

Facilities Management Services for New Haven Public Schools

RFP# 2022-05-1456

Presented to:

Michael V. Fumiatti
Purchasing Agent
New Haven Public Schools

Presented by:

Joe Lops
Director of Education Solutions
ABM | Education

JUNE
9
2022

MOMENT FOR SAFETY

Safety is the cornerstone of our operations. We reinforce our safety culture daily through written and oral communication. We release a new **Moment For Safety** daily, and start each ABM meeting, internal or external, with a moment for safety. We owe it to our team members and clients to ensure that safety is top of mind every day.



Shortcuts

When our fellow Team Members are out, this can sometimes lead to shortcuts as we try to complete our tasks. Avoid shortcuts by practicing the following:

- Do not complete any tasks that you have not been trained to perform
- Don't take risks, take a safety timeout if you are unsure about something
- Stay focused on the task you are performing
- Avoid rushing, especially around wet floors or when performing hazardous work (1)
- Always follow proper lifting techniques, and use team lifts for heavy objects (2)
- If you have safety concerns, communicate immediately to your Supervisor



Atajos

Cuando nuestros compañeros miembros del equipo están fuera o cortos de personal, esto a veces puede llevar a atajos mientras intentamos completar nuestras tareas. Evite los atajos practicando lo siguiente:

- No complete ninguna tarea para la que no haya sido capacitado o entrenado
- No se arriesgue, tómese un tiempo para tomar medidas de seguridad si no está seguro de algo
- Manténgase enfocado en la tarea que está realizando
- Evite apresurarse, especialmente alrededor de pisos mojados o al realizar trabajos peligrosos (1)
- Siga siempre las técnicas de levantamiento adecuadas y use elevadores en equipo para objetos pesados (2)
- Si tiene inquietudes sobre la seguridad, comuníquese de inmediato con su supervisor.





Joe Lops, Director of Education Solutions
One Liberty Plaza, 7th Floor
New York, NY 10006
(212) 960-8985
joe.lops@abm.com

June 9, 2022

Michael V. Fumiatti
New Haven Public Schools
200 Orange Street, Room 301
New Haven, Connecticut 06510

Dear Mr. Fumiatti,

Thank you for the opportunity to present our proposal for facilities management services to New Haven Public Schools (NHPS). Your district faces many challenges while striving to fully realize your vision *to be a premier urban school district that ensures access to equitable opportunities and successful outcomes for all students as they prepare for college, career, and life.*

To achieve your vision, your district requires an intricate balance of innovation in academics, sustainability, building functionality, foresight, customer service, and financial planning. **Attracting** and retaining exceptional teachers and staff for your district is growing more difficult each year, especially with the challenges brought on and exacerbated by the pandemic. NHPS needs a collaborative partner who can deploy a comprehensive, coordinated plan that creates safe and efficient schools and facilities and ensures financial stewardship of vital resources for years to come. **ABM is that partner.**

The Request for Proposal matches the comprehensive service offering ABM delivers with our integrated facilities (IFS) solutions for education clients across the region and the nation. We understand New Haven Public Schools is seeking a partner to help enhance operations, service levels, and stewardship of assets through comprehensive facilities management and maintenance programs.

While contracting is not new for your school district, partnering with ABM will positively impact your current program. Our operational approach is to **enhance** the district's operations in the most economic and efficient way. During your site tour and our discussions with NHPS stakeholders, our team noted areas of improvement for your facilities management program. ABM would build a proactive and customized program for NHPS that includes asset tagging, building equipment inventory, and preventive maintenance. This, along with more effective utilization of the CMMS and introduction of ABM's innovative technology, will provide noticeable improvements in the services you receive.

We understand the competing financial needs of recruiting and retaining qualified teachers, meeting academic and student program needs, and ensuring your facilities are updated and efficient. ABM's program focuses on accountability, transparency, and continually improving the services we provide. Our processes include robust data analytics and regular reporting to ensure our team is meeting and exceeding the expectations.

We have provided pricing assumption in both core needs and other expenses needed to estimate an actual budget. This includes labor costs, supplies, and contracted services to ensure a proper service level. We welcome the opportunity to discuss our program and budgeting approach and fine tune our service offerings and fee.



We are committed to enhancing your first impressions and facility improvements across your district and helping you attain your strategic goals. Our proposed operation for New Haven Public Schools focuses on providing service excellence through the following:

Responsive:

- **Available and Reliable Workforce:** With nearly 3,000 team members in New England and multiple offices in the region including our headquarters in New York and our regional office in Somerville, MA, ABM has the flexibility and capacity to provide unmatched management support to NHPS.
- **Initiative to Find Solutions:** NHPS provides a range of facility services to ensure your schools are operating smoothly and efficiently. We have an extensive group of experts from all ABM service lines to develop solutions that help you achieve key initiatives within your strategic plan. Facilities maintenance, energy management, sustainability, innovation, funding solutions, and infrastructure upgrades are just a few solutions ABM can provide to help improve your schools and facilities.

Accuracy:

- **Provide Reliable and Timely Information:** Work order management, utilization of quality assurance tools, and extensive analytics and reporting hold our managers and service teams accountable and provide real-time/ reliable assessments of services to consistently measure our performance.
- **Understanding Our Role in the Big Picture:** ABM provides districts like NHPS with solutions focused on improving the student experience and facility efficiency. ABM's role as a total facilities provider is to be a true partner to New Haven Public Schools by providing data-driven solutions focused on improvements and initiatives for long-term success across all district facilities.

Courtesy

- **Taking Care of your People, Places, and Spaces:** ABM cares about the communities we serve. From community clean-up events to fundraising opportunities and strategic partnerships, ABM's mission is to make a difference, every person, every day.
- **Put People Before Technology:** One pillar of our strategy is to elevate our use of technology and data. This focus and service excellence mentality provides our team members with the training and tools to provide unmatched customer service to your students, teachers, and staff while being at the forefront of industry innovation.
- **Team Member Experience:** We attract, recruit, and retain high-quality frontline and management personnel through our competitive wages, compensation packages, and employee recognition and incentive programs. We know our greatest asset is our people, and we are fully committed to investing in them. With happier team members, your district will benefit from the reliability, consistency, and employee morale.

Efficient:

- **Maximize Resources for Effectiveness:** ABM has dedicated teams and service lines that can help NHPS with any infrastructure, sustainability, and operational goals. ABM wants to be a strategic partner that creates multiple levels of value for New Haven Public Schools, including consulting services from experts in various fields and best practice sharing to help maximize your operations budget. ABM also provides budget relief solutions and resources to put more money towards district improvements and initiatives.



ABM | Education

Joe Lops, Director of Education Solutions
One Liberty Plaza, 7th Floor
New York, NY 10006
(212) 960-8985
joe.lops@abm.com

ABM seeks to be a valued member of the New Haven Public Schools' community. As you focus on ensuring your students Learn. Achieve. Rise., we look forward to helping you achieve this goal through transparency, proven solutions, and dedication to quality, community, and service. Together, we can create an environment that fosters community and learning both inside and outside the classroom.

The customer/contractor relationship is collaborative, and this is exactly the kind of relationship that we hope to build if awarded the contract. ABM is confident that a good working relationship with New Haven Public Schools will provide the additional information needed that will lead to a transparent and mutually beneficial partnership, both financially and operationally.

We acknowledge and accepts the specifications in RFP# 2022-05-1456 and Addenda 1 - 7. While we have priced our program according to the staffing requirements in the RFP, ABM can also provide a more proactive and effective program for New Haven Public Schools. We look forward to discussing our program with you to further discuss how our mission and values align with yours, *by taking care of the people, spaces, and places that mean the most to you.*

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Lops". The signature is stylized with a large "J" and "L".

Joe Lops
Director of Education Solutions
212-960-8985
Joe.Lops@abm.com

Table of Contents

Statement of Qualifications	4
Contact Information	8
Executive Summary	9
Program Overview	14
Transition Plan	26
Facilities Maintenance Program.....	32
Custodial Management Program	46
Grounds Management Program	50
Integrated Facility Services (IFS).....	56
Your Service Quote.....	57
Staffing Plan and Vendor Management	61
Management Approach.....	62
Team Bios	64
Management Selection	69
Our People	71
Training and Development.....	83
Managing Risk through Safety Programs	97
Management Programs, Technology, Systems, Quality Assurance and Reporting.....	101
Measuring Our Performance.....	103
Just Ask Our Clients – Confidential	105
ABM at a Glance	113
Financial Stability	118
Certificate of Insurance	119
Additional Services.....	120
Why Choose ABM?.....	137
What to Expect from ABM.....	138
City Forms Signature Page.....	139
Disclosure & Certification Affidavit	148
Current Workforce Certification.....	151
Priority Payment Program Application	152

Statement of Qualifications

1. Name of Vendor/Contractor/Respondent (requires a real person's name)

ABM Industry Groups, LLC.

2. Permanent main office address

Regional Office: 280 Trumbull Street, 21st Floor, Hartford, CT 06103

Headquarters: One Liberty Street 6th Floor, New York, NY 10006

3. Contact Information: Phone, Fax, E-mail

Joe Lops, Director of Education Solutions
(212) 960-8985, (212) 297-0375, joe.lops@abm.com

4. When organized

ABM was founded in 1909.

5. Legal form of ownership. If a corporation, where incorporated.

ABM is a corporation incorporated in Delaware in 1985.

6. How many years have you been engaged in services, under your present name?

37 years – since 1985

7. Experience in work similar in scope of services and in importance to this solicitation opportunity. Provide three references. Proposals are currently or previously been provided, include for each client: Name of Organization, Gross cost of agreement, Date services started, Services being provided, Responsible official, address, and telephone number of a person available as a reference.

Reference #1: Name of Organization: The School District of Philadelphia
Gross cost of agreement:\$2.5M annually
Date services started: July 2019
Services being provided: Custodial, Grounds, and Facilities Maintenance for District Administration Offices. Supplemental Custodial Services for 25 district buildings.
Responsible official: Oz Hill, Deputy Chief Operating Officer, (215) 400-6626 / ohill@philasd.org

Reference #2: Name of Organization: Fairfield University
Gross cost of agreement:\$2M annually
Date services started: November 2018
Services being provided: Custodial Services for 2M sq. ft.
Responsible official: Peter Crowley, Director of Facilities Management, (203) 254-4000 ext. 2491, pcrowley@fairfield.edu

Reference #3: Name of Organization: Trinity College

Gross cost of agreement:\$9.3M annually

Date services started: July 2019

Services being provided: Custodial and Maintenance Services for 1.9M sq. ft., Grounds Services for 1014 acres

Responsible official: Tom Fusciello, Assistant Vice President of Construction, (860) 297-4198, tommasi.fusciello@trincoll.edu

8. Have you ever failed to complete any work awarded to you? If so, where and why?

ABM holds thousands of facility services contracts. Virtually all such contracts allow the customer to terminate the contract with or without cause, upon 30 days' notice. Customer terminations do occur, and in some cases the termination occurs because we are underbid on price by a competitor. ABM has also experienced several customers who have filed for bankruptcy, therefore terminating their services contract. Undoubtedly, there are cases where a client elects to terminate ABM due to dissatisfaction with service, yet termination on this basis is rare. Because our customers are not required to state reasons for termination, the company does not keep statistical records of contract terminations.

On very rare occasions, ABM has elected to terminate customer contracts. In almost all cases the reason for such voluntary terminations is inability to agree on revised pricing following labor or operating cost increases. This would not apply to a situation where ABM prices have been contractually guaranteed for a period of time.

9. Have you ever defaulted on a contract? If so, where, and why?

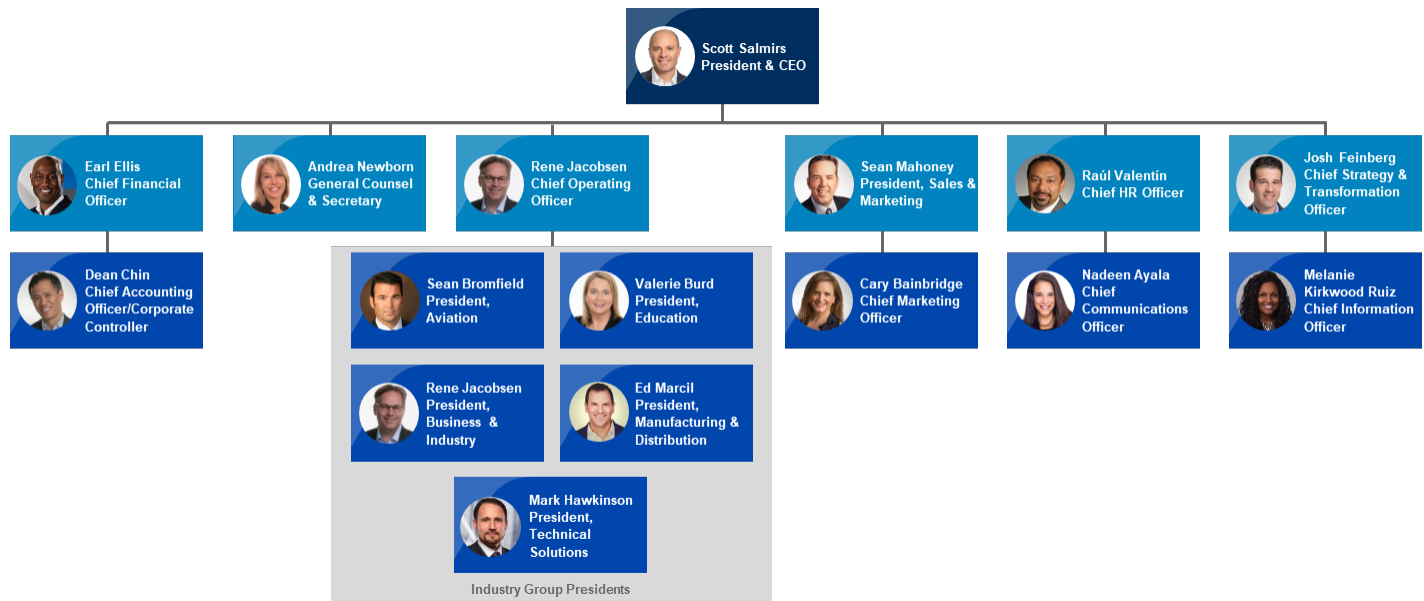
ABM does not track and is not specifically aware of any contract that has been terminated for default. However, ABM has been in business since 1909 and has been party to hundreds of thousands of customer agreements; it is possible and even likely that ABM has been terminated by a customer citing default or dissatisfaction as grounds for termination. To the extent that such terminations have occurred over the years, ABM believes such situations were isolated or specifically explainable.

10. Describe any pending litigation or other factors, which could affect your organization's ability to perform this agreement

ABM and its subsidiaries employ more than 100,000 employees across the U.S., Canada and Puerto Rico. As such, at any given time, ABM is involved in dozens, if not hundreds, of litigation matters. These claims are handled in the normal course of business by legal and risk management professionals employed by the company and the vast majority of these matters are resolved without incident or settled. None of these matters are significant enough to have any impact on ABM's ability to provide timely services to New Haven Public Schools. Should you require further information on a particular matter, ABM will certainly provide more detailed information upon request.

11. Names, titles, reporting relationships, and background and experience of the principal members of your organization, including the officers. Indicate which individuals are authorized to bind the organization in negotiations with the City of New Haven.

ABM EXECUTIVE TEAM



The ABM Executive Officers are as follows:

- Scott Salmirs, President & Chief Executive Officer
- Rene Jacobsen, Executive Vice President, Chief Operating Officer
- Josh Feinberg, Chief Strategy & Transformation Officer
- Melanie Kirkwood Ruiz, Chief Information Officer
- Raúl Valentín, Chief Human Resources Officer
- Naheen Ayala, Chief Communications Officer
- Earl Ellis, Chief Financial Officer
- Dean A. Chin, Senior Vice President, Controller & Chief Accounting Officer
- Sean Mahoney, President, Sales & Marketing
- Cary Bainbridge, Senior Vice President, Chief Marketing Officer
- Andrea Newborn, Executive Vice President, General Counsel, & Secretary
- Valerie Burd, Executive Vice President, Education
- Tom Martin, Senior Vice President, Education, Northeast and Midwest

STATEMENT OF QUALIFICATIONS

12. Name, title, address, and telephone number of the individual to whom all inquiries about this Proposal should be addressed.

Joe Lops, Director of Education Solutions
280 Trumbull Street, 21st Floor, Hartford, CT 06103
(212) 960-8985 / joe.lops@abm.com

13. Will you, upon request, fill out a detailed financial statement and furnish any other information or sign a release that may be required by the City of New Haven?

Yes

14. Tax Identification Number

95-2495556

15. Are you able to receive Credit Card Payments for your services rendered?

Yes

16. Addendums – notices are sent electronically and are posted to portal. You are responsible for the addendum content whether viewed or note. (See section Interpretation of Addenda for details)

ABM acknowledges Addenda 1, 2, 3, 4, 5, 6, and 7, which were released as part of RFP# 2022-05-1456.

Contact Information

For questions or clarifications concerning this RFP, please contact:

Joe Lops, Director of Education Solutions

One Liberty Plaza, 6th Floor

New York, NY 10006

(212) 960-8985

joe.lops@aqbm.com

Executive Summary

WE UNDERSTAND YOUR DISTRICT

New Haven Public Schools (NHPS) is committed to every student in your district and ensures that your students are as they prepare for college, career, and life. With challenges facing K-12 districts nationwide, you must partner with a company that is committed to the achievement of your students. To set New Haven Public Schools apart from the competition, we know that you pride yourselves in providing students with an ideal learning environment to ensure your students exceed their potential.

RECOGNIZING YOUR CHALLENGES

As a provider committed to the education market, ABM understands the burdens that comes with running a district like New Haven Public Schools. ***Not only is your district grappling with the normal challenges of K-12 education, but you are also dealing with a teacher shortage that could directly impact your students.***

With ABM as your partner, we relieve the responsibility of the daily facility maintenance, custodial, and grounds operations by acting as an extension of your team. We know you need to keep your district safe, healthy, and welcoming while also remaining cost-efficient.

Challenges from the COVID-19 Era

The education world continues to rebound from the burdens of the pandemic and will continue to for years to come. Even under normal circumstances, your teachers, staff, and administrators were challenged with providing a quality education with limited budgets. The past two years have shown how truly essential it is that your facilities are kept at an optimum level of cleanliness and health so that your students can be in your classrooms where they learn best.

As NHPS is aware, labor markets and employee retention continue to challenge many districts and facilities management providers. Having reliable, quality services from ABM means cleaner, healthier, more efficient schools that can remain open and operational, so your students have the best experience in your schools.

The leadership team we will put in place and the resources that support them will provide your students, teachers, and staff with a clean, safe, and healthy learning environment.

We have designed our program for New Haven Public Schools with ABM's purpose in mind: To take care of the people, spaces, and places that are important to you.



As a leader providing exceptional facility services, the program we have proposed is designed for success in every way.

ABM will be your trusted partner to provide your students, teachers, and staff with clean, safe, and well-maintained spaces they deserve.



PROGRAM HIGHLIGHTS

Education Expertise

NHPS deserves a facilities management partner who is thoroughly familiar with the needs of K-12 districts and who understands what clean, well-maintained schools mean to student learning and achievement. With ABM, you have a partner with a long history of success and commitment to the education market and a provider that is innovative, capable, and qualified. We currently partner with more than 250 K-12 districts and will utilize our expertise in your schools, so NHPS can focus on your mission: *provide all students in New Haven Public Schools with personalized, authentic, and engaging learning experiences through creativity, exploration, innovation, critical thinking, problem-solving, and high-quality instruction.*

A Seamless Transition and Start-Up

ABM has successfully transitioned hundreds of education clients to our services, including our current 250+ K-12 partners. Our team will implement a customized comprehensive transition plan commencing 30 days prior to takeover. Our proposed on-site leadership, local support/resources, and time-tested and proven processes will ensure the program is transitioned professionally, without interruption.

Local Presence – Confidential

ABM's presence throughout the Northeast provides extensive knowledge and resources to offer the highest quality service to New Haven Public Schools. We successfully partner with your districts like, Wanaque Public Schools, Baltimore City Schools, School District of Philadelphia, to name only a few, means we understand the challenges of managing facilities management services for clients like NHPS.

Additionally, our local presence and experience means we know and understand the local labor market – particularly recruiting, training, and retaining quality employees – even in difficult hiring times like these. Staffing shortages and employee retention continue to be challenges for many other providers. With ABM as your partner, these concerns are eliminated. The program at NHPS will receive significant Local, Regional and Division support to ensure our service exceeds your expectations for quality, safety, and performance across your district.

A Professional Communication Plan

We understand the nature of our business is to provide flexible custodial services to your schools. Open, two-way communication will provide the foundation of our partnership with NHPS. Regular communication will allow both ABM and district stakeholders to stay current with the program and make any necessary changes to the service as your needs change over time. Our program is designed with a dedicated Supervisor who will be the main point of contact for all of New Haven Public Schools' needs and requests. This Supervisor will have extensive support from regional Education team.

A Measurable Quality Control Program with a Quality Guarantee

To ensure our team meets your expectations for service, we will implement a proprietary cloud-based Quality Assurance Reporting System (SITE). The program measures and monitors the custodial program and can provide statistical reports to the district on a quarterly, or more frequent basis if requested. District stakeholders are invited to participate in these inspections.

In addition to our regular inspections, our quality assurance program includes Client Business Review (CBR) meetings. These meetings bring together ABM's on-site management, regional leadership, and NHPS representatives to meet on a quarterly basis. This structure allows ABM and district stakeholders to stay current with the program and make any necessary changes to the service as the program grows and evolves over time.

Innovation & Equipment

We maintain the most up-to-date technology to increase efficiency – helping us reduce costs – ours and yours. We rely on various types of technology to keep our company and continually look for new ways to add value to our on-site teams. We continually look for areas of improvement and use these resources and technology to guide these innovations in the overall goal of providing premier services with cost-effective solutions for our clients.

Multiple Services, One Vendor

ABM's range of service offerings is unique in the facility services industry. We can streamline your services, so all your facilities services are easily managed in every facet. Our team can provide New Haven Public Schools with consistent, high-quality custodial, grounds, and facilities maintenance to ensure your schools and grounds reflect the quality of education you offer while providing you with customized, cost-effective solutions.



VALUED TEAM MEMBERS

ABM knows the key to our success is our people. To recruit, hire, and retain the best employees in the industry, we offer competitive wages and benefits as well as continuous training and career development support. When employees are happy, we know they'll go the extra mile for our partners.

Hiring Your Incumbent Staff

Our experience transitioning hundreds of K-12 education clients means we are well-versed in how to retain the best employees already providing services at New Haven Public Schools. We will work closely with the district to ensure your current valued staff stay part of the New Haven community by joining the ABM team.

We will look to your current facility maintenance and facilities management employees as our initial staffing source to ensure continuity of service by keeping team members with valuable knowledge and experience in your facilities. We will give each employee the opportunity to complete an application and complete ABM and New Haven Public Schools' screening processes. We devote a significant amount of time to this effort since retention of the most qualified employees benefits ABM, the district, and local community.

Competitive Wages, Benefits, and Incentives

To provide your district with a successful program, we must have consistency in labor and staffing. We will retain the best of your current staff and attract the best talent available through our competitive and above average wages (verified by local wage analysis), company benefits, and employee incentives. This is how we have maintained lower than average turnover, even throughout the pandemic and how we will hire and retain employees who are committed to meeting your district's and ABM's standards, providing consistency in service and delivery for New Haven Public Schools.

Training and Staff Development

We know by providing our team members with training and development opportunities, they will not only be dedicated to ABM, but your district as well. We provide a comprehensive orientation and ongoing technical and skills enhancement training program to every employee, including ongoing safety and site-specific training.

We are confident that we are the partner you can trust to maintain and enhance your facilities for the attraction of your students, teachers, administrators, and parents!



Staff benefits include:

- Competitive Wages
- Paid Holidays
- Healthcare Benefits
- Continuous Training
- Opportunities for Advancement

PARTNERSHIP APPROACH

We know that New Haven Public Schools strives to provide a world-class education to prepare your students to achieve during their time in NHPS and beyond. As your partner, we would be committed to assisting you wherever possible, and we will strive to help fulfill your mission, vision, and goals. This partnership approach will be vital to the success of your facilities management program.

We will be equally invested in the success of your students and your district not only because of our own mission, vision, and purpose and our overall goal to provide best in class service, but also because we are invested in your community. ***Our presence and partnerships with K-12 districts throughout the region mean*** we have the local and regional resources to support your district with any and all of your operational needs, never missing a step.

OUR GOALS ALIGN

ABM knows our services are about more than clean floors and stocked bathrooms. Our job is to support your district wherever possible, and our team will strive to help you fulfill your unique mission, vision, and goals. With cleaner schools, your students, teachers, and staff are safer and are less likely to call out sick, which can improve attendance or even aid in keeping schools open. Through our partnership, your administration can be confident that we will focus on your facilities and their needs, so your teachers and staff can focus on your true mission: educating students.

For us, one size does not fit all. Through our deep educational expertise and experience, we understand the service needs of your schools, and we offer custom solutions that reflects the unique needs of New Haven Public Schools. We will keep your costs low with our controlled labor solutions and efficient processes, and as your needs evolve, we will work with you to adjust our program to meet your needs.

We seek out long-term partnerships based on open and honest communication and provide best-in-class service using innovative technology that promotes cost-effective, efficient, and proven practices.

As your partner, we will be committed to helping you ensure your students Learn. Achieve. Rise.



Program Overview

The education world is continually adapting to the environment that surrounds the market, grappling with both longstanding challenges and new issues every year. As partners to more than 400 education clients, ABM understands each institution experiences its own distinct operational challenges. To create a program that will provide the solutions to your problems, your facilities management services partner must be capable, qualified, and committed to you.

ABM services hundreds of educational sites nationwide where we are required to meet specific standards and resolve site-specific issues. As your partner, we understand your distinct requirements and can provide a range of services that will keep your schools clean, efficient, and make a strong impression on students, parents, teachers, and staff. Most importantly, our services enhance the learning environment and allow you to present a polished, welcoming community. ***The cleanliness and maintenance of your schools and their contribution to student health and safety is essential and obvious now more than ever. ABM can help you achieve the level of standards your students' needs as well assure the community your students will have safe and healthy learning environments.***

ABM has the experience, dedicated management teams and industry expertise to properly adapt our programs and procedures to your needs.

SEAMLESS TRANSITION

ABM wants to be your trusted partner to guide you through our proven transition processes. We have transitioned hundreds of education clients. Our program approach is based on open communication, proven practices, and industry standards of excellence. Through our partnership, we will echo our mission to ***take care of the people, places and spaces that mean the most to you.***

MANAGEMENT TEAM

We will provide a dedicated management team who will be responsible for overseeing all activities. We will establish a management structure with an Account Director as your first point of contact for the facilities management program and be available 24 hours a day. This Account Director will be supported on-site by multiple managers to oversee the daily operations with further support provided by regional management.



New Haven Public Schools has your own challenges in maintaining a clean and healthy learning environment in your schools. We understand that your facility management services program must be reflective of the unique nature of your facilities and responsive to your individual needs.

ABILITY TO SELF-PERFORM SCOPE OF WORK

You'll find our extensive selection of services and our ability to self-perform the work to be rare in the facility services industry. Our program will help you present a polished, welcoming district and make a strong impression on students, teachers, staff, and parents. Most importantly, our services enhance the learning environment and provide a safe, healthy spaces for your district.

New Haven Public Schools will benefit from ABM's dedicated management team and unmatched industry expertise. When it comes to managing facility operations for the long term, there is no "one size fits all" approach, particularly for a district as like NHPS.

With this understanding, ABM will provide the following deliverables to the District:

- A flexible service delivery system to provide the processes, procedures and support to manage all resources used to deliver world-class facilities services
- An ongoing formal monitoring of services provided to ensure that the service delivery system adjusts to the ever-changing environment at the District
- An on-site management team to perform daily services throughout district facilities and remain in constant communication with District stakeholders
- A comprehensive off-site team of ABM regional management and technical staff acting as an extension of ABM's on-site management staff
- Comprehensive training and development programs that address hourly and supervisory/management personnel needs

CUSTOMIZED TO YOUR DISTRICT

ABM partners with more than 250 K-12 clients, we understand the importance of providing clean, safe, and welcoming learning environments. This is especially important for New Haven Public Schools. We appreciate that many of your learning opportunities involve unique facilities.

ABM's approach to Account Management ensures that you receive a plan designed to specifically address your requirements while utilizing our proven, documented processes. We analyze information gathered from your pre-bid walk-through and from discussions with your representatives about the unique requirements of your schools and students. By doing this, we can determine "best practices" for your facilities based on our experience providing similar services to clients in the same industry.



BEST-IN-THE-INDUSTRY TALENT

Enhancing Talent

The key to our success is our ability to attract and retain the most qualified, capable people. We offer competitive benefit options, top-notch technical and professional development training programs, advancement opportunities, and compensation packages tailored to meet optimal financial and operating objectives. All human resource functions are addressed by us, freeing up time for our clients to focus on their core business needs.

New Staff

Human Resources recruiters, and our regional and site operations management personnel measure each candidate against your requirements and specifications. Once final candidates are selected, NHPS interviews and provides ABM with feedback. Once an applicant is approved for hire, approval letters are sent with an Offer of Employment to the selected candidate.

Background Checks and Drug Testing

ABM offers a wide range of screening packages customized to meet your requirements. These background checks include criminal screening, drug testing, social security validation and reference/employment checks. We work with your schools before the start-up to develop a screening program that suits the needs of your business.

Comprehensive Training

ABM understands one of the best ways to provide reliable, high-quality service to all of our clients is to ensure that all employees receive consistent and ongoing training. This will ensure that our extensive facilities management training program is effective. Training begins with employee orientation before starting work and continues throughout an employee's tenure with the company with monthly training sessions and required annual training. By empowering our employees with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.



We evaluate the needs of the schools to ensure proper talent is present.

Additionally, as the leading provider of facility services, we employ a team of experts who are available to NHPS to evaluate any issues and present solutions.

STAFFING APPROACH



The largest single expense to any facilities organization is labor. We developed a methodology for allocating staff prepared to perform at required levels, respond to service requests in a timely manner, and reduce local service providers to minimum. The correct staff mix is critical to realize the greatest value from available human resources.

Key Performance Indicators are constantly measured to analyze productivity and match the skills of crew to the needs of the facility. Measurements and reporting become part of the culture, as does regular dialogue related to operations, needed coverage, and services levels delivered by the on-site team. Open discussions help the team make informed decisions.

Developing the most efficient staff combination for facilities services is a complicated process. The size of the campus and location of the buildings affect staffing. Considerations such as the quality and type of buildings and the buildings' design and use influence the tasks required, the time necessary to perform them, as well as the skill sets needed by the staff.

Our experience managing education facilities across the country provides us a tremendous amount of knowledge about the pros and cons of various staffing levels and mixes. Our leadership team reviews industry benchmark information, including APPA and other sources, for comparison purposes and to adapt our standards and develop industry best practices and approaches.

Staffing Factors

- Skill set and experience of available labor
- Equipment types and complexity
- Anticipated fluctuations: Vacations, holidays
- Unanticipated fluctuations: Sick days, snow days, emergencies

STAFFING ADJUSTMENTS

Should NHPS requirements change post contract award, our facilities management services program design enables our team to adapt quickly to those changes.

Our Site Manager delegates full authority and responsibility for meeting all program requirements in the most efficient, expeditious fashion. This includes the ability to reallocate or commit whatever resources necessary to meet evolving services requirements.

We work with the schools to make necessary staffing adjustments that take into consideration changes in scope and evolving operations for NHPS. The management team members support their customers and respond immediately to new work requirements and priorities.

ABM's management team streamlines communications and enables the team to rapidly accommodate changing requirements and adjust budgets and schedules as necessary. This resource coupled with close support from ABM's regional management team enables close coordination and support for the on-site management staff.

In coordination with NHPS, we develop and implement a process to accommodate out-of-scope work requests as efficiently and cost-effectively as possible.

SUBCONTRACTED WORK

What truly sets ABM apart from other facility services *management* providers is our self-performance delivery model. No other national provider can self-perform more services than us. We routinely self-perform services such as:

- Custodial
- Facility Operations and Maintenance
- Grounds

We deliver the in-house expertise and best practices to maximize value in all areas of the scope of services. This means better and more affordable services with high quality staff on site. If a third-party becomes necessary, we have developed a **Preferred Provider Program** to assure that our clients always receive the best in service based on quality and cost.





QUALITY ASSURANCE & INSPECTIONS

ABM's on-site Account Manager will conduct regular inspections across the entire district. NHPS' representatives are encouraged to participate if you choose. Our SITE technology produces reports about quality of service and monitors any trends or issues at the schools. In addition to our SITE program, the District may choose to participate with Client Satisfaction Surveys to ensure ABM is delivering services at or above the expected level. We would like to invite the district's stakeholders to participate in formal Customer Business Review (CBR) meetings quarterly, or more often if you would like. This allows ABM to stay current with the program and make any adjustments for your evolving needs.

EFFECTIVE USE OF CHEMICALS & EQUIPMENT

ABM understands for our team members to provide the best quality services to the district, we must provide them with best-in-class supplies and equipment. This ensures our staff can work more efficiently in your schools. We enjoy the benefits of industry-leading pricing, support, and product availability. Further, ABM's investment in sustainability efforts is wholly supported by these providers. When possible, we prefer to use environmentally friendly and approved cleaning products and supplies.

INNOVATION & EQUIPMENT

We maintain the most up-to-date technology to increase efficiency – helping us reduce costs – ours and yours. We rely on various types of technology to keep our company and continually look for new ways to add value to our on-site teams. We continually look for areas of improvement and use these resources and technology to guide these innovations in the overall goal of providing premier services with cost-effective solutions for our clients.



SPECIAL EVENTS

Many facilities organizations often underestimate the responsibility of managing special events. ABM's extensive experience serves hundreds of schools across the country providing our team with incredible insight to the demands of managing special events.

ABM has included the labor and supplies necessary to support the following typical school sponsored events:

- Board Meetings
- Graduation Ceremonies
- Open Houses
- Athletic Events

We find it common for schools to use their facilities for community events as well. We are committed to assisting your schools in identifying the best ways to support these events and reduce additional costs.

Special events are opportunities for schools to display their facilities and hospitality – as well as an opportunity for potential financial benefits. Many of the events that occur in our schools are **once-in-a-lifetime** moments for students, parents, and other guests.

Program Benefits

- Single point of contact for the school community
- Communication to all associated departments
- Assure venues are prepared on time
- Assure venues are properly broken down, cleaned, and prepared for business

Logistics and Management

The logistics of special events need to be proactively managed to assure event planners and invitees have the best experience possible. ABM's Account Manager* serve as the single-point-of-contact for facilities management requests, including those related to special events. This helps maintain a single methodology to submit work requests for the school community.

Once a work request is approved, work orders are assigned to individuals/departments that support the function. We utilize the CMMS to manage and track activities required to support special events.

The CMMS facilitates consolidate and summarize the resources used for each occurrence in the event should the school administration desire to invoice/charge the requesting party.

**ABM's role as single point of contact differs slightly depending on the services we are providing at any given site.*

Department Support

An overlooked and critical responsibility to special events includes breaking down event venues and adjacent areas. Timely breakdown and cleanup of special events is a critical element of managing a school facilities department. School spaces must look their best as the school is a part of the community's image and reputation.

Successful special events require the coordination of individuals that represent various departments. Examples of some of the departments and the tasks involved to support special events include:

Maintenance Operations

- Heating and Air Conditioning scheduled to function during special events.
- Maintenance technicians and management verify event spaces for appropriate maintained and fully functional mechanical systems.
- Maintenance technicians and management get assigned to be on-site and available during select special events.

Custodial Operations

- Custodial technicians schedule to clean and stock areas being utilized prior to special events.
- Custodial technicians set up tables, chairs, risers, stages, etc. prior to special events.
- Custodial technicians remove tables, chairs, risers, stages, etc. at the end of special events.
- Custodial technicians schedule to clean and re-stock impacted areas at the end of special events.

Grounds Operations

- Check parking lots and grounds adjacent to buildings prior to special events.
- Strip and prepare athletic fields, when applicable.

EMERGENCY RESPONSE

ABM has nearly 3,000 team members with New England and over 110,000 team members nationwide that are able to mobilize and help in an emergency situation should the district require additional support.

ABM employs a Critical Incident Program in response to disasters or any event that affects life and safety. Our Emergency Response Services initiates applicable procedures, directs participants, and ensures a coordinated team manages the incident. Components of the program include proactive response plan development and training, and a reactive Emergency Operations Center (EOC).

