

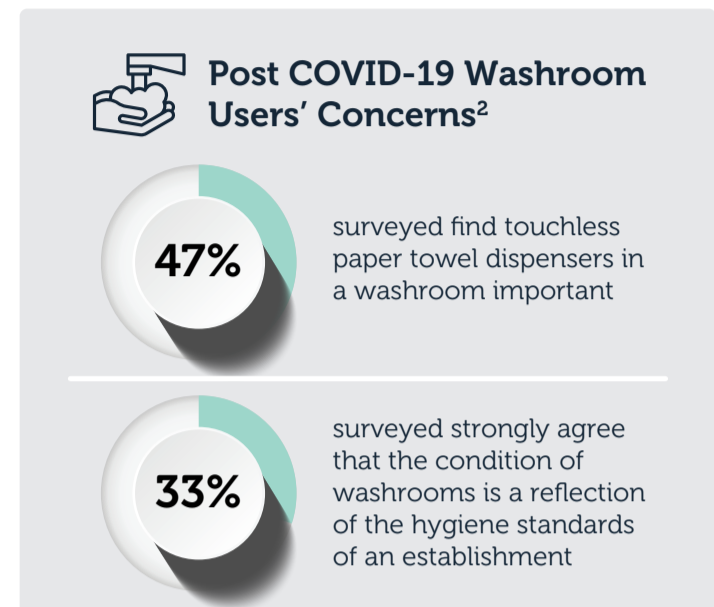
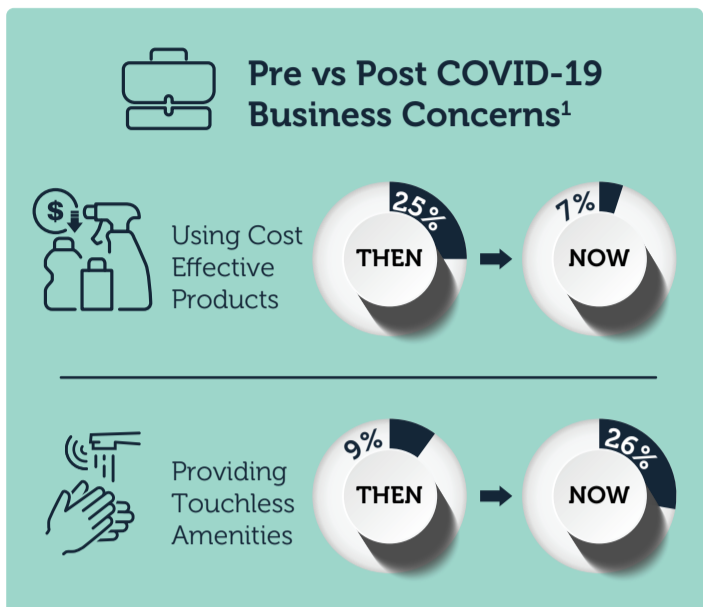
Importance of building hygiene culture

The post-pandemic return to public spaces has been a monumental change for all, bringing a fair share of discomfort and hesitance. Therefore, building a hygiene-forward culture is at the forefront of important discussion among facility managers.



Building A Hygiene-Forward Culture

As we gradually make our foray back into public spaces, uncertainties about hygiene standards in public spaces makes going out in person now feel like a whole new experience. Will shared spaces be able to cater to washroom users' hygiene needs?



The appropriate and careful placement of touchless equipment in public washrooms not only improves hygiene but also mitigates against the infringement of spatial boundaries between individuals.

“ Individuals often derive a sense of personal safety and comfort when one's personal space remains intact. ”

Dr Charissa Ng
PRINCIPAL CLINICAL PSYCHOLOGIST
B. Psychology with Neuroscience (Hons), M. Clinical
Doctor of Psychology (Clinical), Chartered Psychologist



The New Ways of Hygiene

Even if the spread of COVID-19 stopped tomorrow, we cannot deny that we have entered a new era of work. The new ways of work calls for new ways of hygiene.



41% of employees in APAC work remotely for 40 - 60% of the work week.³



81% of washroom users believe office buildings to be high or moderate risk locations for picking up germs.⁴



During days in office, employees now expect their health and safety to take priority.

41% of employees indicated that they would like their offices to provide better on-site amenities.⁵

Companies need to take a serious look at current hygiene standards and equipment

Addressing employee concerns will improve their experience back in the workplace.



In companies with 100-200 employees 61% of decision makers moderately agree that bathroom-related complaints rank in the top 3 of office complaints.⁶



90% of employers in the Asia-Pacific region prioritise employee experiences as an indicator of post-pandemic success.⁷

Key Takeaway

To maintain the hygiene standards of shared spaces, facility managers must seek feedback with their tenants and employees - even anonymously - to understand the areas of improvement and what policy changes are needed to build a stronger environment that inspires more confidence.



“ A sense of accountability is often critical to allow for permanent positive changes. As most societies require that members are held responsible for their actions, fostering a sense of control and ownership transforms individual members from mere participants to stakeholders in the process, which naturally leads to higher levels of responsibility and accountability. The implementation of such forms of behavioral management also benefits social groups and promotes social cohesion. ”

Dr. Charissa Ng
Principal Clinical Psychologist with over 14 years experience

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References:

- 1 Based on a research commissioned by Kimberly-Clark Professional with 151 decision makers of restroom/ hygiene products across Australia in January 2022.
- 2 Based on a research commissioned by Kimberly-Clark Professional with 403 washroom users surveyed across Australia in January 2022.
- 3 Ernst & Young LLP, 'Work Reimagined, Global Employee Survey - Key findings and implications for ICMIF, 2021', *International Cooperative and Mutual Insurance Federation*, Canada, Ernst & Young LLP, 2021, p.17, <https://www.icmif.org/wp-content/uploads/2021/06/ICMIF-EY-Work-Reimagined-Presentation-June-2021.pdf>, (accessed 6 June 2022).
- 4 23% indicated high risk and 58% indicated moderate risk based on a research commissioned by Kimberly-Clark Professional with 403 washroom users surveyed across Australia in January 2022.
- 5 Ernst & Young LLP, 'Work Reimagined, Global Employee Survey - Key findings and implications for ICMIF, 2021', *International Cooperative and Mutual Insurance Federation*, Canada, Ernst & Young LLP, 2021, p.14, <https://www.icmif.org/wp-content/uploads/2021/06/ICMIF-EY-Work-Reimagined-Presentation-June-2021.pdf>, (accessed 6 June 2022).
- 6 Based on a research commissioned by Kimberly-Clark Professional with 151 decision makers of restroom/ hygiene products across Australia in January 2022.
- 7 Willis Towers Watson, 'Almost 9 in 10 employers in Asia Pacific prioritise employee experience for post-pandemic success', *Willis Towers Watson*, Thailand, wtwco.com, July 5, 2021, <https://www.wtwco.com/en-TH/News/2021/06/more-than-9-in-10-employers-make-enhancing-the-employee-experience>, (accessed 6 June 2022).