

2160 LAKESIDE CENTRE WAY
SUITE 302
KNOXVILLE, TN 37922
INFO@CLEANTECHCOMPANY.COM



RFP, Custodial Services
Date: April 22, 2026

Proposal developed for:



THE CITY OF
ANN ARBOR

CLEAN-TECH

April 22, 2026

Mr. Doug Thompson
Facilities Supervisor City of Ann Arbor
City of Ann Arbor
301 E. Huron St.
Ann Arbor, MI 48104

Dear Mr. Thompson and Evaluation Committee:

The City of Ann Arbor's commitment to excellence is clear; we see it reflected throughout your organization. You deserve a Custodial program that demonstrates the same level of commitment.

With our attentive, personalized approach to service, we hope this proposal fully conveys not only the value we offer, but also the personal integrity we bring to every partnership. We will work to exceed your expectations, providing you with a cost-effective, tailored Custodial services program.

From day one, our dedicated onsite manager will ensure every detail of your program is in order, and our entire management team remains at your disposal. Over time, The City of Ann Arbor will enjoy the benefits of our continuous investments in subject matter experts (SMEs), cutting-edge technology, and ongoing training.

Most of all, we believe Clean-Tech's goals and values are aligned with your own. Qualities of character, integrity, and high personal standards make the difference between a business agreement and a true partnership. We are prepared to be true partners.

Of course, we welcome the chance to discuss our proposal and ideas with you and your team and would be delighted to receive any input the Ann Arbor team may have regarding our proposal. I remain at your disposal for questions or negotiations. Please reach out to me anytime.

Sincerely and respectfully,



Ryan Thomson
Vice President, Sales & Marketing
919-744-1502
rthomson@hes.com

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	1
<i>WHO WE ARE</i>	1
<i>WHAT SETS US APART</i>	1
<i>OUR MISSION, VISION, AND VALUES</i>	1
<i>OUR EXPERTISE</i>	2
<i>ATTENTION TO DETAIL & TRUE PARTNERSHIP</i>	2
<i>EXPERIENCE YOU CAN RELY ON</i>	2
<i>PARTNERSHIP AND FLEXIBILITY</i>	3
<i>LOCAL LEADERSHIP</i>	3
<i>EXECUTIVE SUPPORT</i>	3
<i>FOCUS ON PEOPLE</i>	3
<i>EQUIPMENT, SUPPLIES & FLOOR PROGRAM</i>	3
<i>TRAINING</i>	4
<i>QUALITY ASSURANCE PROGRAM</i>	4
<i>SUSTAINABILITY/TECHNOLOGY DEPLOYMENT</i>	4
<i>PERIODIC BUSINESS VALUE REVIEWS</i>	4
<i>CLEAN-TECH BY THE NUMBERS</i>	5
PROFESSIONAL AFFILIATIONS.....	6
CLIENT REFERENCES.....	7
LEADERSHIP TEAM.....	8
<i>YOUR PROJECT MANAGER</i>	8
<i>KEY TEAM MEMBERS</i>	9
STAFFING PLANS AND POLICIES.....	13
<i>OUR TEAM MEMBERS</i>	13
<i>MANAGEMENT PLAN</i>	13
<i>MANAGERS/SUPERVISORS</i>	14
<i>HOURLY TEAM MEMBERS</i>	14
<i>PROPER STAFFING & WAGES</i>	14
<i>RECRUITMENT & HIRING</i>	14
<i>BACKGROUND CHECKS & EMPLOYMENT FILES</i>	14
<i>UNIFORMS & APPEARANCE</i>	16
TRAINING PLANS & PROCEDURES.....	17
<i>UNIVERSAL & TECHNICAL TRAINING MODULES</i>	17
<i>CUSTODIAL TRAINING MODULES</i>	18
<i>MANAGEMENT TRAINING</i>	18
<i>UNIVERSAL & TECHNICAL TRAINING MODULES</i>	19
<i>PATHWAY TO SUCCESS PROGRAM</i>	19
<i>OUR ONGOING TRAINING AND DEVELOPMENT PROGRAM</i>	20
EMPLOYEE RECOGNITION AND INCENTIVES.....	21
<i>TEAM MEETINGS</i>	22
<i>OPEN DOOR POLICY</i>	22
<i>RECRUITING BONUSSES</i>	22
<i>PERFECT ATTENDANCE RAFFLE PROGRAM</i>	22
TEAM MEMBER BENEFITS.....	23
<i>BENEFITS AT A GLANCE</i>	23
<i>DAILYPAY</i>	23
SAFETY & SECURITY.....	24
<i>OUR COMMITMENT TO SAFETY</i>	24
<i>INITIAL SAFETY TRAINING</i>	24
<i>HAZARDOUS CHEMICAL STANDARD PROGRAM</i>	25

KEY CONTROL..... 25

OPERATIONS PLAN & POLICIES 26

SUMMARY..... 26

RECOMMENDATIONS 26

ACCOUNTABILITY..... 26

PROGRAM OVERVIEW..... 27

COMPLAINT RESOLUTION 29

SPECIAL SERVICES & EMERGENCY WORK 30

SPECIAL SERVICES..... 30

EMERGENCY RESPONSE TEAM..... 30

NATURE OF EMERGENCIES..... 31

QUALITY ASSURANCE PROGRAM 32

GOSPOTCHECK 32

GOSPOTCHECK KEY ELEMENTS 33

QUALITY ASSURANCE REPORTING 34

RESULTS AND KEY ELEMENTS..... 35

GOSPOTCHECK KEY ELEMENTS 35

YOUR BUSINESS VALUE REVIEW (BVR) 36

ESTABLISHED KPIS 36

CUSTOMER COMMUNICATIONS..... 36

WORK COMPLETED..... 36

QUALITY ASSURANCE & EFFICIENCY 36

TRAINING & TEAM MEMBER ISSUES..... 36

PLANNING & COORDINATION 37

BVR EXCERPTS..... 38

TRANSITION PLAN 39

FIVE STEPS TO A SMOOTHER TRANSITION 39

PRE-START 40

START-UP PHASE..... 40

LAUNCH..... 40

ASSESS & IMPROVE 41

CLEANING EQUIPMENT 42

CHEMICAL PROGRAM..... 43

CLEANING PRODUCTS & SUPPLIES..... 43

STANDARD CLEANING PRODUCTS..... 44

PRICING WORKSHEET 45

PAYROLL 45

DIRECT, INDIRECT COSTS 45

ADMINISTRATIVE AND MANAGEMENT COSTS..... 45

TOTAL BUDGET..... 45

STAFFING STRUCTURE..... 46

COMMITMENT TO SUSTAINABILITY 47

GREEN CLEANING GUIDELINES 48

USE GREENSEAL GS-37 APPROVED PRODUCTS..... 48

AVOID PROHIBITED CHEMICALS..... 48

EDUCATE OPERATIONS STAFF & BUILDING OCCUPANTS..... 48

USE CONCENTRATED PRODUCTS & MIXING STATIONS 49

TRACKING & PROCUREMENT 49

STRATEGY FOR MEETING GREEN CLEANING REQUIREMENTS 49

SUMMARY AND CLOSING REMARKS 50

EXECUTIVE SUMMARY

WHO WE ARE

Now headquartered in Knoxville, Tennessee Clean-Tech was founded in 1963 in Saint Louis, Missouri, to provide expert custodial management for midsized and large businesses.

More than 60 years later, we now serve commercial clients nationwide, across a broad range of industries. Clean-Tech specializes in custodial and maintenance services for medical facilities, healthcare organizations, major corporate headquarters, commercial properties, industrial spaces, and events of all sizes and complexity.

Today, we provide facility services to clients throughout the country with a team of more than 12,000 skilled workers. Our organization operates in 31 states, serving more than 170 clients and maintaining more than 200,000,000 square feet each day. Our clients' satisfaction speaks for us. We are proud to maintain an average 98% client retention rate.

WHAT SETS US APART

Perhaps most importantly, we seek out partnerships only with institutions whose values and mission align with our own – like The City of Ann Arbor. This approach has served our clients well for more than 60 years.

OUR MISSION, VISION, AND VALUES

At the core of every Clean-Tech partnership are our mission and guiding values.

Our Mission: We create safe environments that enrich lives and facilitate success.

Our Guiding Values

- Service Above Self
- Personal Accountability
- Integrity
- Respect
- Engagement

These are not simply words, they are our compass in all that we do.

OUR MISSION

WE CREATE **SAFE** environments

THAT **ENRICH** lives and

facilitate **SUCCESS**

OUR VALUES

SERVICE ABOVE SELF

PERSONAL ACCOUNTABILITY

INTEGRITY

RESPECT

ENGAGEMENT

OUR EXPERTISE

Clean-Tech selects managers based on their ability to communicate effectively, plan proactively, and use resources wisely. Our Project Manager will report directly to The City of Ann Arbor-designated representatives, with direct, ongoing support from our executive management staff.

Our Project Managers and Regional Operations Managers are handpicked, highly qualified leaders who can motivate team members and manage equipment and supplies efficiently. We encourage our clients to participate in the final interview with Project Manager candidates. This ensures that the candidate will be the right fit for our client and our organization.

Several members of our management team are BSCAI-certified as Registered Building Service Managers and Certified Building Services Executives. As leaders in our industry, they have presented at industry seminars and conventions.

Through regular training, cross-training and skill refreshment sessions, Clean-Tech is able to maximize the skills of its team members.

Ultimately, our goal is to exceed your expectations. We believe our average client tenure of 7.9 years – far longer than the industry average – testifies to our commitment to high performance and cost containment, both key priorities in today's business environment.

ATTENTION TO DETAIL & TRUE PARTNERSHIP

The City of Ann Arbor will be an important custodial operation for Clean-Tech. Your goals and expectations can be achieved – or exceeded – by our current team of professionals, supported by extensive partner resources.

We are confident in our competitive pricing. We are also confident in our ability to deliver the expertise and personal commitment needed to manage a high-quality custodial program for your organization.