We provide specialized training to prepare team members to respond during emergencies and unplanned events. The ABM EOC serves as the command center for managing emergency responses. Each ABM branch office maintains a customized emergency response procedure. The EOC communicates with local law enforcement and emergency response officials. Emergency Response Services include:



Flood Restoration

Immediate local response 24/7



Fire Restoration

Partner with certified restoration companies and manage the process from start to finish



Disaster Recovery

Use trucks and heavy equipment for interior and exterior disaster cleanup

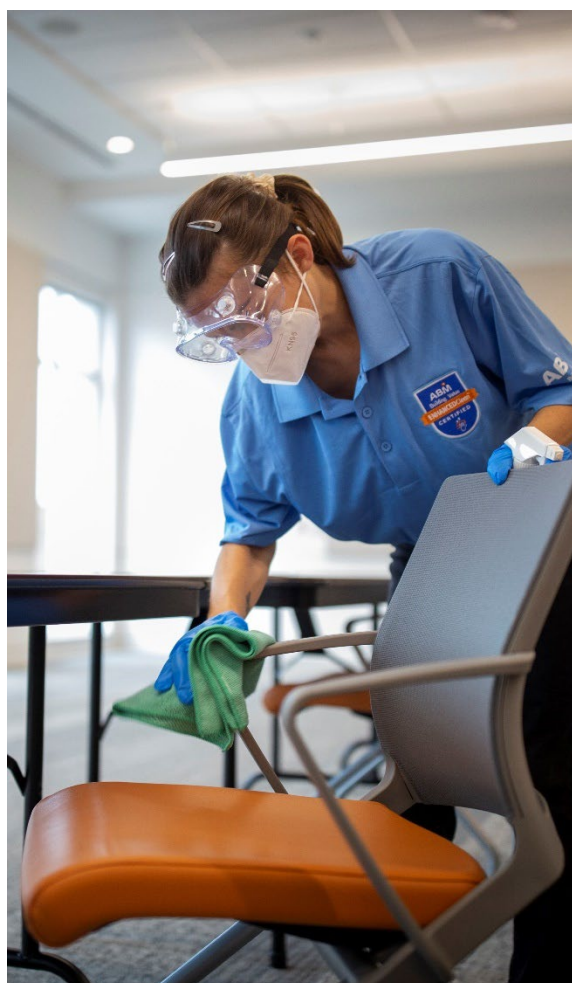


Pandemic Preparedness

Maintain an expert advisory council comprised of nationally recognized specialists to guide pandemic response and preparation

Use CDC and WHO developed specialized procedures and enhanced cleaning services to combat infectious diseases and viruses

Coordinate reentry guidelines for repopulating buildings



ABMNEXT – OUR APPROACH TO INNOVATION

With rapid advancements in technology, it isn't always easy to understand how technology can improve your operations and what you should implement. ***ABM understands New Haven Public Schools need solutions and analytics to support your district.*** To have a facilities management program that NPS deserves, you need a partner to help you understand the technology landscape, advise on use case implementation, and assist with data insights.

We Will Help

ABMNext is our dedicated program to ELEVATE innovation for you and the services we provide. Through ABMNext, we continually evaluate, develop, and pilot new solutions to recommend the most beneficial options for you and your district.

Our program has four key components:

- **Dedicated Team** – We created a dedicated innovation team of experts in client technology and strategy supported by a cross-functional steering committee. Operations, procurement, client experience, data & analytics, strategy and innovation, and technology support the innovation team.
- **Innovation Funding** – We put every prioritized solution through a rigorous pilot process to determine potential, applicability, challenges, and scalability. Dedicated research and development (R&D) funding finances these pilots.
- **Listening to Clients** – We use our partnerships to gain insight into value drivers and business objectives to evaluate and develop solutions most beneficial for you.
- **Innovation Summits** – We hold innovation summits bi-annually to measure pilot progress, review innovation roadmaps, and explore team member ideas to keep pace with innovation.

With us, you have a partner with a vision for how innovation affects our industry. Our pilots and vetting process result in tangible, scalable solutions and actionable analytics. ABMNext delivers an enhanced client experience providing expertise and technologies to make a cleaner, healthier, and more sustainable world.

Our Innovation Approach

Our approach to innovation starts with a foundational view of identifying solutions with real potential. We developed an evolving client-facing technology roadmap that outlines what to explore now, next, and later.

To form our roadmap, we first listened to our clients to understand what they wanted to solve using technology or innovation. We extensively assessed our industry's technology maturity and operational feasibility, using industry-standard methodologies like Hype Cycle evaluations to support the assessments. We used feasibility and value to prioritize solutions.

We use a rigorous pilot process to evaluate prioritized solutions. We perform extensive vendor and build options assessments based on solution goals and develop a pilot plan with hypotheses and test cases. We consider associated analytical needs throughout the pilot process to ensure the pilot captures the correct information to determine solution viability and scalability.

NHPS has access to what we learn from the pilots we perform, insights into the challenges or benefits of each solution, and reassurance that vetted solutions align with your needs.

Our Solutions

Our process results in tangible solutions that take the form of custom-built technologies, analytics, and vetted vendor technologies. Every solution centers on driving drive better outcomes for you. Here are a few of our recent examples:

- **Route-based task tracking** – Servicing visibility around task performance is critical, so we developed a route-based task management solution. This proprietary solution uses pre-defined routes to provide a task list for team members when they start their shift. As they perform each task, team members use QR codes to validate task completion.
- **Utilization insights** – We developed a sensor technology-enabled solution to collect, normalize, and display utilization and occupancy information. This solution enables our teams to guide how utilization data can influence your facility management, including reallocating space usage, aligning service schedules, and introducing demand-based service.
- **Client-facing dashboard** – Data is more prevalent than ever but is rarely presented in a consolidated, actionable way. That is why we developed our new client-facing portal with dashboard insights. This portal incorporates robust operational insights, including key performance indicators (KPIs) around financials, work orders, and more.

Partner with Us

Note the word *partner*. We approach innovation as a partnership with our clients. We proactively implement solutions that solve your business challenges. ***As part of our efforts to elevate the client experience, we are offering clients the ability to customize their program with innovative tools like the client facing dashboard. We look forward to discussing the benefits to NHPS as well as any associated costs.***

By listening to your needs, we provide you with:

- Proactive solutions to support and improve your facility management
- Extensive experience working with clients to pilot new technologies
- Feedback sessions to understand our client's needs proactively
- Continuous shaping of our technology investments based on feedback from our client partners

CLIENT-FACING DASHBOARD

Data is more prevalent than ever. It is needed to unleash key information and knowledge to address areas where you face challenges. But traditional methods of utilizing data are siloed and require extensive work to interpret. They do not produce acceptable operational benefits for today. Business decisions need to be substantiated on empirical operational knowledge to quantify and measure operational benefits and explore opportunities. But data is rarely presented in a consolidated, integrated view that can easily be interpreted.

That is why we created our client-facing dashboard. It provides robust insights around the servicing performed in your facility – allowing unparalleled, immediate access to key performance indicators (KPIs). This first-of-its kind platform in the facility management space provides key metrics around our partnership at your fingertips. Every insight in our dashboard is structured to be actionable and meaningful to you.

Our client-facing dashboard uses innovative technology to place complete operational transparency and required information at your fingertips. It solves the challenge of siloed and disparate data in facility management by providing consolidated views and key operational metrics across large categories. Also, our client-facing dashboard changes the way our account team interacts with your organization. With KPIs for financials, work orders, safety, quality, talent management, and more, we have streamlined interactions and data-driven conversations.

We use innovative technology in our dashboard to enable:

- Efficient communication with ABM
- Operational history to manage your business
- A seamless experience with easy access to KPIs

Features

- Provides metrics around financials, talent management, work orders, quality, and safety
- Showcases key points of contact on the ABM team to support easy communication
- Highlights position papers and case studies that SMEs throughout our organization have produced
- Allows for comparison of operational metrics across locations and service lines
- Showcases performance against benchmarks

CLIENT-FACING DASHBOARDS

HOMEPAGE

Client landing page with high-level metrics and summary of ABM relationship.



SERVICE LOCATION

Core summary metrics with the ability to filter for a specific service location(s).

Track how individual locations or groups of locations are performing.



METRICS

Detailed views of metrics available for further drill-down to key categories:

- Finance
- Work orders
- Talent management
- Safety



Transition Plan

SUPPORT AND COORDINATION

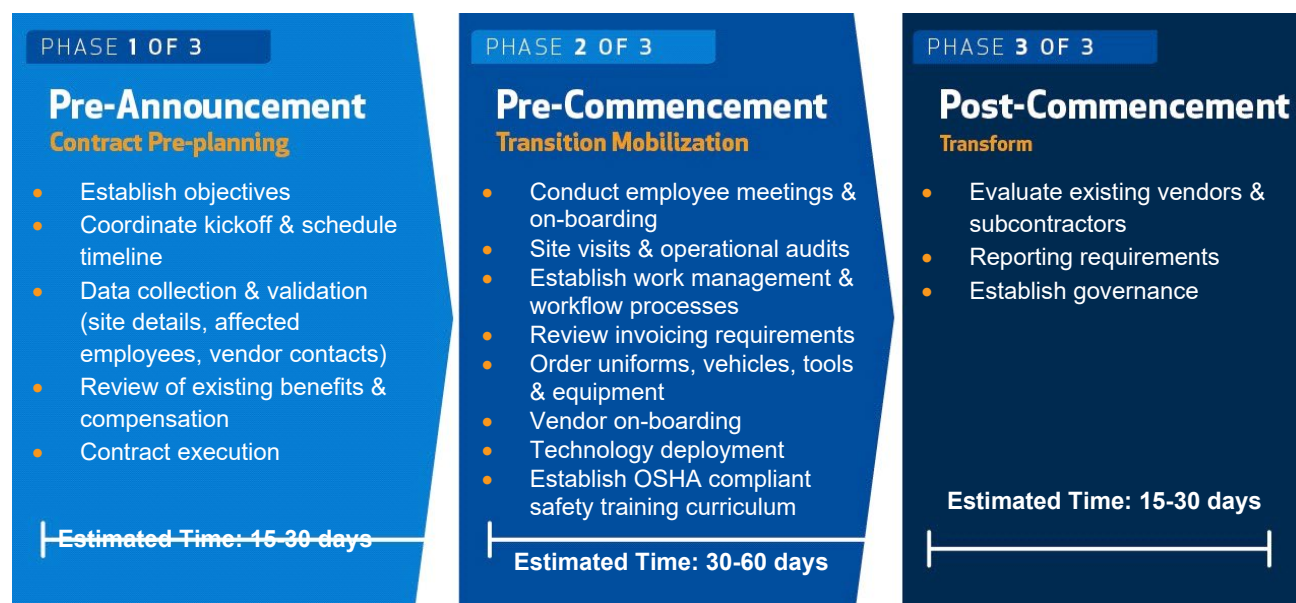
With hundreds of educational institutions as our current clients, we are versed in the potential challenges and logistics of transitions. We anticipate issues that may arise and move quickly to resolve them.

Your transition process identifies your service needs, selects the appropriate personnel, creates a detailed implementation plan, and communicates it to everyone involved. Our teams work to create a smooth start-up, free from time-consuming disruptions.

We establish a dedicated team to implement the client's specific program. The transition team remains in place until the planned level of service is achieved and contractual objectives met. The team works with NHPS's designated Project Manager to implement the transition plan.

ESTIMATED TIMEFRAME

Our service start-up plan takes place during a four- to six-week period and starts within 30 days of an award.



TRANSITION PROGRAM

Our transition program is fully customized for you to ensure the project's start-up goes smoothly and free from time-consuming miscommunications and disruptions. On contract award, our transition team's initial activities set up a kickoff meeting to identify service needs, review roles and responsibilities, select the appropriate personnel, create a detailed communications and implementation plan, and share it with our transition teams.

Benefits of our transition process:

- Clear assignments with accountability at each stage
- Presentation of key contractual compliance requirements to the local management team
- Development of a centralized repository of transition documents

Development of an Operations Playbook for each site. This includes instructions for how each service delivery program is delivered and managed to create consistency, efficiency, and success.

We work with the client's team to ensure the project's success. We use guidance from our Center of Excellence, which houses pertinent information regarding the best in industry practices.

The transition team develops a plan based on our understanding of the scope of work, contract, performance and quality goals, sustainability standards and other requirements. We begin the process of recruiting, hiring, training, setting up technological tools, verifying legal requirements and qualifying subcontractors (if applicable).

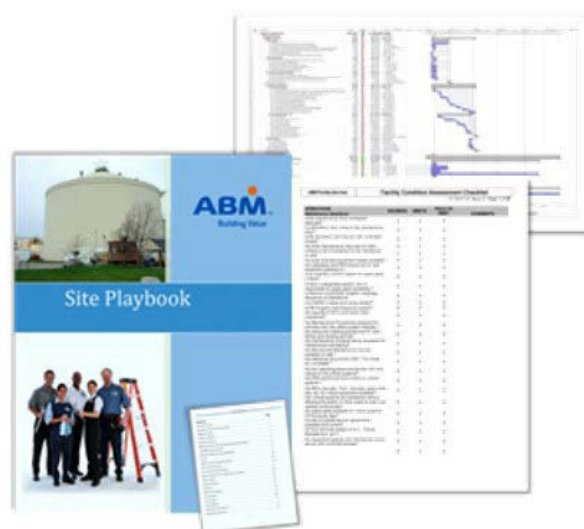
OPERATIONS PLAYBOOK

Before the official start of service, the transition team ensures that the client's team has clear lines of communication with their ABM counterparts.

All information related to the implementation of services is contained in the Operations Playbook, as part of the ABMWay. This manual is centrally stored on a secured SharePoint® website so ABM personnel can review and update the program in real-time.

These detailed SOPs strengthen site operations by documenting and communicating corporate standards that reduce any liability of non-compliance and allows the organization to benchmark best practices internally based upon the agreed upon Key Performance Indicators (KPIs).

This optimizes resources, improves performance, and minimizes expenses. Once the program is running, we follow up with your team to identify any outstanding issues, address any pending concerns and ensure your complete satisfaction with the transition.



START-UP PLAN

The example start-up program below shows how we become an integrated part of your workflow. As we move forward, we provide a more detailed and customized plan. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it, and its expected completion date.

Pre-Start-Up						
Tasks & Assignments		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul
Contract, Insurance, Licenses						
1	Contract review and negotiation					
2	Finalize contract with Client					
3	Order insurance certificate					
4	Submit new business set up documentation					
5	Summarize all final contract details and review with team					
6	Ensure all licenses are in place					
7	Meet with Client stakeholders as required to outline processes and discuss draft of transition plan					
Human Resources						
1	Meet with Client senior leadership to develop appropriate communication plan for new hires from existing employees					
2	Obtain current employee roster from incumbent company					
3	Meet with Client facility stakeholders to begin employee orientation protocols					
4	Plan any required job fairs in coordination with Client					
5	Work with Client to assist with communicating times and locations of job fairs as applicable					
6	Ensure human resources job fair team plan and coordinate staffing of job fair locations					
7	Conduct background checks for new ABM hires					
8	Employee roster development and initial job scheduling					
9	New employee paperwork completion and submission to human resources					
10	Meet with current employees to conduct initial orientation to ABM					
11	Job descriptions reviewed/presented to employees					
12	Introduce and train employees on daily time keeping procedures					
13	Establish individual staff training records					
14	Implement training programs					
15	Establish employee recognition program					
16	Complete orientation checklist					
17	Plan and schedule initial training, safety awareness, safe equipment handling, PPE distribution					

TRANSITION PLAN

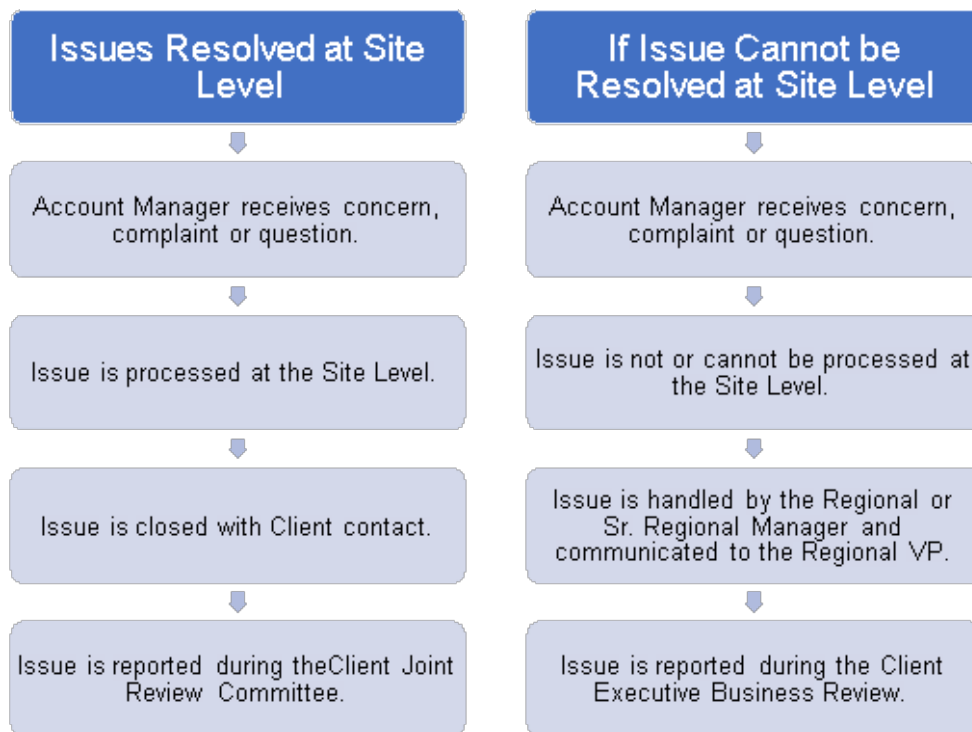
Tasks & Assignments		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Office and Administrative Set Up							
1	Establish office, IT networking and communication links						
2	Order ABM forms, manuals, and any office administrative material						
3	Implement vendor control logs and approved procurement practices						
4	Prepare weekly review for Client liaison & administration						
5	Conduct room inventory of all buildings						
6	Order employee uniforms						
7	Obtain building access keys/codes and phone directory for each building						
8	CBR Meetings - Establish members and set dates for monthly/quarterly meetings						
Safety and Regulatory Compliance							
1	Establish SDS booklets and distribute/post according to Client policies and procedures						
2	SDS and safety rules reviewed with and issued to employees						
3	Sign off on all employee PPE distribution						
4	Review HazMat procedures with all employees						
5	Review spill management program and procedures						
6	Review lock out-tag out procedures						
Financial Management							
1	Review budget with transition team						
2	Establish monthly budget tracking						
3	Implement payroll procedures and communicate with employees						
4	Set up invoice approval and payment processes						
5	Implement invoicing procedures with Client						
Quality Control							
1	Load district geography into Quality Assurance program						
2	Implement Client survey procedures						
3	Implement Quality Assurance program for all district operations						

TRANSITION PLAN

Tasks & Assignments		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Custodial Program							
1	Obtain floor plans for each building						
2	Write and implement task assignments for each building						
3	Write and review lock out-tag out procedures						
4	Conduct inventory and assessment of paper towel/toilet tissue/soap dispensers						
5	Receive equipment/distribution						
6	Inventory and tag all ABM capital equipment						
7	Implement operational logbooks						
8	Implement training programs						
9	Implement Safety Tips of the week						
10	Standard operating procedure implementation and roll out to team						
11	Plan initial labor scheduling for summer programs						
12	Ensure all equipment and supplies on ordered, received, and pre-positioned						
Summer Cleaning							
1	Plan initial labor scheduling for summer cleaning program						
2	Prepare scope of work orientation and standard operating procedures						
3	Review plans and scheduling with Client coordinators on a weekly basis then daily during summer season						
NHPS Sponsored & Hosted Events							
1	Review Client Events Calendar on a continuous basis						
2	Review and plan pre, during and post event support						
3	Plan initial labor support scheduling						
4	Monitor Events Calendar on a continuous basis throughout the year						

COMMUNICATION & ISSUE RESOLUTION

New Haven Public Schools Site Management										
ABM Site Manager	Topic	Frequency/Formality					Protocol			
		DI	DF	WI	WF	MI	MF	Daily	Weekly	Monthly
	Service Issues	●	●	●	●		●	Informally (DI)	Informally (WI)	Informally (MI)
	Vehicle Maintenance			●			●	<ul style="list-style-type: none">● Voice Mail● E-mail● Verbally● Phone	<ul style="list-style-type: none">● Impromptu Meetings● General Discussions	<ul style="list-style-type: none">● N/A
	Employee Status	●	●		●		●			
	Training				●		●			
	Repairs	●		●	●		●			
	Special Projects	●			●		●			
								Formally (DF)	Formally (WF)	Formally (MF)
	Service Level Agreements					●	●	<ul style="list-style-type: none">● Supervisor's Report● Fax● E-mail	<ul style="list-style-type: none">● Campus Summary● Faxed● E-mail● Management Meetings● Presentations	<ul style="list-style-type: none">● Management Meeting (by site)● Safety Update● Service Ret● Presentation
	Safety	●	●		●		●			
	Feedback	●		●	●		●			
	Uniform/Equipment			●			●			
	Recruiting	●			●		●			
	Incentives				●		●			
Escalations	●	●		●		●				



Facilities Maintenance Program

As partners to hundreds of K-12 clients, ABM understands the challenges districts like New Haven Public Schools are faced with today, including rising energy costs, shrinking resources, decreased funding, aging buildings and reduced building efficiency. Our objective is to provide NHPS with solutions to efficiently maintain your facilities while providing cost savings. We are here to help. Whether you need professional engineers or skilled technicians, we provide solutions that will keep your district running smoothly.

ABM's Preventive Maintenance Program is the cornerstone of the maintenance program at ABM. The resulting program database includes detailed task and service frequencies for each piece of equipment in the program and can be downloaded to most maintenance management information systems.

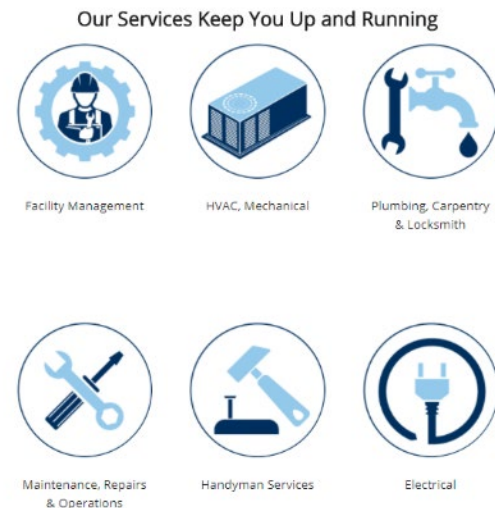
We know that high performing facilities drive the most savings and provide a safe, clean, comfortable and energy efficient environment. These savings can then be reallocated into your district's mission and goals where you need it most. Our facilities operations and maintenance services program is designed to build value for our clients and provide solutions that help facilities operate at peak efficiency. We do this by providing our skilled and knowledgeable maintenance technicians and building engineers with superior technology, training and support. We leverage technology to share best practices across our team of 7,200 technicians throughout North America.

Our reputation as the premier service provider in our industry is partly based on our proven process for creating innovative building management and energy efficient programs. We can certify each site under the ISO-9000 program to ensure that our clients receive consistent, high-quality service. Our clients enjoy best-in-class offerings that include plumbing, HVAC, general maintenance, and technical operations services.

FOM Through Preventive Maintenance

From initial asset tagging and historical analysis of facilities to periodic inspections and scheduled maintenance, our industry leading FOM program incorporates a **cohesive, proactive approach** based on effective preventive maintenance and planning. Our program is designed to improve operating efficiencies, maximize usage of assets and control maintenance costs. It will provide the financial equilibrium to maintain buildings and equipment as they age and improve the overall climate in your facilities.

An effective Preventative Maintenance program requires a comprehensive inventory of all equipment requiring periodic service, tagging of these assets with a unique identifier and establishment of an equipment database. The equipment database is a live resource that demands updating, requiring proper staffing, system maintenance, and enhancement.



We believe that a comprehensive preventive maintenance (PM) program is essential in assuring reliable operation of facility equipment and systems and for maintaining the value of the district's assets. A well-defined PM program also provides detail to assure that periodic inspections and maintenance services are completed as efficiently as possible. We will work with NHPS to develop the PM schedule that is based on the core equipment and the appropriate intervals of time required to maintain the systems. ABM creates the schedule based on the equipment assessment and the determined status of the maintenance of this equipment. We use our historical database and decades of experience to determine the required number of hours and maintenance frequency that will determine our staffing requirements, as well as shift designations.

We believe that a comprehensive PM program is essential to ensure reliable operation of facility equipment and systems, and for maintaining the value of the facility assets. A well-defined PM program also provides the detail necessary to ensure that periodic inspections and maintenance services are completed as efficiently as possible.

Through the combination of CMMS and our SITE system, we will develop a customized PM program for NHPS. Our staff has a library of over 200 different items of equipment, ranging from absorption chillers to triturates that cover tasks included in the scope and those that are not. Standard inspections include over 4,000 tasks and the library grows continually as new equipment and procedures are added.

Each procedure contains detailed steps and staffing levels for each task based on our historical data. Procedures for each piece of equipment on-site are customized to reflect the configuration of the equipment, its condition and duty cycle. The PMs are scheduled to best complement the anticipated reactive workload and to recognize seasonal constraints. The resulting job-specific program is reviewed with site personnel and then issued automatically through the work order system as the procedures come up on the schedule. An effective PM program requires a comprehensive inventory of all equipment requiring periodic service, tagging these assets with a unique identifier and establishing an equipment database. The equipment database is a live resource that demands updating, requiring proper staffing, system maintenance and enhancement.

The Benefits of Preventive Maintenance



- Prevents costly repairs
- Saves in utility costs
- Reduces operating costs

Saves Money



- Maximizes efficiency
- Improves system reliability
- Reduces energy use & expenses

Conserves Energy & Improves Performance



- Supports healthy, productive and safe environments
- Helps avoid costly work disruptions
- Addresses issues before they become urgent

Keeps Occupants Happy & Comfortable



- Prevents costly repairs
- Saves in utility costs
- Reduces operating costs

More Maintenance & Less Replacements

COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

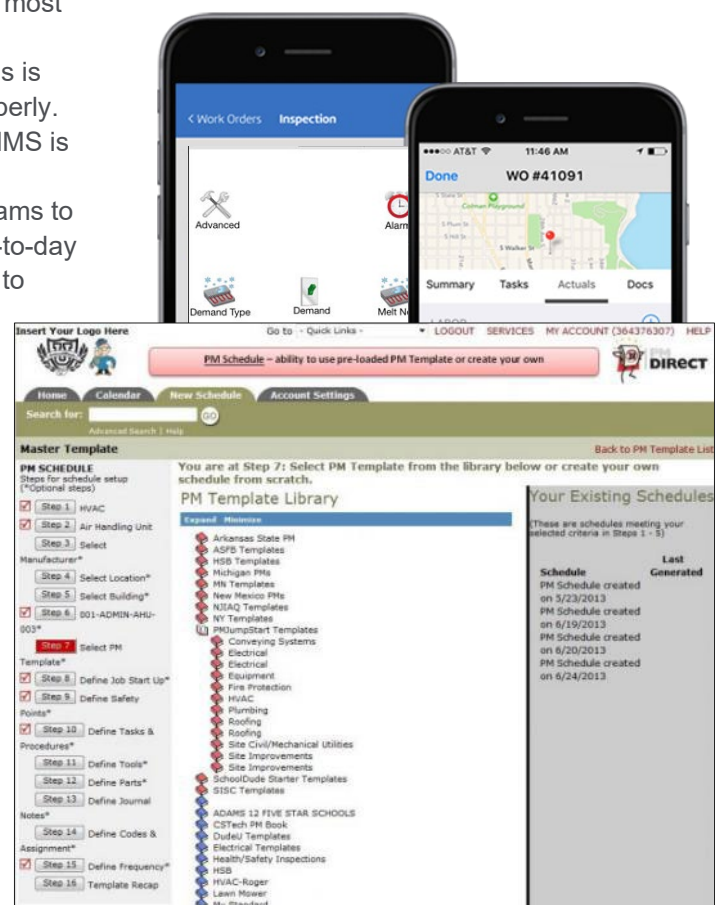
We have experience using all types of CMMS – from third-party solutions to proprietary client systems. ABM works with our clients to identify the right CMMS solution based on your service needs. The right solution for you is defined by several factors including workflow and dispatching resources, the volume of work, project scale, reporting and customizing requirements. As part of our transition and implementation process, we will help identify the best CMMS for your facility needs, provide the resources to collect your physical asset information, and leverage our extensive database of equipment maintenance operating procedures to ensure each system is maintained in a safe and effective manner. Regardless of your work management system or CMMS needs, ABM's solution dovetails into multiple systems.

One of the most common reasons educational institutions have chosen to outsource Facilities Services is the lack of value they received from their Computerized Maintenance Management Systems (CMMS). If the CMMS is not fully operational, it is virtually impossible to justify the resources spent by the Facilities Services Department.

Knowing the tremendous value of a Computerized Maintenance Management Systems (CMMS), we have invested significant resources developing and refining the tools, processes, and resources necessary to deploy a comprehensive CMMS in a timely fashion. Our team has experience initiating and operating many different CMMS and we are fully prepared to deploy any CMMS currently in use throughout the industry.

A properly utilized CMMS is critical and one of the most powerful tools for effectively managing a facilities department. Often, the true value of these systems is rarely realized because they are not deployed properly. The resources and efforts required to initiate a CMMS is typically underestimated and underfunded. Many institutions have expected their on-site facilities teams to deploy a CMMS while performing their typical day-to-day responsibilities. Expecting a Facilities Department to deploy a CMMS while performing their daily routine is like, "trying to tie your shoes while running a race." It doesn't work.

Unlike our competitors, we strongly recommend that our clients hold the license to the proposed CMMS. We believe clients should always own the CMMS data related to their district, eliminating any risk or fear of losing control of the data and any fear associated with who has the data.



Although there are significant variations in CMMS packages the fundamentals for deploying an asset-based CMMS is basically the same across software platforms.

Building the Databases

Maintainable asset inventory database

All maintainable assets must be inventoried, and the collected data is uploaded into the CMMS' maintainable asset database. The maintainable asset inventory allows the CMMS to cross-reference activities related to each unique asset, directly supporting the system's ability to generate historical records related to each asset.

Preventive Maintenance (PM) tasks database

All preventative maintenance tasks required to properly maintain the customers assets must be defined and uploaded into the CMMS's preventive maintenance library database. The PM task database provides the information the CMMS requires to cross-reference PM tasks for each type of asset.

Asset Tagging

The first and most important step of implementing a proper CMMS system is developing a comprehensive database of assets. We survey the district to develop the asset database. During the survey process, we tag each piece of equipment requiring periodic service with a unique identifier to schedule and record all maintenance activities. This process focuses on populating the asset database and allows the system to effectively assign and track repair work and is the foundation for the preventative maintenance program.

Our asset inventory team utilizes a mobile handheld device (typically a tablet) to capture equipment information. This tool expedites the collection process and facilitates consistency in the naming of equipment and classifications. After collecting the equipment data, an asset tag is secured to the equipment adjacent to the existing serial plate. Asset tags can be modified at client request.

Data typically collected for population of a CMMS database:

- Manufacturer and Model
- Serial Number
- Capacities
- Horsepower
- Voltage
- Location of the equipment (facility, building, floor, room) – all referenced in the equipment identifier
- Date placed in service (if available)
- Inventory tag number (durable weather resistant bar-coded tag directly attached to the component)
- Refrigerant type, if applicable and available
- Filter size & type
- Coil info- HW, CHW, passes etc.
- Base Condition Rating – Defective, Fair, Good, Excellent etc.

A fully populated equipment database provides the environment necessary to implement the preventative maintenance program. Each asset identified within the database will be assigned specific periodic preventative maintenance tasks.

Assign Preventive Maintenance (PM) Tasks

To protect the asset's lifecycle and performance, we will assign assigned preventive maintenance. Many assets will be assigned various preventive maintenance tasks throughout the calendar year. With these tasks in place, the CMMS can cross-reference the assets with proper preventive maintenance tasks directly, supporting the system's ability to automatically generate PM Work Orders.

Nationwide, we have over 110,000 team members serving 20,000 clients since 1909. We service approximately 4+ billion square feet of facilities and maintain over 70,000+ pieces of HVAC equipment annually. With full HVAC service, HVAC installation, building automation, electrical installation, electrical testing, electrical service, plumbing, and energy services departments, we have unparalleled technical expertise throughout New England.

Our facility engineers have been designing facility improvement measures for decades, and for the last 40+ years we have been using this expertise to build financially viable, sustainable solutions for our clients through our guaranteed energy savings contracting process. This alignment of in-house expertise means ABM can provide superior returns for our clients, while providing greater quality control because we subcontract fewer services than anyone else in the industry.

Maintenance Contract

Although a maintenance contract is not required for performance contracting projects, we strongly encourage a strong and reliable preventive maintenance program that will expand the lifecycle of your new or recently updated equipment.

BRIGHTLY, FORMERLY SCHOOLDUDE



Because our team's focus is on education clients, we are intimately familiar with how an effective CMMS system like Brightly when building an effective PM program. We utilize this system in thousands of sites as the work dispatching and tracking system. This module, which includes preventive maintenance

activities, facilitates the assignment of tasks, tracks assignment progress until complete and serves as a repository of all information related to upkeep of the facility's assets.

(Formerly Dude Solutions, SchoolDude, FacilityDude)

- Easily manage and maintain all assets and facilities with a complete 360 view of operations
- Reduce maintenance costs by planning and scheduling preventive maintenance
- Empower your service teams and community by streamlining work orders and upcoming tasks
- Optimize resourcing and communication for a seamless experience

FACILITIES OPERATIONS & MAINTENANCE SOLUTIONS



We understand education institutions are faced with many challenges today, including rising energy costs, shrinking resources, decreased funding, aging buildings and reduced building efficiency. Our objective is to provide the district with solutions to efficiently maintain your facilities while providing cost savings. We are here to help. Whether you need professional engineers or skilled technicians, we provide solutions that keeps your district running smoothly.

We know that high performing facilities drive the most savings and provide a safe, clean, comfortable and energy efficient environment. These savings can then be reallocated into your educational goals where you need it most. Our facilities operations and maintenance services program is designed to build value for our clients and provide solutions that help facilities operate at peak efficiency. We do this by providing our skilled and knowledgeable maintenance technicians and building engineers with superior technology, training, and support. We leverage technology to share best practices across our team of 10,000 technicians throughout North America.

Our reputation as the premier service provider in our industry is partly based on our proven process for creating innovative building management and energy efficient programs. We can certify facilities under the ISO-9000 program to ensure that our clients receive consistent, high-quality service. Our clients enjoy best-in-class offerings including plumbing, HVAC, general maintenance, and technical operations services.

Requirements – Scope and Frequency

APPA Service Level Based on Criticality

Maintenance service levels dictated by APPA follow condition rather than frequency. They also follow a ratio of square foot per maintenance full-time equivalent (FTE) that prescribes to the condition.

APPA Maintenance Service Level 2 – Comprehensive Stewardship

- Equipment and building components are usually functional and in satisfactory operating condition.
- Response to most service needs including limited non-maintenance activities, typically in a week or less.
- A well-developed preventive maintenance program with 75 – 100% of required actions are done, but frequency is slightly less than per defined schedule. Appreciable reactive maintenance and occasional emergencies.
- Interior finishes are clean/crisp; watertight, good appearance of exterior closures.
- Bright and clean, attractive lighting.

APPA Maintenance Service Level 3 - Managed Care

- Equipment and building components are mostly functional but suffer occasional breakdowns.
- Service and maintenance call responses are variable and sporadic.
- Reactive maintenance predominates operations, especially during seasonal peaks. Preventive maintenance is scheduled as manpower and time permit with less than 75% accomplished.
- Interior finishes are “average” with obvious minor repairs or touch-up required; exterior finishes are also average with minor leaks and blemishes.
- Small percentage of lights out, generally well-lit, and clean.

Our Operations Engineering Objectives for New Haven Public Schools

- Effective, detailed, planned services program based on our commitment to empower and support all members of the maintenance team
- A high level of service that optimizes NHPS’s environments and extends asset lives to their fullest in the most cost-effective, energy-efficient way
- Support the school system’s mission, strategic plan, and objectives

The following table shows conditions and expectation for APPA 2 and APPA 3:

	APPA 2 TARGETED	APPA 3 SUSTAINED
CATEGORIES	Comprehensive Stewardship	Managed Care
Customer Service Level and Response Time	Response to most service needs, including non maintenance activities, is typically in a week or less	Service available only by reducing maintenance, with response time of one month or less
Customer Satisfaction	Satisfied with facilities related services, usually complimentary of facilities staff	Accustomed to basic levels of facilities care, generally able to perform duties
Preventive Maintenance (PM)	A well-developed PM program occasional emergencies	Reactive maintenance predominates due to systems' failing to perform
Maintenance Mix	A well-developed PM program most required is done at a frequency slightly less than per defined scheduled,. Occasional emergencies caused by pump failures, cooling system	Reactive maintenance predominates due to systems' failing to perform, especially during hard seasonal peaks. The high number of emergencies causes reports to upper
Aesthetics, Interior	Clean/crisp finishes	Average finishes
Aesthetics, Exterior	Watertight, good exterior appearance	Minor leaks and blemishes, average exterior appearance
Aesthetics, Lighting	Bright and clean, attractive lighting	Small percentage of lights out, generally well lit and clean
Service Efficiency	Maintenance activities appear organized with direction. Service and maintenance calls are response to in a timely manner	Maintenance activities appear to be somewhat organized, but remain people dependent . Service calls are variable and sporadic without apparent cause
Building Systems Reliability	Breakdown maintenance is limited to system components short of mean time between failures (MTBF)	Building and systems components periodically or often fail.

