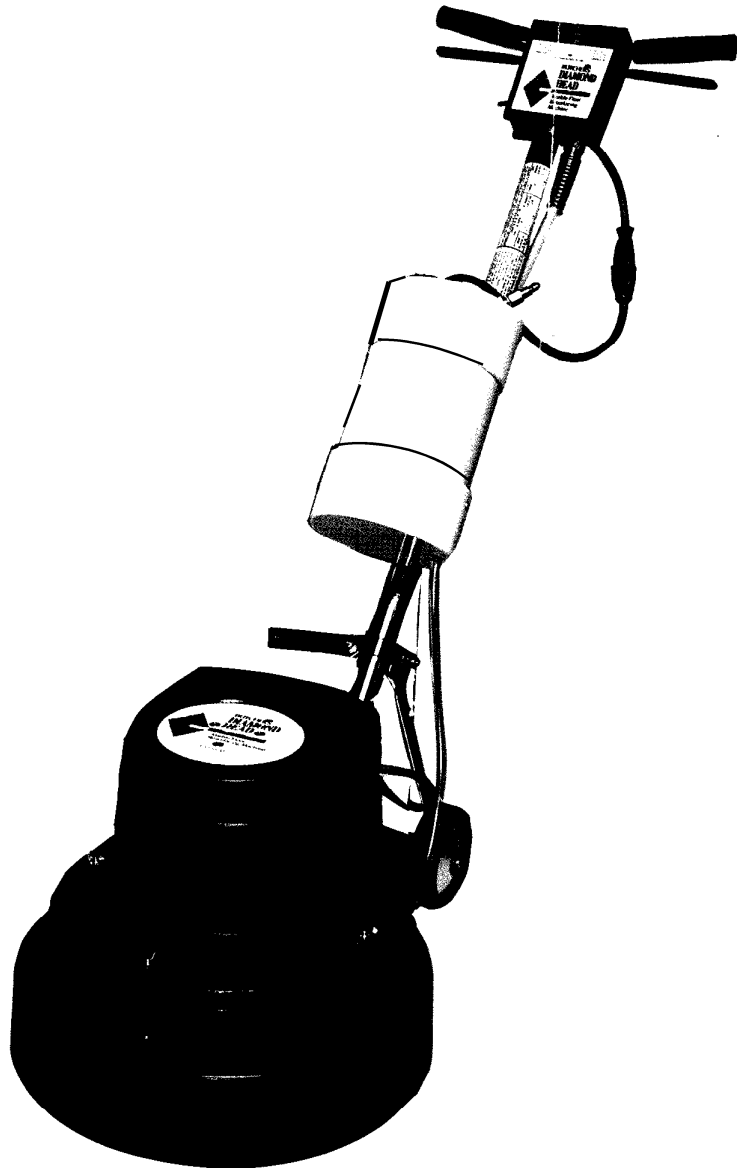


A Multi-Sponsored Study of The 2009 N.A. Market

Commercial Flooring Maintenance

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Completed Study Prospectus
of the North American Market
3rd Edition

