Mr. Clean® Finished Floor Cleaner disinfect?

A. [PGP] Mr. Clean® Finished Floor Cleaner does not disinfect. If a disinfecting floor cleaner is required, P&G Pro Line Disinfecting Floor Cleaner is our recommended product.

Q. What about Comet® with Bleach usage in restroom?

A. [PGP] Comet® with Bleach can be used effectively for restroom cleaning. However, Comet Disinfecting Bathroom Cleaner was specifically designed for bathroom soils, so this is generally our first recommendation.

Q. Is the Mr. Clean® Finished Floor Cleaner used for waxed floors only?

A. [PGP] Mr. Clean® Finished Floor Cleaner is used on finished (waxed) floors and for any other hard surface floor cleaning task. It has broad-range soil removal capability, and thus is great for any general cleaning task. For foodservice operations, Spic and Span® Floor Cleaner or Dawn® Heavy Duty Floor Cleaner would be recommended where there is a high greasy soil load.

Q. Are Procter & Gamble Professional products available in a dispensing system?

A. [PGP] Yes, several of the P&G Professional cleaning products are available in concentrated packaging and designed for use with P&G Professional Dilution Control Systems. These products include but are not limited to: Comet® Disinfecting Bathroom Cleaner, Comet Cleaner with Bleach, Spic and Span® Disinfecting All-Purpose Spray and Glass Cleaner, Mr. Clean® Finished Floor Cleaner, Febreze® Fabric Refresher, P&G Pro Line Finished Floor Cleaner, P&G Pro Line Sanitizing Restroom Cleaner, P&G Pro Line Disinfectant Floor Cleaner, and Spic and Span Floor Cleaner.

Q. Will the Mr. Clean® Magic Eraser remove years of mineral build-up on sinks and commodes?

A. [PGP] Mr. Clean® Magic Eraser is very effective at removing mineral/scum deposits from sinks and commodes. As with any heavy soil build-up, more effort may be required to remove “years” of build-up, but we strongly recommend Mr. Clean Magic Eraser for this task. It may be beneficial in this extreme case to use Comet® Disinfecting Bathroom Cleaner first to help loosen the “bond” of the excessive mineral build-up.

Q. What do you recommend for odor neutralizing?

A. [PGP] Febreze® Fabric Refresher is the primary choice for carpets and fabrics. For airborne odors, Febreze Air Effects can help neutralize unpleasant or lingering odors. For daily cleaning, Mr. Clean® Finished Floor Cleaner will help maintain a clean surface and help control odors. For periodic odor control, especially if the tile or grout is damaged (a common occurrence) allowing urine and other soils to penetrate under the floor surface, P&G Pro Line Digestant Deodorizer is recommended. This product will provide ongoing odor control via non-pathogenic bacteria cultures that consume the soils and urine that have penetrated the floor surface.

Other

Q. Where can we get more information on the science of cleaning, specific to the products mentioned in that section?

A. [PGP] Please visit www.pgpro.com for more information on the P&G cleaning products.

Q. Where can I order the restroom cleaning procedures displayed during the presentation?

A. [PGP] The cleaning procedure wall charts are provided at no charge to P&G Professional customers. For more information, please call 800-332-7787.

Q. How could we get copies of the restroom inspection report and the work flow sheets?

A. [PGP] Please contact your ISSA CIMS certified P&G Professional Sales Representative at 800-332-7787 and they will discuss the options for where to purchase the *InfoClean* software.

Q. How can I access this presentation?

A. [PGP] The recording and the PDF of this Webinar presentation is available on www.pgpro.com.

Q. How can I access the checklist for cleaning?

A. [PGP] Please contact your ISSA CIMS certified P&G Professional Sales Representative at 800-332-7787 and they will discuss the options for where to purchase the *InfoClean* software.

Q. Do you have any step by step cleaning instructions available?

A. *[PGP]* P&G Professional has materials, pamphlets, and other tools available for our customers to clean their facilities. These vary by tasks and procedures, and our associates at 800-332-7787 can provide more information.