WORK REQUESTS – UNSCHEDULED MAINTENANCE

We generate work schedules from our work plan and service requests as they are received. Typically, we prepare work schedules weekly and monthly but adjust them to accommodate priority requests. Our team is normally scattered throughout the district working in various buildings to complete standard maintenance tasks and to close existing work orders. When we receive emergency or urgent work requests during regular working hours, we coordinate the dispatch of employee(s) to the area where the service is required. Once the issue has been addressed, the supervisor inspects the work to confirm it has been resolved satisfactorily and reports the results back to the CMMS as completed so the service request can be closed. If the emergency or urgent request occurs after typical working hours, requesters should call the ABM Emergency phone number and on-call ABM management will coordinate services.



SUBCONTRACTING

One of ABM's differentiators is our ability to self-perform a range of services. We strive to self-perform most specifications unless the repair is outside our current capabilities. However, we have considerable experience managing subcontractors in a variety of disciplines. ABM maintains our own database of screened, approved, and field-tested subcontractors nationwide.

If additional subcontracting partners are required, we will interview service partners to determine the subcontractor's ability to provide quality service in a cost-effective manner. We will discuss the training of personnel, review the subcontractor's OSHA safety training procedures, conduct reference checks, and verify insurance to ensure it meets both the client's and ABM's requirements. Additionally, we perform compliance assurance audits to ensure each subcontractor has been thoroughly qualified, performance is consistent, and all legal documentation is in place and compliant with all state and federal laws.

While we have established relationships with quality subcontractors, we are opening to working with local vendors that the district might prefer.

LONG RANGE MAINTENANCE PLAN

Asset (or Area) Criticality

CRITICAL

Equipment criticality is used to identify operating equipment in a prioritized order of importance to continue operations of facilities. The priority ranking considers operational risk of equipment failure with respect to health and safety, school disruption or continuance, the assessed value of the equipment and mission criticality – how important the equipment is to school function.

REQUIRED

The purpose of our CRIT assessment is to prioritize equipment and scheduling through establishing a comprehensive maintenance program, resulting in the greatest benefit within the available budget.

IMPORTANT

TRIVIAL

Note: Equipment that contains “depending” notations is placed by default. However, the equipment is subject to move up or down a level of criticality depending on its function. For example, an air handling unit (AHU) that services a clean room might individually be considered a Level 1 Critical.

CRITICAL: This PM stage is an absolute requirement, with procedures that must be followed strictly and completed within one (1) week of the PM issuance date. It includes high-cost assets that serve large spaces and/or may operate without backup. It is crucial to have essential spare parts on hand if failure were to occur. *Note:* The following examples are not necessarily all within our scope.

- Large boilers
- Chillers
- Life safety equipment (safety shower, eyewash stations, defibrillators)
- Walk-in freezer
- Kitchen equipment
- Elevator (one car in building)
- Air compressor (depending)
- Interior fire alarms, fire extinguishers, standpipe system, etc.
- Generators and transfer switches
- Cooling towers
- Switch gears
- UPS / CRACs

REQUIRED: Preventive Maintenance shall be completed within three (3) weeks of the PM issuance date. It includes assets that serve a concentrated area that may operate with backup. If failure were to occur, the building occupants would be affected directly.

- Small boilers
- AHU
- BAS
- Elevator (multi-car in building)
- Dampers
- Pumps
- Autoclaves
- Back flows
- VFDs
- Transformers
- Fume hoods (depending)
- Ansul systems

- **IMPORTANT:** Preventive Maintenance shall be completed within four (4) weeks, but deferring PM is permissible, however not suggested. It includes lower cost assets that typically serve a single purpose or space. If failure were to occur, there would be no immediate effect, but short-term effect may take place.
 - Condenser Units
 - Split A/C Units
 - Unit Heaters
 - Fan Coil Units
 - Exhaust Fans
 - Expansion Tanks
 - Electrical Panels
 - Vehicles
 - Grounds, Catch Basins etc.
 - Roofs
 - Heat Exchangers
 - Steam Equipment
 - Hot Water Heaters
 - Fountains
- **TRIVIAL** (Non-Critical): Equipment is to run through its life cycle. It includes smaller low-cost equipment that is easily replaceable. If failure were to occur there would be no short-term effect, but long-term effect may take place.
 - Bathroom Exhaust Fans
 - Appliances
 - Washers
 - Dryers
 - Window AC Units
 - VAV's

How establishing levels of criticality helps?

- Comprehensive preventive maintenance schedule
- Sustained interior and exterior finishes and conditions
- Better efficiency in work hours

How are we going to conduct reporting?

- KPIs on completions and failure avoidance

What are the challenges commonly faced in a planned environment?

- Fiscal ability to meet criticality schedule and calendar
- Level of defect at contract commencement
- Labor shortage – reports highlight issues
- Changing the current work procedure
- Aligning PM efforts with programming
- Balancing front-line labor resources and third-party specialists

PM labor and supply allocations are based on PM standards and formal tasks like the illustration below. Each distinct piece of equipment is assigned a specific preventive maintenance task assignment.

Classification	Type	Acronym	PM Name	PM Frequency	Hours
HVAC Systems	Roof Top Unit Gas Fired with DX Cooling	RTUGDX	RTUGDX - A PM	Annual	4.962
Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Check with operating or area personnel for deficiencies.	Check tension, condition and alignment of belts; adjust as necessary	Lubricate shaft and motor bearings.	Replace air filters.	Check electrical wiring and connections; tighten loose connections	Clean coils incl condenser / evaporator drain pan, blowers, fans, motors and drain
Task 7	Task 8	Task 9	Task 10	Task 11	Task 12
Perform operational check of unit make adjustments on controls and other components as required - focus on damper actuation and confirm performance on BMS if applicable	During operation of unit check refrigerant pressures; add refrigerant as necessary - document per Refrigerant Policy	Check compressor oil level; add oil as required	Inspect clean and adjust control valves and thermosensing bulbs on gas burners	Inspect fuel system for leaks	Check for proper operation of burner (priming) controls. Check and adjust thermostat
Task 13	Task 14	Task 15	Task 16	Task 17	
Check electrical wiring to burner controls	Inspect and clean burner section	Check heater operation through complete cycle or up to 10 minutes	Clean area around entire unit	Fill out maintenance checklist and report deficiencies	

Classification	Type	Acronym	PM Name	PM Frequency	Hours
HVAC Systems	Roof Top Unit Gas Fired with DX Cooling	RTUGDX	RTUGDX - SA PM	Semi-annual	2.560
Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Check with operating or area personnel for deficiencies.	Check tension, condition and alignment of belts; adjust as necessary	Lubricate shaft and motor bearings.	Replace air filters.	Perform operational check of unit make adjustments on controls and other components as	During operation of unit check refrigerant pressures; add refrigerant as
Task 7	Task 8	Task 9			
Inspect fuel system for leaks	Clean area around entire unit	Fill out maintenance checklist and report			

Classification	Type	Acronym	PM Name	PM Frequency	Hours
HVAC Systems	Roof Top Unit Gas Fired with DX Cooling	RTUGDX	RTUGDX - Q PM	Quarterly	2.560
Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Check with operating or area personnel for deficiencies.	Check tension, condition and alignment of belts; adjust as necessary	Lubricate shaft and motor bearings.	Replace air filters.	Perform operational check of unit make adjustments on controls and other components as	During operation of unit check refrigerant pressures; add refrigerant as
Task 7	Task 8	Task 9			
Inspect fuel system for leaks	Clean area around entire unit	Fill out maintenance checklist and report			

PREVENTIVE MAINTENANCE LOAD CALCULATION

We utilize a custom-designed estimation calculator to develop staffing and material budgets related to Preventive Maintenance.

Quantifying labor and supplies necessary to support preventive maintenance

Our straightforward three-step process for estimating resources includes:

- Convert the district's equipment list into generic names to determine quantities by equipment type and enter data into the estimation calculator.

An accurate equipment list is critical to generating valid results.

- The estimation calculator cross references and assigns manufacturer recommended or RS Means standards for each equipment type.
- Labor and material costs are generated for each type of equipment, and results are totaled to determine annual resources required.

This spreadsheet is an example from tabulations for MEP asset service labor and supply budget estimations required to provide an effective program. The labor and supplies needed to execute PM services are calculated per specifications.

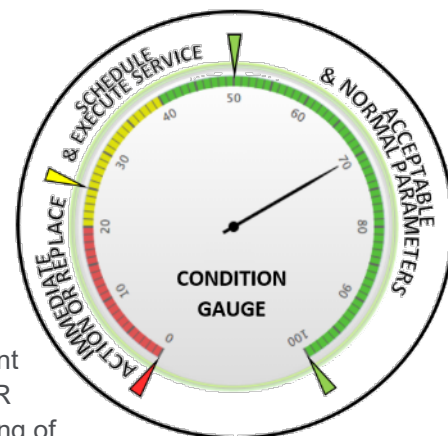
ANNUALIZED PM CALCULATION (No service access hardship factor applied)					
MEP Description	Number Of	PM Hour Each	Total Hours	PM Matl. \$ Each	Total PM \$
AC-Air Compressor	15	3.412	51.180	\$85.12	\$1,276.80
ACCU-Condensing Unit	115	2.562	294.630	\$122.48	\$14,085.20
ACLV-Auto Clave	1	3.412	3.412	\$112.67	\$112.67
Admissions Fountain	1	12.123	12.123	\$345.00	\$345.00
AHU	105	3.261	342.405	\$221.85	\$23,294.25
AHU-Gas Furnace	112	2.338	261.856	\$44.12	\$4,941.44
Air Dryer	8	1.125	9.000	\$18.00	\$144.00
Air Purifier	2	2.180	4.360	\$11.80	\$23.60
Automatrix EMS	1	1.912	1.912	\$71.62	\$71.62
Backflow Preventer	181	0.493	89.233	\$14.43	\$2,611.80
BFP-Boiler Feed Pump	4	1.456	5.824	\$17.46	\$69.84
BFV-Backflow Preventer	181	0.493	89.233	\$14.43	\$2,611.80
Blower	1	1.244	1.244	\$22.84	\$22.84
BLR - Boiler 1	49	15.881	778.169	\$65.99	\$3,233.01
Centrifugal water pump	1	1.276	1.276	\$22.84	\$22.84
Chair Lift	1	1.208	1.208	\$45.50	\$45.50
Chapel garden water fountain	1	3.412	3.412	\$112.67	\$112.67
Chilled Water Pump Motor	3	1.276	3.828	\$22.84	\$68.52
Chiller	6	26.771	160.626	\$238.74	\$1,432.44
Pump, Jockey	2	1.408	2.816	\$34.25	\$68.50
Pump, Pool	1	2.928	2.928	\$81.55	\$81.55
Pump, Pool Filter - P1	2	1.919	3.838	\$25.10	\$50.20
Roof Top Unit	8	4.956	39.648	\$176.46	\$1,411.68
Snow Melt Control - Roof de-icing	2	3.395	6.790	\$104.67	\$209.34
Storage Tank, Hot Water	3	0.724	2.172	\$12.87	\$38.61
Tank, Expansion	29	0.724	20.996	\$12.87	\$373.23
Tank, Hot Water Storage	3	0.724	2.172	\$12.87	\$38.61
Tank, Underground Storage - Fuel	1	7.536	7.536	\$133.87	\$133.87
Transfer Switch, Automatic	7	5.316	37.212	\$15.62	\$109.34
Transformer, Dry	22	0.769	16.918	\$15.62	\$343.64
Uninterruptible Power Supply	3	22.924	68.772	\$254.98	\$764.94
Unit Heater	71	1.009	71.639	\$2.87	\$203.77
Valve, Fire Sprinkler	1	0.159	0.159	\$11.37	\$11.37
Variable Frequency Drive	46	0.701	32.246	\$8.73	\$401.38
VAV B 11	4	0.934	3.736	\$10.28	\$41.12
Ventilation Fan (Blower)	3	0.623	1.869	\$11.37	\$34.11
Walk-In Box, Indoor Evaporator	2	1.466	2.932	\$205.77	\$411.54
Water Pressure Booster	1	3.850	3.850	\$33.22	\$33.22
Water Softener	2	5.436	10.872	\$54.20	\$108.40
Water to Air Heat Pump	3	3.555	10.665	\$184.76	\$554.28
	2324		5519.333		\$129,926.10

EQUIPMENT AND SUPPLIES MANAGEMENT

Equipment Repair and Replacement

To manage your facilities, assets and the costs associated with their maintenance and ultimate replacement, we foster a planned, coordinated effort. Our maintenance program delivers periodic and planned service tasks that prolong equipment life expectancy, optimize performance, enhance reliability, and mitigate component failure, which minimize disruptions and promote overall program stability.

If the current equipment has not reached its end-of-life cycle, we perform preventive maintenance to extend the life of the equipment and optimize performance. Once the equipment has reached its end-of-life stage, we identify the most appropriate replacement. We **repair** equipment when we encounter an unplanned outage or performance degradation OR as part of a repair threshold commitment, but always with an understanding of cost containment and a total return on repair investment.



Proper maintenance leads to planned replacements. We replace equipment in circumstances, including:

- **Necessity** (unplanned and planned) – when the equipment is critical to avoid disruption of operations
- **Obsolescence** (unplanned) – when parts are no longer made or required skills are not readily available
- **Value** (unplanned) – when repair costs equal or outweigh the equipment costs
- **Health & Safety** (unplanned and planned) – when ongoing repairs place technicians and students/faculty/staff at risk
- **Program Change** (planned) – when new requirements dictate upgrade
- **Life Cycle Analysis** (LCA) (planned) – when the understood useful life, determined by analysis, dictates replacement based on net value

Like a person's health, preventive measures can prolong life and defer the need for costly medications or surgery. While maintenance serves to 'medicate and stabilize' a condition, replacement serves as a final and essential 'cure.' We must use our knowledge and expertise to avoid 'putting band-aids' on situations that need our attention. We should stabilize the situation and plan to fix the problem. Performing a full body scan – a life cycle analysis – lets us know what to expect and plan for future needs.

Criteria to consider:

- Close to or exceeded expected life
- Asset reliability and consequences of failure
- Service or parts costs exceed replacement costs
- Overall performance from service is not improving
- System is too fragile or regressed
- System failure presents security, health, safety, or environmental risk
- Cost to mitigate the risk exceeds replacement costs

Your CMMS can validate (or refute) replacement decisions and timing.

Maintenance and repair costs are typically expensed in operational budgets, while replacement costs are capitalized. To be fiscally responsible, we think in the long-term and always consider budgets.

Thoughts on Equipment Age

Unmaintained equipment does not age well. The older equipment is, the more extensive repairs it will need, which translates to higher maintenance costs. As it ages, the equipment will give you less return on investment. When newer, technologically advanced equipment will improve efficiency, it is prudent to consider replacement.

Repair Cost Consideration

What are the costs of repair, and more importantly, how often will you be paying those costs? Will it likely be a one-time fix? Documenting asset repairs provides information on number and frequency of breakdowns and associated costs.

Consider Impacts from Outages

We must weigh the impact of outage while the asset is being repaired. If a repair takes too long, it may have too many hours of program impact. However, repair often takes less time than replacement because replacement involves ordering, shipping, installation, new training and more. On a tight schedule and when the equipment is crucial to operations, replacement may prove too much of an impact. Repair or partial restoration may be the best solution until schedules accommodate replacement.

Use your CMMS to track repair efforts on equipment. Accurate population of labor rate data and properly recorded service hours can easily identify the right path or at least inform an action path.



Custodial Management Program

Our custodial services program at NHPS will be reflective and responsive to your individual needs. ABM services hundreds of educational sites nationwide where we are required to meet specific custodial standards and resolve site-specific issues.

Our custodial program approach includes open communication, proven practices, and industry standards of excellence. We will provide New Haven Public Schools with:

- **Job Specifications** – A detailed document that describes the specific tasks ABM performs before and after service installation.
- **Security Compliance** – Appropriate security consistent with the requirements of your facility, which include key logs and background checks that is incorporated into our management plan.
- **Communications Plan** – A communications plan that includes using call lists, email, two-way radios, and cell phones used by our personnel so that we are always immediately available to handle your service requests.
- **Cleaning Methods** – Our cleaning approaches combine daily, variable, and extensive periodic services to perform to your expectations. We offer a full spectrum of care and as your operations evolve, we also provide a progressive collection of additional methods and equipment to continually meet your needs.

Customized to Your District

Our approach to project management ensures that you receive a plan designed to specifically address your requirements while using proven, documented processes. By analyzing discussions we've had with your representatives and our own experience servicing your facilities, we determined best practices for your district based on industry standards.

With ABM as your partner, New Haven Public Schools can focus on your true mission – educating students.



Specific Initiatives for New Haven Public Schools

New Haven Public Schools has your own set of distinct focal points, and the custodial services program is currently customized to meet your needs. With our years of experience partnering with K-12 districts, we have tailored our procedures to provide specific care on the areas that matter most to you.

The key initiatives outlined here are not intended to be comprehensive but rather are noted to highlight several essential elements of our Custodial Services program that are specifically customized for New Haven Public Schools.

ABM follows recommendations from all manufacturers as it relates to equipment, chemicals, supplies, usage, and handling.

Standard Cleaning Procedures

With significant input from New Haven Public Schools, we have developed and implemented a set of Standard Cleaning Procedures used at all levels. Our managers train staff on these procedures, and managers and NHPS personnel use them as a baseline for quality control site inspections and performance audits.

First Impression Areas

With declining enrollment plaguing higher education, first impression areas are critical to students, faculty, staff, and visitors, especially on the campus tour.

We implement a rotation-based sequence of cleaning for entrances, lobbies, restrooms, hallways, and other common areas most frequently visited. This results in great first impression areas that are clean, tidy, odor-free and stocked with necessary supplies.

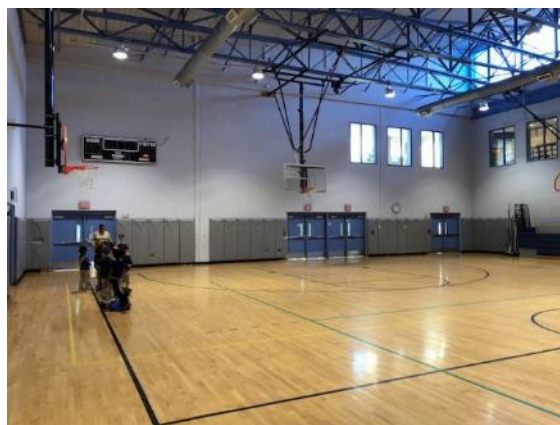
Summer/Winter/Break Cleaning

We have established protocols for project cleaning and special events. These occur during times when schools are closed for breaks (Winter/Summer), as well as during normal school sessions. We work with NHPS to customize our protocols to align with your calendars and events.

Floor Care Regimen

While well-maintained floor surfaces provide a positive aesthetic, the ultimate purpose of performing routine, periodic, and restorative maintenance is to protect the asset in which your district has invested.

We implement a customized floor care regimen, for both hard and soft surfaces. Carpets are spot or fully cleaned as needed, damaged tiles are identified and reported appropriately, and floors are stripped and refinished periodically with routine burnishing and coating performed, again, to protect the investment in surfaces.



Equipment

We understand the importance of providing best-in-class equipment to its staff. As a result, ABM uses equipment exclusively from industry-leading providers. We invest in the safest and most effective equipment necessary to perform the services efficiently. Before using any piece of equipment, staff are trained on its proper use and care.

During start-up, an initial equipment list will be modified as necessary, and any substitutions or additional investment will be made without an impact to schools from a cost standpoint.

We will implement a quarterly maintenance program that inspects and maintains the performance of custodial equipment.

Approach Overview

The quality of the facility services provided to a district like NHPS directly influences the quality of the student experience, resulting in a significant impact on student attendance and attention. Simply put, a well-maintained facility contributes to student academic performance, and we strive to enhance student environments and make a difference every day.

As we service over 220 colleges and universities and more than 250 K-12 school districts nationwide, we know that providing services to the education market is challenging and unique. We will provide NHPS with the same attention to detail we provide all our clients with fully customizable custodial services components.

ABM will implement the following general program processes to ensure the program exceeds the expectations for service and quality:

A Seamless Transition and Start-Up

We implement a tailor-made, comprehensive transition and start-up plan commencing 30 days prior to the start of our partnership. Every step of the way, ABM will ensure the program is transitioned professionally.

A Measurable Quality Control Program

Our web-based quality assurance reporting system (SITE) measures and monitors our service, providing statistical reports to the school on a quarterly or more frequent basis measuring level, trends of service and customer satisfaction.

Training & Best Practices

We understand one of the best ways to provide reliable, high-quality service to all our clients is to ensure that all employees receive consistent and ongoing training.

Our custodial training program is extensive and begins with employee orientation before starting work. This training continues throughout an employee's tenure with required monthly and annual training sessions.

By empowering our employees with comprehensive training, we can minimize deficiencies and quickly identify opportunities for improvement.

Efficient Use of Chemicals & Equipment

Team members are trained in the proper handling and dilution of chemicals and cleaning products, proper use and maintenance of capital equipment, and proper cleaning procedures.

All cleaning team members undergo training on standard operating procedures, effective sequencing of cleaning steps and proper use of personal protective equipment (PPE). The safety of both our staff and your students, teachers, and staff is of the utmost importance. Our team members will undergo regular safety training including focusing on reducing and preventing injuries and exposure to hazardous materials per OSHA standards. SDS sheets will be provided to all team members.

Comprehensive Communications Plan

In the spirit of true partnership, we value the open and transparent communication approach we have already established with NHPS and team members so that our services are seamless. The following are key aspects of our communication plan.

- Team members are trained on how to communicate with building management and occupants throughout the school buildings for any service-related issues or questions.
- We have systems for receiving feedback from building management and occupants.
- We have policies in place to handle absenteeism, whether planned or unexpected, enabling us to respond quickly when absenteeism occurs.
- Our call-in system ensure team members are directed to the appropriate school or building site in a timely manner.
- When a team member is absent, the on-site project manager communicates with the administration by email or phone and provide the name of the replacement.
- Requests for setting up cafeterias and gymnasiums for special events will be logged into our master event schedule.
- Staffing resources are deployed by the site project manager, occasional requests such as unloading trucks for items like furniture and copy paper is funneled through our site project manager and typically executed by our day porters.

Schedules of Routine Cleaning Operations

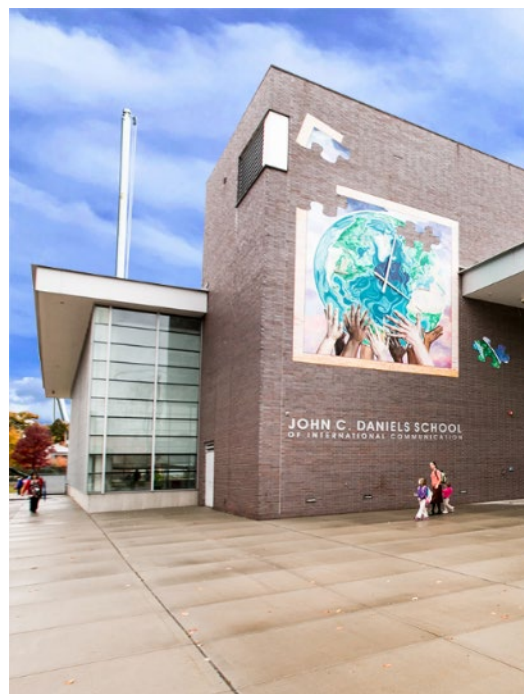
Cleaning tasks are performed accordingly with routine cleaning inspections and reports. Equipment operation and maintenance protocols as well as accident preparedness plans are developed.

Task Areas of Importance

Special attention is given to high-traffic locations throughout the facilities, especially first impression areas. All team members will be specifically trained on the proper storage and use of chemicals, including dilution control procedures.

Team members receive regular safety training on the special requirements for operations involving potentially hazardous materials, such as the maintenance of specialty floors containing asbestos or compliance with OSHA Bloodborne Pathogens standards.

When applicable, team members are trained on the safety protocols for cleaning areas with special engineering concerns, such as those with inadequate ventilation, poor lighting, and restricted access.





Grounds Management Program

GROUND S SERVICES DELIVERY FOR NHPS

ABM understands the dynamics of education space. We provide grounds management services for dozens of K-12 school districts, colleges, and universities across the U.S. including many in the Northeast.

As a proactive partner, we do not view grounds management as a maintenance task, but rather as a management program. Our philosophy is to continually seek means to improve landscapes through progressive technical competencies, dedicated site-based management teams, innovative solutions, and continued support from industry recognized professionals and corporate staff. Having this additional support enables our site-based teams to perform their assigned functions without worry.

EXPERIENCE AND EXPERTISE

We understand that maintaining the grounds of your school district is much more complicated than simply mowing the grass and trimming the trees and shrubs. Well-maintained grounds create a safe environment, enhance the student experience, and make lasting impressions on parents and visitors. As trusted partners in the education market, we strategically plan all activities, so they are safe and not a distraction for the learning environment, while always being prepared for visitors, expected and unexpected.

Timothy Moore, CSFM, leads our Grounds Management team with expert assistance from Jorge Melena, CSFM, CPSI, Marty Kaufman, CSFM, and Lance Tibbets, CSFM. Together, they have over 125 years of experience in landscape and grounds management. Our team has provided management or consulted for many prestigious universities, school systems, Major League Baseball, Olympic sports fields, the Little League World Series, and many Class A commercial sites. Our expert grounds management staff speaks at local, state, and national conferences annually and has taught "Grounds Management 101" for several years for facilities building managers organizations. Their certifications and credentials include Integrated Pest Management Coordinators, Licensed Pesticide Applicators in multiple states, Licensed Commercial Irrigators, Certified Turf Grass Professionals, Certified Professional Horticulturists, Certified Sports Field Managers, Certified Playground Safety Inspector, and Certified Park Managers.

OUR GROUNDS & LANDSCAPE SOLUTIONS

ABM's landscape and grounds team deliver aesthetic excellence and superior service to our clients including:

- Sports field and turf management
- Landscape installation and maintenance
- Irrigation maintenance and management
- Exterior pest and fertility management
- Snow and Ice operations
- Season floral program

PROGRAM PRINCIPLES

- Provide exceptional curb appeal throughout the district, *every moment, of everyday*
- Implement a rapid response time to client requests with our site-based program structure
- Remain flexible to accommodate varying climate conditions and mowing frequencies
- Ensure proven horticultural best practices and expertise
- Highlight safety and security of landscape operations to ensure students, faculty and staff and physical facilities remain free from hazards
- Enhance service levels and client satisfaction through proven quality control processes
- Conduct enhanced skills and technical training to all grounds employees to continuously improve grounds and landscaping services levels
- Create a culture and atmosphere of ownership with all employees that promotes teamwork and increased productivity

APPA

GROUND STANDARDS

LEVEL 1

State-of-the-art maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban areas, such as public squares, malls, government grounds, or college/university campuses.

LEVEL 2

High-level maintenance. Associated with well-developed public areas, malls, government grounds, or college/university campuses.

LEVEL 3

Moderate-level maintenance. Associated with locations that have Moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance.

LEVEL 4

Moderately low-level maintenance. Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.

LEVEL 5

Minimum-level maintenance. Associated with locations that have severe budget restrictions.

QUALIFIED AND TRAINED EMPLOYEES

Our promise to you is fulfilled by the team members we hire and train. Therefore, we are committed to recruiting, hiring, and retaining the highest quality team possible to perform your grounds maintenance services. Our experience partnering with education clients throughout the state means we are familiar with the labor market and know what it takes to recruit, hire, and retain the best employees available in the area. All our team members working in your sites are fully screened and receive continuous training to ensure all aspects of the program are performed with attention to detail and in the most efficient manner possible. Training, which begins with an initial orientation, involves technical, safety, and development programs.

SAFETY

Safety is a critical element of any grounds maintenance program. We implement a comprehensive safety plan and ongoing safety training to all employees. We are committed to performing all work, adhering to all OSHA safety guidelines. This includes all equipment must be current with all safety mandates as installed by original manufacture. Personal Protective Equipment provided to all employees performing work as outlined in this specification.

Pesticide applications are administered with strict adherence to EPA, state, county and local laws and regulations including Implementation of IPM. Employees must receive “Right to Know” training before handling or applying any pesticide(s). This training will be documented, and a copy of training will be provided to the district, upon request.

QUALITY ASSURANCE & INSPECTIONS

To ensure all management standards, periodic inspections will take place, ABM’s management and supervisors will conduct inspections. District representatives may participate. Formal reporting of compliance deficiencies discovered during inspection will have a defined action plan for correction within 24 hours.

FERTILIZER AND WEED CONTROL

To encourage safer and more sustainable practices, we strive to reduce fertilizer and pesticide use, using integrated pest management techniques, recycling green waste, and taking proactive steps to minimize runoff. Our goal is to utilize environmentally safe chemicals in our Weed Control Plan to support prevention of weed growth. Weed Management is first be managed through cultural techniques, proper fertilization, mowing frequency, and irrigation. The first defense in weed management is the encouragement of healthy turf. When weeds exceed an acceptable threshold (mutually agreed upon by the district and ABM), then herbicides may be used. All herbicides must be environmentally friendly and labeled for specific use. Blanket treatments will not be utilized unless warranted through proper scouting / documenting.

GROUND S MANAGEMENT LOG

Our Grounds Technicians will maintain an activity and management log to record daily activities across NHPS. The log contains detailed applications of all pesticides including target weed, insect or other pest, mode, type, and rates of application and results. It also includes the date, time, weather conditions at the time of application as well as the name of the licensed applicator.

EQUIPMENT, TOOLS, AND SUPPLIES

If NHPS chooses to utilize ABM's equipment and supplies, we are committed to providing state-of-the-art equipment and high-quality grounds supplies for the grounds program. We use equipment and supplies exclusively from industry-leading providers. With our national presence, ABM has negotiated strategic partnerships with multiple vendors across the country. Our relationships with our suppliers often contain provisions for technical support, environmentally friendly ("green") products, best-in-market pricing, and price stability. We also have preference in ordering, the ability to acquire large amounts of product and equipment quickly, and access to significant savings and the highest quality supplies and equipment.

TECHNOLOGY & SUSTAINABILITY

An integral part of our continual means of seeking improvement in technologies is sustainability in the landscape industry. While there is much to be learned, there is a lot that can be done, such as:

- Natural organic fertilizers
- Reduction of pesticide use
- Greater use of biological methods in control of pests
- Improved use of water through enhanced training
- Improved technology for irrigation systems
- Improved management strategies

PLANS FOR INSPECTIONS AND QUALITY ASSURANCE

The success of our teams is built on developing a comprehensive set of Standard Operating Procedures (SOPs) and defining performance expectations that are based on measurable outcomes. Our corporate culture of measuring and managing performance helps us ensure compliance to those SOPs, which enhances our ability to replicate successful performance across NHPS's entire district.

To continually improve, we consistently measure our performance via audits and inspections. Our findings have taught us that it is important to continually measure our performance and adjust our programs accordingly to evolve and remain consistent with your expectations.

Our approach to quality assurance is multifaceted and designed to capture measurable results through daily, weekly, monthly, quarterly, and annual activities.

Quality Management System

Our quality management system is ABM's proprietary, web-based control system that supports your quality goals and requirements. The system allows both the district and ABM to view inspection results, periodic maintenance schedules, and reports through a central online portal. We focus on:

- Analyzing inspection results
- Establishing and tracking accountability
- Continually improving processes

Daily Activities

Rounds: The Grounds Manager is responsible for closely monitoring employee progress. Rounds are performed daily, and we proactively seek out improvement opportunities before the district reports them to us. Our team self-generates most of the action items. It is our job to maintain grounds, not the job of the NHPS administrators and facilities staff.

Weekly Activities

Audits: When a specific action is requested by the district, quality completion of those items is audited on a random basis. The Grounds Manager investigates the work site for quality and may contact the requestor to track satisfaction with the result. These audits are completed on a tablet, and the results uploaded in real-time to SITE, our Quality Assurance system.

Area Inspections: Quality Assurance Inspections are routinely completed for all areas of the grounds to assure performance expectations are being met. These inspections are completed on a tablet and uploaded real-time to SITE, which is also capable of generating numerous reports cross-referencing performance in many ways.

Monthly Activities

To ensure we are meeting your expectations, we invite the district to provide feedback regarding the quality of the services we provide. Customer Satisfaction Surveys can be implemented via an internet-based platform and will provide feedback on all areas. The results and trends are recorded, and we develop specific and measurable action plans to guarantee our services are continually improved. This tool motivates the team and provide an early warning sign for dissatisfaction in any areas.

These surveys, coupled with our SITE random inspections can provide a viable check and balance allowing us to pinpoint any areas that may have specific needs or concerns. ABM can provide the district with Quality Control Inspection Reports as requested. We believe that client feedback is critical to the success of our program at New Haven Public Schools. services.

Quarterly Activities

Customer Business Review (CBR): At the end of each quarter, the district can meet with ABM on-site and regional management to review the results from the prior quarter and discuss objectives for the next quarter(s). These meeting helps our team assure that we are aligned with your goals.

In addition to having the ability to review inspections daily and trended results at any time via the internet, we can provide monthly, quarterly and/or semi-annual reports detailed in tabular and graphical format. Our results can be viewed by a variety of factors including:

- Entire Program
- Inspector
- Technician
- Question





SNOW AND ICE REMOVAL

As partners to education partners in New England and throughout the Northeast, we understand how crucial snow and ice removal is for districts like New Haven Public Schools.

Safety for your team and ours is also our top priority. Snow and ice removal in an environmentally responsible and safe manner requires a multi-pronged approach based upon the facility, the climate, and resources available. If possible, we close unnecessary pathways, sidewalks, parking areas, etc. effectively and safely. This process eliminates the need to use ice melt in those areas which reduces the overall use of ice melt and allows Grounds Technicians to focus time and materials on more trafficked areas. For areas requiring snow removal, our first and best practice is to effectively remove the snow with shovels, blowers, or sweeping instead of chemicals. These methods are deployed as soon as possible before the snow can be compacted by foot and vehicle traffic, resulting in the need for de-icing chemicals.

When conditions create the need for de-icing chemicals (freezing rain, wet snow, sleet, compacted snow, etc.) the ice melt(s) will be used in a manner consistent with the manufacturer's specifications. When possible, our team applies small amounts of the ice melt or anti-icing compound before the snow and ice accumulate can prevent the heavy build-up that requires significant amounts of material and labor to remove. This also creates a safer environment for our team and the district's staff and teachers.

The mechanical equipment used in removing snow and ice is well maintained to ensure that it is in proper working condition before the winter season starts. In addition to preventive maintenance suggested by the manufacturer, all equipment is examined and tested before the winter season.

ABM provides initial training and refresher training are given prior to the winter season emphasizing the proper techniques for snow removal, equipment and chemical usage and warning signs related to frost bite, hypothermia, and other cold weather safety concerns.

Integrated Facility Services (IFS)

COMPETITIVE ADVANTAGE

ABM focuses on facilities services as a core business. We self-perform most components of an IFS program including technical operations, maintenance, custodial, and landscaping.

Our breadth and experience, coupled with our infrastructure and technological abilities, enables us to experience years of exceptional growth and success.

Clients choose ABM because we deliver:

- Access to the best talent nationwide
- Cost savings through energy, operating efficiencies, and labor, maximizing productivity and improving service levels
- Comprehensive safety and skills training
- Technical knowledge and experience
- Proactive solutions for risk avoidance and regulatory compliance

NHPS administration will have more time and resources to focus on their true mission – educating students.



Self-Performance

ABM self performs the majority of different facility services, cross-utilizing work functions and tasks under a one team/partnership approach. Specialized vendors and strategic and operational best practices form our management structure for total operation control and oversight.

The IFS program enhances communication, productivity, cost efficiencies, scalability, labor flexibility, compliance, and workforce synergies to be aligned with district stakeholders. We propose work order management, KPIs, and quality assurance tools to ensure compliance focused on improving the end user experience for accountability and reporting.

Partnering with ABM provides key benefits, such as:

- Streamlining vendors into a single point of contact
- Leveraging local and regional support
- Cross-training or consolidating supervision
- Compliance with site policies and standards
- Subject Matter Experts for each service line
- Share tools and equipment to reduce costs
- Pro-active measures used by the entire team identify issues

Your Service Quote

We'll help you create new efficiencies to improve your bottom line

To reduce your costs and build value for your facilities, we focus on new, efficient methods and management of labor and technology to eliminate unnecessary costs and maintain quality. Based on NHPS walk-throughs and specifications, discussions with you, and our education expertise, we determined the best practices for New Haven Public Schools.

Expense Description		FOM
Management Labor Allowance		
Wages		\$973,600
Benefits / Taxes		\$231,847
Total Management Labor		\$1,205,447
Number of Employees		11.00
Hourly Labor Allowance		
Wages		\$318,000
Benefits / Taxes		\$79,071
Total Hourly Labor		\$397,071
Number of Positions / NOT EMPLOYEES		6.00
Background Checks		
Drug Testing		
Site Specific Pre-hire		
Uniforms		
PPE		
SmartPhone Service		
Office Supplies		
EPAY employee License		
EPAY WalTer Clock		
EPAY Comm Charges		
Total Variable Expense		\$21,100
FOM Capitalized Items		\$900
Tools for Technicians		
Office / Communication Equip(depreciated)		\$10,467
Desktop Computers		
Laptop Computers		
SMALL Copier		
Office / Communication Equip (expensed)		\$3,200

Desktop Printers		
Network Printers		
Tablets		
Smartphones		
Total Fixed Expenses Allocation (depreciated)		\$11,367
Total Fixed Expenses Allocation (expensed)		\$3,200
Background Checks		
Drug Tests		
Uniforms		
Site Specific Pre-hire		
EPAY Install Staff		
Expensed Equip (non-Capital)		
Reduction for Expensed Equip		
Total Startup Expenses		\$5,017
Corporate / Division Overhead		\$74,065
Margin		\$49,376
General Liability		\$12,609
Total Administrative Expenses		\$136,050
Grand Total	Yr 1	\$1,776,051
	Yr 2	\$1,847,093
	Yr 3	\$1,920,977
	Yr 4	\$1,997,816
	Yr 5	\$2,077,728

ALTERNATIVE PRICING AND STAFFING PLAN

Recognizing the value of a fully integrated facilities solution, ABM will offer you a reduction in price based on ABM providing both the facilities management services and custodial services for New Haven Public Schools. This plan provides a more cost-effective and operationally efficient program for the district.