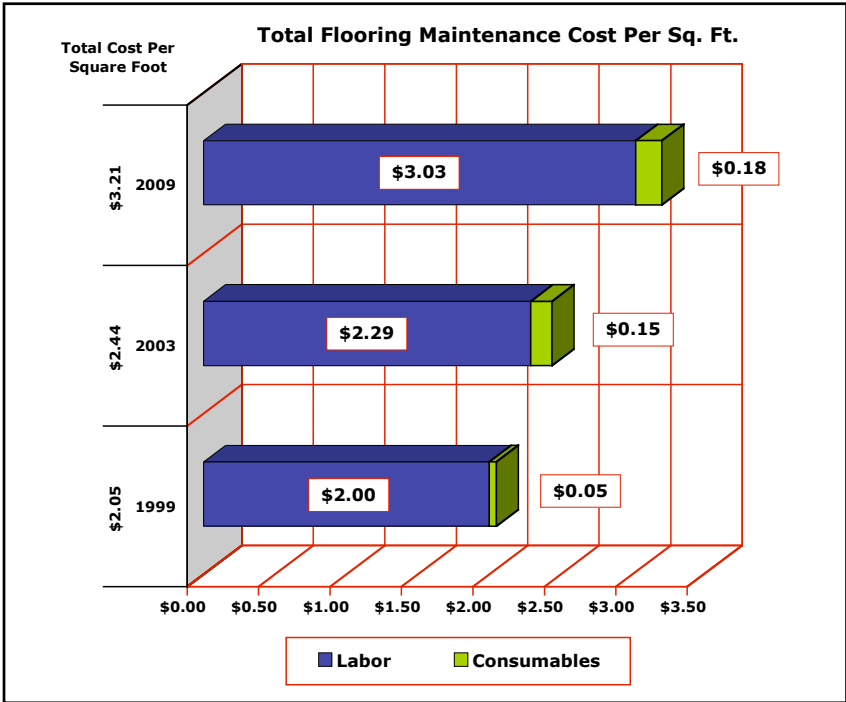


Commercial Flooring Maintenance - Completed Study Prospectus

The Most Extensive Study of the North American Market for Commercial Flooring Maintenance is Now Available for Sale as a Total Report or by Chapter

Ciprus Limited is pleased to announce the completion of the Third Edition of the The U.S. Market for Commercial Flooring Maintenance. The study consists of 1,468 detailed telephone discussions with flooring maintenance professionals across the North America as well as many hours of additional research. It is presented in one CD volume containing over 1,675 pages of detailed analysis in matrix format.

The 2009 Report provides a thorough review of all major flooring surfaces including Resilient Sheet, Resilient Tile, Carpet & Carpet Tile, Polished & Unfinished Concrete, Stone, Terrazzo, Factory Finish and Site Finished Wood, Laminate and Ceramic Tile. The study documents flooring maintenance practices by Establishment Type, Size and Area of Application within each establishment. In addition, the research captured the hours of maintenance by specific maintenance activity, the maintenance supplies consumed and the manual and automated equipment used.



Source: The 2009 U.S. Market for Commercial Flooring Maintenance

Commercial Flooring Maintenance - Completed Study Prospectus

New Features Included in the 2009 3rd Edition

Additional Flooring Surfaces	<ul style="list-style-type: none"> - Concrete - Unpolished - Concrete - Unfinished - Laminate - Terrazzo - Wood Factory Finish Wood Site Finish
Additional Color Graphics and Report Content	<ul style="list-style-type: none"> - Product Chapters Added 210 Color Charts - Additional 14 Summary Color Charts - Over 1,000 Additional Pages of Data and Analysis

1. Establishment Type	<ul style="list-style-type: none"> - Offices - Retail Stores - Manufacturing - Education - Healthcare - Hospitality - Transportation 												
2. Establishment Size	<table style="width: 100%; border: none;"> <tr> <td style="border: none;">- Small</td> <td style="border: none;">- 1 to 34</td> <td style="border: none; text-align: right;">Employees</td> </tr> <tr> <td style="border: none;">- Medium</td> <td style="border: none;">- 35 to 249</td> <td style="border: none; text-align: right;">"</td> </tr> <tr> <td style="border: none;">- Large</td> <td style="border: none;">- 250 to 499</td> <td style="border: none; text-align: right;">"</td> </tr> <tr> <td style="border: none;">- Very Large</td> <td style="border: none;">- 500 +</td> <td style="border: none; text-align: right;">"</td> </tr> </table>	- Small	- 1 to 34	Employees	- Medium	- 35 to 249	"	- Large	- 250 to 499	"	- Very Large	- 500 +	"
- Small	- 1 to 34	Employees											
- Medium	- 35 to 249	"											
- Large	- 250 to 499	"											
- Very Large	- 500 +	"											
3. Flooring Surfaces	<ul style="list-style-type: none"> - Resilient Tile - Carpet & Carpet Tile - Concrete Polished - Wood Factory Finish - Stone - Resilient Sheet - Wood - Concrete Unfinished - Wood Site Finished - Ceramic Tile 												
4. Areas of Application	<ul style="list-style-type: none"> - Rest Rooms - Food Service Areas - Corridors & Hallways - Public Assembly - Offices - Guest Rooms - Administrative Areas - Lobbies - Elevators - Recreation Areas - Selling Floors - Physical Plant - Classrooms - Auto Service Areas - Storage Areas - Shipping & Receiving - Vehicle Parking Areas - Dorm Rooms - Manufacturing Areas - Entire Facility 												

Commercial Flooring Maintenance - Completed Study Prospectus

This Research Study Of the U.S. and Canada Provides Powerful Analytical Tools for Use in Strategic Planning, Business Development, Sales & Marketing and New Product Development.

