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Clorox® Restroom Solutions Toolkit

Tough Jobs Demand Smarter Solutions



Restrooms are filled with problems that never rest, such as germs, mold, soap scum, urine stains and odors — to name a few. While dilutable cleaners are fine for some jobs, tough problems like these demand solutions that are tough and smart. Clorox offers you a complete line of ready-to-use products specially formulated to solve your most difficult restroom problems, so you can clean and disinfect more efficiently. The job gets done right the first time, which saves you time and money. And everything we make is the product of continuous innovation, scientific rigor, and a century of knowledge and experience.



Did you know?

Patrons judge the cleanliness of a facility by its restroom

91%

of respondents say an unclean restroom gives them a negative perception of a business.¹

93%

of Americans believe the condition of a workplace restroom is an indicator of how a company values its workforce.²

60%

of Americans say they've had a particularly unpleasant experience in a public restroom due to the condition of the facilities.³



Unclean restrooms are bad for business

95%

of people avoid businesses where they have had a negative restroom experience.⁴

50%

of complaints about a facility concern the restroom.⁵

80%

of consumers would avoid a restaurant with a dirty restroom.⁶



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Laying Urine Stains and Odors to Rest in the Restroom

By Sara Schafer, Executive Director, Mower County Senior Center



“The improvement in our men’s restroom appearance and smell has not gone unnoticed. Our patrons frequently ask what’s changed”

After working at Mower County Senior Center for 10 years, I’ve seen my fair share of different cleaning and maintenance issues. Our facility is a “one stop shop” for seniors ages 55 and older and offers seminars and programming as well as medical transportation, senior advocacy and senior chore programs. With so many ongoing activities and more than 200 elderly visitors per day, one of our toughest areas to keep clean is the restroom, especially the men’s urinals.

Challenge: Customer Urinal Complaints

Mower County Senior Center is a 15,000 square foot, multi-purpose space with a coffee shop, dining facilities, pool room and board room. But for two years, we struggled with removing persistent urine stains and odors in our men’s restroom. In fact, it was an issue our male clientele would bring up and complain about frequently. Mower County Senior Center’s goal is to help keep seniors healthy and encourage them to be vital members of the community and the last thing I wanted was the condition of our restrooms to influence their decision to come to the Center.

One of the challenges of serving an older population is that advanced age can contribute to men “missing” the urinal, making it easier for urine stains and odors to build up and become trapped in porous surfaces like grout.

For more information on smart solutions for the toughest restroom jobs from Clorox Professional Products Company, visit www.CloroxProfessional.com.

With just two bathroom stalls and one urinal in our facility, there are often daily urine issues in the restroom.

I brought in different vendors to look at the problem and kept switching from product to product to deal with our discolored grout and urine odors. However, this just made the problem worse. Certain enzyme-based cleaners left white specks on the floor and we would get a white mold that could not be easily removed.

Our goal through this entire process was to find a smarter solution to take care of our biggest patron complaint without creating any additional problem areas.

Solution: Finding the Right Product for the Job

In July 2014, I was introduced to a new hydrogen peroxide-based product, Clorox® Urine Remover. After numerous vendors and products that could not solve our urine problems, this product did and did it well. It eliminated our restroom grout stains and urine odors. Since then, we’ve incorporated it as a standard part of our daily restroom cleaning process.

The improvement in our men’s restroom appearance and smell has not gone unnoticed. Our patrons frequently ask what’s changed and comment on how the restroom looks great and smells good. In fact, the product has worked so well that we may begin using it on our chairs and furniture that are the victims of patron “accidents.” It is truly amazing to have a product option that can clean so many urine problem areas, including hard and soft surfaces.

The addition of a new, effective product option absolutely helped save my facility time and money. It offered a real solution to our problem and did not require extensive training for staff to use. Now I can move on to deal with other facility problems and lay urine stains and odors to rest.

If your facility faces similar challenges, the solution may be to take a closer look at your cleaning process and products to evaluate the smartest options.

About the Author:

Sara Schafer has 10 years of experience in the senior care industry and is currently the Executive Director at Mower County Senior Center, a 501(c)3 non-profit business located in Austin, Minnesota, that provides senior seminars, activities, programming and services for those 55 years and older in the community. Her maintenance team recently implemented a successful urine odor and stain intervention in their men’s restroom using Clorox® Urine Remover. For more information about smart solutions for the toughest restroom jobs from Clorox Professional Products Company, visit www.CloroxProfessional.com.





