

MY WORLD. MY STORY.

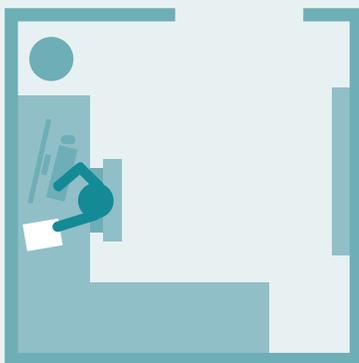
Cleaning High Density Workspaces

Today's Class A tenants are seeking greater efficiency, innovation, productivity and employee engagement. And, they are re-configuring their workspaces to achieve it. Many of the space transformations are dramatic. What does this mean for BSC's?

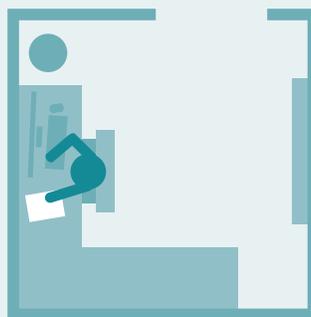
KEY TENANT TRENDS

Higher Density Floor Plans. The newest office concepts are designed to make more efficient use of space. Companies are dedicating more square footage to collaborative and shared workspaces and less to personal workspace per employee. The shifts are significant. In 2010, the average US personal workspace/worker was 225 sq. ft. By 2017, it is expected to average 151 sq. ft. – a 33% drop in less than 10 years. Forty percent of US companies expect the standard will fall to 100 sq. ft. per worker, as it has in Europe.¹ Spaces are undergoing extensive renovations as they are reconfigured to support significantly more employees.

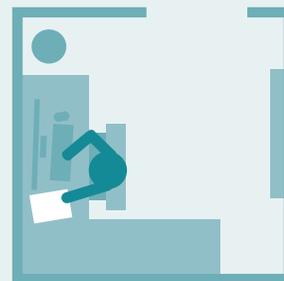
Average personal workspace for office workers



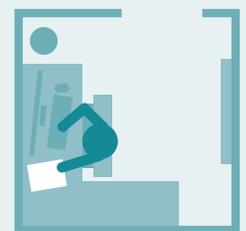
2010
225 sq. ft./office worker



2013
176 sq. ft./office worker



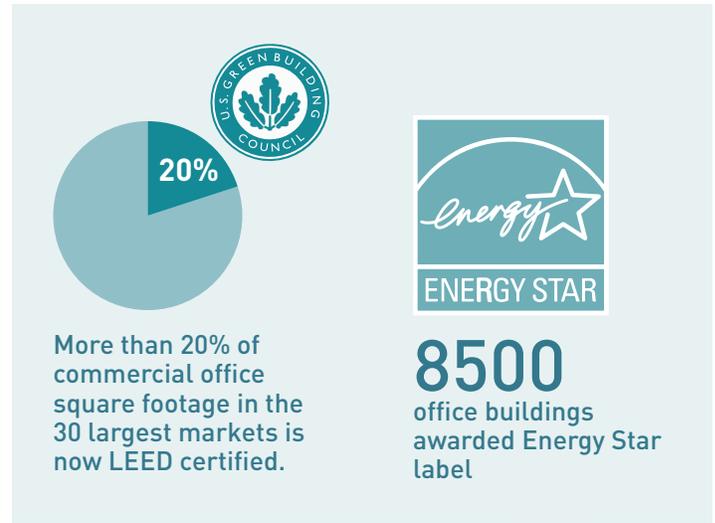
2017
151 sq. ft./office worker



2017+
100 sq. ft./office worker

New Types of Office Spaces

Collaborative work has been linked to speed in decision-making and innovation.² As a result, different types of collaborative spaces have become key features in new office layouts. Research conducted in 2013 identified 32 types of group space in use today! Three in four companies use at least seven types of collaborative space: large, medium and small conference rooms, huddle rooms, videoconference rooms, project space and cafés. At least half of survey respondents have brainstorm rooms and outdoor spaces. Less common collaborative spaces named by survey respondents were game rooms, scrum rooms, gyms, kitchenettes, libraries and satellite coffee areas.³



More Sustainable Spaces

Many tenants, especially Fortune 500 firms, now demand sustainable buildings in order to implement internal environmental policies. This has helped fuel green building certification nationwide. Between 2005 and 2013, the percentage of commercial office buildings that had earned LEED certification grew from 0.1% to 5%. More than 20% of commercial office square footage in the 30 largest markets is now LEED certified.⁴ Similarly, EPA Energy Star certification has also risen dramatically. It is estimated that nearly 8,500 office buildings have been awarded an Energy Star label. In leading markets, including Minneapolis/St Paul, San Francisco, Chicago, Houston and Atlanta, more than half the square footage in commercial office buildings is either Energy Star certified, LEED certified or both.⁴

