

A b o u t

.....

ManageMen & (OST)[®]

.....



About ManageMen and (OS1)[®]

ManageMen is a cleaning industry consulting and education firm. It was established in 1985 by John Walker. John has experienced an eclectic career in all areas of the jan/san industry. This includes cleaning industry jobs as janitor, marketing director, business owner, association education director, consultant, video producer, author and educator.



- The janitorial industry is in chaos.
- It is one of the most labor intensive industries in the world.
- It is filled with a lack of professionalism, inefficiencies, and low morale.

ManageMen has taken several steps to improving this situation defects to create more engineered, scientific, professional cleaning systems.

Founding ManageMen, Inc.

In 1985 ManageMen completed its first project. It was a Staffing Study prepared for the Utah State Board of Education. This research study was funded by the Utah state legislature and jointly supervised by several diverse K-12 school administrations including Salt Lake City, Nebo, Weber, Jordan, Alpine, Millard, Granite, Kane, and Davis school districts and the Utah School Employees Association (NEA union affiliate). The study established a model and formula for appropriating taxpayer funds to staff public school janitorial operations.

The staffing project led to a wide variety of productivity projects in the jan/san industry. John Walker wrote and ManageMen produced Custodial Development Manuals for the Utah State Board of Education from 1987 through 1994. These manuals were adopted as the basis for custodial training programs throughout the State of Utah, in many school districts in the U.S. and Canada and by the International Sanitary Supply Association (ISSA) and its member companies.

Engineered Cleaning Systems at Delta Airlines

When Delta Airlines acquired Western Airlines in 1987 they took over the facility management operations at the Western Airlines hub in Salt Lake City. To manage the newly acquired facilities they brought in the Delta Airlines engineering firm from Atlanta and installed John Brenton, P.E.

to administer the project. Like most facility directors John's background was in civil engineering, project management and mechanical engineering, not janitorial services. Brenton began looking to establish a custodial program based on engineering concepts.

Following an extensive search Brenton hired ManageMen to assist in developing the engineered cleaning program. Brenton insisted that the cleaning be based on standardized, repeatable engineering concepts. Brenton wanted to take the ManageMen developed cleaning program and "cookie cutter" it throughout the Delta Airlines facility system. From Salt Lake City the cleaning program went to Delta operations in San Francisco, Los Angeles, Atlanta, LaGuardia and JFK airports.



Delta Airline facilities were the first to operate with an engineered cleaning process developed by John Walker and John Brenton beginning in 1987.

ISSA and the Industry Cleaning Times Project

In 1988 John Walker was hired by ISSA as Director of Education and Training. For four years John produced award winning videos, training materials and programs. John's most notable achievement was the development of the series of *ISSA'S OFFICIAL CLEANING TIMES* books. Originally there were 292 times in the book. Over the years the times collection has grown to 540 cleaning times. ManageMen maintains the data files and updates the book periodically. It has been translated into five languages and is the global resource for estimating cleaning times.

The Development of (OS1)[®]

In 1992 ManageMen embarked on creating the first standardized industry-wide cleaning process. The key to this project was that it could be adapted to diverse facility management organizations. The engineered process was the ManageMen Operating System or (OS1). Originally a product-focused system, (OS1) expanded as an open-source process as it grew its installed base. (OS1) was tested and adapted by a diverse users group of facility organizations representing the complexity of the entire industry.



The Delta Center, home of the Utah Jazz, provided the first opportunity to beta-test the (OS1) process. For several years Janitor University was held in the basement.

The original beta-testing site for (OS1) was in 1992 in the then new Delta Center in Salt Lake City. Owner Larry Miller wanted “the cleanest arena in America” and ManageMen was selected by Miller to partner with his facility organization and the Utah Jazz to provide an unequalled process to ensure cleanliness. In guest surveys the “cleanliness of the arena” was chosen as the #1 attraction of the Delta Center, over the #2 attraction “watching the Jazz win” all through the years when Karl Malone and John Stockton were battling Michael Jordan and the Chicago Bulls for NBA supremacy.

An Engineered Process Designed for “Big Organizations with Big Problems”

From the outset the (OS1) process was created for “big organizations with big problems”. Development began on standardized support programs such as training programs, training books and job descriptions for housekeeper trainers. This created a need to support the process with standardized audio/visual materials, posters, training room design and quality control tools.

