

# Building Service Contractors

## Cleaning System Solutions

Best-In-Class Cleaning Systems

Productivity Improvement

Staffing Analysis

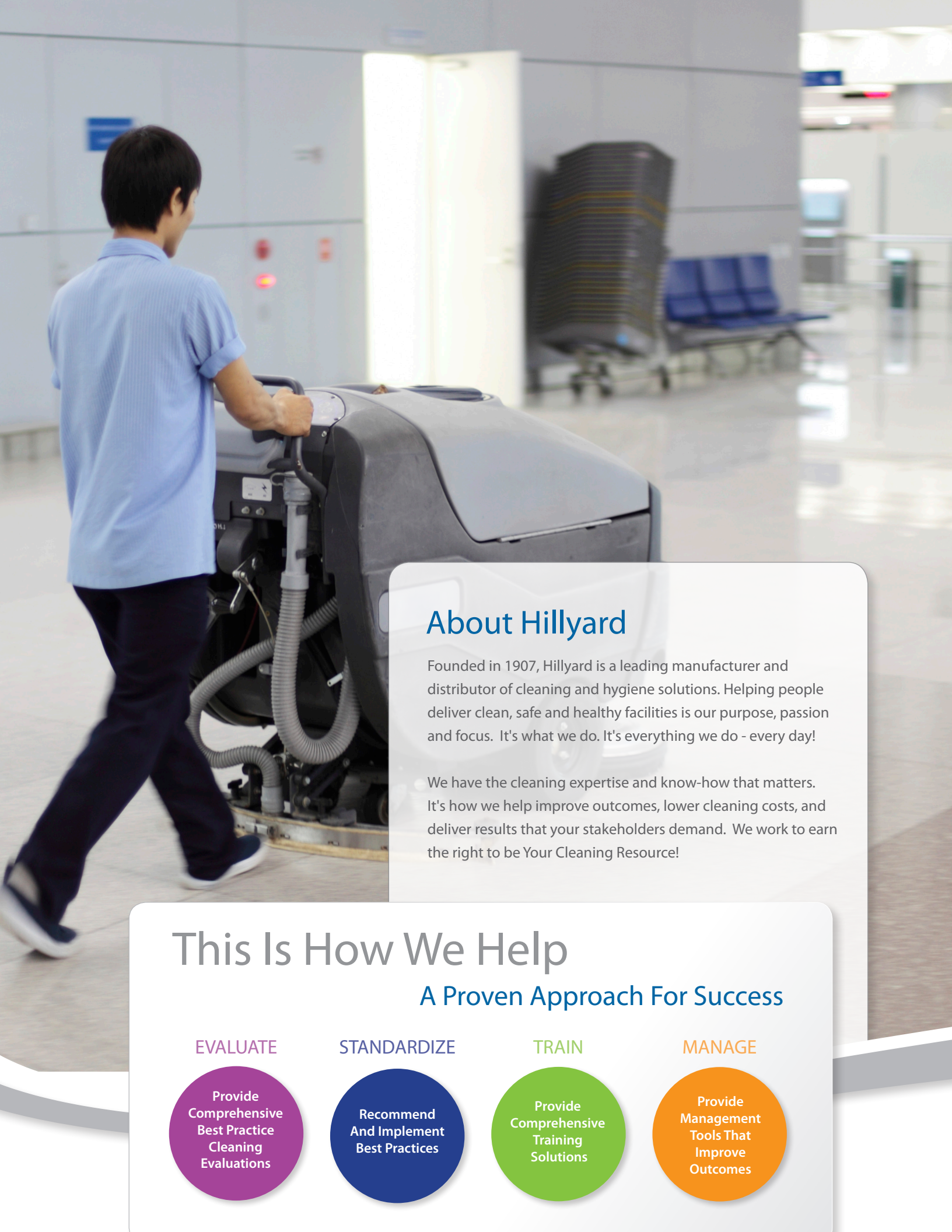
Training Systems

Cleaning Quality Inspection

Online Procurement

Delivering Clean, Safe, Healthy Facilities - Profitably!

**HILLYARD**  
  
*The Cleaning Resource®*



## About Hillyard

Founded in 1907, Hillyard is a leading manufacturer and distributor of cleaning and hygiene solutions. Helping people deliver clean, safe and healthy facilities is our purpose, passion and focus. It's what we do. It's everything we do - every day!

