



## ISSA's Cleaning Times and Workloading Fact Sheet

ISSA, the Worldwide Cleaning Industry Association, is the leading trade association for the cleaning industry worldwide, with more than 10,500 distributor, manufacturer, manufacturer representative, building service contractor, in-house service provider, residential cleaning, and associated service members in 138 countries.

*The Official ISSA Cleaning Times: The Cleaning Industry's Most Trusted Tasks, Tools & Workloading Resource* was first published in the 1960s with the primary goal of helping service providers determine the amount of time it takes to maintain a facility. The cleaning times are built using five components: task, tool, time, total units, and training. *The Official ISSA Cleaning Times* has been adopted as the standard in government, health care, education, and other industry segments in the United States as well as incorporated into a wide variety of workloading and quality programs as the standard default task times.

ISSA is also the industry leader when it comes to training and standards related to best practices, and particularly the ISSA [Cleaning Industry Management Standard](#)—or CIMS—which is the first consensus-based management standard that outlines the primary characteristics of a successful, quality cleaning organization.

**ISSA welcomes the chance to work with the sponsor of the bill, organized labor, California's Department of Industrial Relations (DIR) Department of Labor, and industry groups to come up with reforms to better protect workers while ensuring California facilities meet the standard of clean necessary to protect occupants and public health.**

### Key Points:

1. Square footage is one of many variables when considering cleaning times and workloading, and it is an insufficient proxy for physical exertion by itself. In fact, there is no singular metric that is an acceptable proxy for physical exertion.
2. Standard of clean, type of facility, tools/equipment, level of training, and particularly scope of work have as much to do with the time it reasonably would take workers to properly clean a given space.

### **Standard + Scope of Work + Workloading + Resources = Success**

Square footage is just one component of our cleaning times. The times also consider the standard of cleaning being pursued, the scope of work to meet the standard, and the amount of time it would reasonably take workers to do specific tasks given the tools, equipment, and cleaning systems employed. Plus, the times factor the type of space being cleaned and if the work is daily, interim, or restorative. There is not one metric that can be used by itself. Additionally:

- The type of space or facility must be taken into consideration. For instance, in a warehouse with lots of open floor, using a floor sweeper would be recommended rather than asking a worker to manually sweep the same large space with a push broom for efficiency and to protect the worker from potential injury. Alternatively, a floor sweeper is not practical when cleaning smaller spaces like the 75 square feet of flooring in a personal office with furniture.

- Not only is manually sweeping 100,000 square feet of space impractical and inefficient but it more importantly puts the worker at a higher risk of injuries related to repetitive motions. Using the proper equipment for the space allows the worker to focus on other tasks needed to keep a space healthy and safe for workers, occupants, etc. The alternative is that floors don't get swept on a regular basis which can jeopardize indoor air quality.

### **Different Spaces Have Different Needs**

According to *The Official ISSA Cleaning Times*, “Different industries may have different soil types, unique regulations, and expectations, and often require different training, equipment, tools, and knowledge to complete the job properly. The hazards of cleaning in an industry environment can be different than cleaning a commercial building.” Other pertinent examples include:

- Properly cleaning 2,500 square feet of a surgery wing of a hospital is very different than properly cleaning a 250,000-square-foot college campus. It is incredibly important to public health and safety that each space is cleaned correctly, with the right products and equipment, and by a properly trained and certified workforce.
- “The cleaning of manufacturing plants has its own set of techniques and specialty areas that requires deep and correct cleaning to maintain tolerance of manufacturing. This includes specialty machinery and equipment. Disinfection and extra attention to detail are key to properly ensuring a health care environment is safe, healthy, and free of contaminants.”
- As a result of many of the differences in tasks and needs of various spaces, *The Official ISSA Cleaning Times* separate out those tasks that are done. We break our cleaning times by vertical market (e.g., corrections; health care; dorms & residence halls; hotel & hospitality; house and home; manufacturing; retail, grocery, and banking; higher education; K-12 schools; transportation). Additional tasks related to infection control exist as well.

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