

CASE STUDY

AETNA HOME OFFICES
Hartford, CT



TERSANO STABILIZED AQUEOUS OZONE CLEANING TECHNOLOGY

OVERVIEW

The Tersano lotus PRO creates Stabilized Aqueous Ozone (SAO), a simple, safe, sustainable way to replace traditional chemical-based cleaners, sanitizers, and deodorizers. SAO is an environmentally-friendly solution approved and certified by many organizations including Green Seal, HACCP, OSHA, and more.

As an outcome of the Compass Support Service Multi-Sector Products Review, inclusive of Healthcare, Education and B & I, Eurest Services, a bundled soft service company division of Compass Group North America, conducted a months-long trial of SAO at the Aetna home office building in Hartford, CT. The objective of the trial was to demonstrate a level of cleaning on par with or better than Aetna's then-current chemical solution – while also simplifying the process, increasing savings, and decreasing the impact Aetna's cleaning program has on its employees, building occupants, and guests.

Reduce the use of cleaning chemicals throughout Aetna office buildings by replacing them with Stabilized Aqueous Ozone (SAO).

A simple, safe, sustainable way to create a cleaner, safer, healthier environment.

THE CHALLENGE

Led by Contract Manager Thomas Gorman, Eurest Services provides integrated support services to Aetna's Class A office building in Hartford, CT. With 1.6 million square feet of cleanable space in the building, Gorman oversees 47 employees and has a strategic objective to bring operational efficiencies and cost savings to Aetna and, ultimately, Eurest Services.

In late 2014, Gorman participated in a new products review meeting where he was introduced to Tersano's stabilized aqueous ozone (SAO). "We had been trying to reduce our chemical usage as a way to increase safety and sustainability in our program – along with profitability of course," explains Gorman. "When the Tersano team introduced us to stabilized aqueous

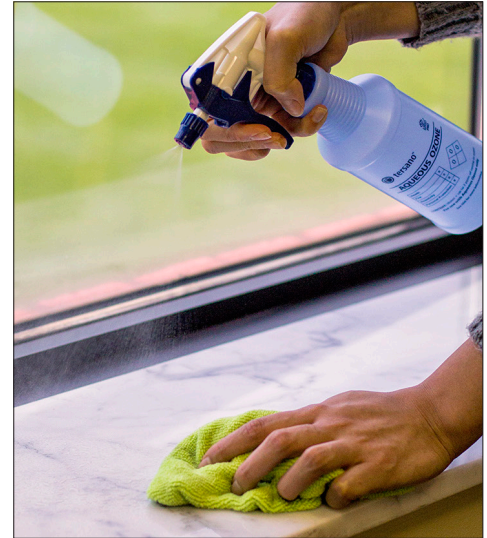


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ozone as an alternative to traditional chemicals, we were interested in seeing how it could go.”

Gorman and his team started the test and, while finding no resistance from his client, did receive some caution from his team. Recalls Gorman, “We did have minor resistance from the staff just because of how new and different it is from the chemicals they were used to. They had a hard time with the lack of smell. They felt that if it doesn’t smell, it doesn’t work. Once they saw the results, however, they immediately jumped on-board.”

As the trial continued, Gorman’s team began using SAO in their walk-behind scrubbers and carpet cleaners and enjoyed positive results. Notes Gorman, “We had great success using it as a glass cleaner and a general purpose cleaner. We even cleaned our floors with it.”



THE SOLUTION

The Tersano Lotus PRO system creates a non-toxic alternative to traditional cleaning chemicals called Stabilized Aqueous Ozone (SAO). SAO can be used effectively across many cleanable hard surfaces throughout a typical office building. Along with replacing and outperforming traditional cleaners, SAO is simple, safe, and sustainable for everyday use.

CHEMICALS REPLACED

- Stainless Steel Cleaner
- Whiteboard Cleaner
- Glass Cleaner
- General Purpose Cleaner
- Carpet Cleaner
- Floor Cleaner

TRIAL OUTCOMES

- The Aetna building trial reduced the number of chemicals in use dramatically, leaving just a disinfectant as the only traditional chemical still in use. “It’s on-par with chemicals in terms of performance and we no longer need glass cleaner, stainless cleaner, or carpet cleaner,” states Gorman.
- One big benefit from the trial was how it helps Aetna maintain their Silver LEED rating for the building. “This is one small, but important piece of the LEED puzzle,” says Gorman.
- Program and process simplicity has also been a benefit of using SAO: “It does help streamline our program in that we are ordering far fewer chemicals.”

SUMMARY

Today, Gorman continues his efforts at reducing chemicals and finding benefits: “Over time, we’ve realized how important the safety aspect is to the program. The more we remove chemicals, the safer our working environment becomes.”

Would he ever go back to chemicals? “We’ll never go back to chemicals,” he states. “It’s not broken so why fix it?”



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