Janitor University

By 1993 a custodial education program for Facility Management was a necessity. Facility directors have engineering or business degrees, but the formal education does not include curriculum related to the intricacies of cleaning management. Janitor University was founded in 1993 with the original course designed to be equivalent to one semester, graduate school level education experience delivered in a one week immersion in the material. The curriculum draws on the accumulated wisdom collected from (OS1) users benchmarking best practices and standardized processes in the cleaning industry.



The Janitor University Philosophy of Cleaning provides the rationale for (OS1) cleaning programs.

Creating the First 3rd party “Process” Auditing program

An early adopter of the (OS1) process was University of Massachusetts at Amherst Auxiliary Services. In 1996, Ashoke Ganguli, Director, requested a Report Card on the transition to the standardized process. The report was to include trending data on the transition progress.

The audit Report Card is not a traditional “white glove” inspection that is the norm of the jan/san industry. “White glove” inspections are defect inspections. Based upon W. Edwards Deming and Japanese management success and workflow, the (OS1) program became an engineered process and audits are process audits, not defect audits. UMass agreed and in 1996 the first

cleaning industry process audit of an engineered system were conducted at Murray D. Lincoln Campus Center at the University of Massachusetts at Amherst. The (OS1) Progress Audit is now a staple of ManageMen custodial improvement programs.

Sandia National Labs div. Lockheed Martin (DOE Contractor)

Following a strike by the janitors of the AFL-CIO Metal Workers Aerospace union in 1998 SNL management was seeking a better way to operate the custodial department. A nationwide search led to discussions with ManageMen about installing (OS1) at the high security SNL facility at Kirkland Air Force base in New Mexico. As the largest facility of the U.S. Labs system (Lawrence Livermore, Los Alamos, etc.) SNL had unique requirements. With 300+ buildings and only 85 housekeepers, management had learned during the strike that there were over 1,100 service closets congested with cleaning chemicals and products. Each area had different tools and materials and there were no standardized procedures. In a presentation at the (OS1) Users Symposium in 2004, Jim Rush, Custodial Manager, reported that there was a different cleaning program for each cleaning worker.

Snap Shot of (OS1) at Sandia National Laboratories

	1995	2002	% Improvements
Cleanable Square Feet	2.7M	3.0M	+ 33%
Number of Custodians	94	77	- 18%
Square Feet / Custodian	29K	39K	+ 34%
Actual Costs	\$5.9M	\$3.4M	- 33%
\$ / Square Feet	\$2.19%	\$1.13	+ 48%

Sandia National Labs before (OS1) and approximately four years after. Chart created by Jim Rush, SNL Custodial Manager for (OS1) Symposium benchmarking best practices presentation.

After the strike SNL management decided they need to standardize and simplify. In 1999 SNL Sr. Management attended Janitor University. A long-term, strategic partnership was established to install a high performance standardized cleaning process at SNL. Since that time SNL has maintained pre-eminent status among (OS1) user organizations. SNL has partnered with ManageMen to develop programs now utilized by the (OS1) user network:

- Green Zia Award, New Mexico’s highest environmental recognition for the (OS1) Cleaning Team in 2002
- ISO 14001 Sustainable Environmental Program
- Six Sigma Certification

- Best Cleaning Program Award (3 times-more than any other organization)
- Best (OS1) Audit Award (6 times-more than any other organization)
- Best Cleaning Industry Training Program award
- Innovation Award
- Best Cleaning Industry Safety program award
- Best Cleaning Industry Environmental award (2 times-more than any other organization)
- Best Cleaning Industry Trainer award-Chris Romero-2011

Train the Trainer

The demand grew for more industry training programs. In 1992 John Walker left ISSA as Director of Education and Training to devote his efforts to developing ManageMen and (OS1) full-time.

ISSA retained John Walker and ManageMen to continue producing educational and data materials. ManageMen produced the *ISSA EZ Trainer* series of books, videos and collateral materials, published *14 Basic Cleaning Procedures* and created other innovative educational tools.

At the same time ManageMen was producing materials specifically for the (OS1) process users. (OS1) Boot Camp became the entry-level course for housekeepers to learn the new (OS1) engineered process. A series of training materials was developed originally for the 175 schools transitioning to (OS1) in the Clark County School District in 1995. These site-based training tools were designed so that each building could have standardized training materials to administer the cleaning program on each school site. The School District of Philadelphia, PA, also adopted the ManageMen training process in 1997.