EXPERIENCE YOU CAN RELY ON

- Full custodial management services
- Green cleaning practices, supplies, and equipment
- Quality Assurance (QA) software with photo-stamping to recognize and correct deficiencies in real time
- Vast and varied experience with client CMMS systems
- Training for and adherence to CDC-recommended guidelines
- Emergency preparedness planning
- Defined and documented integrated disinfecting and decontaminating processes to address pandemics
- Project and contract management
- Work order, purchase order, and inventory systems
- Transparency and trust from a mission-based business

PARTNERSHIP AND FLEXIBILITY

- A collaborative, strategic approach to client relationships – qualities we are known for in the commercial custodial industry. A list of clients is included in this proposal.
- A reliable partner who has a proven track record of being responsive and adaptable
- Transparent corporate structure, with a focus on flexibility and nimble decision-making that puts client needs first.
- A seamless integration with AA's own team members

LOCAL LEADERSHIP

- Experienced and qualified, our onsite manager(s) offer the necessary skills and abilities needed for a site with the size and complexities of The City of Ann Arbor.
- Each shift has multiple levels of professionals with higher-than-average starting compensation
- Program design developed to reduce travel and focus on team member responsibility and efficiency

EXECUTIVE SUPPORT

- You will have the personal involvement and commitment of the Clean-Tech management team
- Your executive point of contact, will be onsite to assist in transition, and available thereafter to support our onsite leadership and teams
- You can expect regular check-ins from our Vice President of Operations

FOCUS ON PEOPLE

- Above average starting wages for general cleaners
- All full-time positions with exceptions for some of the weekend work
- Company-offered healthcare, life insurance, vacation, and holiday pay (where applicable)
- Monthly motivation budget for outstanding individual and team performance
- Focus on personal development and continued education
- Consistent staffing model
- People-centric approach; cultivates a culture of individual and team excellence

EQUIPMENT, SUPPLIES & FLOOR PROGRAM

- Implementation of electrostatic sprayers for fast, efficient application of disinfectant over large areas, supporting a healthy environment for building occupants.
- Use of battery-powered technology to improve cleaning performance and efficiency
- Chemicals all provided by Spartan Chemical, meeting all green cleaning certifications



TRAINING

- Specific job skill training
- Safety and regulatory training
- Supervisor and leadership training
- Annual leadership conference
- APPA/IFMA/BOMA resources and affiliations
- Behavioral training based on our Guiding Values

QUALITY ASSURANCE PROGRAM

- Customer-accessible web-based program measures outcomes and identifies areas for improvement
- Systematic approach to routing plans and job cards based on building usage and traffic patterns to optimize efficiency
- Regular inspections
- Planning and scheduling tools for project work and events, with work order system for tracking completion and performance
- Results and trends shared with client for data-driven decisions
- Comprehensive reporting
- Establishment of KPIs

SUSTAINABILITY/TECHNOLOGY DEPLOYMENT

- Highly productive and sustainable custodial equipment appropriate to each client
- Sustainable supplies to minimize use of harsh chemicals and improve air quality

PERIODIC BUSINESS VALUE REVIEWS

- Provides a proactive evaluation of program and performance
- Documentation of all work completed by our team during the previous period
- Client-customized KPI analysis
- Action plans to continuously improve
- Evaluation of resource usage and waste reduction
- Planned custodial project work for the upcoming period
- Provides a useful, insightful, industry benchmarks for performance evaluation

Clean-Tech has processes and systems in place for every scenario. They train their employees well and provide the best equipment for the job. They are truly great partners!

— Allison Osterman
Sr. Regional Property Manager
Hokanson Companies, Inc.



CLEAN-TECH BY THE NUMBERS

SERVING
COMMERCIAL
FACILITIES
SINCE **1963**



12,000
skilled team
members



170
facility partners

providing services to
more than **1,000,000**
PEOPLE PER DAY



we maintain around

200,000,000 SQUARE
FEET
DAILY



clients in
31 STATES



COMMITTED TO
green cleaning
& sustainability
practices



PROFESSIONAL AFFILIATIONS

Clean-Tech is affiliated with multiple industry organizations. We draw best practices from the professional associations below, constantly monitoring new information to ensure the most up-to-date custodial methods and technologies.

Our membership in professional organizations includes:

- Building Owners Management Association (BOMA)
- Building Services Contractors Association International (BSCAI)
- International Facility Management Association (IFMA)
- Institute of Real Estate Managers (IREM)
- International Sanitary Supply Association (ISSA)



As members of Clean-Tech organizations, we:

- Connect with other professionals and learn the newest methods, systems, and efficiencies
- Regularly attend annual industry conferences
- Ensure our technical knowledge and training are proactively pursued
- Stay ahead of new technologies and trends in the industry

CLIENT REFERENCES

At Clean-Tech, we know that our clients' success is our success. Our partners have high standards and expect maximum value for their investment – rightfully so. By consistently delivering excellent work, we've built strong, long-lasting partnerships with organizations across the country.

We encourage you to contact any of the following accounts* for testimony on our operational performance. We are confident their feedback will be excellent.

*References available upon request.



LEADERSHIP TEAM

The Clean-Tech executive team is a strong, expert assembly of industry leaders with the knowledge and experience to build mutually beneficial, long-term partnerships.

As The City of Ann Arbor and Clean-Tech build our partnership, we'll stay connected, look to you for feedback, and consistently seek out better supplies and procedures.

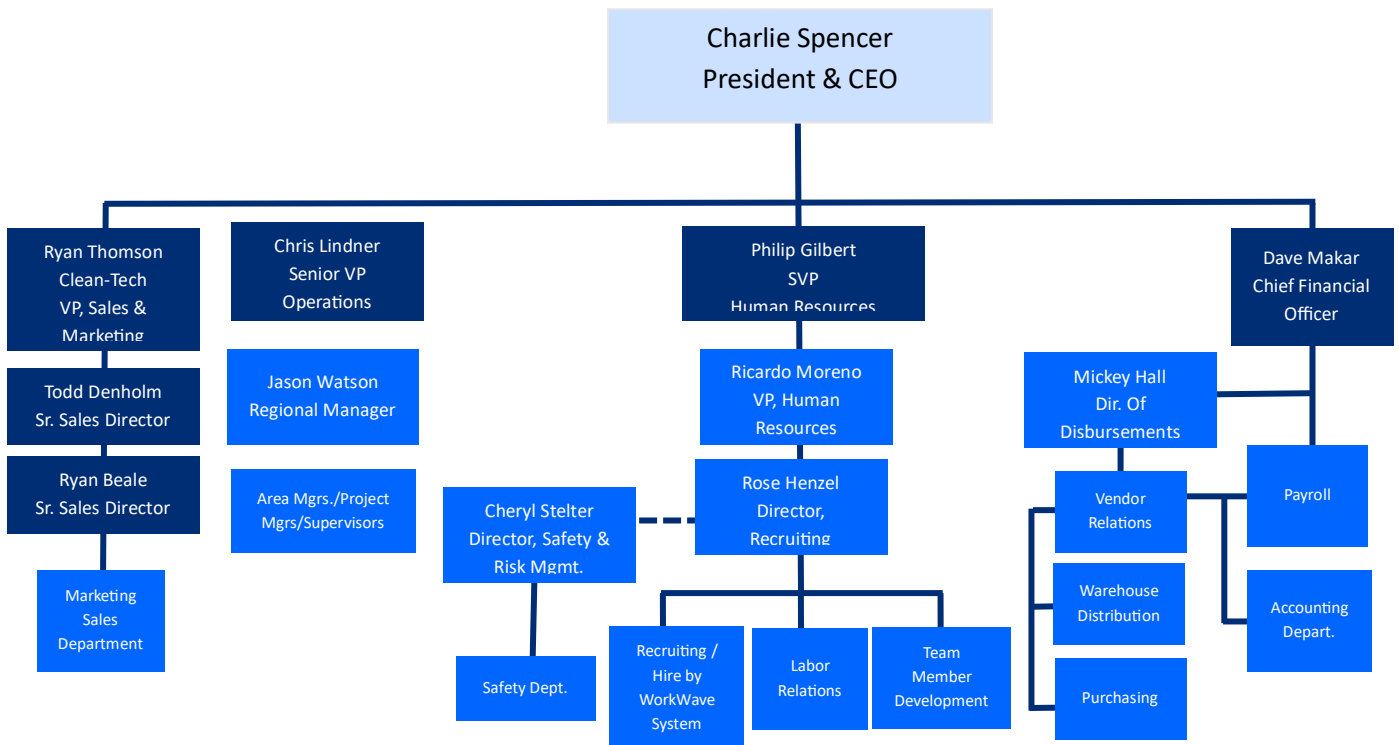
On the pages that follow, we are proud to present the leadership team that will be responsible for working with The City of Ann Arbor.

YOUR PROJECT MANAGER

One of our most effective tools in assuring customer satisfaction is having a proactive manager. It is of course, the single most important role we'll fill for The City of Ann Arbor.

By walking buildings, visually inspecting results, and talking with building occupants, your onsite manager knows how well we are performing and can respond accordingly. This close relationship creates an effective, responsible single point of contact for The City of Ann Arbor.

Organizational Chart



KEY TEAM MEMBERS



CHARLIE SPENCER, PRESIDENT AND CEO

Mr. Spencer has over 35 years of management experience in the facility service industry. Prior leadership positions include 12 years of executive-level management with GCA Services Group/ABM, where he led various aspects of sales and operations. Most recently, he served as Executive Vice President at ESS, where he had a significant role in M&A activity, forecasting, contract negotiations, and pricing strategies for this substitute teacher and paraprofessional industry-leading company. Charlie resides in Knoxville, Tennessee, and is a 1986 graduate of the University of Tennessee with a bachelor's degree in Economics.



CHRIS LINDNER, SENIOR VICE PRESIDENT

Mr. Lindner has over 25 years of experience in business-to-business and facilities management. Chris has held senior management operations positions managing large teams regionally, nationally, and globally. He has also had responsibilities for new business development. Prior to his role as SVP, Chris held multiple roles with several large property management companies, the most recent being with CBRE as Global Alliance Director managing properties on a global scale. Before CBRE, Chris worked for ABM as a director managing clients on a national level. Chris is a graduate of The College of Wooster with a B.A. in Business Economics. Chris resides in Cleveland, Ohio, with his 13-year-old son. In their spare time, they enjoy traveling, water sports, amusement parks, basketball, and fishing.



DAVE MAKAR, CHIEF FINANCIAL OFFICER

Mr. Makar has a CPA and several years of experience in financial management. Prior management positions include over five years with a national industry leader in facilities services, where he led many aspects of the organization's finances. David graduated summa cum laude from Kent State University with a bachelor's and master's in accounting.



PHILIP GILBERT, VICE PRESIDENT OF HUMAN RESOURCES

Mr. Gilbert brings over 29 years of human resources experience to Clean-Tech. His expertise includes labor and employee relations, contract negotiations, recruiting, hiring, training and development, benefits administration, and compliance management. He joins Clean-Tech after 20 years in the manufacturing sector and over nine years in the facilities services business as vice president of human resources. Philip's current responsibilities include policy and procedure development and implementation, recruiting, hiring, training and development of management associates, and benefits plan administration. Philip is a former U.S. Navy Petty Officer and holds a bachelor's degree in business management from the University of North Carolina at Greensboro, NC, and an MBA from High Point University.



RYAN THOMSON, VICE PRESIDENT, SALES & MARKETING

Mr. Thomson brings over 20 years of business development experience, with a strong background in facility services. He has a proven track record of delivering value-added solutions to clients across a wide range of industries. Passionate about collaboration, Ryan partners with clients to develop integrated facility management programs that improve operational conditions while staying within budgetary constraints. In his current role, Ryan is responsible for cultivating and maintaining key client relationships through strategic planning, leadership, and the execution of customized solutions. He ensures that operational strategies are aligned with each client's specific needs and long-term objectives. Ryan holds a bachelor's degree in political science from NC State University.



TODD DENHOLM, SENIOR SALES DIRECTOR

Mr. Denholm has served in the regional operations area of Clean-Tech since the beginning of 2019. He came to Clean-Tech with over 20 years of operational experience throughout different industries. This included experience with account management, client relationship management, organizational leadership, and employee training and development. After serving in an operational role for 3 years, Todd transitioned into a role in business development where he sales responsibility in the Midwest region as well as pricing models for all Clean-Tech proposals.



RYAN BEALE, SENIOR SALES DIRECTOR

As a business development specialist with over 12 years of experience in the facilities services industry, Mr. Beale brings a wealth of knowledge and expertise in customer relationship management, sales, and operations. He works with the Clean-Tech Company sales team. Ryan resides in Raleigh, North Carolina.



