Entrance Matting Program Development for Large-Scale Multi-Site Canadian Facilities

2019 RMA|WCUPPA Conference
Track 5 – Session 3

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SESSION OBJECTIVE

Three Anticipated Learning Outcomes:

- To understand the variances in the functionality and design of entrance matting to ensure your matting program conforms to industry standards.
- To identify best practices and the role matting plays in sustainability and the overall health and safety of your facilities.
- To learn how to use existing and emerging technologies for program development and implementation.

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THE ROLE OF ENTRANCE MATTING

Three Major Functions:

- ✓ Safety

  Mats perform an important safety function in areas where contaminants, grit and moisture present a hazard. Water and dirt pose a significant slip and fall threat to pedestrians. Mats remove grit and contain moisture to reduce slip hazards.

- ✓ Facilities Maintenance

  Dust and dirt tracked into a building may become airborne and circulate throughout the facility via the HVAC system resulting in poor air quality, pollutants within the building, and damage to HVAC systems. Matting is designed to dramatically improve the IEQ (indoor environmental quality) of a facility.

- ✓ Protection

  Over time, depending on both the amount of traffic and the concentration of traffic, flooring will show signs of wear. Matting significantly reduces damage to flooring caused by pedestrian traffic and prolongs the need for replacement.

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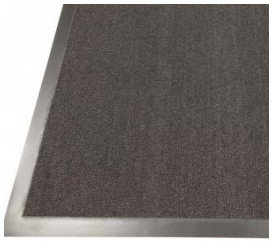
DESIGNED WITH PURPOSE

Entrance Matting is a Cleaning System

- **Coarse Cleaning - Scraper Mats**
  - very aggressive brush action — removes coarse soil
  - good for heavy soil traffic or as a first stage mat

- **General Cleaning - Wiper/Scraper Mats**
  - aggressive scrubbing action — removes medium to fine soil, dust, moisture and contaminants
  - good for medium to heavy traffic or as a second stage mat



- **Fine Cleaning – Wiper Mats**
  - effective wiping action — removes fine soil and moisture
  - good for medium to light traffic or as a third stage mat

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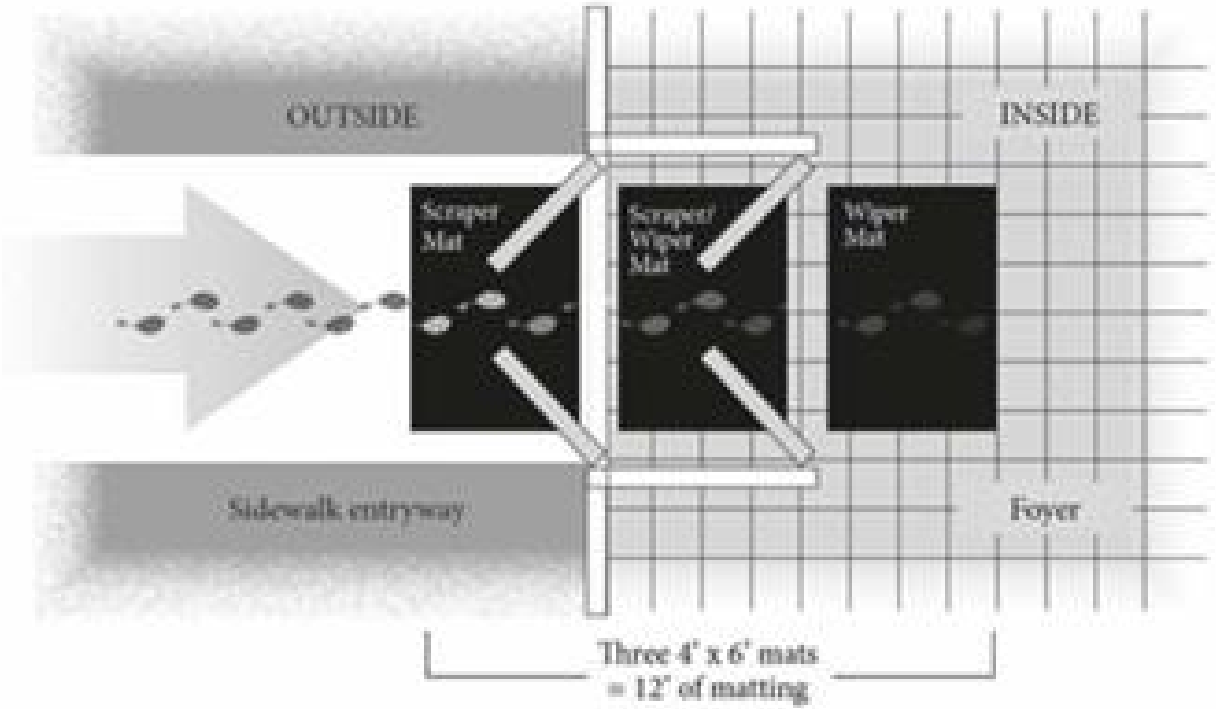
BEST PRACTICES

