



Clean. Healthy. Sustainable.

Company Profile



## Carpet & Textile Maintenance Solutions

MilliCare would like to thank you for the opportunity to present and discuss with you our total carpet maintenance solution, which offers a carpet program that will save your commercial, retail, hotel, casino and conference space money by extending the life of your carpeted areas, besides bringing you additional value added benefits.

**Worldwide Backing** MilliCare's technology emanates from the largest textile research & development centre in the world. Belgotex's Commercial Carpet Division, NEXUS, **Interface**, MONN, Milliken along with Tandus, Van Dyck, Shaw and many others have fully endorsed and recommended the MilliCare programme. The MilliCare Maintenance System is the only carpet maintenance program engineered by leading carpet manufacturers to their specifications, and enjoys over 30 years of proven carpet appearance retention.

We are all about creating a healthy and safe environment for your employees and guests. The MilliCare Maintenance System saves you money by extending the carpets life, keeps it out of the land-fill for longer & looks beyond tomorrow in various ways:

**Consistent Frequencies** The technology ensures that cleaning frequencies remain constant throughout the life of the carpet unlike most other carpet cleaning methods that lead to accelerated cleaning frequencies as the carpet gets older.

**Return on Investment** The MilliCare maintenance program preserves the life of your carpet by ensuring that your carpet is never replaced prematurely due to 'ugliness'. This gives you years of extra use, providing you with a better return on your investment. It also saves you the inconvenience of premature replacement and the costs and disruption associated with premature carpet replacement.

**Green Working** The system promotes green working in all aspects of our service. When used with a standard HVAC (Heating, Ventilation and Air Conditioning) system, it helps clean the air of up to 99% of those unhealthy air

borne impurities, improving indoor air quality for up to eight weeks after cleaning. The result is reduced employee absenteeism, increased guest satisfaction, improved productivity, and increased guest & employee retention.

**Maintain Today: Sustain Tomorrow** This programme offers corporations effective solutions to their environmental social responsibility programmes, providing improved carpet sustainability, improved prospects for carpet recycling and dramatic water, electricity, and effluent reductions.

## WHY **MilliCare**<sup>®</sup>

### ***An advanced Approach to Carpet Care***

We know the best way to keep your carpet looking good is to leave it in its natural state: dry. Regular wet cleaning, if not flushed and neutralised, leaves detergents and residues that accelerates re-soiling. Faster re-soiling means more frequent cleaning, so wet cleaning can actually drive-up long-term cleaning and replacement costs. It's a vicious circle.

MilliCare, using its advanced polymer based dry cleaning technology, or even a wet extraction method thoroughly cleans and preserves your carpet, protecting your corporate image and dramatically extending the useful life of your floor covering investment. The MilliCare dry powder process is the only dry powder process which is recognised by the Carpet and Rug Institute (CRI) as a deep clean globally.

MilliCare South Africa cleans more than *6 Million square meters* of carpet in all types of commercial, gaming/hospitality and work environments every year. But we don't stop there. We bring our same standard of cleaning to furniture fabrics, textiles, and wall and panel fabrics.

Whatever the nature of your space, we are committed to bringing you the many advantages of a safe, clean looking, clean feeling, healthy environment.

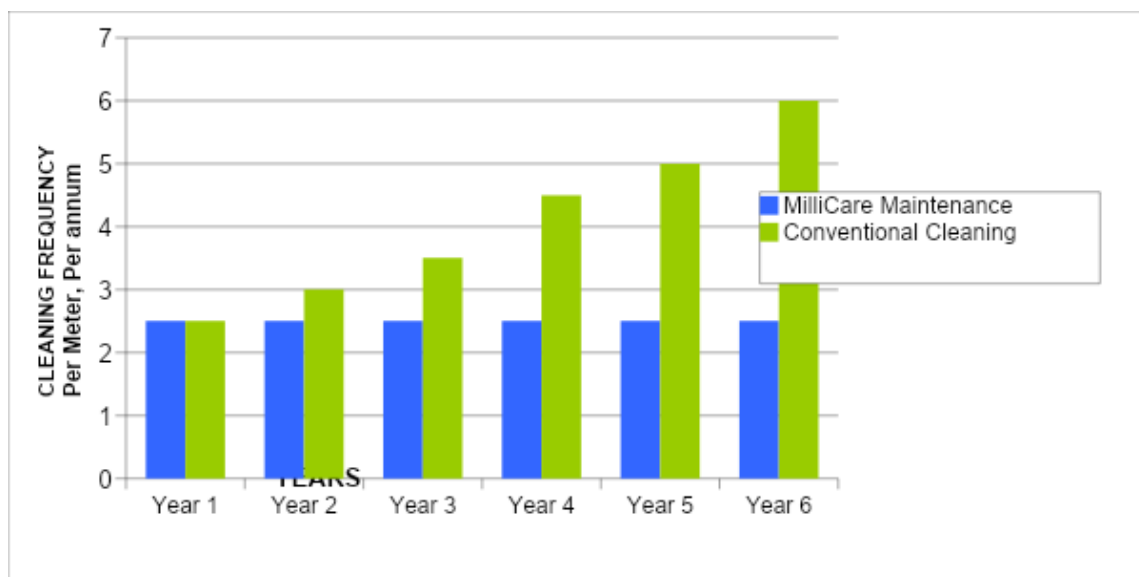
Carpet is a long-term investment and deserves a proper maintenance program to protect and prolong its life. Your carpet can maintain a good appearance throughout its life, if a *simple plan of regular MilliCare maintenance* is followed.

## Cost Effective

In hospitality & commercial buildings, carpet is one of the largest capital costs. This cost can be greatly reduced by *extending carpet* life through the use of the MilliCare Dry Powder System.

