

# BRAVO!

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*Why LACOSTA?*



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## *Why LACOSTA?*

We understand that LACOSTA is not just a service provider – we are an experience of the best kind.

We understand you are not just a business – you are a world class experience competing and surpassing your customers' expectations.

We understand that we play an important role in your top-notch appearance, consistently maintaining your brand standards.

**When expertise and reliability matter... LACOSTA**

Now, please hear comments and mini-case studies on why people choose LACOSTA...

**TABLE OF CONTENTS**

**Tate & Lyle** – Keeping up the Standards ..... **3**

**Raytheon** – “Bravo Zulu” from Navy Veteran ..... **4**

**CNH Industrials** – World Class Manufacturing Goals ..... **5**

**Hikma Pharmaceuticals** – Proactive Customer Service ..... **6**

**Adtran** – Above the Industry Norm Results ..... **7**

**Evonik** – A Million in Savings on Labor Costs ..... **8**

**Accel** – Helping You Grow as We Grow ..... **9**

**Campbell’s** – Flawless Performance ..... **10**

**Fresenius Kabi** – Flying Colors on Inspections ..... **11**

**CASE STUDIES:**

**Ingredion** – When Technology and Expertise Are Critical ..... **12**

**Folgers Coffee** – Details Matter – The Folgers Tradition ..... **16**

**Kimberly-Clark** – Managed Labor – Adaptability, Flexibility...and Savings ..... **19**

# KEEPING UP THE STANDARDS

“

I just wanted to drop a line and recognize the crew you have here in the Loudon facility. They have really been leaned on as of late with the whole COVID-19 situation with expanded areas, added duties, repeat procedures, etc., etc., etc., and have taken it all in stride and keeping up the standards set with your and our companies. I really do appreciate the efforts put forth by the leadership and the crew here and thank them for all that they are doing!

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**CLAY ERICKSON**

*Contact Coordinator*

**TATE & LYLE**

**TATE & LYLE**

# NAVY VETERAN GIVES OUR CREW A ROUSING BRAVO ZULU

“

During this time of COVID-19, one thing has stood out to me. The cleanliness of the major areas, especially common passageways, restrooms, walls and doors on the main floor, are constantly being scrubbed, disinfected and sanitized. They are omnipresent...with excellent attitudes, towards their work and those they pass by.

They are steadfastly friendly and courteous while sanitizing our work areas and probably helping to save our lives while we do our work here at Raytheon – Indianapolis. I give them all my hardest Navy Veteran acknowledgement – BRAVO ZULU (well done)

”

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**THOMAS PEPPERS***Technical Support Specialist*

RAYTHEON TECHNOLOGIES

**Raytheon**

# HELPING TO MEET WORLD CLASS MANUFACTURING GOALS

“

I have been in partnership with LACOSTA for over five years at the CNH Racine Plant. LACOSTA has changed and improved along with us. Our World Class Manufacturing goals make our janitorial service a top priority.

Many people visiting the plant have remarked on how much cleaner and brighter the plant looks since they last visited. I would recommend LACOSTA for their service and dedication to keeping our plant clean.

”

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**KEITH KNUDTSON**

*Facilities Manager*

**CNH INDUSTRIAL**



# PROACTIVE CUSTOMER SERVICE

“

Hikma Pharmaceuticals in Bedford, Ohio has been doing business with LACOSTA for 5 years. We have thoroughly enjoyed this partnership. Since Hikma hosts many global guests, cleanliness was and is a top priority – especially given the current pandemic climate.

Since we started working with LACOSTA, our labs, plant and offices have never looked better. We are tour ready every day. Our manager gives us a daily site recap and proactively handles all needs before even asking. Our LACOSTA team at our Bedford site gives 110% customer service.

I would highly recommend LACOSTA to any business that wants proactive customer service and great cleanliness.

”



**KATE SIVER**

*HR Manager*

**HIKMA PHARMACEUTICALS**

**hikma**

# ABOVE THE INDUSTRY NORM RESULTS

“

LACOSTA Facility Support has provided ADTRAN, Inc. high quality and cost-effective building janitorial and interior lighting maintenance services at our corporate headquarters in Huntsville, Alabama since 2008. LACOSTA has the cleaning responsibility for 650,000 square feet of our campus serving 1,600 employees.

LACOSTA consistently meets our high expectations and find ways to maintain or reduce costs through efficiency gains and continuous improvement processes. They have also performed value added services and construction detail cleaning for ADTRAN.