WILLIE MARCHBANKS, REGIONAL VICE PRESIDENT OF OPERATIONS

Mr. Marchbanks has been with Clean-Tech for over 15 years, with over twenty years of experience in the building services management industry. Prior to starting his career in the building services management industry, he worked and trained others in the automotive industry in logistical management. Willie has extensive experience in project and operations management, he excels in overseeing the management and operations of government and office facilities with an emphasis in medical facilities. Willie's guidance and leadership are key to successful job starts during the transition phase ensuring you have chosen the right company. During his career in our industry, he has worked in the development of our team members, inspiring and training many management level careers. He was nominated for Vendor of the Year in 2017 through IREM (International Real Estate Management) by one of Clean-Tech's customers. Willie is also part of the team that developed our Pathways to Success program.



CURTIS BENNETT, REGIONAL OPERATIONS MANAGER

Mr. Bennett is a Highly decorated, United States Army Colonel, retired with an unparalleled level of motivation, dedication, and discipline, possessing a thirty-year career leading, managing, and commanding hundreds of brigade-sized elements worldwide. Mr. Bennett also served as Regional Vice President of a local regional facilities services provider. He focused on training employees, managing staff levels, conducting routine inspections, and customer feedback meetings



JASON WATSON, TRANSITION MANAGER

Mr. Watson has over 30 years of industry experience and expertise in every facet of custodial services. His adaptable approach has allowed him to serve customers throughout the U.S., playing an instrumental part in identifying needs, and providing solutions in a wide variety of facilities and atmospheres, from manufacturing and distribution facilities to some of the most prestigious universities in the country. With a passion for learning, safety, and sustainable operations, Jason has led successful process improvement initiatives and developmental programs for industry leaders.

Driven by continuous learning and practical application, Jason holds several industry designations such as RBSM, SFP, I.C.E., C.I.T.S., CIMS-GB, bringing credibility to the implementation of industry's best practices.

Jason joined Clean-Tech in January of 2009. As VP of Operations, he led the organization in obtaining national CIMS-GB with Honors designation, ensuring that our leaders are experts in standardized, sustainable and replicable service delivery to our business partners. CIMS is the equivalent of ISO9001, specific to the cleaning industry and follows the same guiding principles. From program design, start-up implementation, to ongoing consistent execution, Jason's expertise, experience, and drive for excellence makes him a valuable part of the service solutions our organization provides.

STAFFING PLANS AND POLICIES

In keeping with our mission and values, Clean-Tech actively seeks out and cultivates the most qualified, highly skilled, and caring team members. We value each team member and the unique contributions they add to our team.

OUR TEAM MEMBERS

The dedication of our workers is the driving force behind great results. We know that our onsite team members are, in fact, ambassadors of both Clean-Tech and The City of Ann Arbor.

Selecting the best team members is critical to our mission and values. Clean-Tech's decades of experience not only affords us critical insight into the various labor markets across the country, but they have also afforded us a longstanding reputation as the employer of choice in our industry.



MANAGEMENT PLAN

Structure

Services will be managed in a traditional hierarchical style. Daily and nightly activities will be planned and organized by the Regional Operations Manager. Clean-Tech tasks will then be assigned, delegated, and inspected by the Project Manager. The managers will be onsite as needed, before, and after each shift.

The managers are directly responsible for the completion of the cleaning tasks in all areas of the project. During the course of each shift's activities, the management team will inspect assignments to ensure they are completed to specification.

All managers have a background in cleaning services and have completed training at other Clean-Tech accounts prior to being assigned to The City of Ann Arbor. They are not only experienced in cleaning techniques, but also trained in safety management. Additionally, they have the essential background and skills necessary to motivate and manage a cohesive, high-achieving team.

Your Regional Operations Manager, Jason Watson will be in the building as needed to evaluate the quality of the work. Jason has a background in custodial work and has performed as a Project Manager successfully in large offices and medical facilities prior to the assignment to The City of Ann Arbor.

Inspections include documentation of various tasks and the degree to which those tasks were completed. This data is then analyzed, and project performance tracked graphically. All levels of management review Clean-Tech project evaluation results. Learn more in the Quality Assurance section in this proposal.

MANAGERS/SUPERVISORS

Before hiring, all management personnel are approved by our Human Resources team and two principal members of Clean-Tech's operations and executive management team.

HOURLY TEAM MEMBERS

New team members are often referred to us by existing staff – which speaks to the mutual regard among Clean-Tech team members and management. Others seek us out via online employment ads. For those who pass our initial screening, we promptly schedule face-to-face interviews. We seek candidates who are responsible and well-groomed, with good work habits, and we obtain criminal background checks, drug screenings, and any other facility-specific required checks prior to employment.

PROPER STAFFING & WAGES

We promise transparency from start to finish. By appropriately gauging wage rates, Clean-Tech attracts and retains team members who best represent our company and The City of Ann Arbor.

RECRUITMENT & HIRING

In order to recruit, hire, and onboard the right team members for your unique needs, we use Hire by WorkWave, a robust applicant tracking system. Hire by WorkWave guarantees regulatory compliance and provides electronic record-keeping and data storage.

Candidates may apply for Clean-Tech positions via the careers section of www.cleantechcompany.com. All recruitment ads route candidates directly through Hire by WorkWave. This streamlined approach to recruitment and hiring allows us to focus on creating the best team for your needs.

This streamlined approach to recruitment and hiring allows us to focus on creating the best team for your needs.

BACKGROUND CHECKS & EMPLOYMENT FILES

The quality of our team members is of paramount importance to the success and well-being of any business and is most certainly critical to creating the ideal AA environment.

Via E-Verify, we confirm that every team member we hire for The City of Ann Arbor is eligible to work in the United States and has proper Social Security information.

KEY ELEMENTS

- Web-based applicant tracking system
- Searchable online job listings and application process
- Streamlined candidate assessment, interview, and hiring process
- Assists in compliance and trend analysis



We partner with Sterling for pre and post-hire screening services to conduct background checks and administer pre-adverse and adverse action notices. Sterling provides a streamlined, inviting, user-friendly experience, and all processes comply with federal laws under the Fair Credit Reporting Act and Equal Employment Opportunity standards.

Background checks include:

- Social Security trace
- Multi-jurisdictional criminal search, including 50-state sex offender database
- County criminal search – all lived
- Federal criminal search
- Driver’s history report
- Pre-employment drug test – 5 & 7 Panels

In the event of workplace injuries, all involved team members undergo a drug test as part of the standard process of recording the accident in our OSHA logs.

Managers and regional operation managers have a zero-tolerance stance regarding the use of drugs or alcohol while working. In an instance where we suspect a team member may be under the influence at work, reasonable suspicion testing will be performed.

Our Hiring Promise

- Hire neatly groomed, responsible team members
- Hire team members who exhibit strong work habits and take pride in their work
- Use a behavioral assessment and behavioral-based interviewing to select the best candidates
- Look for a solid and steady work history
- Hire team members who are aligned with our value system
- Obtain a thorough, criminal background check
- Hire only legally documented and authorized workers
- Reward team members for new referrals
- Participate in E-Verify®
- Conduct pre-employment drug screening when requested

Please note: The City of Ann Arbor shall have the right to designate that any personnel be immediately removed and replaced should they engage in rule or policy violations that justify such removal. In no case shall any request for removal be related to or based upon any legally protected characteristic of such individual, including, but not limited to: race, religion, gender, color, national origin, or pregnancy; and in no case shall any request for removal violate legal rights afforded the employee, including, but not limited to: request for removal in retaliation for the individual having exercised his/her rights under any federal or state law.

UNIFORMS & APPEARANCE

A uniform program is essential to the pride team members have in their work and to the overall professionalism and quality of your program.



New uniforms are included as part of your Clean-Tech program. Team members will be issued collared shirts that will bear the Clean-Tech and/or the AA logo. The color scheme for the uniform shirts and joint logos can be customized for The City of Ann Arbor to promote connectivity between our teams.

Clean-Tech team members are required to wear uniforms on your premises and must always display a photo identification badge. It is our manager's responsibility to ensure that all team members are complying.

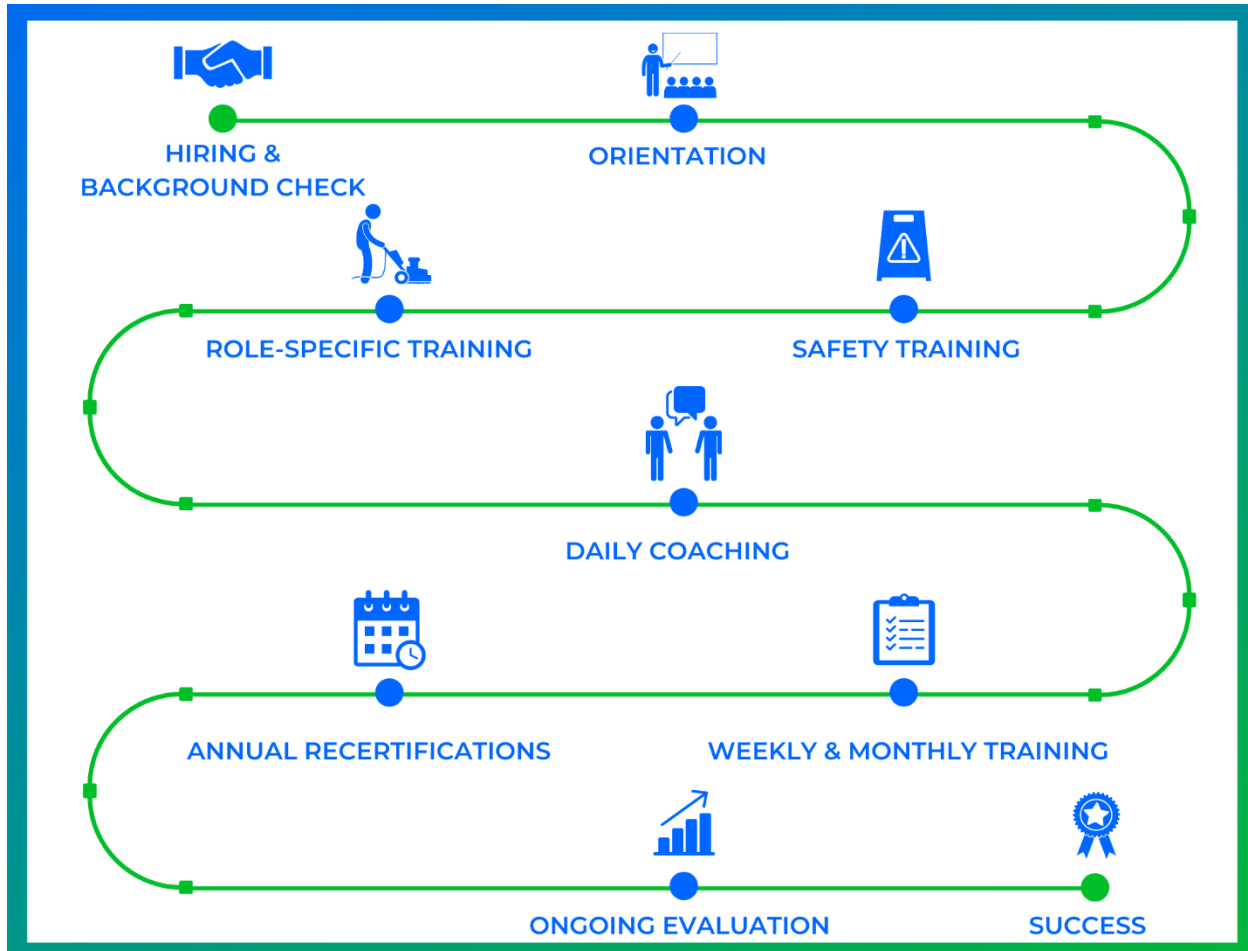
All uniforms will be in good repair and condition. Proper personal grooming is also always reinforced.