ISSA and ManageMen introduced the first cleaning industry Train the Trainer programs for facility operations in 1999. Trainers from ISSA member firms, In-house and Building Service Contractors enrolled in the Train the Trainer courses. The classes taught by John Walker focused on hands-on training techniques. These classes continued on from 1999 to 2005 when ManageMen decided to continue the program as the sole sponsor. From 2006 to present, ManageMen conducts trainer inservice courses specific to standardized training and trainer development.

The Boeing Company adopts (OS1) in the Biggest Building in the World (according to the "Guinness Book of World Records") and 500 Other Boeing Facilities

In 2000 The Boeing Company decided to adopt (OS1). Traditional housekeeping did not fit the requirements of the huge global manufacturer that was totally based on world-class engineer-

ing, process management, safety, tracking. The Boeing Company had a profound effect on the development of the (OS1) process. Before anything in (OS1) could be installed the Boeing Company's Quality Assessment Team needed to verify that the (OS1) process fit into the stringent requirements of the aerospace manufacturing industry. (OS1) needed to be certified as ISO 9001. ISO 9001 is the quality assessment documentation for aerospace manufacturing. It documents that the tested process results in a consistent, predictable outcome every time a function is performed. It is the method that validates an operations processes. In 2001 The Boeing Company validate the (OS1) as an ISO 9001 aerospace process standard.



The Boeing Dreamliner factory in South Carolina is the latest Boeing facility utilizing (OS1) as the cleaning process

As part of the ISO designation Boeing requested ManageMen to provide an audit of their organization before the adoption of (OS1). This was to establish baseline data before the implementation of the standardized process. The first (OS1) Baseline Audit was conducted at Building 220 near the Boeing Renton plant, selected as the site of the program pilot.

Following the installation of (OS1) in the Puget Sound area, Boeing specified that the standardized cleaning process be implement throughout the company for both in-house and contracted buildings in Southern California, St. Louis, Houston and recently South Carolina.

Benchmarking Best Best Practices

In 2001 The Boeing Company pursued the Malcolm Baldrige Award. Baldrige Award criteria was to benchmark The Boeing Company's operations against several "best in class" companies. The Boeing custodial organization applied to benchmark against the other (OS1) user organizations to satisfy this portion of the benchmarking requirement. The Baldrige committee agreed that this was the "best in class" group.

This first (OS1) Users Symposium was sponsored by and held at Boeing Facilities in 2002. (OS1) user organizations participate in benchmarking best practices and have presented data each year at the annual (OS1) Users Symposium.

Expert Trainers and Certified Coaches

In 2006, ManageMen developed curriculum for a training and certification training program dedicated to the development of professional skills of trainers devoted to cleaning workers.

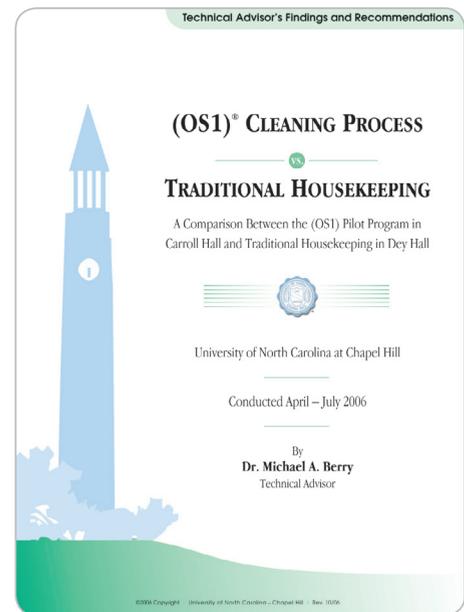
Held twice a year, new curriculum is developed for each class. (OS1) training is supported by new books, award winning A/V materials and an ongoing education program called “The Bakers Dozen” lesson plans. ManageMen designed a user friendly, standardized training room that is part of the (OS1) standardized process and Progress Audit.

In 2007 the trainers group formed a professional networking organization *The Cleaning Industry Trainers Guild (CITG)* and created a newsletter devoted to cleaning industry training issues, *The Cleaning Gazette*, the most informative monthly cleaning industry periodical.