We look forward to submitting the custodial services proposal and discussing the effectiveness of a full IFS program.

CONTRACT CONSIDERATIONS

ABM views contract documents as the cornerstone of our relationship with each client. To achieve the mutual goal of service satisfaction, ABM believes it is in our client's and ABM's interest for the contract documents to accurately reflect both parties' understanding of the requirements and intentions. If ABM is the successful bidder, ABM requests the opportunity to enter negotiations regarding the terms of the Contract to be entered between the parties.

As requested by the RFP, we have included our contract considerations as redlines.

COMPENSATION

The Public Schools intend to award a contract that reimburses the contractor a lump sum amount payable in equal monthly installments. This lump sum amount will be fixed for the first year of the contract based upon the response to the RFP. Proposers should include a proposed fee structure for each of the four (4) potential renewal options. Such structure should be based on factors such as increases in the Consumer Price Index (CPI), scope adjustments and available budget. The parties agree that the Price shall be adjusted due to factors beyond its reasonable control, including but not limited to increases to local, state and/or federal government mandated wage/health and welfare increases; union mandated wage/health and welfare increases and associated payroll costs where applicable; payroll taxes; union pension increases where applicable; subcontracting costs, material costs, or other supply and insurance and cost changes including, without limitation, increases resulting from insufficient labor supply in certain affected markets as of the date incurred. If wage/benefit adjustments above those in effect on the execution date of this Agreement are necessary New Haven Public Schools agrees to a proportionate increase in the Price, payable retroactively when applicable. Proposer will notify New Haven Public Schools as soon as possible if retroactive payments may be due.

TERMINATION

Following the award from this request for proposals, should the New Haven Public Schools find that the proposer has failed in any material respect to perform its obligations under this agreement; the Public Schools may cancel this agreement. The Public Schools shall notify the Proposer in writing of its failures and permit the Proposer to correct its failures within thirty (30) days. If after the thirty

(30) day period the Proposer fails to correct its failures to the satisfaction of the Public Schools, the agreement will be canceled effective thirty (30) days. The Proposer will be expected to continue to perform the requirements of the RFP and contract during that thirty-day period. The proposer shall be liable for damages from such breach including reasonably foreseeable incidental and consequential damages. Any compensation due the Proposer will be paid only in accordance with the compensation section of this RFP. Either party may, without cause and for any reason, terminate this Agreement at any time upon giving thirty (30) days written notice to the other party.

INDEMNIFICATION

The successful Proposer shall release defend, indemnify and hold harmless the City of New Haven and the New Haven Board of Education, their respective boards and commissions, officers, officials, employees, agents, representatives, and servants ("indemnitees") from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments for injuries or alleged injuries to person (including sickness and death) or to property, or financial losses, sustained or alleged to have been sustained by any person or concern, including officers, agents, servants, employees, contractors and subcontractors of the City and New

Haven Public School or the successful Proposer to the extent caused by the negligent, grossly negligent, reckless or intentional performance or failure to perform any part work as set forth in this agreement by the Proposer or by anyone acting under the supervision of the Proposer. This indemnity shall not be affected by other portions of this agreement relating to insurance requirements.

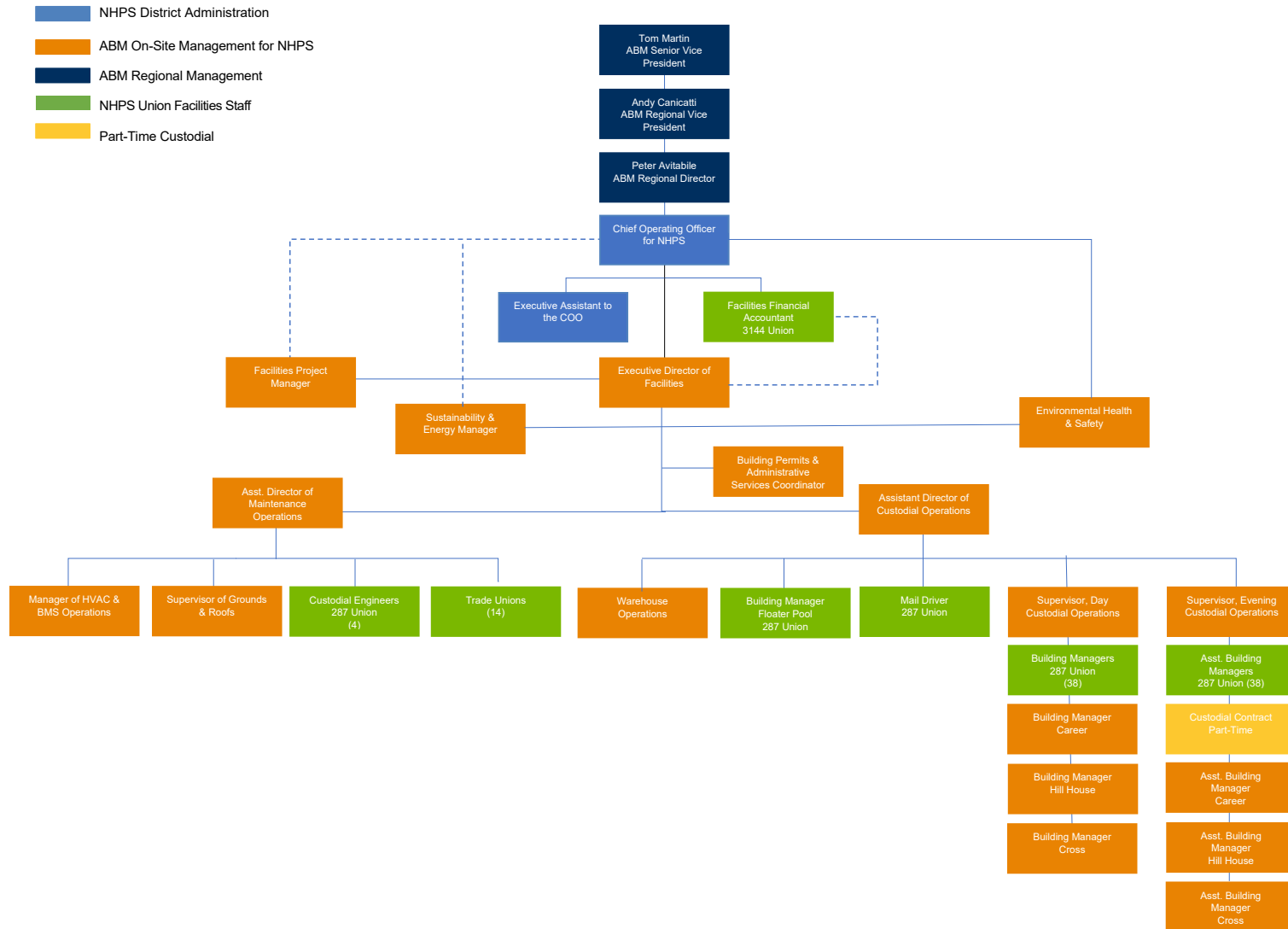
COMPLIANCE WITH LAWS

Proposer shall operate and maintain all properties and perform all of the services required in the RFP in full compliance with all applicable federal, state and local laws and regulations.

Contractor/Vendor shall agree to maintain in force at all times during the contract the following minimum coverage and shall include the City of New Haven via blanket endorsement as an Additional Insured (1) on a primary and non- contributory basis to all policies except Workers Compensation. All policies should also include a Waiver of Subrogation, to the extent of Contractor's indemnification obligations and as required by written contract (1). Insurance shall be written with Carriers approved in the State of Connecticut and with a minimum AM Best's rating of "A-"VIII.

Staffing Plan and Vendor Management

PROPOSED STAFFING AND ORGANIZATIONAL CHART





Management Approach

NHPS will receive personalized service that emphasizes client satisfaction. Through our organizational structure, leadership, and consistent management, we've developed an approach that allows us to manage your district's service needs and exceed your expectations. This management approach gives you the feel of a local company with the backing of a global company.

The success of your facilities management services program requires appropriate supervision from the beginning. Therefore, NHPS must choose a partner well-versed and experienced in providing facilities management services. ABM understands that to provide a quality program we must start with a quality management team. When selecting candidates to fill new and vacant positions, we seek more than traditional experience and expertise. We seek ambitious, highly motivated on-site managers because we expect them to be diligent about achieving consistently high-performance scores and to desire advancement.

Communication and Instruction

Superior service starts with conscientious supervision, which relies on constant, open communication. Supervisors act as a conduit for two-way communication, providing clear instructions to team members and allowing productive staff to communicate issues and ideas to management. This type of open dialogue facilitates instant feedback and ensures clarity and understanding.

On-site Management provides:

- Job descriptions
- Orientation and training
- Clear policies and procedures
- Handbooks
- Task schedules
- Annual reviews/appraisals
- Individual personnel records
- Copies of OSHA 300 logs & other regulatory records
- Federal job postings
- Day/night supervision
- Quality inspections

Control and Efficiency

Constant supervision means team member performance is monitored allowing supervisors to immediately address any deficiencies and to commend exemplary performance. Supervision and guidance encourage team members to be more cognizant of their time and more disciplined in their activities. Monitored team members tend to use resources in the best possible manner, creating efficiencies and cost-savings.

Synergy

Unity and harmony among workers develops effective communication of expectations, open feedback from staff, and instant issue recognition and correction. Supervisors want their team members to reflect well upon their abilities and team members appreciate recognition of their efforts. Healthy, effective relationships between management and productive staff incentivize team members and improve motivation, and that benefits everyone.

Management Structure

The individuals on our team have decades of experience in the facility services industry, especially the Education, K-12 market. Well-versed in the demands and distinct requirements of what your schools will require, they have proven success through their tenure in their current positions and within their regions.

We are confident our management team and staffing plan will provide NHPS with efficient, cost-effective, and innovative solutions. ABM's project management team is structured to meet the requirements of the facilities and to promote good communication between ABM and NHPS.

Site Supervisor; Project Manager

Responsible for carrying out the day-to-day operations of our program at your facility and serving as your immediate, on-site ABM contact.

Regional Director of Operations

Responsible for all functional areas and activities within an assigned Region covering two or more states, or one state with multiple distinct regions, or a major metropolitan market. This position directs the operations of specific locations to achieve stated company goals of growth, profitability, and client satisfaction.

Regional/Senior Vice President

Leads and supports the regional management team by making sure all necessary resources are available and that ABM quality standards are being met.



ABM understands that to provide a quality program, we must start with a quality management team.

Team Bios

REGIONAL ACCOUNT RESOURCES

Below are bios for key Regional Education account resources proposed to support your project:



Tom Martin – Senior Vice President, Education, Northeast/Midwest

Tom has over 25 years of experience in the facilities industry and oversees operations for the Educational Division in the Northeast/Midwest. In the past, he has held senior level management positions at Simmons College as Director of Planning and Facilities Management, Roger Williams University as Associate Vice President of Real Estate Services and most recently Harvard Business School as the Director of Design and Construction.

Tom is a graduate of Massachusetts Maritime Academy and serves on the Facilities and Engineering Academic Advisory Committee at the college. He has also participated in executive education leadership training programs from Simmons College and Harvard Business School.



Andrew Canicatti – Regional Vice President of Operations

Andrew serves as the Northeast Regional Vice President of Education for ABM. Joining ABM in 2002, he brings over 30 years of experience in the facility solutions industry. He began as an apprentice engineer at the World Trade Center and moved up to Chief Engineer for Verizon. In 1997, he was hired as the Facility Manager for the US Airways Terminal at LaGuardia Airport and joined ABM as a Project Manager.

Andrew works extensively with Educational institutions across the Northeast. He leads a dedicated team of individuals responsible for developing business relationships and retaining clients through improved service quality and transparency.



Peter Avitabile – Regional Director of Operations

Peter joined ABM in 2020 as the New England region's Regional Director of Operations with a focus on multi-service accounts. He is also one of ABM Education's EnhancedFacility Specialist for ABM. Currently, he manages several Harvard University locations, including Harvard Med, Harvard Real Estate, Harvard Law, Harvard FAS, and Harvard Grad.

Peter is an experienced operations director with a demonstrated history of working in the facility service industry. He extensive career background ranges from in-field service work to managing different types of facilities like Class A high rises and critical data centers. Peter earned his bachelor's degree in Facilities Engineering from Massachusetts Maritime Academy and a master's degree in Facilities Management. He is also a Certified Reliability Leader (CRL) and experienced with infrared thermography. He is on the board of directors for Boston's chapter of the Association of Facilities Engineers Local 33 (AFE).



Will Villa – Financial Analyst

Will currently oversees operations for ABM's Education clients in the Northeast. His responsibilities include supervising 15 Account Managers at 18+ accounts, amounting to \$50 million in revenue. His ability to establish and maintain strong client relationships has contributed to the success and growth in his region. He has outstanding contract negotiation skills, and he has successfully negotiated Union and Customer contracts while creating customized pricing to fit all needs.

He began working with ABM as an intern for three summers and joined as a full-time employee in 2015. He is a graduate of St. Joseph's University Haub School of Business with a double major in Accounting & Finance.



Denham Hall – Senior Operations Analyst

Denham joined ABM in 2014 as a Facilities Engineering Coordinator and is currently a Senior Operations Analyst. He created new Key Performance Indicators to measure the performance of our maintenance programs; these KPI's track and improve the balance scorecard for our clients. Denham re-worked the preventive maintenance (PM) program and updated tasks and estimated timeframes, building a balanced annual PM schedule for clients such as the University of New Hampshire. His efforts have improved PM on-time completion by 50%. Denham has also created quality assurance and quality control surveys and processes for our client sites, improving our overall program.

Denham earned a bachelor's degree in Mechanical Engineering from the University of Tennessee.



Jonathan T. Ferguson – Human Resources Field Partner

Jonathan joined ABM in 2019 as a Human Resources Coordinator with Aviation and assisted with a variety of HR functions across three different airports. In his current role, he serves as the Human Resources Field Partner for Massachusetts, New Hampshire, and Maine, across several industry groups. Prior to joining ABM, Jonathan worked at NewYork-Presbyterian Hospital as a Regulatory Planning Associate, and before that, was an Assistant Director of Undergraduate Admissions at The Sage Colleges in Albany, New York.

Jonathan graduated with his undergraduate degree in Psychology from the State University of New York at Oswego in 2015, and then received his graduate degree in Forensic Mental Health from The Sage Colleges in 2017.



Matthew Hitchcock – EH&S Safety Director

Matthew joined ABM in 2014 and developed his career path to his current role as EH&S Safety Director. He has 16 years in managerial roles and nearly a decade of safety experience. He currently leads a team of three safety managers throughout the nation, ensuring all training and safety protocols are in place in regional client sites. He participates in strategic planning on the direction of the corporate safety program. His key accomplishment during his time with ABM was implementing the Quarterly Safety Newsletter to highlight achievements, resulting in 24% reduction in Workers Compensation. He partners internally with ABM's FP&A for safety-impact cost forecasting and reduction.

Matthew earned his master's in Occupational Health and Safety and two bachelor's degrees in Architecture and Occupational Health and Safety from Keene State College. He is a Certified Safety Professional (CSP), Associate Safety Professional (ASP), and holds several OSHA certifications.



Joe Lops – Director of Education Solutions

Prior to ABM, Joe served as Business Development Manager for Janitronics, Inc. where he was responsible for contracts and new business for the entire Buffalo/Niagara Region. During his eight years, he also served as account manager for the entire region in which he was responsible for a custodial service portfolio of 100 buildings and 550 employees. His facility service experience includes schools, health facilities, industrial facilities, controlled environments, and office buildings. Prior to Janitronics, Joe spent 20 years as a Licensed Real Estate Property Broker/Property Manager in the Metro NY area. Joe is a graduate of Boston University where he earned a BA in International Relations and a minor in Business Administration.

CORPORATE ACCOUNT RESOURCES

Below are bios for key Education Group account resources proposed to support your project:



Valerie Burd – President, Education

Valerie is responsible for all aspects of ABM's Education group operations, an \$850 million division. With over 20 years' experience in facilities management, she works closely with Regional and Executive leadership across the country. Valerie worked for Tishman Speyer Properties, Jones Lang LaSalle, and CBRE before joining ABM 15 years ago. Her team works with hundreds of K-12 school systems, colleges, and universities throughout the nation to provide healthier, more attractive academic spaces for students, faculty, and staff.

**Doug Mitchell – Vice President of FOM, EDU**

Doug joined ABM in 2011 after years of managing facilities operations for high-profile clients such as Fordham University and Lincoln Center for the Performing Arts. Doug's vast experience in designing and directing Facility Operation and Maintenance programs has been essential in his creation of customized FOM programs for ABM's education clients. His attention to detail and industry knowledge has allowed him to accurately evaluate and maximize clients' capital equipment and structures expectancies for hundreds of current clients.

His expertise covers facility assessment, major plant system optimization and maintenance, energy efficiency / sustainability and advanced building controls. He is a certified Mechanical Engineer and Energy Manager.

**Clay Ellis – Vice President, Human Resources**

Clay brings over 25 years' experience in risk management and human resources administration. He joined Southern Management (an ABM Company) in 1995. His current responsibilities include handling Human Resource administration and overseeing risk management in the Education Division. Clay has Certification from the National Playground Safety Institute and OSHA 500 Qualifications Course (General Industry)– 2001, Niagara Community College. Clay graduated with a Bachelor of Science degree in Safety Engineering, Industrial Risk Management from Eastern Kentucky University.

**Fred Surace – Vice President, Labor Relations**

Fred is a 35-year ABM employee that is part of our corporate legal department. He handles collective bargaining for a department that is signatory to over 250 collective bargaining agreements across the US. In addition, he handles grievances, arbitrations, board charge responses and works hand in hand with our various industry group senior operations executives on new business opportunities. Fred has also held Vice President of Human Resources position for our Northeast/Great Lakes region.

**Azeem Lasi – Senior Director of Financial Planning & Analysis**

Azeem joined ABM in 2019 and his most recent role prior to his current work within the Education group was Director of Finance for ABM's Aviation Airside West and Northeast teams. Prior to ABM, he worked for ADP and PSA Healthcare in respective financial analyst positions. He has a strong analytical background and business improvement skillset that has made him a great business partner to the industries he has served.

Azeem graduated Summa Cum Laude from Georgia State University – J. Mack Robinson College of Business with a bachelor's degree in Business Administration, Accounting.

**Anthony Caronchi – Senior Vice President of Service Excellence**

Anthony joined the ABM Education team in 2016, as the West Regional Vice President. He now serves as the Senior Vice President of Service Excellence for ABM's Education division. His job priorities include promoting the full adoption of the ABMWay - making sure we all operate with transparency, consistency, and accountability to provide Service Excellence to our clients. He focuses on key initiatives that have the greatest impact on service delivery in the Education division – Account Planning, Labor Management, Manager Development, and Risk and Safety.

Prior to joining ABM, Anthony has served as the Regional Finance Director and Regional Vice President of Operations for Aramark. He has 17 years of experience in Facility Services. Anthony is a 1995 graduate of Miami University, earning his degree in Finance.

**Gordon Buntrock – National Director of Service Delivery**

Gordon brings 38 years of experience in development of cleaning systems, program management, and operations experience in the cleaning business, as well as a consultant to customers in the education industry.

Recognized nationally for his expertise on cleaning processes, cleaning systems integration, supplemental infection prevention technologies, production standards development, and his ability to train and motivate management and service staff to drive productivity and profitability. He is also recognized for innovation in the cleaning business and his expertise on interiors solutions which can save maintenance expense. His current role, Gordon drives the implementation of The ABM Way within the education business leading to exceptional customer service delivery.

**Polly Durning – National Director, Quality Assurance**

Polly is responsible for creating process-oriented inspection protocols through the ABM SITE Inspection tool specifically for educational institutions. Polly also works with our education team providing support and developing other quality assurance programs, such as the templates for Client Business Reviews.

Polly attended The Ohio State University and travels throughout the country as needed for hands-on training and presentations with ABM managers and clients.

Management Selection

Your management team is key to launching and implementing a successful facilities management services program at your district. When we select your management team, we work jointly with your administrators using a multi-phase selection process that we've honed over the years. This process will ensure that New Haven Public Schools has a management team with the right expertise and experience who fits the culture and needs of your district.

While working with the NHPS team to find the right candidate, the transition and operations will be managed by our regional leadership team. This team, including Regional Director of Operations Peter Avitabile and Regional Vice President Andrew Canicatti is comprised of professionals dedicated exclusively to serving the education market. We are confident that this team, with decades of experience, will ensure a smooth transition for New Haven Public Schools.

Step One: Defining the Role

The on-site Account Manager will provide direction, development, communication, operational skills, and overall professionalism to the facilities management services program. Management responsibilities include:

Leadership

- Lead and manage professionally
- Develop leadership qualities in team members
- Oversee and implement ABM program
- Recruit and select team members according to NHPS and ABM policies
- Establish and maintain procedures to ensure acceptable standards of quality

Communications

- Generate positive public relations for the district
- Actively chair or participate in relating facility meetings or committees
- Meet regularly with both the staff and administration



Operations

- Produce desired results in a timely fashion within budget guidelines
- Complete quality control inspections
- Provide all necessary reports, payroll records, training records, quality control reports, and all other department documentation
- Review schedule and team member rosters to ensure appropriate district coverage
- Provide proper follow-up
- Review status of ongoing daily and project work

Experience

- Possess the technical skills and formal education to accomplish duties
- Remain current with constant changes within the industry

Step Two: Selecting Candidates

We draw candidates for management positions from three main avenues:

- *Current internal candidates* – If appropriate, and at your request, we will interview your current managers for the new department positions.
- *ABM Education candidates* – Our nationwide staff consists of experienced, highly educated managers. We don't have a forced transfer policy, so any candidates will be voluntarily showing interest in the position. This approach has reduced management turnover and increased job satisfaction.
- *External candidates* – Our recruiting team is always sourcing talented management personnel. If selected, we train and orient these candidates to ABM using our Fast Track program.

Step Three: Interview & Pre-Screening Process

We use a series of selective hiring screens to identify the candidates with the best mix of skill sets to blend facility requirements, culture, and work environment.

Before a candidate can receive an offer for employment, they must complete the following pre-interview assessments:

Employment application – Each candidate completes an online application so that we can verify all resume information. Because applicants may stretch the truth on their resume, the application with online signature of authorization allows us to research the candidate's background and verify information.

Background verification – We conduct criminal background checks locally, countywide, and nationally. We also validate Social Security information and provide drug screens. If there's a question about a candidate's professional accomplishments, we can verify educational credentials.



Our People

Our team members demonstrate their willingness and their best, every day. We attract, select, and retain employees who exemplify our core values – respect, integrity, collaboration, innovation, and excellence – at every job site. We hire superior employees from diverse backgrounds, thoroughly training, encourage accountability, and reward them for exceptional performance.

ATTRACT AND RECRUIT

Your schools will be staffed by highly-qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your students, teachers, administrators, and staff require personnel who can adapt to your culture and present themselves in a friendly, professional manner. We make great efforts to recruit employees who don't just match the job profile but adapt to meet your schools needs and ABM's culture of learning, teamwork and providing high-quality service.

Talent Analytics

We use talent analytics to create and implement strategies that improve performance and productivity while reducing costs. We examine employee data to make more informed business decisions related to recruiting and retention practices. We gain insights into our current workforce, identify the best potential employees, and better understand what motivates and retains team members.

ABM use Microsoft Power BI to create interactive and dynamic dashboards and reports that provide insights. Our analytics include job market, job category, and industry, and overlays insights about our workers, their locations, open jobs, median hourly wages, and more. Data is filtered by various criteria, compared to general market data, and utilized to define future strategies and outcomes. We create reports from this data to show how to improve retention rates, save time, and improve hiring practices.



Benefits

NHPS benefits with well-managed people in the right jobs in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with students, teachers, administrators, and staff
- Reduced turnover, resulting in more familiar faces and consistent service
- Lower costs as a result of a safer workplace

Candidate Care Team

Our candidate care team reduces hiring fallout by keeping selected applicants engaged throughout the pre-employment and onboarding process. The care team provides short- and long-term human resources benefits including:

- Converting more qualified applicants to starts, reducing fallout by 30% since implementation
- Reducing the average duration from offer acceptance to start by seven calendar days
- Identifying pre-employment/onboarding stress points and additional opportunities through data collection
- Increasing the probability of long-term team member retention, in turn driving increased productivity and customer satisfaction

SCREEN AND SELECT

We select quality candidates who meet your needs through professional interviewing and selection processes. We provide a range of employee screening packages, conducting tiered screening based on our higher education best practices and your district requirements.

Our screening packages can include the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks



RETAIN

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your district and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while achieving a work/life balance for the employees.

Based on the terms of your contract, team members are offered a selection of benefits that can include the following:

- Health and Dental
- Life Insurance
- Accidental Death and Dismemberment
- Paid Holidays
- 401 (k)
- Anniversary Awards
- Workers' Compensation
- Employee Stock Purchase Plan

GROW

Another component of our retention program, we provide support to employees as they grow in their careers. Your district is serviced by employees who can advance, which typically results in higher productivity and better service quality.

Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service improves because of the ongoing coaching facilitated by regular performance reviews.

COMMITMENT TO DIVERSITY & INCLUSION

ABM recognizes that having a diverse population helps us better understand and meet the needs of our clients. Our company culture nurtures an inclusive workplace which allows team members of different backgrounds to work collectively together, maximize performance, and achieve business goals. Ultimately, we are creating an environment where every team member feels **empowered, valued, and inspired.**



We show our respect for every person, every day. Every ABM team member gains clear career growth programs and support.

We promise safe working conditions. And together, we live out our six core values.

INCUMBENT PERSONNEL

We know how important your current facility maintenance and custodial staff is to your district. ***As a sign of our commitment to your district's goals and the local community, we are committed to hiring the qualified team members already serving your schools.*** We will look to your current team as our initial source of staffing because this allows ABM:

- To provide continuous support to district operations
- To retain the existing knowledge base
- To maintain current levels of productivity and quality during the transition period
- To minimize organizational stress caused by high turnover of staff

We provide an overview of the ABM organization, company benefits, and procedures for filling contract positions. These meetings provide an opportunity for current custodial supervisors and employees to communicate the work environment, company culture, etc. to those positions we plan to assume into our on-site organization.

We give each employee the opportunity to apply for the positions to be filled. ABM's operations and human resources specialist pre-screens each applicant by soliciting input from existing management personnel regarding non-supervisory employees in addition to reviewing files and conducting personal interviews.

We review qualifications, technical expertise, past employment record, and references to determine if a job offer can be extended.

Existing service personnel are evaluated before outside recruiting begins, and we devote a significant amount of time to this effort since retention of the most qualified employees is important to our future success.



Management Training Program

Our Management Training Program provides future managers with training in a structured and flexible environment, while integrating them into ABM's operations.

To ensure each trainee becomes a successful leader at ABM, this three-month program teaches future managers the necessary skills and core competencies such as:

- leadership
- communication
- safety
- quality
- customer service,
- operations management
- continuous improvement

Training delivery uses a blended approach including classroom facilitation, self-paced learning, online trainings, and on-the-job training with ABM's Management Team. Upon successful completion of the program, trainees enter the Mentorship Program for an additional three months to continue their learning.

To remain at the forefront of the industry in training and educating employees, the critical core curriculum for ABM's training program remains current and relevant. Our success depends upon continuous growth in skills and knowledge. Our goal provides a superior level of expertise and becomes one of the most valued facility services resources for our customers.

Evaluation

Consistency in service delivery requires a consistent, stable employee base. ABM places a high priority on the training and development of our employees and their continual professional and personal growth. Our managers are encouraged to give continual feedback to employees. We have an established performance management system which measures a manager's performance by evaluating items such as:

- Attendance
- Customer accolades or complaints
- Overall job performance
- Quality inspection scores
- Adherence to client budget
- Team performance
- Initiative
- Compliance with company policies

We have a quarterly review program to support our managers on their journey to higher performance and career growth. The program consists of three (3) Quarterly Conversations and one (1) Year-End Conversation. These conversations are about performance, goals, well-being, and career development. These are also opportunities to set goals for the next year and address any issues that may need to be addressed.

BACKGROUND CHECKS AND SECURITY

In addition to the education and experience requirements listed in the job descriptions section, ABM has additional screening and hiring requirements for all team members.

Employee Screenings and Policies

Background Checks

ABM partners with a third party to provide client specific, standardized and comprehensive background checks and Social Security validation on ABM personnel, ABM service partners and their employees. This program provides our Human Resources and service partners with distinct web-based portal systems to request client-specific new employee background checks. These customized portals ensure that all of New Haven Public Schools's contractual requirements are met. A repository of auditable data and proof of compliance is available for both ABM employees and ABM service partner employees. All our background screening programs are fully compliant with the Fair Credit Reporting Act (FCRA).

No person will be eligible for employment with ABM if convicted of the following:

- Any felony
- Theft
- Forgery
- Assault & Battery
- Fraud
- Possession of a controlled substance
- Weapons charge
- Manufacturing of a controlled substance
- Burglary
- Distribution of a controlled substance
- Robbery

Convictions for DWI & DWLS will not automatically result in disqualification if the applicant is applying for a non-driving position. However, multiple offenses must be discussed directly with the VP of Human Resources. Convictions for DWI will disqualify applicants applying for "driver" positions. Any convictions not specifically listed here must be discussed with the VP of Human Resources for resolution.

Clients may choose from a wide range of packages and a la carte options to suit their needs.

Drug Testing

On contractual requirements, applicants may be screened for alcohol and illegal drug use. In these cases, applicants will have authorized a drug test to be conducted in their employment documentation.



Testing is conducted through laboratories or clinics approved by the National Institute of Drug Abuse (NIH), and usually consist of a five-panel drug screen, but may include testing for a wider variety of drugs, if requested. All results are secured and kept confidential. Those applicants who successfully pass the screening process are offered employment on a 90-day probationary period, and then attend our new employee orientation.

UNIFORMS AND IDENTIFICATION

People in your schools will always be able to recognize the facilities management services staff because they'll proudly be wearing either the ABM uniform or a special uniform chosen to reflect the character of your schools. The professional image of our team members is just one more way we work to enhance the overall image of your schools.

Employees are individually responsible for ensuring their uniforms are clean, functional, and properly presented. If replacement items are needed, the worn items are returned to branch offices and we issue replacement items immediately. The field inspection staff members, along with every level of ABM supervision and management, constantly inspect and audit employees' uniform appearance and arrange replacement of worn or damaged items.

Our agreement with Cintas, a leader in the uniform industry and ABM's primary supplier, enables us to provide you with an array of well-made, high-quality apparel to choose from. Depending on NHPS's requirements, typical uniforms can include:

- T-shirts, knit polo shirts, slacks
- Windbreakers, parkas, or other outerwear
- Smocks and aprons

All employees are also issued an official photo ID to wear as part of their uniform which must be appropriately displayed during work hours. If NHPS requires its own facility's badge, these will also be worn during scheduled work hours. Badges can be branded according to NHPS's preferences.



Recognition and Incentives

ABM's Team Member Recognition Programs recognize outstanding employees, improve job performance and satisfaction, and create a positive working environment. Employee recognition and incentive programs formulate and execute at the regional or site level.

Team Member Recognition Programs base criteria on quality rating measurements, attendance, and other key service measurements. The result of our incentive program encourages and promotes quality and reduces employee turnover.

Customer Service Awards

ABM rewards employees with their choice of various ABM branded items at designated years of service. These items include tumblers, Bluetooth speakers, hoodies/jackets, duffel bags, water bottles, gift cards and more. The service awards distribute at 1, 5, 10, 15, 20 and 25 years of service.

In addition, team members receive service plaques at 10+ years and handwritten notes from various levels of management throughout the program. An annually held banquet recognizes employees hitting major service milestones.

ABM provides a yearly lunch for employees, safety incentive programs and monthly contests tailored to achieving district goals. Team members receiving compliments from teachers, principals, third parties etc. enter a monthly drawing in which they could win various ABM branded prizes.

We believe in recognizing talent and promoting from within. We prepare team members to take the next step into a management role, focusing on developing an hourly team member's customer services skills, time management, delegation capabilities, management style and various other professional skills. We have managers at all levels of the organization who began as hourly service workers and have gone through various ABM programs and been promoted to the position they're in now.



Program Examples

- Employee of the Month Awards
- Employee of the Year Awards
- Service Awards
- Customer Service Awards
- Attendance Bonuses
- Suggested Bonuses (safety, process, productivity)

In addition to on-site recognition, ABM sends out a company-wide weekly email spotlighting exceptional team members and their accomplishments.



« back to cover page

Kudos Across the Board for Exceptional EDU Team Member

Faculty, staff and administrators at the University of Texas of the Permian Basin (UTPB) continue to compliment the cleaning and consistency of ABM's **Veronica Ramirez!**

The client's response to Veronica's service can't help but make you smile. UTPB's feedback tells the story of someone who is sweet, cheerful and respectful as she helps makes the space around look its best. Here is what they are saying about her:



- "Veronica is very flexible and patient in waiting for me to slide out of the way so she can do her job; she pays a great amount of time and attention to detail."
- "She is timely and responsive to any request we have; she also brings positive vibes to our office and we are grateful for her."
- "Veronica is a really outstanding representative of ABM; I'm glad she's here!"

You are an excellent example of how to ELEVATE our level of service for the client, Veronica. Wonderful job!



Angie Edwards –
December Employee
of the Month



Craig Davis – January
Employee of the Month

In addition to site and account-based recognition programs, ABM has an annual corporate employee appreciation week, which involves prizes, contests, and giveaways.

ABM's Team Member Appreciation Week



Monday – ABM pin day



Wednesday Pizza for Grounds crew from District



Tuesday – Certificate and stress globe



Appreciation Week



Wednesday – ABM bag day



Friday – Mask, Thank you card and pen, and Reese's



Thursday – Cup day



Career Development

The continual improvement of our team members through training is of utmost importance to us. As changes occur in the custodial industry, we identify both internal and external opportunities for improvement through training.

We believe that to achieve excellence in service quality we must provide extensive training to our employees and establish training requirements for contractors. Our training goal focuses on enhancement of work force productivity, safety, security, and stability. We achieve this by developing an experienced, capable pool of promotable employees and providing clearly defined career paths.

Our internal training programs considered some of the industry's most comprehensive for facility management training and career development, we provide a full range of courses to enhance individual and team success.

We encourage employees to pursue a continual process of self-improvement with the aim of outperforming expectations. We support this through a strong commitment to continuous learning, which comes in many forms. Some examples include internal training courses, online training courses offered monthly and semi-annually and annual core curriculum requirements.

Our company culture of promotion from within motivates as an incentive for team members to stay. Many of our middle and senior managers began their careers at ABM as service workers or front-line supervisors.

Spotlight On Career Development

"I worked at Macomb under two previous providers for six years before ABM joined. They saw my potential before I saw it in myself. While working with ABM at Macomb, I've grown personally and professionally, developing leadership skills and friendships."



Laron Hansend

Project Manager

Laron is ABM's Project Manager at Macomb Community College, managing the South and Center campuses. He has worked at Macomb for 12 years, six of which under ABM. He began as a custodian before moving into a Floor Tech role. When ABM partnered with Macomb, our people leaders encouraged Laron to seek a management career path. While hesitant at first, Laron advanced twice within a year and half, landing at his current Project Manager position.

During his time at Macomb, he helped established a bloodborne pathogen cleaning program, implemented floor care improvements, and helped facilitate three large-scale presidential campaign events on campus. Laron is a strong, competent Project Manager and strives for excellence.

Team Member Discounts

Our employees are our most valuable asset. We want to help them take care of themselves and their families. In addition to a comprehensive selection of employer health and wellness benefits, we partnered with some of the biggest names in retail to provide our employees with significant discounts on the services and products they use every day.

BENEPLACE

Browse Offers

Brands Categories



Apparel

46



Automotive

30



Beauty & Fragrance

10



Dining & Grocery

34



Education

52



Electronics

39



Entertainment

854



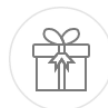
Family

36



Financial Fitness

28



Flowers & Gifts

17



Health & Wellness

70



Home & Garden

47



Insurance

6



Moving Services

8



Office

9



Pets

9



Retail

15



Sports & Outdoors

33



Travel

1319



Wireless

14

COMMUNITY OUTREACH

ABMCares Program

Community. Philanthropy. Wellness.

The ABMCares program encourages and supports ABM employees to volunteer, donate and participate in wellness activities so they can **Make a Difference, Every Person, Every Day**.

Our business needs to positively impact the communities where we live, work and play. Many of our employees already do this by volunteering for local charities and organizations, and we want to support the charitable causes that are important to them and NHPS. Through ABMCares, we do just that by offering additional benefits to our staff and management employees.