TRAINING PLANS & PROCEDURES

Ongoing education ensures continuous professional growth and better team performance over time. Our team members bring their complete selves to work every day – their dedication, know-how, and ambition.

In kind, Clean-Tech provides team members with a steady flow of development opportunities, whether for specific job skills, business acumen, or interpersonal excellence. We believe all team members should be able to fulfill their natural desire to learn, grow, and succeed.



UNIVERSAL & TECHNICAL TRAINING MODULES

Every Clean-Tech team member in any role receives:

- Specific job skill training, from general custodial to in-depth floor care
- Safety and regulatory training
- Supervisor and leadership training
- APPA/IFMA/BOMA resource training

CUSTODIAL TRAINING MODULES

Custodial team members also complete training for all of the following:

- Universal precautions
- Security & key control
- Social distancing
- Personal protective equipment use
- EPA-approved cleaners & disinfectants
- Safety data sheets
- Green cleaning protocols
- Incidents and emergencies
- Ladder safety
- Slip & fall hazards
- Behavior-based safety program
- Vehicle & golf cart safety
- “Good Catch” hazard recognition
- Fire safety & emergency evacuation
- Asbestos
- Cold and heat stress guidelines
- General lifting
- Bloodborne pathogens
- RTK hazard communication
- Ergonomics
- Strain & sprain prevention
- Electrical hazards

In addition, our Quality Assurance program monitors team member performance in detail, giving us clear insight into the coaching and tools that will help each team member “level up.”

MANAGEMENT TRAINING

Our philosophy is to empower, not just hold accountable.

Under the direction of our regional operations manager and other key Clean-Tech managers, our leaders build the skills and confidence they need to succeed in their roles and guide their teams. This systematic approach has yielded excellent results, which you’ll see reflected in the results we achieve for you.

Our managers regularly attend programs to learn about new equipment, systems, technology, and procedures. In turn, we consistently update our approach to customer care to reflect the latest, most successful industry practices.

Managers, regardless of background, receive thorough training in all phases of our service functions, including:

- Equipment and supplies
- Proper communication
- Personnel management
- Labor relations
- Training others
- Inspection procedures
- Customer contact and response

UNIVERSAL & TECHNICAL TRAINING MODULES

Every Clean-Tech team member in any role receives:

- Specific job skill training, from general custodial to in-depth floor care
- Safety and regulatory training
- Supervisor and leadership training
- Training in the use of APPA/IFMA/BOMA resources and affiliations

PATHWAY TO SUCCESS PROGRAM

Training For Careers, Not Just Jobs

At Clean-Tech, we believe quality starts with our team members, and because of this, we are committed to hiring the right people and providing continuous training. Our philosophy in training and development is to invest in our team members, providing them with the skills and knowledge necessary for their success. Through education and trust, we can create a rewarding and appreciative workplace and “unlock” each team member’s potential to achieve exceptional results.


Our leadership team is committed to supporting our staff and sharing the “Best Practices” that have made Clean-Tech successful and will now provide The City of Ann Arbor with the environment to be successful.

We provide employees with the foundation of knowledge needed to succeed at Clean-Tech and ultimately our clients. Training will consist of a blended approach that incorporates online study material and tests and training delivered through instructor-led courses.

All new team members complete our intensive program covering:

- New hire essentials: Clean-Tech policies & expectations
- Customer-specific policies & expectations
- Professionalism & customer service
- Role-specific skills & procedures
- Extensive route training with experienced team members
- Weekly interaction & verification of successful training with Clean-Tech management

Training Path to Success – Salary & Admin



Employee Name: _____
 Start Date: _____
 Training Completed: _____

First 2 WEEKS

- Welcome –
 - Introductions & site tour,
 - Logistics (Laptop/Cell Phone/ Security Access/Business Cards /Company CC /Supplies)
- Module 1: Every Tuesday afternoon
 - Kwantek Training (2 - 2.5 hrs.)
 - Job Posting
 - Reviewing & Screening Candidates
 - Onboarding Candidates
 - Human Resource –
 - HES Mission & Vision (1 hr.)
 - Benefits (Health, Life Insurance) (1 hr.)
 - New Hire Orientation/Forms/Process/Training Modules Overview (1.5hr.)
 - Functional Group Training (Ops, Finance, Sales, HR & Safety)
- Module 2: Every Thursday afternoon
 - Finance Training (1.5 – 2 hrs.)
 - Team Time / eHub (Payroll Process)
 - JWO Billing / Billing changes
 - Account Payable
 - Expense Reporting
 - Safety Training (1 hr.)
 - Functional Group Training (Ops, Finance, Sales, HR & Safety)

CONTINUED ENGAGEMENT PLAN

Month 1 – Online/Instructor Led Training Modules

- Progressive Discipline (Instructor-led) for leaders of people
- Compliance Training Course: Sexual Harassment Prevention
- Operational Training (Job Mapping, Work Scope, Contract Terms)
- Safety Training (Instructor Led) for leaders of people

Employee Name: _____
 Training Completed: _____
 Page 2

CONTINUED ENGAGEMENT PLAN

Month 1 – Online/Instructor Led Training Modules

- Progressive Discipline for leaders of people (Instructor-led)
- Compliance Training Course: Sexual Harassment Prevention (Online)
- Operational Training (Job Mapping, Work Scope, Contract Terms)
- Safety Training for leaders of people (Instructor led)

Month 2 – Online/Instructor Led Training Modules

- Respectful and inclusive leadership (Instructor-led)
- Compliance Training Course: Workplace Violence Prevention (Online)
- Monthly Safety Training

Month 3 – Online/Instructor Led Training Modules

- Effective Communication (Instructor -led)
- Compliance Training Course: Family and Medical Leave Act (Online)
- Operational Training
- Monthly Safety Training

Month 4 – Online/Instructor Led Training Modules

- Leadership and Accountability (Instructor-led)
- Compliance Training Course: Wage and Hour Laws (Online)
- Operational Training
- Monthly Safety Training

Month 5 – Online/Instructor Led Training Modules

- Compliance Training Course: Interviewing and Hiring Practices (Online)
- Operational Training
- Monthly Safety Training

Month 6 – Online/Instructor Led Training Modules

- Boorish, Demeaning and Abusive behavior (Instructor-led)
- Compliance Training Course: Reasonable Accommodations (ADA)
- Operational Training
- Monthly Safety Training

OUR ONGOING TRAINING AND DEVELOPMENT PROGRAM

Our rigorous, three-part education program for established team members supports a safer, more productive work environment. This is in addition to our Pathway to Success program for new hires. All Clean-Tech employees complete ongoing training in a variety of formats, including:

Onsite Learning

- Job-specific training and coaching with experienced leaders
- Daily safety huddle before each shift
- Periodic onsite sessions for new cleaning products & equipment



Online Training

- CleanCheck: Module-based online training
- Product use & safety precautions
- Includes pandemic preparedness



Career Building

- Opportunities for career advancement & promotion
- Ongoing assessment of skills, attitude & drive to achieve
- Policy of promoting from within whenever possible



EMPLOYEE RECOGNITION AND INCENTIVES

Recognizing our employees is crucial to our organization. We believe that recognition is important, and we know that site faculty can recommend employees for specific awards. Certainly, we love that aspect of our program, but we also have other components as well. A snapshot of our recognition include:

- Faculty Recognition – faculty will have the opportunity to nominate employees for awards via email and/or text.
- Management Recommendation - Management working in the field will also have the opportunity to make nominations for recognition.
- Peer-to-Peer Recognition - The Society of Human Resource Management reports a high correlation between employee engagement and peer-to-peer recognition. In fact, according to a survey by Globoforce and SHRM on employee recognition, 90% of workers noted that a values-based, peer-to-peer recognition made them more satisfied with their work. Therefore, we will also provide the opportunity through email and/or text for employees to nominate fellow workers for going above and beyond!

Some of our Programs include:

- Employee and Building of the Month
- Employee and Building of the Year
- Impact Award - Given to an employee who has made a major impact at their location
- Employee Recognition Dinner (May or June)
- Lead Employee of the Year
- Manager of the Year



TEAM MEETINGS

Regular team meetings are used for training or performance recognition and building a sense of belonging and camaraderie.

OPEN DOOR POLICY

Our goal is to ensure that all team members know they can use this tool to seek clarity on an issue, ask for assistance, or resolve a dispute. We want each staff member to know they are important and can reach out to anyone in the organization for support, advice, or insight.

RECRUITING BONUSES

Recruiting bonuses are paid to site staff and Clean-Tech staff who refer new hires to us and work at least 90 days.

PERFECT ATTENDANCE RAFFLE PROGRAM

Additionally, we reward good attendance with bonuses and incentives. We can have 100% staffing, but it doesn't matter if they don't come to work.




JOIN OUR REFERRAL PROGRAM



How it works

1. Refer a friend to work for Clean-Tech Company
2. If friend works for 90 days
3. You will receive \$100.00





Do you have Perfect attendance?

CLEAN-TECH is excited to introduce a new program for all employees to participate in!

When you have a perfect attendance for the month you will receive a raffle ticket and have a chance to win a prize!




Rules:

- ❖ Must have 100% attendance all month
- ❖ (Emergencies/sickness/family deaths will not count against you)
- ❖ Must be on time all month

If you receive a raffle ticket you will be entered for a chance to win fun prizes!

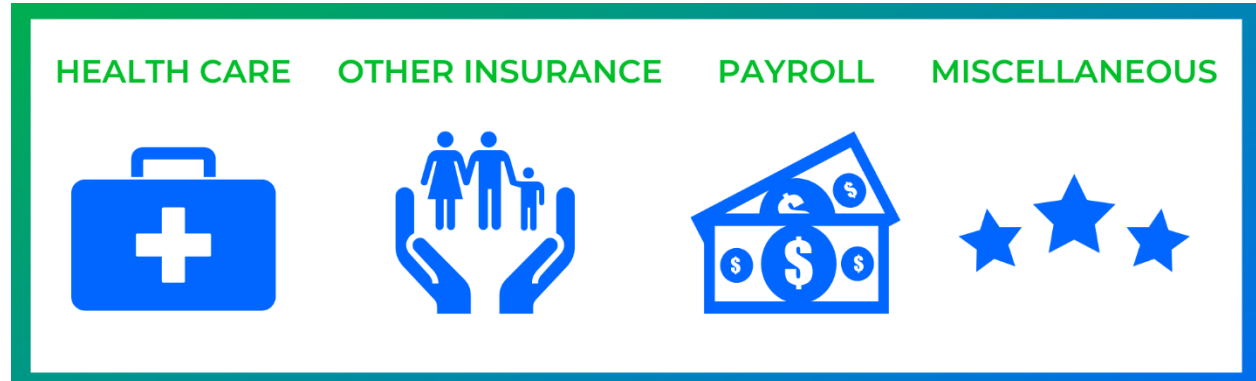
Don't despair, if you don't win a prize on your first try your ticket will remain in the hat for another chance to win next time!



