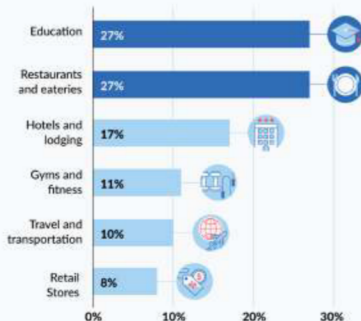


Americans Give Businesses **THREE STARS** For Cleanliness Confidence



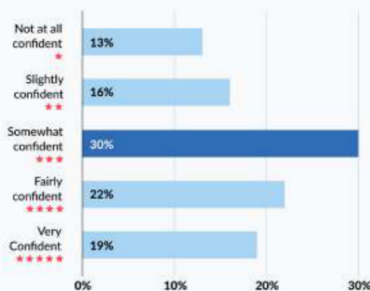
Schools and Restaurants Earn the Most Trust with Americans

Of the following industries, which do you trust the most to have safe janitorial protocols in response to the COVID-19 pandemic?



Americans Are Somewhat Confident In Businesses' Cleanliness

How confident are you that businesses will continue to uphold high cleaning standards in 2021?



"Many of these companies have no experience in disease cleanup situations, so this poses dangers to both those receiving the services, as well as the cleaners themselves."

- Kevin Geick
Manager at Bio Recovery

Tips to Build Confidence with Customers

Be transparent with mistakes

Keep customers informed of how you're correcting and improving on your errors.



Keep customers updated on changes

Look for ways to improve before customers ask.

Invest in safety and security

Prioritize safety equipment like sanitation supplies and surveillance systems.



Keep customer data, employee information, and sensitive business files safe.

Vet vendors, customers, and businesses

Ensure you're working with others who have strong ethical standards.