And Provides Invaluable Insights as to Where the Opportunities in Commercial Flooring Maintenance Are.

5. Maintenance Activities	<p>Sweeping</p> <ul style="list-style-type: none"> - Dry Mopping - Power Sweeping - Vacuuming <p>Polishing/Buffering</p> <ul style="list-style-type: none"> - Burnishing - Power Polishing - Recoating/Resealing - Waxing <p>Washing/Scrubbing</p> <ul style="list-style-type: none"> - Shampooing - Extraction Cleaning - Power Scrubbing - Wet Mopping - Spin Bonnet Cleaning - Dry Extraction - Spot Cleaning - Pressure Washing <p>Resurfacing</p> <ul style="list-style-type: none"> - Stripping - Sand and recoat
6. Maintenance Consumables	<ul style="list-style-type: none"> - Cleaners and Shampoos - Disinfectants and Sanitizers - Finishes and Waxes - Pads, Bonnets, Disks - Strippers
7. Equipment Used	<ul style="list-style-type: none"> - Extractors, Bonnet Cleaners, Shampoos - Buffers, Burnishers - Power Scrubbers - Power Sweepers - Sanders, Strippers, Resurfacers - Vacuums and Vacuum Systems

Commercial Flooring Maintenance - Completed Study Prospectus

Now Available in its Entirety or By One or More of the 11 Product Chapters

Complete Report Includes all 11 Product Chapters

The complete report contains over 1673 pages of data, charts, tables, summary tables, graphs and a detailed assessment of each of the 11 flooring surfaces, 21 application areas and 7 establishment types included in the research. The report documents maintenance activity by 4 establishment sizes as well. This study is the most comprehensive report on commercial flooring maintenance ever published in one easily referenced document.

The information has been developed through a massive database of 1,468 detailed interviews with business establishments across the North America and through many hours of detailed analysis to provide the most complete body of research on commercial flooring maintenance available.

Each subscription - full report or individual chapters include three CD copies.

All subscriptions include unlimited telephone consultation.

For more information please call John Ciprus at Ciprus Limited at (860) 767-7685 or Fax (860) 767-2941 or e-mail at john.ciprus@ciprus.com.

Ciprus Limited • 121 Saybrook Road • Suite 301 • P.O. Box 932 • Essex, CT 06426-0932

Report and Chapter Description	Complete Report	Pricing Schedule - Individual Chapters											
		Resilient Sheet	Resilient Tile	Carpet & Carpet Tile	Concrete Polished	Concrete Unfinished	Stone	Terrazzo	Wood Factory Finish	Wood Site Finish	Laminatae	Ceramic Tile	
All Prices Include 3 CD Copies	\$28,000	\$4,900	\$4,900	\$4,900	\$4,900	\$4,900	\$4,900	\$4,900	\$4,900	\$4,000	\$4,900	\$4,000	\$4,900
Total Pages	1676	294	294	251	259	259	276	286	244	262	218	283	
Projections and Highlights	125	125	125	125	125	125	125	125	125	125	125	125	
Introduction & NA Projections	41	41	41	41	41	41	41	41	41	41	41	41	
Highlights	29	29	29	29	29	29	29	29	29	29	29	29	
Sample Description	36	36	36	36	36	36	36	36	36	36	36	36	
Summary All Surfaces	19	19	19	19	19	19	19	19	19	19	19	19	
Each Flooring Chapter	1551	169	169	126	134	134	151	161	119	137	93	158	
Projection Tables	176	16	16	16	16	16	16	16	16	16	16	16	
Color Summary Charts	209	19	19	19	19	19	19	19	19	19	19	19	
Matrix Data Tables	1166	134	134	91	99	99	116	126	84	102	58	123	

* Orders for more than one chapter will receive a 10% discount.