Giving back is fundamental to who we are. We have some of the most caring employees in the world and their generosity for giving back defines us as a culture and a company. We hope that ABMCares helps our employees continue our company Mission:

To make a difference, every person, every day.



Matching program for charitable donations



Paid day off to volunteer

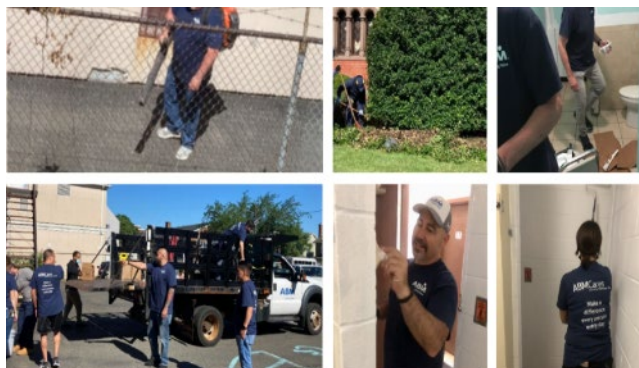


Donation to charity of choice for every 10 hours volunteered

ABMCares' Day of Service Supports Homeless Shelter

More than 30 members of our Northeast Education team made a difference for a New Jersey-based homeless organization by doing what ABM does best – make buildings look beautiful.

During the ABMCares "90 Days to Make a Difference" campaign, they gathered at **Family Promise** in Elizabeth, NJ and quickly got to work. They broke off into small groups and painted walls, repaired fences, cleaned grounds, moved furniture, stripped, and refinished floors, cut, and edged the lawn, pruned bushes and trees, and placed mulch and planted flowers. And they did it all in one day!



"Thank you for giving our space at Family Promise a makeover," said the Executive Director of Family Promise. **"Your hard work painting, landscaping, and stripping/waxing the floors has given our building a fresh new look. You were such a hardworking, cheerful, and generous presence. Thank you for brightening our day and space!"**

ABMCares
Community. Philanthropy. Wellness.

Training and Development

A facilities management services program can only be successful if the team members servicing your schools are properly and continually trained. We provide you with team members that have the training they need to successfully perform their duties, improve efficiency, and develop new skills. After completing training, ABM team members understand our services center on creating a clean and safe environment for NHPS's students, teachers, administrators, and staff. We emphasize a culture of ownership, which leads to higher productivity, quality, and retention.

NEW HIRE ORIENTATION AND TRAINING

During the start-up phase, our Project Managers and Supervisors conduct team member training sessions in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures, and basic job training.

Training for service workers concentrates on specific work tasks. Our supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The supervisors also provide guidance to the service workers as they work.

Once initial training is complete, supervisors perform recurring reviews to make sure that they are maintaining NHPS's and our standards. By empowering our team members with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.

RECURRENT TRAINING

Our managers conduct recurrent training sessions for current and replacement team members at your schools. These technical sessions concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Team members train in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure team members receive the proper level of training.

We provide ongoing support to our team members as they grow and develop in their careers. Our culture encourages team members to openly communicate with managers to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each team member continues to prosper. **We do not provide this training for our subcontractors and vendors.**



ABM Team Members are:

- Technically proficient with chemicals, equipment, and methods
- Familiar with the rules and regulations of your schools
- Thoroughly trained in job safety
- Committed to providing outstanding service

MANAGEMENT TRAINING

Satisfied and highly-trained team members recognize the potential for career advancement and serve clients with excellence.

Training is an investment in our team members' and company's future. Many of our current managers began their careers as custodians and service workers. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Client service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars
- Key control procedures

Development opportunities help team members hone leadership, management, and other skills that directly apply on the job. Team members feel encouraged to move forward personally and professionally.

Our commitment to training helps the company retain top talent and directly impacts ABM's, superior levels of quality, and client service that our clients expect and demand.

People Leader Playbook

People Leaders at ABM are managers and supervisors who have direct and frequent interaction with team members. Although job responsibilities differ between operational and non-operational leaders, successful people leaders demonstrate similar behaviors.

The Playbook presents key actions developed through conversations with managers across ABM and consists of the actions our internal research found that successful People Leaders demonstrate. The Playbook helps our People Leaders see great results that directly impact our clients through higher team productivity, improved team member motivation and accountability.



ABMUNIVERSITY

We use our own online training platform for new team member onboarding and staff development called ABMUniversity. The ABMUniversity platform enables management and hourly staff to access a comprehensive variety of service-specific and career development training courses and curricula.

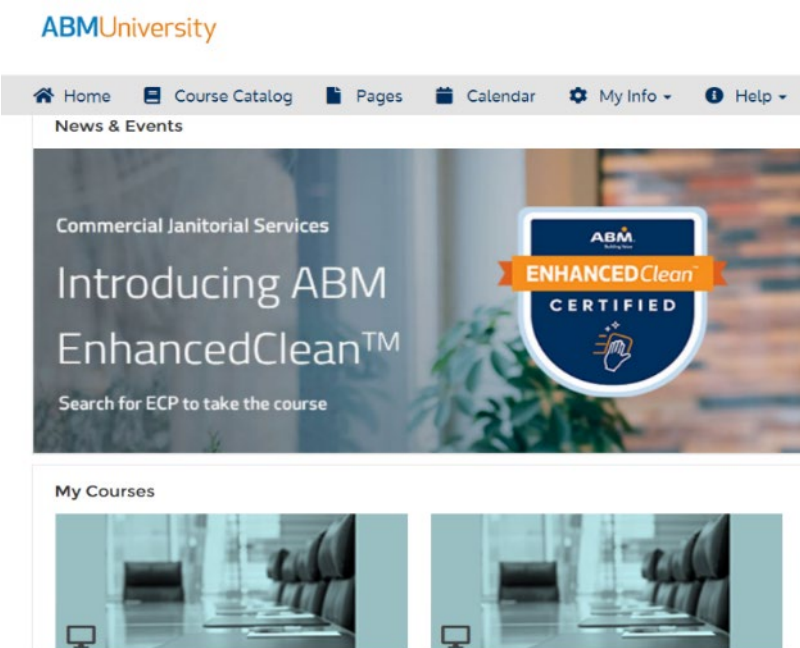
Management dashboards provide leadership with a quick look at individual progress via a Training Plan Progress Chart. We design a specific training plan for each team member, affording continuous on-demand training throughout the year.

Team member portals grant access to testing and assessments in a Netflix style course catalogue. Topics include safety, infection control, general cleaning techniques, clean-room techniques, maintenance, infection control and many more service-line subjects.

Team members provide feedback and rate the courses they take to help us provide the most effective training possible.

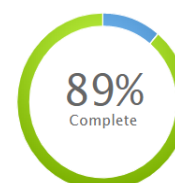
Whether self-directed or done in small workgroups, ABMUniversity helps team members stay certified, compliant, and ready to expand their skill sets. These learning opportunities have a tremendous positive impact on team member engagement and organizational performance.

We update and add new videos throughout the year to stay current with the most up-to-date materials/topics specific to job functions and infection prevention/control practices.

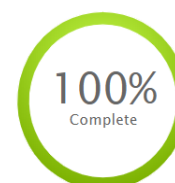


Learning Progress

Enrolled Courses



Curricula Progress



[View Learning History](#)

SAFETY TRAINING



ABM Safety Services administers the safety communication program, which includes safety training materials in compliance with government requirements for employee notification. Each month, service workers are trained on a different topic. The training is provided by various departments to ensure that it is comprehensive.

ABM's online presentation training tool, ABMUniversity, has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, SDS, ABM products, and corrective action for violating safety policies and rules. This training program is implemented on an on-going basis using hands-on practice; personal, videotape and classroom instruction; seminars and on-site training meetings. Current topics include:

- Safe Driving
- Electrical safety
- HazComm
- Ergonomics
- Ladder safety
- Fire safety
- Hand and finger safety
- Back injury prevention
- Asbestos awareness
- Accident prevention
- Basic first aid
- Emergency evacuation
- Personal protective equipment
- Lockdown procedures (site specific)

SPECIALIZED TRAINING – MAINTENANCE

ABM is dedicated to providing training and specific certifications to our technicians. Ongoing maintenance training for ABM maintenance employees includes, but is not limited to:

- Maintenance Fundamentals
- Electrical Systems
- Air Conditioning and Refrigeration
- Microprocessors
- Process Control Instrumentation
- Programmable Logic Controllers
- Factory Training
- Mechanical Systems
- Mechanical Maintenance Applications
- Power Plant Operations
- Process Control Systems
- Rigging and Equipment Installation

Each employee is trained in their duties and responsibilities through a combination of on-the-job training, classroom coaching, and specialized courses. These courses offer in-depth instruction to earn industry and regulatory certifications. Continuing education, retraining, or refresher training is mandatory, where applicable. Employee training, certification and licensing records will be kept up-to-date and be used as a performance indicator during annual reviews.

Electrical Training

- Electrical control circuit training – Introduce employees and students to the principles and functioning of many common electronic circuits.
- Basics of industrial electricity training – Discuss the elements and applications of electricity that are common to any industrial facility and were designed in strict accordance with the current National Electrical Code.
- Electrical motor control training – Cover overload and time delay relays, schematic symbols, wiring diagrams and installing, and troubleshooting control systems.

Mechanical Maintenance Training

- Boiler training and boiler operator training – Teaches boiler control and operations.
- Machinery lubrication training – Covers oil types, application, storage, equipment, maintenance, and greases.
- Drive training – Familiarizes employees with a variety of industrial drives found in the workplace.
- Hydraulics training – Covers how fluids exert pressure to support and move loads.
- Pneumatics training – Provides an excellent introduction to the transfer, control, and use of energy contained in compressed and flowing air.

Basic Skills

- Math training – Builds a sound foundation of elementary mathematical principles.
- Blueprint-reading training – Teaches the six principal views of the blueprint and more.
- Reading skills – Teaches employees to think critically and apply their new skills directly to their work.

Trade Skills Self-Development

We believe in Career Ladder Programs for employees is in place, we offer all trades staff the opportunity to further their technical skills through self-development courses. This learn-at-your-own-pace program is available from department management and includes more than 200 courses, including the following:

(#) = Number of lessons

Reading Blueprints and Schematics (20)	AC Control Equipment (7)
Mathematics and Measurements (9)	Electrical Troubleshooting (10)
Non-metals (6)	Maintaining Mechanical Drives (8)
Tools (19)	Installing Pumps and Piping (10)
Troubleshooting (8)	Tubing, Hoses, and Valves (10)
Basic Mechanics (20)	Carpentry (15)
Drive Components (13)	Structural Painting (7)
Pumps and Piping (17)	Flat Room Maintenance (6)
Hydraulics (11)	Plumbing Systems Maintenance (10)
Pneumatics (19)	Locks and Key Systems (5)
Rigging (7)	Landscaping Maintenance (5)
Basic Electricity and Electronics (10)	Energy Conservation in Buildings (15)
Batteries and DC Circuits (10)	Power Plant Operations (15)
Transformers and AC Circuits (10)	Principles of Air Conditioning (12)
Electrical Measurement and Safety (10)	Compressors and Condensers (15)
Motors (7)	Fluid Handling and System Control (15)

FOM Safety Training Agenda

We focus on safety in everything we do, and this is especially important to employees engaged in skilled trades.

January
Confined Space Entry - Permit Required
Fire Prevention
February
Asbestos Hazard Awareness
Hearing Conservation
March
Lockout Tagout: Authorized Employees
Workplace Violence
April
Eye Safety: Focused on Protection
GHS - Hazardous Communication
May
Heat Stress in the Workplace
Electrical Safety: Safe Work Practices
June
Hot Work Permit
Ladder Safety: Take the Right Steps
July
Machine Guarding
Materials Handling
August
Injury Prevention: Hand Safety
Respirator Awareness
September
SPCC - Preventing Spills
Injury Prevention: Back Safety
October
Personal Protective Equipment (PPE)
Aerial Lift Safety
November
Fall Protection: Elevated Platforms
Hand Power Tool Safety
December
Cold Stress
Electrical Safety: Controlling the Hazards

Training Matrix

TRAINING COURSE	POSITION						
	Night Supervisor	Day Supervisor	Foreperson	Utility Crew	Day Custodial	Night Custodial	General Maint. Tech
New Hire Orientation	✓	✓	✓	✓	✓	✓	✓
Quality Improvement Teams	✓	✓	✓				✓
Customer / Supplier Partnering	✓	✓	✓				
Customer Knowledge	✓	✓	✓	✓	✓	✓	✓
Customer Service Training	✓	✓	✓	✓	✓	✓	✓
Supervisor Development Training	✓	✓	✓				
Basic Aviation Training	✓	✓	✓	✓	✓	✓	✓
CSA Training-				✓	✓		
General Safety	✓	✓	✓	✓	✓	✓	✓
Fire Protection	✓	✓	✓	✓	✓	✓	✓
Hazcomm – Right to Know	✓	✓	✓	✓	✓	✓	✓
Hazmat	✓	✓	✓	✓	✓	✓	✓
Slip, Trip & Fall Safety	✓	✓	✓	✓	✓	✓	✓
Bending & Lifting	✓	✓	✓	✓	✓	✓	✓
Personal Protective Equipment Usage	✓	✓	✓	✓	✓	✓	✓
Equipment & Supply Usage	✓	✓	✓	✓	✓	✓	✓
English as a Second Language	✓	✓	✓	✓	✓	✓	
Basic Carpet Cleaning	✓	✓	✓	✓	✓	✓	
Equipment Maintenance	✓	✓	✓	✓	✓	✓	✓
Daily Floor Maintenance & Top Coating	✓	✓	✓	✓	✓	✓	
General Office Cleaning	✓	✓	✓	✓	✓	✓	✓
Lobby & Entryway Cleaning	✓	✓	✓	✓	✓	✓	✓
Restroom Maintenance	✓	✓	✓	✓	✓	✓	✓
Dusting & Spot Cleaning	✓	✓	✓	✓	✓	✓	
Cafeteria & Break Area Maintenance	✓	✓	✓	✓	✓	✓	✓
Warehouse & Production Maintenance	✓	✓	✓	✓	✓	✓	✓
Under floor Cleaning	✓	✓	✓	✓	✓	✓	✓
Lighting Service Basics	✓	✓	✓	✓	✓	✓	✓
Lamp Replacement	✓	✓	✓	✓	✓	✓	✓
Elevator & Lighting Troubleshooting	✓	✓	✓	✓	✓	✓	
Emergency Lighting	✓	✓	✓	✓	✓	✓	
Advanced Lighting Service							✓
Advanced Elevator Service	✓	✓	✓	✓	✓	✓	✓
Radio Equipment & Communication	✓	✓	✓	✓	✓	✓	✓

SPECIALIZED TRAINING – CUSTODIAL

The goal of our custodial training program is to help the team members understand the procedures for basic cleaning and improve their efficiency, productivity and capabilities. During initial training our instructor demonstrates the five basic cleaning skills of vacuuming, dusting, spot cleaning, trash removal and restroom cleaning. Instructional videos are used to supplement the hands-on instruction. All the following training guides are available to your custodial staff and can be provided by your area or Account Manager upon request:

- Carpet Care
- Resilient Floor Care
- Matting
- Spotting
- Surface Cleaning
- Dust Mop
- Deep Cleaning Restoration
- Floor Care Maintenance
- Sports Floor Care
- Upright Vacuum Cleaning
- Dusting
- Office Cleaning
- Restroom Cleaning
- Job Skill – Cleaning Procedure Manual

Custodial Training Agenda

- Orientation to ABM and to the school(s)
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training (policies, emergency procedures, chemical use and handling, personal protective equipment, blood-borne pathogens, hazard recognition, lifting and material handling, etc.)
- Office, restroom and common area cleaning procedures
- Green cleaning processes via ABM Green Care™
- Explanation of individual job duties
- Key control policies and procedures
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Newly branded ABM Uniform distribution
- Recurrent Training Sessions (particularly if service levels change)
- Understanding contracts and agreements for after-hours access
- Observing and reporting student behavior
- Data services/systems that monitor key usage

STANDARD OPERATING PROCEDURES

We created APPA-influenced best practice standard operating procedures to achieve sustainable, high-quality performance. These procedures train and ensure our team members keep up to date on proper use and care of grounds equipment and processes as well as any certifications necessary.

The ABM Hub is a library where we house our Standard Operating Procedures (SOP), Work Instructions (WI) and policies. Every team member has access to the ABM Hub. This resource explains how to perform a task and details items such as safety requirements and resources of additional information.

The ABM Hub contains information on our daily grounds' tasks and references information for every service we provide including accounting, human resources, and business operations.



Custodial HUB Documents

Available SOPs

- WOR - Weekly Operating Review
- Education Pro Forma Tool
- Start-up Orders for Equipment and Supplies
- Custodial Orientation Training
- Core Custodial Program Essentials
- Client Business Review CBR
- Automated Report Card and Survey
- Reduction of Cold and Prevention of Influenza Outbreaks
- Cleaning Cart set-up
- Managing Lice and Scabies in the Education setting
- Custodial Closets
- Enterprise Sustainability "Green" practices
- Carpet Maintenance Program
- Hard Surface Floor Maintenance Program
- Restroom Maintenance Program
- SITE Quality Inspections

K-12 POD TRAINING

Our highly trained staff is one of the many reasons for our success in K-12 school districts. Our semi-annual specialized “pod” training program designed specifically for the K-12 environment ensures each team member properly trains to deliver the best-in-class service our clients deserve.



TRAINING FREQUENCIES

A lead manager conducts the training courses in the following departments: Operations, Safety, and Human Resources.

Training Topic	Frequency	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Attitude/Behavior	Quarterly		●				●				●		
Cleaning Professionalism	Quarterly	●				●				●			
Drug & Alcohol Abuse	Quarterly			●				●				●	
Harassment Prevention	Quarterly				●				●				●
Quality Customer Service	Quarterly		●				●				●		
Restroom Cleaning & Maintenance	Semi-Annually					●							●
Spill Clean-up	Semi-Annually						●					●	
Baseboards	Annually									●			
Be Safe & Lift Properly	Annually		●										
Biohazards	Annually			●									
Carpet Cleaning	Annually					●							
Chemical Safety	Annually	●											
Classroom Training	Annually				●								
Communicable Diseases	Annually							●					
Communication	Annually								●				
Corrective Action	Annually												●
Damp Mopping	Annually										●		
Effective Barricading	Annually				●								
Floor Finishing	Annually						●						
Floor Mats	Annually									●			
Floor Stripping	Annually						●						
Key Control Policy	Annually	●											
Lifting & Back Safety	Annually										●		
PPE	Annually							●					
Security & Awareness	Annually			●									
Speak Up About PPE Problems	Annually											●	
Trashing & Waste Management	Annually								●				
Upright & Backpack Vacuuming	Annually		●										
Windows & Mirrors	Annually					●							

SPECIALIZED TRAINING – GROUNDS

We provide innovative processes developed through decades of experience to address your campus needs. We work with your team to establish a strategic plan and implement our efforts successfully. We emphasize ongoing development for our team members.

Grounds Maintenance

Team members receive comprehensive orientation and ongoing training that familiarizes them with your history, campus, and goals. This approach reinforces our methods of operations while providing high-quality results with a focus on safety while we work for you and your community.

Orientation

Our orientation prepares team members for NHPS' protocol, communicates work rules, highlights ABM's policies and procedures, and establishes an understanding regarding expectations of ABM and New Haven Public Schools. Our online new hire site provides webinars and learning modules to make onboarding consistent for all employees. New team members learn at the pace that best suits them and serves as a reference point for current team members.

Weekly

Reinforcement training sessions related to the monthly safety and technical training topics. Sessions incorporate into the daily huddle sessions.

Monthly

Safety and technical training related to facilities operations and maintenance. The site-specific safety training sessions reinforce ABM's focus on safety and address changes, or updates issued by the federal, state, or local governments.

Annual

Annual training sessions which serve as a refresher of orientation, to update any changes in federal, state, or local requirements and address site-specific changes.

New Hire

New Grounds Technicians spend the first week working with and assisting an established technician. This gives them first-hand experience with the local account, and an insight to their level of experience. This opportunity encourages and promoting safer, more efficient, and productive team members.

TECHNICAL TRAINING

Technical training sessions support New Haven Public Schools as we pursue the highest quality services possible. Each month, technicians participate in technical training sessions designed to refine our service delivery. We reinforce skills, promote cross training, and communicate industry/policy updates.

Monthly sessions are flexible to allow our on-site team to deliver the most relevant material. Our proposed project manager conducts training specific to the sites' requirements and specialty training provided by our manufacturer or supplier partners.

Technical training topics include:

- Working in High Temperatures
- Working in Heat
- Work Zone Training
- Vehicle Inspections
- Using Hearing Protection
- PPE Method Use & Guide
- Lawn Maintenance Safety
- Equipment Cleaning Practices
- Preventing Skin Irritation
- Lawn & Bed Edging
- Inclement Weather Safety
- Hand PPE
- Fatigue Management
- Identifying & Removing Hazards
- Pesticide General Safe Practices
- Pesticide Tips
- Riding Mower Rollover Protection
- Mobile Equipment Safety

GREENIUS

ABM partnered with Greenius, an online based safety and customer service training module devoted specifically to the landscape industry. Greenius has over 50 videos on training.

Managers ensure every team member follows the training plan set up at their sites. Training can take place on a cell phone, computer, tablet or by paper.

Training and quiz scores are tracked and used to encourage team members to apply the information learned from the courses to assigned tasks.



CHEMICAL SAFETY TRAINING

We provide safe to use and are environmentally friendly products, and assure the following:

- Proper Product labeling
- Products have easy to read labels that surpass OSHA standards and laminated to ensure durability
- Products are assigned a numeric and color-coded identifier to aid team members in recognizing the product.
- Phone numbers provided allow the team members to call with questions and/or address any emergency question 24 hours a day
- Chemical specific training for all team members
- Chemical training includes but is not limited to:
 - School maintenance online training videos on ABMUniversity
 - Accessible Safety Data Sheets. SDS are maintained at each work site in addition to being available at any time by contacting our Supply Division directly

Managing Risk through Safety Programs

ABMWAY

As part of the ABMWay, our documented processes ensure success for our clients, team members, and company. We commit to fostering a safe working environment for every team member at all locations, every day.

The ABM ThinkSafe culture proactively prevents, detects, and corrects any safety or risk concerns that may arise. ThinkSafe ABM program promotes the idea that all workplace accidents are preventable – if you make focusing on safety an integral part of your day. We strive to create a world-class culture in all we do, and safety is a vital part of that objective.

Our Risk Management consists of both Safety and Claims Managers, working jointly with Operations, to ensure the safety and well-being of our team members and your students, teachers, administrators, and staff. Our policy:

- Maintains a safe workplace for its team members
- Uses methods and processes to protect our team members and the public
- Prevents damage to property and the environment
- Maintains and enforces a program to fulfill this responsibility

To ensure common goals and objectives, Safety and Claims Managers report to the Vice President of Risk and Safety. Our team of dedicated safety professionals that liaise our Branch Operations to ensure the ABM safety culture is forefront in our team members' minds – every day. Dedicated safety professionals who are highly trained in their respective fields support each industry group.



Current Programs

- ThinkSafe
- Telematics
- Nurseline
- Concentra National Clinic
- Stay-at-Work
- Telephonic Nurse Case Management (TCM)
- Safe Work Observation Process (SWOP)
- Moment for Safety



THINKSAFE PROGRAM

To reach approximately 110,000 employees, we developed the following programs as cornerstones of ABM's ThinkSafe Program:

Moment for Safety

Every day at ABM, our managers share a Moment for Safety with their teams. This promotes safety awareness to the specific topic of the day and sets their minds to carry out their tasks safely. Examples of Moment for Safety topics include:

- How to Avoid Accidents
- Safe Lifting Techniques
- Hand Protection
- Ladder Safety
- Fire Safety
- Slips and Falls
- First Aid
- Personal Protective Equipment
- Machine Guard Use
- Power Truck Safety
- Lock Out for Safety
- Learn from Near-Accidents
- Safe Walking
- COVID-19 Topics

Safe Work Observation Program (SWOP)

SWOP is designed to foster management engagement and ownership in Safety and Risk. Leaders conducting the tours include Branch Managers, Regional Vice Presidents, Regional Operations Managers, industry group and C-suite executives.

These tours enhance the understanding of daily tasks and promote dialogue about safety and safe working environments. They visibly demonstrate our commitment to the safety and welfare of our team members.

Empowerment of Field Locations

Every operations manager, supervisor, site lead, and team member are a crucial part of ABM's Injury and Illness Prevention Program. This program aims to:

- Provide safety orientation training for new team members
- Train employees in the procedures and practices that would keep them safe
- Conduct site safety inspections
- Perform hazard assessments to identify safety system and process deficiencies
- Take proactive actions to mitigate identified hazards
- Perform and document safety work observations
- Provide necessary documents to injured team members; arrange for their timely medical assistance; and expedite their return to work
- Conduct thorough investigations of incidents and implement preventive actions

These programs are embedded into ABM's culture and provide opportunities to minimize injuries and property damage. When incidents do occur, our risk management programs become essential to get employees back to good health and back to work. Our Safety and Risk Management teams developed powerful tools to identify and mitigate hazards and other risk-related issues.

Risk Management Resources and Programs

As an ABM partner, you have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To manage the safety of your schools and stay ahead of the latest safety procedures, ABM's Safety Committee meets monthly to:

- Report on training, inspections, and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Below, a few of the primary tools we use to teach safety awareness and manage performance include:

COVID-19 Exposure Control Plan

This plan offers enterprise-wide protection of our team members and the public to reduce COVID-19 exposures, and to be the model of excellence in workplace safety and health.

It includes the development of program standards to ensure compliance with guidelines established by the Occupational Safety and Health Administration (OSHA) and the Center for Disease Control and Prevention (CDC).

ABM Safety and Health Manual

This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.

Safety Communications

Our supervisors have online access to the ABM library, which includes over 130 training topics.

Because the ABM workforce represents a diversity of cultures and languages, our programs, training content and communication materials are frequently translated into one or more of 30+ languages represented by ABM team members.

OSHA Injury and Illness Recordkeeping

ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and to track safety performance at the local level, providing real-time incident rate data.

Loss Control

ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices compared to the competition. Our intrastate EMR consistently falls below 1.0, better than the industry average.

Motor Vehicle Record (MVR) Check and Driver's Alert Programs

We check team members' personal driving records if they are to drive a company vehicle. Periodic re-checks determine their continued eligibility. We require that ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number.

Safety Hotline

To reinforce the importance of our ThinkSafe culture and empower our team members to address safety concerns as they arise, ABM has a toll-free Safety Hotline. This hotline (1-866-208-2114) is available 24/7, and it gives employees a means to report safety issues.

Team members are encouraged to first notify supervisors of safety hazards or issues. The hotline can be used as an alternate method to address safety concerns when a supervisor is not readily available.

Telematics

ABM fleet vehicles are equipped with telematics systems that monitor team members' driving habits, including speed of travel, seatbelt use, idle time, and vehicle location at every stop.

Data collects automatically, and audible alerts sound whenever a driver exhibits unsafe behavior. Driving habits, patterns, and violations of the policy are reviewed periodically and used to coach drivers in safe driving behaviors.

Stay-at-Work Program

A specific focus on returning injured team members to work once the provider releases the team member with light-duty work. This program promotes quick re-integration into the workforce.

Safe Work Observation Process (SWOP)

A process that reinforces ABM's safety culture through safety observations, communication, and training. Objectives include:

- Recognize and coach team members
- Create a safe work environment
- Demonstrate how to use equipment and tools properly
- Reduce risk of injury

Safety Training Videos

We created a series of online safety training vignettes to provide timely training of new employees and retraining when situations warrant.

Medical Evaluation

A first call nurse triage program assesses on-the-job injuries for appropriate treatment. This ensures that possible injuries are detected and treated promptly and properly.

National Clinic Program

A specialized national network of clinics focused on assessment and treatment of work-related injuries.

Telephone Nurse Case Management (TCM)

Using qualified nurses to assist with the medical management component of team member injuries. This program ensures care for our injured team members.

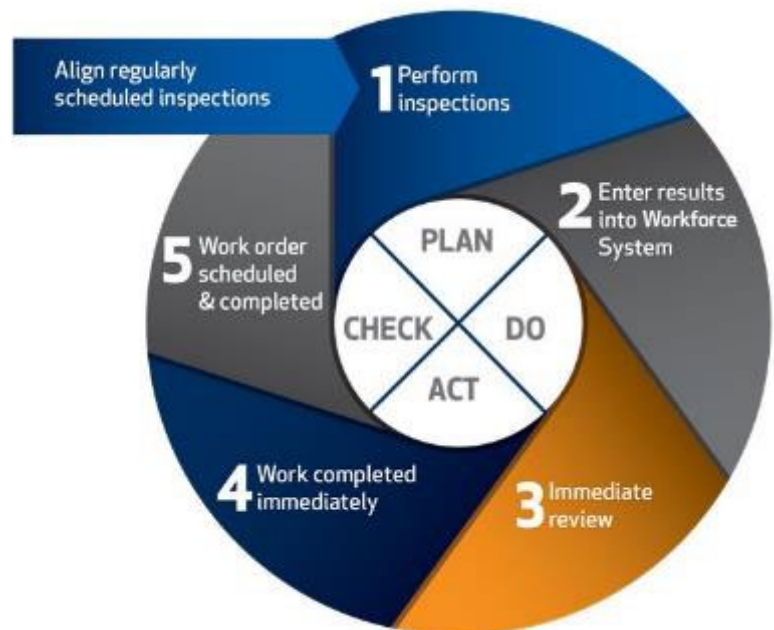
Management Programs, Technology, Systems, Quality Assurance and Reporting

CONTINUOUS IMPROVEMENT AND PERFORMANCE MONITORING

The goal of ABM's KPIs is to establish appropriate measurements that enable our management and site service personnel to determine whether we are meeting our performance and operational commitments to New Haven Public Schools. KPIs are mutually agreed upon to track the criteria that is important to you. Once the criteria are agreed upon, surveys are conducted prior to start-up to establish an initial baseline, and KPIs are assessed monthly throughout the course of our partnership.

Working with New Haven Public Schools, we establish customized reporting formats for client business reviews. These are reviewed in detail during prescheduled business review meetings. Established and measured regularly, criteria such as the following are common areas of interest among our current clients. KPIs such as these can be tracked to set improvement goals and illustrate progress over time.

- Accomplishments / Action Items from Previous Quarter
- Risk Management
 - Safety Audit Results
 - Incidents
 - Safety Training
- Quality Assurance
 - Inspection Scores
 - Performance Survey Results
 - Work Order Management
 - Scope Modifications or Changes
 - Ongoing Training
- Cost Analysis
 - Out of Scope Invoicing
- Value Added Services
- Future Initiatives / Goals



Once these measurements have been recorded and analyzed, we create solutions and implement best practices across all your locations.

Proposed Meetings and Joint Reviews

We believe that personal communication with you enables us to address cleaning issues, spot trends and make necessary adjustments before concerns become problems. To that end, we're proposing two different ways to review our services with you: regular meetings and joint reviews.

Regular meetings are client and site specific and are typically established during the transition phase. These meetings are scheduled at a frequency requested by client management and typically address special needs within the facility, updates on cleaning, and service-related issues.

Joint reviews are formal meetings between ABM and New Haven Public Schools which we recommend being scheduled either quarterly or semi-annually, more often if necessary in the beginning of our transition. During these meetings, we report key performance indicators (KPIs) regarding our service at your sites. This includes reporting and analyzing our quality scores, survey results, work order statuses, employee turnover, actual year-to-date costs versus budget, or costs outside of scope that you have requested. We will incorporate your feedback into our reviews and be on the same page regarding our overall partnership. We also use this opportunity to set future goals and initiatives.

Sample Meeting Schedule

Frequency	Purpose	Performed By	Meeting With
Daily	To address special needs update on cleaning, etc.	Account Manager & Zone Managers, Supervisors	NHPS Representative
Weekly (upon request)	Service relations and quality control inspections	Account Manager and Zone Managers	NHPS Representative
Weekly for 30 days	Transition, cleaning, and service	Account Manager, Zone Managers, and Regional Director of Operations	NHPS Representative
Monthly	Review of service performance and quality control inspections	Account Manager, Zone Managers, and Regional Director of Operations	NHPS Representative
Client Business Reviews	Cleaning, service, business issues and service performance review	Account Manager, Zone Managers, Regional Director of Operations, and Regional Vice President	NHPS Representative

Measuring Our Performance

QUALITY ASSURANCE SYSTEM

Our quality management system identifies where to focus our efforts. We proactively pinpoint areas of opportunity and target problem areas, using a detailed strategy based on best practices. We create and execute the solution. Through planning and standardization, we engage our team members to optimize processes and achieve results.

PROCESS IMPROVEMENT

We engage in a proactive improvement strategy to identify areas of opportunity, target problem areas, formulate a detailed strategy, and execute the solution. Through planning and standardization, we engage our team members to optimize processes, so you receive the best service.

INSPECT

Inspections let us monitor buildings to identify any items that may have been overlooked during service. As our partner, you can participate in the data collection if you want.

We inspect your schools on a regular schedule and enter data into the system allowing for real-time access to inspection results. Customized quality control inspection reports show results and trends.

Information determines actions necessary to maintain compliance, improvement, and your satisfaction.

- ABM internal web-based inspections
- Manager and supervisors/leads
- Joint inspections with NHPS, ABM senior leadership, supervisors/leads and frontline team members
- Monthly building administrator surveys
- Face-to-face meetings and ongoing communication with building staff
- Team member safety inspections



We establish a quality culture that focuses on your satisfaction, engages team members, and continuously measures performance to improve.

CORRECT

To ensure your schools look their best, we quickly correct any area of insufficiency identified during inspections. Team members will be immediately notified of any areas of concern that need redressed. Items requiring more detailed work will be scheduled appropriately.

COMMUNICATE

“Real-time” readily accessible reports allow our clients and our site personnel the ability to analyze and extract information to maintain service performance.

These reports provide trended statistical analysis from which fact-based operational decisions can be determined and/or affirmed. These results allow us to evaluate and create a go-forward plan.

- Commend team members
- Implement a specific training plan
- Improving processes
- Reviewing supervision and/or employees

ABM can tailor a solution for your individual needs, other options available based on NHPS needs:

- Automated communication, resulting in reduced response time
- Inspection work order tracking
- Constant access, communication, and tracking

SITE INSPECTIONS

ABM uses a custom enterprise inspection system, designed to assist in the field of facility service inspections. We created this tool for accomplishing these areas:

- Provide recent, relevant, performance history to ABM and clients
- Accurately record data for the level of service performed
- Allows managers to view responsible performance history
- Real-time readily accessible reports analyze and extract the necessary information to maintain service performance
- Client Services and Center of Excellence team members support SITE system users
- IT and Center of Excellence departments centrally control the server-based data to ensure regular maintenance, security, and updates
- Nightly system backup as part of our IT department’s disaster recovery plan
- Clients participate in data collection

GRADING SCALE

During inspections, tasks are rated on a scale of specifications in the contract defined as “Satisfactory,” “Unsatisfactory” or “Not Applicable”. The total for tasks becomes the quality score for the site(s). Users grade the completed process steps when servicing a room type.

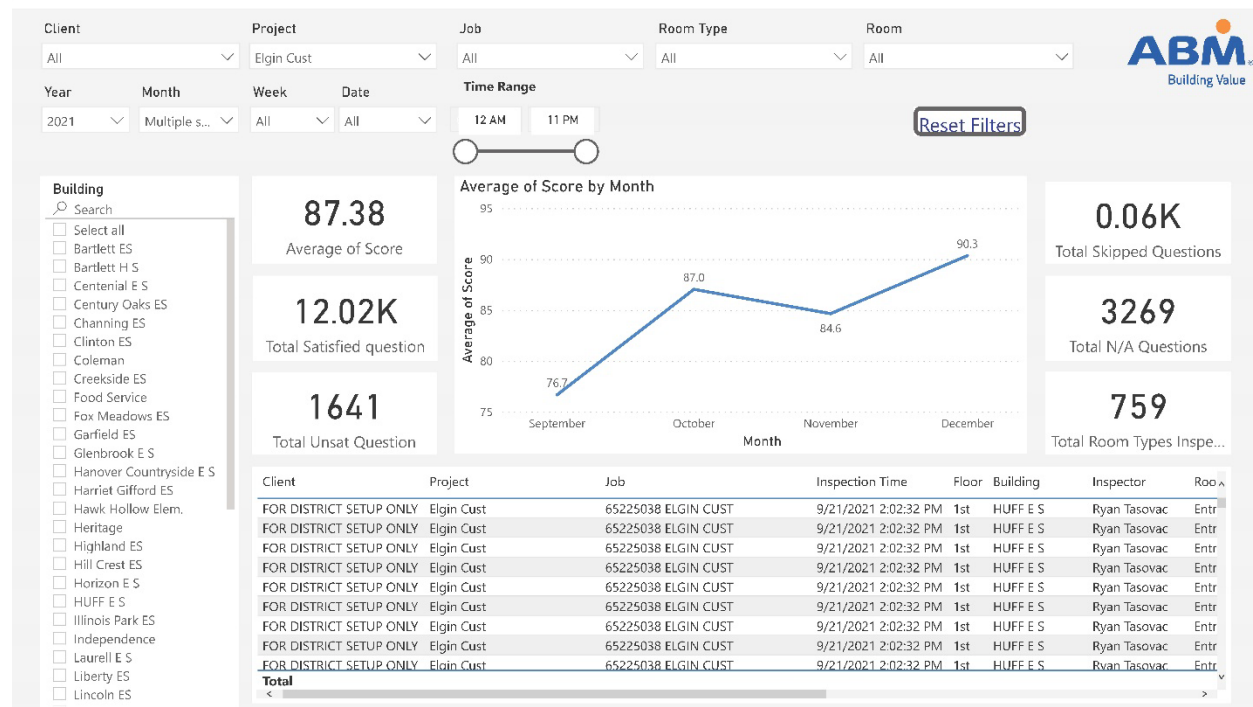
This system allows text and picture documentation to pinpoint findings and determine corrective actions. As an added value, every room type identifies maintenance questions for maintenance issues. Inspectors enter non-emergency maintenance items found, which can be viewed online or printed after inspection is completed.

