



# IN-HOUSE CLEANING vs OUTSOURCED CLEANING

## IN-HOUSE BENEFITS

### **Ownership:**

Employees who are employed at the building in which they work day after day take ownership of the building's appearance because it reflects on their job and position.

### **Low Turnover:**

In-house custodians tend to stay at their jobs longer due to employee benefits and job security. Low turnover means longevity, which is an advantage when it comes to mistakes made when training new employees, as well as saving on recruitment and orientation costs.

### **Security:**

In-house custodians are usually full-time employees so they are present throughout the day and often times notice people and situations that are out of the ordinary and potentially dangerous. In these situations, they can alert security.

### **Knowledge of the Building/Campus:**

Custodians that have worked in the same building or campus for years have in-depth knowledge of the inner-workings of each building. This can help when determining the cause of maintenance issues that must be resolved with outside vendors like plumbers and electricians.

### **Quick Response to Emergencies:**

In-house custodians may be more readily available to help with emergency situations such as an overflowing toilet, a plugged drain or a spill that needs cleaning.

## OUTSOURCING BENEFITS

### **Increased Efficiency:**

Commercial cleaning companies make it their business to increase efficiency because it directly affects their bottom line. They are used to dealing with clients' tight budgets, so they work diligently to ensure their employees are well-trained and efficient. Production rates for outsourced cleaning companies are much higher than in-house custodians due to ongoing training and more efficient equipment.

### **Enable You to Focus on What You Do Best:**

Hiring professional cleaners will allow your management to focus on what they do best. Employing In-house cleaners means an increase in managerial duties; you'll have to be on top of the many rules and regulations associated with cleaning, such as OSHA regulations, safety training, blood borne pathogens training, chemical usage training, and more. Cleaning companies stay abreast of all of these laws as a matter of course, and they are able to achieve professional certifications, such as CIMS Certifications, a rigorous certification process implemented by the industry's association, ISSA.

### **Decreased Cost:**

A team of cleaning professionals can complete the job significantly faster than in-house employees. When you decrease the number of hours it takes to clean your facility, you're automatically saving money.

Additionally, a professional maintenance company has the ability to obtain cleaning supplies and restroom



commodities for all their clients. They will then manage the process, passing the savings on to you.

Another important cost to consider is the cost of recruiting, conducting orientations and training sessions, providing benefits, and daily management of in-house cleaners. A commercial cleaning company will handle all of these costs and headaches for you, resulting in significant cost savings. If there are personnel issues, the company will handle it. Your human resources department will thank you. Simply write one check a month to your building service contractor.

**Decreased Liability Issues:**

A commercial cleaning company takes the burden of insuring employees off your shoulders. They provide general liability coverage, Worker's Comp, third party theft, and lost key coverage.

**Specialty Services:**

While in-house cleaning might focus primarily on general cleaning, a commercial cleaning company can tackle special jobs using equipment to which your in-house cleaners may not have access. Window washing, carpet cleaning, and hard floor care can all be accomplished with ease, and you won't be required to invest in the up-to-date equipment that will get the job done quickly and efficiently. These are tasks you'd likely hire out anyway, so why not use a contractor that can do everything, and at a better price?