The Simon Institute

In 2006 the (OS1) Users formed a non profit 501(c)(3) corporation to promote the engineering activities of the (OS1) Users Group and the science of cleaning. The Simon Institute is operated by cleaning organizations for the benefit of the (OS1) Users specifically and the cleaning industry in general.

University of North Carolina at Chapel Hill conducted a major, publicly funded study in 2006. The study was to ascertain whether there was a scientific basis for transitioning to (OS1) on the UNC campus. The study involved a representative group of all campus stakeholders in the housekeeping area. This included members of the study from the UNC Administration, faculty, student groups, housekeepers, housekeeping management, environmental safety and health departments. For the scientific portion of the study UNC hired the leading indoor environmental health officer in the U.S., Dr. Michael Berry, former director of the EPA Indoor Environmental project and recently retire professor in the Kennan Graduate School of Business at UNC. Dr. Berry was tasked with providing a scientific Technical Advisors Report as a portion of the study.



The first major publicly funded study on the engineered (OS1) cleaning process vs. traditional housekeeping was conducted by Dr. Michael Berry at the University of North Carolina-Chapel Hill. Berry reported that (OS1) was “vastly superior.”

The Simon Institute invited Dr. Berry to present his findings at the 2006 Users Symposium. Afterward the Simon Institute funded the publication of his presentation. In addition to Dr. Berry's study the Simon Institute published a study by Dr. Jeff Campbell on BYU that documents that (OS1) improves Workers Compensation Safety rates in (OS1) organizations.

The group has published a wide variety of benchmarking data for (OS1) users. This includes a plea (accepted by the (OS1) users) By Dr. Weissman of Green Seal for (OS1) to adopt the Green Seal standards, to documentation of the benefits of the (OS1) process in the (OS1) users organizations. For ten years the best of the best cleaning organizations have been comparing solutions and competing for awards. Their efforts have been documented and updated on their website simoninstitute.org.

Workers With Disabilities

ManageMen has had the opportunity to assist workers with disabilities for nearly the whole period of ManageMen's existence. As part of the Utah State Productivity grants in the mid 1980's, ManageMen worked with housekeepers who were severely hearing impaired. Early on ManageMen developed their training materials to be visual, intuitive and color-coded to assist cleaning workers who needed training without the use of sound and voice.

Snap Shot of (OS1) Benefits

	Before (OS1)	(OS1)	% Change/Difference
% of Workers with disabilities on the cleaning crew	81%	100%	+ 19%
Cleanable sq. ft. (Csf) per FTE	29,979 csf	34,262 csf	+ 13.5%
Complaints about cleaning (pilot building)	0	0	0
Lost work day Accidents (LWD)	16	0	+ 100%
Average LWD per FTE (weighted)	.71%	0%	+ 100%
# of chemicals used in daily cleaning	24	7	- 71%
Turnover	43%	23%	- 47%
Advancement/Promotion (Upward Mobility*)	0.8%	12.0%	+ 93.3%
OSHA Hazcom and MSDS compliance defects	8	1	- 87.5%
OSHA fine potential on defects	\$60,000	\$7,500	- 87.5%

*During the NISH Pilot at PARC the following data points were reported.

In the first decade of the new millennium ManageMen was allowed to expanded their work with the severely disabled when we were hired be NISH through the Javits, Wagner, O'Day Act to develop programs for severely disabled. When we began working with the NISH community rehabilitation programs our focus expanded to the 30,000+ workers employed in more that 1,100 community rehabilitation programs nationwide.

NISH commissioned an (OS1) Pilot Program at PARC, the housekeeping service provider at Hill Air Force Base, Clearfield, Utah.

Key members of the NISH administration and the PARC CEO attended Janitor University. At the end of the JU week a Business Plan was developed.

NISH engaged ManageMen to create a three-day basic housekeeping management course named Custodial University. It was a scaled down model of Janitor University designed to introduce midlevel management to the benefits of (OS1) in the workers with disabilities environment. NISH also requested the production of a video documenting the (OS1)-PARC-NISH-JWOD alliance.