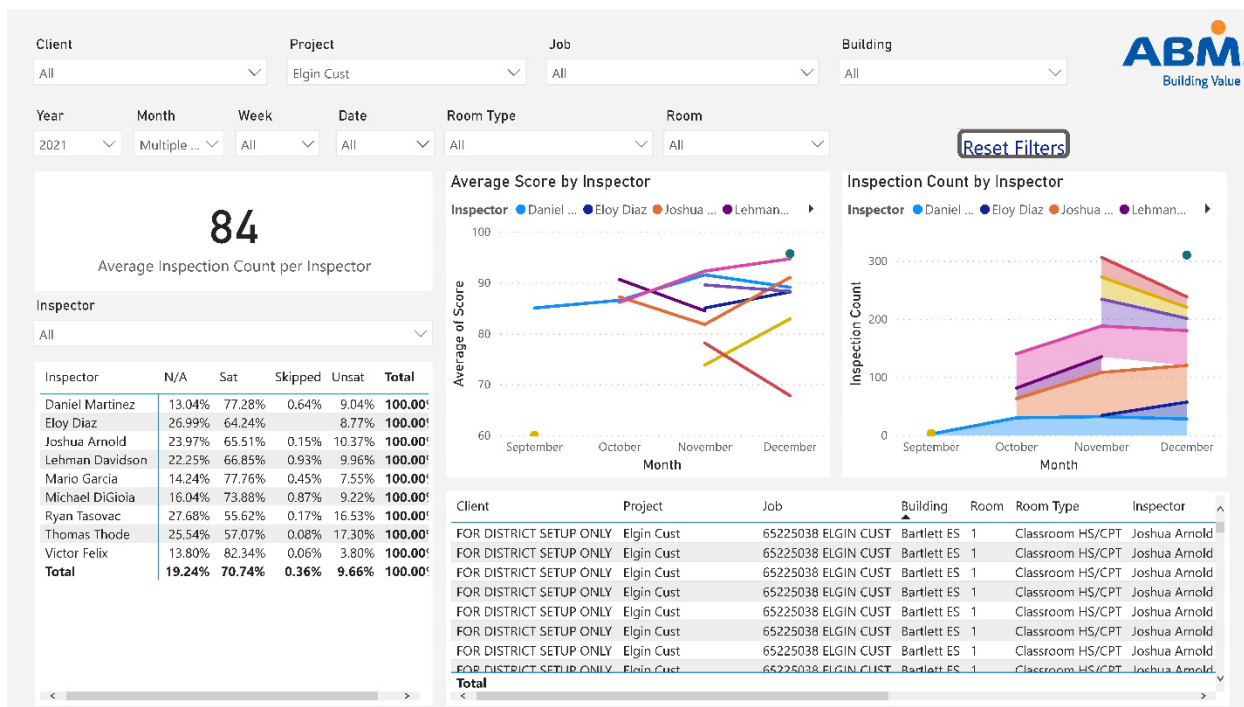
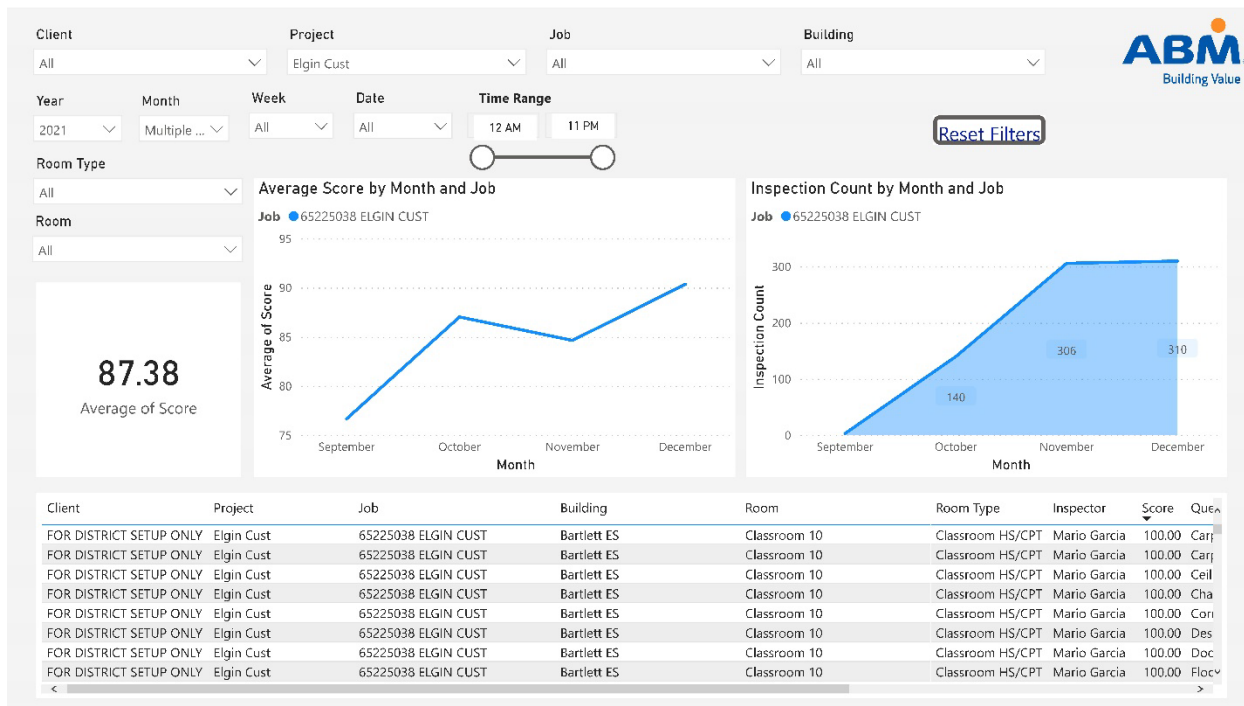
SITE INSPECTION REPORTS

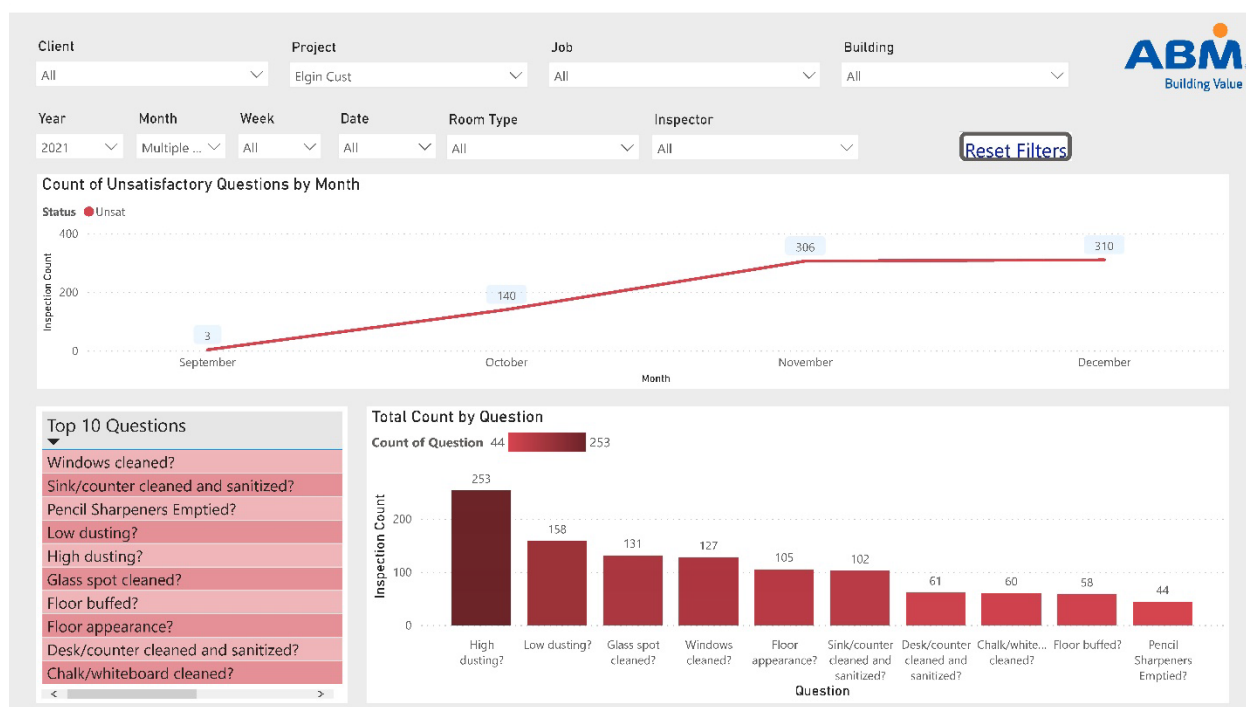
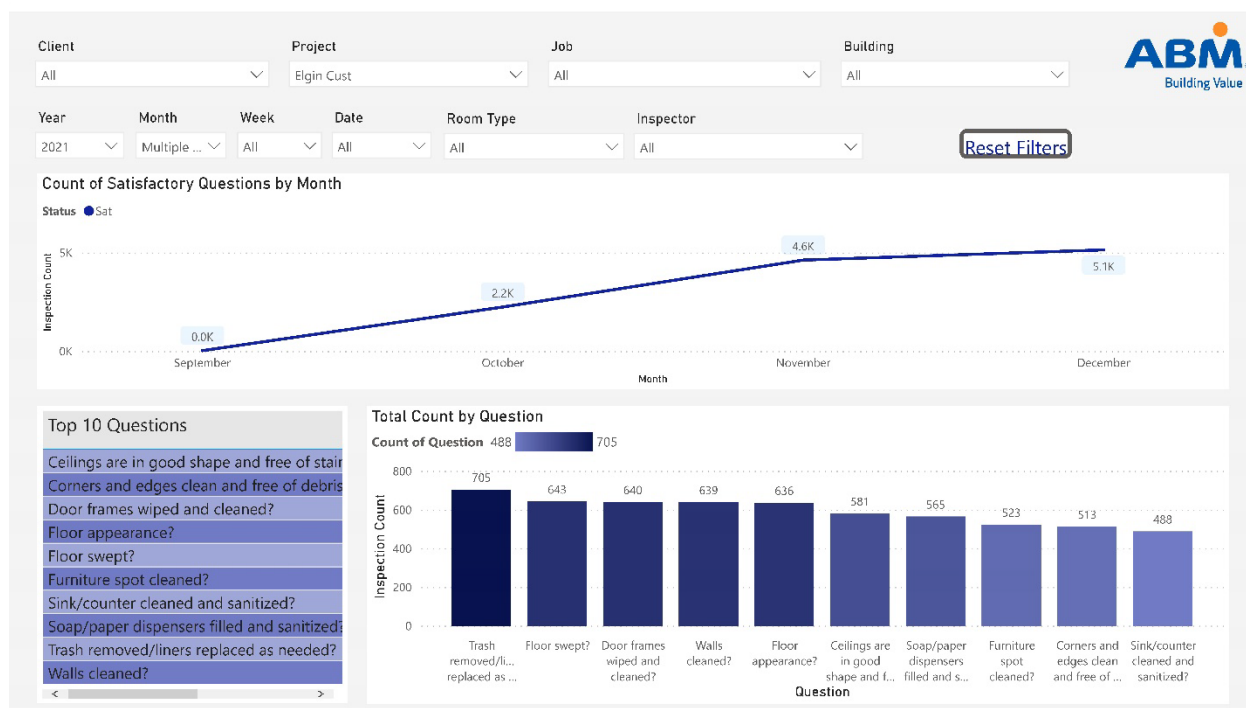
We assign inspection goals for all frequencies and alerts for facilities to be inspected within a specified timeframe. We provide monthly, quarterly, and/or semi-annual reports. Results can be sorted and viewed by:

- Entire Facility
- Individual Building
- Floor
- Inspector
- Room Type
- Question

Sample Reports

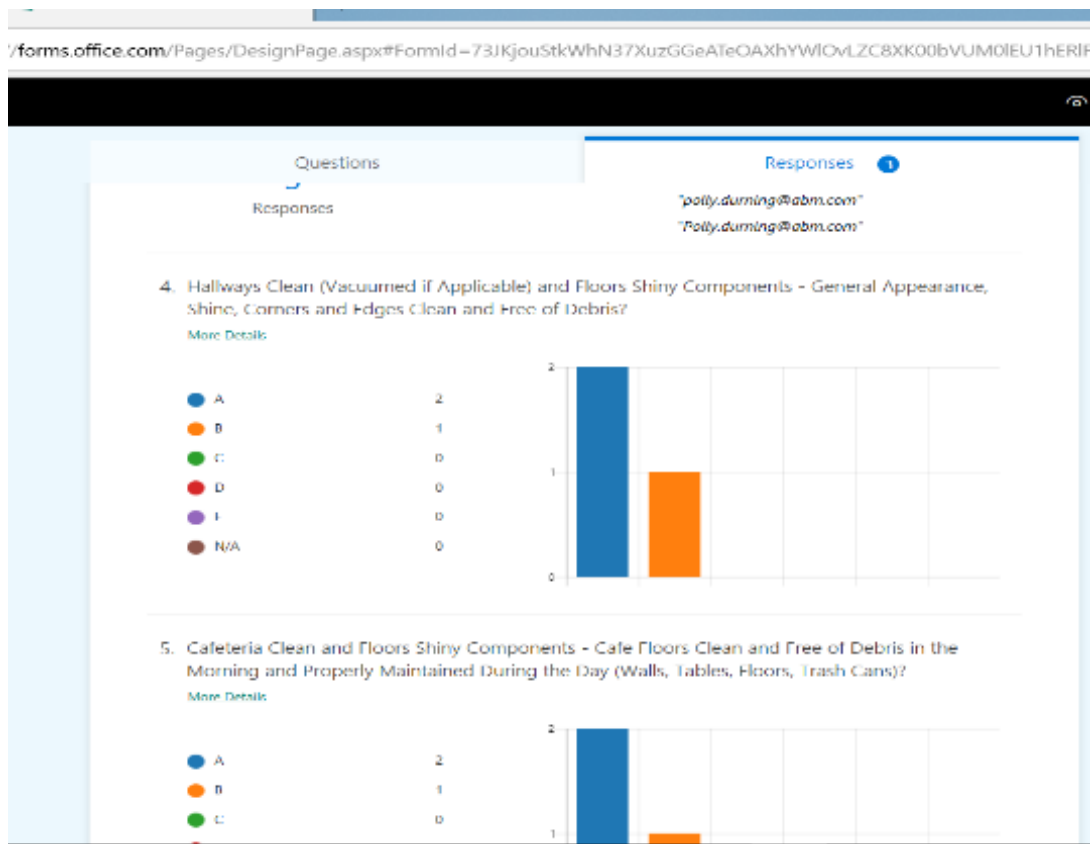


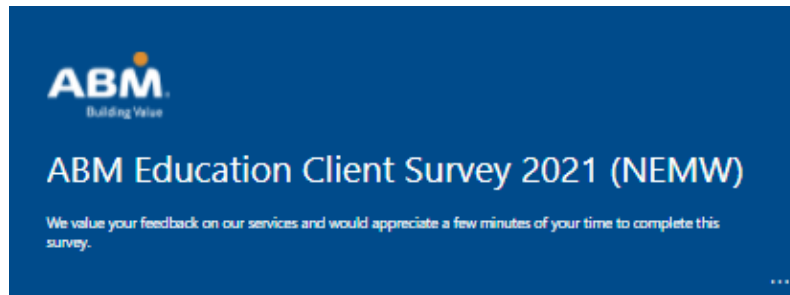




Customer Survey

We take our quality assurance seriously and we consider your input to be vital to make improvements to our services. One such way we receive feedback from our clients is through customer surveys or Report Cards. We share links to online surveys for each of our services to our client principals. They complete the surveys based on service, timeliness, cleanliness of specific areas, etc. Once completed, we can share and export these surveys to an Excel file, create graphs, etc. to further analyze what areas we can improve to better serve our clients and meet expectations.





* Required

INFORMATION

1. Name: *

2. Your Email: *

3. Location-District/College/University Name: *

4. Location-City/State: *

5. Please check the service lines that ABM provides to you; *

☐ Custodial/Janitorial

☐ Landscaping/Grounds

☐ Maintenance/Engineering

☐ Other

6. Did you know about ABM's other service offerings? (i.e. Janitorial, Parking and Transportation, Engineering, Integrated Facility Services, HVAC/Mechanical, Electrical/Electrical Power, Lighting, Mission Critical, Energy, Landscape & Turf)

Next

Page 1 of 3

Never give out your password. [Report abuse](#)

ADDITIONAL REPORTING

Our goal is to provide you with timely, relevant information. We will customize reports to meet your requirements and fit your format. You can view these reports online or receive them in hard copy. We will provide reports weekly, monthly, quarterly, and annually with a roll-up of the information to illustrate year-to-date performance. We can provide report recommendations, however, the format of the report and the frequency are up to you.

Examples of standard reports we can provide include:

- Total Spend
- Additional Service Detail
- Work Order Status
- Work Order Priority
- Response Time
- Inspection Results
- Timekeeping
- Training and Safety

Sample Quarterly Custodial Business Report Breakdown:

Financial Analysis

- Current Fiscal Year Conformance to Budget
- Current Fiscal Year vs. Previous Fiscal Year Comparison
- Year to Date Spreadsheet Attachments
- Customized according to NHPS requirements

Work Orders

- Segmented Work Order Analysis
- Close Loop Service Compliance
- Process Improvement Opportunities
- Customized according to NHPS requirements

Inspections

- Customized to NHPS requirements

Workforce Management

- Employee Incentive Plan Status
- Turnover
- Absenteeism
- Promotions
- Terminations
- Screening
- Customized according to NHPS requirements

F=Training & Safety

- Operational Training Subjects and Compliance
- Safety Training Subjects and Compliance
- Incident Report Summary
- Customized according to NHPS requirements

Cost Savings & Service Improvement

- Cost Reduction Activities
- Cost Avoidance Activities
- Customized according to NHPS requirements

Equipment & Assets

- New Equipment Purchased
- Customized according to NHPS requirements



Just Ask Our Clients – Confidential

SIMILAR CLIENTS

ABM has been serving K-12 school districts for more than 45 years and currently provides facility services more than 350 K-12 districts of all sizes and over 220 colleges and universities across the country, including many who receive multiple services from ABM:

Regional K-12 Partners

- The School District of Philadelphia, PA
- North Kingstown School Department, RI
- The Chapin School, NY
- Villa Maria Academy, NY
- Uxbridge Public Schools, MA
- Choate Rosemary Hall School, CT
- Flood Middle School, CT
- Hopkins School, CT
- Kent School, CT

Regional Higher Education Partners

- Widener University, PA
- Suffolk University, MA
- Northeastern University, MA
- Trinity College, CT
- Hiram College, OH
- Virginia State University, VA
- Kean University, NJ

K-12 IFS Partners

- Ann Arbor Public Schools, MI
- Metropolitan Nashville Public Schools, TN
- Baltimore City Public Schools, MD
- Manassas Park Public Schools, VA
- Milwaukee Public Schools, WI
- Stafford County Public Schools, VA
- School District of Philadelphia, PA
- Saginaw Public Schools, MI
- School District of Lancaster, PA



REFERENCES – CONFIDENTIAL

Hear first-hand how we build value for our clients. Below are districts similar to New Haven Public Schools for whom we currently provide services.

The School District of Philadelphia	
Location	440 N. Broad Street, Philadelphia, PA 19130
Client Contact	Oz Hill, Deputy Chief Operating Officer
Phone / Email	(215) 400-6626 / ohill@philasd.org
Contract Start Date	July 2019
Services	Custodial, Grounds & Facilities Maintenance for District administrative offices. Added supplemental custodial for 25 district buildings.

Fairfield University	
Location	1073 N Benson Road, Fairfield, CT 06824
Client Contact	Peter Crowley, Director of Facilities Management
Phone / Email	(203) 254-4000 ext. 2491 / pcrowley@fairfield.edu
Start Date	November 2018
Services	Custodial Services for 2.0M sq. ft.

Trinity College	
Location	300 Summit Street, Hartford. CT 06106
Client Contact	Tom Fusciello, Associate VP of Construction
Phone / Email	(860) 297-4198 / tommasi.fusciello@trincoll.edu
Contract Start Date	July 2019
Services	Custodial Services and Maintenance for 1.9M sq. fett and Grounds services for 104 acres

Albertus Magnus College

Location	700 Prospect Street, New Haven, CT 06511
Client Contact	Jim Schafrick, Assistant VP for Finance & Operations
Phone / Email	(203) 773-8507 / jschafrick@albertus.edu
Contract Start Date	2019
Services	Custodial Services for 400,000 sq. ft.

Royal Oak Schools

Location	800 Devillen Ave.. Royal Oak, MI 48073
Client Contact	Jeff Synowiec, Maintenance Coordinator
Phone / Email	(248) 545-0064 / jeff.synowiec@royaloakschools.org
Contract Start Date	July 2010
Services	Custodial, Grounds, and Maintenance Services for 1M sq. ft.

Lake Ridge School Corporation

Location	6111 West Ridge Rd., Gary, IN 46408
Client Contact	Dr. Sharon Johnson-Shirley, Superintendent
Phone / Email	(219) 838-1819 / sshirley@lakeridge.k12.in.us
Contract Start Date	March 2013
Services	Custodial and Maintenance Services for 500,000 sq. ft. and Grounds Services for 100 acres

ABM IMPACT

6,000% Faster Maintenance Response for Idaho School District

Cassia County School District 151 in southern Idaho had a backlog of maintenance requests that were going unresolved across the district's 22 educational and administrative institutions. Years of backlogged maintenance issues were impeding the ability to perform daily tasks, frustrating faculty and administrators.

Goals:

Better Maintenance and Cost Savings: With goals to resolve deferred maintenance, better allocate funds and add more efficient guidance to their managerial approach to maintenance, ABM was brought in to outsource the district's maintenance program.

Community-first Approach: Cassia County is a community-driven district geographically larger than the state of Delaware. Its residents value tight-knit relationships with their schools. From the start, ABM took a community-first approach to its solution. A united maintenance team was formed to quickly tackle old issues and address new ones while improving team morale, equity and responsibility. ABM integrated its footprint across Cassia County and offered significant employment opportunities, becoming a trusted source for maintenance and facility services.

Immediate Impact and Results: With the new approach, response times decreased from 256 days to 0.18 days. Resolution time decreased from 672 days to 10 days. Faculty satisfaction reached an all-time high.

Extending Budgets and Services: ABM's buying power also allowed Cassia to stretch the budget farther than previously possible. District stakeholders have been so pleased with the results that ABM started an improved facility grounds program to bring enhanced landscaping to Cassia County along with the maintenance and custodial work.

CASSIA COUNTY SCHOOL DISTRICT 151

16 Schools	5,600 Students
800 Total employees	340 Certified staff
6 Communities served	2,500 Square miles in district across three counties

RESULTS

- \$11 million in deferred maintenance addressed
- Response time decreased from 256 days to 0.18
- Resolution time decreased from 672 days to 10
- Estimated 30% stretch per dollar
- 98 special projects completed during extended summer of 2020
- Faculty satisfaction at an all-time high

Testimonials



Ashley Lindsey
Director of Facilities
Department of Campus Planning and Facilities
Suffolk University
Phone: 857.895.4545
Email: alindsey@suffolk.edu

April 20, 2021

To whom it may concern:

I have had the pleasure of working with our team from ABM since the start of their contract 3 years ago. Over that time, they have become an integral part of the Suffolk community. They are consistent with their performance of the base integrated facilities management contract and frequently go above and beyond, managing special projects to make the campus a better place. I commonly receive unsolicited positive feedback relaying the team's reliability and friendly demeanor while completing work. Some members of the team have been working for Suffolk University for many years, through in-house and other contract management, and their performance under ABM's management has been the best yet. I applaud the team lead by Anthony Carter for making me proud of the team each and every day.

Sincerely,



Ashley Lindsey
Director of Facilities

Department of Campus Planning and Facilities | Suffolk University
8 Ashburton Street | Boston, MA | 02108

SARAH
LAWRENCE
COLLEGE

Maureen Gallagher
Assistant Vice President for Facilities and Campus Operations
Sarah Lawrence College
1 Mead Way
Bronxville, NY 10708

April 23, 2021

To whom it may concern,

ABM has been providing custodial services to Sarah Lawrence College for over fifteen years and they are viewed as a trusted partner. We recently renewed our contract with ABM that will take us into 2024. Over the years, as campus needs changed as a result of enrollment, construction, or a pandemic, ABM has adjusted quickly to meet the needs of the college. The modifications have been made with full transparency of the operational and financial impacts and ABM has always done so with the college's interests in mind.

I am very pleased with ABM's operational team lead on campus by Lou Henderson and supported regionally by Maria Pali. All emergency requests and urgent needs are always handled promptly and effectively. ABM does a great job presenting innovation and recommendations at our regularly scheduled Client Business Review meetings.

Over the years ABM has been a valued partner to Sarah Lawrence College and that was never more apparent than during the pandemic. I would highly recommend ABM to any potential client and if you need further information please feel free to contact me at 914-395-2385 or mgallagh@sarahlawrence.edu

Sincerely,



Maureen Gallagher
Assistant Vice President for Facilities and Campus Operations

1 MEAD WAY | BRONXVILLE, NY 10708 | 914.337.0700 | SARAHLAWRENCE.EDU



March 18, 2021

David R Proffitt, AIA
Executive Director for Facilities, Maintenance and Construction
Metropolitan Nashville Public Schools
2601 Bransford Ave
Nashville, TN 37204

To Whom It May Concern:

Please accept this letter as my recommendation of ABM Janitorial Services for your organization. ABM has provided custodial and grounds services to our district since July 1, 2010. ABM has successfully provided quality and streamlined services to ensure our facilities are to the standard of cleanliness we expect. The onsite team members with ABM are reliable and thorough, corporative and flexible meeting our needs and schedule, often above and beyond basic expectations.

ABM's leadership and their team members are attentive to our facilities and provide safe, clean, and well-maintained facilities. They maintain a program that allows their organization to overcome the labor market challenges in our region to the greatest extent possible. ABM also brings a depth of experience and expertise to handle any pandemic, such as MRSA, Influenza and now COVID-19. They have been instrumental in mitigating the impact of each in our facilities, again often over and above.

We have been pleased with their partnership both as a provider of services and as a contributor to our community. It is with deepest sincerity that I offer this letter of recommendation.

If you need additional information, please feel free to contact our office.

Sincerely,

A handwritten signature in black ink, appearing to read "D. R. Proffitt", with a long horizontal line extending to the right.

David R Proffitt, AIA
Executive Director for Facilities, Maintenance and Construction
Metropolitan Nashville Public Schools



CASSIA SCHOOL DISTRICT NO. 151

3650 OVERLAND AVE. • BURLEY, ID 83318-2444 • (208) 878-6600 • FAX (208) 878-4231

Jeff Rasmussen
Board Chairman

Darin Moon
Vice Board Chairman

Ryan Cranny
Board Member

Mandi Baker
Board Member

Kent Kidd
Board Member

Sandra Miller
Superintendent

Chris James
Fiscal Manager

Mr. Logan Cox
Director of Operations
ABM
8076 E. Executive Dr.
Nampa, Idaho 83687

January 28, 2022

Dear Mr. Cox,

I would like to express my appreciation for your ABM team working with Cassia County School District 151. We are very pleased with the service they are providing and are grateful ABM is in our corner.

I would especially like to acknowledge your Cassia School District 151 account manager, Mr. David Wyett. Dave has been very easy to work with and is always willing to do as I ask. Last week, he brought to my attention the amount of money that was being spent on a particular item and said, "I just wanted you to know how much money is being spent on [this]." He brings to my attention areas that might be of concern both financially and with our facilities and I welcome his conscientious practices and input.

Dave is always willing to help where he can. One example of this is this past Friday evening about 5:30 pm., Dave informed me that the gym at Oakley High School had no heat. There were two games scheduled to be played in that gym that night. At my request, he drove to Oakley, a 30-mile drive one-way from his home, and trouble-shot the problem with the furnace...there was no propane in the tank. About two-and-a-half hours later, after there was sufficient propane in the tank, he left his home again and drove the 30 miles back to Oakley, again at my request, to make sure the furnaces in the gym were operating correctly.

Mr. Cox, I am very appreciative of Mr. David Wyett. He makes my job easier. He and his team are valuable assets to the Cassia School District. Please extend my appreciation to him.

Sincerely,



Curtis Richins
District Operations Manager

ABM at a Glance

ABM (NYSE: ABM) is one of the world's largest providers of integrated facility services. A driving force for a cleaner, healthier, and more sustainable world, we provide essential services that improve the spaces and places that matter most. From curbside to rooftop, we offer a comprehensive array of facility services that includes janitorial, engineering, parking, electrical & lighting, energy solutions, HVAC & mechanical, landscape & turf, and mission critical solutions. ABM delivers these custom facility solutions to properties across a wide range of industries – from commercial office buildings to schools, airports, hospitals, data centers, manufacturing plants and distribution centers, entertainment venues and more.

About Us

Our shared values help us make a difference, every person, every day.

At ABM, we make a difference in three ways: by taking care of our team members, our clients and our communities.

- Founded in 1909
- Fortune 500
- 20,000 Clients
- 210+ U.S. & International Locations
- \$6.2 billion in Revenue
- 110,000 Employees



Electrical

23,000+ EV charging ports installed



Energy

30% average reduced energy use



Facilities Engineering

10,000+ certified engineers



HVAC & Mechanical

70,000+ heating and cooling systems



Janitorial

4+ billion sq. ft. cleaned each day



Landscape & Turf

55,000+ acres of landscaping and golf courses



Mission Critical

35+ million sq. ft. of data center space



Parking & Transportation

\$1.5+ billion in parking revenue collected

NEW ENGLAND PRESENCE

ABM is committed to New England, especially the state of Massachusetts. Our company proudly employs nearly 3,000 New England residents and services approximately 20,000,000 square feet in the region. We have invested a wealth of resources that add value for over 17 satisfied education clients throughout the region. Our presence in New England region is unparalleled and we only hope to further invest in your local communities. We train and employ the residents, we are part of the communities, and we strive to raise the caliber of services students receive.



Office Locations

- New York City (headquarters)
- Somerville, MA
- Danbury, CT
- Hartford, CT

EXPERIENCE IN EDUCATION

Founded in 1909, ABM has been providing building and maintenance services throughout North America for over 110 years and we are proud to specialize in the education market. Building strong client relationships has been our focus.

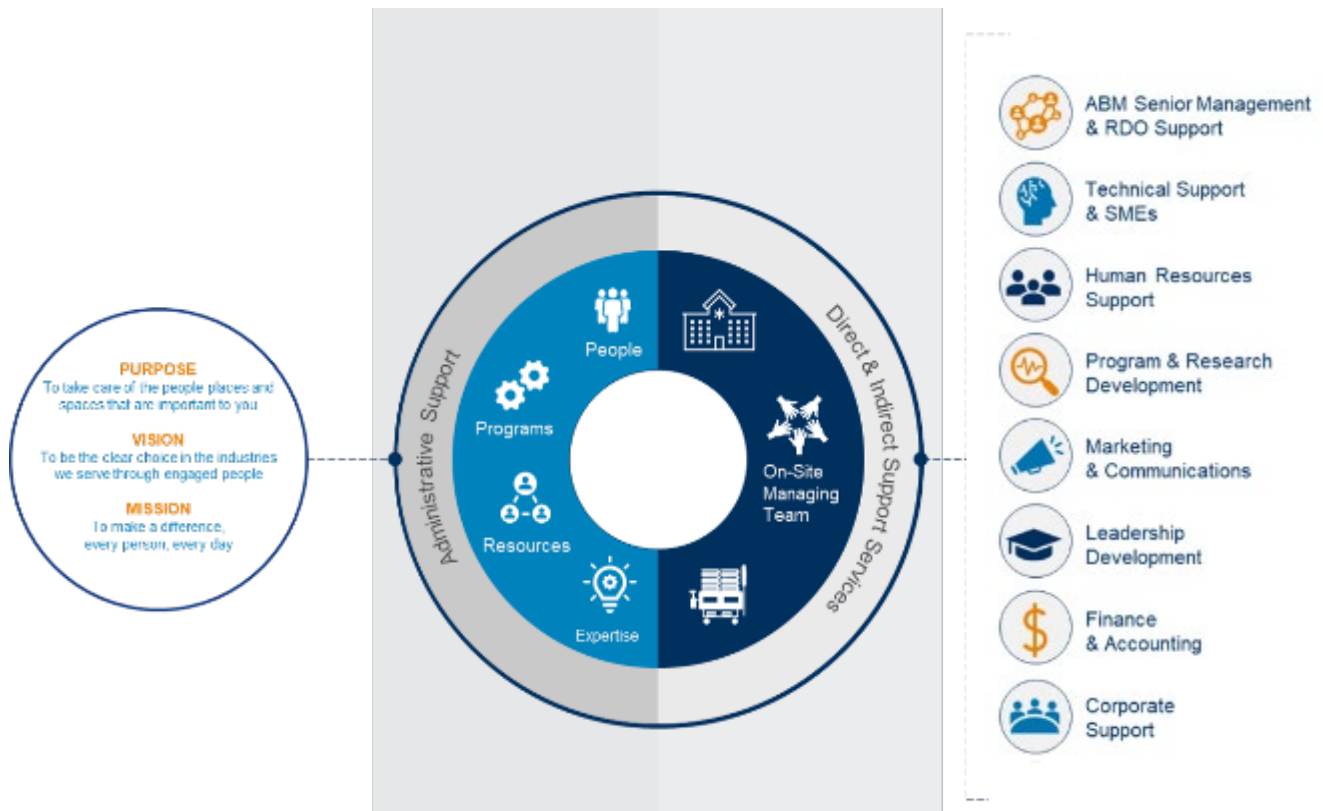
Our education partnerships impact more than the colleges, universities, and school districts we serve. We create clean, healthy, and safe learning environments for over 1,000,000 students who go home to parents, grandparents, aunts, uncles, friends, and other family members who benefit from the quality of our services. We maintain an outstanding reputation in the marketplace due to our breadth of experience, coupled with our account management infrastructure that focuses on ***Making a Difference, Every Day***, all of which enables us to remain focused on consistent service delivery.



CORPORATE SUPPORT AND STRUCTURE

Partnering with ABM Education gives you access to regional and corporate support teams who have extensive experience in managing K-12 and higher education institutions. Our team has worked with everything from small, rural schools to multi-campus, large-scale academic districts, and universities.

We provide ongoing corporate and technical resources to enhance client satisfaction and offer additional valuable services. These resources include:



Technical Support

- Purchasing Programs
- Research and Development
- Facilities Design Support

Human Resources Support

- Training and Development
- Labor Relations
- Recruitment

- Regulatory Agency Monitoring and Compliance Programs

Financial Services

- Capital Budgeting
- Payroll
- Accounting
- Tax Department
- Benefits Program

CERTIFICATIONS

ABM has obtained several industry certifications, below are some examples:

- The ANSI National Accreditation Board (ANAB), a wholly owned subsidiary of the American National Standards Institute (ANSI), has accredited ABM for our EnhancedClean™ Training Program.
- OSHA Certification Compliance
- Several ABM Engineering Services' customer sites are ISO 9001 certified
- Certified by PDA and IEST in:
 - Controlled Space Cleaning
 - Designing a Cleaning and Validation Program Into to GMP
- Green Certifications:
 - Our chemicals are Green Seal certified
 - Our ABM GreenCare® carpet maintenance equipment is certified by the Carpet and Rug Institute
 - Certified Seal of Approval Service Provider by the Carpet and Rug Institute
 - ABM has assisted several customer locations in achieving their sustainability goals. ABM's current LEED statistics are:
 - Over 240 million square feet at more than 480 customer sites are LEED Certified
 - Over 85 million square feet at more than 145 customer sites are LEED Registered
 - Totalling over 370 million square feet at more than 1,000 customer sites of ABM GreenCare® Implementation

ASSOCIATIONS

ABM is an active member and participant in many educational and trade organizations, such as:

- National School Boards Association (NSBA)
- Association of School Business Officials International (ASBO)
- American Association of School Administrators (AASA)
- Association of School Business Officials International (ASBO)
- Building Services Contractors Association International (BSCAI)
- International Facility Management Association (IFMA)
- National Minority Supplier Development Council
- US Green Building Council
- American Society of Heating, Refrigerating and Air Conditioning Engineers



COMMITMENT TO DIVERSITY, INCLUSION, AND BELONGING

Our people continue to be the driving force behind everything we do, and a diverse workforce is essential to our success. We are a stronger company when all team members are respected and valued for their contributions and individual differences. With more than 110,000 team members from all backgrounds and corners of the world, having a diverse and inclusive environment is both a core principle and a vital competitive advantage.