We have the cleaning expertise and know-how that matters. It's how we help improve outcomes, lower cleaning costs, and deliver results that your stakeholders demand. We work to earn the right to be Your Cleaning Resource!

## This Is How We Help

### A Proven Approach For Success

#### EVALUATE

Provide  
Comprehensive  
Best Practice  
Cleaning  
Evaluations

#### STANDARDIZE

Recommend  
And Implement  
Best Practices

#### TRAIN

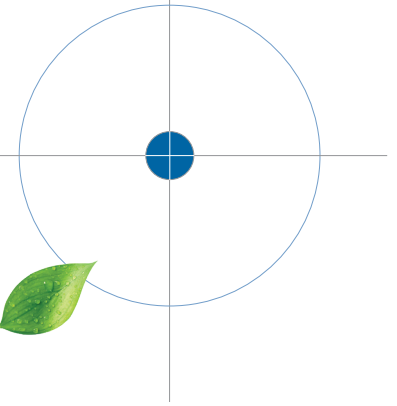
Provide  
Comprehensive  
Training  
Solutions

#### MANAGE

Provide  
Management  
Tools That  
Improve  
Outcomes

# Our Focus Your Solution

For Clean, Safe, Healthy Facilities



## Delivering Clean, Safe, Healthy Facilities Profitably

We understand delivering clean, safe, healthy facilities - profitably - is a big job. As a successful building service contractor we know you always need to be:

- Providing savings to your clients.
- Training your staff to deliver quality results.
- Implementing best practice processes that deliver results at the lowest total cost.
- Using management systems to workload buildings and calculate product usage.
- Streamlining purchasing to maintain focus on what you do best - delivering clean.
- Taking advantage of volume purchasing and rebate plans that improve profitability.

## Hillyard Can Help

Being a nationwide manufacturer and distributor of cleaning supplies and equipment, we are uniquely positioned to help. We have what it takes to help you get the results you are looking for:

- Best practice cleaning products and processes.
- Training resources.
- Online management and procurement systems.
- Volume purchasing programs.
- And more!

Helping Build Your Contracting Business

- Improve Profitability
- Win More Business
- Elevate Your Staff
- Improve Quality
- Increase Satisfaction
- Retain More Business

## 7 Questions That Impact Building Service Contractors

Are limited resources forcing your custodians to do more with less?

Is your cleaning program delivering the quality needed to enhance learning?

What is your total cost to clean in labor and supplies, and how do you measure it?

Is your custodial staff standardized on best practice cleaning processes and products?

Do you have a system in place that can help identify staffing levels and assign and balance workloads?

Who provides consistent staff training on best practice cleaning processes?

Do you measure cleaning results and take corrective action based on the results?

People &  
Process

Product  
Procurement

*Even the best procurement strategy alone cannot deliver clean, safe, healthy facilities profitably!*

We Understand It's People & Process  
That Drive Cleaning Results!

# We Evaluate

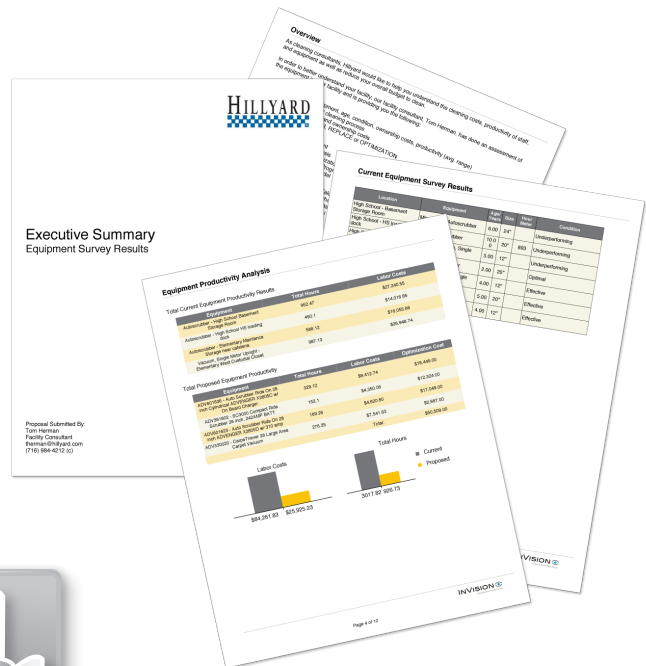
## Your Cleaning Program & Processes

With over 100 years of experience, we have developed an app-based best practice evaluation system that helps improve custodial department results. We collect and analyze data on current cleaning processes, products, and outcomes. Based on the data collected, we identify opportunities and make recommendations on what best practices can be implemented to improve cleaning outcomes and lower the total cost of cleaning.

