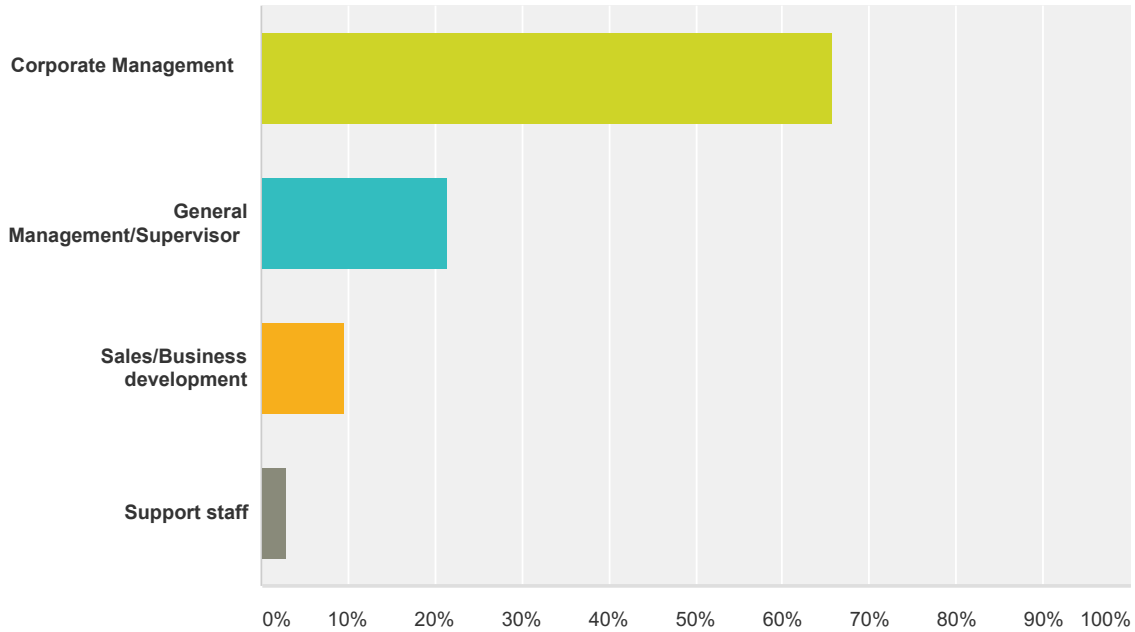
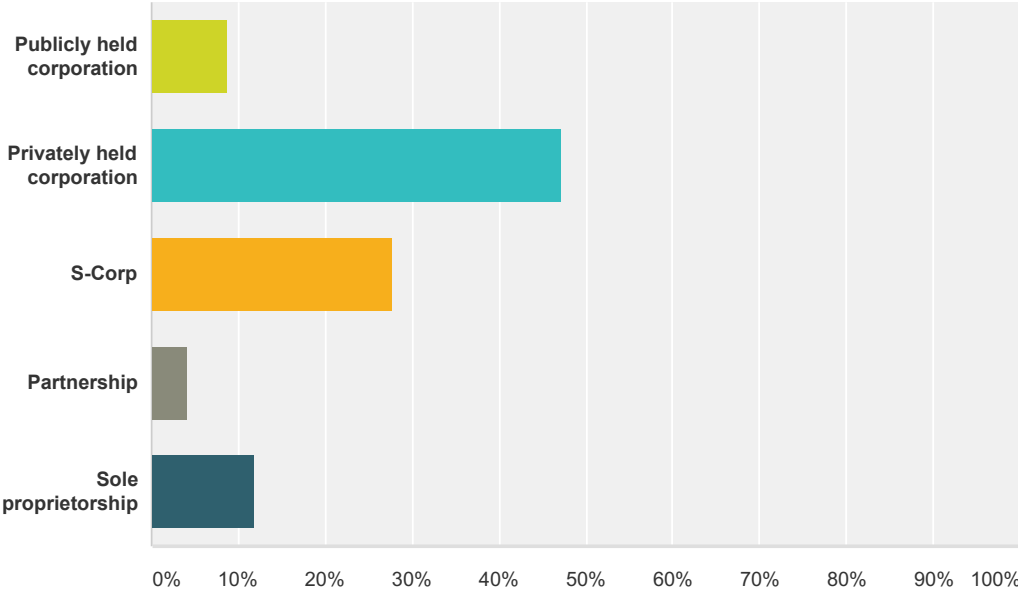


What is your role in the business?



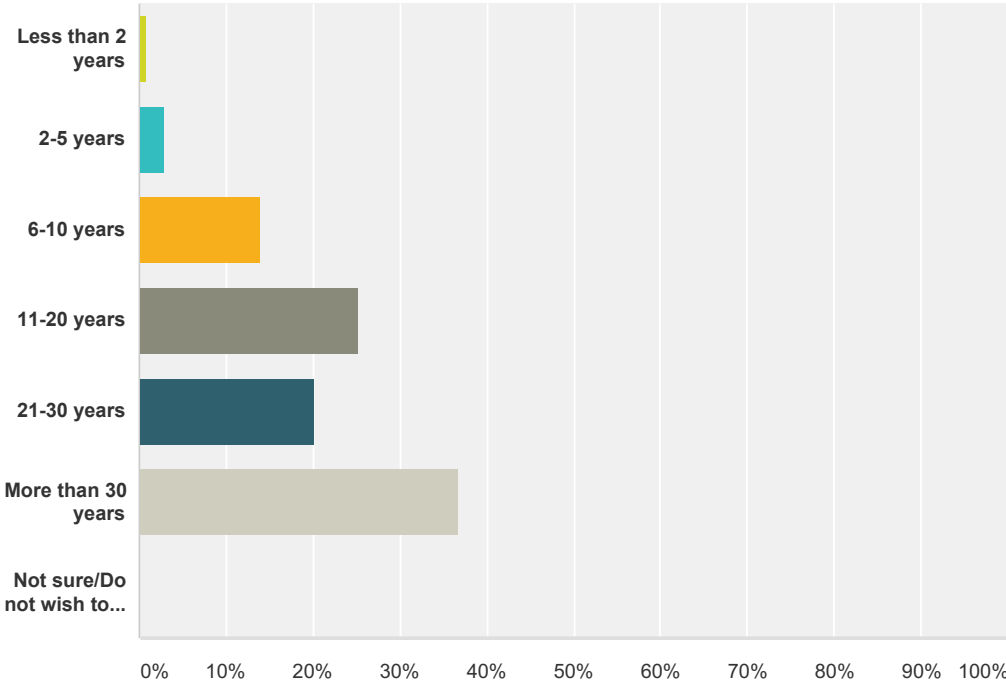
Answer Choices	Responses
Corporate Management (Includes Owner)	65.82%
General Management/Supervisor	21.52%
Sales/Business development	9.70%
Support staff	2.95%

What type of organization is the business?



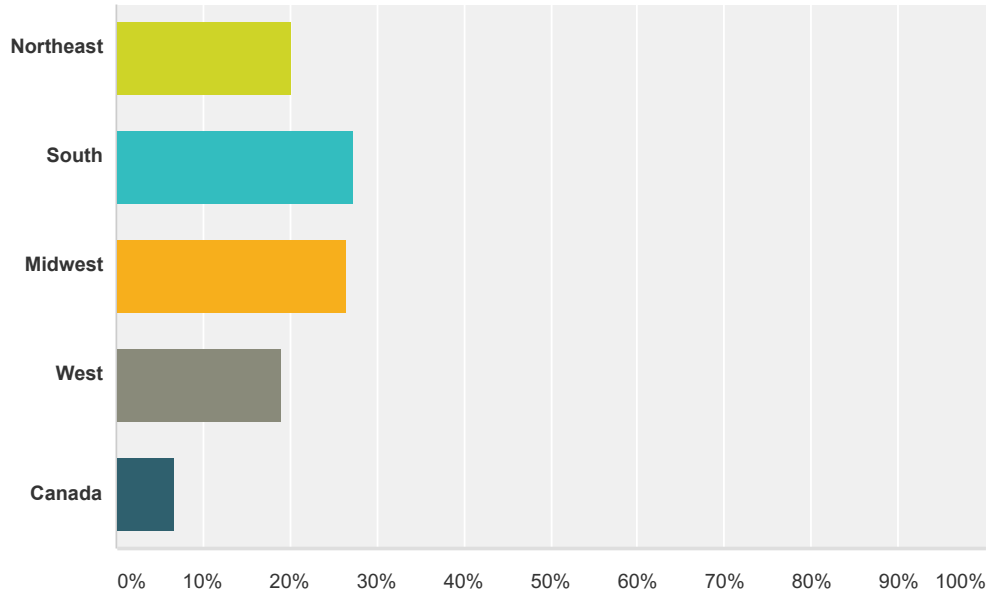
Answer Choices	Responses
Publicly held corporation	8.86%
Privately held corporation	47.26%
S-Corp	27.85%
Partnership	4.22%
Sole proprietorship	11.81%

How many years has the company been in the cleaning industry?