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Solving the No. 1 Restroom Tough Job



These statistics indicate that the presence of urine odors and stains in public restrooms could have a real impact on a business's bottom line.

It is no secret that the restroom poses many tough challenges for cleaning industry professionals — including everything from tackling odor to unsightly urine stains. According to the results of two recent Clorox Professional Products Company surveys, cleaning professionals say that removing urine odors (52%) and stains (47%) is their No. 1 priority.¹ Likewise, three in four Americans are disgusted by urine odors and stains, with more than one-third saying they would leave a place of business if the restroom smelled like urine.² These statistics indicate that the presence of urine odors and stains in public restrooms could have a real impact on a business's bottom line. Issues surrounding urine odor and stains also ring true for TriStar Building Services, a building services contractor that serves more than 14 million square feet of A-class commercial office space in and around Nashville, Tenn. TriStar's customers recently faced difficulties keeping urine stains and odors at bay in their buildings, but TriStar was able to introduce a new product that effectively tackled this tough job.

The Challenge: Persistent Urine Stains and Odors

Boyd Poteat, vice president, who oversees the janitorial division at TriStar, says urine stains and odors are the toughest challenges TriStar faces. "Our customers had persistent problems with urine stains, especially on tile and grout around toilets and urinals, that we had not been able to fully remove," said Poteat. "Restrooms are frequently used areas, so trying to get ahead of the problem by removing urine stains and odors as they occur can be tough."

Urine odors occur when uric acid crystals become trapped in porous damp surfaces and are fed on by naturally occurring bacteria, which causes the release of a strong ammonia-like odor. If these uric acid crystals are not removed, the odor can return during humid conditions or once the surface is wetted.

"We were looking for a more cost-effective, smarter solution to help us deal with this customer issue, as many existing dilutable and enzymatic cleaners did not effectively eliminate the long-term odors and stains," said Poteat.

The Solution: A Better Cleaning Process and Product Selection

To help solve this problem, TriStar began using Clorox® Urine Remover, which uses hydrogen peroxide, surfactants, solvent and a low pH to remove uric acid crystals and clean urine stains and odors. "We tested the product on the tile, grout, urinals and toilets in one of our buildings," said Poteat. "After using it, we saw a dramatic decrease in the urine stains and odors. Clorox® Urine Remover is the best product we've tried for our customers' urine odor and stain problems on difficult surfaces such as porous grout." According to Poteat, after using Clorox® Urine Remover, their customers were amazed at how clean their tile and grout became after being "stained" for years.

Taking care of urine stains and odors quickly is important, because the longer urine is allowed to seep deep inside floor grouting or urinal systems, the more difficult it is to remove.

Based on their initial success with the product, TriStar started to use Clorox® Urine Remover in all of the office buildings it serves. In addition to using the product on their customers' major problem areas, they are also beginning to use it on a routine basis to address minor urine stains and odors before they become more significant problems.



For more information on smart solutions for the toughest restroom jobs from Clorox Professional Products Company, visit www.CloroxProfessional.com.

1. Clorox Professional Products Company and ClearVoice Research (February 2012). *Online Survey of Professional Cleaning Service Industry Decision Makers*.

(Survey of 933 cleaning industry decision makers across various industries.)

2. Clorox Professional Products Company and Opinion Research Corporation (March 2013). *Restroom Pet Peeves Omnibus Survey*. (Survey of 1,005 U.S. adults.)

Use products as directed.



Don't Let Urine Stains and Odors Tarnish Your Reputation

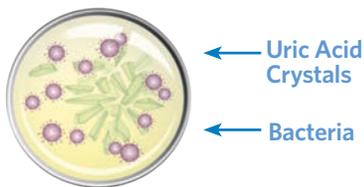
By Steve Schultz, R&D Scientist

Odor is the Leading Cause of Poor Restroom Experiences

72% of U.S. adults consider bad smell the No. 1 cause of "awful restroom experience."¹

Tough-to-clean urine stains and odors can make an otherwise clean facility seem unappealing and dirty, despite the hard work of cleaning staff. Without the right product, staff may need to spend extra time cleaning urine or, worse, allow urine odors and stains to remain.

What Causes Urine Odors?



← Uric Acid Crystals

← Bacteria

Urine odor comes from naturally occurring bacteria and uric acid crystals (crystalized urine residue). Porous damp surfaces host the bacteria, which feed on urine. Uric acid crystals often remain trapped in these porous surfaces and release a strong ammonia-like odor as the bacteria consume the urine. Humid conditions or wetting the surface can also reactivate the odor.

