

# JANITORIAL & FLOOR CARE SERVICES

**Transforming Customer Facilities into Sparkling Spaces that their Customers Notice.** EMCOR Facilities Services (EFS) provides an entire suite of janitorial and floor care services. Our managed specialists tend to all floors, glass, mirrors, upholstery, air ducts, restrooms, and fixtures—turning facilities interiors from ordinary to outstanding.

## Why EFS?

- “Customer-experience” approach to services
- Expertise on virtually all floor types
- Customized floor care programs for the needs of different geographies
- Complete hard-surface and carpet care
- Crews known for speed and reliability
- Access to EMCOR’s national network of companies for special projects
- Standardized pricing for greater savings
- One invoice, not several



### **It's All About the Customers. All the Time.**

When the restroom is immaculate and the floors are polished so well customers can see their own reflections in the tile, that good impression lasts. EFS understands that each interaction a customer has with a facility is an opportunity to show them a facility they will never forget.

### **95% Customer Satisfaction Rating.**

EFS takes our commitment to our customers seriously. And it shows. We've earned a 95% customer satisfaction rating. Our janitorial and floor care specialists are well known for their expertise and reliability. They're also meticulously trained to understand the nuances of the latest flooring materials and construction techniques, as well as the safe and proper use of chemicals. They can even provide eco-friendly and LEED treatments whenever requested or required.

### **EFS Janitorial Services Include:**

- Restroom cleaning
- Door glass/window cleaning
- Vacuuming
- Dusting
- Emptying trash
- Disaster recovery
- Construction cleanup

### **Customized Floor Care Based on Climate and Geography.**

We don't settle for a one-size-fits-all approach to floor care for our customers. Climate and geography are significant factors in what approach we take in developing customized plans that meet their needs. We also develop cleaning frequencies that depend on geography (weather conditions, moisture content), floor type (concrete, carpet, wood, vinyl, marble, etc.), foot traffic, and brand image.

### **Hard-surface floor care:**

- Routine floor care
- Restorative floor care
- Specialty floor care
- Preventive floor care
- Dry shampoo
- Wet shampoo

### **Carpet maintenance services:**

- New-carpet installation
- Old-carpet repairs
- Carpet extractions
- Bonneting
- Truck mounts

**24 Pounds of Dirt in 20 Days?** According to the International Sanitary Supply Association (ISSA), 1,000 people entering a facility over a 20-day period can track up to 24 pounds of soil in with them. Stop dirt in its tracks, and contact EFS to start your floor care program today.

● **EFS Solved this Customer's Issues with Green, Chemical-free Floor Care, Improving Floor Gloss by 31%.**

**Problem:** A large retail customer asked the EFS floor care team to incorporate chemical-free scrubber technology and eco-friendly finishes into their floor care program.

**Solution:** Excited to provide a new and innovative solution, EFS identified auto-scrubber technology that would introduce a sustainable result. Prior to beginning work, we tested the equipment for effectiveness, understood the "best practices" associated with the

technology, and ran a cost analysis to ensure it met the customer's budgetary needs.

After successfully implementing our green solution, we were excited to report that floor gloss improved by an average of 31%. **Not only was the solution earth-friendly and cost-effective, but it made a visible difference in the customer's facility. In fact, we were so impressed with the vibrant result that we've incorporated this solution into a number of other projects.**

# We Know Facilities Inside and Out