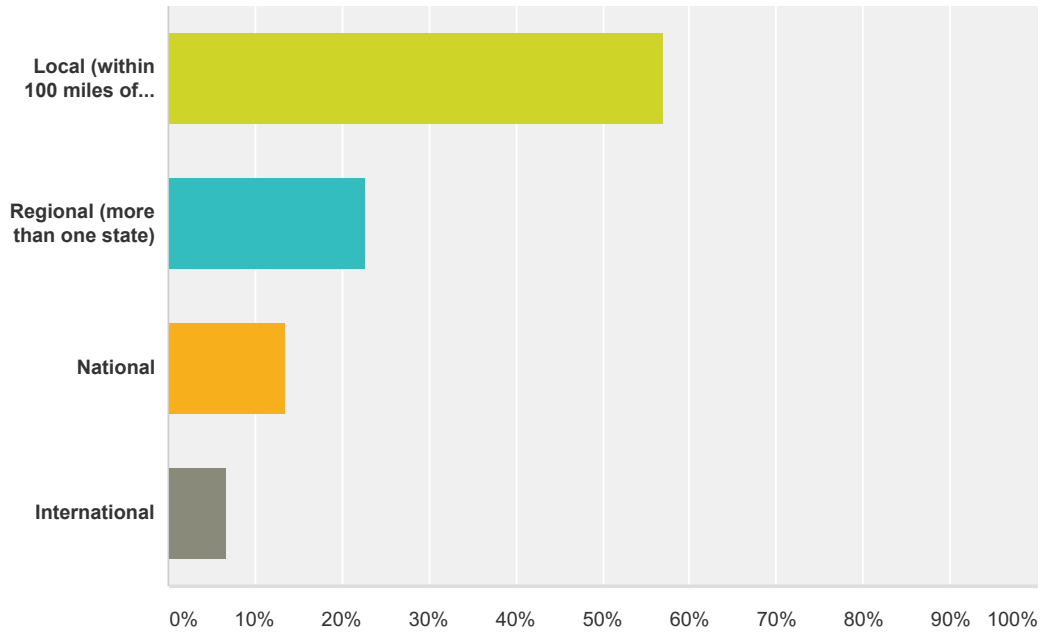
Answer Choices	Responses
Less than 2 years	0.84%
2-5 years	2.95%
6-10 years	13.92%
11-20 years	25.32%
21-30 years	20.25%
More than 30 years	36.71%
Not sure/Do not wish to specify	0.00%
Total	

In which geographical region is the business headquartered?



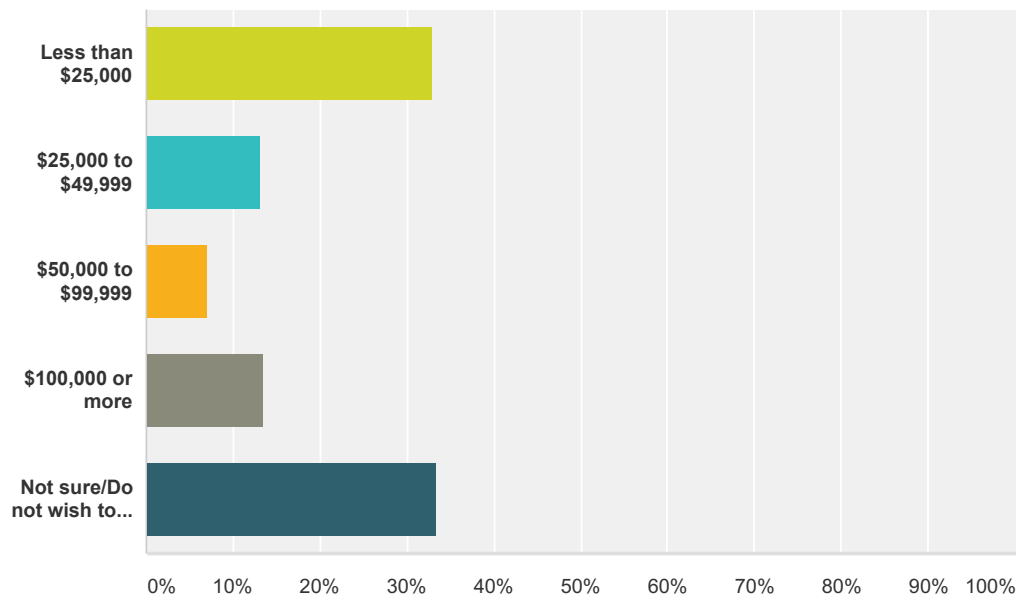
Answer Choices	Responses
Northeast (ME/NH/VT/CT/MA/RI/NY/PA/NJ/DE/MD)	20.25%
South (TX/OK/NC/SC/GA/FL/TN/AL/MS/AR/LA/KY/WV/VA/DC)	27.43%
Midwest (OH/IN/IL/MI/WI/MN/ND/SD/IA/NE/KS/MO)	26.58%
West (NM/AZ/CO/UT/WY/MT/ID/WA/OR/NV/CA/AK/HI)	18.99%
Canada	6.75%

What geographic area(s) does the business serve?



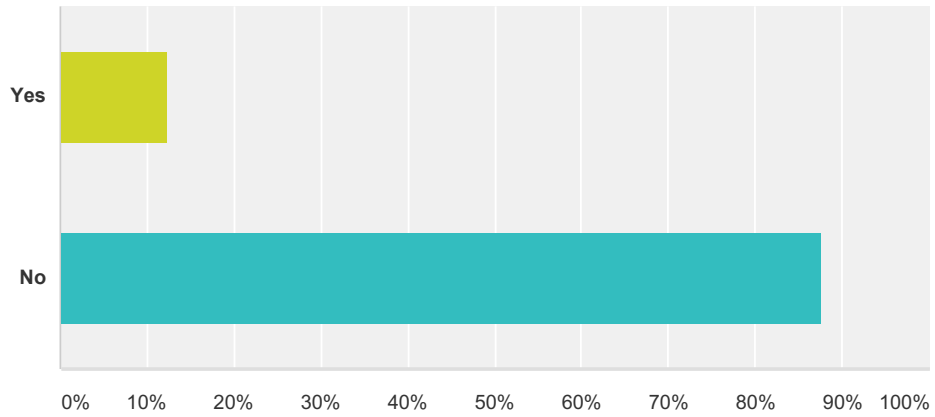
Answer Choices	Responses
Local (within 100 miles of headquarters)	56.96%
Regional (more than one state)	22.78%
National	13.50%
International	6.75%
Total	

What were the approximate start-up costs for the cleaning business (or for this portion of the broader business)?



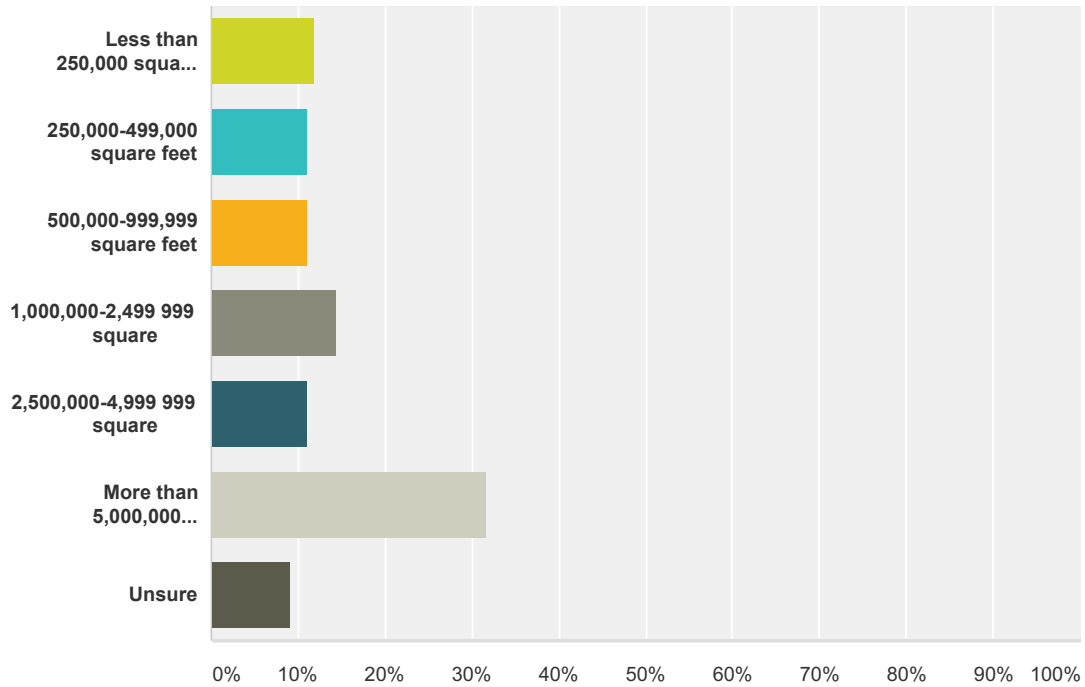
Answer Choices	Responses
Less than \$25,000	32.91%
\$25,000 to \$49,999	13.08%
\$50,000 to \$99,999	7.17%
\$100,000 or more	13.50%
Not sure/Do not wish to specify	33.33%
Total	

Is this business a franchise?



Answer Choices	Responses
Yes	12.24%
No	87.76%
Total	

What is the total square footage the company is responsible for cleaning on a monthly basis?



Answer Choices	Responses
Less than 250,000 square feet	11.81%
250,000-499,000 square feet	10.97%
500,000-999,999 square feet	10.97%
1,000,000-2,499,999 square feet	14.35%
2,500,000-4,999,999 square feet	10.97%
More than 5,000,000 square feet	31.65%
Unsure	9.28%
Total	

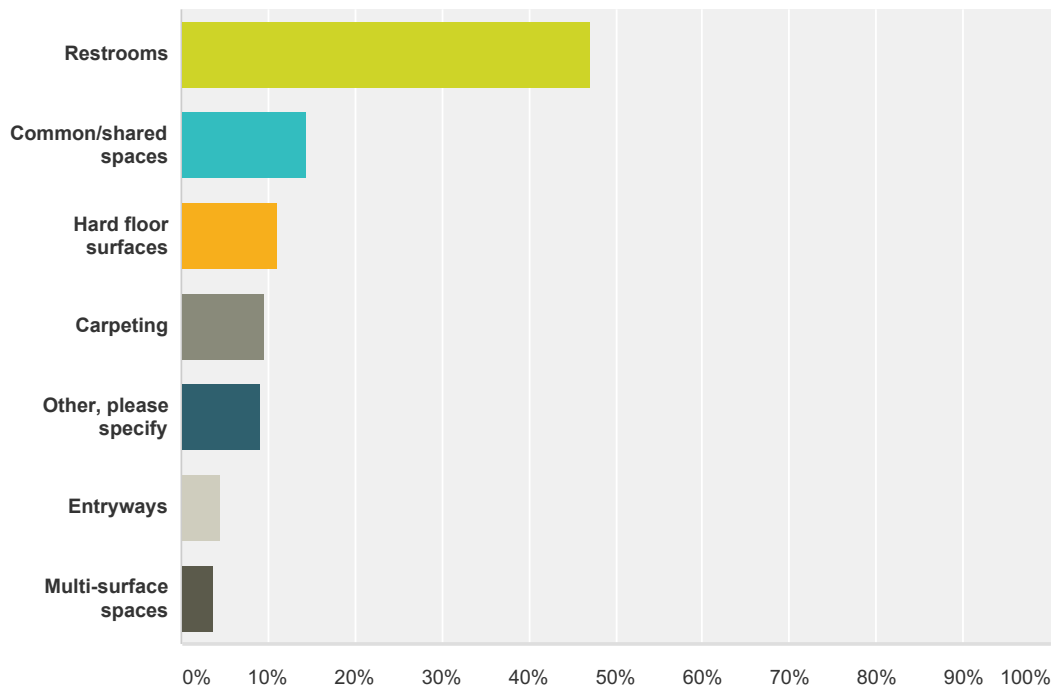
Which of the following services do you provide in addition to typical cleaning services and which do you subcontract?

