



WHITEPAPER

## REDUCING COSTS ONE PAPER TOWEL AT A TIME

*How our team helped a  
Fortune 500 company reduce  
waste, improve cleanliness,  
and lower operating costs*



**MID CITY CLEANING**  
*Since 1965*

## Overview

### Reducing costs, one paper towel at a time.

This white paper outlines how our team helped a Fortune 500 company reduce waste, improve cleanliness, and lower operating costs across units, by throwing away their paper towels.

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## The Problem:

Paper Towels Were Creating Operational Inefficiencies

When we began working with the company, their restrooms relied entirely on paper towels. It wasn't really something they thought about. It was the way they'd always done things. And since they had a cleaning service, the large amounts of paper towels that were being used daily were not top of mind.

However, **it was contributing to a number of recurring challenges:**

- Restocking paper towels across a large facility was a constant expense.
- Cleaners were spending a significant portion of their time refilling paper towel dispensers and managing trash, which took time away from deeper cleaning everywhere else.
- Overflowing bins and towel litter made restrooms appear unkempt, even when cleaned regularly. Maintaining a high standard of hygiene was becoming more difficult.
- Tons of paper were being thrown away every single day.

## The Solution:

**Switch to Dyson® Hand Dryers** - We proposed replacing paper towels with Dyson hand dryers and then worked with the company to implement the change throughout their facilities. The hand-dryers were touchless, for improved hygiene, had no waste, reduced resupply and disposal costs, lowered the overall environmental impact, and they allowed us to shift a large part of our cleaning focus from trash management to overall cleanliness.

## The Results:

After the hand dryers were installed, the company saw several measurable benefits:

- Cleaner restrooms, with less clutter and fewer complaints from staff.
- Simplified maintenance, allowing teams to focus on higher-value cleaning tasks.
- Progress toward sustainability goals, with lower waste and emissions.

## Conclusion:

This project showed that paying attention to the details can lead to meaningful improvements across a facility. By switching from paper towels to Dyson hand dryers, the company improved cleanliness, simplified maintenance, reduced costs, and supported its environmental initiatives.

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It was the way they'd always done things."*



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