"A minimum of 10-15 feet of entrance mats provide the most effective soil management."

Carpet and Rug Institute



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BEST PRACTICES

- **Every Outside Entrance Should Have Matting**
  - Dirt costs over $600/lb to remove from a facility
  - Matting helps prevent slip and fall liability

- **Use a 3 Stage Matting System**
  - Scraper, Wiper Scraper, and Wiper Mats work together
  - Proven to remove the most soil and moisture vs. a single stage matting program

- **Encourage People to Wipe Their Feet**
  - 40-89% more dirt is removed from footwear by the active wiping of feet
  - Use a program with tools and materials to facilitate education with the tenants and visitors of your buildings (ie. danceoffdirt.com)

- **Understand and Adhere to Industry Standards**
  - The amount of steps across matting matters. Ensure minimum required lengths are applied at each entrance and add as needed based on traffic and cleaning patterns.
  - RULE OF THUMB: Persons should take at LEAST 5 steps on a mat to remove 80% of soil.

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June 2014

University of Alberta 3M™ Matting Program

Key Learnings and Best Practices Assessment

3M™ Matting Systems has been the preferred product of choice at the University of Alberta for a number of years. With 62 buildings servicing approximately 40,000 students, a number of key learnings and best practices have been implemented as part of an exemplary program in helping protect flooring surfaces and in reducing maintenance costs of facilities in the Canadian education sector. These learnings have been identified and are outlined below:

- The majority of the matting products implemented are consistent to 10ft or 20ft lengths and 4ft and 6ft widths so that regardless of the style of entrance, any combination of these dimensions would meet the needs of cleanliness, soil control, and image. As much as possible, all entrances incorporate the minimum length requirements in alignment with ISSA studies and LEED accreditation for best possible results.

- As such, the majority of matting has been placed into a rotation schedule identifying ***three principle zones*** based on traffic patterns and profile. These zones are identified as:

  ZONE A – high traffic / high visibility / high profile
  ZONE B – medium traffic
  ZONE C – utility zones (loading docks, ramps, plant entrances, etc.)

  New matting products are rolled out primarily in ZONE A, the old matting from ZONE A are recycled into ZONE B areas and likewise ZONE B mats are moved into ZONE C. The result of such a rotation is that the life of an individual mat is extended by at least 7 years. The latest analysis identified that ZONE C mats were only disposed after 9-10 years of working life.

- A regular maintenance program has been implemented by in house staff which includes daily vacuuming combined with steam clean/extraction at least monthly (sometimes more in higher traffic areas). Regular maintenance has helped prolong the life of the mats.

- The University now sells ad space to corporate sponsors as part of the matting program which offsets and in some cases covers the cost of matting purchases. The program has been featured on the University's website and several print publications and has resulted in several unsolicited enquiries from corporate marketing departments around the region. To date, at least four *corporate sponsorship mats* have been installed on campus and the program is gaining traction.

This assessment was completed and reported by Neil Dickie, Account Executive – Commercial Care Division of 3M Canada in conjunction with Edgewood Matting Ltd. as part of the Dance off Dirt™ initiative.