Clorox® Urine Remover Tackles Both Stains and Odors



- Quickly addresses short- and long-term odors. Clorox® Urine Remover uses hydrogen peroxide to remove uric acid crystals and breakdown the cell structure of naturally occurring bacteria.
- Effectively removes stains
- Cleans urine stains better than enzymatic cleaners* with surfactants, solvent and a low pH.
- Minimal training required.
- Can be used before or after other cleaning products. Very low surface safety concerns on most surfaces.
- Does not contain bleach.



Dilutable Bathroom Cleaners May Not Eliminate Long-Term Odors

Uric acid crystals can remain, creating long-term odors. Dilutable bathroom cleaners typically contain less than .5% of their active ingredient after dilution and may not completely remove stubborn uric acid crystals, which will release a strong ammonia-like odor when rewet.

Not for use on soft surfaces like carpet or mattresses



Enzymatic Cleaners Perform Poorly on Stains

Less effective on stains

Enzyme cleaners use living micro-organisms to "eat" uric acid crystals and smelly bacteria. These cleaners are typically formulated at a neutral pH to be compatible with the living bacteria and do not clean urine stains as effectively.*

May be misused

If an antibacterial or high/low pH product is used before or after, the enzymes may be neutralized.

Specially Formulated for Hard-to-Clean Porous and Soft Surfaces

Clorox® Urine Remover's versatile formula removes urine from porous surfaces like grout that tend to trap urine odors. It also handles stains and odors on absorbent soft surfaces, like carpet and mattresses, and is an excellent pretreatment for laundry and bedding.

Improved Labor Efficiency

Clorox® Urine Remover removes urine effectively from porous grout in one application. Now you can get the job done right the first time, instead of mopping frequently with less effective products to stay on top of urine odors. The versatile formula with low surface safety concerns means minimal training required. Does not contain bleach.

Great Value, Great Results

- More effective cleaning* compared to many enzyme-based cleaners.
- One product for both odors and stains on multiple surfaces.
- The Clorox name means you're getting a product you trust to work.

Cleaning professionals who tried the product had great things to say about Clorox® Urine Remover.

"Most products work on one or the other (odors or stains), but not both!" said one building service contractor. "I've tried everything to try to get rid of the urine smell in my restrooms, and this is the only product that works!" echoed a bar and restaurant owner.

Also Good for:

- Other Human Soils
- Pet Stains
- Pretreatment for Laundry



About the Author:

Steve Schultz is an R&D scientist with 10 years of product development experience with cleaning and disinfecting products. His education includes a BS in Chemical Engineering and an MS in Organizational Administration.

For More Info:

To learn more about **Clorox® Urine Remover**, and get up to **\$50 in rebates** on this and other Clorox® products, visit: cloroxprofessional.com/cleaningpromo

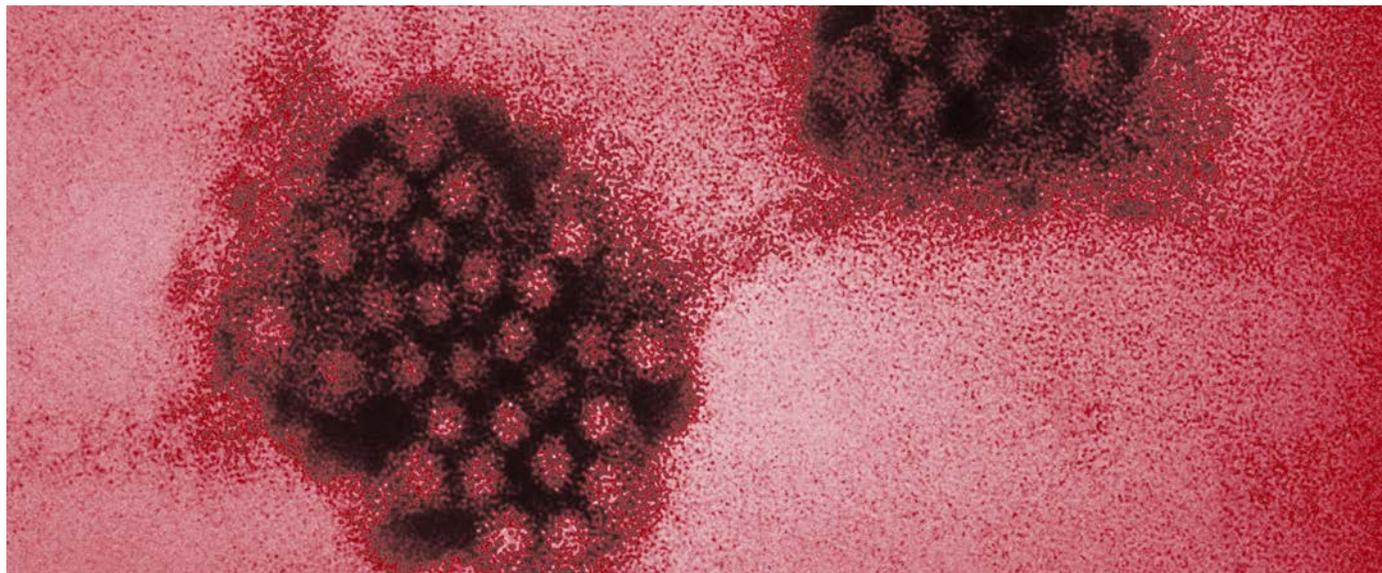
^{*}on porous grout
1. 2012 Bradley Corporation's Healthy Hand Washing Survey, 1,046 American adults.



