

# ORIGINAL

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MUNICIPAL PARKS RESTROOMS CLEANING & RELATED  
SERVICES Bid No. Q-1226-02

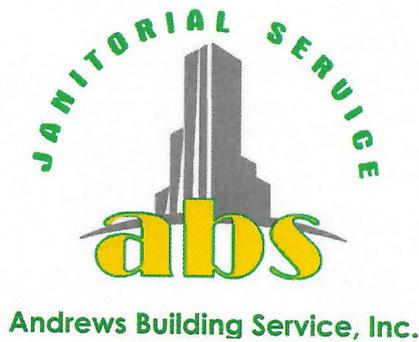
**Presented to:**

City of Coppell  
Procurement Services Department  
255 Parkway Blvd.  
Coppell, Texas 75019

**Presented by:**

Edward Kang  
CEO/President  
Andrews Building Service, Inc.  
10555 Newkirk St, Ste 520  
Dallas, TX 75220  
andrewsbuidingservice@gmail.com  
Office: (972) 406-2792

Close Date: December 23, 2025 – 9:00 AM, CST



December 22, 2025

City of Coppell  
Procurement Services Department  
255 Parkway Blvd.  
Coppell, Texas 75019



Dear Mr. Evaluation Committee,

Andrews Building Service, Inc. (ABS) thanks you for this opportunity to present our janitorial services proposal for the **City of Coppell, MUNICIPAL PARKS RESTROOMS CLEANING & RELATED SERVICES Bid No. Q-1226-02.**

We understand that our performance as a professional janitorial service company is to maintain a clean, safe, secure, and efficient environment for the City of Coppell and its employees/visitors on a daily basis. That's why our primary goal is to provide the best services possible every time we clean your facility.

We take our job very seriously and would like to highlight some of the reasons why we can provide the quality service that the City of Coppell deserves:

- We understand that our service relies heavily on the personnel that we hire to clean your facility; so, we place great emphasis on hiring the right employees from the start, then properly training them, and finally, provide them with ongoing support and supervision.
- We provide energy efficient equipment and "Green-Seal Certified" chemicals/products.
- We provide top quality control inspection system to ensure that we are maintaining your facilities as promised. We stay in touch with you by phone, email or in person to make sure we are providing the best service possible.
- Finally, we have provided successful janitorial service program to the following Texas organizations: City of Dallas: (Dallas Convention Center, Dallas Love Field Airport, Reunion Arena, Farmers Market, Jack Evans Police Headquarters Building, Dallas City Hall, Dallas Water Utilities Department, Health Department's WIC sites, Equipment and Building Services Department district sites); City of Irving; City of Cedar Hill; City of Bryan; City of Carrollton; City of College Station; Texas Health and Human Services Commission; Dallas Community College District; City of Sherman and, DFW International Airport.

I am the sole person authorized to negotiate and contractually obligate ABS to provide janitorial services. If clarification regarding the enclosed proposal is needed, you may contact:

Contact: Edward Kang  
Title: CEO/President  
Office: (972) 406-2792  
Fax: (972) 406-2740  
Email: andrewsbuildingservice@gmail.com



All furnished information and pricing found within our proposal will remain valid for a period on not less than ninety (90) days from the date set for the opening thereof and will remain the property of the City of Coppell.

Thank you again for the opportunity to submit our bid. If selected as the successful bidder, we will perform as the prime contractor for MUNICIPAL PARKS RESTROOMS CLEANING & RELATED SERVICES Bid No. Q-1226-02. We look forward to working with the City of MUNICIPAL PARKS RESTROOMS CLEANING & RELATED SERVICES Bid No. Q-1226-02 management personnel to ensure a successful janitorial service program is in place to meet the service needs at its facilities.

Sincerely yours,



Edward Kang  
CEO/President

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**Company Information**

Company Name:      Andrews Building Service, Inc.

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Address:              10555 Newkirk St. Ste 520, Dallas, TX 75220

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Phone Number:      972-406-2792

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Fax Number:         972-406-2740

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Contact Person:     Edward Kang

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E-mail Address:      andrewsbuidingservice@gmail.com

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**BID #Q-1226-02      MUNICIPAL PARK RESTROOMS CLEANING & RELATED SERVICES**

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8. All vehicles utilized under this contract will be clean, free of mud, dirt, and grime, without noticeable rust spots and faded paint serviceable, and shall comply with safety standards required by the State of Texas.