Without reservation, ADTRAN recommends LACOSTA as a trusted and proven service partner for facilities requiring best-in-class resources, project management and “above industry norm” results.

”



**GREG SMITH CFM, AAE**

*Facilities Manager*

ADTRAN INC.

**Adtran**



# A MILLION IN SAVINGS ON LABOR COSTS



LACOSTA has been our service provider in Tippecanoe Labs since 2004 when Eli Lilly owned the facilities. We started using LACOSTA for our office cleaning requirements. Our arrangement has grown to include warehouse support, storeroom management, operational support, laboratory services etc. We are in the final steps of setting up that most employment opportunities at Evonik start by the individual being employed first by LACOSTA so both the individual and Evonik can determine if they are a good fit.

Since the inception of the contract, LACOSTA has provided annual cost savings initiatives to both Eli Lilly and Evonik. I was able to pull information from historical notes from our monthly business reviews that we have had with LACOSTA over the years. From 2008 to 2011, the monthly labor spend decreased from \$117,000 to \$89,000. Our labor savings in the time period totaled \$1,008,000.

I can also strongly recommend them for their safety record. LACOSTA has provided around 700K labor hours onsite without any lost time. In the past nine years, they have only had four recordables and sixteen first aid cases.



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**C. WILLIAM (BILL) ENSIGN**  
*Senior Procurement Agent*  
EVONIK



# HELPING YOU GROW AS WE GROW WITH YOU

“

LACOSTA has been working with us for over 4 years. They started with a handful of schools in the Cleveland area. They now service 20 locations in multiple cities in northwestern Ohio.

Having one company service all of our schools worked out well for us. What makes this work are the things you get from LACOSTA that you don't get from a lot of companies. You can call any time and get a response. When you have an issue, it is addressed professionally, cleanly and quickly. Even after the concern is addressed, they look at ways to mitigate the concern from cropping up again.

I think LACOSTA is a strong goal driven company that wants to see you grow so they can grow with you.

”



**DONALD C. TURNER**  
*Facilities Coordinator*  
**ACCEL SCHOOLS**



# FLAWLESS PERFORMANCE

“

LACOSTA Services is a critical component of keeping the Paris, Texas Campbell's facility open during the pandemic. The LACOSTA team has not only performed flawlessly to date, but they have also been extremely responsive and flexible to our ever changing needs. I cannot thank you enough for the solid work and personal dedication I have seen from the entire LACOSTA team even to the point of scouring local stores for supplies. Your performance has been outstanding and commendable.

”

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**DARREN MCINTIRE**

*Manager - Engineering*  
CAMPBELL SOUP SUPPLY CO.

*Campbell's*

# FLYING COLORS ON INSPECTIONS

“

I wanted to thank you and the LACOSTA CREW for all your effort in preparing for the 3rd Party Facilities Inspection. The Entomologist stated “Based on the scarcity and the overall content of the correctable observations, this was the most positive inspection since they started doing inspections at the site”. He went on to say...“it clearly represents a program that is in a state of control”.

Great job ramping up and meeting our high expectations.

”

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**ROBERT LAWSON**  
*Pest Control Officer*  
FRESENIUS KABI USA, LLC

 **FRESENIUS  
KABI**  
caring for life

## CASE STUDY:

# WHEN DIGITAL TECHNOLOGY & EXPERTISE ARE CRITICAL

**Client:** Ingredion (formerly known as Corn Products)

**Website:** Ingredion.com

**Type:** Public

**HQ:** Westchester, Illinois

**Industry:** Food Production - Top two globally in several categories

**Description:** An ingredients solutions provider. The company turns corn, tapioca, potatoes, and other vegetables and fruits into ingredients for the food, beverage, brewing, pharmaceutical, and industrial sectors. Its product line includes starches and sweeteners, animal feed products, and edible corn oil.



## VENDOR CONSOLIDATION

"It started simply", recalls Dena Tesch.

"Providing a managed solution that encompassed basic janitorial services as well as a sanitation program that controlled costs and decreased downtime achieved Ingredion's goal of vendor consolidation"

## IMMEDIATE CHALLENGES

The challenges Ingredion was having on the sanitization side were serious. They had a long-term provider, spanning over 20 years, but Ingredion's random observations began to reveal that sanitation crew

members were not following proper safety and sanitization protocols on a regular basis. This put not only crew members at risk but the entire company, and their end users, at risk in a highly regulated industry.

Upon deeper inspection, they found shortcomings in Master Sanitation scheduling, record keeping, employee training, and day to day management/oversight. It appeared that this had been the status quo for a substantial amount of time and the procurement team wanted to discuss a few options.

