



Is your business as clean as it could be?

Q-4 2013

PROVIDING EXCELLENT HEALTHCARE IS EVERYONE'S JOB

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(and greener)*

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AT OFFICE DEPOT, WE KNOW THAT CLEANING IS ONE OF THOSE TASKS YOU PROBABLY DON'T THINK TOO MUCH ABOUT—UNTIL SOMETHING HAPPENS TO INTERRUPT THE PROCESS.

That's why we've created this cleaning supplies magazine— and why we are here to be your answer team on all matters Jan/San!

First, though, I want to reflect on how our supply chain expertise enhances your business efficiency. We take an unwieldy commodity and create a process that seamlessly delivers the supplies you need, when you need them, with little effort on your part. Our advantages include highly efficient application of ordering and supply chain technology and access to sophisticated analytical tools.

The bottom line for your business: leaner inventories, lower storage costs, streamlined internal distribution systems, and easier monitoring of your supply spend.

Given that record of success and the robust client relationships we have forged in the process, we believe cleaning supplies represent the logical next step. We have assembled a team of experts from across the Jan/San spectrum to develop a procurement solution that bypasses costly specialty suppliers and simplifies your approach to a category that's essential to your day-to-day operations.

We have already added thousands of items to our catalog, with particular emphasis on commercial-grade products. So that we can really understand your needs beyond the product in the box, we've also added field staff dedicated to the Jan/San category to help you translate your objectives into effective solutions.

Our mission is simple: to become your preferred destination for cleaning supplies.

As your business grows and changes, know that Office Depot is right there with you, with the cost-effective cleaning supplies you need...when you need them.

John Nixon
Vice President - Solutions
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How clean
is your workspace?
It's not as clean
as it looks!



*Source: The Journal of Infectious Diseases, Vol. 146, No.1, July 1982.
**Source: Study done by University of Arizona germ guru Dr. Charles Gerba.

It's not as clean as it looks!

DID YOU KNOW THAT YOUR DESK
COULD HAVE MORE GERMS THAN A
TOILET SEAT?*

DID YOU KNOW THAT AN
AVERAGE DESK IS HOME TO
20,961
GERMS PER SQUARE INCH?*



DID YOU KNOW THAT
VIRUSES CAN LIVE FROM 24 TO 48
HOURS ON SURFACES?*

DID YOU KNOW THAT A
VIRUS CAN SURVIVE ON
YOUR HANDS UP TO
5 MINUTES AFTER
BEING TRANSFERRED
FROM A KEYBOARD?*

*Source: *The Journal of Infectious Diseases*, Vol. 146, No.1, July 1982.
**Source: Study done by University of Arizona germ guru Dr. Charles Gerba.

Providing Excellent Healthcare Is Everyone's Job

MAKING HEALTHCARE CLEANER (AND GREENER)

BY PAULA BLACK

Consolidation. Efficiency. Reducing payments. Improving patient care. These are all factors in the healthcare reform conversation—and they are presenting new challenges for the industry to navigate.



To be sure, healthcare providers are wading through new and difficult realities in an industry that's becoming more integrated, more at risk and more accountable to the government. A large part of the story is about creating more value in the process even as payment models shift and Medicaid and Medicare reimbursements are declining.

Among the winners will be healthcare organizations that understand these realities and work proactively, through innovation and collaboration to reduce costs and enhance quality. A key part of providing better healthcare for every patient is infection control.

Given the cost of hospital-acquired and healthcare-associated infections (HAI), demand has increased for solutions that can help the healthcare industry reduce infections and the costs associated with them. The U.S. Centers for Disease Control and Prevention (CDC) estimates that around 1 in 20 or 5 percent of hospitalized patients will contract an HAI. This has created a market opportunity for companies that can test for, treat and help prevent these infections.

In the quest to control cost and be more efficient, the industry relies on group purchasing organizations like Amerinet. Amerinet is on a mission to innovate the supply chain, reduce costs and enhance care delivery in an age of healthcare reform. As a leading national healthcare solutions organization, Amerinet believes the only path that's right for a healthcare facility is one that's tailor-made for that facility—that includes environmentally conscious cleaning solutions.

Amerinet serves nearly 66,000 acute care hospitals, clinics, long-term care facilities, Physician Hospital Organizations (PHOs), ambulatory surgery centers, emergency services and other healthcare organizations. And it has partnered with Office Depot on the infection control and eco-conscious cleaning supply component to help healthcare providers reduce costs and increase sustainability.