Inviting different perspectives and driving inclusion enables us to connect meaningfully, adapt and innovate. Giving our team members equal opportunities to learn and grow cultivates and retains our talent, reinforces our purpose, and fosters a stronger workplace that elevates the diverse voices of our communities and drives lasting change.

As an industry leader and trusted partner, we are an Equal Opportunity and Affirmative Action employer in compliance with the requirements of the Executive Order 11246 of the Rehabilitation Act of 1973 and the Vietnam Era Veterans' Readjustment Assistance Act.



We are one team

We promote open communication, positive environments and caring communities of engaged team members



Our core values guide us

We value respect, integrity, collaboration, innovation, excellence and trust



We strive for continual growth

We challenge ourselves to do better and be better

IT STARTS WITH US

In 2020, we created our Culture and Inclusion Council, led by team members with diverse backgrounds and experiences. Backed by our executive leadership team, the Council fosters diverse talent to drive meaningful social change and to strengthen our communities. It focuses on turning our values into measurable action, nurturing a culture of belonging - an environment where every team member feels **connected**, **valued**, and **inspired**. We develop inspiring leaders and empower team members from different backgrounds can work together and make a difference.

THE POWER OF PARTNERSHIP

To best address the needs of our clients, we must ensure our demographics and those of our suppliers reflect diverse nature of these communities. We actively foster a diverse and inclusive supplier base, helping develop strong minority firms by mentoring and implementing Tier 1 and Tier 2 contracts.

Our supplier diversity spend has increased more than 164% over the past four years since the inception of our program. We now have over \$156 million in spend with diverse supplier partners. During the 2020 fiscal year, that spend decreased considerably due to COVID-19 impacts on the business. In 2020, 17% of ABM's overall supplier spend was with minority-owned businesses.

To date, our most substantial spend with diversity suppliers is concentrated in California (23% of total diversity spend), Georgia (16%), Illinois (12%) and Texas (11%). These states are also where some of our largest markets are located, meaning the money we spend goes directly back into these communities.

Because diversity and inclusion are just as important at the community level, we thoughtfully developed partnerships with respected organizations focused on building a more equitable society, including areas of advocacy and civil rights, basic human needs, and education and workforce development.

We also create ways to enrich our team members' lives at work and in their communities. Our ABMCares program inspires us to volunteer, donate, and participate in our communities because giving back is a significant part of who we are.

CONTINUALLY LEARNING

Each team member carries the responsibility to create an inclusive culture. We integrated our core philosophy and responsibilities into our Learning and Development programs, including:

- Being an Inclusive Manager
- Creating an Inclusive Workplace
- Identifying Unconscious Bias
- Bullying in the Workplace
- Diversity in the Workplace
- Racism in the Workplace
- Preventing Racial Discrimination
- Speaking Up

THE POWER OF PARTNERSHIP | Supplier Diversity

We believe that, to address the diverse needs of the communities we serve, we must ensure the demographics of our suppliers reflect those of our customers. Our goal is to foster an inclusive and sustainable supply base to strengthen our communities and create lasting value.



Our Focus and Commitment

Valuing diverse suppliers

Actively foster a diverse and inclusive supplier base

Inclusive partnership

Work with and develop diverse suppliers in the procurement and subcontracting process

Supporting businesses

Procure high quality, competitively priced goods and services

Leading with integrity

Ensure compliance in quality control, employee background checks and local, state and federal laws

Fueling underserved markets

We help develop strong minority firms by implementing Tier 1 and Tier 2 contract and goal alignment



We were asked to join the Governor's Mentor and Protégé Program in the state of Georgia. This unique program is designed to benefit small minority businesses by pairing them with larger companies like ABM. Georgia recognized us for our leadership in this area, and we continue to augment our network of certified diversity suppliers, forming key relationships with local, regional, and national vendors.

MINORITY PARTNERSHIPS

Being an industry-leading facility services company affords us the resources necessary to provide service in all learning communities of New Haven and while financial resources are necessary, our human capital is far more valuable. ***We are who we are because of the people who join our team.***

We know that involving small, local businesses and disadvantaged businesses impacts us and our communities beyond the services we provide. When we partner with a school district, we partner with the whole community.

Unlike our competitors, we typically self-perform with our in-house capabilities but often mentor S/M/WBE subcontractors, accountable for every aspect of the program. We leverage our breadth of services, industry expertise and technology-enabled workforce to build value for our partners.

We recognize the importance of supplier diversity and are committed to providing minority, women, and disabled veteran-owned businesses access and opportunity to participate in contracts they otherwise would not qualify for, which fuels economic vitality in the community. It is our mission to:

- Actively foster a diversity base
- Seek diverse suppliers in the procurement and subcontracting process
- Ensure compliance around quality control, employee background checks, and local, state, and federal laws with our diverse suppliers

Our mission – ***to make a difference every person, every day*** – extends to our minority business partners. We offer our MWBE partners assistance in new business development through support and mentoring programs. Our extensive training, introductions to the latest cleaning techniques, supplies and equipment, and supply-pricing advantages have all played a major role in the success stories of our MWBE partners.



We know that involving small, local businesses and disadvantaged businesses impacts us and our communities beyond the services we provide. When we partner with a school district, we partner with the whole community. Approximately 30% of the subcontractors we partner with are minority owned.

We recognize the importance of supplier diversity and are committed to providing minority, women, and disabled veteran-owned businesses access and opportunity to participate in contracts they otherwise would not qualify for, which fuels economic vitality in the community.

Assisting Partners with Diversity Certification

We encourage qualified subcontractors to pursue diversity certification by providing a list of government agencies and private organizations that provide the certification.

LABOR RELATIONS

ABM and its subsidiary companies operate both “union” and “non-union” depending on geographic location and type of services performed. ABM companies are party to more than 250 labor agreements, which expire at different times, and which are renegotiated in the normal course of business.

- Dedicated Labor Relations Department who works closely with our customers and unions (i.e., SEIU, Teamsters, UAW) to ensure the most effective labor utilization under existing agreements
- ABM is party to more than 250 union contracts across the US covering more than 32,000 of our 110,000 employees
- Approximately 50% of union contracts cover specific work sites, and the other 50% are area-wide agreements covering all major janitorial service contractors in a specific city or geographic region
- ABM partners with customers to ensure cost management and increased service quality in union environments



Financial Stability

ABM achieved revenues of approximately \$6.2 billion by faithfully serving over 20,000 nationwide in over 200 metro areas. ABM is Sarbanes-Oxley compliant, so we adhere to strict third-party auditing to safeguard our shareholders and clients from malicious business practices. Therefore, we have an exceptionally transparent balance sheet comprised of a strong cash position, minimal debt, and a solid performance record boasting consecutive quarterly dividends since 1965. ABM is also one of the largest facilities services contractors on the New York Stock Exchange. Our subsidiaries are leaders in their respective fields and are capable of independent growth as well as growth through acquisition. Our size, operational infrastructure and financial strength enable us to offer customers a level of sophistication that translates into savings and peace of mind.

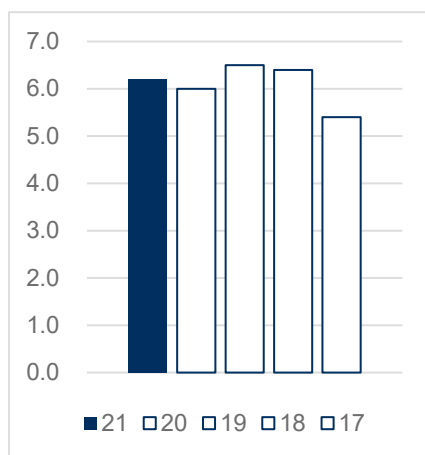
Our Annual Reports are posted online: <https://abm.gcs-web.com/financial-information/annual-reports>

Quarterly press releases can also be referenced at: <http://investor.abm.com/releases.cfm>

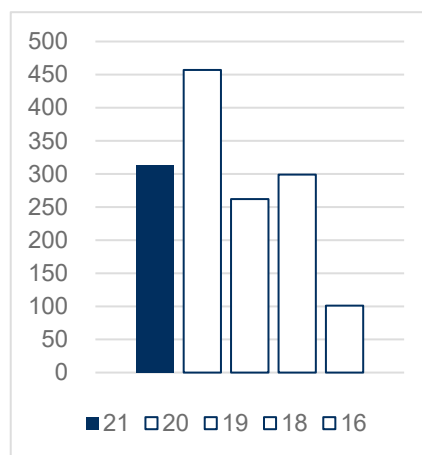
FINANCIAL HIGHLIGHTS

Year Ended October 31,

(\$ in Millions)	2021	2020	2019	2018	2017
Revenues	\$6,228.6	\$5,987.6	\$6,498.6	\$6,442.2	\$5,453.6
Net cash provided by continuing operating activities	\$314.3	\$457.5	\$262.8	\$299.7	\$101.7



Revenues (in billions)



Net Cash Provided by Continuing Operating Activities (in millions)

Certificate of Insurance

AGENCY CUSTOMER ID: _____
LOC #: _____

ACORD® **ADDITIONAL REMARKS SCHEDULE** Page 2 of 2

AGENCY Willis Towers Watson Southeast, Inc.	NAMED INSURED ABM Industry Groups, LLC an ABM Industries Incorporated Company 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319
POLICY NUMBER See Page 1	NAIC CODE See Page 1
CARRIER See Page 1	EFFECTIVE DATE See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667
POLICY NUMBER: WC0 C68912064 EFF DATE: 11/01/2021 EXP DATE: 11/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Excess Workers Compensation	EL Each Accident	\$1,000,000
WC-Statutory/CA-S&M SIR	EL Disease-Pol Limit	\$1,000,000
OH, WA, OR, IL, MI - \$500K SIR	EL Disease-Each Empl	\$1,000,000

ADDITIONAL REMARKS:
ANY PROPRIETOR/PARTNER/EXECUTIVE/ OFFICER/MEMBER are included under Excess Workers Compensation policy #WC0 C67454856

INSURER AFFORDING COVERAGE: AIG Specialty Insurance Company NAIC#: 26883
POLICY NUMBER: CPO 16081985 EFF DATE: 05/01/2021 EXP DATE: 05/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Contractor's Pollution Liability	Each Loss	10,000,000
	Aggregate	10,000,000
	SIR	500,000

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667
POLICY NUMBER: DOH G23691188 008 EFF DATE: 11/01/2021 EXP DATE: 11/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Employee Dishonesty/Fidelity	Each Occurrence	\$5,000,000

ACORD 101 (2008/01) © 2008 ACORD CORP
The ACORD name and logo are registered marks of ACORD
SR ID: 21799753 BATCH: 2296322 CERT: W22803474

ACORD® **CERTIFICATE OF LIABILITY INSURANCE** Page 1 of 2

DATE (MM/DD/YYYY) 11/03/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis Towers Watson Southeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37203-0191 USA	CONTACT NAME FAC. No. EXT. FAX E-MAIL ADDRESS INSURER(S) AFFORDING COVERAGE INSURER A: ACE American Insurance Company INSURER B: ACE Property & Casualty Insurance Company INSURER C: Indemnity Insurance Company of North America INSURER D: Lloyd's Syndicate 2623 (Beasley Furlong Ltd.) INSURER E: AIG Specialty Insurance Company INSURER F:
--	--


INSURED
ABM Industry Groups, LLC
an ABM Industries Incorporated Company
4151 Ashford Dunwoody Road, Suite 600
Atlanta, GA 30319

COVERAGES **CERTIFICATE NUMBER:** W22803474 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR	TYPE OF INSURANCE	ADDITIONAL	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS
LINE		INSR		(MM/DD/YYYY)	(MM/DD/YYYY)	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$1,000,000 BTR <input checked="" type="checkbox"/> XCO GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PERIOD <input type="checkbox"/> LOCATION <input type="checkbox"/> OTHER:		XSL 072478605	11/01/2021	11/01/2022	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (if accidental) \$ 2,000,000 MED EXP (Any one person) \$ Unlimited PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMPOUND AGG \$ 2,000,000 OTHER: \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED <input type="checkbox"/> SCHEDULED <input checked="" type="checkbox"/> AUTOMOBILE <input type="checkbox"/> AUTOS <input checked="" type="checkbox"/> RENTED <input type="checkbox"/> NON-OWNED <input checked="" type="checkbox"/> AUTOS ONLY <input type="checkbox"/> AUTOS ONLY		ISA B29040529	11/01/2021	11/01/2022	COMBINED SINGLE LIMIT (or excess) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ OTHER: \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> \$10,000,000 RETENTION \$10,000		XEU G27910865 007	11/01/2021	11/01/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 OTHER: \$
C	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED (Mandatory in NH) If yes, describe below:	Y/N No	WLA C68912143	11/01/2021	11/01/2022	<input checked="" type="checkbox"/> NEW STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 2,000,000
D	Sexual Misconduct		W2CPC9210201	11/01/2021	11/01/2022	Each Victim \$1,000,000 Total Agg \$3,000,000 SIR - Any One Victim \$250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Description of Job: ABM Education - Sample Certificate
SEE ATTACHED

CERTIFICATE HOLDER	CANCELLATION
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
ABM Industries Incorporated 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319	AUTHORIZED REPRESENTATIVE 

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD
SR ID: 21799753 BATCH: 2296322

Additional Services

Janitorial

- Green cleaning and recycling
- Carpet and floor care
- Staffing and specialty
- EnhancedClean™ program
- Clean room and GMP cleaning

Energy

- Guaranteed energy savings programs
- Smart building technologies
- EV charging stations
- Renewable energy solutions

Parking

- Revenue enhancement and expense control
- Shuttle and transportation
- Special event and valet parking
- On and off-street parking management

HVAC & Mechanical

- Preventive maintenance
- Repairs, replacements, and retrofits
- Engineering and recommissioning
- Bundled energy solutions

Landscape & Turf

- Golf course maintenance renovations
- Exterior pest and fertility management
- Athletic and sports field maintenance
- Irrigation maintenance and management

Facilities Engineering

- Onsite and mobile technicians
- Preventive maintenance
- Handyman services



Should your facility needs expand, we have a wide range of additional services to meet your needs.

FACILITIES EXPERIENCE

Capital Planning

To create a capital budget that aligns spending with your operational goals, ABM leverages existing capital planning and utilizes our capital planning committee (CPC) to provide New Haven Public Schools with creative solutions to maximize savings.

Facilities Management

At ABM, our facilities management approach improves operating efficiencies, maximizes usage of assets, and control maintenance costs. Our breadth and experience, coupled with our infrastructure and technological abilities, have enabled us to successfully provide cost-effective facilities solutions that improve student experience.

Grounds Management

We provide professional, full-service landscape and turf maintenance to clients nationwide dedicated to delivering aesthetic excellence and superior service to our clients. We partner with dozens of districts, colleges, and universities to provide safe and welcoming grounds tailored to the education environment.

Athletic Fields Management

ABM brings a dedicated athletic field management operation, an on-site team with industry-recognized professionals, a comprehensive off-site support system, and the financial resources to provide NHPS with the best athletic management solutions.

Custodial Management

We service thousands of K-12 sites where we are required to meet specific custodial standards. Our procedures, equipment, and supplies are tailored to the education market. Our cleaning approaches combine daily, variable, and extensive periodic services to perform to your expectations and individual needs.

Emergency Response Management

Having a national reach, ABM employs a Critical Incident Program in response to disasters that may affect the lives and safety of our partners.

Energy Solutions Planning

ABM is committed to preserving the natural environment by reducing the negative impact of operations on ecosystems. To ensure we are conscious consumers, we are an active member of the U.S. Green Building Council (USGBC), which is the world-renowned accreditation organization for LEED certification.

ENERGY SOLUTIONS OVERVIEW



LEED Certification

ABM is committed to preserving the natural environment by reducing the negative impact of operations on the environment. We encourage the LEED accreditation of employees and actively promote sustainable building programs among our clients. While we tailor our operations to meet the needs and objectives of each individual client, we also pursue:

LEED professional accreditation with representatives of our engineering, project management, and operations staff.

LEED accreditation of the buildings we manage on behalf of clients.

We are an active member of the U.S. Green Building Council (USGBC), which is the world-renowned accreditation organization for LEED certification. As member of the USGBC, we manage a wide variety of energy conservation and environmental initiatives across the country, including the following within the designated LEED categories:

Sustainable sites

Water efficiency

Energy & atmosphere

Materials & resource efficiency



ABM Electrical & Lighting provides energy efficient and cost-effective solutions that will enhance both the interior and exterior lighting throughout your facilities.

Our solutions may include:

- Advanced Lighting Controls Installation and Certification
- Electrical Design & Engineering
- Exit/Emergency Lighting Systems
- Group Relamping
- Infrared Thermal Imaging
- Landscape Lighting
- Proactive Lighting Maintenance
- Service Upgrades and Troubleshooting
- Sign Repairs
- Ultrasonic Pole Inspections and Replacement

Lighting Systems

ABM will conduct a detailed, room-by-room lighting survey to assure accurate cost and savings values as well as to clearly understand area-specific challenges. Once we analyze the systems, we may make recommendations for retrofits that will provide energy efficiency improvements while maintaining or improving existing light levels.

Typical lighting retrofits may include:

- **T-8 Fluorescent Retrofit** – Retrofit existing T8 fluorescent fixtures with new LED tube lamps, new electronic ballasts, and reflectors where applicable. 4-Lamp fixtures will be delamped to (3) new lamps where applicable.
- **T-12 Fluorescent Retrofit** – Retrofit existing T12 fluorescent fixtures with new LED tube lamps, new electronic ballasts, and reflectors where applicable. Vapor Tight fixtures will be replaced with new LED fixtures.
- **Compact Fluorescent Retrofit** – Replace existing CFL fixtures with new LED surface mount fixtures.
- **Incandescent Retrofit** – Replace the lamps in incandescent fixtures with appropriate LED screw in lamps. Drum fixtures will be replaced with new LED surface fixtures.
- **Exit Signs** – Exit signs that contain incandescent lamps will be replaced with new LED signs.
- **Metal Halide Retrofit** – Existing metal halide interior fixtures will be replaced with new LED fixtures of similar type.
- **Exterior Lighting Retrofit** – All exterior lighting listed in the scope of work at this facility is planned for replacement LED fixtures. Excluded from the scope are any fixtures that are owned by the utility company.
- **Excluded Retrofits**- ABM will not replace or retrofit existing LED exit signs.

As always with ABM, State and OSHA disposal guidelines will be followed when disposing of any old lamps and ballasts.

Building Envelope Systems

Every building is made up of elements that contribute to the overall building envelope. Any physical barrier between the interior and exterior of a building is considered part of the building envelope. This includes building foundation, doors, windows, walls, roofing, flooring, siding and all forms of masonry that are used to enclose the structure.

In terms of receiving the most benefit when considering energy efficiency upgrades, building envelope is the best place begin. Without a properly secured building envelope, outdoor elements including wind, temperature, humidity levels, and even ultraviolet radiation can have a large impact on how the building is performing overall.

Variables such as occupancy, equipment, lighting and a properly maintained HVAC unit contribute greatly to the overall performance of any building. Although these variables come into play when measuring building performance, ensuring proper insulation throughout a building is good first step to securing the building envelope. Regardless of which energy conservation measures or equipment updates you might be considering if the building envelope is in disrepair these updates will not be able to hold their value.

Evaluation of the building envelope of a facility includes review of:



Insulation



Windows



Doors



Roofing



Gutters



Caulking

ABM has experience with insulation installation, weatherization, roofing modifications to include reflective coatings, roof replacements, tuck-pointing and restoring brickwork, window replacement, and reflective solar window tinting. When evaluating savings, building envelope is an important aspect to address. A lack of in controlling the adverse effects of outside elements that may impact the overall savings generated by.



Unique and Specialized Energy Conservation Measures



Electric Vehicle Charging Stations

ABM installed Electric Vehicle Charging stations at the School Plant Services, Pupil Transportation, and School Administration Annex buildings at Ocean Lakes High School. ABM also provided 3 electric vehicles to Virginia Beach City Public Schools based on the energy and operational savings created from the program.

The Electric Vehicle Charging Station and Electric Vehicle at Ocean Lakes is being used for the Driver's Education "Behind the Wheel" program. This was great for student engagement as students and teachers learned about new sustainable technologies and gained hands on experience with charging and driving an electric vehicle. ABM and Virginia Beach City Public Schools were at the forefront of EV technology in Hampton Roads, leading the way once again in green and sustainable energy. ABM has combined three cutting-edge technologies: electric charging stations, solar and wind turbine technology, and electric vehicles. We have outlined a few of the benefits below:

- Student and community awareness of renewable energy sources.
- Student and community awareness of the importance of reducing our carbon footprint and reliance on foreign oil.
- To our knowledge, the first school division in Virginia that provided student driver education in an electric vehicle powered by sustainable solar/wind power.



Solar Wind Turbines

ABM installed a hybrid energy solution combining Solar P.V. Technology and Vertical Axis wind turbines in one unit and utilized school colors. Power generated by the sun and wind turbine will be used by the school and monitored through the Energy Dashboard. Additionally, there are education materials for including sustainable energy into the science curriculum.

The Vertical Axis provides the following advantages and benefits:

- Designed to operate on a much lower height monopole. This makes them much more conducive to urban/residential areas and codes.
- Designed to maximize the lower height wind means.
- Vertical axis turbines are truly unique in appearance and tend to garner much attention and positive response. They are often called "modern art."

Additionally, there was a large intangible benefit to this project, called Social Return on Investment. Social return on investment deals with public perception. The Solar P.V. and Vertical Axis Wind Turbines are very visible during events held at Ocean Lakes High School. The public recognizes the school as an institution that is taking positive, responsible, and proactive steps to bettering themselves and the environment.



Geothermal System Implementation & LED Lighting Upgrade

Students and teachers at Parkway Elementary School were so excited about the lighting improvements that were made and the improved learning and teaching environment that they created a card for the ABM team. They also benefited from the ABM installed ground source heat pumps (GSHP) to provide a central heating and/or cooling system that transfers heat from the ground. It uses the earth as a heat source (in the winter) or a heat sink (in the summer). This design takes advantage of the moderate temperatures in the ground to boost efficiency and reduce the operational costs of heating and cooling systems.



Parkway Elementary school was conditioned by conventional water source heat pumps (WSHP) where the condenser loop is maintained between 60 – 90° F range by an electric boiler and cooling tower respectively. These McQuay ARQ series console heat pumps were installed in 2008. The outdoor air through these units was completely blocked during that renovation.



Instead of using traditional boiler and cooling tower to maintain the condenser loops temperature, this new measure uses the ground loop for that purpose referred to as geothermal heat pump system. A geothermal heat pump or ground source heat pump (GSHP) is a central heating and/or cooling system that transfers heat to or from the ground.

It uses the earth as a heat source (in the winter) or a heat sink (in the summer). This design takes advantage of the moderate temperatures in the ground to boost efficiency and reduce the operational costs of heating and cooling systems.

This measure includes the addition of a geothermal field, vault, associated pump package, piping, removal of cooling tower, and a new pumping package. ABM also tied in the new system to existing building automation.

EMOBILITY AND ELECTRICAL INFRASTRUCTURE

Capabilities & Clients

eMOBILITY & ELECTRICAL INFRASTRUCTURE

- Airports (EV Parking & Shuttles)
- Parking Facilities
- Auto & Commercial Dealerships
- Hospitals
- Universities
- Distribution & Logistics Facilities



CHARGING EQUIPMENT





EV CHARGING

CLIENTS



DAIMLER



JAGUAR



LAWA
LOS ANGELES WORLD AIRPORTS

New York Power Authority

5

Equipment Education

How Quickly Can We Recharge Vehicles?

LEVEL 1 – AC

2 - 4 MPH
Standard Home Outlet



LEVEL 2 – AC

20 - 80 MPH
Destination / Workplace
Residential



LEVEL 3 - DC FAST CHARGE

Low-Mid Power DC
90 - 180 MPH
Fleets / Depot /
Dealerships



High Power DC
180 - 1000 MPH
Long Distance Corridors
for Traveling



** Dependent on Vehicle Capabilities and Plug Type **

6

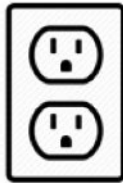


Charger Types



Level 1: 1.5-1.9 kW typical

- Cord-set connects to a regular outlet of 120VAC, 15 or 20A.
- This single-phase hookup produces about 1.5kW, and the charge time is 7 to 80 hours depending on battery size.
- Level 1 meets overnight charging needs for e-bikes, scooters, electric wheelchairs and PHEVs not exceeding 12kWh.
- EV driving range 3-6 miles per hour of charge



7



Charger Types



Level 2: 7.2 -19.2KW

- Wall or Pedestal mount; 208 - 240VAC single phase, 40-80A two pole circuit breaker
- This single-phase hookup produces about 6.6-19.2 kW, and the charge time is 4 to 24 hours depending on battery size.
- EV driving range 21-57 miles per hour of charge.
- This is the most common home and public charging station for EVs.
- The charge rate is limited by the vehicles' onboard rectifier.



8



Charger Types

Level 3: 22.5-180 KW

- Wall mount; 208 - 240VAC single phase, 100A two pole circuit breaker or 480V (WYE) three phase, 40A three pole circuit breaker
- Pad mounted all in one unit, 480V (WYE) three phase, 80 - 300A three pole circuit breaker
- These units produce about 22.5-180 kW, and the charge time is 1.5 to 5 hours depending on battery size.
- EV driving range 67-500 miles per hour of charge.
- The charge rate is limited by the vehicles' Battery Control Module.



9



Charger Types

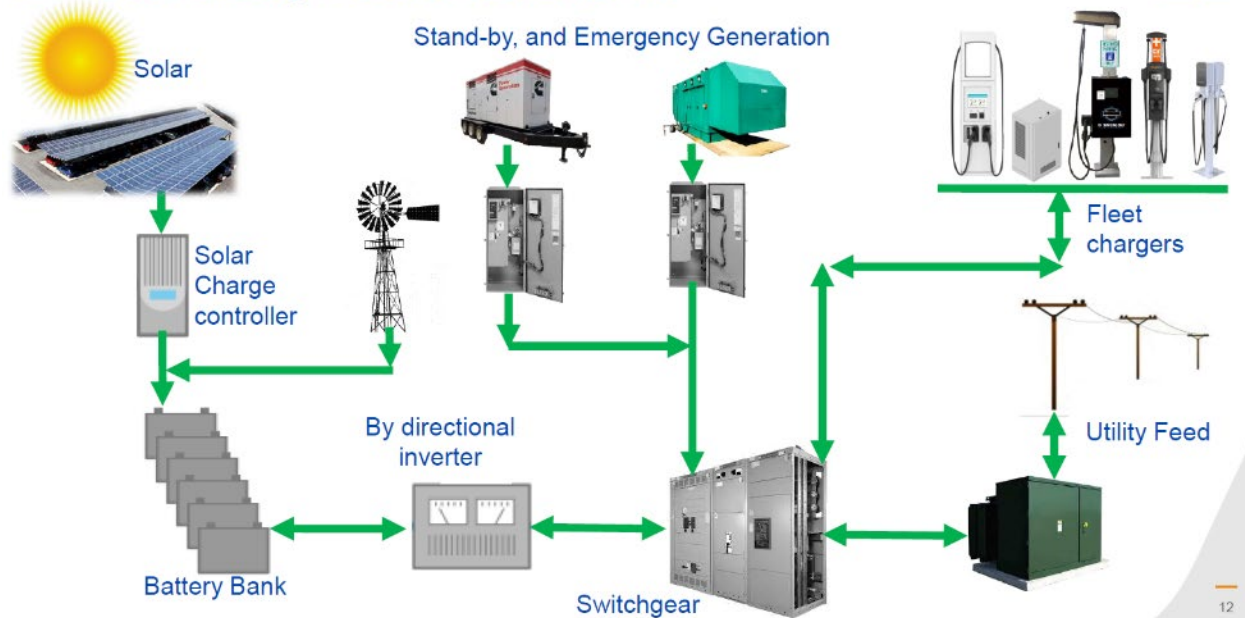
Level 4: 150-500+ KW

- Pad mounted all in one unit, 480V (WYE) three phase, 200 – 300+A three pole circuit breaker.
- These units produce about 150-500+ kW, and the charge time is 1/2 to 2 hours depending on battery size.
- EV driving range 400-600 miles per hour of charge.
- The charge rate is limited by the vehicles' Battery Control Module.



10

EV Site design considerations



12



WHY HAVE NETWORKED EV STATIONS?

The benefits of maintaining an EV provider network on the charging stations

- The customer has a 24/7 call center to help handle charging issues.
- The owner has a method of monetizing the station.
- The owner has a reporting method for the charging sessions
- The reporting is required for back-up to grant funding.
- The EV manufactures software updates can be pushed to the equipment ensuring compatibility with new EV vehicles.
- Remote trouble shooting of the charging equipment.

Customer Facing Network

Fleet or Back of House (Data plan) Network



11



SMART PARKING

- **\$23M Contract Value**
- Valet in 7 garages
- 8 existing parking garages
- New 4,700 stall garage
- New 1,000 stall surface lot

EV CHARGING

- Installed 1,200+ monetized chargers
- Power management system reduces expenses
- Integration with parking & EV technology

SYSTEM INTEGRATION

- 10-30% off network fees
- Single credit card transaction fee
- Single ticket for EV & Parking charges

LAWA is the largest integrated EV installation of any US airport.

LAWA
LOS ANGELES WORLD AIRPORTS

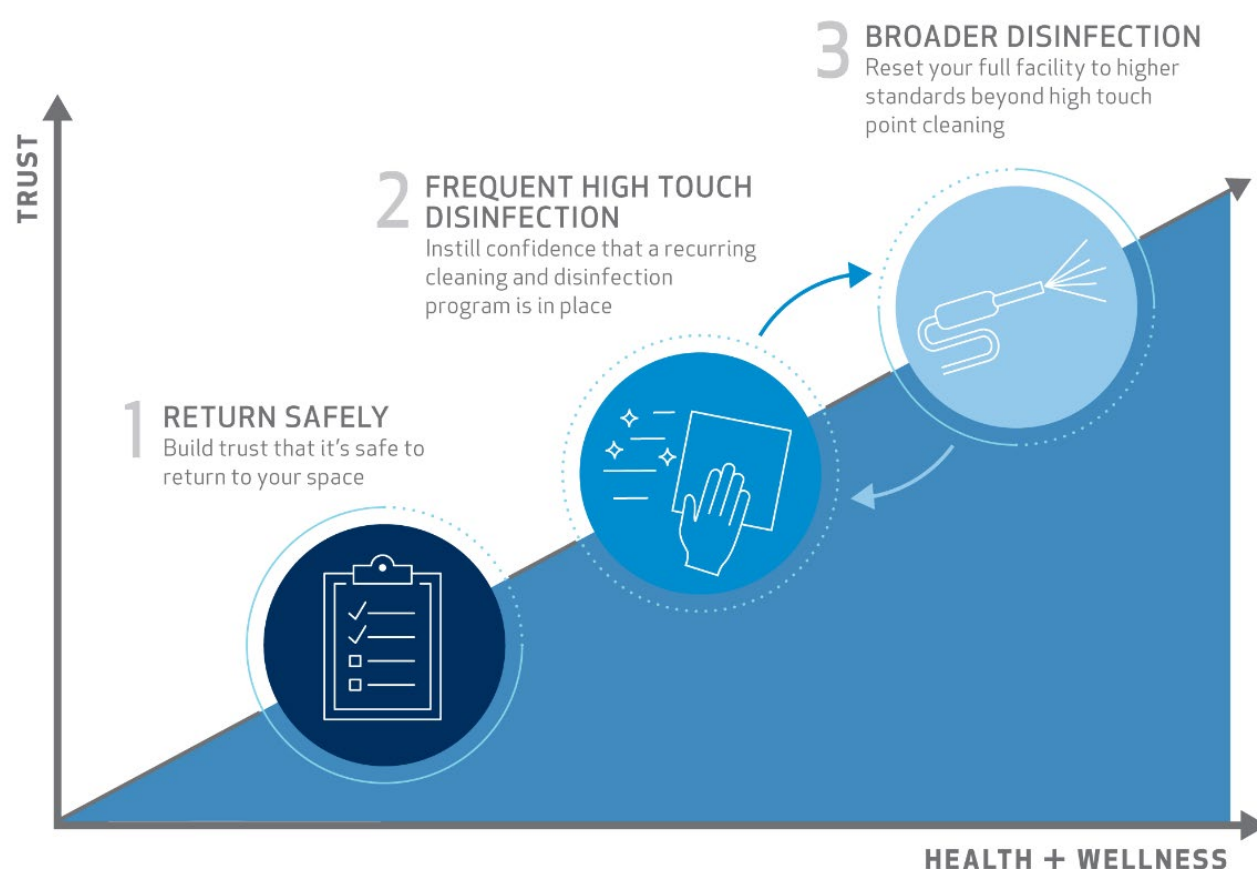
ABM ENHANCEDCLEAN™ PROGRAM

Pathogen control for occupant and building wellness

A holistic approach to creating healthier buildings for your district

ABM is uniquely positioned to help NHPS prevent the spread of pathogens through a three-step approach to building disinfection, backed by an expert-certified disinfection process and training program.

Beyond maintaining cleanliness, the ABM EnhancedClean program can help assure students, teachers and administrators that you're doing your part to create healthier spaces—whether it's upon reopening comprehensively, disinfecting more frequently, or looking at the health of your building more holistically with advanced technologies.



Determining the right approach at the right time

Every building is unique, but what all facilities have in common is the ongoing need for preventative practices and regular disinfection to improve the health and wellness of the building and its students, teachers, and administrators. We can help you meet the evolving challenges of reopening and ongoing facility services, supplemented by broad disinfection technologies to cover every angle of building wellness.

	Suggested Frequency	Methods Employed	Team Members Deployed	Supplies and Equipment
Step 1: Return Safely Build trust that it's safe to return to your space.	Intervals based on reentry	<ul style="list-style-type: none"> • Pre-opening site assessment(s) using reentry checklists to inform return to work strategy • Workforce protocols (i.e. PPE and social distancing procedures) • Implement preventative products strategy • One-time enhanced clean 	Certified disinfection specialists	<ul style="list-style-type: none"> • No touch fixtures, dispensers, and door openers • Centralized trash receptacles • Sensor technologies • Hand-sanitizing stations (based on availability) • Disinfecting wipes for occupants (based on availability) • EPA-registered disinfectants qualified for use against SARS-CoV-2
Step 2: Frequent High Touch Disinfection Instill confidence that a recurring cleaning and disinfection program is in place.	Intervals range from hourly to daily	<ul style="list-style-type: none"> • Site-specific SOW for each facility type based on occupancy levels • Cleaning and disinfection of all high touch point areas in facility 	Certified disinfection specialists	<ul style="list-style-type: none"> • Occupant Communication Kits • EPA-registered disinfectants qualified for use against SARS-CoV-2 • Proper PPE • Microfiber program
Step 3: Broader Disinfection Reset your full facility to higher standards beyond high touch point cleaning.	Intervals range from nightly to quarterly	<ul style="list-style-type: none"> • Large area disinfection 	Certified disinfection specialists	<ul style="list-style-type: none"> • Electrostatic sprayers • Hospital grade EPA-registered disinfectants with faster kill time and broader pathogen spectrum if an outbreak has occurred in your facility Continued product testing: <ul style="list-style-type: none"> • Testing and validation • UV devices and UVC lighting

ABM EnhancedFacility™ Program

Ensure Safer, Healthier Spaces

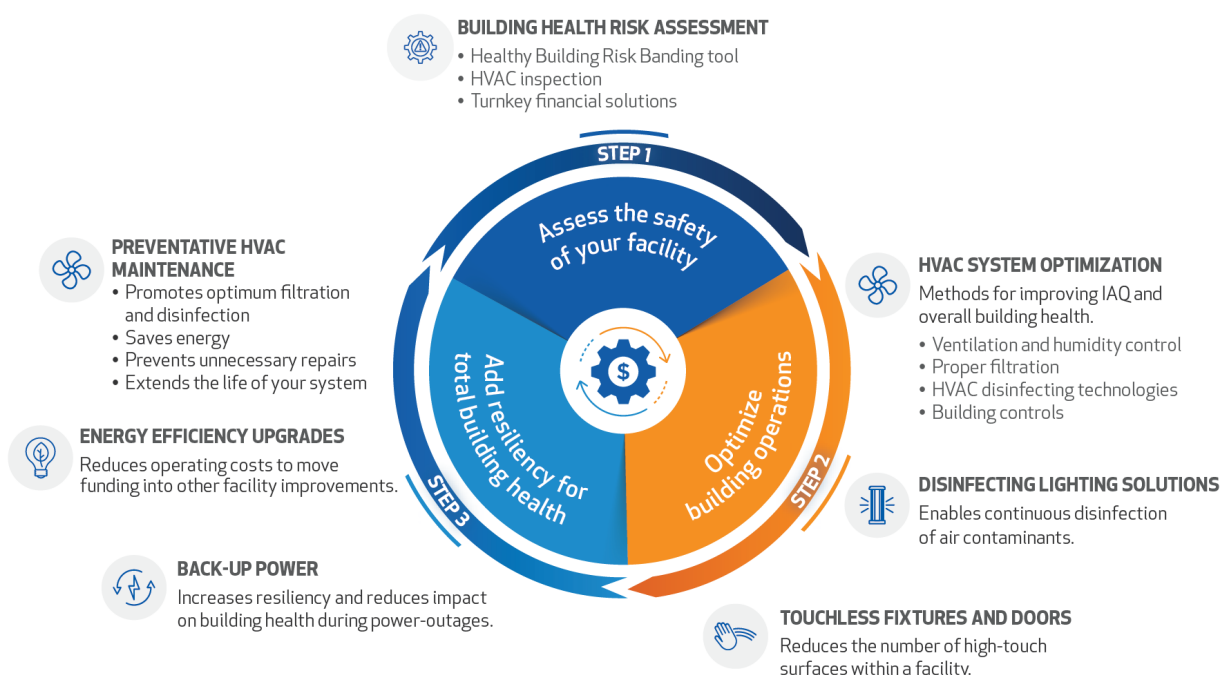
Restore Confidence by Ensuring Healthy Air Indoors

Chances are you took re-opening your district mid-pandemic seriously. You likely have ongoing plans that include protocols for cleaning, surface disinfection, social distancing, hand hygiene and more. However, mounting research suggests that COVID-19 droplets may remain in the air and could be primary sources of transmission. Have you put measures in place to reduce the spread of pathogens in the air? ABM's EnhancedFacility™ program can help.

