



Welcome to EC Connect!

In this issue, in addition to offering some useful information and insights into some of our customers and staff, we couldn't help looking back on our past experiences and the thousands of people we have met over the years. To say that we value each and every one of our customers would be an understatement. Each new customer has marked a milestone in our company's development. (see "A Word of Thanks" on page 3). Many have challenged us to improve our capabilities and organization, pushing us forward to new stages of growth. Through us they have also affected the lives of many others by enabling us to provide jobs for over 320 people currently in Madison, the Fox Valley and Milwaukee.

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Choosing a Cleaning Company

As a building owner, property or facility manager one of your many responsibilities is to keep the facility clean. You need a reliable cleaning solution—the morale and health of your staff and co-workers can be affected by the cleanliness of their work surroundings. At the same time, you need to keep your costs down. What is the best way to accomplish this? What factors should you consider as you make your decision?



Your options range from buying your own supplies and paying one of your staff or even a family member to do the cleaning, to hiring an outside service. If your facility is large enough, the first option typically isn't feasible, and can yield unreliable quality. Outsourcing the clean-

ing offers more professional results, but deciding on a contractor can be challenging. Your outsourcing choices range from small cleaning services, to medium or large size contractors. Finding a contractor who can deliver what you need for the right price is important. While there is no single answer for each facility, there are some key questions to consider:

- How large is your office space or facility?
- What frequency of cleaning service do you require?
- What level of service quality do you require?
- What is your budget?
- Can the contractor provide you with uninterrupted staffing and service?

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Greening Your Workplace

If you're in business you're always looking for ways to reduce costs. By adopting a few green strategies in the workplace you can reduce the energy your office consumes and control the waste it produces. Even if you don't pay directly for your energy use, it can improve employee morale and your corporate image, as employees may be looking for ways to participate in conservation. Whether you own or rent space in an older facility,



you may not have the option of remodeling or constructing a more efficient building. But there are a few simple measures you can take right now.

Refresh Your Recycling Program

Most businesses have been doing this for years, but reviewing your program could make it more effective, helping to identify waste. Communicate a clear office policy on recycling so your staff knows your goals and how recycling will be handled. Provide separate trash and recycling baskets for all employees and at key locations in the office.

Clearly mark containers as "trash" or "recycling." Indicate what materials may be recycled. Provide containers for metal/glass/plastic. Your waste management service should provide clearly marked outdoor waste and recycling dumpsters. Your cleaning service plays a key role in the process, and should support your program.

Recycle Electronic Junk

Office computers and other electronic devices wear out or are replaced on a regular basis. Instead of letting them occupy precious storage space, contact

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GE Healthcare

Durable business relationships depend upon trust in people. That's what stands behind our partnership with GE Healthcare and Facility Manager Betty Poskie. Here's the story: we had been providing cleaning services for their administration facility on Madison's east side since 1999. During that time Betty had developed a great deal of confidence in EC's management—in particular the commitment demonstrated by our Sales Manager Fred Volker and Operations Manager Art Grube. However, in 2002, as a result of some problems with our on-site supervision, GE decided to change contractors.

Over the next five years Fred and Art stayed in contact with Betty, communicating to her our genuine commitment to improving quality control and management systems. She noticed our

efforts to improve performance and our desire to regain GE's business. Then, after GE experienced problems with their replacement contractor, Betty asked us to present a new service proposal. It was accepted and we started cleaning again in March, 2007. We greatly appreciate the chance to work with GE Healthcare and Betty Poskie and are thankful for her support and confidence in our service and staff.

GE Healthcare produces anesthesia delivery systems for the medical field. The company has a long history in the Madison area dating back to 1904. In the early 1970's operations were moved from downtown Madison to their present facilities on the far east side.

Their administration facility contains research, development and testing labs, customer service center and administrative offices. One of the highlights of the facility is the Dave Sunde Center, a unique conference and media center. The campus also has a manufacturing facility adjacent to the administration building.



GE Healthcare photo

GE Healthcare Administration Building

Medical Associates Health Centers

A good reference can make all the difference in gaining new customers. In the case of Medical Associates Health Centers our reputation preceded us to the Milwaukee area. They were not satisfied with the performance of their cleaning service and Mike McGeorge, Facilities Manager, was looking for a new contractor. One of Medical Associates' directors had previously worked as a clinic manager



Medical Associates Waukesha Clinic

for one of our medical customers in the Fox Valley, and suggested contacting EC. Mike called us to see if we would be interested in submitting a proposal. Initially Medical Associates had hesitations about dealing with a contractor from outside their area. Could we support and manage cleaning operations from a distance? During the bidding process we assured them that we had the resources to ensure success. When they accepted our proposal we quickly established a local office and recruited local employees, placing an emphasis on high quality management.

Mike has been pleased with the results. As the liaison between Medical Associates employees and the cleaning service, he says that complaints have been reduced. As he states, there will

always be some problems, but EC management is successful at "nipping problems in the bud" without making excuses, discussing issues "without exaggeration. That's refreshing performance. Nobody does that in your industry." He also appreciates that we have helped him control costs by finding additional efficiencies. We have enjoyed working with Mike and his staff and are thankful for the opportunity to exceed their expectations.