	Provide service	Subcontract service	N/A	
Stripping/recoating hard floors	93.62% 220	4.68% 11	1.70% 4	
Restorative/deep cleaning carpets	88.89% 208	9.40% 22	1.71% 4	
Polishing/restoring stone and marble surfaces	57.40% 128	21.52% 48	21.08% 47	
Restroom supplies management	86.09% 198	4.78% 11	9.13% 21	
Entry mat service	30.52% 65	29.11% 62	40.38% 86	
Lightbulb replacement/relamping	61.26% 136	10.36% 23	28.38% 63	
Window cleaning	71.79% 168	25.64% 60	2.56% 6	
Clean rooms	73.18% 161	6.82% 15	20.00% 44	
Remediation/restoration services	30.59% 67	36.99% 81	32.42% 71	

**In addition to your cleaning services,
which of the following facility maintenance
services do you offer? Check all that apply.**

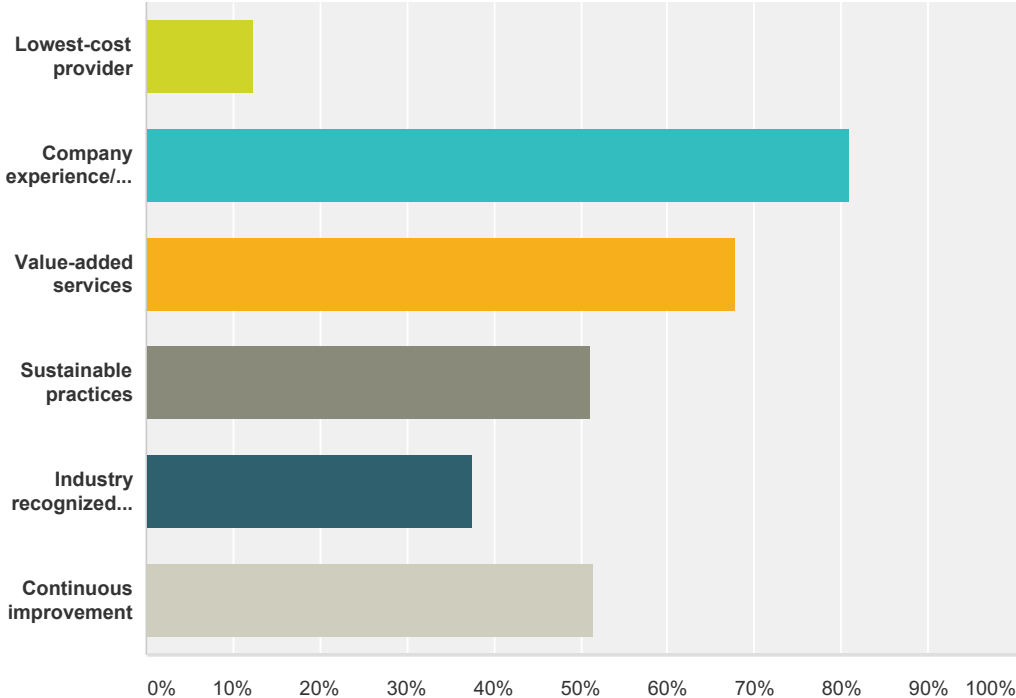
Answer Choices	Responses
Exterior maintenance (sidewalks, etc.)	46.41%
None, we ONLY provide cleaning services	37.55%
Grounds care	36.29%
Snow removal	29.11%
Painting	27.00%
Preventive maintenance/building systems	24.89%
Building(s) security	18.14%
Maintain HVAC systems	16.88%
Pest control	16.46%
Laundry operations	15.61%
Restroom retrofitting	8.86%
Roof maintenance/repair	7.59%

Which of the following areas/surfaces do you receive the most complaints about from your customers?



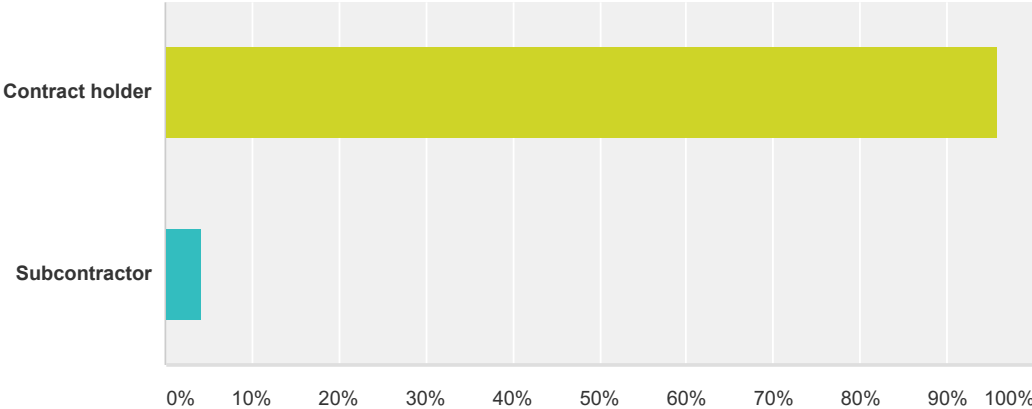
Answer Choices	Responses
Restrooms	47.26%
Common/shared spaces	14.35%
Hard floor surfaces	10.97%
Carpeting	9.70%
Other, please specify	9.28%
Entryways	4.64%
Multi-surface spaces	3.80%

**How do you differentiate your company and services to win bids/contracts?
Check all that apply.**



Answer Choices	Responses
Lowest-cost provider	12.24%
Company experience/expertise	81.01%
Value-added services	67.93%
Sustainable practices	51.05%
Industry recognized certifications	37.55%
Continuous improvement	51.48%

Typically, what is your company's relationship to the facility/client?



Answer Choices	Responses
Contract holder	95.78%
Subcontractor	4.22%

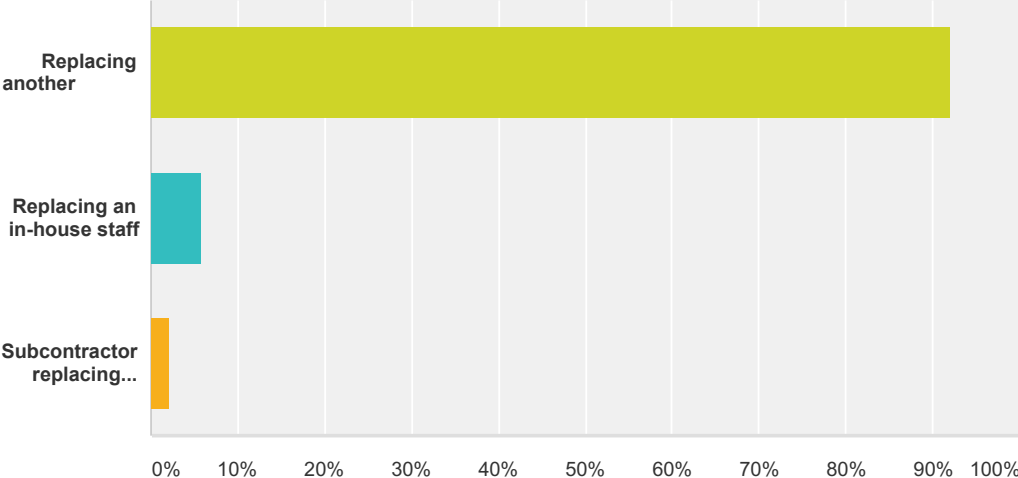
**Rate the following challenges as they
pertain to your business.**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A	
Maintaining profitable margins	43.88% 104	40.08% 95	9.70% 23	2.95% 7	1.69% 4	1.69% 4	
Recruiting and retaining quality staff	53.42% 125	32.48% 76	10.26% 24	1.71% 4	0.00% 0	2.14% 5	
Winning new bids/contracts	27.78% 65	44.87% 105	17.52% 41	6.84% 16	0.85% 2	2.14% 5	
Communicating the value of clean	24.03% 56	45.49% 106	20.60% 48	6.01% 14	1.72% 4	2.15% 5	
Customer retention	27.90% 65	25.75% 60	21.03% 49	13.73% 32	8.15% 19	3.43% 8	
Validating cleaning results	24.26% 57	29.36% 69	26.81% 63	13.19% 31	4.26% 10	2.13% 5	
Meeting contract requirements	24.46% 57	19.31% 45	24.89% 58	19.74% 46	9.44% 22	2.15% 5	

What percentage of your revenues are from servicing the following building types/facilities?

Answer Choices	Average Number	Total Number	
Commercial (Office/property management)	48	10,193	
Government buildings	20	2,874	
Healthcare (Hospital, long-term care, offices)	18	2,648	
Education (K-12, colleges/universities)	16	2,246	
Industrial (Manufacturing, warehouses)	16	2,218	
Retail (Shopping centers, entertainment, restaurants)	12	1,447	
Hospitality (Hotels, motel, apartment, convention)	6	526	
Recreation/Transportation (Arenas, stadiums, airports)	5	470	
Houses of worship	5	478	

Which of the following typically represents your new accounts?

