



Facility Management Custodial Department Solutions

Best-In-Class Cleaning Systems

Productivity Improvement

Staffing Analysis

Training Systems

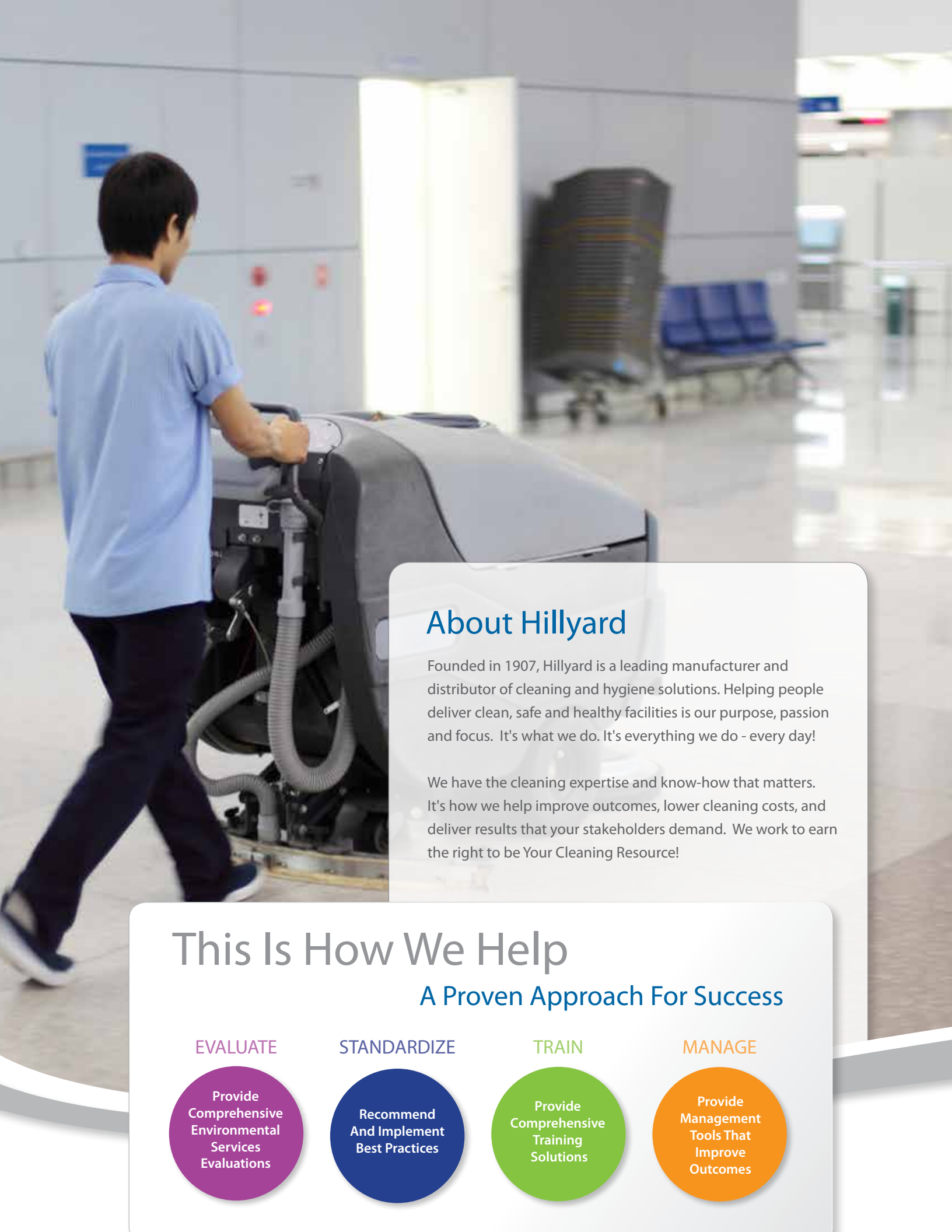
Cleaning Quality Inspection

Online Procurement

Solutions For Clean, Safe, Healthy Facilities

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
Environmental
Services
Evaluations

STANDARDIZE

Recommend
And Implement
Best Practices

TRAIN

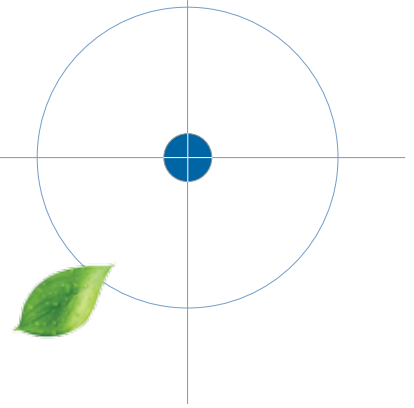
Provide
Comprehensive
Training
Solutions