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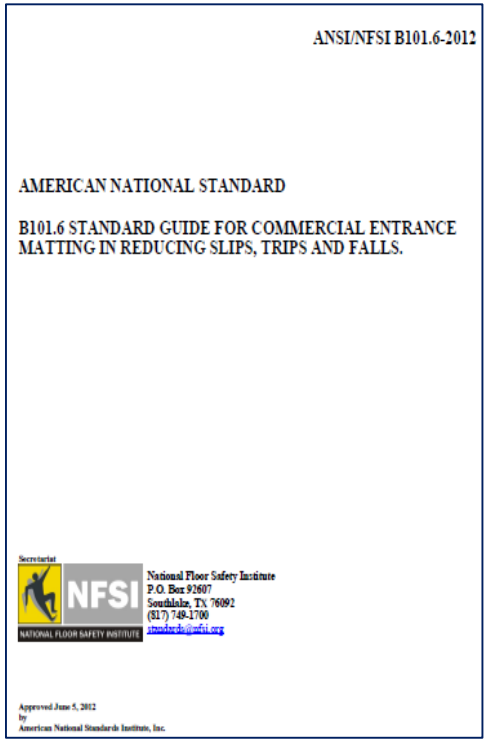
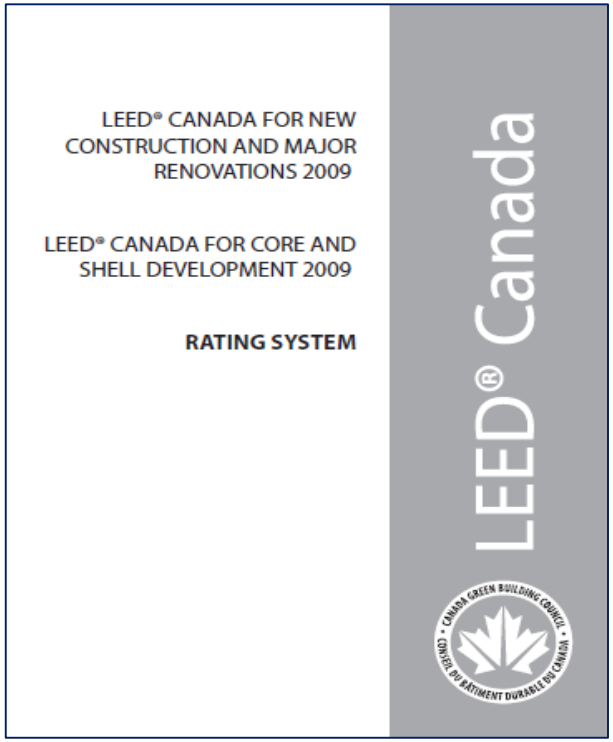
UNDERSTANDING INDUSTRY STANDARDS





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RISK MITIGATION

CNA

We can show you more.®

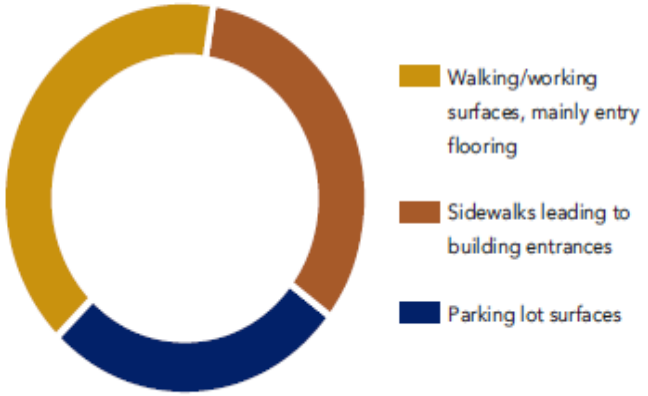
RISK CONTROL

Part One:

General Review of CNA Claims

A review of slip and fall liability claims occurring from Jan. 1, 2010, to Dec. 31, 2016, found high-frequency but low-severity trends. This finding is consistent with claim experiences in the greater risk control industry. *(See Figures 1 and 2)* According to frequency data, retail trade and real estate businesses present the greatest potential for slip and fall accidents, with harmful events occurring most often at these sites:

- 40 percent on walking/working surfaces, mainly entry flooring.
- 33 percent on parking lot surfaces.
- 27 percent on sidewalks leading to building entrances.
- Less than 1 percent on interior office floors.