We help evaluate and make recommendations on:

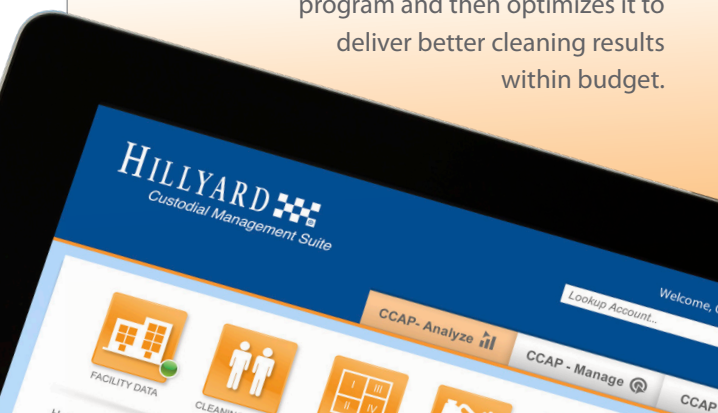
- Cleaning Equipment and Tools That Optimize Productivity
- Surface Cleaning and Disinfection Practices
- Restroom Cleaning and Disinfection
- Hand Hygiene Systems
- Can Liners and Waste Management Systems
- Towel and Tissue Systems
- Matting Systems
- Safety and Compliance Programs
- Staff - FTE Analysis & Workloading
- Staff Training Systems
- QC Inspection Processes
- Procurement Processes

- Collect & Analyze Data
- Identify Opportunities
- Make Recommendations
- Improve Process
- Lower Total Cost



### The Hillyard Custodial Management Suite featuring Hillyard CCAP®

The Hillyard Custodial Management Suite provides a robust set of tools that analyzes facility data, cleaning staff, supplies and equipment. The system establishes a baseline cleaning program and then optimizes it to deliver better cleaning results within budget.



# We Standardize

## Implementing Best Practice Solutions

When it comes to cleaning, we know simplification, standardization and mechanization drives results. We help standardize and implement best practice solutions for your organization. We provide access to the brands you know and trust - plus a whole lot more. Our total focus is on cleaning - we're more than just a supply chain partner - we have the experience, insight and know-how to put a best-in-class cleaning program to work for you.

- Access to the Brands You Know and Trust - Plus a Whole Lot More
- Focus, Insight, and Know-How That Puts Best Practices to Work For You
- Complete Cleaning Equipment Service and Repair

### Complete Equipment Service and Repair \*

Selecting the right equipment and keeping it running at peak performance is critical to delivering quality cleaning outcomes at the lowest total cost. Our equipment service program includes:

- Comprehensive Equipment Service Evaluation
- Preventative Maintenance Plans
- On-Site Service by our Fully-Stocked Service Fleet
- Emergency Repair Service
- Servicing All Major Brands of Equipment

*\* Available at most Hillyard distribution locations.*

### Implementing Best Practice Solutions

- Surface Disinfection
- Hand Hygiene
- Mechanization
- Floor Care
- Restroom Care
- Sustainability



We're committed to sustainability. We manufacture and distribute a wide array of sustainable cleaning products.

# We Train

## Elevate and Improve Staff With Blended Learning

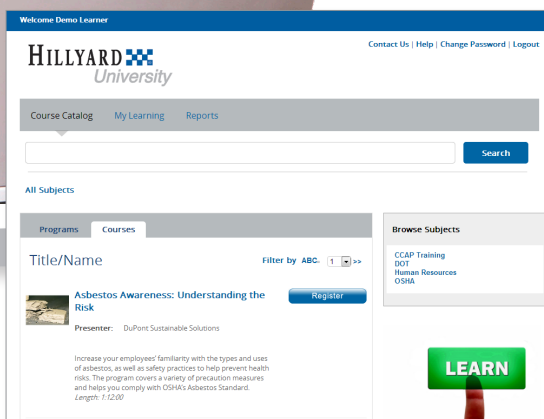
The right products and processes are important for obtaining the best cleaning results - but it's your people that deliver clean, safe, healthy facilities for your customers. No one understands this more than Hillyard. Our focus is on training to elevate, motivate and improve your cleaning staff. It's a major reason why building service contractors choose to do business with us.

