



# See facility care in a new light.

## Conservation synergies in sustainable facility care

### PRODUCTS

JohnsonDiversey scientists use six criteria to design the safest and most sustainable products: green chemistry, health and safety, eco-efficiency, air quality, environment, and packaging.

The Sustainable Facility Care products expand to include certified or endorsed chemicals, cleaners, paper liners, plastics, equipment, bins, receptacles, and cleaning tools.

### COMMUNICATION

Going green means informing people, changing attitudes and shifting behaviors. The Sustainable Facility Care complete communication program empowers customers to create awareness, participation, and goodwill for a commitment to sustainable facility care.

### PROCESSES

Process design helps complete the bridge from conventional cleaning to sustainable facility care.

Effective training and implementation help realize all of the benefits of green cleaning.

Green building audits also help customers benchmark their progress.

### CERTIFICATION

Green building certification is growing at an increasing rate across multiple industries.

Sustainable Facility Care includes procedures and processes to help contractors achieve Third Party Certification and help LEED candidates earn credits toward certification in accordance with the requirements of the USGBC's LEED-EB and GreenSeal's GS-42, helping streamline your certification effort.

**Achievement  
CONSERVATION**

Sustainable Facility Care is a powerful system to conserve resources, energy, and the environment. It also can help enhance profitability, personnel health, and client relationships.

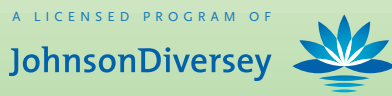


# SUSTAINABLE FACILITY CARE™

Delivering enhanced business performance,  
stronger client relationships,  
and greater employee satisfaction  
for building service contractors

Global Headquarters  
8310 16th Street  
P.O. Box 902  
Sturtevant, WI 53177-0902, USA  
Tel: 866.337.9404  
www.johnsondiversev.com

[www.sustainablefacilitycare.com](http://www.sustainablefacilitycare.com)





# SUSTAINABLE FACILITY CARE™

SUSTAINABLE FACILITY CARE™ is the first comprehensive program to deliver a turnkey solution to sustainably manage and service the built environment.

Our innovative combination of a certified, green cleaning program, with Daylight Cleaning, delivers reductions in operating costs and energy usage, while improving indoor air quality and overall occupant satisfaction.

## Delivering a Broad Spectrum of Benefits

### Customer Satisfaction



- ▶ Develop trust and working relationships between tenants and cleaners
- ▶ Enable tenants to “do their part” for the environment
- ▶ An interactive “Ask Me” service gives tenants the cleaning they want... when they want it
- ▶ More security with fewer people in the building at night.
- ▶ Staff is on site if cleaning emergencies occur

### Reduced Turnover

- ▶ Cleaning staff turnover is reduced significantly
- ▶ With reduced turnover, Daylight Cleaners are more reliable and their work quality is more consistent
- ▶ Staff retention reduces costs associated with attracting and training new hires
- ▶ Improved retention fosters pride in performance and the development of broader skill sets



### Enhanced Quality



- ▶ Customized, visible cleaning activity creates sense of higher quality of service
- ▶ Tenant complaints specific to cleaning are substantially reduced, as most issues are resolved on the spot
- ▶ Permits additional patrol cleaning of meeting rooms, coffee stations, and washrooms
- ▶ Superior quality chemicals and equipment that are certified for health, safety, and the environment

### Cost Savings

- ▶ Daylight Cleaners are more productive and require less supervision, so labor costs can be optimized
- ▶ Daylight Cleaners are more alert workers, so workman’s compensation claims are greatly reduced
- ▶ After-hours access is significantly reduced, therefore insurance costs from unlocked doors and suspected theft claims are reduced



### Marketing Advantage



- ▶ Contractors can promote the energy savings realized from Daylight Cleaning
- ▶ Improved satisfaction enhances relationships with facility managers
- ▶ Contractors can differentiate themselves with an effective, turnkey approach to comprehensive, sustainable cleaning program
- ▶ Sustainable Facility Care enables contractors to support their clients’ initiatives to achieve LEED certification



Before Daylight Cleaning



After Daylight Cleaning



## DCS DAYLIGHT CLEANING SYSTEMS™

### ADVANCEMENT IN SUSTAINABILITY

Building service contractors and their clients can realize operational cost and energy-savings while improving human resource performance by adopting Daylight Cleaning. The Daylight Cleaning System integrates environmentally-preferred cleaning products, techniques, systems and policies to advance cleaning to a new level of sustainability.

## 7 Steps of Daylight Cleaning

The Daylight Cleaning System follows a tried and tested 7 Step Implementation process.

These 7 Steps of Daylight Cleaning are critical to ensure a successful transition from the traditional night time cleaning service model to cleaning during the daylight hours. The DCS Daylight Cleaning Systems™ team has the experience and expertise to guide you and your building service contractor every step of the way.

- 1 Feasibility Study
- 2 Tenant Consultation
- 3 Contract Adjustment
- 4 Transition Communications
- 5 Educate and Train Service Providers
- 6 Daylight Cleaning Launch
- 7 Quarterly Scorecard Audits

