

The following captures the Q&A session from the “Streamline Your Cleaning Operation” 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 products do you recommend for green cleaning? Or do you just recommend a product that works?

A. 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.

The Science of Clean

Q. Is it not true that most all-purpose cleaners without disinfectants will kill most germs? If that is the case, why would I want to disinfect all surfaces, considering that germs are getting used to our disinfectants?

A. It may be true that an all-purpose cleaner can kill some germs, and also “remove” germs, but you would not get the level of “disinfecting” germ kill that you get with a proven and EPA-registered disinfectant. You need a registered disinfecting product to kill germs and insure that the surface is safe and germ-free. There is no evidence or proof that germs are becoming resistant (or “used to”) to disinfecting products. There are strains that are resistant to antibiotic treatment, but antibiotic resistance is different because antibiotics (medicinal) must be safe to the patient. Disinfectants are much more aggressive, and thus an EPA-registered disinfectant will kill the germs that it is registered to kill, when the product is used as directed.

Q. You stated a one step disinfection process but the label states “use on pre-cleaned surface,” can you please clarify?

A. For normal soil levels, as found in the vast majority of routine cleaning, our P&G cleaning and disinfecting products will clean and disinfect in one step. You would only need to pre-clean if there are heavy or gross soil loads that would prevent you from effective cleaning with one step.

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

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

Q. What is an MSDS sheet vs. a cleaning procedure?

A. MSDS stands for “material safety data sheet” and is required by the Occupational Safety and Health Administration in the United States. A MSDS contains data regarding the properties of a particular substance. An important component of product stewardship and workplace safety, it is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner, and includes information such as physical data (melting point, boiling point, flash point, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill-handling procedures. MSDS formats can vary from source to source. On the other hand, a **cleaning procedure** is a step by step guide to cleaning a specific area or handling a specific cleaning task.

Q. Where can you get the square foot time standard for cleaning different materials?

A. The ISSA publishes cleaning time standards that are generally accepted by our industry. Please visit www.issa.com for information on how to get these time standards.

Q. Are these cleaners effective on both MRSA and/or H1N1 contaminants?

A. Of the products we reviewed in our Streamline Your Cleaning Operation webinar, the products that kill MRSA and H1N1 are P&G Pro Line Disinfecting Floor Cleaner (also approved as a spray disinfectant) and Spic and Span[®] Disinfecting All-Purpose Spray & Glass Cleaner. Comet[®] Disinfecting Bathroom Cleaner also kills H1N1.

Q. Is there a timeline that MSDS sheets need to be updated in the kitchens (assuming no changes need to be done to the MSDS sheet)?

A. The manufacturer of the product needs to update the MSDS whenever a change is made to its composition. The user of the product is required to have the most up-to-date MSDS on-location.

Q. We preach to our staff about dwell time for disinfecting and letting cleaners air dry in particular Spic and Span, do you consider this a valid practice?

A. Yes, this is a valid practice. The dwell time is required in order for “disinfecting” level of germ kill.

Other Questions

Q. How can I purchase your products wholesale?

A. P&G Professional products can be purchased through your local distributor. For a list of distributors in your area, please visit www.pgpro.com/locator.aspx.

Q. Can P&G Pro Line Tide detergent be used for any laundry fabric or just for towels?

A. P&G Pro Line Tide[®] can be used to clean any fabric that’s suitable for laundering with detergent and water. Not only does PGP Pro Line Tide get laundry clean and white, it is also safe for employees to use. To find the PGP representative closest to you, please call 800-332-7787.

Q. Do you have any chemicals that prevent or treat bed bugs?

A. No, at this time P&G Professional does not sell any chemicals for the treatment of bed bugs.

Q. Are all of the products shown available in closed-loop?

A. Spic and Span[®] 3-in-1, Comet[®] Disinfectant Bathroom Cleaner, Comet[®] Cleaner with Bleach, P&G Pro Line Finished Floor Cleaner, and P&G Pro Line Disinfectant Floor Cleaner are all available in closed loop versions. Please contact your P&G Professional Sales Representative for more information or call 800-332-7787.