## **CUSTOMIZING EVERY PACKAGE**

LACOSTA takes a unique approach, customizing every proposed package to fit customer's needs that may extend beyond standard janitorial or managed labor services. In this case, Ingredion had several very specific needs relating to the specific sanitization requirements for food grade production.

Through professional work scheduling, and quality communication at regular intervals, LACOSTA has been able to meet a diverse range of challenges with a very flexible and dynamic scheduling process

Industry and job site specific training is provided to all team members at each site, so all nuances and special needs can be addressed with great attention to detail and proper procedural adherence.

## **THE EHUB PORTAL**

LACOSTA uses technology – the eHub Portal – which can pre-schedule and track completion of Master Sanitation Schedules. The software can also produce customized KPI reports in real time. This is especially critical for AIB, SQL and FDA audits and inspections. eHub's archived history also provides analytical data for process



monitoring and regulation. LACOSTA has been using the eHub Portal system for several years and the management team of Ingredion appreciated the flexibility and responsiveness of the LACOSTA system.

## **THE LEARNING MANAGEMENT SYSTEM**

Several of the Ingredion concerns about performance and compliance were not people-problems but shortcomings in training. LACOSTA has a substantial investment in their LMS (Learning Management System).

Ingredion appreciated LACOSTA's commitment to employee education. LACOSTA's LMS (Learning Management System) not only transmits essential content assuring that employees are properly trained, it also creates a thorough document trail. The





LMS reports what training an individual received; how much time was spent; if they passed the assessment and if so, what was the score. Some trainings are recurring. Others are advanced or specialized. Verification and documentation regarding training, are incredibly important as Ingredion's final product goes out to millions of consumers.

## **MANAGEMENT EXPERTISE**

LACOSTA's Specialized Operations Manager for the Ingredion partnership is Josh Mahoney. He oversees the design, implementation, route structure, customized KPI reporting, team building, and overall transition for new programs. "The basics with janitorial disinfection are somewhat parallel to food

service sanitization," Mahoney explains, "The cleaning techniques and machinery can be similar. However, the chemicals are very specialized and must be 100% approved by FDA for usage upon food contact surfaces. The process and resulting measurements are stringent. Industry standards must be met, or you are inviting a shut down."

Mahoney continues; "Surfaces are pre-cleaned of visible soil often with pressurized water and chlorinated detergent. Then a food contact approved disinfectant is applied to kill pathogens and bacteria. Next, an industrial strength sanitizing product is applied as a blanket or film on the surface and must remain on the surface to dry- while it smothers

pathogens. This film is not wiped off.

After disinfection is completed, the surfaces are then subject to ATP testing with a illuminometer device to meet the acceptable standards set by the FDA. If the standard is not met, the process is repeated. The process is then digitally logged into eHub to have functionable KPIs (Key Performance Indicators).

### PERSONAL PERSPECTIVE

To give you perspective: Lysol cleaning of your kitchen counter registers about 2-3 log. Most consumer grade disinfectants claim to kill 99% to 99.9% of pathogens, there are several hundred types of harmful bacteria that at 1% could make you quite sick and would not suffice in a food contact scenario. In food grade sanitation, there are pathogens that pose life threatening health risks like E. coli, Listeria and Klebsiella. If a mistake is made, or corners are cut, the offending company as well as the FDA could wind up on the wrong side of the media.

### WHEN DIGITAL TECHNOLOGY & EXPERTISE ARE CRITICAL

LACOSTA's experience with hospital and pharmaceutical clients, as well as other corn refining clients, proved useful in meeting

Ingredion's specialized requirements. Once the service agreement was awarded to LACOSTA, our Transforma Shield process assured Ingredion of a seamless transition, which in this case took about one month to complete.

LACOSTA often competes on an open playing field of performance in securing contracts with new customers. In some cases, like Ingredion, our advances in digital technology for variable scheduling, recording & reporting data, and providing both core and specialized training are critical to our client's success.