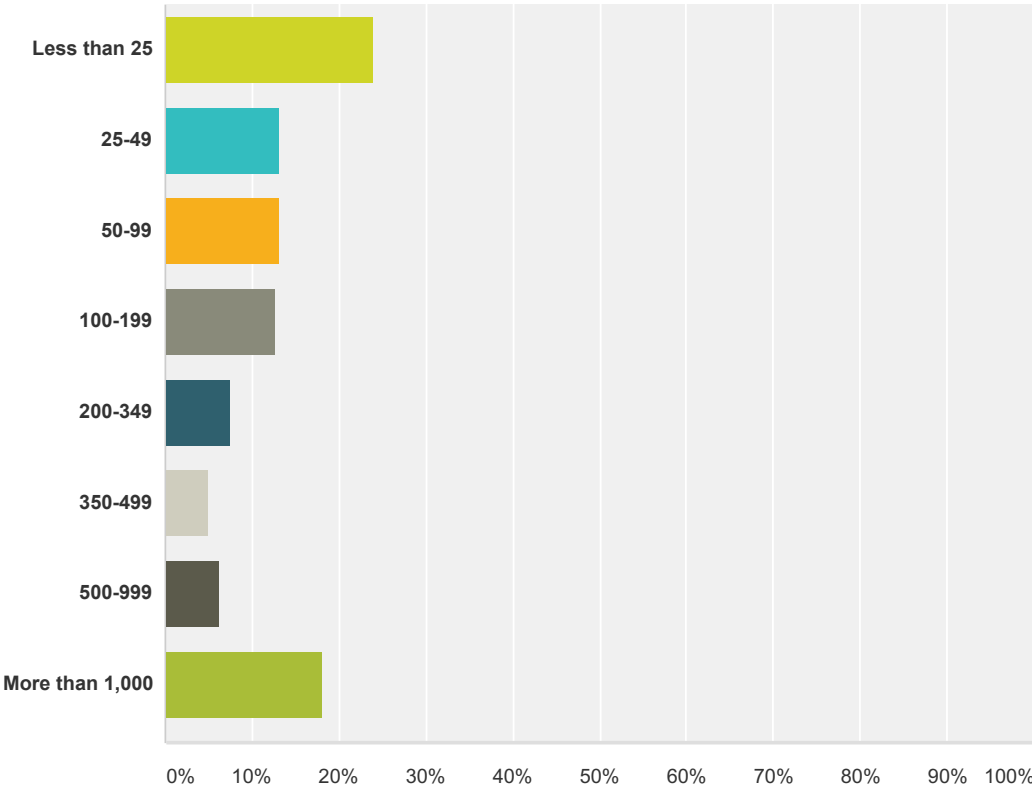


Answer Choices	Responses
Replacing another BSC/Janitorial firm	91.98%
Replacing an in-house staff	5.91%
Subcontractor replacing portion of in-house staff	2.11%

Rate the importance of the following criteria for your customers?

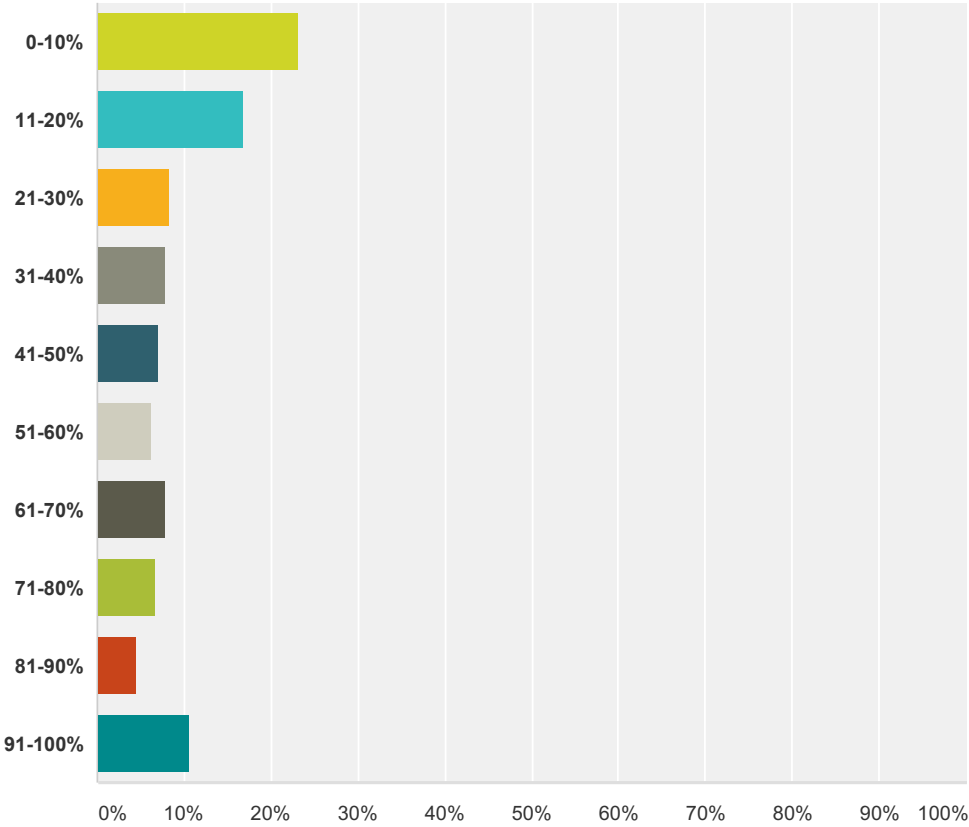
	Very important	Somewhat important	Neutral	Less important	Not important	N/A	
Improving facility image	62.45%	35.86%	1.27%	0.42%	0.00%	0.00%	
Reducing overall cleaning costs	44.73%	37.13%	14.35%	2.95%	0.84%	0.00%	
Tenant retention	38.89%	26.07%	23.93%	4.27%	2.56%	4.27%	
Health and safety of buildings and tenants	37.55%	35.02%	21.10%	5.49%	0.84%	0.00%	
Value-added services	33.05%	40.68%	22.46%	2.54%	1.27%	0.00%	
Asset preservation	32.62%	29.61%	30.90%	5.15%	1.29%	0.43%	
Reducing number of service contractors	26.07%	32.48%	30.34%	8.12%	2.14%	0.85%	
Sustainable/green initiatives	21.79%	32.48%	26.92%	12.82%	5.98%	0.00%	

What is the total number of employees that work for the company?



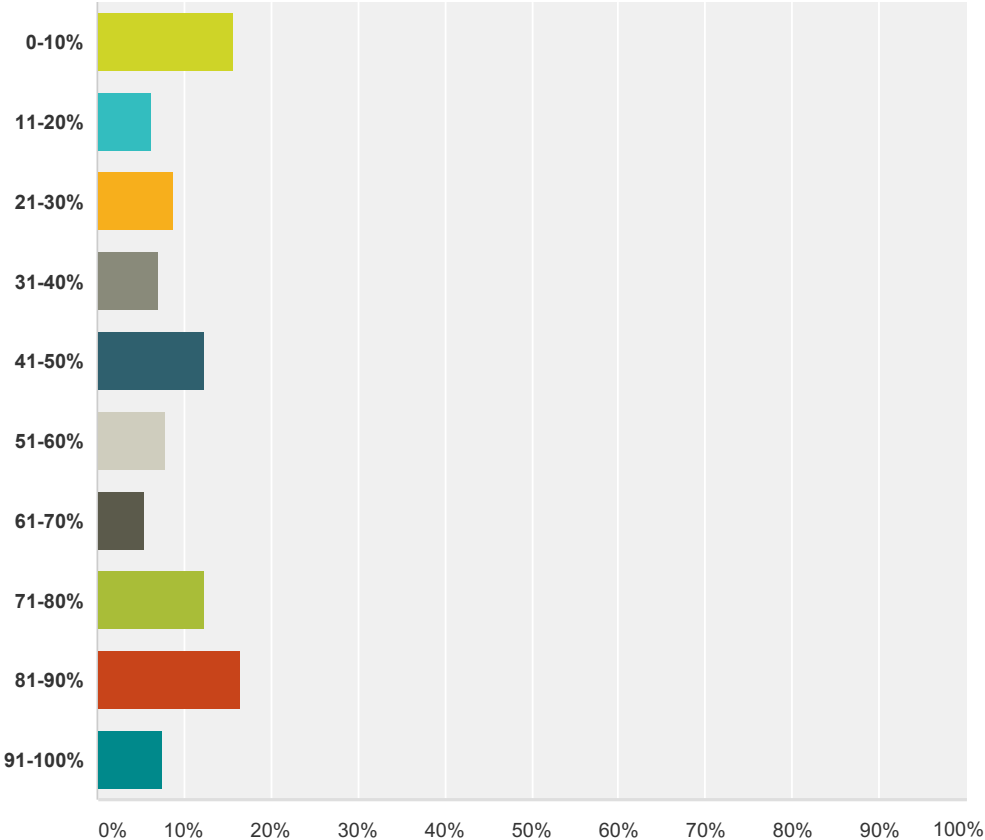
Answer Choices	Responses
Less than 25	24.05%
25-49	13.08%
50-99	13.08%
100-199	12.66%
200-349	7.59%
350-499	5.06%
500-999	6.33%
More than 1,000	18.14%
Total	237

What percentage of employees are full-time employees for the company?



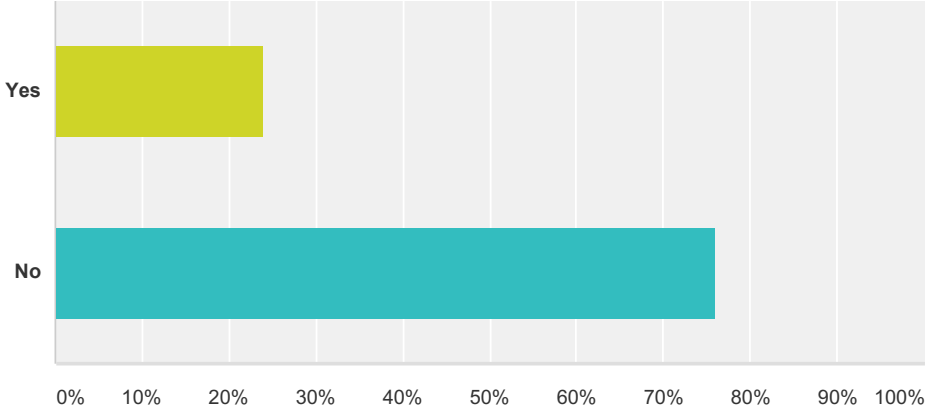
Answer Choices	Responses
0-10%	23.21%
11-20%	16.88%
21-30%	8.44%
31-40%	8.02%
41-50%	7.17%
51-60%	6.33%
61-70%	8.02%
71-80%	6.75%
81-90%	4.64%
91-100%	10.55%
Total	

What percentage of employees are art- ime employees for the company?