Report Outline by Chapter

Introduction and Projections of the Total U.S. Market

41 Pages

Introduction

Introduction - Total Number of Maintenance Activities for 2009

- A. Flooring Surfaces Included in the Study
- B. Flooring Maintenance - Areas of Application
- C. Flooring Maintenance - Size of Establishments
- D. Establishment Types Included in the Study - SIC Codes
- E. 2009 Report Methodology & Terms Used
- F. Key Maintenance Activities
- G. Key Consumable Categories and Codes
- H. Key Equipment Codes
- I. Report Organization
- J. Establishment Size and Description
- K. Three Major Flooring Maintenance Components in the Study
- L. Annual Maintenance Frequency - All Flooring Surfaces

North American Market Projection

- 1. 2009 Total North American Installed Base of Commercial Flooring Shown by Establishment and Size
- 2. 2009 Total North American Installed Base of Commercial Flooring Shown by Flooring Surface and Size
- 3. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Summary
- 4. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Offices
- 5. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Manufacturing
- 6. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Retail Stores
- 7. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Education
- 8. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Healthcare
- 9. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Hospitality
- 10. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity by Flooring Surface - Transportation
- 11. 2009 - All Surfaces - Total Labor and Material by Maintenance Activity - Projection
- 12. 2009 - All Surfaces - Total Market Size by Consumable Usage by Area of Application
- 13. 2009 - All Surfaces - Total Market Size by Establishment Type and Equipment Type

Universe of Establishments & Sample Description

- 14. 2009 - North American Universe of Establishments Shown by Segment and Size - All
- 15. 2009 - U.S. Universe of Establishments Shown by Segment and Size - All
- 16. 2009 - Canada Universe of Establishments Shown by Segment and Size - All
- 17. 2009 - Average Square Footage by Establishment Type and Size
- 18. 2009 Total Sample - Flooring Surface Configuration - % of Total Surface
- 19. 2009 Offices - Flooring Surface Configuration - % of Total Surface
- 20. 2009 Manufacturing - Flooring Surface Configuration - % of Total Surface
- 21. 2009 Retail Stores - Flooring Surface Configuration - % of Total Surface
- 22. 2009 Education - Flooring Surface Configuration - % of Total Surface
- 23. 2009 Healthcare - Flooring Surface Configuration - % of Total Surface
- 24. 2009 Hospitality - Flooring Surface Configuration - % of Total Surface
- 25. 2009 Transportation - Flooring Surface Configuration - % of Total Surface

Highlights

29 Pages

Key Findings

- 1. Maintenance Total Cost Per Square Foot
- 2. Total Cost per Square Foot by Flooring Surface 2009 vs 2003 vs 1999
- 3. Total Cost per Square Foot by Key Area of Application 2009 vs 2003
- 4. Maintenance Frequency by Key Area of Application 2009 vs 2003
- 5. Consumable Usage by Key Area of Application 2009 vs 2003
- 6. Equipment Usage by Key Area of Application 2009 vs 2003

