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Our Priority
is **YOU**



Enhancing your building's cleanliness,
with environmentally friendly cleaning
solutions while driving cost savings.

No matter what the scope of work required, Allied Universal Janitorial Services has an environmentally preferable cleaning solution that enhances your building's cleanliness and adds value to your business.

Customer service and customer satisfaction are our number one priority. From ensuring a seamless transition to ongoing communication and quality assurance programs, we are experts at listening to our customers and surpassing their expectations. Our approach combines the best green cleaning techniques with the latest technological advances. Allied Universal Janitorial Services' top training programs help ensure our employees maintain the exceptional level of service you deserve and that your tenants demand.



Green Cleaning



LEED-GREEN



TECHNOLOGY



EASY TRANSITION



CUSTOMER CENTRIC

Many cleaning companies are still trying to find ways to achieve a complete green cleaning program, with many just switching to green chemicals. Allied Universal has a more robust approach with one of the best programs in the industry.

Allied Universal Janitorial Services offers all of its clients a true green cleaning program from start to finish. The program encompasses environmentally safe processes, equipment, chemicals and documentation. All cleaning tools and equipment utilized by our cleaning professionals meet both LEED and GreenGuard standards.

We have also received the distinguished honor of being CIMS Green Building certified. To Achieve this certification, our organization completed a comprehensive assessment and demonstrated first hand compliance of the CIMS elements by an ISSA accredited third party assessor. Compliance with the standard confirms that a cleaning organization has the systems in place to deliver consistent, professional services designed to meet customer needs and expectations and is prepared to deliver a comprehensive green cleaning program based on LEED EB criteria.

We find creative cleaning solutions that can also mean cost reductions for your company, including:

- Mobile/Web-Based Quality Inspection Programs
- HEPA Filtered Vacuums
- Micro Fiber Cleaning Materials
- Green Seal Certified Cleaning Products
- Recycling Programs
- Eco-Friendly Training Programs



Technology and Innovation

Allied Universal believes in offering all of its clients the latest technology.

Tell the Boss

- Tell The Boss gathers your tenants' feedback 24/7 via texting and quick response bar codes and delivers it to you in real time.
- Up-to-the-minute data can be accessed with a simple login to your account, and comments can additionally be sent, as customers upload them, right to your mobile phone.
- Tell The Boss is perfect for any facility type and is ideal for office buildings, warehouses, medical centers and retail shops.

CyCop[®]

- A revolutionary approach to tracking porters and restroom cleaners' schedules. The program is custom tailored to your facility.
- Monitor your janitorial porters' work flow in real time, effectively and hassle-free.
- Receive automated Daily Activity Logs and Restroom Checklists as well as a variety of reporting, including photos, texts and PDFs. Alerts can be escalated for immediate resolution.

Quality Assurance Program

A cutting edge quality assurance program is essential to providing superior janitorial service. Our Quality Assurance plan was developed to ensure we are not only meeting, but exceeding, the cleaning service expectations of our clients. It also allows us to identify and address any service areas that need improvement before they become "service issues."

Allied Universal Janitorial Services will initiate a proactive quality control plan with on-site visits from our management and supervisory staff. Your account will be assigned a fully qualified and trained Quality Assurance representative to perform inspections a minimum of once a week.

Quality Assurance inspectors will utilize the Allied Universal's software program that enables us to conduct inspections and provide accurate and precise data on the performances our clients measure.

A Seamless Transition

Allied Universal takes pride in our industry-leading transition program. We go to great lengths to ensure your transition is a smooth one. Personalized to meet your company's specific needs, we provide comprehensive plans, to both our clients and employees. In addition, we conduct meticulous reviews of every process and procedure we initiate.

With frequent communication to both building staff and tenants and a transparent transition process, we are able to avoid service issues frequently encountered when switching janitorial providers.

Training and Development

Allied Universal Janitorial Services has a phenomenal training program for employees. It begins with an initial orientation and continues with monthly and quarterly training to comply with all OSHA SB 198 requirements and clients' expectations.

All training is provided by a skilled supervisory staff and reviewed by our Safety Coordinator and Management. All janitorial professionals complete Allied Universal's proprietary "7 Steps to Success" training program which further reinforces our unique culture of high quality, exceptional service and clear performance objectives.

Transparent Communication

Open communication provides the foundation of a true partnership. The Allied Universal team is available 24/7 to ensure immediate attention to service requests. In addition to regularly scheduled meetings between Allied Universal and our clients, we conduct Quarterly Service Reviews (QSRs) to allow our team and property management to stay current on service levels, inspection ratings, industry trends and provide feedback for any necessary service changes.

Allied Universal strives to combine the practical knowledge and experience of a larger company, with the care and sensitivity of a small firm. Our commitment to best practices and customer satisfaction. Please contact us today to meet our team and discuss your cleaning needs.



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