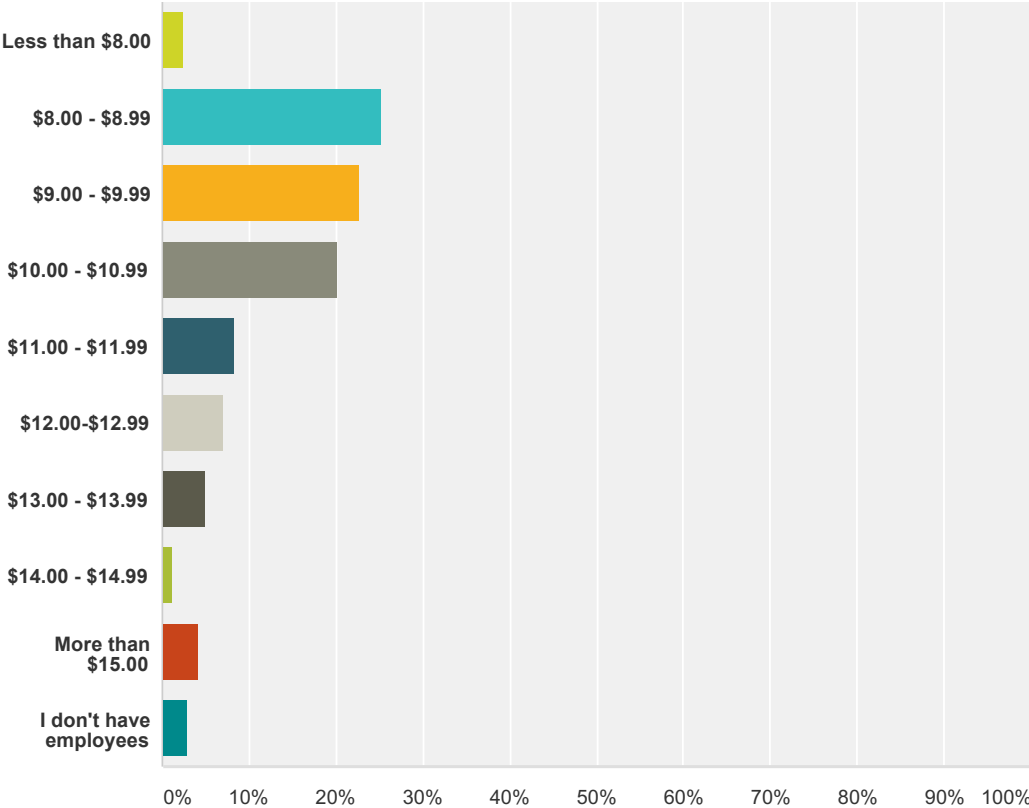
Answer Choices	Responses
0-10%	15.61%
11-20%	6.33%
21-30%	8.86%
31-40%	7.17%
41-50%	12.24%
51-60%	8.02%
61-70%	5.49%
71-80%	12.24%
81-90%	16.46%
91-100%	7.59%
Total	

Are any of the company employees unionized?



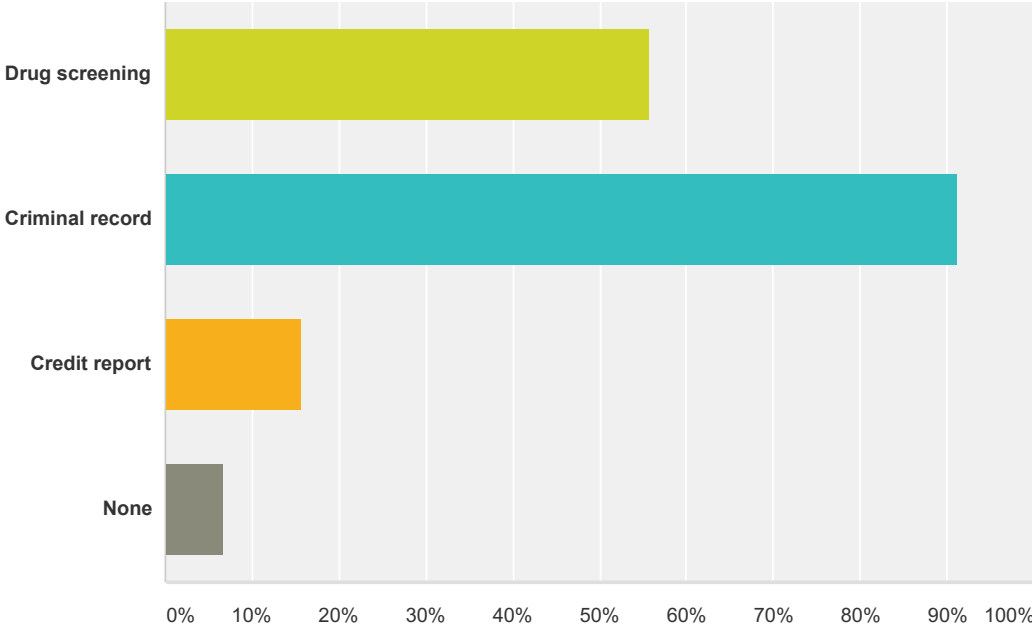
Answer Choices	Responses
Yes	24.05%
No	75.95%
Total	

What starting hourly wage do you pay an entry-level cleaner?



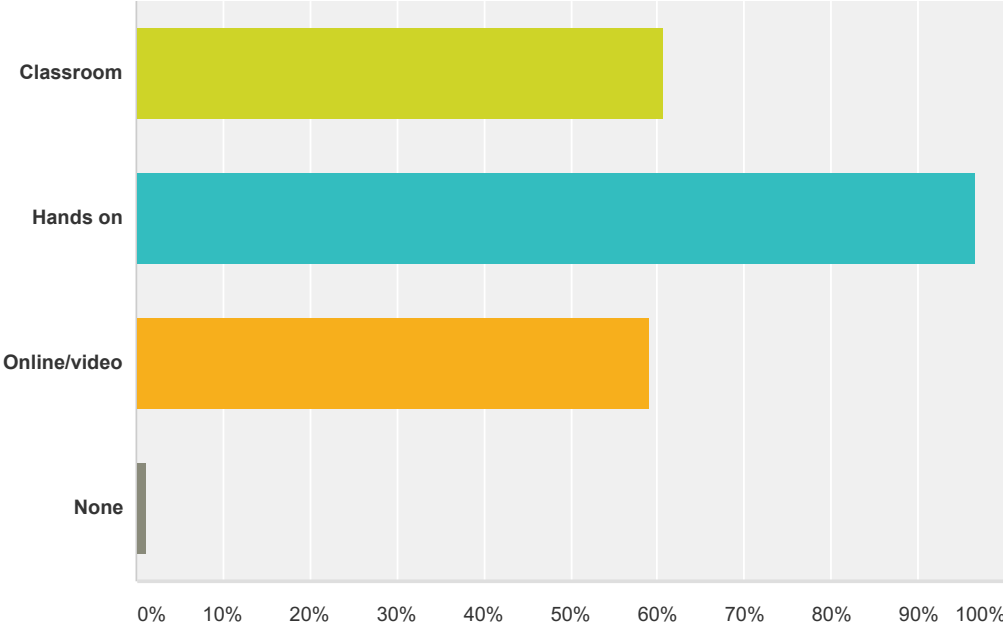
Answer Choices	Responses
Less than \$8.00	2.53%
\$8.00 - \$8.99	25.32%
\$9.00 - \$9.99	22.78%
\$10.00 - \$10.99	20.25%
\$11.00 - \$11.99	8.44%
\$12.00-\$12.99	7.17%
\$13.00 - \$13.99	5.06%
\$14.00 - \$14.99	1.27%
More than \$15.00	4.22%
I don't have employees	2.95%
Total	

What background checks do you use during the hiring process? Check all that apply.



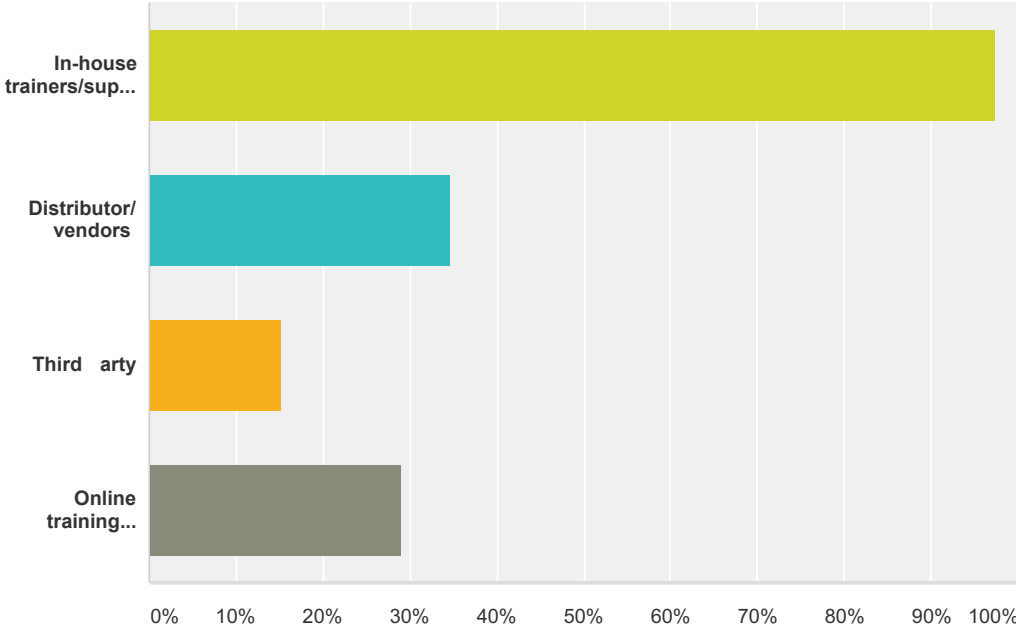
Answer Choices	Responses
Drug screening	55.70%
Criminal record	91.14%
Credit report	15.61%
None	6.75%