TEAM MEMBER BENEFITS

We place a strong emphasis on positive labor relations and retention. To that end, we offer a wide range of benefits, including:

BENEFITS AT A GLANCE



We place a strong emphasis on positive labor relations and retention. To that end, we offer a wide range of benefits to eligible team members, including:

- Medical
- Dental
- Vision
- Prescription drug benefits
- Disability insurance*
- Life insurance*
- Accident insurance
- Annual reward program
- Educational resource library
- AD&D
- 401(k) retirement savings plan (after a year of employment, salaried)
- Payroll options: direct deposit, Skylight pay card, or DailyPay
- Vacation pay, starting after one year
- Uniforms, company phone and/or car allowance, when applicable
- Paid holidays

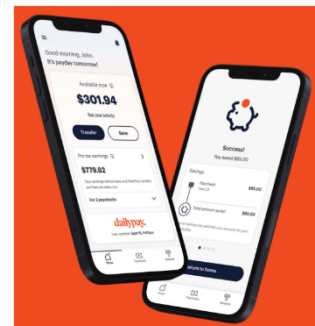
DAILYPAY

Clean-Tech Facilities utilizes DailyPay, an optional benefit (app or website) that allows employees to access their earned money before payday and easily track how much they are making. DailyPay is connected to the Clean-Tech timekeeping system and receives automated reports of each employee’s hours worked. Their “Available Balance” increases every time they work. This benefit is available to both full-time and part-time employees, and they can make up to five transfers, amounting to up to \$1,000, per day.

dailypay.

ALLOWS TEAM MEMBERS TO:

- Choose when they get paid
- Access their pay sooner
- Save up for bills
- Avoid late fees
- Monitor real-time earnings



SAFETY & SECURITY

We take your security seriously, always striving for a safe and secure environment for workers, visitors, and our team members.

To ensure all our activities comply with The City of Ann Arbor's rules and regulations, as well as our stringent policies, we'll work closely with your leadership team from the outset. We pay close attention to security procedures, including:

- Requiring thorough screening and background checks for all team members before hiring.
- Requiring team members to wear a uniform and always display a photo identification badge.
- Working with your leadership team to align our activities to your policies, in addition to our stringent measures.
- Partnering with your security staff or police department, we train our team members to be an extension of your emergency response team.

Our security efforts also address the supervision of workers and their work areas, including securing and checking doors, locks, keys, and alarms.

OUR COMMITMENT TO SAFETY

Clean-Tech has an excellent safety record which equates to lower insurance costs. We take pride in our focus on safety and the detailed and structured approach we utilize in the programs and procedures surrounding the issue of safety in our workplace. We devote a lot of time to reinforcing and training workplace safety practices, reducing complacency and bad habits that cause accidents and injuries.

INITIAL SAFETY TRAINING

We train all Clean-Tech employees in safer work practices through PowerPoint and video resources that go beyond OSHA standards. All team members are required to participate in monthly training events as well. The Gallagher Bassett Insurance Company provides safety seminar materials and posters for the custodial closets that address safer workplace practices, including:

- Safer use of electrical equipment
- Proper use of rubber gloves and other protective equipment
- Proper use of hazard signage
- Safer lifting techniques
- Reducing Workplace Risk

These topics are covered during each employee's initial orientation, and refresher classes are part of our ongoing safety program. Job safety analysis is performed on all non-routine tasks, ensuring that hazards have been identified and mitigated before beginning a task. This practice reduces the risk of accidents from haste, carelessness, or lack of awareness.

All of our work is supported by extensive training in health and safety, environmental protection, and regulatory compliance.

Our behavior-based safety program trains team members to influence safe habits and encourages them to work together for a safer work environment. Our team uses our behavior-based program with remarkable success.

All team members complete regular training updates and re-certifications appropriate to their roles – weekly, monthly, and annually.

HAZARDOUS CHEMICAL STANDARD PROGRAM

Clean-Tech's Hazardous Chemical Training Program is designed to help protect Clean-Tech team members and our client's team members. It also serves as a reference source and training guide.

This program is always available to team members, team member representatives, customers, and authorized local, state, or federal authorities.

Hazardous chemical training is included in our mandatory orientation classes. In these classes, we point out the most hazardous chemicals used on a routine basis by team members and the precautions to be taken when using them. The focal point of the orientation is the BSCAI-sponsored training film titled "Right to Know."

KEY CONTROL

Proper control and security of keys cannot be emphasized enough.

All directors will review the specific building key control procedures to ensure that we meet and understand every point. It is the responsibility of each director and supervisor to ensure that proper control and security of every key are maintained at all times.

We have a training document that speaks to the security and key procedures and requirements taught to each team member, who then signs off on their understanding of procedures. If security issues or concerns about keys ever become a concern for any team member, the director will address that situation with both haste and seriousness.

Clean-Tech also maintains relationships with independent specialized consultants, who can assist in designing and executing comprehensive key hierarchy protocols, should AA desire this.

Every team member completes a training module on security, and our training documents outline security and key procedures.

OPERATIONS PLAN & POLICIES

SUMMARY

You want to showcase your organization, preserve your assets, and welcome your community, all while balance costs and maintaining a focus on cleaning for health. We're prepared to help with all of these goals.

RECOMMENDATIONS

Based on our visit to your outstanding facilities, we recommend a dynamic approach that combines a cost-conscious custodial services plan, seamless transition, and a robust commitment to cleaning for health.

Staffing and allocation of resources are made according to your unique space: size and complexity, proximity, grouping of assigned spaces, cleaning specifications, and ongoing QA results. Our workplan will outline zone and team cleaning, as well as static and mobile floor care.

Our staffing methodology ensures consistency, and typically plans for a 10% reserve team for floor technicians, general cleaners, and day staff, so we're always prepared for anomalies like absenteeism, vacations, and turnover.

They have been great partners in promoting a safe and healthy work environment through routine enhanced cleaning of the pharmacy and common spaces.

— Rhonda Garrett
Sr. Director of Operations
CIGNA / Express Scripts



During your transition phase, we'll refine the cleaning methods and floor care programs for better effectiveness. We'll share this with your AA representative and use it to customize your QA package.

ACCOUNTABILITY

Clean-Tech puts its Regional Operations Manager in charge of the building to provide the best services. Maintaining The City of Ann Arbor's facilities will take a combination of many factors: management "know how," actual experience, preplanning, training, attention to detail, and the ability to develop a sense of pride in our team members.

The advance preparation of starting this project would include the management staff of our Vice President of Operations, our Regional Operations Manager, and the City of Ann Arbor's Project Manager allocated to the account. All individuals concerned will become thoroughly knowledgeable of every phase of the building, specifications, work schedules, and knowing when and how each job is to be performed.

With this advance preparation, the Project Manager, and the pre-training of all new and existing services workers, we can assure you that we will be properly staffed, trained, and equipped to perform the contract cleaning services beginning with the first evening in maintaining The City of Ann Arbor.

PROGRAM OVERVIEW

Clean-Tech works to APPA 1 and APPA 2 standards per the specification and will meet or exceed the cleaning specifications for The City of Ann Arbor by providing a comprehensive cleaning program tailored to AA's specific needs. Please see the list below for all custodial cleaning services included in our program.

Fundamentals Of Every Clean-Tech Program

- Experienced staff & strong management
- Standard cleaning & deep cleaning
- Restroom cleaning & disinfecting
- Carpet & floor care
- Day porters & attendants
- Recycling programs & green cleaning
- LEED-EB eligibility for operations & maintenance certification points
- State-of-the-art tools & equipment
- Quality assurance & real-time reporting
- Monthly site audits & management walk-throughs
- Periodic business reviews
- Standardized productivity-boosting programs
- Continuous improvement training for all team members
- Educational posters, materials, and visual aids for improved quality & safety

Job Descriptions

MANAGERS/SUPERVISORS

Clean-Tech Company will assign supervisory personnel to the building, who will:

- Communicate with the designated building representative
- Conduct written inspections of work performed at night
- Walk areas of responsibility, being especially attentive of:
 - Team member progress
 - Equipment state of repair and cleanliness
 - Suggestions on efficiency and product use
 - Team member morale
 - Floor and utility projects
 - Thoroughness of cleaning
- Take care of any problem areas or special requests
- Take care of any attendance or disciplinary problems

- Review project sheets and develop assignments for the following day, being sure the proper supplies and equipment are available
- Review supply and equipment requisitions and order as required
- Review areas of responsibility after team members have finished

GENERAL CLEANERS

Upon receiving tasking and by direction, Clean-Tech Company team members will:

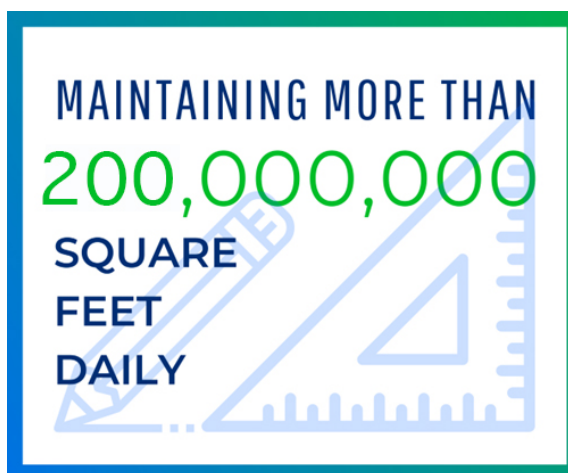
- Empty waste cans and damp wipe, as necessary
- Dust desks, tables, filing cabinets and other level surfaces
- Wash fingerprints from desktops
- Spot clean glass entrance and inner doors
- Wash prints, smears, and smudges from woodwork, such as around light switches
- Sweep all hard composition floors with chemically treated dust mops
- Vacuum carpeting
- Damp mop specified areas per schedule and as additionally necessary
- Clean own equipment and closets
- Clean and disinfect drinking fountains

RESTROOM CLEANERS

- Empty wastepaper and sanitary napkin containers
- Re-stock all paper, soap, and sanitary napkin dispensers
- Damp wipe partitions, ledges, doors, and light switches
- Clean and disinfect all commodes, urinals, washbasins, and toilet seats
- Spot clean mirrors, walls, and partitions. Clean and polish chrome fixtures
- Sweep floors and mop with a germicidal detergent

UTILITY/PROJECT CLEANERS

- Wash restroom walls and partitions
- Scrub restroom floors
- Clean elevator cabs and tracks
- Clean metal framing in entrance lobby
- Clean entrance door glass
- Wash tile walls
- Dust Venetian blinds
- Sweep stairs and dust handrails
- Wash glass partitions
- Clean lobby
- Miscellaneous duties as assigned by supervisor



FLOOR CREW

The personnel assigned to this classification must be thoroughly trained in all aspects of floor care, including carpet care, resilient tile, and other floor surfaces.

- Damp mop and spray buff tile and brick flooring
- Strip and refinish hard surface areas
- Spot clean carpets
- Extract carpets
- Miscellaneous floor projects as assigned by the supervisor

DAY STAFF

- Monitor stairwells and corridors
- Monitor lobby
- Restock restroom paper supplies and hand soap
- Spot clean restrooms
- Sweep elevator lobbies
- Sweep and monitor outside areas

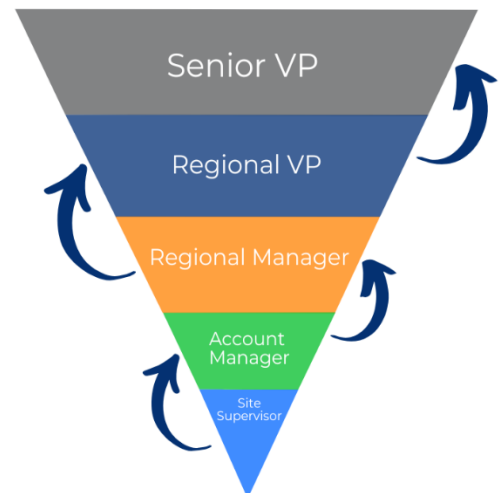
COMPLAINT RESOLUTION

1st level - The on-site supervisor/lead is notified of the issue by staff. He/she is available to immediately respond to concerns for minor day-to-day issues (restocking items, picking up trash, etc.). He or she will work to resolve the issue and notify the account manager if the issue cannot be rectified immediately.