A GREEN HEALTHCARE PROVIDER

Until recently, the healthcare industry wasn't using words like "sustainability" and "healthcare" in the same breath. Perhaps few people considered how sustainable practices could help drive down healthcare costs.



With its rapid efficacy and 24-hour residual on common organisms, our care providers can spend more time with the kids and less time cleaning.

John Dozzo
President of Children's Treatment Center



As policymakers seek to rein in the nation's escalating healthcare costs, one area deserving attention is health systems' costly environmental footprint. After standardizing metrics across the hospitals studied and generalizing results to hospitals nationwide, an analysis finds that savings achievable through these interventions could exceed \$5.4 billion over five years and \$15 billion over 10 years, according to a recent Health Care Research Collaborative study, "Can Sustainable Hospitals Help Bend the Health Care Cost Curve?"

Amerinet has made a name for itself in the world of green health. In fact, the company is a multi-year winner of the Champion for Change Award from Practice Greenhealth, recognizing its success in greening its day-to-day practices and promoting sustainable practices among members.

Practice Greenhealth is the nation's leading healthcare membership community that empowers its members to increase their efficiencies and environmental stewardship while improving patient safety and care. The Champion for Change Award honors businesses that supply the healthcare sector by not only taking steps to improve their organization's green practices, but by going the extra mile to help their clients and associates expand their sustainable practices.

As evidenced, introducing environmental sustainability measures in hospitals not only results in significant savings, but it won't increase operating costs. The implications



are clear—given the return on investment, all hospitals should adopt and expand their sustainability programs.

PRACTICING GREEN CLEANING

Children's Treatment Center, an Amerinet member that provides behavioral health and residential treatment programs for children aged 3 through 16 in Albuquerque, N.M., relies on Office Depot disinfectant products like PURE® Hard Surface to create a more sterile environment for clients. Specially developed for use in healthcare facilities with fast kill times and residual protection, PURE is a ready-to-use, non-corrosive hospital disinfectant formula powered by ionic silver and citric acid.

"We use PURE, and it has really cut down on the number of colds and transmittable diseases," says John Dozzo, President of Children's Treatment Center. "With its rapid efficacy and 24-hour residual on common organisms, our care providers can spend more time with the kids and less time cleaning."

PURE also offers a sustainable advantage as it fights against drug-resistant organisms like HIV, Hepatitis B, Hepatitis C and 20 other

human pathogens. PURE contains no volatile organic compounds (VOC), bleach, alcohol, ammonia, phosphates or phenols, OSHA does not consider the ingredients in PURE hazardous, the manufacturing process results in no waste byproducts, and the EPA has assigned it the lowest toxicity category—there are no hazard warnings on the label, making it a wise choice for healthcare providers.

"PURE Hard Surface offers kill times as low as 30 seconds, which combats many bacteria and viruses, including the dangerous influenza virus," says Tom Myers, Executive Vice President of Marketing and R&D at PURE Bioscience, Inc., maker of PURE Hard Surface. "There is a growing flu epidemic that is bringing serious threats to human health, business and education, and also putting major burdens on our healthcare system. Using PURE Hard Surface can be an effective preventative tool to curb the spread of germs."

Another product Office Depot carries on the infectious control front are Cascades antibacterial paper towels. Unlike ordinary paper towels, when the Cascades antibacterial paper towel comes into contact

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We want to reduce hospital and non-acute care facilities’ costs and at the same time help improve their patient care...

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John Vinarsky
Vice President, Executive Resources and Office Solutions, Amerinet

with the water on your hands, the towels kill germs as they dry your hands. Dry to the touch, the green-colored paper towel has been confirmed in third-party testing to kill over 99.99 percent of harmful bacteria upon coming into contact with wet hands.

OFFICE DEPOT’S GREEN DEDICATION

Larry Reinker, National Account Manager at Office Depot Business Solutions, says infection control is a growing priority in hospital and healthcare facility settings — and points to a number of state and federal guidelines that mandate the conditions.

“The most effective products will save time in this environment and not create an unpleasant environment. That way, healthcare workers can spend more time with patients,” Reinker says. “PURE meets that need.”

Reinker works closely with Amerinet’s contracting staff to make sure the needs of the tens of thousands of healthcare facilities it serves get the products they need to prevent the spread of disease, minimize the impact on the environment and reduce overall costs.

“We listen to understand what their spend priorities are and make recommendations to help them achieve their priorities,” Reinker

says. “We try to reduce their workload so that they can spend more time on their critical medical equipment buys.”

