

Odor Management

Identifying and addressing odor issues



Addressing odors is a challenging task. Odors seem to come out of nowhere and everybody smells something different. One thing is certain: **bad odors = bad business.**

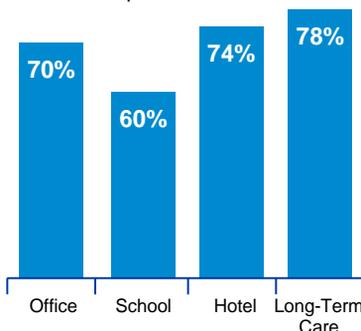
Odor are a distraction for Americans everywhere¹

- ▶ 90% of Americans would not recommend a hotel to others if it smelled bad, and they would not return.
- ▶ 80% of American workers view bad smells in their office as a distraction from work.



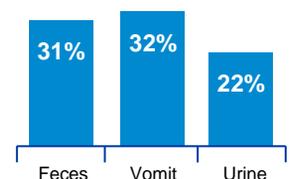
Patrons complain to staff, have a negative view of the facility, and may choose to never return due to bad smells. Some patrons even become concerned for their health.

% of Patrons who would complain to staff at...



| Patron ... | If they smell feces | If they smell vomit |
|---|---------------------|---------------------|
| Think facilities are unclean | 38% | 37% |
| Have a negative view of the facility | 36% | 32% |
| Think the facility does not value cleanliness | 24% | 28% |
| Would never return to the space of facility | 20% | 15% |

% of Patrons that feel concerned for their health and safety if they smell...



1. Clorox Professional Products Company and Ketchum. (2018 August). Clorox Custom Research Survey of 1,000 American adults 18 years or older.

While many odors exist, we can classify odor challenges under three buckets. Temporary, Repetitive and Embedded. Using these categories can help us understand how to successfully tackle the odor problems.

Temporary

Temporary odor issues come from odor emitting items or spills that were recently introduced and can be easily removed from the space.

Examples:

- ▶ Feces, urine, vomit in communal areas and patient rooms
- ▶ Daily trash and decomposing trash in indoor bins
- ▶ Body odor and smell from personal items (scented creams, perfumes)
- ▶ Body fluid or food spills on carpets/rugs
- ▶ Leftover food in office breakrooms, fridges
- ▶ Short term exposure to cigarette or marijuana smoke in restrooms, patient rooms, hotel guest rooms
- ▶ Improper storage of shipment boxes, products or chemicals
- ▶ Odor smells coming from outside the building, such as smoke, chemicals used in building repairs, or damp smell
- ▶ Gas leaks, burnt food

Repetitive

Repetitive odor issues occur in heavily used spaces with constant activity that emits odors.

Examples:

- ▶ Urine and feces in high traffic restroom odors
- ▶ Trash decomposition in outside dumpsters
- ▶ Body odor in high traffic areas, patient rooms, lobbies
- ▶ Workout clothes and shoes left behind in storage lockers, offices, work spaces
- ▶ Cooking and grease smells in cafeterias, office kitchens
- ▶ Pet/animal smells in common areas
- ▶ Wild animals or rodents on property

Embedded

Embedded odor issues occur when odor particles have firmly attached to or become embedded in a surface.

Examples:

- ▶ Urine, mold and mildew in wall, tile and grout, carpet
- ▶ Water damage on rugs/carpets, in classrooms, office spaces
- ▶ Damp, musty smell, mildew in storage closets
- ▶ Smoke odor from fire in cafeteria, dining area
- ▶ Long-term exposure to cigarette or marijuana smoke in restrooms, patient rooms, hotel guest rooms

Identifying the Source of the Odor



It is important to acknowledge an odor complaint and act quickly. Deploying personnel to the location of the odor is a great way to start. Don't be shy about asking for help from the occupants on what they smell and where the odor is the strongest.