IV.      PRICING SCHEDULE A: Monday – Friday

	Restroom Areas Cleaned Approx. 255 daily cycles	Price per Cycle	Annual Cost (Multiply by 255)
1	Andrew Brown Park West Soccer Restroom Building	\$25.00	\$6,375.00
2	Andrew Brown Park West Girls' Softball Restroom Building	\$25.00	\$6,375.00
3	Andrew Brown Park Central Restroom Building	\$25.00	\$6,375.00
4	Andrew Brown Park East Restroom Building	\$25.00	\$6,375.00
5	MacArthur Park Restroom Building	\$25.00	\$6,375.00
6	Old Town Square Restroom Building	\$25.00	\$6,375.00
7	Wagon Wheel Park Soccer Restroom Building	\$25.00	\$6,375.00
8	Wagon Wheel Park Baseball 4-Plex Restroom Building	\$25.00	\$6,375.00
9	Wagon Wheel Park Baseball Field 6 Restroom Building	\$25.00	\$6,375.00
		Total Annual Cost:	\$57,375.00



V.      PRICING SCHEDULE B: Saturday – Sunday

	Restroom Areas Cleaned Approx. 42 weekend cycles	Price per Cycle	Annual Cost (Multiply by 42)
1	Andrew Brown Park West Soccer Restroom Building	\$25.00	\$1,050.00
2	Andrew Brown Park West Girls' Softball Restroom Building	\$25.00	\$1,050.00
3	Andrew Brown Park Central Restroom Building	\$25.00	\$1,050.00
4	Andrew Brown Park East Restroom Building	\$25.00	\$1,050.00
5	MacArthur Park Restroom Building	\$25.00	\$1,050.00
6	Old Town Square Restroom Building	\$25.00	\$1,050.00
7	Wagon Wheel Park Soccer Restroom Building	\$25.00	\$1,050.00
8	Wagon Wheel Park Baseball 4-Plex Restroom Building	\$25.00	\$1,050.00
9	Wagon Wheel Park Baseball Field 6 Restroom Building	\$25.00	\$1,050.00
		Total Annual Cost:	\$9,450.00

VI.      ALTERNATES

Additional Contracted Janitorial Services for Parks – This will be billed as an hourly rate factoring in the cost for all labor, materials, & equipment used.

1. Graffiti removal per labor hour: \$22.75 x 100 hours = \$ 2,275.00
2. Debris/litter removal per labor hour: \$20.00 x 200 hours = \$ 4,000.00
3. Power washing per labor hour: \$22.00 x 300 hours = \$ 6,600.00
4. Playground cleaning & sterilization per labor hour: \$24.00 x 200 hours = \$ 4,800.00
5. Pavilion cleaning & sterilization per labor hour: \$24.00 x 200 hours = \$ 4,800.00



### **COOPERATIVE PURCHASING**

As permitted under Government Code, Title 7, Chapter 791.025, other governmental entities may wish to cooperatively purchase under the same terms and conditions contained in this contract (piggyback). Each entity wishing to piggyback must have prior authorization from the City of Coppell and Contractor. If such participation is authorized, all purchase orders will be issued directly from and shipped directly to the entity requiring supplies/services. The City of Coppell shall not be held responsible for any orders placed, deliveries made, or payment for supplies/services ordered by these entities. Each entity reserves the right to determine their participation in this contract.

**IS YOUR FIRM WILLING TO ALLOW OTHER GOVERNMENTAL ENTITIES TO UTILIZE THIS CONTRACT, IF AWARDED, UNDER THE SAME TERMS AND CONDITIONS?**

    X     **YES**

           **NO**







Minority Business Enterprise (MBE)  
Andrews Building Service, Inc.

## Andrews Building Service, Inc.

has filed with the Agency an Affidavit as defined by NCTRCA Minority Business Enterprise (MBE) Policies & Procedures and is hereby certified to provide service(s) in the following areas:

**NAICS 561720: JANITORIAL SERVICES**

This Certification commences July 17, 2024 and supersedes any registration or listing previously issued. This certification must be updated every two years by submission of an Annual Update Affidavit. At any time there is a change in ownership, control of the firm or operation, notification must be made immediately to the North Central Texas Regional Certification Agency for eligibility evaluation.

