



Quality Tools for Smart Cleaning™

CASE STUDY

Large Canadian School District Gives High Marks to UNGER's Cleaning Supplies and Customer Service



CUSTOMER PROFILE



Institution:

Rocky View is the fifth-largest school board in Alberta, serving more than 26,625 students and a staff of 3,000+ people across 53 schools



Vertical:

Large School District/Kindergarten to Grade 12



Facility Specifics:

- 53 schools with 7.5 million total square feet
- 1,495 classrooms, 66 gymnasiums, and 566 restroom facilities
- 120 full time cleaning staff



KEY CONTACT

Marlon Batres, Senior Manager of Caretaking



- 16 years leading the Rocky View School janitorial team
- Former owner / operator with over 20 years of multi-level cleaning industry experience

CHALLENGE

Rocky View School District (RVS) faced several challenges in maintaining high cleanliness standards across its schools:

- 1. Reduced Workforce:** Staffing cuts of around 100 janitorial positions required the remaining team to do more with fewer resources
- 2. Pandemic Pressures:** The global COVID-19 pandemic increased the demand for rigorous cleaning protocols, making efficiency and hygiene top priorities
- 3. Winter Maintenance:** Canadian winters brought snow, slush, salt, and mud into the schools, drastically increasing the workload on the janitorial team, who needed flexible and durable janitorial equipment to manage these conditions



During harsh Canadian winters, snow, slush, salt, and mud from the outside are tracked inside, making cleaning a challenge and safety a concern.

SOLUTION

To address these challenges, RVS partnered with Unger Enterprises, who provided a suite of ergonomic and efficient cleaning solutions.

- 1. OmniClean Dual Bucket Technology:** This system ensured custodians always mopped with clean water, improving hygiene and reducing cross-contamination. This was especially important during the pandemic.
- 2. Restroom R_x™ Cleaning Carts:** 200 lightweight, ergonomic carts designed to be easily maneuverable, enabling all employees to use them safely, regardless of physical ability. This flexibility was crucial for maintaining productivity with a reduced work force.
- 3. SmartColor™ System:** A color-coded cleaning tool system was introduced to prevent cross-contamination between different areas of the school, simplifying the cleaning process.
- 4. Comprehensive Customer Service:** Unger maintained frequent communication with RVS to understand and meet their specific requirements, despite global supply chain challenges caused by the pandemic.



"I have only fantastic things to say about Unger - the team, the delivery, and providing solutions to any situations that we have."

Marlon Batres,
Senior Manager of Caretaking

CUSTOMER SERVICE

One of the standout aspects of Unger's relationship with RVS was their excellent customer service. Unger's team remained in constant communication with RVS, from the initial meetings to gain a thorough understanding of RVS challenges, recommending solutions ensuring that all needs were met promptly. This high level of customer support helped ensure a smooth transition to the new cleaning systems.

"Unger provided tools that are lightweight, and flexible, so people can work with their feet safely planted on the ground and still clean ... and the Unger carts are so easy to use, with little or no effort needed."

- **Marlon Batres,** *Senior Manager of Caretaking*

RESULTS

The adoption of Unger products delivered significant improvements for RVS, both in terms of operational efficiency and employee safety. Key outcomes included:

- Reduction in Work related Injuries:**
Following the transition to Unger's ergonomic cleaning tools, RVS saw a marked reduction in the number of employees missing work due to injuries. The lightweight, flexible and ergonomic tools helped reduce strain on the workers, leading to fewer injury-related absences.
- Increased Productivity:**
Utilization of proper tools to keep entryways clear of snow, slush, salt, and mud was successful reducing the potential for slips and falls for faculty and students.

CONCLUSION

Unger provided Rocky View Schools with the tools they needed to overcome their cleaning challenges, delivering flexible, safe, and ergonomic solutions that improved both the quality of cleaning and the well-being of the janitorial staff. By partnering with Unger, RVS not only maintained high standards of cleanliness across its facilities but also improved its operational efficiency.

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