

# East Side Maintenance's Philosophy of Service Excellence Means:

### **Industry-Leading Methods, Training and Procedures**

- High quality service delivered in a consistent, dependable and knowledgable manner.
- Ongoing education and training by both management and employees to keep company methods up-to-date with the latest Best Management Practices as well as with local, state and federal regulatory information.
- We are committed to being leaders in the industry as a top echelon sweeping company, always at the forefront of industry methodology, equipment and information.

#### An Outstanding Level of Service

We sweep in an established manner each night. You will not see sand build-up on properties swept by East Side Maintenance. Nor will you see build-up in the corners of your property or trash in your landscaping. Our procedures include:

- sweeping all parking areas near and far from the building,
- cleaning around curbs and wheel blocks,
- blowing off sidewalks and other areas inacessible to sweeper,
- handpicking (when needed) natural and landscape areas,
- change-out of trashcan liners,

### **Use of Innovative and Late Model Equipment**

- Our parking area sweeper trucks are equipped with Global Positioning Satellite systems (GPS) to daily monitor sweeping activities from the previous night. We know when the sweeper arrives on and leaves your property. The GPS even shows the path taken throughout the sweeping routine!
- We maintain our sweepers so they will perform to manufacturer's OEM specifications. This ensures
  they will provide optimal performance on your property, and do so with minimal mechanical mal
  function.
- Because of the extensive size of our fleet, we are able to maintain a backup sweeper, available by radio, for immediate service in the event of a breakdown.
- We utilize sweepers that are ideal for each sweeping situation. Whether your need is for an extremely quiet air sweeper in a noise-sensitive neighborhood or a mechanical broom machine to handle the toughest construction or milling job, we'll provide the right machine to fit the situation.

# **Motivated Employees**

- Employees of East Side Maintenance are motivated to perform at a high level.
- Our ongoing professional training programs enable us to offer the most thorough and reliable service procedures available.
- Our employees are proud of their company and their work. This enthusiasm is reflected in their service.

Service excellence; today and every day.sm