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The Risk Management Conversation: *Cleaner, Healthier, Safer*



This session discusses Risk Management Strategies in the school setting as they pertain to:

- The Operations and Maintenance of your facilities
 - Reducing the Cost of Cleaning and Maintenance
 - Advancing Staff Ergonomics, and Efficiency
 - Increasing Preventative Maintenance
 - Providing safer and healthier outcomes for all occupants

What is Risk Management?

- **The identification, analysis, assessment, control and avoidance, minimization, or elimination of unacceptable risks.**
 - Identification:
 - What are your losses?
 - Analysis:
 - Where are they coming from?
 - Assessment:
 - What is causing them?
 - How do we control, avoid, minimize or eliminate?

Why is it important?

- You're protecting the Health and Safety of the Building Staff and Occupants
- You're responsible for the costs of maintaining the buildings to assure they operate properly, efficiently, and safely
- You share responsibility of the costs of maintaining the safety of the grounds
- You manage the insurance claims

What Can You Do About It?

- Identify
 - Three Major Loss Categories
 - Workers Compensation
 - Employee Injuries
 - Property/Liability
 - Losses to property, injuries to visitors, negligence
 - Health
 - Poor Indoor Environmental Quality

Workers Compensation

- It has been estimated that employers pay almost \$1 billion per week for direct workers' compensation costs alone (OSHA).
 - Direct costs include:
 - Workers' Compensation Payments
 - Medical Expenses
 - Costs for Legal Services
 - Indirect costs include:
 - training replacement employees
 - accident investigation and implementation of corrective measures
 - lost productivity
 - repairs of damaged equipment and property
 - Costs associated with lower employee morale and absenteeism

Workers Compensation

- Health & Safety Committee
 - Breakdown of workplace injuries - Identify, Analyze, Assess:
 - Who is getting hurt?
 - How are they getting hurt?
 - Why are they getting hurt?
 - Implement Corrective Measures – Control, Avoid, Eliminate:
 - Policies & Procedures
 - Training and Techniques
 - Awareness
 - Culture building

Property/Liability

- Losses to buildings, grounds, vehicles
- Losses due to injuries to visitors, or their property
- Analyze Losses and assess ways to reduce or eliminate the hazards
 - Slips, and Falls, Playground Injuries are most common
 - More time for Preventative Maintenance

Health

- Toughest category to identify
 - What factors influence this category?
 - The general Indoor Environmental Quality (IEQ) of the building has the biggest direct affect on the health of the people in the building
 - IEQ can be well managed
 - Using the most up to date cleaning techniques
 - Regular Inspections
 - Standardized classrooms
 - Culture building

Quick Facts: Janitors and Building Cleaners*

- 2016 Median Pay \$24,190 per year / \$11.63 per hour
- Typical Entry-Level Education No formal educational credential
- Work Experience in a Related Occupation None
- On-the-job Training Short-term on-the-job training
- Number of Jobs, 2016 2,384,600
- Job Outlook, 2016-26 10% (Faster than average)
 - The projected percent change in employment from 2016 to 2026. The average growth rate for all occupations is 7 percent.
- Employment Change, 2016-26 233,000

* U.S. Bureau of Labor Statistics | Office of Occupational Statistics and Employment Projections

Janitors and building cleaners typically do the following*:

- Gather and empty trash
- Sweep, mop, or vacuum building floors
- Clean restrooms and stock them with supplies
- Lock doors to secure buildings
- Clean spills and other hazards with appropriate equipment
- Wash windows, walls, and glass
- Order cleaning supplies
- Make minor building repairs
- Notify managers when a building needs major repairs



*U.S. Bureau of Labor Statistics | Office of Occupational Statistics and Employment Projections



**The reality is that they are
Risk Managers**

Key Strategy #1

Monitoring Losses

- Regular Inspections:
 - Regular playground assessments
 - Regular inspections of buildings - outside
 - Walkways, Vegetation, Building Access
 - Daily inspection of buildings - Inside
 - Entry ways and hallways clean and dry
 - Clutter managed
 - Moisture managed
 - Systems operating properly

Key Strategy #2

Providing safe entry to the buildings

- Proper matting outside and inside
 - Reduces significant amounts of dirt and debris from entering the building (IEQ)
 - Reduces slips and falls beyond the matting (Workers Comp/Liability)
 - Protects floors and finishes (reduced labor)
 - Allows HVAC Systems to work more efficiently
- Industry recommends 20-30 feet of matting
 - 80-90% of soil entering a building can be restricted to the entry way simply by putting quality entrance matting
- Stomp Days
 - After a couple weeks it becomes habit

Key Strategy #3

- **Using newest cleaning techniques to keep entry ways clean and provide safe walkways**
 - Pre Treat before storms
 - High Quality Matting
 - Scraper>Scraper/Wiper>Walk-off
 - Using the right tool for the job
 - Wet/Dry Vac in vestibule, and on matting
 - Provides stronger suction than regular vacuums
 - Reduces service on regular vacuums (not designed to pick up larger dirt/salt particles and moisture)
 - Microfiber Flat Mopping (collects more dirt/faster dry time)

Key Strategy #4

Classroom Management

- Develop Standardized Classroom Setup
 - Difficult due to differences in class sizes, ages of the students, Desire of teachers to make their space comfortable for them and the students.
- Develop Standards for how the rooms are left by the occupants
 - 30 Second Drill
- Ensure that building systems are not impacted by the activities of the Staff/Teachers)

Key Strategy #5

Using newest cleaning techniques

- Improve efficiency, reduce workplace injuries, get better cleaning results, and improve ergonomics
 - Microfiber flat mopping, and dusting
 - Quality floor machines
 - Proper vacuums and vacuuming techniques (fit)
- Properly cleaning and caring for supplies and equipment
 - Regular equipment PM's
 - Proper laundering of Microfiber
 - Regular changing of Vacuum Bags

Expected Results

- More efficiency in completing tasks
 - More time to do other things
 - Labor cost savings
- Better quality outcomes
 - Cleaner, healthier building (IEQ)
- Reduce worker injuries
 - Better ergonomics, easier to do the work
- Longer life of equipment and supplies
- Provides more time for regular PM's
 - Every dollar of deferred maintenance costs \$4.00 when it is eventually addressed

Where is the overall savings?

- Reduced Staff Injuries (all employees)
- Reduced absenteeism due to illness/injury
- Improved health of building occupants
 - Better IAQ
- Better morale
- Less cost and better results
- Reduced premiums for Workers Comp, Property/Liability and Health Insurance

What is the reward?

- By helping to reduce costs in a variety of ways you open up the possibility of getting back more budget money to continually improve on your training, techniques, and providing better tools and equipment

Questions?