Medical Associates Health Centers is an independent group practice operating in the Milwaukee metro area. Founded in 1961, their first clinic was opened in Menominee Falls. Medical Associates has since added a number of other locations in Germantown, Hartford, Sussex and Waukesha, with over 100 doctors practicing in more than 25 different medical specialties.

Aaron Alanis

Our first Assistant Area Manager in the greater Milwaukee area is Aaron Alanis. He started with EC in February 2006 as a supervisor in one of our larger accounts. We quickly recognized his leadership potential and in April 2006 promoted him to Area Manager. Bringing stability to an area which includes several high visibility medical clinics, Aaron continues to exceed our expectations. He says that the best part of his job is always learning from others. Operations Manager David Harris describes him as "a hard worker, disciplined, trustworthy and consistent."



Originally, Aaron took a part time job with EC in order to supplement his full-time employment with Penzey's Spices while his wife was in school. She's graduated, but he liked the job of Area Manager so much that he has stayed well beyond his original target. Aaron and his wife, Diana, have a young son, Alonso, and he would like nothing better than to spend a full day hanging out with his family.

Juan Ruiz

If you give him a free day, Juan would spend that day at the park with his two children. Juan met his wife after he moved here from Mexico, and he takes great delight in their two children, ages 8 and 2 years. While he doesn't mind the snows of Wisconsin, he loves the outdoors in summer.



Hired in 2002 to be a cleaner, after six months Juan applied to be a member of the special services team to do floors and carpets and other specialty tasks. He says that once you acquire the skills necessary, then it's a matter of self-motivation to do each and every job with pride in your work. And Juan demonstrates that commitment and motivation every night. His supervisor describes him as a quiet leader, someone who others come to with their technical questions, not a complainer, and always truthful but kind. His consistent work performance means that we are fortunate to have him on our team.

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- Do you want to supply some or all of cleaning and/or paper supplies?
- Do you need specialty services, such as carpet or hard floor cleaning?
- Are you interested in, or do you require, green cleaning services?
- Can prospective contractors provide you with a customized plan to best suit your needs?
- Is the contractor experienced?
- Can they provide you with good references?

Once you determine your needs and budget, you can decide on a contractor. As you receive proposals, consider that the lowest bid may not necessarily provide you with the best service. Management proactivity, experience and customer-service orientation usually result in better, more consistent service. In the end, having a dependable contractor who is willing to partner with you to achieve your goals, and who sees your business as a relationship and not just a paycheck, will provide you with the most value over the long run.

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At the same time, we remember that each of our clients represents lives that have intersected ours. Our customers have given us the opportunity to get to know them as people, some as long as thirty years. We're aware that our primary contacts at each facility have to juggle their personal and work lives, just as we do. Each person has a life story to tell: joys and heartaches, victories and setbacks, illnesses and graduations. We've seen it all: staff come and go, changes in company structure, financial belt-tightening. We've seen floods, snowstorms, and tornadoes

affect our customers. Along the way we've considered it our job to be a partner in whatever life throws their way. We can say without a doubt that our customers are not just clients: they are our friends, and we value these relationships greatly.

Long-time Customers

We would like to acknowledge and thank our some of our long-time customers for their loyalty. They have truly made our company possible. We're glad to have developed strong relationships with them over the years!

Anchor Banks (Cottage Grove, East & West Towne, Hilldale, Monona, Meadowood, Middleton, Mount Horeb) • Affinity Health Clinics • Interservice Christian Fellowship • Fidelity Information Services • GE Healthcare • Great Lakes Higher Education • MG&E • Madison Medical Center • Medical Associates Health Clinics • Mortenson Investment Group • WI Dept. of Military Affairs • Monona Executive Building • Spectrum Brands • Spoo & Wimmer Law Offices • Trachte Building Systems • UW Health 1 S. Park St. • Wisconsin Bankers Association

Greening Your Workplace *from page 1*

a reputable recycling service that will pick them up, separate and properly recycle all the component materials, keeping them out of landfills.



Be aware that data can still remain on device hard drives even after it is "deleted," so verify that the recycler can ensure data destruction.

Reduce Use

Computers and lighting use the most energy in a typical office. Your staff members can shut down their computers, printers, etc., at the end of the work day. This includes switching off "phantom" power loads such as outlet strips, since these continue to use electricity even

when the devices plugged into them are turned off. Encourage employees to turn off lights in rooms that are not in use. Often, staff members leave the building for appointments, but leave their lights on to avoid being perceived as "not working." With an "in/out" check-out system they can inform others that they are still "on the job." Another measure requiring some initial expense is to install automatic lighting sensors in conference and restrooms. At the end of the day shut off workstation task lights and ceiling lights, and ask your cleaning service to shut off all unnecessary lighting.

Cleaner Energy Savings

Typically, most offices are cleaned after normal business hours, which requires lighting to be left on so that

the cleaning service staff can see to do their jobs. A cleaning contractor may be able to help reduce this lighting time by providing daytime cleaning services. This not only reduces energy use and costs but maintains a cleaner work environment for employees and visitors during the day. This can be especially important for buildings with high traffic areas and larger numbers of employees. Currently, EC Wisconsin provides day cleaning services for a number of customers who have sought to reduce costs while maintaining a high level of cleanliness.



<p>Cleaning Service Not Up to Par? Call Us Today! Madison/Milwaukee: 888-316-9711 Fox Valley: 888-227-1129</p>	
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