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Norovirus

Highly Contagious: Only a Small Dose Is Required to Cause Illness¹



Facts About Norovirus

What is it?

Norovirus is a single-stranded, nonenveloped RNA virus that is the most common cause of gastroenteritis in the United States. Norovirus causes an estimated 23 million cases of gastroenteritis and 50,000 hospitalizations each year in the U.S. alone.²

Symptoms and treatment

Norovirus causes an abrupt onset of nausea, vomiting and diarrhea that usually lasts one to two days. Symptoms appear 12 to 48 hours after exposure to the virus. Symptom severity and/or duration can be increased among the elderly or immunocompromised. There is no specific cure for norovirus, but replacement of fluids to avoid dehydration is extremely important.³

Outbreaks

Outbreaks occur in all age groups and are particularly a problem among closed populations in crowded quarters. Examples include cruise ships, schools, extended care facilities and hospitals.

Decontamination of environmental surfaces

Decontamination of environmental surfaces is an important part of controlling the spread of norovirus. The virus is relatively stable and can persist on surfaces in the environment.⁴ The efficacy of bleach for inactivation of noroviruses on environmental surfaces has been confirmed in the published literature; this work suggests that environmental surfaces can be decontaminated by a 5000 ppm bleach and detergent solution.¹ However, detergent-based cleaning alone failed to eliminate norovirus contamination.

Norovirus case study⁵

Environmental contamination was a contributing factor during a recent outbreak of norovirus among patients in an inpatient psychiatry unit. Control efforts included extensive cleaning and disinfection of the unit with a 1:10 dilution of hypochlorite (household bleach) solution. Other control efforts, including closing the unit to new patients and putting ill staff on sick leave, were also instituted. No subsequent cases of norovirus occurred after the unit was reopened. Along with enhanced environmental disinfection, the authors recommend hand hygiene with soap and water.

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Addressing Bioburden and Cleaning to Stop the Spread of Disease in Public Restrooms

By Dane Dickson, R&D Director, The Clorox Company



Disinfecting tips every facility should follow to avoid bioburden buildup and help prevent the spread of germs that could impact public health:

- ✓ Pre-clean surfaces first to remove debris and bodily soils such as urine, feces and vomit. Then use an EPA-registered product with kill claims for some of the most contagious and hard-to-kill infections such as MRSA, influenza and Norovirus to disinfect surfaces.
- ✓ Pay particular attention to disinfecting frequently touched surfaces such as faucet handles, countertops, doorknobs and dispensers, which need to be disinfected at least once a day.
- ✓ Always refer to the disinfectant's product label and follow the manufacturer's instructions for use and contact time, or the length of time the disinfectant needs to remain wet on the surface to properly kill pathogens. Different products have different contact times for killing certain pathogens.
- ✓ Eliminate restroom odors by breaking them down at their source. Not all products can actually break down and eliminate odor-causing uric acid crystals.