Sources of Odor:

| Temporary | Repetitive | Embedded |
|--|--|---|
| <ul style="list-style-type: none"> ▶ Spills: food, drink, chemical ▶ Bio spills: vomit, feces ▶ Dry traps in sinks, open sewer vents ▶ Food aging in sinks, refrigerators, microwaves ▶ Trash, decomposition ▶ Burning smell: turning on heating unit, burnt food toaster or microwave, fan belt in air equipment ▶ Cigarette smoke coming through windows, HVAC system | <ul style="list-style-type: none"> ▶ Urine splashes in bathroom, sides of walls (interior and exterior) ▶ Personal body odor, perfumes, scented creams ▶ Personal items: workout clothes and shoes, air fresheners ▶ Pet odor (from pets and pet owners) ▶ Cleaning chemicals and/or cleaning equipment such as dirty/damp mops, cloths ▶ Food smells in breakroom ▶ Cooking grease | <ul style="list-style-type: none"> ▶ Mold in carpets, walls, furniture ▶ Decaying animal stuck in walls, vents ▶ Animal urine and feces in ceiling tile, walls, behind furniture ▶ Dirty sports equipment, extended storage of dirty shoes, clothes ▶ Smoke particles attached to walls, furniture, carpet, hard and soft surfaces ▶ Food smells in air filters |

If you can't identify the source of the odor, ask those who are present to keep an odor log:

| Date | Time | Location | Who is present | How many are present | What does it smell like | Room conditions – AC on, windows open, etc. | Weather outside |
|------|------|----------|----------------|----------------------|-------------------------|---|-----------------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Looking for patterns on when the odors are present can help identify where the odor is originating and what factors may be contributing to the odor issue.

NOTE: If you can't find the source of an odor, it is important to have a professional assessment or inspection to help identify it. Moving to the next steps without identifying the odor source would only be a short-term solution.

Addressing Temporary Odor Issues



Once the odor source is identified, consider the type of odor issue to best address and eliminate the odor. Below are easy-to-follow protocols and product attributes to help address temporary odor issues.

1. Remove, Clean, and Disinfect

- ▶ Remove spills with an absorbent material, remove smelly items, aging food, trash, etc.
- ▶ Check spaces for burnt items, air systems for burnt belts, gas leaks.
- ▶ Clean and disinfect all hard surfaces that came in contact with the odor source.
- ▶ Treat soft surfaces: Launder, sanitize and/or treat soft surfaces; cleaning cloths, mop heads.
- ▶ For issues involving occupants, get help from your supervisor and potentially Human Resources to help change habits.

2. Eliminate odors in the air

- ▶ If the odor is coming from outside, close windows and adjust HVAC system to prevent or reduce exterior air from entering the building.
- ▶ If the odor source is inside the building, open windows or increase air exchange.
- ▶ Use an odor absorbent or odor eliminator. But be careful...not all sprays are created equal and some products only cover-up odors instead of eliminating them. Additionally, some people may find fragrances unpleasant, so look for products with low or no fragrance added if possible.

3. Provide ongoing odor control

- ▶ Consider using products that remain active on the surface to prevent the growth of odor-causing bacteria.

| Odor source: | Smoke, Urine, Food, Trash | Urine, Smoke, Vomit, Feces | Urine, Smoke, Trash, Body Odor | Smoke, Body odor, Urine, Trash |
|---|---|---|---|---|
| Step |  PREVENTS GROWTH OF ODOR-CAUSING BACTERIA FOR UP TO 24 HRS |  |  |  |
| Clean and Disinfect | ✓* | ✓ | ✓ | |
| Treat Soft Surfaces | | ✓ | ✓ | |
| Eliminate odors in the air | | | | ✓ [†] |
| Prevents growth of odor causing bacteria [§] | ✓ | | | ✓ |
| For more information | VIEW PRODUCT PAGE | VIEW PRODUCT PAGE | VIEW PRODUCT PAGE | VIEW PRODUCT PAGE |

Other products to consider: Clorox[®] Germicidal Bleach, Clorox[®] Clean-Up[®], Pine-Sol[®]

* Potable rinse required on food contact surfaces † Cleaning product only § for up to 24 hours on hard nonporous surfaces.

Addressing Repetitive Odor Issues



Once the odor source is identified, consider the type of odor issue to best address and eliminate the odor. Below are easy-to-follow protocols and product attributes to help address repetitive odor issues.

1. Remove, Clean, and Disinfect

- ▶ Remove any odor sources that may be stored in and around work areas.
- ▶ Clean and disinfect hard surface areas that came in contact with the odor source, such as refrigerators, microwave, interiors, around urinals, toilets, floors.
- ▶ Rinse and disinfect outside dumpsters.
- ▶ Wipe down walls to remove cooking, grease, smoke smells.
- ▶ Clean and disinfect cleaning cloths, mop heads.
- ▶ Repeat these step frequently to manage repetitive odor issues.