MANAGE

Provide
Management
Tools That
Improve
Outcomes

Our Focus Your Solution

For Clean, Safe, Healthy Facilities



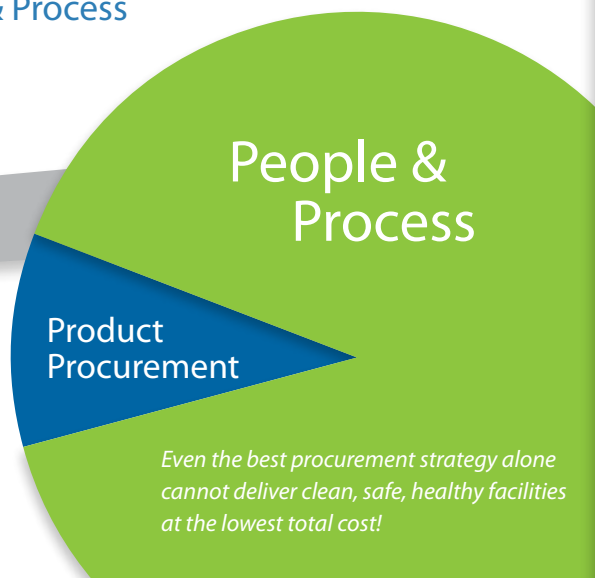
Our experience shows us that providing clean, safe, healthy facilities within budget is more than just a product procurement-driven decision. In fact, product procurement is just a small part of the total cleaning results equation. It takes more. It takes people and process to drive cleaning results. At Hillyard, we understand that better than anyone else. That's why we have become a valued partner to thousands of organizations throughout the United States.

Hillyard Can Help

- We have the focus, understanding, and expertise to implement the right cleaning processes that deliver the best results at the lowest total cost.
- We invest our time to make your cleaning staff better. We provide the training that helps elevate, motivate and improve your staff to deliver exceptional results.
- We provide the right management systems to help manage cleaning quality and simplify procurement.

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

When cleaning outcomes are compromised, stakeholder satisfaction and public perception of your facility declines.



10 Questions That Impact Your Custodial Services Department

Is your organization constantly faced with shrinking budgets and rising labor costs?

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

Is your cleaning program delivering the quality needed to satisfy all stakeholders?

How do you know your getting the best cleaning results for the money spent?

What is your total cost to clean in labor and supplies, and how does it measure up against peers?

Is your custodial department 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?

Who do you look to for objective information on the best way to get clean, safe, healthy facilities at the lowest possible total cost?



We Evaluate

Your Custodial Services Program

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:

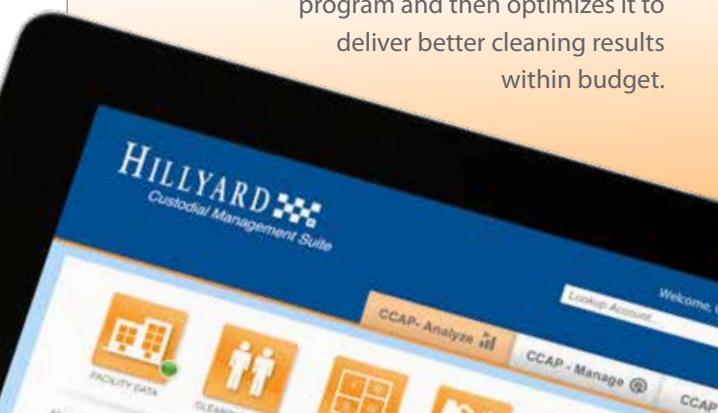
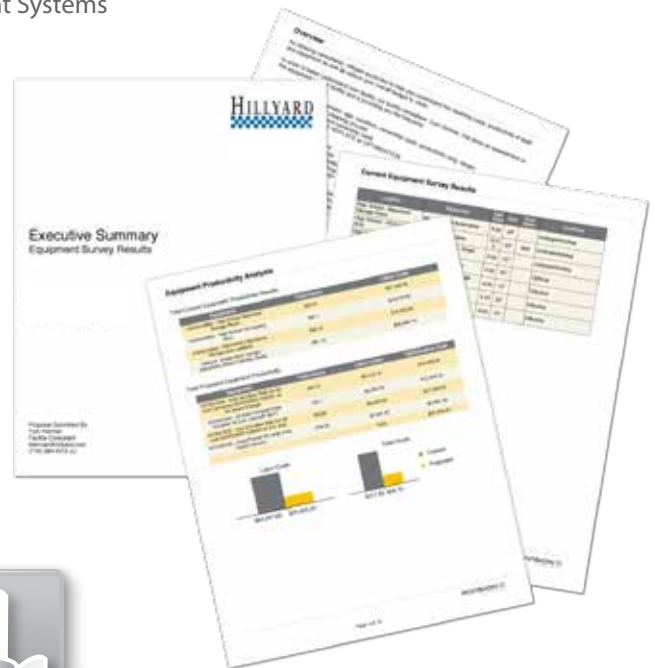
- Cleaning Equipment and Tools That Optimize Productivity
- Wood Sports Floor Care
- Surface Cleaning and Disinfection Practices
- Restroom Cleaning and Disinfection
- Hand Hygiene Systems
- Can Liners and Waste Management Systems
- Towel and Tissue Systems
- Matting Systems
- Safety and Compliance Programs
- 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 environmental cleaning, we know simplification, standardization and mechanization drives results. We help standardize and implement best practice solutions for your custodial department. We provide access to the brands you know and trust - plus a whole lot more. Our total focus is on custodial services - 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



