

[carpet maintenance made simple]

[table of contents]

MFT National - in a snap shot

Services - our offering

Process - by the numbers

Doing it right - process certification

Moving forward - the how of it

Accounting and administration - keep it easy and informative

The Project Management Group - meet the team

Insurance & security - a cut above

Business Association



[in a snap shot]

MFT National is an independent Canadian Corporation founded in 1989

Head office	Markham, ON
Regional offices	Coquitlam, BC & Montreal, QC
Employs	over 300 staff and service technicians
Service offering	commercial carpet & upholstery maintenance
Representation	every major city in Canada
Trade Certification	IICRC certified firm status

[the national advantage]

Self-managed maintenance programs implemented from coast to coast
Regional experiences are shared nationally
Development of national carpet and upholstery maintenance standards

An active partner taking responsibility for the programs managed
Trust relationships that facilitate efficient business

Competitive volume prices and one nationally averaged price
Soft cost savings with single point contract management



[services]

{ commercial carpet maintenance }

MFT offers IICRC carpet maintenance systems to meet your carpet's warranty
We self-manage our programs with the goal of maintaining your carpet while staying within your budget

We consult an array of IICRC, CRI & EPA cleaning frequency guidelines to insure our services meet your IAQ and cleanliness requirements

We specialize in maintaining large high-traffic public facilities
...and yes **we keep it Green** with Ecologo Certified products

{ upholstery maintenance }

From standard office chairs to sofas and fabric wall partitions
MFT provides a full range of IICRC approved fabric cleaning services

{ topical treatments }

From anti-static treatments to deodorization & the application of brand name carpet/fabric protectors

We have you covered



[process - by the numbers]

{ what's in our toolbox }

MFT uses all IICRC cleaning processes such as spot cleaning, horizontal brush systems, rotary pad systems, pile lifting, hot water extraction, dry powder cleaning, encapsulation, power brush extraction, high-flow extraction systems

{ green clean }

Proprietary MFT National **Ecologo** and **CRI** (Carpet and Rug Institute) approved products are used

{ this is not a sideline }

commercial carpet maintenance is what we do

All maintenance programs meet or exceed the IICRC Carpet Cleaning Standard S100 Program frequencies are referenced to 3rd party recommendations - EPA and Monsanto Recognizing that "what works in Toronto during the summer does not work in Vancouver during the winter", we employ maintenance programs that use all tools from our tool box on an individual building basis

From the most powerful truck-mount extraction platform on the planet to more passive fare, MFT deploys the right gear required for the job

{ you have to come prepared }

Crews are outfitted with cell phones, 1st Aid Kits and MSDS for all compounds carried All technicians have current WHIMIS training and are insured and bonded

{ technically speaking }

All Senior Technicians are field experienced and IICRC certified
All Junior Technicians are required to take IICRC courses to acquire Journeyman status
MFT National holds certified firm status with the IICRC



[doing it right - process certification]

MFT is Canada's ONLY national CRI approved service provider

{ why should this matter to you? }

Choosing the wrong carpet care provider can be a disaster, since it may result in poor carpet cleaning results or even damage to carpet fibres.

Not all cleaning processes clean equally well.

Some cleaning chemicals clean no better than water while others leave a sticky residue that causes carpet to rapidly re-soil.

Because of the wide variety of equipment, processes and technicians used to clean carpet you get a wide variety of results... no consistency.

The **CRI** Seal of Approval programme certifies companies who use approved carpet cleaning processes and products to safely & effectively remove soil and stains.

MFT uses cleaning products, equipment and operating processes that meet the strict **CRI** standards & represent industry best practices.

Our *green* technologies lead the industry.

MFT provides these best practices to any of your properties anywhere in Canada.

“Customers can feel confident about doing business with companies that have earned the Seal of Approval,” Werner Braun, CRI president.

Headquartered in Dalton, Georgia, the Carpet and Rug Institute (CRI) is the trade association representing, carpet and rug manufacturers and suppliers of raw materials and services to the industry. The CRI is the leading industry source for science-based information and insight that help people make informed choices.



[the how of it]

{ to start }

Your sites are inspected

A site report, digital photo library & prioritized repair & replacement report are created

A Maintenance Program is developed for your consideration

{ the go ahead }

The information gathered is used as the benchmark to monitor our programs effectiveness

All programs commence with a reconditioning of the carpet

Follow-on maintenance processes are employed as determined by the facility use, soiling, regional bi-laws, water pH, safety standards, carpet types, etc.

Quality Assurance reporting is maintained for each service

{ you benefit }

Security access is simplified i.e. clearances, uniforms ID etc.

Shared technical advice and abilities are applied regionally and nationally

National performance and quality standards are in place

Warranty protection meets manufacturer specs

{ communications }

Scheduling and production management are available in all time zones

Reminders are sent to your sites prior to every service

Sites are encouraged to develop a "hot list" that highlights specific cleaning concerns

{ save time - focus on your business }

Single point of contact reduces redundant activity with multiple vendors

Simplified accounting and standardized reporting

One monthly invoice requires one cheque

Customized on-line e-reporting

{ it's what we do }

Sit back and let MFT take control of the carpet maintenance in your facilities

Our self-managed maintenance programs assure you that "we put your money where the dirt is" by selecting appropriate processes and frequencies

We do whatever it takes to maintain your carpet while staying within budget

[keep it easy & informative]

From customized billing to Quality Assurance Reporting and individual Site Inspections, MFT gets you the information you need when you need it

For example, our self-managed programs report periodic budget comparisons and comprehensive key performance indicators

[soft cost savings]

Single point administration

One invoice – one cheque for your national program

Internet based reporting – **where everyone meets** for 24/7 info

From field technicians and administrators to our managers and owners...

MFT is committed to bringing real value to our clients



[meet the team]

{ Norm Maia }

CEO and Eastern Regional Vice President

IICRC Board of Directors, on the Executive committee serving as Certification Council Chairman
IICRC **Certified Master Textile, Fire & Smoke Restorer**
FIO Board of Directors
Over 27 year's industry experience and founder of MFT.

{ Jay Miles }

Secretary Treasurer and Western Regional Vice President

IICRC **Master Cleaning Technician**
23 year's industry experience & co-founder of CRS Commercial Carpet Maintenance
A recognized carpet maintenance expert with 12 years of Financial Controller experience

{ Phil Moore }

Vice President, Sales

An insurance underwriter & risk manager by trade, Phil has over 30 years success in senior, sales and operational management roles in the financial services industry, most recently with Canada's pre-eminent disaster restoration organization where he led a national sales team.

{ Yvonne Allan }

Operations Manager

IICRC **3 Technical Certifications - ISO Internal Auditor**
Over 20 years experience in Customer Service Management and Quality Control Management
Responsible for project implementations & on-going customer service

{ John Roumeliotis }

Quebec Regional Manager

IICRC **Commercial Carpet Cleaning Certified**
Over 20 years experience in the industry & founder of Papillion
Products of Quebec
Responsible for the Quality Assurance and field implementation

{ Evan Kert }

Controller

Member of the bar Law Society of Ontario (2000)
Responsible for organizational & financial management





[a cut above]

\$5,000,000 Commercial General Liability Insurance Policy and Fidelity Bond

Insured by an A+ rated Insurer, MFT's insurance quality meets the **highest qualification standards for secure facilities**

MFT's staff members are all Back-Checked with additional advanced screenings by the RCMP, CSIS, DHS, FBI and Interpol as required

We customize and acquire unique insurance coverage to meet your requirements - a cut above the industry norm



[business association]



mft | national
cleaning
services