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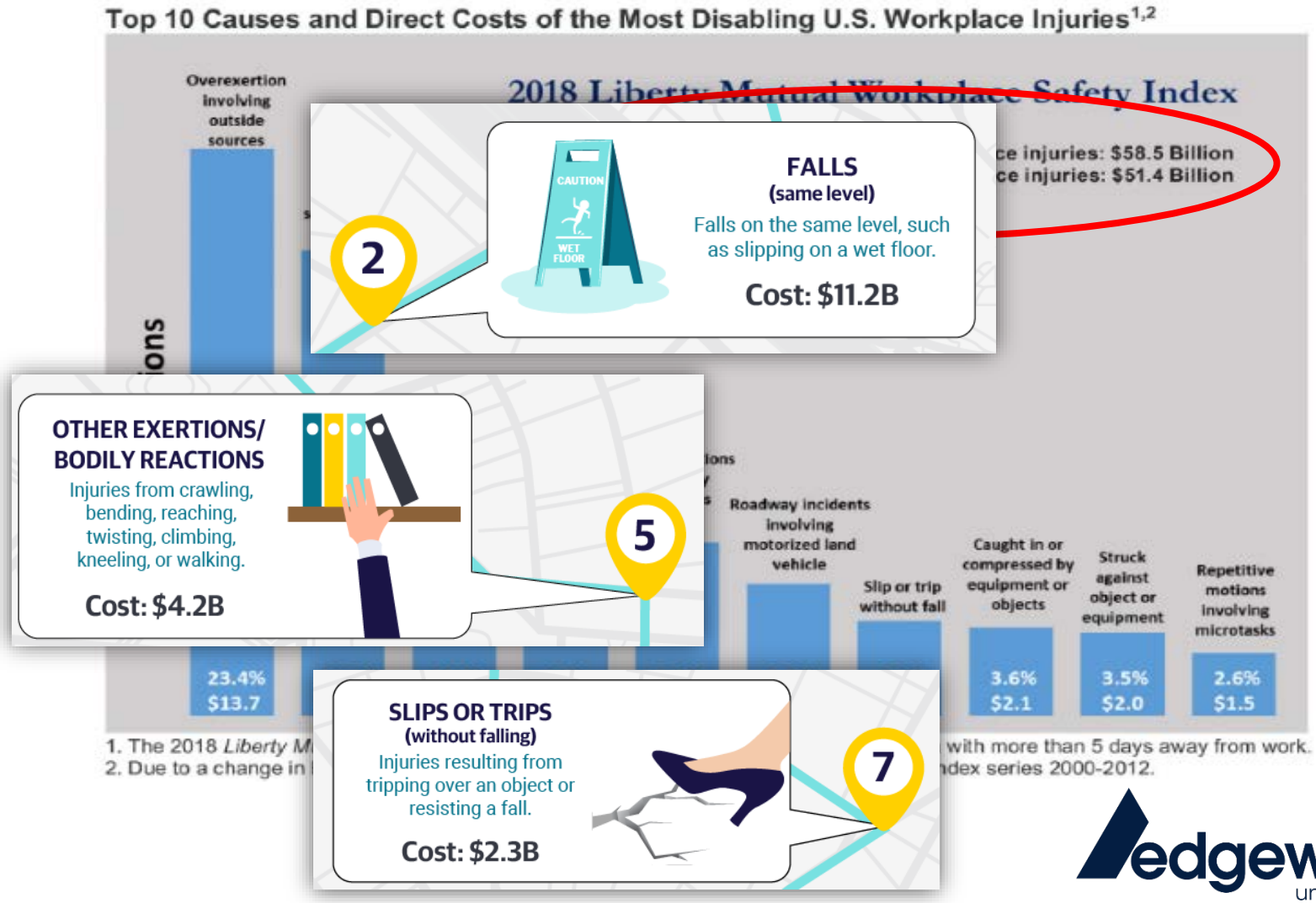
RISK MITIGATION



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PROGRAM IMPLEMENTATION

SESSION ABSTRACT QUESTION: With increasing demands on health and safety, cleanliness, employee and equipment efficiencies and productivity, sustainability, budgets, and more, do you leave matting programs to faculties to manage or do you develop a centralized program?