2nd level - The account manager is notified of the issue by staff. The account manager will be very active in all buildings and know the issues first-hand pertaining to the account. The account manager is the main point of contact for an issue that is not an immediately fixable item. He/she will address any action item related to the facility and/or a staffing concern and provide quality assurance. The account manager will always provide open lines of communication to facility stakeholders.

3rd level – The regional manager is notified of the issue. This person is responsible for overseeing the account manager and acting as additional support. The regional manager monitors and ensures that accounts are always in good standing from a service quality and performance standpoint. The regional manager is in daily contact with the account manager and will be aware of ongoing concerns that need to be addressed directly. The regional manager will also form a strong and open relationship with facility staff and stakeholders to address any concerns.

COMPLAINT RESOLUTION PROCESS



4th Level – The regional vice president will step in to rectify any ongoing situation if need be. This person is responsible for overseeing regional managers.

SPECIAL SERVICES & EMERGENCY WORK

SPECIAL SERVICES

Clean-Tech Company performs the following services in addition to our regular cleaning program:

- Carpet cleaning and carpet maintenance programs
- Construction cleanup
- Fluorescent light fixture and tube cleaning
- Hard surface floor work: stripping, sealing, refinishing, and power washing
- Interior window washing
- Porter/matron services
- Snow removal
- Temporary labor service
- Ultrasonic venetian blind cleaning
- Upholstery cleaning
- Wall washing

EMERGENCY RESPONSE TEAM

Clean-Tech will maintain an Emergency Response Team made up of the following individuals:

- Project Manager
- Supervisor
- Custodial Leads
- Floor Team Lead
- Floor Team Members



All phone numbers and or pager numbers will be kept current and distributed to the following individuals:

- Director of Physical Plant
- Director of Security

Response time during work shifts Monday through Friday will be within 30 minutes and during non-working hours within 1 to 1.5 hours, or sooner if humanly possible.

NATURE OF EMERGENCIES

Mild:

Will be responded to by the onsite management team and team members.

Medium:

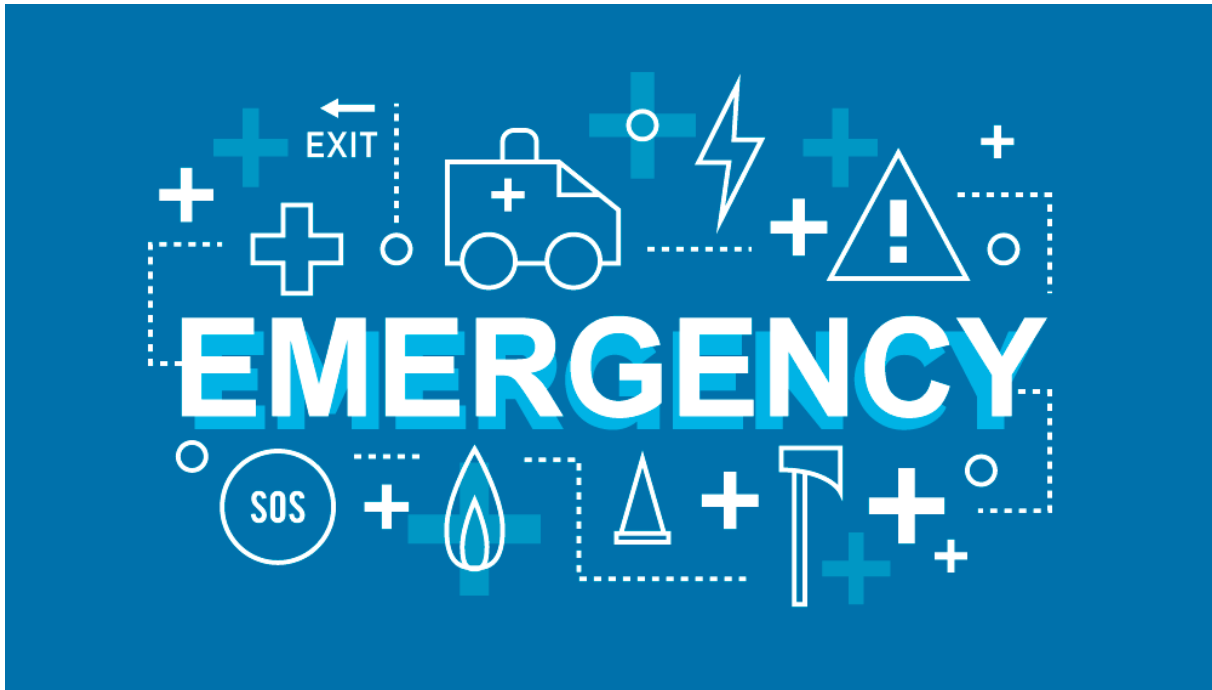
Will be responded to by our onsite team and depending on the situation, it may require utilizing management support from other locations and the use of temporary team members from the area.

Large:

Will be coordinated by our onsite manager and regional manager. Such events will probably require bringing in Regional and Corporate Support Staff, management support from other locations, and the use of temporary team members from the area.

Clean-Tech has plans in place for a disaster or significant disruption should something unexpected occur. While the plan itself is important, it is how we adjust and respond to the specific situation that leads to our success.

We also maintain a large number of trained utility personnel on call in the event of an emergency.



QUALITY ASSURANCE PROGRAM

Clean-Tech has developed a multi-point quality assurance program that is utilized as part of every custodial services program we manage. This systematic approach as described below is very effective, providing the data, communication, facility input and regular reporting that allows Clean-Tech to swiftly address any issues that may arise with the result being a high level of customer satisfaction.

GOSPOTCHECK

A plan is only as good as the results. That's why quality assurance and operational excellence are built into every custodial plan.

The City of Ann Arbor can be assured of contract compliance via our comprehensive, cloud-based QA program, GoSpotCheck. GoSpotCheck is a robust QA system that assures tasks are performed and verified, with customized reporting that always keeps you in the loop. This allows for clear, transparent understanding and communication between Clean-Tech and The City of Ann Arbor.

Industry standards and our decades of experience with commercial facilities guide our establishment of QA benchmarks and metrics. As a baseline, all Clean-Tech QA programs require inspections at multiple levels and encourage customer participation to ensure alignment and better understanding. Your QA program will be customized based on our collaboration with your facilities department to establish acceptable scores in each category.

The program not only ensures contract compliance, but it also directs ongoing training with our team, evaluates equipment, and provides detailed data about our work. With GoSpotCheck, any defects of performance are identified and corrected. At the same time, our onsite leadership and regional operations teams construct a training plan to address the issue and avoid reoccurrence. This plan may involve individualized coaching, group training sessions, or equipment evaluation. Follow-up inspections track resolution and bolster sustained improvements in quality.

You'll receive ongoing communication with us as part of your governance program, addressing both tactical and strategic points of view. Weekly, monthly, quarterly, and yearly meetings assure an alignment of goals and objectives among all stakeholders.

GOSPOTCHECK KEY ELEMENTS

Inspections are completed through the GoSpotCheck mobile application. Your quality assurance program will be customized based on our collaboration with your facilities department to establish acceptable scores in each category.

Measuring Performance with  **GoSpotCheck**



- Handheld software tools
- Hazard assessment
- Access to subject matter experts
- Comprehensive data analysis
- Customized reporting
- Integration with inventory controls & safety practices
- Regional team oversight
- Supervisor & director management
- A commitment to quality that leaves nothing to chance

QUALITY ASSURANCE REPORTING

AA will receive in-depth reports we generate using GoSpotCheck. Clean-Tech data-rich assessments track the efficacy of our services, with cleaning and other task data submitted by our team members in real time. You'll have the ability to review progress, scheduling, and resolution of work requests.

Our QA reports can be customized to suit your preferences and can be generated and shared automatically.

