



## K-12 Education

Custodial Department Solutions

Best-In-Class Cleaning Systems

Productivity Improvement

Staffing Analysis

Training Systems

Cleaning Quality Inspection

Online Procurement

Solutions For Clean, Safe, Healthy Schools

**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 Schools



Our experience shows us that providing clean, safe, healthy learning environments 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 school systems 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!

People &  
Process

Product  
Procurement

*When cleaning outcomes are compromised, learning suffers and public perception of school cleanliness declines.*

*Even the best procurement strategy alone cannot deliver clean, safe, healthy schools at the lowest total cost!*

## 10 Questions That Impact Your Custodial Services Department

Is your school system 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 enhance learning?

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 peer districts?

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 schools 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



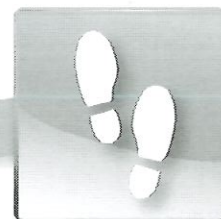
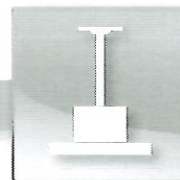
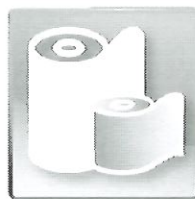
### The Hillyard Custodial Management Suite featuring Hillyard CCAP®

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.

#### Executive Summary Equipment Survey Results

#### Equipment Productivity Analysis

#### Current Equipment Survey Results





# We Standardize

## Implementing Best Practice Solutions

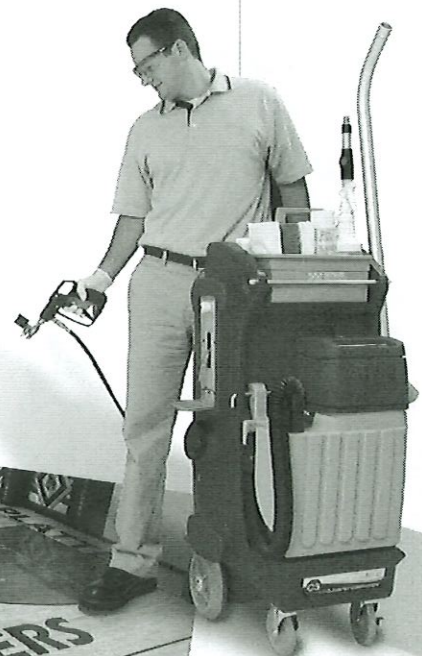
When it comes to environmental cleaning, we know simplification, standardization and mechanization drives results. We help standardize and implement best practice solutions for your custodial department. We provide access to the brands you know and trust - plus a whole lot more. Our total focus is on 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



### Implementing Best Practice Solutions

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

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

# We Train

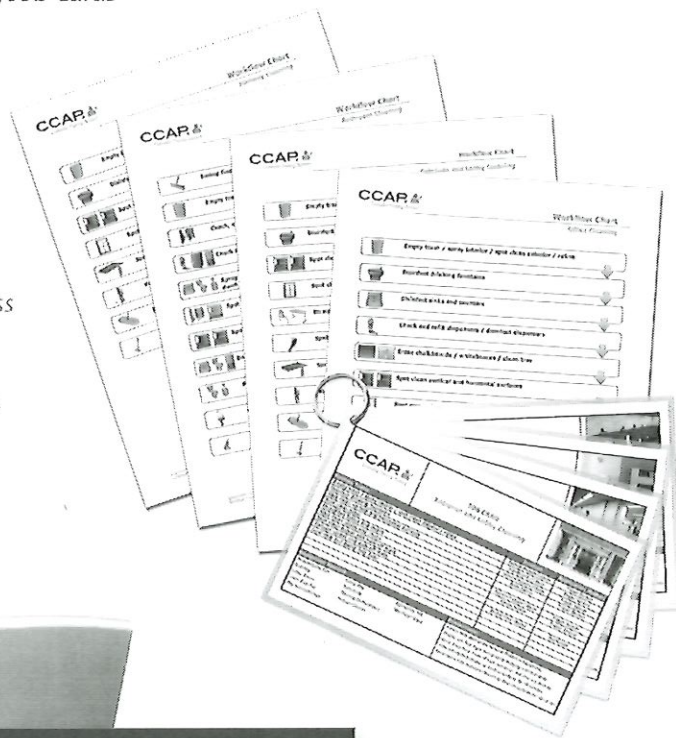
## Elevate and Improve Staff With Blended Learning

The right products and processes are important for obtaining the best cleaning results - but it's people that deliver clean, safe, healthy schools. 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.