### DATA SUMMARY

- Reduction in downtime for better sanitization has led to a recurring monthly savings of thousands of dollars
- Stringent quality standards have prevented product recalls
- Average sanitization down time has been reduced between 3-4 hours per large scale sanitation
- Zero RLU scores, from ATP testing, occur over 85% of the time. That means that no traces of bacteria were found on surface after testing
- Our unique flexible scheduling has enabled Ingredion to save thousands of dollars monthly on labor, by mitigating the need to add another full shift of labor



## CASE STUDY:

# DETAILS MATTER - THE FOLGERS TRADITION

**Client:** Folgers Coffee

**Website:** FolgersCoffee.com

**Service Site:** New Orleans, Louisiana, Main campus and production facility

**Industry:** Coffee Manufacturing

**Description:** LACOSTA Operations and Janitorial Management and Implementation



## THE “BEST PART OF WAKING UP”

Everyone knows the catch phrase “The best part of waking up is Folgers in your cup.” Beginning at the turn of the century, James Folger took over the Pioneer Coffee and Spice Mills Company, which, after the Civil War, was floundering into bankruptcy. James Folger renamed the company built a coffee giant.

## FOLGERS BUILT CUP BY CUP

Previously coffee importers bought and sold beans based on appearance. James Folger decided to buy his beans based on

“cup-testing”. James tested every single shipment of coffee through a taste and aroma standard setting cup-testing technique. Since the beginning a hallmark of Folgers Coffee has been consistency and attention to detail.

## FITTING INTO THE FOLGERS CULTURE

Chris Palazzalo is a veteran Folgers employee of 34 years. He took over the facilities role in 2016, i.e., Facilities Direct for the entire Folger’s Gentilly Road campus in New Orleans, Louisiana.

Palazzalo asserts; "Our culture is determined by the hands-on approach of our owner, Rob Johnson. He is awesome. He will fly into our plant for any important issue – and everything is important to him. To give you an example, I wanted to implement a new tool, the Bissell Crossway which sweeps and mops at the same time. I called Rob about this, and he hopped on a jet and was out here to review the product. Not a lot of owners would do that. Now I am very particular about maintenance. Rob's reviews are over the top. He sees things I don't or has a specific way he wants things done. He always comes back with a page of concerns. This is the standard that Rob sets; consistency and attention to details (Editor's note – on 405,00 square feet of workspace). So LACOSTA must meet a top standard daily - and they do. Palazzalo said "Jaime (Director of Operations) is also an awesome person to work with") She goes above and beyond and is not afraid of doing the work herself. She is one of my Favorites.

*I have worked with companies that go "whoa, we can't do that, it's out of our contract. Let us give you a quote on that. LACOSTA doesn't do that. They don't nickel and dime you.*

## BUILT-IN MANAGEMENT CAPACITY

Palazzalo presently manages 28 vendors, suppliers, and contractors in maintaining the entire Folgers campus. He responsible for everything "from ceiling to floor" including offices, meeting rooms, lavatories, hallways, 3 lunchrooms, 12 breakrooms, any space that c. 450 employees occupy at work.

Palazzalo comments; "LACOSTA has been working with me for the past 6 years. When I first came on, campus maintenance was having some slip ups and the director was overwhelmed working 15-hour days. I found a solution through LACOSTA as they had the capacity to

manage themselves and report to me very efficiently. Now I oversee a LACOSTA manager for operations and a LACOSTA manager for janitorial."

## CRITICAL RESPONSE TO COVID

"Let me give you an example of how LACOSTA works. Who was ready for the epidemic and its immediate challenges? We worked together with LACOSTA to respond to Covid rapidly. We develop what we called



the “Virus Crew”. Their sole mission was to prevent the transmission of Covid 19 on our entire campus. They helped in labeling areas and making sure all seating was 6 feet apart. Then of course they had to perform the constant, meticulous antiseptic cleaning. That crew worked round the clock. We only just recently cut down to 12 hours. They really stepped up to the challenge.”

## **BEYOND THE CALL**

The Folgers plant manager’s office hosts many events for employees or for outside guests. Palazzalo facilitates direct communication between events coordinators and the LACOSTA managers. “This is not even within their scope of work,” remarks Palazzalo, “but LACOSTA people help in setting up, breaking down and clean up. They don’t nickel and dime our company.

I have worked with companies that go “whoa, we can’t do that, it’s out of our contract. Let us give you a quote on that. LACOSTA doesn’t do that. I don’t take advantage of their flexibility, but I sure appreciate their willingness to help when its needed.”

## **CONSISTENCY & ATTENTION TO DETAIL**

Folgers is the leading brand of regular ground coffee in the United States by a wide margin. Their company culture from the founder forward is based on consistency and attention to detail. Only through strong on-location management, an emphasis on training and performance analytics can LACOSTA meet the high standards set by Folgers Coffee.