As a result of this program many NISH community rehabilitation centers were exposed to (OS1) and some went further and adopted the process. In addition to the PARC Pilot, (OS1) was adopted by Rappahannock Goodwill Industries at the FBI and DEA Training Academies and the Marine base, Quantico, Virginia. Los Angeles Habilitation House (LAHH) assimilate back into the U.S. culture. Other NISH organizations have also adopted the (OS1) model and meet regularly with the Simon Institute group. Adopted (OS1) for their mission to help returning Gulf War veterans

In 2007 ManageMen was honored to receive special recognition at the NISH/JWOD National Convention for our dedication to promoting workers with disabilities as contributors to the U.S. workforce. The award was for the DVD we produced to highlight the PARC (OS1) Pilot program.

The citation for ManageMen read:

This award is presented by NISH to a media outlet or reporter whose coverage illustrates and promotes employment issues facing people with severe disabilities as well as the accomplishments and successes of a non-profit agency operating under the Javits-Wagner-O'Day (JWOD) Program in its efforts to expand employment opportunities for people with severe disabilities. The documentary produced by ManageMen captures the essence of the training experience for workers with disabilities on JWOD contracts and your handling of this topic is exemplary.

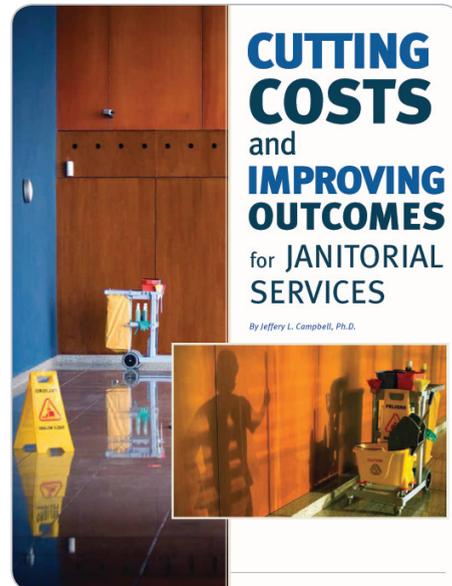
ManageMen's (OS1) process is being adopted by a variety of organizations who provide job opportunities for workers with disabilities. Some of these groups work with people with physical and/or mental disabilities, some work with gulf war veterans with special needs. One group that utilizes (OS1) to the maximum degree is the Los Angeles Habilitation House (LAHH). An email from the LAHH program director Guido Piccarolo is representative of how (OS1) supports these programs.

*Dear Mr. Walker,
 I desire to express all my gratitude and thank you, Renae, Ben and Jill for the 2 days of training in Orlando.*

Coming to Orlando for the Expert Trainer class I had a lot of expectation, however what you have offered went beyond my expectation. I am always amazed by your attention to all of us and the details of the organization. Since my first meeting with you, I believed that what you were offering with (OS1) was the right and only way to learn, train and work in the cleaning profession. Now after two years, I recognize that there is much more for me and my organization. We are walking on a journey, which is opening opportunities to develop a career path for people who desire to do this work and want to follow this path. Remanning on this journey is the simple but true way to continue to fulfill our mission (creating and maintaining job opportunities for people with special needs) and growing our business.

With gratitude,

Guido Piccarolo



Dr. Jeff Campbell reported research on several (OS1) organizations in the article Cutting Costs and Improving Outcomes published by American School & University magazine, December 2011.

Since the Financial Collapse of 2007 and 2008

In 2007 and 2008 the mission of ManageMen and (OS1) was dramatically changed with many (OS1) User organizations. Facility operations who had been content to devote the (OS1) process to improving the professionalism of the housekeepers and janitors were faced with the reality of addressing the need to achieve severe budget cuts while preserving the highest level of cleaning possible.

Organizations called on ManageMen to provide programs that would navigate them through the worst economic climate since the great depression. The goal was to right-size the house-keeping function to the lowest possible fiscal level while preserving the physical plant from accelerated deterioration.

In an article published in APPA's *Facilities Manager* magazine in late 2011, Dr. Jeff Campbell reported research on several (OS1) organizations Cutting Costs and Improving Outcomes.