Whether you manage an office building, hotel, restaurant, school, healthcare facility or other business, the restroom is likely one of the toughest areas to maintain. Restrooms are often cited as the biggest problem area for cleaning and maintenance professionals and the No. 1 source of customer complaints. For these reasons and more, restroom cleanliness is a vital part of every facility and deserves every cleaning facility manager's attention. With this in mind, Clorox Professional Products Company brought leading cleaning industry experts together for a round-table discussion during the 2013 ISSA/INTERCLEAN conference to address the state of the public restroom and learn more about what makes it such a tough place to clean and maintain. That discussion focused on the fact that restroom maintenance not only means keeping the area *looking* clean, but also ridding it of bacteria and illness-causing germs. Since ongoing education is a core component of restroom cleanliness, below is more information on dealing with restroom soils and illness-causing germs to share with cleaning staff and product selection suggestions for facility managers to keep in mind.

Cleaning the Visible Dirt and Invisible Bioburden in the Restroom

Any cleaning professional can tell you that restrooms accumulate a lot of grime, debris and bacteria because of their function and constant use. Visible dirt, garbage and bodily fluids such as urine, vomit and feces are all common in the restroom. Not to mention, every time a toilet is flushed, it releases a plume of aerosolized droplets that can carry bacteria to other restroom surfaces, including floors, walls and door handles.¹ All of these things contribute to a restroom's "bioburden," or the amount of bacteria present on a surface before it is disinfected. Bioburden buildup is not a pretty subject. In fact, a Clorox Professional survey of U.S. consumers found that three out of four people are disgusted by urine stains and odors in public restrooms, and more than one-third would leave a place of business because the restroom smelled like urine.² Urine is ever-present in restrooms and, as such, significantly contributes to bioburden levels. One study in the *PLOS ONE* journal found, as expected, that the routine use of toilets results in the distribution of urine and fecal-associated bacteria throughout the restroom.³ Furthermore, according to a separate survey, cleaning industry decision makers consider removing urine stains (47%) and odors (52%) from grout and other porous materials among the most important restroom cleaning priorities.⁴ Since visible dirt, grime, stains and odors all influence people's perceptions of a facility, it is important to deal with them in a timely and efficient manner. The best approach is to focus on daily cleaning efforts, which include selecting the right products that are easy to use and engineered to deal with problems like stains and odors at their source, rather than masking them.

Cleaning to Stop the Spread of Disease in the Restroom

Cleaning restrooms for aesthetic purposes is certainly important, even critical, but regular disinfecting, as part of the cleaning routine is also important to protect public health. Cross-contamination is also a concern in restrooms since dangerous bacteria and viruses are easily transferred from one surface to another. Visible stains, soiled surfaces and odors can signal the presence of harmful microorganisms, such as influenza, Norovirus, *Shigella*, *Salmonella*, Hepatitis A and *E. coli*, which are commonly found in restrooms and are associated with outbreaks of illness.^{5,6} These illness-causing germs are nothing to ignore, as they can have serious consequences for both building occupants and a facility's bottom line. Because the link between the restroom and the spread of infections is not always top-of-mind, more information on infection-causing germs found in restrooms and tips to prevent their spread are included below:

Norovirus — Norovirus, sometimes referred to as the "vomiting disease," is a highly contagious virus that is the No. 1 cause of gastroenteritis in the United States. According to the U.S. Centers for Disease Control and Prevention (CDC), Norovirus causes an average of 800 deaths, 71,000 hospitalizations, 400,000 emergency department visits, 1.9 million outpatient visits and 21 million total illnesses each year.⁷

- **Transmission:** It takes as few as 18 virus particles to cause a Norovirus infection, and once infected, a person is capable of infecting many others.⁸

Restrooms are often cited as the biggest problem area for cleaning and maintenance professionals and the No. 1 source of customer complaints.

- **Prevention:** Once a Norovirus outbreak occurs, it can be difficult to contain, so it is important to have a prevention plan in place that includes cleaning and disinfecting surfaces with products with label claims to kill Norovirus that have been registered with the U.S. Environmental Protection Agency (EPA).

Influenza — Influenza (flu) is a contagious respiratory illness caused by influenza viruses. Approximately 5 to 20 percent of U.S. residents get influenza, and more than 200,000 people are hospitalized from flu-related complications each year.⁹

- **Transmission:** The flu can spread from person to person through the air from up to six feet away via the droplets formed from coughs or sneezes. The flu can also spread when people touch contaminated surfaces such as a door handle or countertop and then touch their own mouth or nose.¹⁰ Studies have also shown that flu viruses can survive on hard surfaces (e.g., stainless steel, plastic) for up to 48 hours and on soft surfaces (e.g., cloth, fabric) for up to 12 hours.¹¹
- **Prevention:** To prevent the spread of flu viruses in school and business restrooms, the CDC recommends regularly cleaning to remove visible soil followed by disinfecting frequently touched surfaces (e.g., door handles, counters, light switches) with a chlorine bleach solution or EPA-registered disinfectant with a label claim to kill flu. Always follow cleaner and disinfectant product label instructions, and use personal protective equipment (e.g., gloves, eye protection) when necessary. Do not mix cleaners and disinfectants.^{12,13}