Q. Does Spic and Span works as well as Mr. Clean Floor Cleaner?

A. Spic and Span[®] 3-in-1 is designed specifically as a multi-surface cleaner, glass cleaner and disinfectant. Mr. Clean[®] Finished Floor Cleaner can be used as a multi-surface cleaner, but is optimized for the removal of particulate soils from finished floors.

Q. Do you have any 3-in-1 cleaners that are safe for marble or river stone?

A. This depends on your specific cleaning tasks and needs. Please contact your local P&G Professional Sales representative for more information or call 800-332-7787.

Q. Should I have both the Comet and Comet with Bleach?

A. This would depend on your cleaning tasks and specific needs. Please contact you local P&G Professional Sales representative for more information or call 800-332-7787.

Q. Which product is better to use in wood finished in hotels room?

A. We recommend either P&G Pro Line Furniture Polish or Swiffer[®] Dust and Shine. Please contact your P&G Professional Sales Professional for more information or call 800-332-7787.

Q. I work for a hotel with long stays and have full kitchens, which are the bad smells are not products that remove especially when we have guests who cook curry.

A. We recommend treating all fabrics with Febreze® Fabric Refresher to eliminate trapped odors. For airborne odors, Febreze® Air Effects can help neutralize unpleasant or lingering odors.

Q. What type of product do you recommend for cleaning leather furniture?

A. One possible option is Swiffer® Dust and Shine. Please consult the package usage instructions and the MSDS sheet for further information.

Q. Who is the P&G Professional sales rep in Michigan?

A. Please contact P&G Professional at 800-332-7787 and we will have the appropriate territory sales representative contact you directly.

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

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

Q. Do you have a step by step procedure for cleaning hotel rooms as you do for cleaning a restroom from the slide that was just up?

A. Yes, there is a hotel room procedure chart available for P&G Professional customers. Please call 800-332-7787 for more information.

Q. How can I access the checklist for cleaning?

A. 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 pamphlets to clean common areas step by step?

A. 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. Can we order the cleaning charts from our local sales rep?

A. Yes. Please call 800-332-7787 to identify your local P&G Professional representative.

Q. How can I access the InfoClean software? How can I access the InfoClean staffing calculator?

A. Please contact your ISSA CIMS certified P&G Professional Sales Representative at 1-800-332-7787 and they will discuss the options for where to purchase the *InfoClean* software.

Q. Can we get written procedure for housekeeping in the hospitality industry?

A. Yes, your P&G Professional representative can help you obtain clean procedures and wall charts. You can find your nearest representative by calling 800-332-7787.

Q: What is the best way to define frequency minimums?

A: Frequency minimums can be determined by the area of risks – low, medium or high. High-risk areas have the greatest amount of pathogen transfer and an example of high-risk scenarios would include restrooms and foodservice settings.

Q: How can I reduce the cost of cleaning by 10 percent or more?

A: Cleaning reduction begins with a clear understand of task frequency and labor costs.

Q: You mentioned validate the value of cleaning, and what was the third?

A: Validate the cleaning practices, verify the budget number and communicate the value of cleaning.

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.



Craig Monsell is currently a R&D Manager for Procter & Gamble Professional's Foodservice Cleaners Product Development. He leads the customer understanding and product development to build Procter & Gamble's share in restaurant and institutional foodservice cleaning. He has a broad range of products research experience, with particular emphasis on customer understanding, qualitative research, concept development and formulation to consumer-driven success criteria. Craig joined P&G in 1983 and worked on laundry and automatic dishwashing among other areas before joining P&G Professional in 1992. Craig holds a bachelor's degree in chemical engineering from Massachusetts Institute of Technology (MIT). Before his career at P&G, he worked in refinery process engineering for Chevron USA, as well as the manufacturing and product development department of Corning Glass and in strategic market planning for Pacific Telephone. Craig also earned an MBA from University of California, Berkeley with an emphasis on Marketing, Finance and Strategic Market Planning.



A Customer 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.