Sample QA Reports

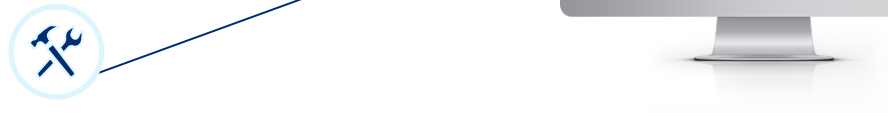
DEFICIENCIES BY TYPE



DEFICIENCIES BY DATE



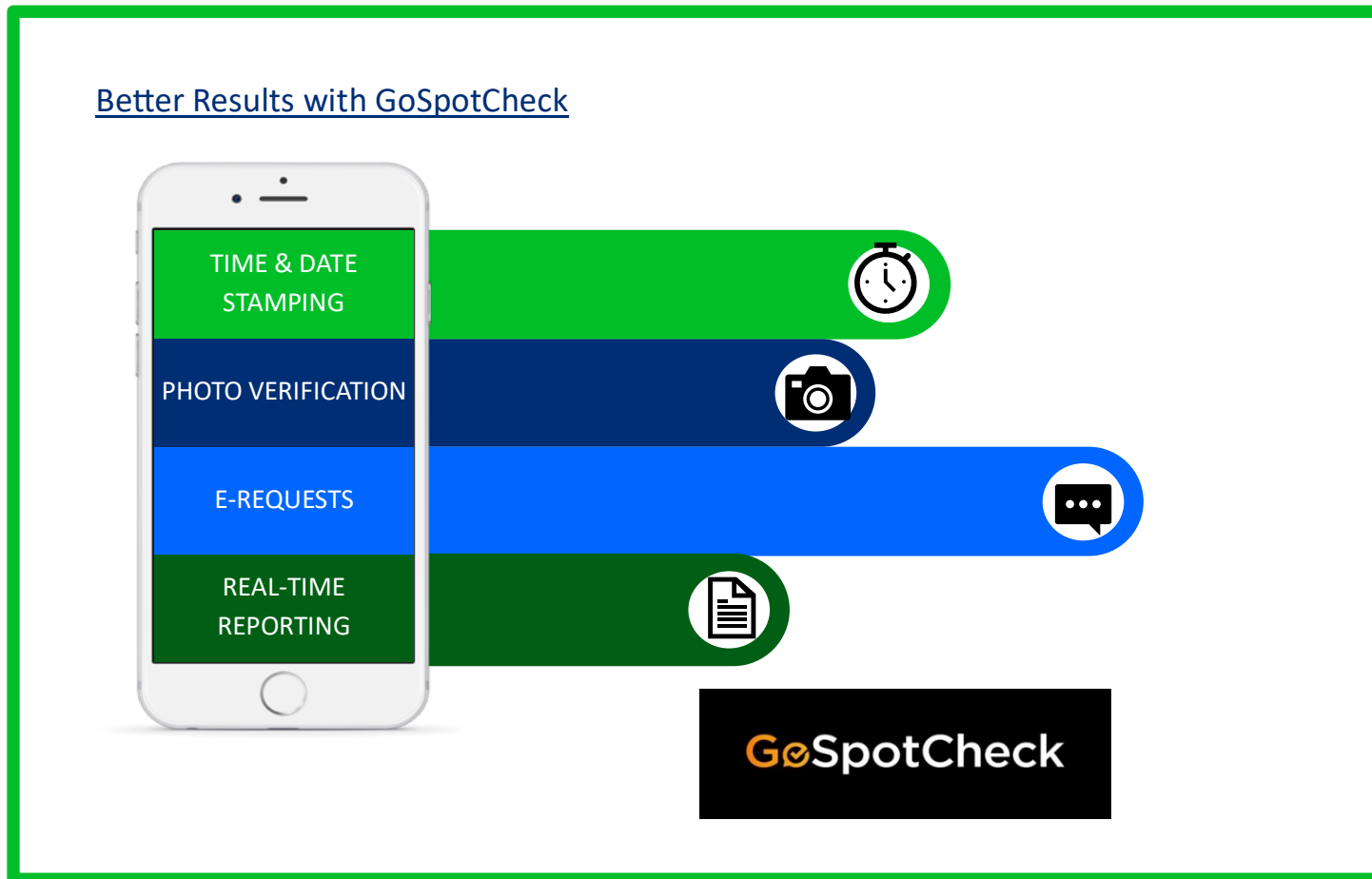
WORK ORDERS CREATED & BY WHOM



PERCENTAGE OF WORK ORDERS CREATED IN LESS THAN ONE WEEK



RESULTS AND KEY ELEMENTS



GOSPOTCHECK KEY ELEMENTS

- Ensures facilities excellence by providing time and date stamps as cleaning tasks are completed.
- Allows our team members to verify completion of cleaning tasks via photo verification.
- Accessible to all levels of our organization and to The City of Ann Arbor's team.
- Allows the AA team to submit requests or communicate defects electronically. You can even share photos, to ensure effective interpretation.
- Tracks trends over time, allowing us to suggest enhancements tailored to the City of Ann Arbor's unique facility.
- Can include barcoding, UV testing, and ATP testing by request.

YOUR BUSINESS VALUE REVIEW (BVR)

One of the most important results of our data-backed approach is your Business Value Review (BVR). Not only does your BVR share valuable insights with The City of Ann Arbor's administrators and our on-the-ground team members, but it also gives Clean-Tech the ability to look "above the tree line" to identify strengths and opportunities for improvement. Your BVR will include information on:

ESTABLISHED KPIS

Clean-Tech will present data of agreed-upon key metrics compared to baseline measurements and industry best practices. Action plans and goals will be determined collaboratively to ensure continuous improvement and optimal utilization of resources. This rigor removes complacency and provides the facility with confidence in our program's design and performance.

CUSTOMER COMMUNICATIONS

Clean-Tech will meet with key contacts and campus stakeholders to review your BVR. The open lines of communication will develop the necessary information about our performance in all services that Clean-Tech is responsible for as we solicit critical feedback from our facilities partner.

WORK COMPLETED

The business value review will document productivity, work completed, and work planned by service and trade. Examples include:

- Work orders completed by trade
- Work order backlog
- Percentage of actions completed
- Project work
- Turnaround time
- Downtime of equipment
- Status of construction/projects completed and/or in process

QUALITY ASSURANCE & EFFICIENCY

QA and efficiency reporting ensure that our team:

- Consistently delivers efficient, high-quality service
- Stays aligned with your expectations

TRAINING & TEAM MEMBER ISSUES

As part of our robust training program, we are happy to document and share our training topics with our facility contacts.

PLANNING & COORDINATION

One of the most important elements of your BVR is its role in planning and coordination to serve your facility best.

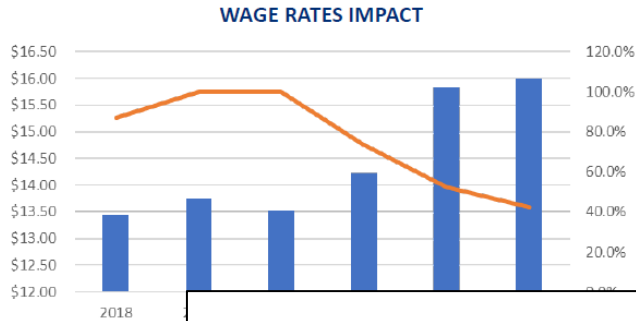
This document ensures planning is in place for:

- Upcoming facility events
- Seasonal activities
- Periodic scheduling
- Major facility activities

BVR EXCERPTS

HR: INVESTING IN OUR TEAM

Clean-Tech has continued to significantly increase our year over year retention rates by investing on our team members. In the last 5 years we have increase our average wage rate by 25.92%.

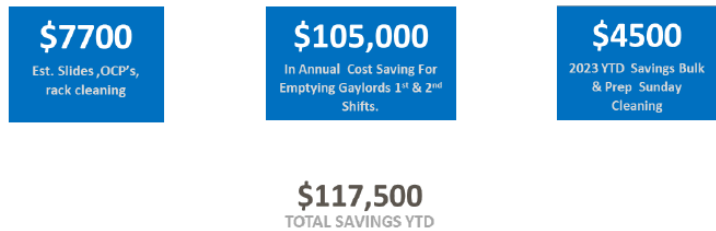


9202 S

PARTNERSHIP: DELIVERING COST SAVINGS

Clean-Tech has proactively identified cost savings and additional ways to support ESI in non-regulated tasks to perform. Clean-Tech's effort to continuously look for cost savings or cost avoidances opportunities, through efficiencies allowing us reallocate resources. This permits CT to add tasks to the SOW without increase in cost the customer.

COST SAVINGS ANALYSIS



CHANGING THE WAY YOU LOOK AT FACILITIES MANAGEMENT

9202 SOUTH NORTHSORE DR • KNOXVILLE TN 37922 • 800.852.2388 • CLEANTECHCOMPANY.COM

TRANSITION PLAN

We know changing your facilities support team is a complex decision that affects every member of your organization. We want to make your transition a successful, positive experience. Our dedication ensures that any potential impact is minimized so you can feel secure in your decision.

We make sure there are no surprises and no headaches. Here is a sample, standardized version of the steps we take to fully launch a custodial program. We'll customize your plan to your specific desires and needs.



FIVE STEPS TO A SMOOTHER TRANSITION

We commit tremendous effort to meeting – or exceeding – our partners’ expectations when we receive a contract. Our tested, five-step process outlines those efforts.



PRE-START

As part of our bid process, we take time to thoroughly understand your needs and tailor a program to ensure success.

- Review of SOW and key program expectations
- Tours of all facilities included in the bid
- Create staffing plan geared around the unique needs of each opportunity
- Market wage analysis to ensure successful recruiting and retention of staff members
- Create pricing proposal designed to provide value and quality
- Ensure each level of organizational support is aware of new opportunity and prepared to provide immediate support upon award

START-UP PHASE

Once we are awarded the contract, we enter the Start-Up phase where we gather comprehensive data to tailor your plan.

- Evaluate the current state and size of your facilities
- Define expectations
- Agree on key performance indicator (KPI) metrics and goals
- Determine immediate opportunities for improvement
- Establish facility-specific plans and schedules
- Set up back-office procedures
- Establish insurance compliance program for subcontractors
- Develop orientation program and onboarding process for new team members
- Establish emergency preparedness plan
- Set up operations manual with SOPs

LAUNCH

This phase ensures steady execution and continuous improvement of results:

- Training “Boot Camp” for all team members
- Job start team to work alongside new team members to ensure hands on training
- Refine route cards to ensure optimal customer service and quality
- Establish quality assurance (QA) and customer satisfaction programs
- Confirm reporting preferences and procedures
- Identify immediate areas for improvement
- Establish ongoing safety training and ongoing regulatory training

ASSESS & IMPROVE

During the Program Optimization phase, we'll provide you with a personalized "menu" of service offerings to:

- Launch staff skills assessment program
- Develop and continue job growth plan as team members master responsibilities
- Improve processes through continuous evaluation of best practices
- Measure against previous years for cost avoidance and cost reduction
- Validate and audit work results for consistency and standardization
- Analyze and share trend reports to ensure transparency
- Assess first-year program with reportable indices
- Enhance plans based on annual review of effectiveness

SAMPLE - TRANSITION STATUS MONITORING AND ACTION PLAN																				
SAMPLE - TRANSITION STATUS MONITORING AND ACTION PLAN Start Date: SVP: Process Owner: Support Coordinator:			VP Vice President OM Operations Manager S Supervisors AM Area Manager PM Project Manager HR Human Resources			STATUS KEY: Black: Complete Green: In Process Yellow: Behind Schedule Red: Not Started				Shipping Address Phone Help Desk Phone Email Security Phone Fax Number										
New Opening Timeline																				
Action Items	Action Items Initiation Dates	Success/ Measures	Notes	Responsible		Status	4 Weeks Prior				1 - 30 days				31 - 60 days					
				Primary	Secondary		Wk 1	Wk 2	Wk 3	Wk 4	Wk 1	Wk 2	Wk 3	Wk 4	Wk 1	Wk 2	Wk 3	Wk 4		
3 - 4 Weeks Pre-Start																				
Identify and notify opening team to reserve transition weekend.				OM	S															
Task force for hiring event and survey team.			See building surveys (location of coats (jeet and dry), dumpsters, elevators, special needs / equipment, etc.)	OM	S															
Make travel arrangement for opening team. (hotel, air, car, etc.)				OM	S															
Review RFP/contract information with operations team – ensure client expectations are understood and met.				Bus Dev	S															
Internal - New job start notification, HR, purchasing, accounting, safety, IT, etc.				OM	S															
Prepare HR start-up kit plus new hire packets for new and existing team members.				OM	HR															
Submit leadership contact information to customer. introduce team to customer.				PM	AM															
Notify HR: contact union to communicate to all team members regarding transition. (if applicable)				OM	HR															
Coordinate identified local accounts for support, as well as task force.				OM	S															
Notify chemical and/or local distributor regarding job start edition. Finalize dilution control system count and installation plan.				OM	Industrial Soap															
Notify equipment vendor, coordinate, set up in service operations training on-site.				OM	Industrial Soap															
Set up planning meeting with building/departmental contacts to begin work flow process.				OM	S															
Meet with key stakeholders to review opening priorities, SOW, define expectations, key metrics.				OM	S															
Request key job start contact kit with name, phone number and location for new buildings.				OM	S															
Access, select and notify internal manager/ team members.				OM	S															
Define transition plan with terminated service provider or in-house transition (define consumable supply inventory levels, access/key transfer, equipment transfer, other) with customer guidance.				OM	S															
Develop notification plan for new team members, schedule an HR meeting with incumbent team members, discuss transition and training plan with incumbent team members.				OM	AM															
Develop risk mitigation plan; begin training management and frontline staff to current specifications.				OM	S															
Clean/Intelligent information coordinated to support center.				OM	S															

CLEANING EQUIPMENT

Review the supply and equipment lists and you will see the specific brands of equipment and supplies that we will introduce and continue to use. Our steady investment in high-quality brands and tools help deliver the high-quality, efficient results you expect.