MRSA — Methicillin-resistant *Staphylococcus aureus* (MRSA) is a type of antibiotic-resistant Staph bacteria found on the skin and in the nose. More than 90,000 Americans get potentially deadly MRSA infections every year, and in 2005, nearly 19,000 Americans died from MRSA infections.¹⁴

- **Transmission:** MRSA spreads primarily through skin-to-skin contact and contact with surfaces that have come into direct contact with the bacteria.¹⁵
- **Prevention:** To contain and prevent the spread of MRSA infections, the CDC recommends cleaning and disinfecting all surfaces that are likely to come into contact with pathogens, which could include toilet seats and restroom sinks.¹⁶

In addition to being a risk to public health, infection-causing germs like these can also have a financial impact on businesses they affect. For example, a study published in the *Journal of Occupational and Environmental Medicine* reported that health-related “lost productive time” costs employers \$225.8 billion per year, or \$1,685 per employee per year.¹⁷

Disinfecting and Product Selection Tips

While each facility must determine the best restroom cleaning protocol for its needs, there are some basic cleaning and disinfecting tips every facility should follow to avoid bioburden buildup and help prevent the spread of germs that could impact public health.

- Pre-clean surfaces first to remove debris and bodily soils such as urine, feces and vomit. Then use an EPA-registered product with kill claims for some of the most contagious and hard-to-kill infections such as MRSA, influenza and Norovirus to disinfect surfaces. Pay particular attention to disinfecting frequently touched surfaces such as faucet handles, countertops, doorknobs and dispensers, which must be disinfected at least once a day.
- Always refer to the product label, and follow the manufacturer’s instructions for use and contact time, or the length of time the disinfectant needs to remain wet on the surface to properly kill pathogens. Different products have different contact times for killing certain pathogens.

- Eliminate restroom odors by breaking them down at their source. Not all products can actually break down and eliminate odor-causing uric acid crystals. This is why it is important to choose products that include stable active ingredients, such as ready-to-use, hydrogen peroxide-based solutions, which fight urine odors and stains effectively and require no additional training for cleaning staff to use them.
- Remove grime and scuff marks on restroom floors with a multi-surface cleaner. Floor care is important. A study published in the *PLOS ONE* journal found that restroom floors are the most germ-laden places, with about 230 bacterial species, compared to 150 species in other restroom locations.¹⁸
- Clean mirrors and glass to keep them shining by removing water marks, soils and streaks with a general glass and surface cleaner.
- Scrub away soap scum on sinks, countertops and more with products specifically formulated to break it down.
- Remember, hand washing is an important part of preventing the spread of infections. Cleaning staff should wash their hands regularly with soap and warm water, especially after emptying waste baskets, touching used tissues or using the bathroom.

Pay particular attention to disinfecting frequently touched surfaces such as faucet handles, countertops, doorknobs and dispensers, which must be disinfected at least once a day.



Dane Dickson is the R&D director at The Clorox Company, where he develops science-based product solutions for Clorox Professional Products Company. He has 27 years of experience in product development and holds a Bachelor of Science degree in chemical engineering from UC Davis, where he graduated magna cum laude. He is a Certified Professional in Supply Chain Management (CPSM), and he has a green belt in Six Sigma and a certified master's in project management from Stanford University. He is a member of the Institute for Supply Management (ISM), the Institute of Packaging Professionals (IOPP), the American Institute of Chemical Engineers (AIChE) and Tau Beta Pi National Engineering Honor Society. For more information on Clorox Professional Products Company offerings that help achieve a complete clean in restrooms, such as Clorox® Urine Remover, Clorox® Hydrogen Peroxide Disinfecting Spray and other Clorox Commercial Solutions products, visit www.CloroxProfessional.com/Cleaning.

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Urine Trouble

Clorox Professional Products Company finds the **Number 1** public restroom problem **has to go!**



URINE STAINS AND ODORS



3 in 4

Americans are **DISGUSTED** by urine stains and odors.



Cleaning professionals report that removing urine odors is their

No. 1¹ cleaning priority.

PEE EXTREMES



50%

Drive home to **AVOID** using dirty public restrooms.