Q. Tell us about touch-free cleaning systems.

A. *[DF]* There are a few categories in touch-free systems. 1) Touch-free dispensers for soap or paper 2) Touch-free fixtures such as faucets, urinals, toilets and 3) Touch-free cleaning machines that use a pressure washer as a vacuum attachment to spray chemicals in areas that need cleaning. Some have accessories that can air dry certain surfaces.

Q. How do you address the issue that in some restrooms, there are electric hand dryers but no towels to open the door with?

A. *[DF]* Some manufactures offer dispensers that distribute small tissues to mount near or on the doors.

Q. What about restrooms with hand dryers and no paper towel dispensers – what are the issues with these? I have read these are more sanitary – do you agree?

A. *[PGP]* This has become a controversial subject, because you can find expert opinions and actual studies that support both options as the “best” option. P&G Professional believes that disposable paper towels are best for preventing cross-contamination, as people tend not to dry to the full extent with hand dryers, thus deposit fluid from their hands on door handles and other touch-points when exiting the restroom. There are pros and cons to both options, and each facility needs to decide what works best for them.

Q. Is it effective to have touchless hand sanitizers available at the exit doors of restrooms?

A. *[DF]* Yes, this is an effective practice. Some buildings have touchless hand sanitizers on the exterior of the restroom to use after they grab the door handles. They can use either a stand with a dispenser or a wall-mounted unit.

Q. Do you have evidence of how a cleaner bathroom contributes to the revenue of a building?

A. *[DF]* There are many studies and white papers on the topic of public perceptions regarding restroom hygiene on the Internet. We know that a dirty restroom is not a quality selling feature and it does not create revenue.

Q. Do you have any experience regarding electronic faucets and valves in a restroom?

A. *[DF]* Yes. It’s all about water conservation. They are motion detectors or lasers that active water. Some work better than others. Be sure to do your research to find the solution that’s right for you.

Q. Are all of the charts that were in the presentation located on your website?

A. *[PGP]* The charts in the presentation are not directly available on our website. However, please contact your ISSA CIMS Certified P&G Professional Sales Representative at 800-332-7787 and for information on how to obtain these charts.

Q. Floor slip considerations on finished floors between cleanings – what product characteristics and worker practices (after floors dried and signs removed)?

A. *[PGP]* Both P&G Professional floor finishes and P&G Professional floor cleaners are “UL Classified as to Slip Resistance.” As confirmed by Underwriters Laboratory (UL), this means that they meet the industry-accepted norms for slip resistance (coefficient of friction). Thus, a floor cleaned with P&G Professional floor cleaners, after drying, will provide the customer with slip resistance reassurance.

The Procter & Gamble Professional Experts



Mike Weber is Principal Scientist of Products Research with Procter & Gamble Professional. A 30-year veteran at Procter & Gamble, Mike has helped develop the P&G Pro Line brand of commercial cleaners and lends his expertise on in-depth consumer understanding for finished floor care and applying this understanding towards the development of products to better meet customer needs. Mike is an experienced trainer and consultant in finished floor care, and has published more than 20 articles and care guides in numerous trade publications. Mike holds a bachelor's degree in chemical engineering from The Ohio State University.



A Customer Business Development Manager at Procter & Gamble Professional, Matt Koloseike is responsible for developing and executing business strategies throughout North America which includes the expansion of the P&G Pro Line commercial cleaning program and on-premise laundry program featuring Tide. With 12 years of industry experience, Matt has been actively leading the creation and development of innovative commercial cleaning and laundry solutions, working closely with textile manufacturers, linen providers and linen users. Additionally, Matt is a Cleaning Industry Management Standard (CIMS) expert certified through ISSA and provides training and consulting services to P&G Professional customers in complying with all current and active changes within the CIMS standard. He earned his bachelor's degree in electrical engineering from Virginia Military Institute and holds an MBA in business management from Florida Tech University. Additionally, Matt is a former U.S. Navy commander and recently retired with more than 20 years of combined active duty and reserve service in support of Global U.S. Navy Operations.