INSIGHTS

1. High-density spaces will require high density cleaning support. Existing standards for costing and workloading based on square footage may not be accurate for high-density spaces. For example, service hours for daily tasks associated with individual workstations, such as trash removal, must be multiplied by a much larger factor. Similarly, restocking schedules may also need to be revised, since spaces such as washroom and break rooms experience more traffic. Proactive BSCs will conduct walk-throughs and anticipate adjustments that will need to be made in costing and staffing.

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2. Health and hygiene will emerge as top concerns in high-density spaces.

Studies estimate that US workers miss 70 million days of work annually due to the common cold.⁵ The flu accounts for another 17 million lost work days each year.⁶ Although it is unclear exactly how high density spaces will impact absenteeism, it is clear that absenteeism already comes at a high cost - \$48 billion/year in lost productivity.⁷ Effective cleaning will be more important than ever with employees working in close proximity to each other, especially during cold and flu season.



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3. Green cleaning will evolve into sustainable cleaning. In less than 10 years, green cleaning products and equipment have become commonplace in commercial settings. Green cleaning focuses on solutions that protect the indoor environment and the people who work there. The next step in the evolution of sustainable cleaning will extend past products to include cleaning practices and processes that promote sustainability but also make cleaning tasks healthier. Day cleaning, for example, is a practice change that can yield 4% to 8% in energy savings, create safer and healthier janitorial jobs and reduce cleaning complaints by 70%.⁸



IMPLICATIONS AND RECOMMENDATIONS

Square footage may not be the common denominator it once was.

New office configurations and the reliance on multipurpose spaces are bound to challenge existing cleaning standards and practices. Square footage may not be the common denominator it once was. When quoting prices to customers today, be sure to include in writing that price quotes are based on the current number of people on the floor and not just square footage. This way, as density increases, there is room to make adjustments.

48% of customer complaints are restroom-related.

BSCs say 48% of customer complaints are restroom-related.⁹ As workers move in to the new high-density workspaces, traffic could increase by one third or more. When a floor has been reconfigured to significantly increase the number of people on a floor, plan for increased usage of towel, tissue and soap. Anticipate odor control issues. Contact your towel and tissue manufacturer for solutions to increase capacity.

Don't neglect image. Class A tenants have always been aware of image and there is no mistaking the modern high end impression the new open office space configurations are designed to convey. Make sure options for high capacity systems have the contemporary styles and quality finishes Class A tenants will be looking for.

Transparency is one of the hallmarks of sustainable cleaning. For example, LEED v4 standards offer credits for disclosing the ingredients in green cleaning products. Similarly, when products are certified, end users may want to know which third party organization's standards have been met. Ask suppliers for certified sustainable solutions as well as tools that calculate the environmental impact of key products.

Infection control isn't just for hospitals. As the experts on office hygiene, BSCs have a significant role to play in creating a clean and comfortable office environment that protects office workers from cross contamination. This role extends from washrooms to public shared spaces to personal workspaces. When cold and flu season approaches, step up the use of disinfectants on frequently touched surfaces – including desktops, phones and computer keyboards where possible. Partner with suppliers to recommend upgrades such as touchless fixtures, dispensers, and hand sanitizing stations that can help create a more hygienic office environment.

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Trust Georgia-Pacific to deliver quality Class A office solutions.

Years of working with property managers, building service contractors and maintenance staff have helped us understand office building needs and, more importantly, how those needs constantly evolve. Our solutions help you make a positive impression today and keep you ahead of the curve on increasingly important issues such as hygiene, waste reduction, recycling and green cleaning.



Footnotes:

1. CoreNet Global: Office Space per Worker Will Drop, 2012
2. Gallup: State of the American Workplace Report, 2013
3. Knoll, Inc.: Creating Collaborative Spaces that Work, 2013
4. CBRE: National Green Building Adoption Index, 2014
5. BSCAI Services: The Battle Against Germs, 2014
6. CDC.gov: Adult Immunization, 2013
7. Forbes: The Causes and Costs of Absenteeism in the Workplace, 2013
8. BlueGreen Alliance: Clean Sweep, 2010
9. Cleaning & Maintenance Management: Building Service Contractor Survey, 2014