

DEBUNKING THE IN-HOUSE EFFICIENCY MYTH

**WHY OUTSOURCING YOUR CLEANING
PROGRAM JUST MAKES SENSE**



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4M
Building Solutions
PRECISION-GRADE CLEAN™

IS AN IN-HOUSE CLEANING TEAM REALLY WHAT YOU NEED?

We get it. The choice between an in-house cleaning staff or outsourcing these essential services can be difficult. 4M Building Solutions is here to help.

For many organizations, maintaining an in-house custodial team has been the status quo—“business as usual.” For others, poor communication from previous vendors or overpayment for labor has led to past frustrations. “Same old, same old” should not mean good enough. The outside expertise of a professional cleaning company can streamline and optimize your cleaning program.



FACILITY MANAGERS

Are you tired of moonlighting in the cleaning business?

Maintaining a safe and spotless facility is no easy task—it comes with a wide range of unique duties, responsibilities and challenges. Time-intensive processes like hiring and supervising an in-house janitorial team can quickly add up to major headaches and missed opportunities elsewhere.

Outsourcing your cleaning program takes the pressure off so you can focus on what you do best. It also ensures you're putting the most innovative and efficient processes to work for your organization based on field-tested industry best practices.

Don't be fooled when it comes to your cleaning program. Here are some top benefits to keep in mind as you consider outsourcing.



1. Save Money, Stay on Budget

Despite what you might have heard, maintaining a traditional in-house cleaning team is not a cost-saver. *Industry studies, including reports from the International Sanitary Supply Association (ISSA), indicate that outsourcing janitorial services can result in substantial cost savings - typically ranging from 10% to 30% - compared to managing cleaning operations in-house.* In order to help you make an informed decision, here are a few of the "hidden" costs associated with managing an in-house team.

Payroll Taxes, Benefits and Absences:

According to *Employer Costs for Employee Compensation (March 2024)* from the U.S. Bureau of Labor Statistics, the average cost of employee benefits for private industry workers in pay ranges typical of janitorial employees was approximately \$13.20 per hour. For all civilian workers, the average was \$14.41 per hour; while state and local government workers averaged \$17.49 per hour in benefit costs. These costs are in addition to the employee's regular hourly wages and include components such as paid leave, retirement and savings, insurance, as well as legally required benefits. *An external cleaning company can absorb or eliminate many of these costs.*

Hiring, Training and Turnover:

Employee turnover in the commercial cleaning industry is notoriously high. A September 2023 report from Zippia, an online career research platform that aggregates labor market data, indicated that turnover rates in the janitorial industry can range from 75% to 375% per year, with an average around 200%. That supports other industry reports which regularly place the baseline average at over 200%. When you consider the cost and time investment of posting jobs, interviewing candidates and training new Team Members, bad hires come with a significant price tag. ***A trustworthy commercial cleaning company has already vetted high-quality staff, trained them in the latest cleaning techniques and provided them opportunities for growth that reduce turnover.***

Equipment and Supplies Costs:

With an in-house cleaning team, you're the one responsible for purchasing the equipment, chemicals and supplies needed to do the job. When a contractor purchases these items - often at reduced bulk prices - it means ***more savings for you.***

Insurance and Workers' Compensation:

Relying on an in-house team requires a facility manager to trust that employees can work safely with minimal supervision; otherwise, accidents and costly workers' compensation claims can result. ***Professional cleaning companies conduct ongoing safety training, hazard assessments and protocol refreshers to reduce these risks.***

*A recent Washington State Department of Labor & Industries survey shows that janitorial workers face **107.5 nonfatal injuries per 10,000 full-time workers, higher than the 86.9 per 10,000 across all private industries.** For "Janitors and Cleaners, except Maids and Housekeeping Cleaners," the rate is even higher at **157.4 cases per 10,000.** These elevated rates from slips, falls, chemical exposure and other workplace incidents highlight the value of outsourcing to professional cleaning firms with strong safety programs that reduce both injuries and liability.*



2. Better Results in Less Time

Full-time cleaning professionals employed by commercial cleaning companies are highly-trained, task-conscious and their expertise is difficult to match in-house.

Equipped with the best products, latest process innovations and newest equipment, they get the job done right in less time, for less money and with fewer headaches for you.



3. Progress You Can Measure

Any reputable commercial cleaning company will provide **regular reporting** based on **measurable Key Performance Indicators (KPIs)**, a set of quantifiable metrics used to determine if your objectives are being met.

KPIs for Commercial Cleaning Services Include:

- Quality of service (Determined through regular audits and inspections)
- Client satisfaction (Determined through periodic customer surveys)
- Safety (Number of injuries on the job and a detailed safety training program)
- Employee engagement (Rate of turnover)
- Budget (Eliminating waste in the process)

FacilitiesNet and other industry sources consistently report that facilities managers identify flexibility as a significant advantage of outsourcing cleaning services. Outsourcing enables facility managers to easily adjust cleaning schedules and levels to respond promptly to evolving operational demands.



4. No More Coverage Woes

A well-managed partnership with a commercial cleaning company ensures your facility will always be maintained to your high standards. Outsourcing means you'll never have to lose sleep again over staffing night shifts or a worker leaving you in the lurch during peak times. **Your after-hours cleaning team will ensure tasks are completed safely and efficiently in your absence.**



5. Highly Specialized Expertise

An experienced, effective commercial cleaning company invests time and money training its workers on the most innovative, ***state-of-the-art methods to clean and maintain your facility***. They also bring to the table industry-specific experience in environments like medical facilities, campuses, industrial spaces and more.



6. Take Back Your Time

Whether you're a facility manager, school principal, or plant supervisor, managing an in-house cleaning staff is not the optimum use of your time or talent. At the end of the day, the biggest benefit of outsourcing is the freedom to apply your ***full focus and energy on the things you do best***.



CONCLUSION

The more you know about outsourcing, the more its value stacks up.

The right cleaning partner makes all the difference in maintaining a spotless and safe environment. To summarize what we've covered, here are a few of the many ways you can expect outsourcing your cleaning program to benefit you.

Fixed Costs. With an in-house cleaning team comes an array of variable expenses, from payroll taxes to supplies and equipment. Outsourcing helps simplify so you can budget more consistently and effectively.

Increased Efficiency. Entrusting your cleaning to professional Team Members means you'll get the latest, most innovative solutions and a higher grade of clean in less time.

Measurable Results. Tracking KPIs through regular periodic reporting will help establish goals for your cleaning program and provide the insights to constantly improve.

Consistent Coverage. No more headaches making sure shifts are covered. You are always covered with access to a larger pool of janitorial professionals and a management team dedicated to ensuring that filling difficult timeslots is a thing of the past.

Innovation from Experts. Reputable commercial cleaning services employ the industry's latest technology and most streamlined processes to make your space shine. Time savings. Most importantly, you can regain control of your schedule to focus on the things you do best.



BRINGING NEW MEANING TO CLEANING™

At 4M Building Solutions, we embrace innovation to deliver a Precision-Grade Clean™ that will redefine your expectations of what a commercial cleaning company can do. From day one, our friendly and dedicated Team Members implement meticulous planning through our Guaranteed Seamless Transition Checklist to make sure no detail is missed. Through cutting-edge processes like our Lean Six Sigma framework and CleanPath™ workflow strategy, 4M's teams ensure peak efficiency and measurable results. Our strong, local, on-site management teams provide responsive service, boots-on-the-ground support and clear lines of communication.

Ready to see how outsourcing
can be your business advantage? Let's talk.

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