With Office Depot’s help, Amerinet continues to seek new ways to maximize standardization and cost savings on supply chain spending. Amerinet launched the Strategic Savings Program in January, which aims to offer its members the greatest value and the highest quality and service in the market. Suppliers in the program, such as Office Depot, are market leaders who have earned their distinction through competition with other leading companies.

“We want to reduce hospital and non-acute care facilities’ costs and at the same time help improve their patient care,” says John Vinarsky, Vice President, Executive Resources and Office Solutions, Amerinet. “That is our mission, and Office Depot plays a role in helping us realize that mission.” ■

Optimizing The Procurement Process

A PRIMER FOR MULTI-LOCATION ORGANIZATIONS

BY PAM EDWARDS

An organization with a regional or national footprint will funnel a significant amount of resources toward indirect expenses in dozens of different categories, ranging from merchant processing and waste management to office and cleaning supplies, print, insurance and much more.

Creating familiarity

A COMMUNITY-BASED NURSING FACILITY USES TRUSTED BRANDS FOR EVERYTHING FROM FURNITURE TO CLEANING PRODUCTS.



Otterbein Senior Lifestyle Choices is a vibrant, faith-based, not-for-profit missionary organization founded in 1912, serving older adults throughout western Ohio in 12 locations. Otterbein provides a variety of lifestyle choices: independent living, assisted living, skilled nursing and rehabilitative care, home health and hospice care—that respect the independence and enhance the quality of life and holistic growth of older persons.

Otterbein is always looking for innovative and cost-effective ways to deliver those services. One of the most recent innovations is their Small House Community, a skilled nursing facility, in a residential community built on a cul-de-sac. It’s a community of five ranch-style houses that accommodate 10 patients per house. Each house operates independently of one another and is non-institutional from the furniture to the cleaning supplies. All meals are developed on-site, and personal care is provided. In each community there are 50 residents with 100 caregivers. Otterbein gives residents a sense of being home with five Small House Communities, and they will soon build four more.

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They like recognized, name-brand products. The reason for that is we want to use cleaning supplies that residents are familiar with, such as Pledge and Bounty.

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John Kitchen
Director of Procurement, Otterbein

Otterbein turned to Office Depot because they were looking for a vendor to support their Small House Communities, which needed supplies in small quantities; they needed a gallon of Clorox not a case of Clorox. John Kitchen, the Director of Procurement at Otterbein explains, “The small housing staff likes the idea that they can order what they want, in the quantity they need and get it delivered the next day. They like recognized, name-brand products. The reason for that is we want to use cleaning supplies that residents are familiar with, such as Pledge and Bounty. The whole process for Small Housing is to deinstitutionalize healthcare. In other words, when they go there everything is made to look like home; you have no concept that you are in a nursing facility when you are there,” Kitchen adds. “And a Small House Community spends less taking care of people than a traditional facility.” ■



financial or ERP system and other sources to understand the supplier base and how much is spent with each supplier. Once that data is cleansed and categorized, it turns into very valuable information. At this point the buyer will have a much better idea of where to go and how to prioritize the opportunities, and the sourcing process can begin.

NOT ALL PURCHASING STRATEGIES ARE CREATED EQUAL

Many buyers will attempt to secure the best price today on a collection of items, implement that pricing and feel that they have made an important contribution to the bottom line. If the items selected were the right items, and the pricing and negotiated

Finding the necessary products and services, negotiating with suppliers, tracking expenditures, making sure that supplies arrive where and when they’re needed, keeping the inventory at just the right level, maximizing cost savings—it all takes a complex procurement infrastructure to work at optimum efficiency. Recent research suggests that the centralization of the purchasing or procurement function in an organization can deliver as much as 25 percent cost savings to the bottom line.

To get there, however, the organization must first understand how much is spent and with whom. A spend map is an analytical exercise that extracts spend information from the

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A long-term, broad-based, strategic approach that addresses the organization’s key requirements in depth will yield a solution that is financially beneficial, sustainable and meets stakeholder needs.

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Douglas Austin
Founder of Strategic Source

terms were protected for a period of time, then the result might be a competitive, sustainable solution. If not, then this was a

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price-driven exercise only that will not deliver sustainable benefits to an organization over time and could be a very inefficient and ineffective use of time.

So what's the alternative? According to Douglas Austin, Founder of Strategic Source, a supplier management consulting firm, "a long-term, broad-based, strategic approach that addresses the organization's key requirements in depth will yield a solution that is financially beneficial, sustainable and meets stakeholder needs." One such model is structured around what Austin calls the Five Levers of Expense Management, each of which the buyer must address in detail to maximize the strategy's effectiveness.