**What type(s) of training do you offer employees?
Check all that apply.**



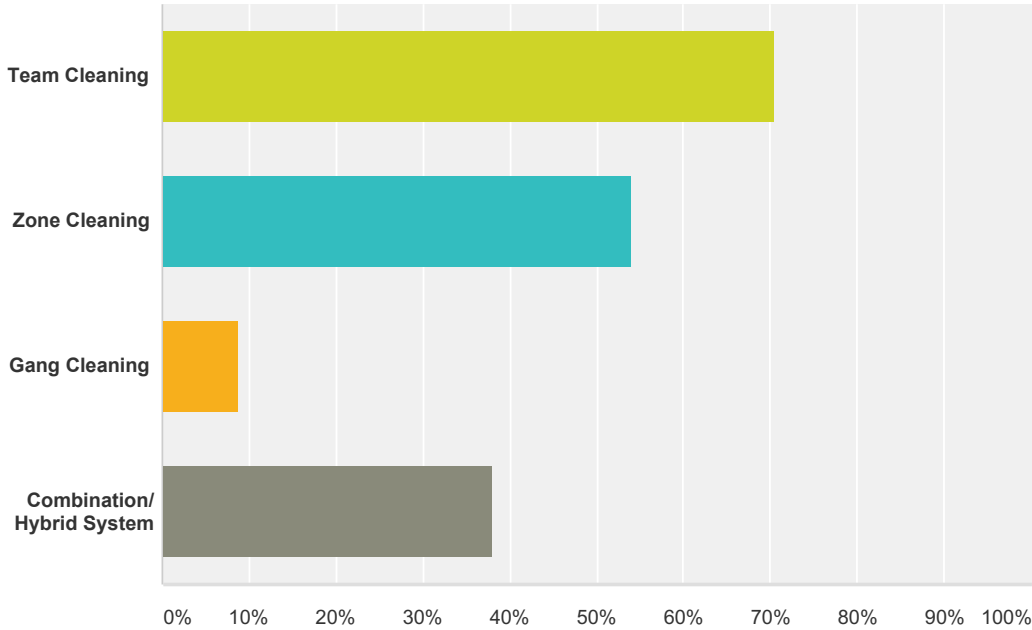
Answer Choices	Responses
Classroom	60.76%
Hands on	96.62%
Online/video	59.07%
None	1.27%

Who provides training for your cleaning/front line staff?



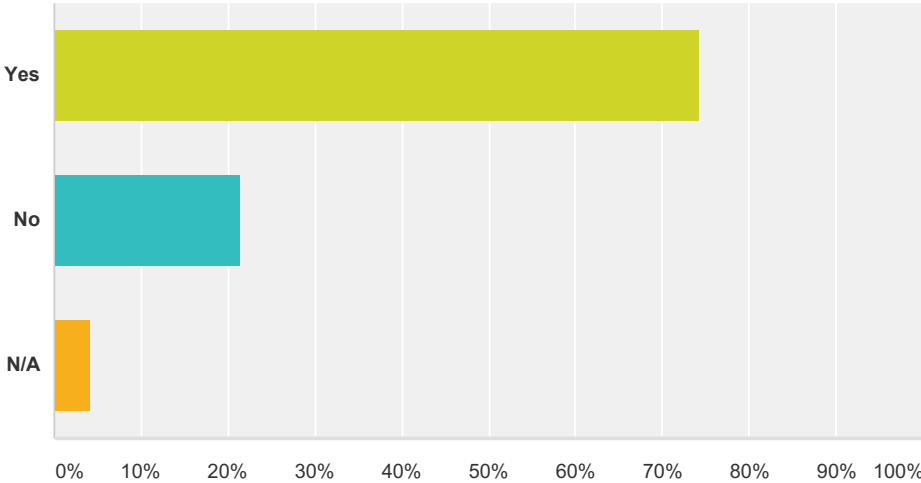
Answer Choices	Responses
In-house trainers/supervisors	97.47%
Distributor/vendors	34.60%
Third party	15.19%
Online training options	29.11%

Which of the following workloading/ assignment systems do you use in your business? Check all that



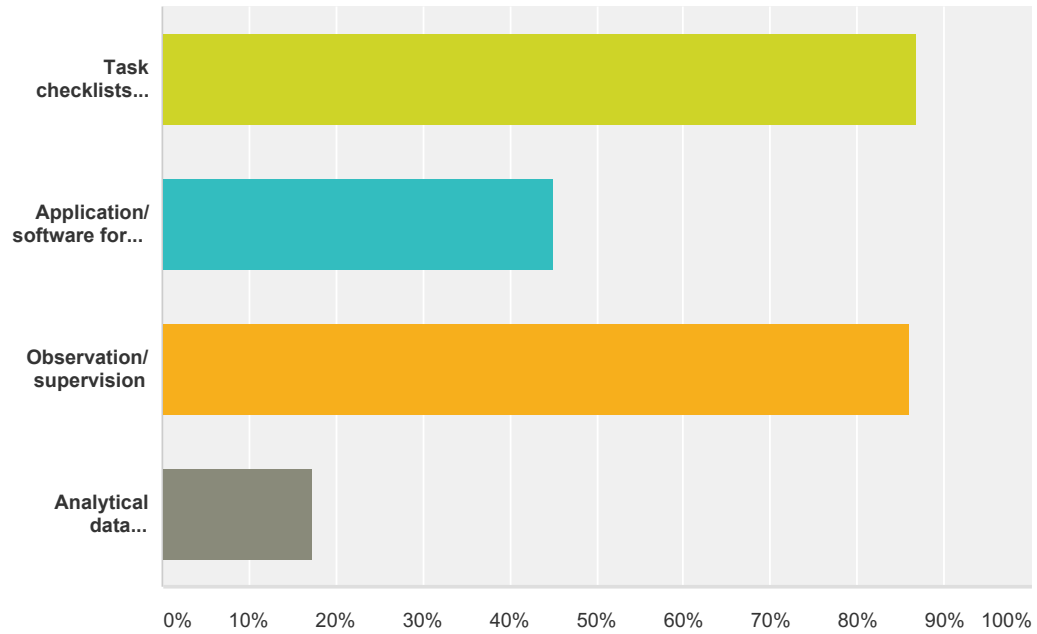
Answer Choices	Responses
Team Cleaning	70.46%
Zone Cleaning	54.01%
Gang Cleaning	8.86%
Combination/Hybrid System	37.97%

Have you implemented day cleaning in your services?



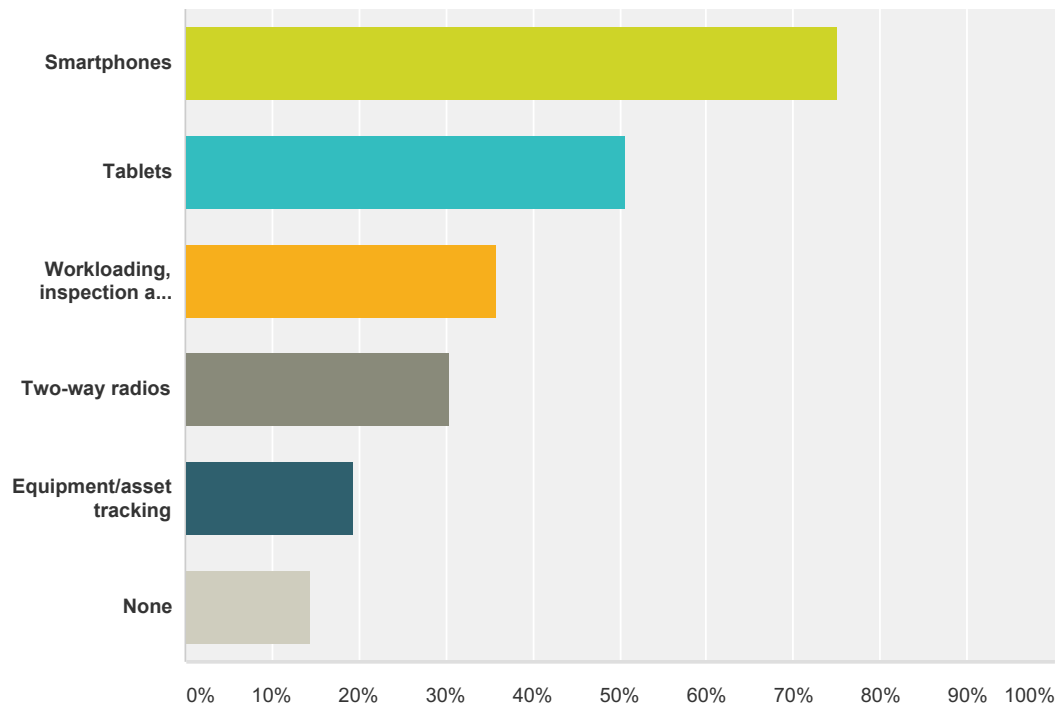
Answer Choices	Responses
Yes	74.26%
No	21.52%
N/A	4.22%
Total	