Campbell wrote,

"In 2009, the department of Plant Building and Grounds Services at the University of Michigan faced deep budget cuts. Director John Lawter began to investigate how other universities were dealing with this challenge. Among best practices he identified were at UMass, University of Texas, University of North Carolina, and University of New Mexico (all (OS1) Users). They had all saved considerable dollars while significantly improving levels of appearance from implementing the engineered cleaning system. Lawter decided to implement the engineered cleaning system; the rollout began in July 2009. The scope of the project included 200 buildings comprising 15 million gross square feet. The three-year goal for the program is to cut 10 percent, or \$2.1 million of their budget. After the first nine months. (reported March 2010) their objective was to be achieve 10 percent of this cut. Surprisingly, they achieved 11 percent, which represented a reduction of 11 FTEs. In addition, the APPA Level of Appearance improved from 2.22-Ordinary Tidiness to 1.87-Orderly Spotlessness.

It is important to note that these scores take into account more than just appearance. When the independent auditors from the university's quality assurance department grade the space, they are not only looking at cleaning appearance but also maintenance issues (regardless of who is responsible). If a room scores a 4/5-Moderate Dinginess/Unkempt Neglect due to maintenance problems, it is considered a defect and must be investigated. The month before the rollout, 180 defects were identified. In month nine of the rollout only 43 defects were reported. Overall, after nine months, facility quality assurance scores improved 30 percent and defects decreased 70 percent."

Since the mid 1980s ManageMen and its brainchild (OS1) has been developing a benchmarked best practices program that is available to improve the operations of facility management programs everywhere.

For twenty years (OS1) has proven to be particularly suited to assist big organizations with big problems in improving their custodial operations.

Our Clients

ManageMen, Inc. works with a comprehensive list of world-class organizations to improve their cleaning operations. Our clients turn to us for direct consulting activities and as participants in ManageMen developed educational events. Below is a partial list of organizations that have engaged ManageMen for consulting services or participated in ManageMen produced educational events.

- | | |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 1. The Boeing Company | 31. Weston Hotels & Resorts |
| 2. Sandia National Labs div. Lockheed Martin | 32. H&M |
| 3. University of Massachusetts-Amherst | 33. W Hotels |
| 4. The University of Texas | 34. Titleist |
| 5. University of Michigan | 35. ICSC |
| 6. University of North Carolina-Chapel Hill | 36. Vestar |
| 7. Wake Forest University | 37. Chelsea Premium Outlets |
| 8. Michigan State university | 38. American Assets Real Estate group |
| 9. Salt Lake County Government | 39. Elan |
| 10. FBI Training academy-Quantico | 40. Illumina |
| 11. DEA Training academy-Quantico | 41. Novartis |
| 12. Campus Center Hotel at UMass | 42. Sudberry Properties |
| 13. Provo City School District | 43. CBRE-CB Richard Ellis |
| 14. BYU Facility Management Department-
School of Technology-Engineering
Department | 44. Davis Partners |
| 15. Washington State Ecology Building | 45. Aveda |
| 16. Qualcomm | 46. Transwestern |
| 17. US EPA | 47. HRL Laboratories |
| 18. The Walt Disney Company | 48. FootJoy |
| 19. AT&T | 49. SDGE a Sempra Energy Utility |
| 20. Verizon Wireless | 50. Morgan Stanley |
| 21. Starwood Hotels & Resorts Worldwide | 51. 24 Hour Fitness |
| 22. Sheraton Hotels & Resorts | 52. San Francisco General Hospital |
| 23. Union Pacific | 53. South East Alaska Regional Health
Consortium (SEARHC) |
| 24. Walt Disney World-EPCOT | 54. Salt Lake County Health Department |
| 25. MAC | 55. Frost Street Medical |
| 26. Marriott Hotels & Resorts | 56. Palomar Pamerado Health |
| 27. FedEx | 57. Alvarado Hospital Medical Center-SDRI |
| 28. UBS | 58. National Press Club |
| 29. United States Postal Service | 59. National Theatre-Washington DC |
| 30. Gen-Probe | 60. Georgia Tech Facility Management
Department |