Our training blends the best of on-site, online and off-site learning:

- Surface Cleaning and Disinfection
- Safety and Compliance Training
- Best Practice Floor Care Training
- Equipment Use and Care
- Sustainable Cleaning Processes
- Site Specific Cleaning Job Cards
- Leadership Training
- And more!



*Customized cleaning process flow charts and step-by-step job cards outline best practice cleaning processes.*



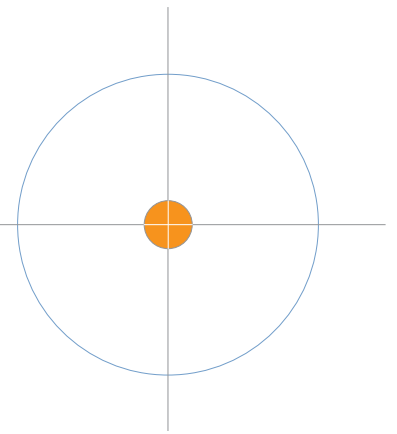
# We Help Manage

## Providing the Tools to Manage Quality and Procurement

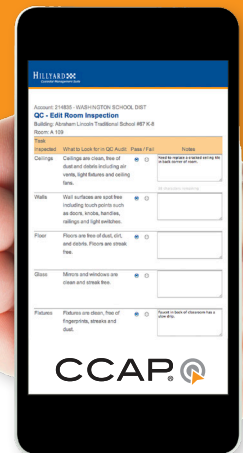
Making it easier to manage quality, troubleshoot, take corrective action, and streamline procurement is critical to delivering clean, safe and healthy buildings. No supplier understands this better than Hillyard. We continuously invest in our people and technology to deliver results our customers need.

### Hillyard Account Managers Provide On-Site Personal Support

Your Hillyard Account Manager provides training, troubleshooting, and continuous program evaluation. Over the past 100 years, we've learned that it's this level of focus, commitment and expertise that drives cleaning results. It's what makes us different than the rest. And, it's what helps your organization improve outcomes.



### Cloud-based Quality Inspection

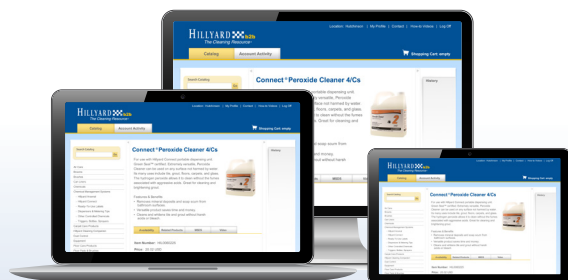


### Hillyard Cloud-Based QC Software Helps Manage Quality

We have developed an online cleaning quality control system to provide the critical feedback needed for success. QC Manager is simple, intuitive and flexible to use. Use QC Manager to quickly perform "tap and click" walk through inspections or, use the software to print offline inspection forms.

## HILLYARD b2b\*

- Web-based procurement platform
- 24/7 access to all the information you need
- Build customized order templates to save time
- Implement order management & approval for control
- Quickly generate useful reports for better analysis