**What type(s) of quality assurances do you implement in your business?
Check all that apply.**



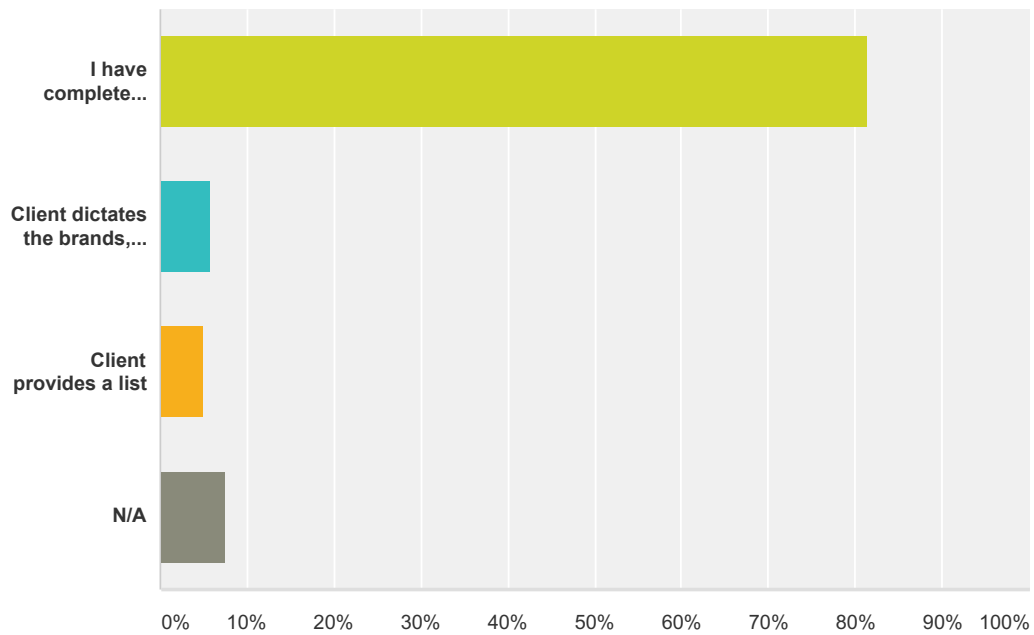
Answer Choices	Responses
Task checklists/Cleaning schedule	86.92%
Application/software for mobile devices	45.15%
Observation/supervision	86.08%
Analytical data from equipment	17.30%

What portable technology do your employees use for work purposes? Check all that apply.



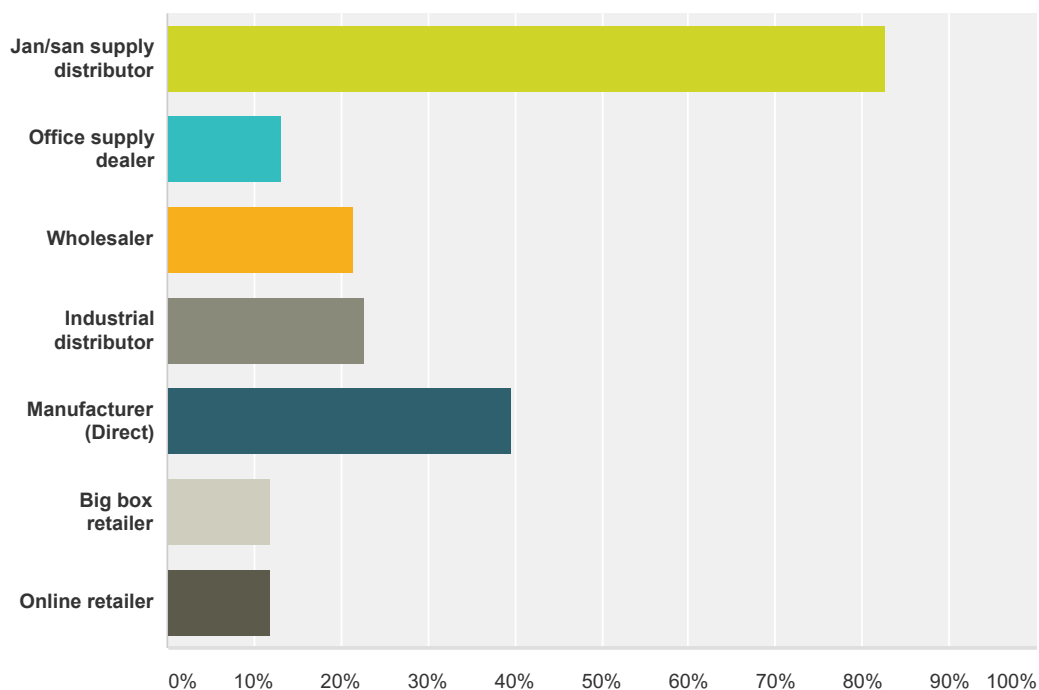
Answer Choices	Responses
Smartphones	75.11%
Tablets	50.63%
Workloading, inspection and schedule software	35.86%
Two-way radios	30.38%
Equipment/asset tracking	19.41%
None	14.35%

How much control do you have over specifying brands and products utilized in your customers facilities?



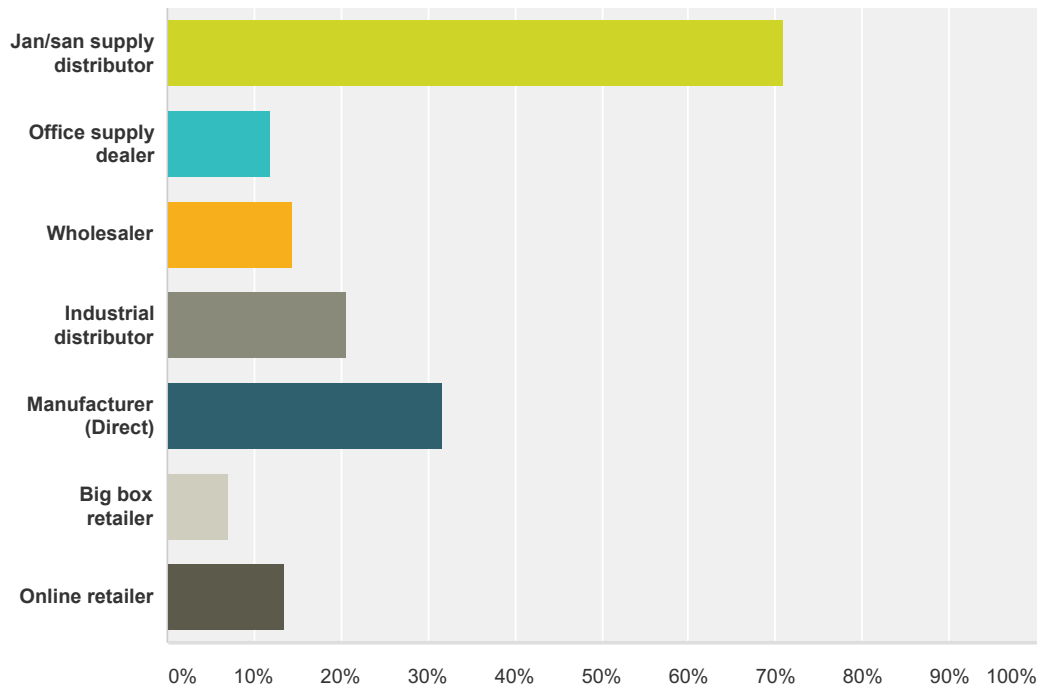
Answer Choices	Responses
I have complete control over equipment and supplies.	81.43%
Client dictates the brands, equipment and supplies I must use in their facilities.	5.91%
Client provides a list of options for me to select which equipment and supplies I use in their facilities.	5.06%
N/A	7.59%

From whom do you purchase cleaning/maintenance products? Check all that apply.



Answer Choices	Responses
Jan/san supply distributor	82.70%
Office supply dealer	13.08%
Wholesaler	21.52%
Industrial distributor	22.78%
Manufacturer (Direct)	39.66%
Big box retailer	11.81%
Online retailer	11.81%

When purchasing cleaning/maintenance products, from which of the following sources do you purchase online? Check all that apply.

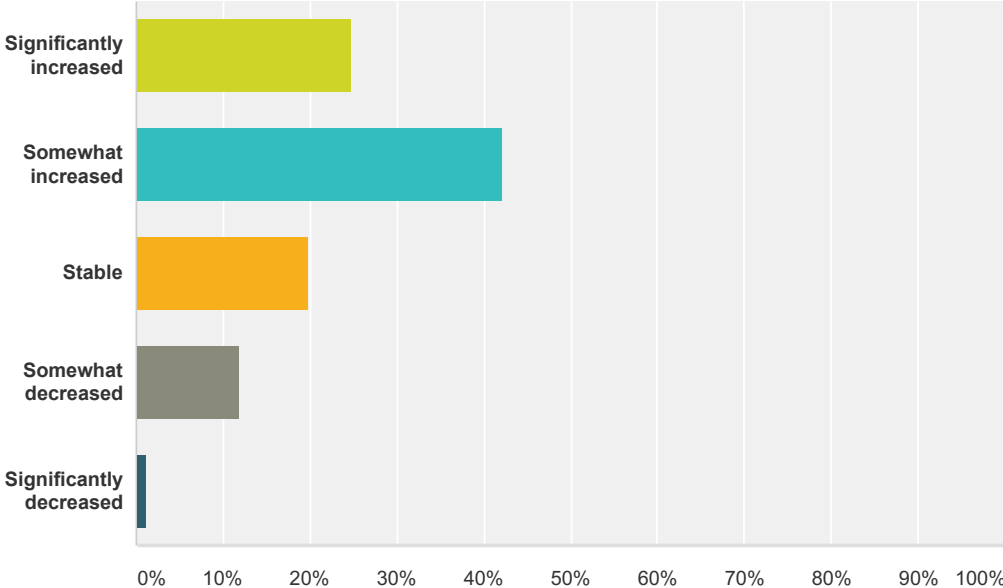


Answer Choices	Responses
Jan/san supply distributor	70.89%
Office supply dealer	11.81%
Wholesaler	14.35%
Industrial distributor	20.68%
Manufacturer (Direct)	31.65%
Big box retailer	7.17%
Online retailer	13.50%

Which of the following products are you responsible for purchasing? Check all that apply.