Briefly, the five levers encompass what the organization needs, as opposed to what it wants; preferred supplier strategy (single-source, multisource, partnership); pricing terms by individual item and category as well as overall; key processes, training and implementation across the organization; and any associated compliance and auditing issues.

Adopting the five levers approach to procurement (or one similar in scope and depth) as an alternative to the tactical, price-driven approach ensures a sustainable process that saves time, reduces costs and mitigates risks. For organizations with multiple locations, that can translate into real bottom-line benefits, especially if the organization works with a supplier partner that can build a solution from the ground up that incorporates the organization's needs as identified by the five levers.

AN INTEGRATED, STRATEGIC PROCUREMENT PROCESS

Office Depot leads the way in developing strategic, technology-driven procurement solutions for its multi-location customers. In meeting its customers' needs for office, cleaning and break room supplies, Office Depot implements finely tuned solutions that integrate purchasing, accounting and technology.

From the moment a contract is signed, the Office Depot Business Solutions Implementation Team swings into action,

gathering data, analyzing spending patterns, configuring e-commerce systems, and testing the solution end to end before rollout. As Brad Broman, Global Account Manager for Office Depot's Business Solutions Division, explains it, the Office Depot implementation team "is top-notch—one of our real strong points. They immediately begin gathering all the information we need about a customer's usage patterns—broken down by ZIP code—and inventory issues. The team does all the system programming and testing, and works closely with the customer to get the ordering system up and running when they need it to be."

“They have really been able to streamline the process for us and cut down the amount of time it takes in coding the invoices.”
Dustin Netral
Vice President of Logistics and Delivery, hhgregg

MAXIMIZING EFFICIENCY, REDUCING COSTS

hhgregg, a leading specialty retailer of home appliances, consumer electronics and related products, operates 228 stores in 20 states, and has been an Office Depot contract customer since 2008.

Dennis DeLong, Major Accounts Manager for the Office Depot Business Solutions Division, explains the process Office Depot built for hhgregg. "We built a very tight system from purchase to payment. Each store is identified with a budget and a location number. We have really streamlined their accounting and reconciliation of their invoices, and saved them hundreds of man-hours when we went from paper-based billing to our electronic method. We reset each store's budget at the beginning of every month, which helps to identify and control costs."

Dustin Netral, Vice President of Logistics and Delivery for hhgregg, echoes what DeLong says. "Every store has been set up with a portal and a budget. That way I know what the maximum could be for my expenses. Each store portal has a pre-approved list of products to purchase from. It simplifies the process for us, plus Office Depot has instituted an electronic billing process that eliminates the need to make all the different location entries. They have really been able to streamline the process for us and cut down the amount of time it takes in coding the invoices."

Office Depot is proactive in how it manages contract accounts such as hhgregg, continually seeking ways to build efficiencies into what its customers purchase. Netral cites paper towels as an example: "They were evaluating the type of towels we were purchasing and presented an ROI that said that if we replaced the hardware and started purchasing different towels it would save us 10 to 15 percent in the long run—and we could recoup the hardware investment in a very short period of time."

SOLUTIONS THAT ALIGN WITH THE CUSTOMER'S ORGANIZATIONAL MISSION

Another organization with a truly global footprint that knows the value of partnering with Office Depot is Anixter, a leading global distributor of communications and security products, electrical and electronic wire and cable, fasteners and other small parts. With well more than 100 U.S. locations, Anixter takes corporate sustainability very seriously, a mission that aligns well with Office Depot's capabilities.

Lester Murphy, Anixter's Facilities Manager for North America – East, comments, "We have been working with Office Depot for more than 15 years. Like many companies, we are very focused on being green, so the reporting helps us identify green products and gives us trends of where we are spending our money and what can we do to spend more wisely. We work with Office Depot's green group and identify items that would be most appropriate to fulfill our green commitment. Then Office Depot has the ordering and reporting systems in place to help us stay on track."

As with hhgregg and other contract customers, Office Depot built a procurement system for Anixter that combines sophisticated technology with a highly user-friendly interface. As Murphy explains, "Every building has a login and built-in credit card information so it makes it simple to place the order. They go to the site, they find what they need, they find the items that are on the best-buy list, they place the order... click, click, click, they're done. The order arrives the next day. We depend on Office Depot to present the best assortment of supplies that will fit our needs, whether it is green, more efficient or cost effective."