## CASE STUDY:

# MANAGED LABOR – ADAPTABILITY, FLEXIBILITY...AND SAVINGS

**Client:** Kimberly-Clark

**Website:** Kimberly-Clark.com

**Service Site:** Owensboro, Kentucky Manufacturing Facility

**Industry:** Personal Care and Commercial Paper Products

**Description:** LACOSTA provides managed material handling services



## YOU WILL PROBABLY USE A KIMBERLY-CLARK PRODUCT TODAY

It is estimated that a quarter of the world's population uses products manufactured by Kimberly Clark. Selling products in 175 countries and locations, their brands include Kleenex, Kotex, Huggies, Cottonelle, Scott, Viva, KimWipes, and several office and medical brands. This 150 year old company has evolved from being a business paper company to a global business/consumer paper products company.

"Our relationship with LACOSTA Services began about 12 years ago – before my time here at Kimberly-Clark," states Mark

Greenwald, the Plant Finance and Logistics Leader for Kimberly-Clark's facility in Owensboro, Kentucky. "We were using in-house personnel when we decided to outsource to LACOSTA."

## MATERIAL HANDLING – WHAT IS IT?

"We manufacture the large commercial paper towel rolls, toilet paper and the hand-folded towels that you see in commercial rest rooms," Greenwald outlines. "Our LACOSTA material workers move our finished product off of the end of our manufacturing lines, into a warehouse area for temporary storage. They also take products from the warehouse and load them into tractor trailers, to be shipped out



of the mill to distribution centers or direct to the customer. We have about 23 material workers on site right now.”

## **SITE LEADERS ARE KEY**

“The LACOSTA site leaders work out very well for us. They take care of hiring and firing and personnel issues for the most part,” Greenwald comments. “Over the past couple of years, we have had times where we did not have a LACOSTA site leader and there were some challenges that developed.”

## **METRICS OF DAMAGE AND ORDER DISCREPANCIES**

Greenwald continues, “All the times, when we have had a site leader in place, it’s always been very smooth and it’s good for us. because we can work closely with them on product damage, making sure the trucks are loaded correctly and efficiently so it doesn’t create product damage in transit. Where we spend most of our time with the site manager, is working on the metrics of damage and on discrepancies between what the order says should be on the trailer what is actually on the trailer. ”

Do the site managers save time and take stress off of the in-house manager?



“Absolutely!” affirms Greenwald. “In my experience here, we have situations where the resources change – for instance several workers transfer to help out at another site. LACOSTA has to backfill positions here and the site leaders have done a great job of handling all types of transitions.

## **LACOSTA SITE LEADERS ADAPT TO IN-HOUSE SAP SYSTEM**

LACOSTA has a very strong tracking and analytical system but LACOSTA site leaders have to adapt. “All of the data analytics are done on the Kimber-Clark site,” says Greenwald. “This is handled by our in-house team because our SAP system encompasses all of our sites and locations. The LACOSTA site leaders are given access to our data and can enter job related data.”

## HANDLING THE PANDEMIC

"The products we manufacture here are all on the commercial side of the business", observes Greenwald. "We had schools, offices, hospitality industry and medical facilities all shutting down. Like most businesses at the time, that created a pretty big void in the sales of products for a long period of time. When the demand went down, we had to stop manufacturing because we would have just been filling up warehouses with product we couldn't sell.

It was a lever we never knew we would need to have or did have. Because of LACOSTA's flexibility, we could reduce their support enabling us to keep our skilled mechanic workers backfilling material handling work. When the work came back we moved the Kimberly-Clark mechanics back to their regular roles and brought back LACOSTA material handlers.



## HITTING BOTTOM IN THE LAST QUARTER OF 2020

"In the Fall of 2020," Greenwald recounts, "we had to go beyond reductions. We let go of all our LACOSTA workers retaining only our Site Leader and one support person. Our sales volume had become extremely low for the type of products we make here. In mid-December we stated bringing back the LACOSTA crew..

## A 25% COST REDUCTION WITH LACOSTA'S MANAGED LABOR SERVICE

Considering the operational flexibility of LACOSTA's managed services, is it cost effective? Greenwald does a quick calculation in his head. "Fully loaded, the savings amount to a 25% cost reduction."

## ADAPTABILITY AND FLEXIBILITY

"Over the last four years we have had some very different and difficult challenges to deal with," observes Greenwald. "LACOSTA has always been highly flexible in meeting our needs for managed labor – material handlers. They have been able to ramp up staffing and ramp down very quickly and smoothly. And they have always had very strong site leadership."



WHEN EXPERTISE & RELIABILITY MATTER

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