

# TAKE CONTROL OF YOUR **CHANGING WORKPLACE** WITH POWERFUL INSIGHTS

HAND HYGIENE AND CLEANING ARE  
**PERMANENTLY IN THE SPOTLIGHT**

BECAUSE THE PANDEMIC  
**SPURRED CHANGES IN WORKPLACES**  
ACROSS EUROPE



Let's do this together





# THROUGH CHANGING WORKPLACES, WE ASKED:



WHAT CHANGES ARE **HERE TO STAY?**

HOW HAVE FACILITY USERS' **DEMANDS CHANGED?**

WHERE DO ORGANISATIONS NEED TO **RAISE THE BAR** IN A NEWLY OPENED WORLD?

**> 300**  
ORGANISATIONS

**2/3**  
WITH 50-250  
EMPLOYEES

**31%**  
BUSINESS  
OWNERS

**52%**  
SENIOR  
MANAGEMENT

**COVID-19  
RIPPED UP  
THE RULE BOOK  
ON SOCIAL  
INTERACTION  
AND ESTABLISHED  
WAYS OF WORKING.**



**TODAY, WE'LL CUT THROUGH  
THE FOG OF CONFUSED ADVICE.  
YOU'LL WALK AWAY:**

- 1. WITH A CLEAR  
UNDERSTANDING OF  
TRENDS AND CHALLENGES  
IN HAND HYGIENE  
AND CLEANING**
- 2. WHAT THESE CHALLENGES  
MEAN TO YOU**
- 3. TIPS ON HOW YOU CAN  
MEET THE CHALLENGES**





# KEY THEMES



# VISIBILITY

# 93%

**BELIEVE VISIBILITY OF  
CLEANING AND HYGIENE  
HAS AN INFLUENCE ON HOW  
THEIR FACILITY IS PERCEIVED**

## VISIBLE CLEANING & HAND HYGIENE =

- Better brand perception
- Comfortable users, staff, visitors
- Higher footfall, better productivity
- Boosted bottom line



# DOING VISIBILITY WELL



To date

**66%**



have fitted  
sanitisers on  
room exits  
and entrances.

This is set to rise to:

**77%**

# CONSIDER USER FLOW:

- **The right solution in the right area**
- **Main entrances are not enough. Don't forget key rooms**
- **It's not just hand hygiene. Visible cleaning counts**
- **Signpost the measures you've taken**





**QUALITY**

**87%**

**AGREED THAT**

**QUALITY OF PRODUCTS**

**INFLUENCES HOW CUSTOMERS  
PERCEIVE THEIR BRAND**

**POOR QUALITY**

**=**

**LESS USE**

**=**

**SPREAD OF GERMS**

**=**

**ABSENTEEISM**

**+**

**LOWER FOOTFALL**

**= LOWER PROFITABILITY**



# DOING QUALITY WELL



To date

# 41%



invested in higher  
quality washroom  
soap and  
dispensers.

## HOW CAN I MEET THE CHALLENGE?

- Invest in the future
- Upgrade your solution
- Right solution for every situation
- Think long term cost-in-use





# SUSTAINABILITY

# 74%

**ARE CONCERNED  
ABOUT THE IMPACT  
OF THE PANDEMIC  
ON THEIR COMPANY'S  
SUSTAINABILITY  
CREDENTIALS**

## SET TO MAKE CHANGES?

You're not alone:



Waste Management  
and Recycling:

 **53%**

Cleaning and Hand Hygiene:

 **Over**  
 **70%**

## BUT HOW?

So, what next?

Turning sustainability  
intentions into a reality.



# WHAT ARE CLEANING AND FACILITIES PROFESSIONALS PLANNING ON DOING TO MAKE A SUSTAINABLE DIFFERENCE?

On Waste Management and Recycling:



On Cleaning:



On Hand Hygiene:



**"More segregation and proactive management of waste streams and seeking to minimise waste"**

## OUR TIPS

Don't forget front of house solutions

**"Emphasis on the importance of quality cleaning and quality hygiene"**

## OUR TIPS

Choose products that reduce waste

**"Look at foam dispensers to lengthen product lifespan while keeping costs low"**

## OUR TIPS

Innovative, battery-free solutions





# DURABILITY

# 45%

CONSIDER DURABLE  
SOLUTIONS TO BE  
**MORE IMPORTANT**  
IN THE FUTURE

DURABILITY =  
SUSTAINABILITY 

DURABILITY =  
LESS HASSLE   
WITH REPLACEMENTS

DURABILITY =  
LOWER COST IN USE



[loverecycling.com](http://loverecycling.com)



# USER EXPECTATIONS

# DO USER EXPECTATIONS MATTER?

# 36%

IDENTIFY USER EXPECTATIONS AS A **CHALLENGE**

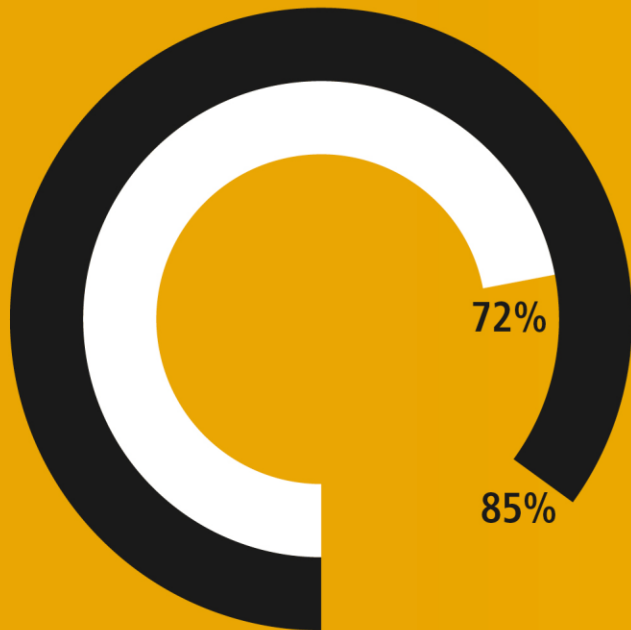
THAT'S DOUBLE PRE-PANDEMIC LEVELS.





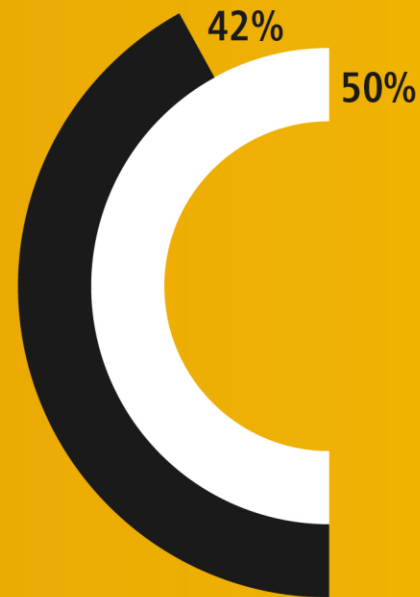
# BUDGET

## CLEANING AND HAND HYGIENE



Budget increased

## WASTE AND RECYCLING



Budget increased

■ Changes made as a result of the pandemic  
□ Expect changes in the future

- **Safeguard future performance in cleaning and hygiene**
- **Invest wisely now, whilst budget remains available**
- **Long term, quality, durable solutions will provide low cost in use well into the future**



**CHANGING  
WORKPLACES**



**Let's do this together**

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**THANK YOU FOR  
YOUR TIME**