7. Key Consumable Brands Used - 2009
8. Equipment Usage by Key Types of Equipment 2009 vs 2003
9. Key Manual and Power Equipment Brands Used - 2009
10. Leading Power Equipment Brands by Key Type
11. Maintenance Labor Cost Per Square Foot - 2009 vs 2003 vs 1999 - \$'s Summary
12. Maintenance Consumables Cost Per Square Foot - 2009 vs 2003 vs 1999 - \$'s Summary
13. Maintenance Labor & Consumables Cost Per Square Foot - 2009 vs 2003 vs 1999 - \$'s Summary
14. Summary of Key Maintenance Activities - 2009 vs 2003
15. Trends and Issues - Do you equate shine with a clean floor? By Size, BSC vs Internal Maintainer
16. Trends and Issues - Willing to give up gloss level to achieve cost savings? By Size, BSC vs Internal Maintainer
17. Trends and Issues - Changed the way you clean last 4 years? By Size, BSC vs Internal Maintainer
18. Trends and Issues - Machines getting smaller last 4 years? By Size, BSC vs Internal Maintainer
19. Trends and Issues - Do you equate shine with a clean floor? By Size, Ownership & BSC vs Internal Maintainer
20. Trends and Issues - Do you equate shine with a clean floor? By Establishment Type
21. Trends and Issues - Willing to give up gloss level to achieve cost savings? By Size, Ownership & BSC vs Internal Maintainer
22. Trends and Issues - Willing to give up gloss level to achieve cost savings? By Establishment Type
23. Trends and Issues - Changed the way you clean last 4 years? By Size, Ownership & BSC vs Internal Maintainer
24. Trends and Issues - Changed the way you clean last 4 years? By Establishment Type?
25. Trends and Issues - Machines getting smaller last 4 years? By Size, Ownership & BSC vs Internal Maintainer
26. Trends and Issues - Machines getting smaller last 4 years? By Establishment Type?

Study Objectives & Sample Description

36 Pages

Introduction & Objectives

1. Objectives 1 - 3 of the Study
2. Objectives 4 - 5 of the Study
3. Objectives 6 - 7 of the Study
4. SIC Categories Used in the Study
 1. The Interview Process
 1. Typical Respondents

Sample

6. Sample - Number of Establishments by Size and Type
7. Sample - Total Square Footage by Establishment Size and Type
8. Sample - Average Square Footage by Establishment Size and Type
9. Sample - Installed Flooring - Square Footage by Establishment Type By Flooring Surface - Summary
10. Sample - Installed Flooring - Square Footage by Establishment Type By Flooring Surface - Small
11. Sample - Installed Flooring - Square Footage by Establishment Type By Flooring Surface - Medium
12. Sample - Installed Flooring - Square Footage by Establishment Type By Flooring Surface - Large
13. Sample - Installed Flooring - Square Footage by Establishment Type By Flooring Surface - Very Large
14. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Offices
15. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Manufacturing
16. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Retail Stores
17. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Education
18. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Healthcare
19. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Hospitality
20. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Transportation
21. Sample - Installed Flooring - Square Footage by Establishment Size By Flooring Surface - Summary
22. Sample - Internal Maintenance Staff - % Devoted to Flooring by Establishment Size
23. Sample - Internal Maintenance Staff - % Devoted to Flooring by Establishment Type
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26. Sample - Owned vs Leased Facilities - by Establishment Size - Number of Establishments
27. Sample - Owned vs Leased Facilities - by Establishment Size - Square Feet
28. Sample - Owned vs Leased Facilities - by Establishment Type - Number of Establishments
29. Sample - Owned vs Leased Facilities - by Establishment Type - Square Feet
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32. Sample - Maintenance - Internal vs BSC - by Establishment Type - Number of Establishments
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Summary All Flooring Surfaces

19 Pages

Summary of All Flooring Surfaces

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2. All Surfaces - Application Area - Labor \$'s Per Square Foot for Maintenance By Establishment - Summary
3. All Surfaces - Frequency of Consumable Usage By Brand - Summary
4. All Surfaces - Consumable Usage by Key Consumable Type - Summary
5. All Surfaces - Application Area - Annual Maintenance Supplies Consumed By Flooring Surface
6. All Surfaces - Application Area - Cost Per Square Foot Of Maintenance Supplies Consumed By Establishment - Summary
7. All Surfaces - Number of Mentions By Area of Application by Equipment - Summary
8. All Surfaces - Number of Mentions By Area of Application by Equipment - Summary
9. All Surfaces - Number of Mentions By Equipment By Brand - Summary
10. All Surfaces - Number of Machines By Equipment Type By Establishment - Summary
11. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Offices
12. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Manufacturing
13. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Retail Stores
14. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Education
15. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Healthcare
16. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Hospitality
17. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Transportation
18. All Surfaces - Application Area - Labor & Material \$'s Per Square Foot By Establishment - Summary
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Resilient Sheet