Personal Protective Equipment & Consumables

- Masks and eye protection
- Gloves
- Gowns and hoods
- Disposable disinfectant wipes
- Hand sanitizer

Microfiber Towels

Clean-Tech uses microfiber towels for practically all cleaning and dusting, avoiding potential cross-contamination by color-coding by job task or by chemical (listed). We use microfiber because it is superior to cotton in many ways, including:

- Cleans without chemicals
- Lasts 3x longer than cotton
- Absorbs up to 7x its weight
- Environmentally friendly
- Non-abrasive, lightweight, lint-free
- Hypoallergenic

EQUIPMENT TYPE	
Windsor Wide Area Vacuum (ride on or walk behind dependent upon facility)	Advance & Windsor Auto Scrubber (walk behind or ride on dependent upon facility)
Windsor Presto 3 Deluxe & Cart	Windsor Recovery 18
Windsor Lightning 2000	Windsor Bolt 17" & 20"
Windsor Sensor 12" & 15" Up-Right Vacuum with On-Board Attachments	Pro-Team Back-Pack Vacuum Pro Series
Air Mover Whiptail 3-Speed Fan	Pressure Washer (1500 PSI)
Pacific Floor Care Orbital Scrubbers	KiaVac Restroom Cleaning System

CHEMICAL PROGRAM

We use the right equipment, supplies, and methods to maximize efficiency and quality. In particular, we are proud to deliver Green Seal Certified and Eco-Logo supplies, equipment, and processes.

CLEANING PRODUCTS & SUPPLIES

Cleaner facilities need the right disinfection tools and supplies. We draw from an established list of disinfectants and equipment, both for regular disinfection and cleaning tasks, and for pandemic decontamination best practices.

Integrated Disinfecting Supplies

PRODUCT NAME	PRODUCT INFORMATION
EPA-N and Pathogen-N disinfectants	One-minute emerging kill claims for the COVID-19 virus
SiQuat	Antimicrobial finish that continually fights contamination on surfaces between applications
Adenosine Triphosphate (ATP) testing	To document the efficacy of disinfection and decontamination tasks
Electrostatic spray technology	For more effective, efficient application of disinfectants

STANDARD CLEANING PRODUCTS

PRODUCT NAME	MANUFACTURER
Tropical Airlift 13	Spartan Chemical
Clean by Peroxy	Spartan Chemical
Damp Mop 8	Spartan Chemical
X-Effect Non-Alkaline Disinfectant Cleaner	Spartan Chemical
GS Neutral Disinfectant Cleaner	Spartan Chemical
NABC Concentrate 1	Spartan Chemical
Multi-Surface Cleaner 4	Spartan Chemical
TriBase Multi-Purpose Cleaner	Spartan Chemical
Xcelente Multi-Purpose	Spartan Chemical
Deep Luster Stainless Steel Cleaner	Spartan Chemical
Cranberry Ice Foam Soap	Spartan Chemical
EnduraStrip	Spartan Chemical
iShine Floor Finish	Spartan Chemical
Shineline Emulsifier Plus	Spartan Chemical
The Fixx Premium Floor Finish	Spartan Chemical
Shineline Emulsifier Plus	Spartan Chemical

PRICING WORKSHEET

PAYROLL

▪ Management	\$5,416.67
▪ Supervision	\$3,726.67
▪ Team Member Labor	\$10,140.00
Total Wages	\$19,283.34
▪ Payroll Taxes & Insurance	\$3,114.26
▪ Benefits and Vacation	\$735.75
Total Taxes and Benefits	\$3,850.01
Total wages, Taxes, and Benefits	\$23,1333.35

DIRECT, INDIRECT COSTS

▪ Cleaning Supplies and Chemicals	\$463.30
▪ Custodial Equipment	\$486.46
▪ Uniforms and PPE	\$46.44
▪ Communications	\$184.44
▪ Background Checks	\$42.51
▪ Repair and Maintenance	\$115.82
▪ Millage Allowance	\$300.00
Total Direct and Indirect Costs	\$1,638.97

ADMINISTRATIVE AND MANAGEMENT COSTS

Corporate and Regional Support Includes: **\$2,349.65**

Training Materials, Operations Manuals, Accounting and Payroll, Human Resources, Legal, Purchasing, and Corporate Overhead

Operating Income **\$2,199.08**

TOTAL BUDGET

Total Monthly Budget	\$29,321.05
Total Annual Budget	\$351,852.55

STAFFING STRUCTURE

Your program will be administered in a traditional hierarchical style. Day and evening activities will be planned and organized by your Dedicated Site Manager. These tasks will then be assigned, delegated, and inspected by your local Regional Manager, who will be onsite as required.

Proposed On-Site Staffing Plan

CUSTODIAL SERVICES STAFFING, PROPOSED FTEs & HOURS

POSITION	HEADCOUNT	HOURS PER SHIFT	DAYS PER WEEK	WEEKLY HOURS	MONTHLY HOURS
Site Manager	1	8	5	40	173.33
Working Supervisor	1	8	5	40	173.33
Cleaners	3	8	5	120	520.00
Total	6				867

*Staffing may be modified to best meet the needs of the facility.

COMMITMENT TO SUSTAINABILITY

Our commitment to sustainability – much like our approach to business – is one of partnership and shared dedication. From involvement in environmental campaigns to development of temperature policies, we collaborate with clients to care for the environment. It's just the right thing to do.

That's why we extend the standard scope of services in supplemental areas consistent with the groundbreaking work of the Sustainable Endowments Institute. We concentrate on measurable results for an approach that contributes real value to your sustainability goals.

Actions that back our commitment to a more sustainable world include:

- Environmental education and training for team members
- Compliance with environmental laws and regulations
- Reducing consumption of raw materials and energy
- Being a catalyst for environmental issues
- Analysis of waste streams
- Biodiversity
- Resource efficiency and waste
- Water conservation
- Sustainable construction and renovation

At AA's request, we can expand our scope of services to include maintenance of:

- Climate action plans
- Greenhouse gas inventories
- Carbon footprint analysis
- Environmental management systems
- Benchmark surveys
- New initiatives and trends

Clean-Tech is aggressive in protecting the environment. Throughout the operation and management of our wide portfolio of institutional clients, we live our commitment whenever possible – benefiting your green mission as well.

GREEN CLEANING GUIDELINES

Clean-Tech is committed to reducing exposure of building occupants and personnel to potentially hazardous cleaning chemicals and custodial contaminants that adversely impact air quality, occupant well-being and the environment.

It is our intent to create and follow green cleaning guidelines by means of training, supervision, and tracking and recording the impact of chemicals used. To meet this objective, operations staff and building tenants are contractually required to comply with the following comprehensive green cleaning plan, as follows:

USE GREENSEAL GS-37 APPROVED PRODUCTS

Clean-Tech has worked closely with Spartan Chemical to provide the necessary products and services related to green cleaning/LEED.

The standard environmental requirements for industrial and institutional general-purpose, bathroom and glass cleaners are available at www.gfeenseal.org.

GreenSeal provides a list of cleaning products whose criteria are evaluated based upon the GS-37 standard. These products and manufacturers are approved for use under this policy.

In addition to GS-37, we are also governed by GS-40 (floor care products for industrial and institutional use), GS-34 (degreasing agents for industrial and institutional use), and GS-53 (specialty cleaning products for industrial and institutional use).



AVOID PROHIBITED CHEMICALS

The Janitorial Products Pollution Prevention Project lists high-risk chemicals and products to avoid due to health, safety and environmental risks to users and building occupants.

In the event a cleaning fluid is required but not covered by GreenSeal GS-37, operations staff must demonstrate the product meets the California Code of Regulations for low-VOC cleaning products prior to use (https://ww2.arb.ca.gov/sites/default/files/2020-12/cp_reg_article-2.pdf).

EDUCATE OPERATIONS STAFF & BUILDING OCCUPANTS

Educate operations staff (including administrative procurement staff) and occupants on the reference standards above.

Education shall consist of "show me" training through one-on-one training and/or team meetings. Education occurs at the onset of employment with periodic retraining, as necessary.

USE CONCENTRATED PRODUCTS & MIXING STATIONS

Concentrated cleaning products should be used when available. Use mixing stations that precisely mix the dilutions of concentrated products. Follow the manufacturer's instructions, and do not overuse concentrated chemicals.

TRACKING & PROCUREMENT

Prior to purchasing cleaning supplies, chemicals, and equipment, a list of proposed items to be purchased and used in your buildings, along with their safety data sheets (SDS) and GreenSeal certifications, must be submitted to building management for pre-approval.

After cleaning operations are established, records of all purchases will be maintained, as well as the maintenance and inspections of all used cleaning fluid and housekeeping supplies.

Keep training records for each team member that track the topics covered, defines roles and responsibilities, and notes areas of non-compliance, and corrective action if required.

These records can be used in scheduling workers to ensure that everyone is properly trained before he or she is assigned to any task. Copies of training records, equipment logs, and purchase logs are to be turned in to building management for review.

STRATEGY FOR MEETING GREEN CLEANING REQUIREMENTS

As your custodial services provider, Clean-Tech will take a leadership role in helping you achieve the points for LEED certification in the areas that we can impact.

We will work with you to assist in achieving points in the following categories:

- LEED-EB Credit 5.1 – Occupant Recycling
- LEED-EB IEQ-3.5 – Entryway Systems
- LEED-EB – MR 2 – Waste Stream Audit

Upon request, we can provide additional attachments that specifically discuss the process we will follow to assess and implement our Green Cleaning Policies.



SUMMARY AND CLOSING REMARKS

Clean-Tech is ready and eager to become your services provider. We believe that our fully transparent and ethical approach to custodial services, combined with testimonials from current clients, makes us the ideal fit for your facilities. We are willing to discuss and negotiate specifics of the proposed program to help The City of Ann Arbor work within its financial means while also not compromising the efficiency and cleanliness of the facility. We desire to be your partner now and for many years to come.

A bulleted summary of the proposal highlights:

- Open and transparent daily lines of communication with all City of Ann Arbor points of contact
- Increased management support staff and organizational structure
- Trained and dedicated custodial employees in each facility
- Salaried account manager dedicated exclusively to operations at the City of Ann Arbor, not shared with other clients, with site-based supervisors.
- Routine site visits and inspections to ensure quality standards are being maintained
- Monthly surveys to pinpoint any areas of need
- Business Value Review Meetings with key City of Ann Arbor personnel to discuss surveys, upcoming projects, and any other topics that the City of Ann Arbor staff and Clean-Tech deem fit
- Weekly safety training for all current and new employees
- Employee incentive programs, such as employee of the month
- Defined scope of work for day and night shift employees
- Fair market wages and career advancement opportunities for all custodial employees

Making a decision that impacts residents, visitors, and The City of Ann Arbor's staff is rarely easy and seldom simple, but we believe that when it's the right decision at the right time and for the right reasons, the outcome(s) can be tremendous. So, it is with a humble heart and a guarantee of unparalleled results that we believe The City of Ann Arbor should partner with Clean-Tech Company, who will bring a new, energized, and customer-first approach to facility services to your facility. Imagine what it would be like if we could take and build off experiences from years past and augment them with a fresh vision, passion, access to resources, and commitment to success. Imagine the type of energized program this experience, balanced with flexibility and agility could supply to the employees, visitors, and community members at The City of Ann Arbor.

At Clean-Tech, we believe the greatest responsibility and honor we have each day is providing a safe and clean working environment for employees and patrons. You will have our unwavering support and Clean-Tech will always put The City of Ann Arbor and its stakeholders first. We will operate daily with integrity and transparency, we will be strong and committed local partners, and we will not compromise quality for corporate or shareholder profits. Not now, not ever. In closing, Clean-Tech has a true understanding of facilities management, what is important to The City of Ann Arbor, and what it takes to be successful. We can provide a program that aligns with your goals of tracked and noticeable improvement and can confirm the success of these programs with nearby client testimonials, which have been provided for your review. If given the opportunity to become your partner, we will not let you down!



**THANK
YOU!**