Using the MilliCare Maintenance System carpet does not re-soil as quickly in comparison to other systems. Total maintenance costs are substantially reduced over the life span of the carpet.

Please see following graph:



As above, MilliCare maintenance frequencies remain constant over time, with Conventional cleaning frequencies increasing in each year to maintain the same level of appearance. Higher cleaning frequencies would mean higher life cycle costs.

# Our Program

We have prepared this document to show our intention of assuring a *high level* of appearance at all times and provide for effective carpet life expectancy.

This proposal is based on MilliCare recommendations and covers all aspects of the program including recommendations for daily maintenance. It will comply in all respects with the requirements for 'Specialized carpet cleaning'

## Schedule

Your carpeted areas will be measured, and traffic patterns and soil types analyzed. A program detailing maintenance, vacuuming (normally by others), spot removal and cleaning frequencies and costs will be prepared, per space, for your perusal and final approval...

*... maintenance frequencies are flexible and can be changed to suit changing traffic intensities, soiling, occupancy, your budget, and appearance requirements.*

## Convenient

With the MilliCare® Dry Carpet Cleaner™ there's *no down time*. No waiting for carpets to dry. In fact you and your guests can safely walk on your carpet while the MilliCare Dry Carpet Cleaner and MilliCare staff are at work.

## Efficient

The MilliCare System removes soil yet leaves no harmful chemical or detergent residue to accelerate re-soiling.

## Smart

Some areas will need cleaning more often than others. Receptions, lift lobbies, and high traffic areas can be 'partially blend cleaned' without cleaning the entire carpeted area. Areas such as conference rooms and offices, boardrooms can generally be cleaned with lower frequency – but still monitored/audited daily.

# Strategy Services

MilliCare brings to your facility our commitment to quality and the assurance that we will always share our knowledge of best practices with you. With the MilliCare maintenance systems, your floor covering investment is assured to reach its maximum potential in longevity as well as appearance.

**MilliCare will provide you with quality service, including:**

## **Carpet Care Maintenance Programmes**

This will be as per the customised maintenance programme per site and requirements and advice on vacuuming, walk off/barrier/trap matting and spot and spill control between cleans as well as tile rotation for even ageing of all carpet.

## **Panel & Upholstery Maintenance**

MilliCare® technicians are trained to determine the proper cleaning and spotting required and to operate equipment to its most effective levels. All products used are environmentally safe, contain no hazardous ingredients and use minimum amounts of water resulting in effluent reductions as well.

## **Walk-Off Matting Solutions**

MilliCare provides Maintenance solutions & problem area planning/recommendations for walk-off matting requirements.

## **Emergency Services**

We take care of Flooding and emergency spotting including drying services.

## **Odour Neutralizing**

We neutralize bad odours caused from old water, food spills or any other unfortunate incidents.

## **Natural Stone and Hard Floor Restoration and Maintenance**

Apart from being able to deep clean your facility's LVT flooring, we also use a cutting edge combination of diamond grinding, honing, polishing and crystallization/vitrification to bring your natural stone floors up to an incredible shine.



## Green Working Green Living

**Breathe Easy,** MilliCare dramatically reduces Volatile Organic Compounds, Bacteria and Mould spores in your facility ensuring clean indoor air. (Independently tested and verified)

MilliCare uses a safe cleaning method that has been shown through independent laboratory testing to significantly improve indoor air quality. The process inhibits the growth of *mildew*, *fungi*, and *bacteria* by removing their food source. The MilliCare System also effectively *removes odours*, *dust mite allergens* and *pollen*, and as a dry process reduces slip and fall risks associated with walking from wet onto hard surfaces.

The Material Safety Data Sheets for all MilliCare products are kept on each commercial/retail site, casino/hotel. MilliCare products are inert, contain no hazardous ingredients and are safe for your indoor environment.

## Our Staff Our Vision

All staff employed by MilliCare are contractually bound. All are issued with distinctive uniforms, with our company logo prominently displayed. We train & interact as a team.

## Insurance Covered

We are insured for employee and public liability. Copies of Certificates of Insurance and Workman's Compensation coverage will be provided by MilliCare. (R10 Million per incident)

## Training On-Going

All location managers, supervisors and team members undergo training, which is undertaken at various levels, from in-house and on-site training to regular training seminars. (Comprises 8 training modules – CT 101 to 104 and PT 101 to 104)

## Maintenance Schedules Pre-Planned

Before the commencement of any maintenance program, MilliCare will consult with the Facilities Manager on the scheduled maintenance.

## Assessment Constant

**REPORTS:** Our Shift Managers complete audit reports regularly detailing maintenance completed, together with a general report on the condition of the carpets and/or carpet tiles including any comments on the daily spotting and spill removal and highlighting any problem areas.

We will contact you by phone/Email after a visit to advise you if any problems have occurred.

As part of our service, MilliCare conducts regular audit of the condition, appearance and effectiveness of the frequencies being employed. These audits are a pro-active tool, ensuring customer satisfaction about appearance and longevity of your carpets.

**Branches:** MilliCare has been operating for 28 years from fully functioning branches in Gauteng, KZN (Head Office), Eastern Cape and Western Cape with a structure of Regional Managers, Operations Managers and assistants. Our satellite sites include Free State, Nelspruit, Polokwane and Rustenburg.

**ENVIRONMENT:** MilliCare's savings of water, electricity and effluent and linked to a reduction in carbon footprint will fully support and enhance the Environmental Stewardship programmes.

[www.millicare.co.za](http://www.millicare.co.za)



**The Floor & Textile Care Specialists**