UNIVERSITY OF CALGARY CASE STUDY

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ISSA CIMS GB CERTIFIED

CERTIFICATION CASE STUDY

UNIVERSITY OF CALGARY

ORGANIZATION:
University of Calgary

HEADQUARTERS:
Calgary, Alberta, Canada

NUMBER OF EMPLOYEES:
5,000+

SQUARE FOOTAGE:
9,960,000 feet

> "CIMS-GB activates sustainability, standardization, quality management, and professionalism within an organization."
>
> — Samuel Whyte, University of Calgary

THE METAMORPHOSIS: UNIVERSITY OF CALGARY'S JOURNEY TO CIMS-GB WITH HONORS

At the University of Calgary, meeting expectations for cleanliness isn't enough. The school has a loftier goal for its janitorial maintenance team—to be the industry leader for facility management. After an initial assessment of its operations a few years ago, management recognized the need for change.

The University launched a campaign to overhaul its operations to create welcoming, friendly, clean, and healthy facilities conducive to high productivity for students and staff. As an integral part of that effort, the caretaking (facility management) department earned two key ISSA certifications—CIMS and CIMS-GB.

These certifications represent a standard of excellence and demonstrate a facility's commitment to operating at the highest level. And, thanks to independent verification, the University of Calgary's facility management department can be confident its operation now meets the highest standards for management and quality of service, as well as environmental responsibility.

The Certifications

Based on universally accepted management principles, Cleaning Industry Management Standard (CIMS) is a third-party validation of the operations, processes, and supply chain of cleaning operations. It consists of five sections of best practices—Quality Systems; Service Delivery; Human Resources; Health, Safety, and Environmental Stewardship; and Management Commitment.

CIMS-GB (Green Buildings) adds a green-cleaning and sustainability aspect, and can help an organization secure points under the LEED (Leadership in Energy and Environmental Design) for Existing Buildings: Operations and Maintenance (LEED EB: O&M) system.

The University of Calgary took its commitment to the CIMS process even further. Nine members of the management became ISSA Certification Experts (I.C.E.), which gave these staffers a deeper understanding of CIMS and CIMS-GB standards. The managers also underwent ISSA's Accredited Certification Trainer program to hone their training skills to become more effective leaders and supervisors.

"The benefit of moving in this direction is that all in-house training is delivered at a level consistent with best practice," said Samuel Whyte, MSc., facilities program manager, who helped spearhead the University's improvement campaign. "Now, post-training, we have a team that can professionally deliver training to frontline team members using tools and tactics that enable and enhance understanding and interaction."

ISSA

For more information, visit www.issa.com/standard or call 800-225-4772.