HOW TECHNOLOGY INTEGRATES PURCHASING AND ACCOUNTING

Office Depot brings a lot of technology to the table for the benefit of its contract customers. Murphy alludes to how Office Depot uses technology to integrate the purchasing and accounting functions when he refers to the "built-in credit card," which is linked to the negotiated contract pricing for each item.

Broman illustrates how technology drives all aspects of Office Depot's procurement infrastructure. "For example, we use voice technology to pick and scan merchandise in our warehouses, and a finely calibrated scale to weigh each order to verify quantities of smaller items. It all goes to making sure the customer gets exactly the products they order, in the quantity they need, the day after they order them."

“They go to the site, they find what they need, they find the items that are on the best-buy list, they place the order... click, click, click, they're done. The order arrives the next day.”
Lester Murphy
Facilities Manager for North America – East, Anixter

At the other end of the procurement process, Office Depot provides its contract customers with robust tracking and reporting tools accessible via an online dashboard. The dashboard enables the customer's procurement team to see at a glance their organization's year-to-date supplies spend broken down by product and product category at both the individual location and corporate levels.

WHY CHOOSING THE RIGHT PARTNER IS CRITICAL

Office Depot's partnerships with hhgregg and Anixter illustrate perfectly why choosing the right supplier partner is critical for multi-location organizations that want to optimize their procurement. It takes a company with the geographic reach of Office Depot to command the people, processes and technology to hit its customers' implementation timetables and, in Brad Broman's words, provide customers with "the services they need, the way they needed them." ■



EVERY ORGANIZATION, NO MATTER ITS SIZE OR MISSION, NEEDS CLEANING SUPPLIES FOR ITS BRICK-AND-MORTAR FACILITIES. YET MOST PEOPLE, MOST OF THE TIME, DON'T PAY TOO MUCH ATTENTION TO HOW THEIR WORKPLACES GET AND STAY CLEAN. WE DO, JUST ABOUT 24/7.

That's our job. My team and I think about cleaning supplies in ways that others might consider borderline obsessive—but for us it's just the way we do business.

So, Lysol® or Clorox®? Hardwound roll towels or multifold? Spray or foaming surface cleaners? The average purchasing manager might not be aware of the differences between the active ingredients in different cleaners or have an opinion as to which type of towel dispenser is the better option.

We do. We know why those differences matter, and we apply that expertise to matching the right products to your specific needs.

We work around the clock to assemble a comprehensive selection of cleaning and break room supplies, in the quantities you need, from brands you trust, at prices you'll love, all from one source.

The results for your organization are clear: You'll get cleaning products and solutions tailored to your specific procurement strategies and simplify and speed up your purchasing process. Best of all, you'll save money!

Let me close by saying that we want to know how you approach your Jan/San purchasing, and that we welcome the opportunity to explore ways Office Depot can make the process more efficient and responsive to your needs.

To continue the conversation contact your account manager.

Michael L Davis

Michael Davis
Director, Merchant
Cleaning and Breakroom Supplies, BSD



BETCO®
Cleaning Innovations That Matter.

We are partners
to bring you what
you want!

We
innovate



Office Depot inspired us ... to bring you a partnership with a purpose.
Count on Betco® to improve your cleaning quality, boost efficiency and manage costs.
We create cleaning innovations that matter – delivering superior products,
unrivalled training and advanced technology. Visit us at betco.com.



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Cleaning Innovations That Matter.

We innovate



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Helping You and the People Around You Stay Healthy

Did You Know:

- Only 1 out of 3 adults wash their hands after coughing or sneezing ¹
- Germs thrive up to 48 hours on some surfaces ²
- The economic cost of lost productivity in the US due to the common cold approaches \$25 billion ³
- Hand washing is one of the most effective ways to prevent the spread of many types of infection and illness ⁴

enMotion® Automated Towels and Dispensers

Enhance your washroom image, help reduce landfill waste and lower costs with our stainless steel bundle.

- Using paper towels to dry hands reduces bacteria on finger pads by 76% and on palms up to 77% ⁵
- 79% of people prefer paper towels to air drying ⁶



For more solutions from Georgia-Pacific, contact your Georgia-Pacific sales professional at 1-866-HELLO GP [435-5647] or visit www.gppro.com/healthsmart

1. Harris Interactive online survey with U.S. consumers November 2010. Prepared for the American Microbiology Society and the American Cleaning Institute.
2. Survival of influenza viruses on environmental surfaces study. Journal of Infectious Disease July 1982 (or 92?)
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6. Washroom Products Study sponsored by Georgia-Pacific, July, 2009



enMotion® dispensers are only available through lease from an authorized distributor.

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