169 Pages

Resilient Sheet Maintenance Projected to Total North America

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6. Resilient Sheet - Total Labor and Material by Maintenance Activity by Area of Application - Retail Stores
7. Resilient Sheet - Total Labor and Material by Maintenance Activity by Area of Application - Education
8. Resilient Sheet - Total Labor and Material by Maintenance Activity by Area of Application - Healthcare
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10. Resilient Sheet - Total Labor and Material by Maintenance Activity by Area of Application - Transportation
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12. Resilient Sheet - Total Labor and Material by Maintenance Activity by Establishment Size- Summary
13. Resilient Sheet - Total Labor and Material by Maintenance Activity - Projection
14. Resilient Sheet - Consumable Usage by Area of Application - Total Market Size
15. Resilient Sheet - Consumable by Establishment Size - Total Market Size
16. Resilient Sheet - Equipment Usage by Establishment Type and Equipment Type- Total Projected Market Size

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19. Resilient Sheet - Square Footage Maintained By Application Area - Summary
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21. Resilient Sheet - Application Area - Hours Per Year On Maintenance By Key Activity - Summary
22. Resilient Sheet - Application Area - % of Labor \$'s Per Square Foot for Maintenance - Summary
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24. Resilient Sheet - Frequency of Consumable Usage - Summary
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80. Resilient Sheet - Application Area - Annual Maintenance Supplies Consumed By Establishment Size - Cleaners & Shampoos
81. Resilient Sheet - Application Area - Annual Maintenance Supplies Consumed By Establishment Size - Disinfectants & Sanitizers
82. Resilient Sheet - Application Area - Annual Maintenance Supplies Consumed By Establishment Size - Finishes & Waxes
83. Resilient Sheet - Application Area - Annual Maint. Supplies Consumed By Establishment Size - Pads/Bonnets/Disks/Wipes/Wipes
84. Resilient Sheet - Application Area - Annual Maintenance Supplies Consumed By Establishment - Strippers
85. Resilient Sheet - Application Area - Annual Maintenance Supplies Consumed By Establishment Type - Cleaners & Shampoos
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88. Resilient Sheet - Application Area - Annual Maint. Supplies Consumed By Establishment Type - Pads/Bonnets/Disks/Wipes/Wipes
89. Resilient Sheet - Application Area - Annual Maintenance Supplies Consumed By Establishment - Strippers
90. Resilient Sheet - Application Area - Cost Per Sq Ft Of Maintenance Supplies Consumed By Estab Size - Cleaners & Shampoos
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94. Resilient Sheet - Application Area - Cost Per Sq Ft Of Maintenance Supplies Consumed By Estab Size - Strippers
95. Resilient Sheet - Application Area - Cost Per Sq Ft Of Maintenance Supplies Consumed By Estab Type - Cleaners & Shampoos
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105. Resilient Sheet - Mentions By Application Area by Equipment by Establishment Size - Power Scrubbers
106. Resilient Sheet - Mentions By Application Area by Equipment by Establishment Size - Power Sweepers
107. Resilient Sheet - Mentions By Application Area by Equipment by Establishment Size - Sanders & Strippers
108. Resilient Sheet - Mentions By Application Area by Equipment by Establishment Size - Vacuums & Systems
109. Resilient Sheet - Mentions By Application Area by Equipment by Establishment Type - Extractors, Bonnet Cleaners, Mops, Wipes
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120. Resilient Sheet - Equipment Brand Mentions by Establishment Type - Vacuums & Systems
121. Resilient Sheet - Equipment Brand Mentions Summary - All Equipment
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123. Resilient Sheet - Number of Machines By Establishment Type - Buffers & Burnishers
124. Resilient Sheet - Number of Machines By Establishment Type - Power Scrubbers
125. Resilient Sheet - Number of Machines By Establishment Type - Power Sweepers
126. Resilient Sheet - Number of Machines By Establishment Type - Sanders & Strippers
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131. Resilient Sheet - Average Age of Equipment By Equipment Type by BSC vs Internal Maintainer
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133. Resilient Sheet - Year of Most Recent Equipment Purchase By Equipment Type
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Concrete Unfinished

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