2. Eliminate odors in the air

- ▶ If the odor source is inside the building, open windows or increase air exchange
- ▶ Use an odor eliminator. But be careful...not all sprays are created equal and some products only cover-up odors instead of eliminating them. Additionally, some people may find fragrances unpleasant, so look for products with low or no fragrance added if possible.

3. Provide ongoing odor control

- ▶ Odor eliminator metering cabinets provide long-lasting odor control.
- ▶ Clean and disinfect spaces, areas and surfaces frequently, especially in heavily used areas such as bathrooms and breakrooms.

| Odor source: | Food , Grease, Trash | Urine, Smoke Vomit, Feces | Urine, Smoke, Trash, Body Odor | Smoke, Urine Body odor, Pet odor, Trash | |
|----------------------------|---|---|---|--|---|
| Step |  |  |  |  |  |
| Clean and Disinfect | ✓* | ✓ | ✓ | | |
| Treat Soft Surfaces | | ✓† | ✓ | ✓‡ | |
| Eliminate odors in the air | | | ✓** | ✓ | ✓ |
| Long Lasting Odor Control | ✓§ | | | ✓¶ | ✓** |
| For more information | VIEW PRODUCT PAGE | VIEW PRODUCT PAGE |

Other products to consider: Clorox® Germicidal Bleach, Clorox® Clean-Up®, Pine-Sol®, Clorox® Disinfecting Wipes

* Potable rinse required on food contact surfaces † Sanitizes soft surfaces ‡ Cleaning product only

§ Fills the room with a long-lasting scent ** Use to sanitize the air †† Long-lasting odor eliminator that keeps odors away up to 6 hours

‡‡ Timed release to provide odor elimination between cleanings

Addressing Embedded Odor Issues



Once the odor source is identified, consider the type of odor issue to best address and eliminate the odor. Below are easy-to-follow protocols and product attributes to help address embedded odor issues.

1. Deep clean or remove and repair source of odor

- ▶ Deep clean and disinfect to remove odor particles and microorganisms from hard and soft surfaces even if they don't look dirty. Consider deep cleaning locker rooms, storage closets, furniture, walls, vents.
- ▶ Remove and repair/replace items where odor is embedded: carpets, rugs, walls, ceiling tiles, furniture, air filters.
- ▶ If surface is not replaceable, a blocker or sealant may be an option.

2. Eliminate odors in the air

- ▶ Use an odor absorbent or odor eliminator. But be careful...not all sprays are created equal, some products cover-up odors instead of eliminating them. Additionally, some people may find fragrances unpleasant, so look for products with low or no fragrance added if possible.
- ▶ Be conscious that repairs may temporarily cause odor issues, whenever possible, schedule repairs when occupancy is lowest.
- ▶ If odors persist, consider calling in an indoor air quality remediation professional to help. Special equipment may be needed to completely get rid of the source of the odor, and it may also be necessary to replace some surfaces that cannot be cleaned effectively.

| Odor source: | Mold, Mildew | Mold, Mildew | Urine, Feces, Body odor, Pet odor |
|----------------------------|---|---|---|
| Step |  |  |  |
| Clean and Disinfect | ✓ | ✓ | |
| Treat Soft Surfaces | ✓* | | |
| Eliminate odors in the air | | | ✓† |
| For more information | VIEW PRODUCT PAGE | VIEW PRODUCT PAGE | VIEW PRODUCT PAGE |

Other products to consider: Clorox® Disinfecting Bio Stain & Odor Remover, Pine-Sol®

* Laundry Sanitizer † Timed release to provide odor eliminator between cleanings

Additional Odor Management Resources



- ▶ CloroxPro Odor Management website:
<https://www.cloroxpro.com/solution/odor-management/>
- ▶ How to remove light marijuana and cigarette smoke protocol:
<https://www.cloroxpro.com/resource-center/how-to-remove-light-marijuana-and-cigarette-smoke-protocol/>
- ▶ Other useful websites for Odor Management information and tips:
 - ▶ www.cleanlink.com
 - ▶ www.cmmonline.com
 - ▶ www.iaga.org