63 minutes



Average time people have "held it" to avoid an unpleasant restroom.



64%

hold breath to avoid bad restroom odors.

BOTTOM LINE

70%

of parents think a school's restroom reflects the quality of the school and staff.



More than **1/3**



have left a place of business because the restroom smelled like urine.

55%



would give a more negative review of a business based on restroom cleanliness. (online/offline)

With a century of expertise, Clorox Professional Products Company knows *tough jobs demand smart solutions*. For more information, visit www.CloroxProfessional.com.

Source: Clorox Professional Products Company and Opinion Research Corporation. (March 2013). Restroom Pet Peeves Omnibus Survey. (Survey of 1,005 U.S. adults)

1. Clorox Professional Products Company and ClearVoice Research (February 2012). Online Survey of Professional Cleaning Service Industry Decision Makers. (Survey of 933 cleaning industry decision makers across various industries)





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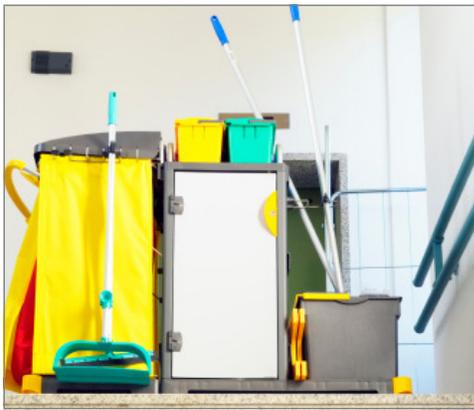
General Routine

for Restrooms

STEP 1 | Stock the Supply Cart

Key Items to Include:

- ✓ **Cleaning Solutions:**
 - All Purpose Multi-Surface Cleaner
 - Disinfectant
 - Toilet Bowl Cleaner
 - Floor Cleaner
 - Glass Cleaner



- ✓ Mop/Bucket
- ✓ Broom/Dust Pan
- ✓ Towels (i.e., Microfiber Cloths)
- ✓ Toilet Brushes
- ✓ Toilet Paper, Paper Towels, Refill Soap
- ✓ Personal Protective Equipment (PPE)
- ✓ Signs

STEP 2 | Close and Prepare Restroom Area

- ✓ Close Restroom to Public
- ✓ Put Out "CAUTION" Signs
- ✓ Put on PPE



STEP 3 | Empty Trash, Restock Items



Empty
& Clean
Trash Receptacles



Refill Toilet Paper
& Paper Towel
Dispensers



Refill Soap
Dispensers &
Odor Neutralizer

Why? Trash is a major contributor to restroom odor and visually unappealing to patrons.

STEP 4 | Dust Surfaces, Sweep Floor

- ✓ **Dust — High to Low Areas:**
 - Cobwebs on Ceiling
 - Doorways
 - Stall Partitions
 - Lights
 - Fans/Vents
 - Other Fixtures



- ✓ Sweep — Entire floor, pick-up all loose trash and dirt.
- ✓ Putty Knife — Scrape off debris (i.e., gum) from surfaces.

Why? Dust and loose trash is a visual indication of an unclean restroom. This debris may also inhibit the effectiveness of disinfecting solutions used in the following steps.

STEP 5 | Wet Cleaning

✓ Spray all environmental surfaces such as:

- Mirrors
- Counterops/Sinks/Faucets
- Towel/Soap Dispensers
- Door Handles
- Stall Partition Walls/Doors
- Light Switches



✓ Wipe up excess liquid to mitigate residue.

Why? Skin-associated bacteria (i.e., MRSA, Staph infections) commonly contaminate these surfaces.

Fecal plumes can spread enteric pathogens onto restroom surfaces as well. Focus on high-touch surface areas.

STEP 6 | Toilets/Urinals (Entire Fixtures)

✓ Spray entire toilet to clean and disinfect exterior surfaces.



Why? Toilets often harbor enteric bacteria and viruses, capable of causing intestinal conditions like gastroenteritis (infectious diarrhea).

STEP 7 | Toilet Bowls & Urinals/Mop

1. Remove urinal screens.



2. Flush toilet. Force water over trap with swab.



3. Apply cleaner to interior.



4. Start in back corner and work towards restroom entrance.



5. Focus on areas near toilets and urinals.



Why? Urine on floors is a leading cause of restroom odors and is mostly found near toilets. Walkways can harbor dirt and soil-associated bacteria — often from people's shoes.