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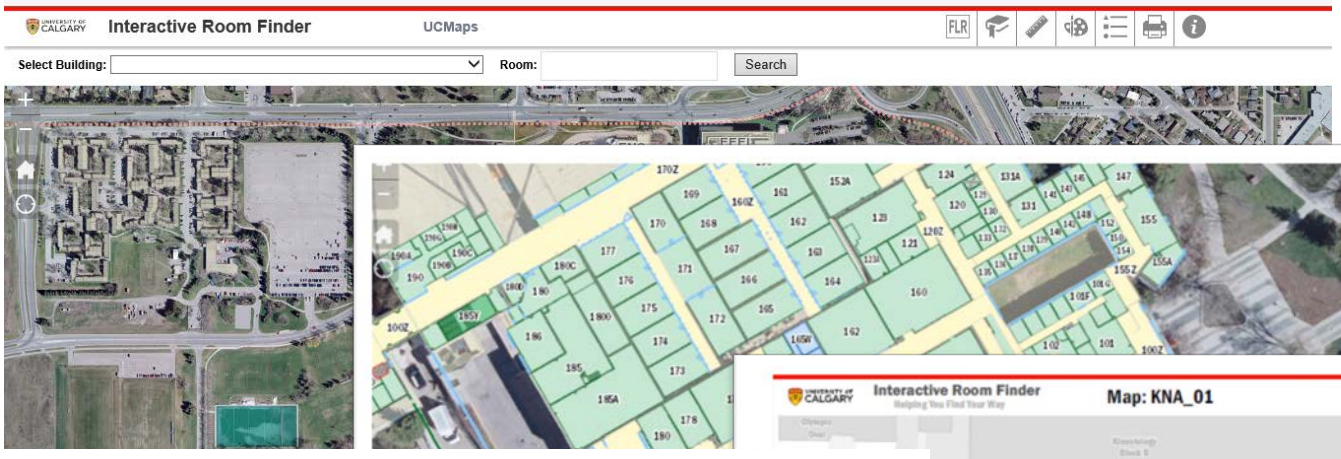
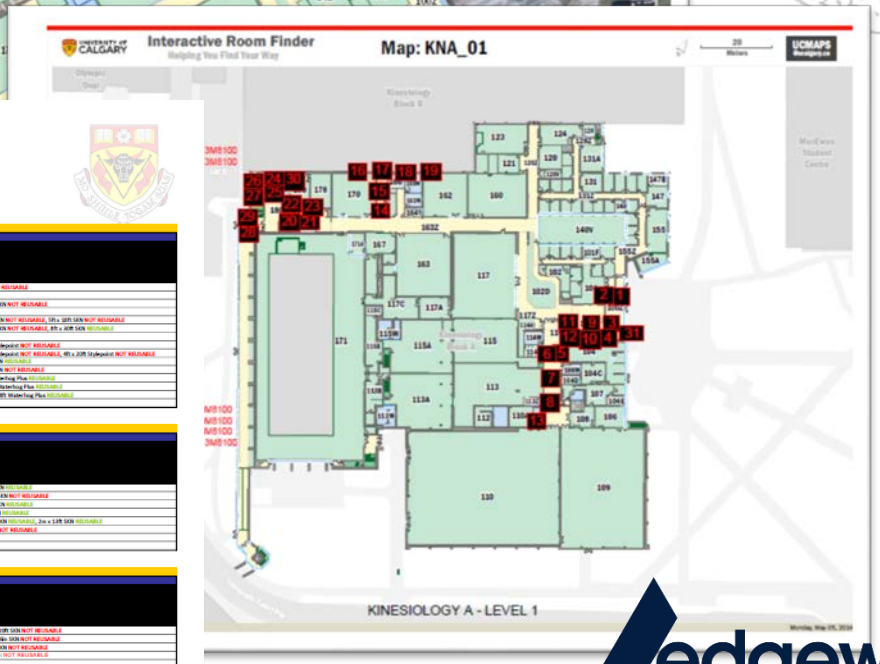
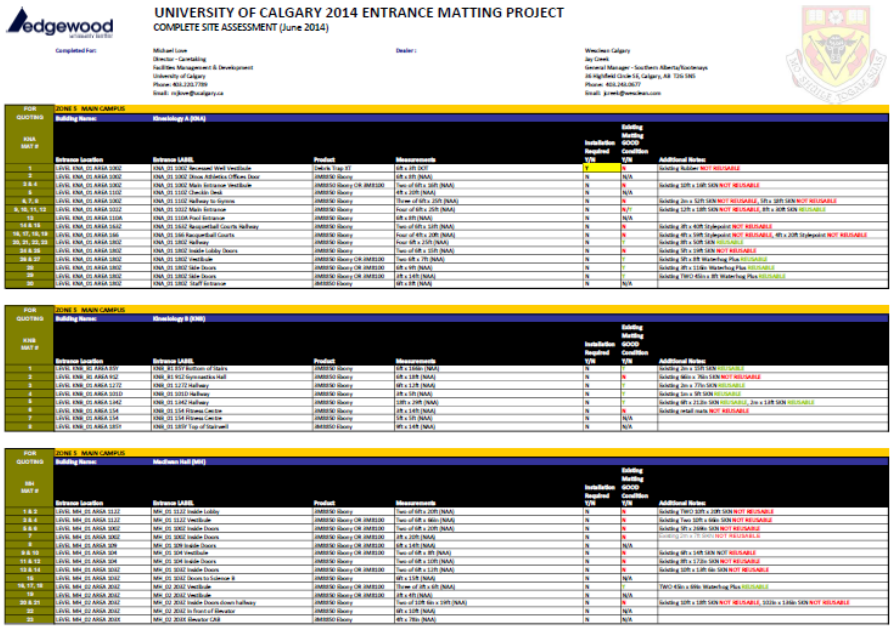
MATTING PROGRAM CASE STUDY







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SESSION OBJECTIVE CHECKLIST

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Q &A

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