



Success Story: Zerorez® Commercial Delivers for State Agency Georgia Emergency Management HQ & Operations Center

Zerorez Client Overview: GEMA

The Georgia Emergency Management and Homeland Security Agency (GEMA) is responsible for coordinating the state's efforts in disaster preparedness, response, and recovery. As part of the Office of the Governor, GEMA operates a critical State Operations Center (SOC) in Atlanta, GA, which involves various local, state, and federal partners to respond to emergencies. The building includes office spaces, meeting rooms, training areas, and a temporary lodging facility for leadership during high-visibility events in the state.



Multi-Story Project Scope

Zerorez® Commercial was tasked with cleaning the carpets in GEMA's Atlanta Headquarters Office Complex, which consists of two towers with a total of five separate floors (~20,000 square feet of recently constructed floors and another ~45,000 square feet of renovated office space). The cleaning had to be performed under specific scheduling constraints, as Friday was the preferred day due to the office being mostly empty because of the agency's hybrid remote work policies. This allowed Zerorez® Commercial to work floor by floor without disturbing daily operations over the course of three weeks.



Office Carpet Cleaning Challenges

Scheduling: Cleaning had to be done on Fridays, which limited the time available. Despite this constraint, the Zerorez® Commercial team delivered by cleaning multiple floors per session.

Stains: In addition to typical wear and tear, the carpets had areas of heavy foot traffic and some persistent stains in meeting rooms and high-utilization areas, requiring specialized attention and targeted pre-treatment.

Large and Complex Space: The building includes various facilities and multiple floors with varying levels of security protocol, including training rooms, multipurpose and breakout rooms, press staging, restrooms, and a breakroom kitchen combo space. Many of these required thorough cleaning without disrupting operations.



Key Benefits

Residue-Free Cleaning:

Our encapsulation cleaning process, paired with the patented Zr Water™ technology, left carpets clean and sparkling for longer by avoiding the use of harsh chemicals that act as dirt magnets.

Flexible Scheduling:

Zerorez® cleaning technicians adhered to GEMA's preferred one-day-per-week schedule, conducting cleaning on Fridays after the building was vacated.

Specialized Stain Removal:

Although certain stains posed a challenge, experienced Zerorez® Commercial veterans applied industry-leading techniques to significantly reduce the appearance of stubborn stains caused by mud, spills, coffee, and other materials that, when left untreated for months, become very difficult to remove.

Facilities Maintenance Team

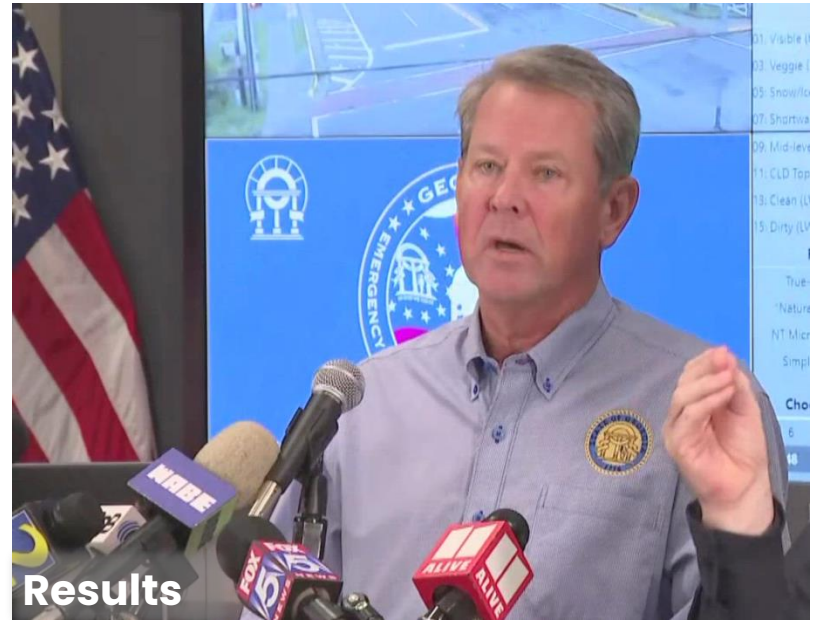
Zerorez® coordinated work alongside GEMA Facilities Management Leadership, led by the Deputy Director of Finance of the Agency, who praised the flexibility and professionalism of the entire Zerorez Commercial Team. By structuring services after-hours on around work schedules, Zerorez® ensured no disruption to operations.

About Zerorez® Commercial Services

Zerorez® Commercial is ready to help you provide your employees with a clean work environment. Platinum rated by the Carpet and Rug Institute, the highest rating possible, earned using our patented process removing more contaminants than any other cleaner.

Zerorez® Commercial Solution

Using the patented Zr Water™ cleaning process, Zerorez® technicians ensured that no harsh chemicals or detergents were used, and none were left behind in the carpets, which would otherwise attract dirt and cause rapid resoiling. Our team worked exclusively during the designated off-hours to accommodate GEMA's schedule, ensuring minimal disruption.



Results

The Atlanta Zerorez® Commercial team successfully completed the project, cleaning all of the carpeted areas of the 65,000 square foot office complex, while respecting GEMA's time constraints & operational needs. The job was completed in time for the next high-alert operation activation. The space was consistently ready for use the next business day without any disruption to the agency's important work in disaster management and planning.



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