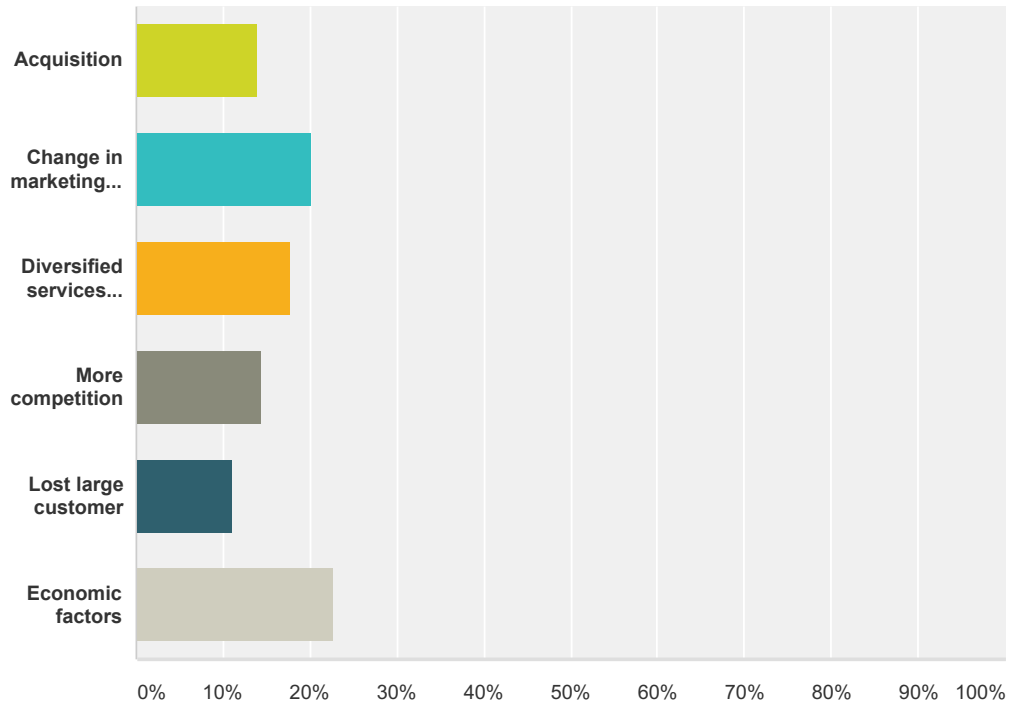
Answer Choices	Responses
Cleaning supplies (mops, microfiber, carts, can liners)	88.61%
Cleaners and disinfectants	87.76%
Floor finish/coatings	86.92%
Floor Pads/supplies	86.08%
Carpet care equipment (including vacuums)	84.39%
Carpet care chemicals	81.86%
Hard floor care equipment	81.43%
Employees' safety equipment	75.95%
Paper products	74.26%
Odor control products/chemicals	70.89%
Uniforms/apparel	68.78%
Hand soap/sanitizers	67.93%
Restroom dispensers (paper, soap)	65.82%
Batteries (equipment)	62.03%
Bidding/estimating tools	50.63%
Quality Assurance programs	45.15%
Matting	34.18%
Grounds care equipment	28.69%
Ice and snow removal	28.69%
Material handling equipment	25.74%
Measurement equipment (infrared, ATP, IAQ, moisture)	22.36%
Pest/bird control	15.19%
Hand dryers	14.35%
HVAC parts/equipment	12.24%

Please tell us how your 2014 revenues compared with the previous year by completing this statement:
 "Compared to 2013, my 2014 revenues were..."



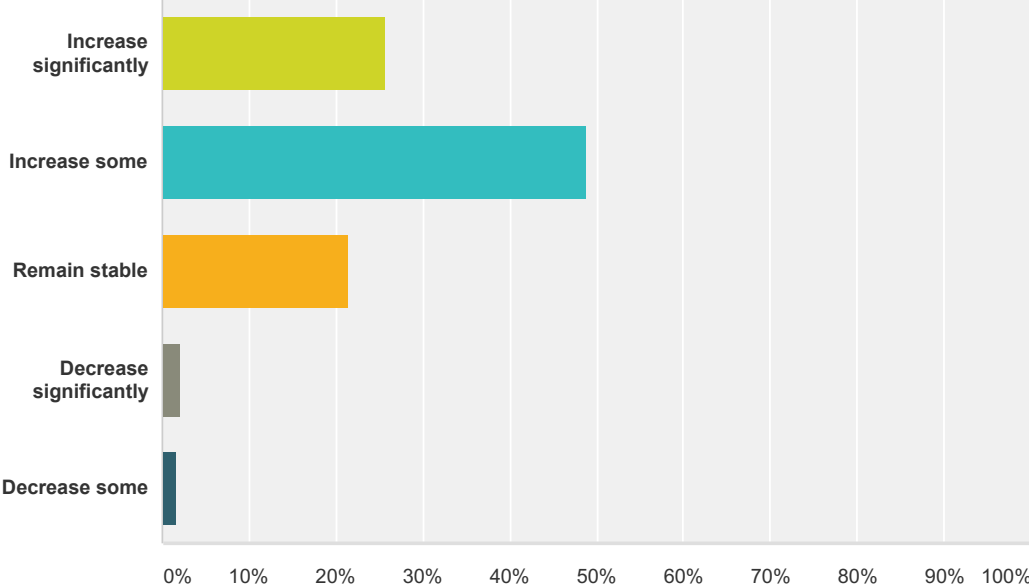
Answer Choices	Responses
Significantly increased	24.89%
Somewhat increased	42.19%
Stable	19.83%
Somewhat decreased	11.81%
Significantly decreased	1.27%

What was the biggest factor affecting revenues in the previous question?



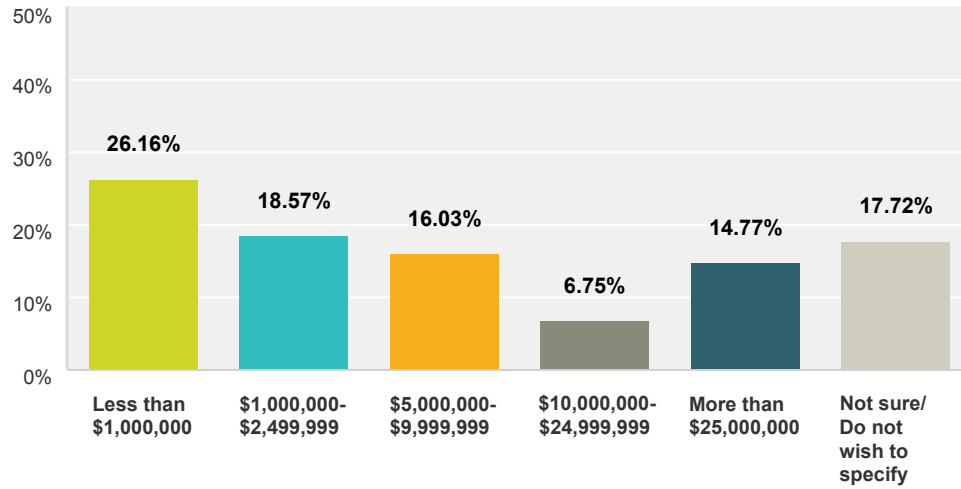
Answer Choices	Responses
Acquisition	13.92%
Change in marketing strategy	20.25%
Diversified services offered	17.72%
More competition	14.35%
Lost large customer	10.97%
Economic factors	22.78%

**Tell us your prediction for 2015
revenues by completing the statement:
"Compared to 2014, I expect 2015"**



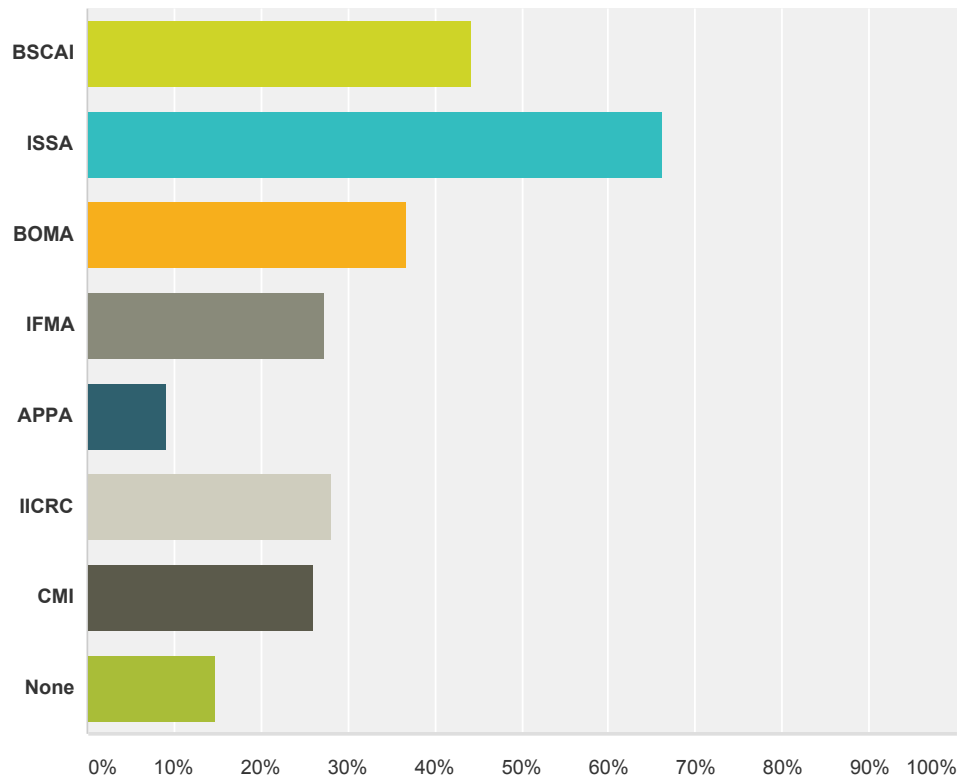
Answer Choices	Responses
Increase significantly	25.74%
Increase some	48.95%
Remain stable	21.52%
Decrease significantly	2.11%
Decrease some	1.69%

Estimate the company's total gross revenue for 2014.



Answer Choices	Responses
Less than \$1,000,000	26.16%
\$1,000,000-\$2,499,999	18.57%
\$5,000,000-\$9,999,999	16.03%
\$10,000,000-\$24,999,999	6.75%
More than \$25,000,000	14.77%
Not sure/Do not wish to specify	17.72%

**Which of the following organizations
are you/your company affiliated with?
Check all that apply.**



Answer Choices	Responses
BSCAI	44.30%
ISSA	66.24%
Building Owners and Managers Association (BOMA)	36.71%
International Facility Management Association (IFMA)	27.43%
APPA	9.28%
IICRC	28.27%
CMI	26.16%
None	14.77%