61. Shaw Carpets
62. Salt Lake City Government
63. Salt Lake County Library System
64. Salt Lake County Sheriff's Department
65. Utah State Board of Education
66. Utah State Facility Management
67. Lee county Facilities, Florida
68. Washington State General Services
69. Wyoming State Facilities Department
70. 2002 Winter Olympics-SLOC
71. The Delta Center
72. The Kiel Center
73. San Diego Convention Center
74. Pala Mesa Golf Resort
75. Austin City Convention Center
76. Honeywell
77. Novozyme
78. Word Perfect
79. Wells Fargo Bank
80. Intuit
81. Dofasco Steel-Canada
82. G.H. Wood-CANADA
83. CB Richard ellis
84. Amica Insurance
85. Lyndon Johnson Presidential Library
86. ZCMI
87. Birmingham Jefferson Civic Center
88. FranklinCovey
89. NASA
90. George Bush International Airport-Houston
91. Hill Air Force Base
92. Delta Airlines
 - Salt Lake City International Airport
 - JFK International Airport
 - LaGuardia Airport
 - Hartsfield International Airport
 - San Francisco International Airport
 - Los Angeles International Airport
93. Northrop Grumman
94. The Erving Company
95. Trammell Crow Company
96. Hines
97. Colliers International
98. Kyocera
99. Fujitsu
100. Factory 2-U
101. University of New Mexico
102. University of Manitoba-CANADA
103. University of Minnesota
104. Colorado State University
105. Colorado College
106. San Diego Jewish Academy
107. SUNY-Geneseo
108. SUNY-Buffalo
109. San Diego State University
110. Florida Gulf Coast University
111. Colby College
112. Troy University
113. The Ohio State University
114. California State University-Northridge
115. University of Illinois
116. Mt. San Antonio College
117. Portland Community College
118. Oregon State University
119. Salt Lake Community College
120. Everett Community College
121. University of Texas-El Paso
122. Utah State University
123. Clark College
124. Atlanta University
125. Yale University
126. Clark County School District
127. The School District of Philadelphia
128. Kamehameha Schools-Bishop Estate
129. Ogden City School District
130. Nebo School District
131. Parkway School District
132. Weber County School District
133. Salt Lake City School District
134. Iron County School District
135. Baltimore City Public Schools
136. Granite School District

- 137. Gresham Barlow School District
- 138. Jordan School District
- 139. Murray School District
- 140. Washoe County School District
- 141. Alpine School District
- 142. Helena School District
- 143. Mukilteo School District
- 144. The Salk Institute

Building Service Contractors

- 1. KBM Facility Services
- 2. GMI Building Services
- 3. Sodexo
- 4. Los Angeles Habilitation House
- 5. Rappahannock Goodwill Industries
- 6. Garten Services
- 7. MManTec
- 8. ServiceMaster
- 9. ABM
- 10. Jani-King
- 11. The Shine Company
- 12. Marriott Facility Services
- 13. USSI
- 14. Cardinal Cleaning
- 15. PJS of Texas
- 16. ProClean-Florida
- 17. Merchants Building Maintenance
- 18. Service Point
- 19. Pioneer Adult Rehabilitation Center
- 20. Chimes
- 21. Spann Building services
- 22. Master Klean
- 23. Servi-Tech, CANADA
- 24. Quota Cleaning
- 25. Professional Maintenance systems (PMS)
- 26. The Kings
- 27. Clean Tech
- 28. Varsity Contractors
- 29. Eat My Dust
- 30. Sentral Building Services

Association Clients

- 1. International Sanitary Supply Association (ISSA)
- 2. APPA
- 3. Texas APPA
- 4. Michigan APPA
- 5. Rocky Mountain APPA
- 6. Canadian Sanitary Supply Association (CSSA)
- 7. NISH-Ability One
- 8. International Facility Management association (IFMA)
- 9. International Executive Housekeepers Association (IEHA)
- 10. Carpet and Rug Institute (CRI)
- 11. Fenesco-Columbia
- 12. Ministry of the Interior-Government of Malaysia

Unions in (OS1) Organizations

- 1. Utah School Employees Association
- 2. NEA
- 3. Teamsters
- 4. AFL-CIO
- 5. Service Employees International Union
- 6. CSEA California School Employee Association

Corporate Headquarters

- 1. The Boeing Company
- 2. Sandia National Labs
- 3. Novell
- 4. Utah Jazz
- 5. The Salk Institute
- 6. Qualcomm
- 7. Walmart
- 8. FranklinCovey
- 9. Amica Insurance
- 10. Jack in the Box
- 11. Aflac Insurance
- 12. First American Credco
- 13. EDS
- 14. Lyndon Johnson Presidential Library

ManageMen