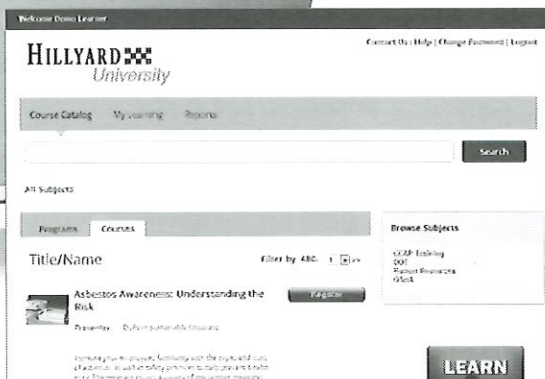
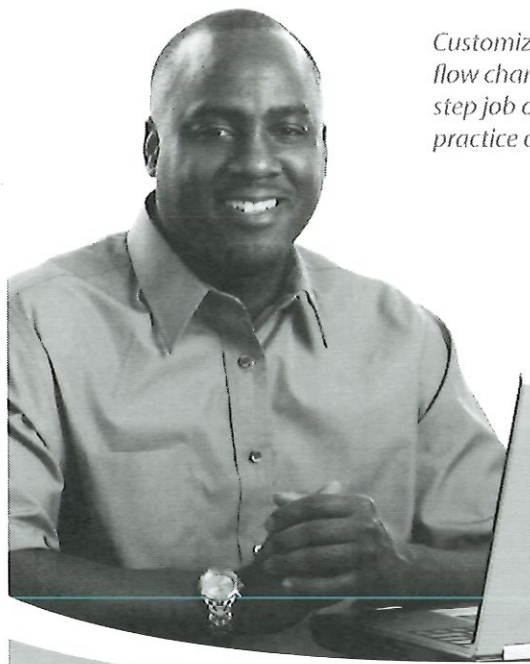
Our training blends the best of on-site, online and off-site learning:

- Specific Educational 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

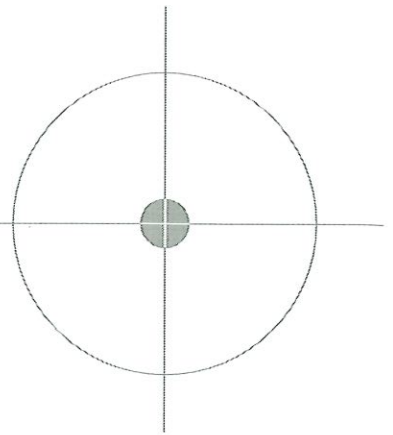
Your Hillyard Account Manager provides training, troubleshooting, and continuous program evaluation. Over the past 100 years, we've learned that it's this level of focus, commitment and expertise that drives cleaning results.

It's what makes us different than the rest. And, it's what helps your environmental service staff improve outcomes.

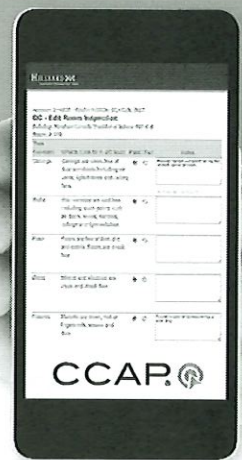


### Hillyard Cloud-Based QC Software Helps Manage Quality

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 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





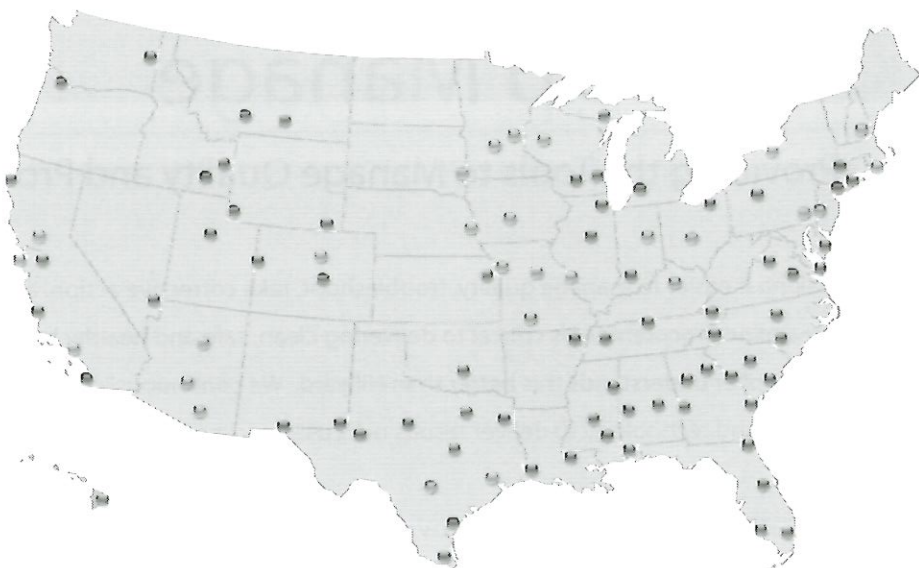
### The Expertise to Streamline Procurement

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.

# 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**  
800.362.4955  
520.624.7436

**CALIFORNIA  
LOS ANGELES**  
800.464.5927  
323.888.2988

**UNION CITY**  
800.255.5326  
650.265.8000

**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  
573.474.8855

**KANSAS CITY**  
808.420.7380  
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  
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585.924.2820

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800.264.1568  
614.443.7647

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717.569.5768

**WARMINSTER**  
888.994.7272  
215.674.5400

**SOUTH DAKOTA  
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605.335.2292

**RAPID CITY**  
800.850.2518  
605.341.7950

**TEXAS  
HOUSTON**  
800.397.8489  
713.460.2774

**SAN ANTONIO**  
800.728.4120  
210.655.3201

**WISCONSIN  
EAU CLAIRE**  
715.838.9815

Scan the QR Codes or Visit [Hillyard.com](http://Hillyard.com) for More Information

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**CCAP**   
Analyze • Manage • Train

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The Cleaning Resource™

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