The EnhancedFacility program provides facility services and solutions focused on improving indoor air quality (IAQ) to foster better occupant well-being through improved building health, safety, and efficiency. We can help you implement effective strategies you need to improve IAQ, therefore reducing viral transmission.

How EnhancedFacility Works

ABM's EnhancedFacility program delivers healthier indoor air and more efficient operations to take care of what's most important – the health and safety of the people in your district.



Our Expert Risk Assessment and Control Banding Process

Using our proprietary Healthy Building Risk Assessment developed alongside our Expert Advisory Council, we can assess and identify IAQ challenges and recommend effective and cost-efficient solutions.



First, your facility's exposure risk is categorized

Using our proprietary Healthy Building Risk Assessment, your facility's overall risk level is identified (low to very high).



Then, the highest priorities to each facility are identified

The most important and effective strategies for your facility's specific risk level are determined.



Lastly, targeted solutions based on risk level are developed for maintenance, lighting, and HVAC systems

A report of fact-based recommendations help you form a comprehensive strategy for reopening and operating more safely.

Healthier Facilities, Healthier Occupants

There are several new and advanced technologies for biohazard disinfection of the air and surfaces that may be effective depending on the unique needs of the facility, including Needlepoint Bipolar Ionization technology within HVAC systems, Dry Hydrogen Peroxide Generation, and Far-UV and UV-C lighting technologies.

These specific recommendations help prioritize budgets to focus on actions that will make the most impact. ABM can also help with funding options. We have access to public and private loan programs which could be paid for by savings realized through an ABM Condition Assessment.

Restore confidence in the new normal with building health, safety, and efficiency

EnhancedFacility complements the cleaning and disinfection offered in EnhancedClean™ (visit EnhancedClean.com for more information).

Together, they help reduce viral transmission on surfaces and in the air.

Additional services like the installation of touchless fixtures and doors will also lower your facility's risk.

These programs foster greater occupant trust and confidence regarding your commitment to their health and safety, during the pandemic and beyond.

LET'S STAY
HEALTHY TOGETHER.

ENHANCEDFacility™ 

ABM EnhancedFacility™ Services are designed to reduce but not eliminate the risks of spreading infectious disease and viruses. There is no guarantee that the EnhancedFacility Services or any facility or cleaning services will completely eliminate the risks of spreading infectious diseases and viruses.

Why Choose ABM?

We Are Your Funding Experts

ABM has comprehensive knowledge of federal and state laws that govern the issuance of tax-exempt debt. We have a thorough understanding of the federal and state law requirements for structuring bond debt and capital leases, as well as federal and local grants and loans.

Many ABM team members have created long-term relationships with banks, bond counsels, and other financial institutions. These relationships are what provide ABM with the best financial outcome for NHPS.

We Help Create General Fund Relief

We Are Your Trusted Advisor

- We are Connecticut Education experts
- We will help you navigate your options
- We will help you avoid potential risks
- We can help educate you on current challenges and potential outcomes

We Offer Innovative Solutions

Our innovative solutions convert guaranteed savings into long-term capital funding programs through the implementation of facility improvements.

Enhanced Outcomes

Our Enhanced Outcomes offering is a solutions-based program designed to create available General Fund dollars in the short term.

This program ensures long-term sustainable savings and funding streams to fund infrastructure and other needs of K-12 schools, higher education facilities, cities, counties, and government agencies.

Enhanced Outcomes are designed for each client's specific requirements, resulting in:

- Capital Generation for Asset Replacement
- Guaranteed Outcomes and Savings
- Improved Occupant Safety and Comfort
- Increased Health and Productivity
- Reduced Risk



What to Expect from ABM



We are ready to Build Value for NHPS.

ABM provides solutions that lower your operating costs, preserve your assets, and maximize their value.

Service Excellence

With our highly-trained, in-house workforce, you can trust that we'll provide you with services that increase efficiencies and lower your operating expenses—all while maintaining a uniform standard of service excellence.

Breadth of Services

We'll provide you with an unrivaled range of facilities solutions that will keep your properties safe, clean, comfortable and energy efficient.

Deep Industry Expertise

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 110 years of service, we've developed the expertise to make our solutions work best for you.


Technology-Enabled Workforce

Your facilities will be serviced with the support of innovative technology solutions that will simplify service delivery and allow for greater transparency.

Guaranteed Sustainability Solutions

We have expertise to support your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

City Forms Signature Page

CITY OF NEW HAVEN New Haven, Connecticut 06510	
City Forms Signature Page (LWI) Over \$150,000	


Bid/Contract Title:	Facilities Maintenance Services
Bid/Contract Number:	RFP# 2022-05-1456
Contractor Name:	ABM Industry Groups, LLC.
Contact Person Signing Below:	Tom Martin, Senior Vice President
Contractor Signatory Email: <small>This is the person that signs the contract:</small>	thomas.martin@abm.com

Attached please find the following City of New Haven forms which are required for this solicitation. Below please Initial to the left of each form and sign in the space below acknowledging that you have read, understood, and comply with these documents. This City Forms Signature Page must be notarized below.

Failure to complete & Submit this form with your bid/proposal will cause rejection of your submission.

Initial	City Form
TM	Ban the Box Agreement
TM	Certificate of Non-Arrearage
TM	Equal Employment Opportunity Agreement
TM	MBE Subcontractor Utilization Agreement
TM	Non-Collusion Affidavit
TM	Wage Rate Form - Living

Signature & Title of person completing this form:	Signature:  Title: Tom Martin, Senior Vice President		
THIS FORM MUST BE NOTARIZED	NOTARY SEAL (if available)		
			
Signature of Notary:			
Subscribed and sworn to, before me on this:	Day of		20
	6th	June	22
My Commission Expires:	February 6, 2023		

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Ban the Box Agreement (Adopted 02/09)</p>	


The City of New Haven is subject to Ordinance #1585 (2/17/2009) which prohibits unfair discrimination in City hiring policies against persons previously convicted and provides a mechanism to ensure that persons and businesses supplying goods and/or services to the City of New Haven have adopted and employ fair hiring policies and practices that are consistent with the City's goal of removing obstacles to the employment of persons with prior convictions.

Accordingly, during the performance of this contract, the Contractor agrees as follows:


(A) Vendors doing business with the City of New Haven shall adopt and employ conviction history policies, practices, and standards that are consistent with City standards further detailed in the attached ordinance. The Vendors' criminal history standards will be part of the criteria to be evaluated by the City as to whether to award a City contract. Further, the City will be able to evaluate a Vendor's execution of the criminal history standards as a part of the performance criteria of said City contract(s); the Awarding Authority, in consultation with the Office of Corporation Counsel and the Community Services Administration, shall consider any Vendor's deviation from these criminal history standards as grounds for rejection, rescission, revocation, or any other termination of the contract.

(B) Under exigent circumstances, an Awarding Authority, by its highest ranking member, in consultation with the Office of Corporation Counsel and the Community Services Administration, may grant a Vendor a waiver of the criminal history standards on a contract-by-contract basis. A written record of the waiver shall be kept on file by the Awarding Authority, the Community Services Administration and the Office of Corporation Counsel, and shall also be submitted to the City of New Haven Commission of Equal Opportunities. The written record shall include, but not be limited to: (a) a summary of the terms of the contract, (b) the details of the Vendor's failure or refusal to conform to the City's criminal history standards, and (c) a brief analysis of the exigency causing the grant of waiver. No waiver may be considered perfected unless the Awarding Authority fully complies with the provisions of this sub-section.

(C) A Vendor may contact the Community Services Administration to report any problems, concerns or suggestions regarding the implementation, compliance and impact of these sections, and the Community Services Administration shall log every comment received with a summary of the comment and shall keep on file any written comments. Subsequent to logging any comment the Community Services Administration shall refer all complaints to the Office of the Corporation Counsel and shall notify the relevant Awarding Authority of the complaint and any further investigation that the Community Services Administration in consultation with the Office of Corporation Counsel deems necessary or appropriate.

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Certificate of Non-Arrearage</p>	

I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and Neither the Bidder/Proposer, nor its subcontractors are in arrears to the State of Connecticut Second Injury Fund.

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Equal Employment Opportunity Agreement</p>	

During the performance of this contract, the Contractor agrees as follows:

- a. To comply with all provisions of Executive Order 11246 and Executive Order 11375, Connecticut Fair Employment Practices Act, and the contract compliance ordinance of the City of New Haven, including all standards and regulations which are promulgated by the government authorities who established such acts and requirements, and all standards and regulations are incorporated herein by reference;
- b. Not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, physical disability or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to race, color, religion, sex, age, or national origin and physical handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship;
- c. To post, in conspicuous place available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause;
- d. To state, in all solicitations or advertisement for employees placed by or on behalf of the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, physical disability or national origin;
- e. To send to each labor union representative of workers with whom it has a collective bargaining agreement, or other contract or understanding, a notice advising a labor union or worker's representative of the contractor's commitments under the equal opportunity clause of the City of New Haven, and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The contractor shall register all workers in the skilled trades, who are below the journeyman level, with the Apprentice Training Division of the Connecticut State Labor Department;
- f. To utilize labor department and city sponsored manpower programs as a source of recruitment and to notify the contract compliance unit and such programs of all job vacancies;
- g. To take affirmative action to negotiate with qualified minority contractors for any work which may be proposed for subletting, or for any additional services, or work which may be required as a result of this contract;
- h. To cooperate with city departments in implementing required contract obligations for increasing the utilization of minority business enterprises;
- i. To furnish all information and reports required by the Contract Compliance Director pursuant to section 12 1/2 -1, 12 1/2-19 through section 12 1/2-32, 12 1/2-48 through 12 1/2-52 and to permit access to his books, records and accounts by the contracting agency, the Contract Compliance Officer, and the Secretary of Labor for purposes of investigation to ascertain compliance with the program;

j. If such contractor employs three or more employees to refrain from paying such employees dues and related expense for clubs that restrict membership use of their facilities on the basis of race, color, sex, religion, national origin or ancestry;

k. To take such action, with respect to any subcontractor, as the City may direct as a means of enforcing the provisions of sub-paragraphs (a) through (m) herein, including penalties and sanctions for noncompliance, provided however that, in the event the contractor becomes involved or threatened with litigation as a result of such direction by the City, the City will intervene in such litigation to the extent necessary to protect the interest of the City and to effectuate the City's Equal Employment Opportunity Program, in the case of funded directly or indirectly, in whole, or in part, under one or more Federal Assistance Programs, the contractor or the City may ask the United States to enter into such litigation to protect the interest if the United States;

l. To file, along with his subcontractors, if any, compliance reports with the City in the form and to the extent prescribed in the contract by the Contract Compliance Director of the City of New Haven. Compliance reports filed at such times as directed shall contain information as to the employment practices, policies, programs and statistics of the contractor and his subcontractors, if any;


m. To include the provisions of sub-paragraphs (a) through (m) of this Equal Opportunity Clause in every subcontract or purchase order so that said provisions will be binding upon each such subcontractor or vendor;

n. That a finding, as hereinafter provided, of a refusal by the contractor, or subcontractor, to comply with any portion of this program as herein stated and described, may subject the offending party to any or all of the following penalties:

1. Withholding of all future payments under the involved public contract to the contractor in violation until it is determined that the contractor, or subcontractor, is in compliance with the provisions of the contract;
2. Refusal of all future Bids for any public contract with the City of New Haven, or any of its departments or divisions, until such time the contractor or subcontractor, is in compliance with the provisions of the contract;
3. Cancellation of the public contract;
4. Recovery of specified monetary penalties;

5. In case of a substantial or material violation, or the threat of substantial or material violation of the compliance procedure or as may be provided in for by the contract, appropriate equitable or legal proceedings may be brought to enforce these provisions against contractors, subcontractors or other organizations, individuals or groups who directly or indirectly are not in compliance with the policy herein outlined.

(Ord. of 12-5-77).

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Minority Business Enterprise (MBE) Subcontractor Utilization Agreement (rev. 9/28/2020)</p>	

During the performance of this Contract, the Awarded Contractor agrees to comply with all provisions of the Small Business Enterprise Construction Opportunity Initiative Ordinance section 12-9. (herein referred to as SCD). The City's provisions are as follows:

(a) The City's specific goals for utilization of MBE subcontractors are defined in Section 12-5 of this Ordinance. The City hereby requires that all parties bidding or otherwise seeking to be qualified as a Contractor with respect to a City Construction Contract ("the lowest responsible bidder") shall aggressively make every effort to obtain MBE participation in order to achieve the utilization goals.

(b) The provisions of this section 12 - 9 shall apply to all City Construction Contracts that are over \$150,000.

(c) All bidders shall be required to submit this affidavit signed by a principal or other authorized person of the Contractor and submitted with their bid. If the affidavit is not submitted with the bid, the bidder will be considered a non-responsive bidder, and the bid may be rejected. If a bidder submits more than one non-responsive bid within a 12-month period, that bidder will be disqualified from all future bids within the next 12 months.

(d) The City intends to award City Construction Contracts to the lowest responsible bidder that has achieved or made a good faith effort to achieve the MBE utilization goals. Failure by any awarded Contractor to demonstrate that they have either achieved the utilization goals, or that they have made good faith efforts to achieve the utilization goals as required hereunder, will result in a determination by the Purchasing Agent that the bidder is not a responsible bidder with respect to the City Construction Contract in question.

(e) In order to achieve the MBE utilization goals, a Contractor may award contracts to Subcontractors that are certified as MBEs for the purpose of this program, or may enter into a joint venture (or other commercially reasonable relationship which is satisfactory to the City for the purposes of this program) with one or more MBEs, for the purpose of carrying out the City Construction Contract. The MBE(s) must perform actual construction work (or construction-related work such as site preparation, etc.) and not merely act as a passive conduit.

(f) The Awarded Contractor shall submit signed contracts or letters of commitment with the MBEs that will be utilized by the Contractor in the carrying out such City Construction Contract, together with a list of the respective dollar amounts payable to each such MBE. This list shall be provided by the awarded Contractor to the Small Business Initiative during the Contract award process. For credit to be given, each MBE must be registered as an MBE prior to submittal of such list by the Contractor.

(g) If the awarded Contractor can demonstrate at the pre-award meeting with SCD, that it has successfully achieved the 25% overall MBE utilization goals for subcontracting, the Bureau of Purchases/SCD is not required to evaluate other efforts the awarded contractor made to achieve the goal.

(h) If, however, the awarded Contractor has failed to meet the MBE Utilization goal at the pre-award meeting with SCD, SCD will evaluate and verify if a Contractor has accomplished at least four of the following during their bid preparation process:

- (1) The placing of the subcontracting opportunity on an approved City Construction opportunity website, for at least 10 days. <http://www.newhavencontractorsalliance.org/>

(2) The placing of advertisements in at least two local newspapers and at least one specialist publication aimed at small Contractors not less than two weeks prior to submittal of its bid or proposal, which advertisements shall have described the type of work being solicited, set forth the name, address and telephone number of a contact person at the Potential Contractor with knowledge of the project to which the City Construction Contract relates and stated where appropriate plans and specifications could be obtained.

(3) The mailing of notices (certified mail, return receipt requested) to at least four business associations and/or development agencies which disseminate bid and other construction-related information to businesses within the Greater New Haven area, not less than two weeks prior to its bid or proposal, which advertisements shall have described the type of work being solicited, set forth the name, address and telephone number of a contact person at the Potential Contractor with knowledge of the project to which the City Construction Contract relates and stated where appropriate plans and specifications could be obtained.

(4) Verification of quotes received from subcontractors that were denied because of cost, quality, availability, etc.

(5) Verification of outreach to and collaboration with the Regional Contractor's Alliance.


(6) A detailed description of any attempts made to enter into joint ventures or other such arrangements with MBEs and /or assistance provided to MBEs relative to review of plans and specifications or other documents issued by the City, review of work to be performed, encouragement of other Subcontractors to utilize MBEs, and any other such efforts undertaken to encourage the participation of MBEs and all actions taken by the Potential Contractor with respect to any proposals received from MBEs, including, where appropriate, the reasons for the rejection of any such proposals.

(7) Other efforts as determined in advance by the Purchasing Agent/SCD.


(i) In the event that SCD does not agree that a good faith effort has been made by the awarded Contractor, SCD/Purchasing has the right to reject the contractor. If the Contractor disputes this rejection, a committee composed of a representative from Small Contractor Development, the Corporation Counsel's Office, and the Bureau of Purchases will evaluate whether such good faith effort was achieved in accordance with the provisions of this Ordinance.

(j) If the awarded Contractor has failed to demonstrate a good faith effort in meeting the utilization goals, they will forfeit the award and the contract will be awarded to the next lowest responsible bidder.

(k) If all bidders are non-responsive bidders, the Purchasing Agent will have discretion to reject all bids and to re-bid the project, or to accept the lowest, otherwise-responsible, bidder in accordance with the provisions of this Section.


<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Non-Collusion Affidavit of Prime Bidder/Proposer</p>	

1.	I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and;
2.	I am fully informed respecting the preparation and contents of the attached solicitation and of all pertinent circumstances respecting such Bid/Proposal;
3.	Such Bid/Proposal is genuine and is not collusive or a sham Bid/Proposal;
4.	Neither the said Bidder/Proposer nor any of its officers, partners, owners, agents, members, representative, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder/proposer, firm or person to submit a collusive or sham Bid/Proposal in connection with the Contract for which the attached Bid/Proposal has been submitted or to refrain from Bidding/Proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder/proposer, firm or person to fix the price or prices in the attached Bid/Proposal or of any other Bidder/Proposer, or to fix any overhead, profit or cost element of the Bid/Proposal prices or the Bid/Proposal price of any other Bidder/proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of New Haven or any person interested in the proposed Contract;
5.	The price or prices quoted in the attached Bid/Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder/Proposer or any of its agents, representatives, owners, members employees, or parties in interest, including this affiant; and
6.	That no Alderman or other officer or employee or person whose salary is payable in whole or in part from the City Treasury is directly or indirectly interested in the Bid/Proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any of the profits thereof.

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Contractors Livable Wage Certification Form</p>	
<p>Internal Audit Division</p>	

I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and I do hereby certify that the company listed above and all its subcontractors will pay all workers on the Bid/Contract listed above the Livable wages as indicated in Article XVII, Section 2-221 et seq. of the Code of the City of New Haven. The Current Livable Wage per hour is detailed in the Project Summary of this solicitation. If your firm's salary schedules are more than this amount, please provide documentation with your response. This may eliminate the need for weekly payroll submittals; however, you may still be subject to spot audits.

Disclosure & Certification Affidavit

CITY OF NEW HAVEN New Haven, Connecticut 06510				DISCLOSURE & CERTIFICATION AFFIDAVIT	
1. EVERY SECTION MUST BE COMPLETED					
Contractor/Vendor Name:		ABM Industry Groups, LLC.			
DBA (if applicable)		If you are a DBA, please be advised you must file a Trade Name Certificate with the CONH City/Town Clerk			
Physical principal place of business:		280 Trumbull St. 21st Floor	Hartford	CT	06103
		Address	City	State	Zip
Mailing Address: (complete only if different from principal place of business):					
		Address	City	State	Zip
Telephone #:		(212) 960-8985			
Email Address:		joe.lops@abm.com			
Contact Person:		Joe Lops, Director of Education Solutions			

For the purposes of this Disclosure and Certification Affidavit, the following definitions apply:	
(a)	"Person" means one (1) or more individuals, partnerships, corporations, associations, or joint ventures.
(b)	"Contract" means any agreement, purchase order, Memorandum of Understanding, or other formal commitment entered into by the city to expend funds in return for work, labor, services, supplies, equipment, materials or any combination of the foregoing, or any lease, lease by way of concession, concession agreement, permit, or per agreement whereby the city leases, grants or demises property belonging to the city, or otherwise grants a right of privilege to occupy or to use said property of the city.
(c)	"City" means any official agency, board, authority, department office, or other subdivision of the City of New Haven "CONH"
(d)	"Affiliate Entity" means any entity listed in sections 5 or 6 below or any entity under common management with the Contractor.
(e)	"DOB" means Date of Birth for individuals

State of Tennessee		County of Knox	
I, Tom Martin, Senior Vice President		being first duly sworn, hereby deposes and says that:	
Type your name above			
2. I am over the age of 18 and understand the obligations of making statements under oath; I understand that the City of New Haven is relying on my representations herein. (click 2a or 2b)			
2a. <input type="checkbox"/> I am the corporate secretary or majority owner (including sole proprietorship) of:		ABM Industry Groups, LLC.	
		Type company name above	
2b. <input type="checkbox"/> Or I am an individual and my name is:			
		Type individual name above	

3. Please click the applicable representation(s) regarding taxes or, if none of the below are accurate, attach an explanation of the status of the relevant tax obligations to this Affidavit	
3a. <input type="checkbox"/> As required by Conn. Gen. Stat. §12-41, the Contractor (and each owner, partner, officer, authorized signatory, or Affiliate Entity of the Contractor) has filed a list of taxable personal property with the City of New Haven for the most recent grand list and all taxes are current.	
3b. <input checked="" type="checkbox"/> The Contractor (including any owner, partner, officer, or authorized signatory thereof) is not required to file a list of taxable personal property with the CONH for the most recent grand list and does not owe any back taxes to the CONH, either directly or through a lease or other agreement.	
3c. <input type="checkbox"/> The Contractor or an owner, partner, officer, representative, agent or Affiliate Entity of the Contractor either i) has a PILOT agreement with the City of New Haven or ii) owes back taxes and has executed an agreement with the CONH to pay said back taxes in installment payments. Such agreement is attached and incorporated herein by reference and the payments under said agreement are not in default.	
3d. <input type="checkbox"/> Other than as may be described in section 3a-c above, the Contractor (including any owner, partner, officer, other authorized signatory, or Affiliate Entity) does not have any outstanding monetary obligations to the City of New Haven.	

4.	Please click the applicable representation about the Contractor's business registration:		
4a.	<input type="checkbox"/>	Contractor is a Connecticut corporation, partnership, limited liability company or sole proprietorship.	Type State registration # above
4b.	<input checked="" type="checkbox"/>	Contractor is a foreign corporation, partnership, limited liability company or sole proprietorship but is registered to do business in the State of Connecticut.	0005741579
4c.	<input type="checkbox"/>	Contractor is a foreign corporation, partnership, limited liability company or sole proprietorship and is not registered to do business in the State of Connecticut. The Contractor is registered in the State of:	Type State name above
4d.	Contractor has confirmed with the Connecticut Secretary of the State that the services it will provide pursuant to the Contract do not constitute doing business in the State of Connecticut and no registration with the Connecticut Secretary of the State is required. Contractor does otherwise affirm they have and will maintain the following State of Connecticut registrations, certificates, or approvals relevant to the Agreement (attach if Applicable) (if not applicable, state N/A).		

5.	The following list is a list of the names of <u>all</u> persons affiliated with the business of the Contractor who are also affiliated with the City of New Haven. For purposes of this Affidavit, "affiliated with the business of the Contractor" includes any current or former employee (including officers) of the Contractor or any owner, board member or agent of the Contractor, or of any subsidiary or parent company of the Contractor, and "affiliated with the City of New Haven" means any employee, agent, public official, board member, commissioner or any other person serving in an official capacity for or on behalf of the City of New Haven. If none state none. Use additional sheet if necessary (must be on company letterhead and notarized):			
	Name	City Affiliation Role & Time Frame	Contractor Affiliation Role & Time Frame	DOB
5a.	None			
5b.				


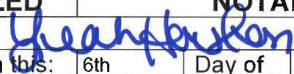
6.	Contractor must disclose all existing and recent contracts with the City. The following list is a list of all contracts in which either the Contractor, any person affiliated with the business of the Contractor or an Affiliate Entity of the Contractor provides, or has provided, services or materials to the City within one (1) year prior to the date of this disclosure. If none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Name of Contractor or Affiliate	Affiliation (if applicable)	Contract Number
6a.	None		
6b.			
6c.			
6d.			

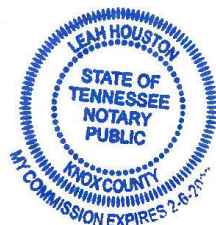
7.	The Contractor possesses an ownership interest in the following business organizations, if none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Organization Name	Address	Type of Ownership
7a.	None		
7b.			

8.	The following persons and/or entities possess an ownership interest in the Contractor. If the Contractor is a corporation, list the names of each stockholder whose shares exceed twenty-five (25) percent of the outstanding stock. If none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):			
	Name	Title	% of Ownership	DOB
8a.	None			
8b.				

9.	If the Contractor conducts business under a trade name, the following additional information is required: the place where such entity is incorporated or is registered to conduct such business; and the address of its principal place of business, if none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Trade Name	Place of Incorporation/Registry	Principal Place of Business
9a.	ABM Industry Groups, LLC.	Delaware	One Liberty Plaza, 7th Floor, New York, NY
9b.			

I hereby certify that I am duly authorized to sign this Affidavit and that the person who will sign the Agreement (if required) with the City on behalf of the Contractor will be duly authorized to execute the same. I hereby further certify that the statements set forth above are true and complete on the date hereof and that I, or another authorized individual of the Contractor, will promptly inform the City, in writing, if any of the information provided herein changes or is otherwise no longer accurate at any point during the execution of the referenced Agreement. I understand that any incorrect information, omission of information or failure of the Contractor to update this information, as described in the foregoing sentence, may result in the immediate termination of all agreements the Contractor has with the City of New Haven and disqualification of the Contractor to further contract with the City.

Signature of person completing this form:			
Title of person completing this form:	Tom Martin, Senior Vice President		
Contractor/Vendor Name:	ABM Industry Groups, LLC.		
Date:	06/06/2022		
THIS FORM MUST BE NOTARIZED		NOTARY SEAL (if available)	
Signature of Notary:			
Subscribed and sworn to, before me on this:		6th	Day of June 2022
My Commission Expires:		February 6, 2023	



Current Workforce Certification

City of New Haven

New Haven, Connecticut 06510
Current Workforce Disclosure
page 1 of 2

Job Categories	Male							
	B	L	A	I	ME	MR	W	O
Officials & Managers	540	884	137	19		66	1554	77
Professionals	38	33	40			15	113	14
Technicians	1313	1128	222	8		67	1100	612
Sales Force								
Office & Clerical	124	126	36			12	216	41
Craftsfolk (skilled)	138	437	4	7		29	805	73
Craftsfolk (semi-skilled)								
Laborers (unskilled)								
Service Workers	6738	11149	1309	64		475	5047	3641
Total	8891	13757	1748	98	0	664	8835	4458

Are you a Disadvantaged Business Enterprise (DBE)	YES		NO	X
Are you a Women's Business Enterprise (WBE)	YES		NO	X
Does your company have an Affirmative action Plan	YES	X	NO	
Does your company have a LGBTQ+ inclusive anti-discrimination policy	YES		NO	

Racial Demographics Key

B - Black
L - Latino/a/x or Hispanic
A - Asian or Pacific Islander
I - Indigenous or Native American
ME - Middle Eastern or North African
MR - Mixed Race
W - White
O - Other

City of New Haven

New Haven, Connecticut 06510
Current Workforce Disclosure
page 2 of 2

Racial Demographics															
Female								Nonbinary							
B	L	A	I	ME	MR	W	O	B	L	A	I	ME	MR	W	O
365	555	75	11		32	631	39								
82	82	50	1		15	136	26								
865	443	87	1		67	375	420								
					33		69								
251	351	72	3		5	40	31								
25	24	4				349									
8166	17963	1178	35		568	5508	568								
9754	19418	1466	51	0	720	7039	1153	0	0	0	0	0	0	0	0

TOTAL
4985
645
6708
102
1308
1895
0
0
62409

Priority Payment Program Application

The City of New Haven's Priority Payment Program

THIS FORM MUST BE COMPLETED & RETURNED WITH YOUR SOLICITATION RESPONSE

The City of New Haven has launched a new initiative called the Priority Payment Program (PPP). The PPP provides its vendors the option to submit invoices electronically and quickly receive payments via direct deposit...in as little as 10-15 days.

Vendors who enroll in the PPP will receive prompt payment of their invoices in exchange for a small discount offered on the goods and/or services they provide to The City of New Haven. Enrolled vendors are given the flexibility of setting the percentage rate they wish to offer The City, based around initiating the payment 10 days after a valid invoice has been submitted.

If payment is released before or after the 10th day of submission, the PPP then utilizes dynamic discounting to determine the appropriate discount. Dynamic discounting is a rebate calculation method that's based on the number of days it takes for an invoice to get paid. This period begins on the date a valid invoice is submitted to The City and ends on the date payment is initiated by the Controller. The quicker The City of New Haven pays an invoice - the higher the discount paid by the vendor. The longer it takes to pay - the lower the discount.

For example, a vendor offering payment terms of 2% / 10 / Net 30 stipulates that if payment of the invoice is initiated on the 10th day after it was received, The City deducts 2% from the total amount of the invoice in exchange for prompt payment. If payment is initiated before day 10, the discount taken will be slightly higher than 2%. If payment is released after the 10th day, the discount amount will be less than 2% and incrementally decrease as each day passes. If The City pays the invoice 30 days after it was received, no discount is taken and the full amount is paid to the vendor.

This table illustrates how dynamic discounts vary based on the time taken before payment is initiated by the City Controller.

Invoice Amount	Net Terms	Targeted Pay Date	Chosen Rate
\$5,000.00	30	10	2.00%

Date Invoice Received	Paid on Day	Discount Calculation	Discount Amount	Net Payment to Vendor
If Paid on: 05/02/18	1	2.90% paid 29 days early	\$145.00	\$4,855.00
If Paid on: 05/03/18	2	2.80% paid 28 days early	\$140.00	\$4,860.00
If Paid on: 05/04/18	3	2.70% paid 27 days early	\$135.00	\$4,865.00
If Paid on: 05/05/18	4	2.60% paid 26 days early	\$130.00	\$4,870.00
If Paid on: 05/06/18	5	2.50% paid 25 days early	\$125.00	\$4,875.00
If Paid on: 05/07/18	6	2.40% paid 24 days early	\$120.00	\$4,880.00
If Paid on: 05/08/18	7	2.30% paid 23 days early	\$115.00	\$4,885.00
If Paid on: 05/09/18	8	2.20% paid 22 days early	\$110.00	\$4,890.00
If Paid on: 05/10/18	9	2.10% paid 21 days early	\$105.00	\$4,895.00
If Paid on: 05/11/18	10	2.00% paid 20 days early	\$100.00	\$4,900.00
If Paid on: 05/12/18	11	1.90% paid 19 days early	\$95.00	\$4,905.00
If Paid on: 05/13/18	12	1.80% paid 18 days early	\$90.00	\$4,910.00
If Paid on: 05/14/18	13	1.70% paid 17 days early	\$85.00	\$4,915.00
If Paid on: 05/15/18	14	1.60% paid 16 days early	\$80.00	\$4,920.00
If Paid on: 05/16/18	15	1.50% paid 15 days early	\$75.00	\$4,925.00
If Paid on: 05/17/18	15	1.50% paid 15 days early	\$75.00	\$4,925.00
If Paid on: 05/18/18	16	1.40% paid 14 days early	\$70.00	\$4,930.00
If Paid on: 05/19/18	17	1.30% paid 13 days early	\$65.00	\$4,935.00
If Paid on: 05/20/18	18	1.20% paid 12 days early	\$60.00	\$4,940.00
If Paid on: 05/21/18	19	1.10% paid 11 days early	\$55.00	\$4,945.00
If Paid on: 05/22/18	20	1.00% paid 10 days early	\$50.00	\$4,950.00
If Paid on: 05/23/18	21	0.90% paid 9 days early	\$45.00	\$4,955.00
If Paid on: 05/24/18	22	0.80% paid 8 days early	\$40.00	\$4,960.00
If Paid on: 05/25/18	23	0.70% paid 7 days early	\$35.00	\$4,965.00
If Paid on: 05/26/18	24	0.60% paid 6 days early	\$30.00	\$4,970.00
If Paid on: 05/27/18	25	0.50% paid 5 days early	\$25.00	\$4,975.00
If Paid on: 05/28/18	26	0.40% paid 4 days early	\$20.00	\$4,980.00
If Paid on: 05/29/18	27	0.30% paid 3 days early	\$15.00	\$4,985.00
If Paid on: 05/30/18	28	0.20% paid 2 days early	\$10.00	\$4,990.00
If Paid on: 05/31/18	29	0.10% paid 1 days early	\$5.00	\$4,995.00
If Paid on: 06/01/18	30	0.00% paid 0 days early	\$0.00	\$5,000.00

Visit <https://www.newhavenct.gov/gov/depts/finance/default.htm> and click on "Priority Payment Program" to read our FAQs and get more details. Questions? Email onboarding@oxygen-finance.com or call us (866) 515-3860

March 2019

Priority Payment Program Enrollment Agreement City of New Haven

The City of New Haven is offering all bidders and active vendors the opportunity to enroll in their Priority Payment Program (PPP). Benefits include:

- Vendors decide what discount percentage they wish to offer off their goods/services in exchange for rapid payment processing
- Priority vendor status and enhanced customer service with The City of New Haven
- Electronic invoicing sent to one email address for quicker processing
- Invoices are typically processed and payment is initiated within 10 business days* via direct deposit to your bank account rather than waiting 30+ days for a check in the mail
- Email notifications will be sent for any invoices that are rejected, along with instructions on how to revise & resubmit for payment
- Remittance statements delivered via email to help simplify the A/R reconciliation process

THIS FORM MUST BE COMPLETED & RETURNED WITH YOUR SOLICITATION RESPONSE

Company: <u>ABM Industry Groups, LLC.</u>	Tax ID/EIN: <u>95-2495556</u>
Contact Name: <u>Tom Martin</u>	Title: <u>Senior Vice President</u>
Address: <u>280 Trumbull St. 21st Floor, Hartford, CT 06103</u>	
Email: <u>thomas.martin@abm.com</u>	Phone: <u>(212) 960-8985</u>
Billing Contact Name: _____	Title: _____
Address: <u>14141 Southwest Fwy Suite 400, Sugar Land, TX 77478</u>	
Email: <u>billing@abm.com</u>	Phone: <u>(713) 776-5100</u>

PLEASE NOTE: While enrolled in the Priority Payment Program, the rebate terms you choose will apply to all invoices submitted after the date this agreement is signed for all active and future contracts with The City of New Haven. Vendors can opt out of the program at any time by contacting Oxygen Finance via phone or email, but must wait a period of 12 months before enrollment eligibility is reinstated.

Please select only one option below:

- ☐ Yes, I would like to enroll in the PPP with the following terms for all future invoices: _____ % / 10 Days / Net 30 **
- I confirm that I am an authorized representative of this company and that if The City of New Haven pays any Invoiced Debt owed to the aforementioned company under or in connection with any Contract prior to the date by which such payment would otherwise be required to be made under the terms of that Contract, The City of New Haven shall be entitled to deduct and retain from that Invoiced Debt, for its own benefit, an Priority Payment Discount which it will deduct and retain from that Invoiced Debt. These terms will apply to all invoices unpaid as of the date of signature as printed on this form. The discounts are dynamically calculated, with a target payment date of 10 days from the date of invoice acceptance. The final discount taken is proportionate to the number of days the payment is accelerated. A discount is taken ONLY if payment is made before 30 days from the date of invoice acceptance.
 - I understand and agree that once enrolled in New Haven's Priority Payment Program, payments will no longer be sent in the form of a paper check and mailed via the United States Postal Service, but rather will be paid electronically via direct deposit to our company's bank account.
 - I confirm that I am an authorized representative of this company and agree to these payment terms
- ☐ I'm interested in the PPP, but have questions and would like someone to call me at this number (212) 960-8985
- ☐ I'm already enrolled in the PPP
- ☒ No, I'm not interested in participating at this time

Tom Martin, Senior Vice President

Printed Name



Signature

June 6, 2022

Date

* *Please note: Payments made via direct deposit typically take 1-3 business days until funds are posted and available in your bank account

** The City of New Haven reserves the right to approve or reject any proposed PPP percentage rates

Questions? Email us at onboarding@oxygen-finance.com or call us (866) 515-3860

March 2019