STEP 8 | Inspect Restroom

✓ Ensure all surfaces are cleaned and free of residue.

✓ Pour solution down drains.

✓ Remove PPE and wash hands.

STEP 9 | Open Restroom to Public



Tough Jobs in the Restroom



SOAP SCUM



ODORS AND GERMS



MOLD AND MILDEW



GERMS AND BACTERIA



DIRTY FLOORS



GERMS & BACTERIA,
SOILS



STREAKS AND WATERMARKS



URINE STAINS
AND ODORS





PROFESSIONAL
PRODUCTS COMPANY

The Clorox® Complete Restroom Solution

SOLUTION	TOUGH JOB	SURFACE	ORDER INFO.	
	Tilex® Soap Scum Remover & Disinfectant	Germs and bacteria, soils, soap scum	Sinks, countertops, divider panels	Case UPC: 35604 9/32 fl. oz.
	Clorox® Urine Remover	Urine stains and persistent odors	Tile and grout, urinals and toilets	Case UPC: 31036 9/32 fl. oz. Case UPC: 31351 4/128 fl. oz. Case UPC: 31415 6/32 fl. oz.
	Clorox® Disinfecting Bathroom Cleaner	Germs, bacteria, stains and everyday messes	High-touch surfaces	Case UPC: 16930 9/30 fl. oz.
	Clorox® 4 in One Disinfectant & Sanitizer	Germs and bacteria, odors	High-touch surfaces, such as doorknobs. Air Sanitization.	Case UPC: 31043 12/14 fl. oz.
	Clorox® Toilet Bowl Cleaner	Germs and bacteria, soils, odors	Toilets	Case UPC: 00031 12/24 fl. oz.
	Tilex® Instant Mold & Mildew Remover	Mold and mildew	Tile and grout, walls, floors	Case UPC: 35600 9/32 fl. oz. Case UPC: 35605 4/128 fl. oz.
	Pine-Sol® Multi-Surface Cleaner	Grime, scuff marks, odors	Floors	Case UPC: 35418 3/144 fl. oz. Case UPC: 41773 6/60 fl. oz.
	Formula 409® Glass & Surface Cleaner	Streaks, water marks, soils	Mirrors and glass	Case UPC: 03107 9/32 fl. oz. Case UPC: 35293 4/128 fl. oz.



For effective green cleaning, use the Green Works® portfolio of naturally derived restroom solutions

Green Works® Bathroom Cleaner, Case UPC: 00452

Green Works® Toilet Bowl Cleaner, Case UPC: 00451

Green Works® Glass & Surface Cleaner, Case UPC: 00459



The cleanliness of your restroom is vital to the health of your business

Patrons judge the cleanliness of a facility by its restroom

- 91% of respondents say an unclean restroom gives them a negative perception of a business.¹
- 93% of Americans believe the condition of a workplace restroom is an indicator of how a company values its workforce.²
- 60% of Americans say they've had a particularly unpleasant experience in a public restroom due to the condition of the facilities. The top complaints are:
 - Really bad smell (80%)
 - Clogged or unflushed toilets (78%)
 - Overall appearance that's dirty (72%)³

Unclean restrooms are bad for business

- 95% of people avoid businesses where they have had a negative restroom experience.⁴
- 50% of complaints about a facility concern the restroom.⁵
- 80% of consumers would avoid a restaurant with a dirty restroom.⁶
- Nearly 3 in 10 consumers said there are no second chances with dirty restrooms — and they would never return to the restaurant again.⁷

1. Bradley Healthy Hand Washing Survey, 2011
2. Bradley Healthy Hand Washing Survey, 2013 <https://www.bradleycorp.com/handwashing/2013handwashingsurvey>
3. Bradley Healthy Hand Washing Survey, 2015 <https://www.bradleycorp.com/handwashing/2015handwashingsurvey>
4. QSR Magazine, Cleanliness is Next to...Profit, 2012
5. Cleaning and Maintenance Management, The Difficulty of Keeping Restrooms Clean, 2012
6. Zogby International, 2013 <https://www.qsrmagazine.com/outside-insights/dirty-little-secret>
7. Harris Interactive for SCA Tissue North America, 2013 <http://www.usatoday.com/story/money/business/2013/07/03/dirty-bathrooms-restaurants-fast-food-mcdonalds-starbucks/2486647/>

smelly grime
 mold **What** dirty floors
 message odors
 does your bacteria
 urine restroom send?
 germs stains
 gross eww! dirty