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



Implementing Best Practice Solutions

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

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 people that deliver clean, safe, healthy facilities. 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 organizations choose to do business with us.

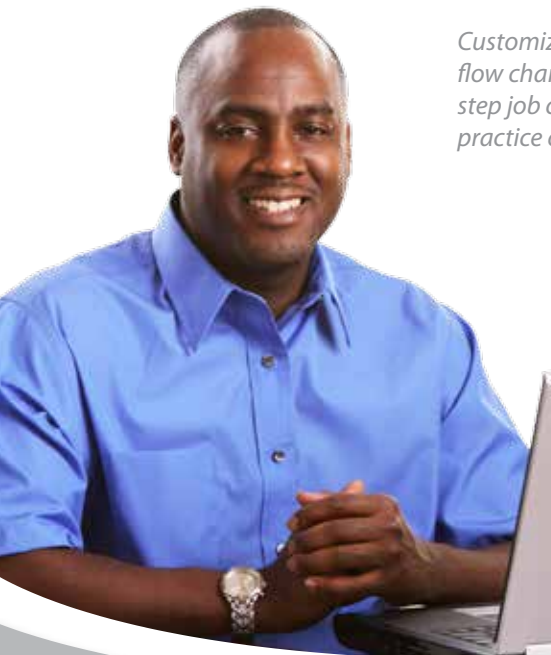
Our training blends the best of on-site, online and off-site learning:

- Facility Cleaning and Surface 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!

HILLYARD 
University



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 environmental service staff improve outcomes.

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.

Cloud-based Quality Inspection



HILLYARD

- 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





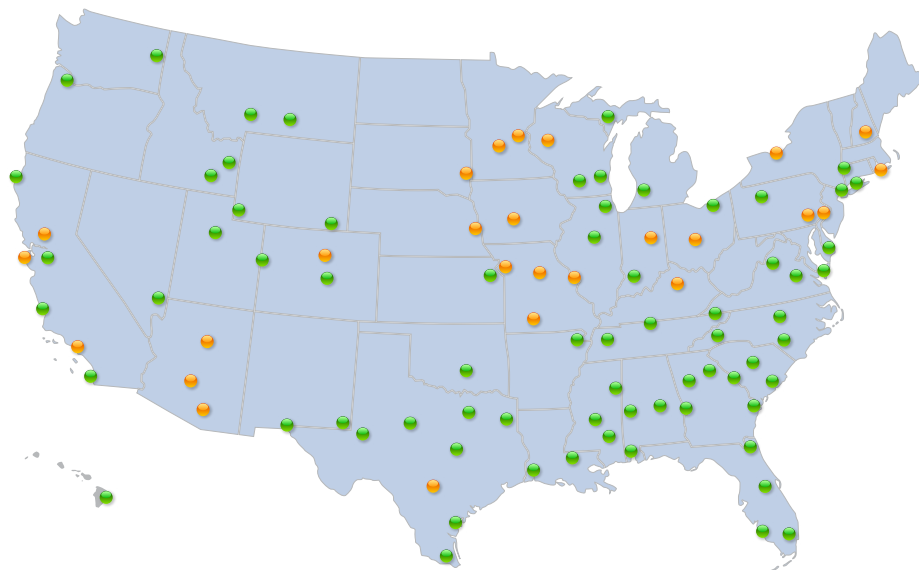
The Expertise to Streamline Procurement

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.

The Hillyard Network

Since 1907, Hillyard has been a manufacturer and distributor of innovative cleaning solutions. Our nationwide network consists of 30 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

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
SAN ANTONIO
800.728.4120
210.655.3201

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EAU CLAIRE
715.838.9815

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CCAP 
Analyze ■ Manage ■ Train

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The Cleaning Resource*

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