### The Expertise to Streamline Procurement

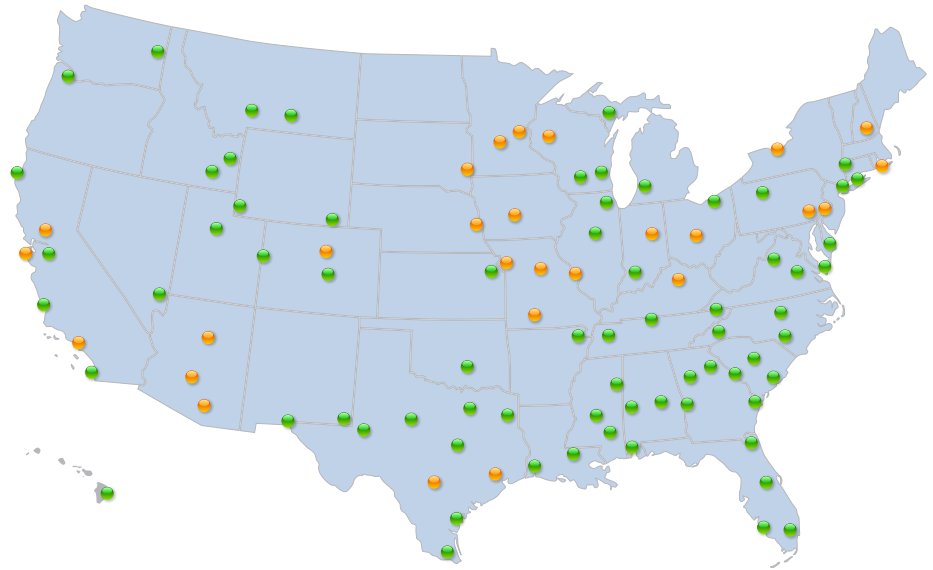
Utilize our web-based procurement platform, hillyardb2b, to manage all of your environmental services purchases. We also understand the power of 3rd party procurement platforms. If you currently use a third party procurement platform our technology solutions group has the experience, technical expertise and know-how to provide integration solutions for many procurement platforms. Your Hillyard Account Manager can facilitate a meeting with our technology solutions group.

\* Available through Hillyard-owned distribution locations.

# The Hillyard Network

Since 1907, Hillyard has been a manufacturer and distributor of innovative cleaning solutions. Our nationwide network consists of 32 Hillyard owned distribution centers and over 100 independently-owned distribution companies. Our entire network is staffed with thoroughly trained cleaning experts ready to help lower your total cost of cleaning, and improve quality.

-  Hillyard Distribution Centers
-  Hillyard Distributor Partners



## Hillyard Distribution Centers

**ARIZONA**  
**FLAGSTAFF**  
 800.289.4195  
 928.526.2277

**MESA**  
 480.833.5711

**TUCSON**  
 800.362.4965  
 520.624.7436

**CALIFORNIA**  
**LOS ANGELES**  
 800.464.5927  
 323.888.2988

**UNION CITY**  
 800.255.5326  
 650.365.8000

**SACRAMENTO**  
 800.755.3111  
 916.569.4170

**COLORADO**  
**DENVER**  
 800.866.5650  
 303.321.1227

**CONNECTICUT**  
**MANCHESTER**  
 800.832.1013  
 860.646.3322

**INDIANA**  
**DALEVILLE**  
 800.296.4213  
 765.378.3766

**IOWA**  
**URBANDALE**  
 800.584.9237  
 515.727.2133

**KENTUCKY**  
**LEXINGTON**  
 800.432.9056 (KY only)  
 859.252.7511

**MADISONVILLE**  
 800.548.5773  
 270.821.9345

**MINNESOTA**  
**HUTCHINSON**  
 800.423.3550  
 320.587.3236

**LINO LAKES**  
 800.950.7660  
 763.746.2800

**OWATONNA**  
 800.423.3550

**MISSOURI**  
**BRANSON**  
 417.335.2240

**COLUMBIA**  
 800.888.9049  
 573.474.8856

**KANSAS CITY**  
 888.420.7380  
 816.569.0900

**MARYLAND HEIGHTS**  
 800.726.1685  
 314.432.4600

**ST. JOSEPH**  
 816.232.7380

**SPRINGFIELD**  
 800.864.5344  
 417.865.1666

**NEBRASKA**  
**LaVISTA**  
 800.743.1213  
 402.733.4040

**NEW HAMPSHIRE**  
**MAINE & VERMONT**  
**MANCHESTER (NH)**  
 800.292.9565  
 603.669.9565

**NEW YORK**  
**VICTOR**  
 800.695.5336  
 585.924.2820

**OHIO**  
**COLUMBUS**  
 800.264.1568  
 614.443.7647

**PENNSYLVANIA**  
**LANCASTER**  
 800.232.3666  
 717.569.5768

**WARMINSTER**  
 888.994.7272  
 215.674.5400

**SOUTH DAKOTA**  
**SIOUX FALLS**  
 800.666.2744  
 605.335.2292

**RAPID CITY**  
 800.850.2518  
 605.341.7950

**TEXAS**  
**HOUSTON**  
 800.399.8489  
 713.460.2774

**SAN ANTONIO**  
 800.728.4120  
 210.655.3201

**WISCONSIN**  
**EAU CLAIRE**  
 715.838.9815



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