Certification Expiration: July 31, 2026  
Issued Date: July 17, 2024  
CERTIFICATION NO. PMMB46609Y0726

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Certification Administrator



Disadvantaged Business Enterprise (DBE)  
Andrews Building Service DBA Andrews  
Building Service, Inc.

## Andrews Building Service DBA Andrews Building Service, Inc.

has filed with the Agency an Affidavit as defined by NCTRCA Disadvantaged Business Enterprise (DBE) 49 CFR Part 26 and is hereby certified to provide service(s) in the following areas:

**NAICS 561720: JANITORIAL SERVICES**

This Certification commences October 4, 2023 and supersedes any registration or listing previously issued. This certification must be updated annually by submission of an Annual Update Affidavit. At any time there is a change in ownership, control of the firm or operation, notification must be made immediately to the North Central Texas Regional Certification Agency for eligibility evaluation.

Issued Date: October 4, 2023  
CERTIFICATION NO. PMDB65615Y1024



*Ronald C. Jordan, Jr.*

\_\_\_\_\_  
Certification Administrator

*JM*

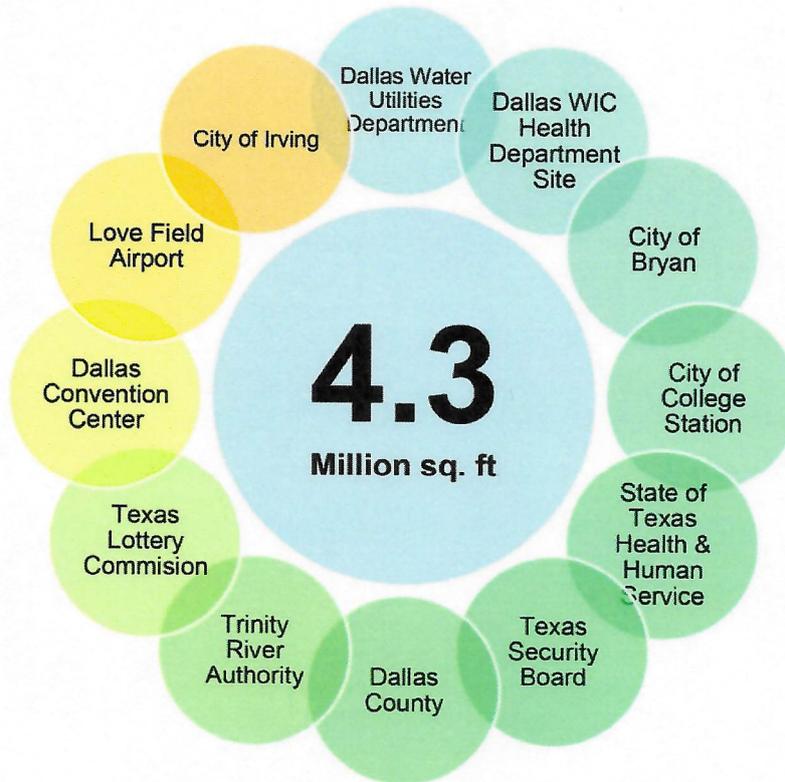
## 1. Experience

### Qualifications

Andrews Building Service, Inc. (ABS) is a minority-business enterprise with a rich history of 29 years in the janitorial services industry across North, Central, and South Texas. Since our establishment, we have committed to delivering high-quality, customer-oriented cleaning results. ABS has consistently provided janitorial services to various large-scale facilities, maintaining high standards and ensuring client satisfaction.

We provide janitorial services at an APPA 2 standard (Level 2 standard of cleaning and maintenance services) as defined by the Association of Higher Education Facilities Officers (APPA) in Custodial Staffing Guidelines for Educational Facilities, 3rd edition, 2011. This involves supplying all necessary personnel, equipment, materials, and supplies to meet and exceed industry standards.

Our robust team consists of experienced managers, supervisors, and cleaning staff who are well-versed in the expectations and standards required for each facility. This extensive experience and commitment to quality are evident in our continued growth and the scale of operations we manage daily. At its peak, ABS cleaned a total of 4.3 million square feet daily for various Texas organizations, ensuring each client's specific needs were met with professionalism and excellence.



## Experience in Similar Facilities



### City of Lewisville

**Contract Title:** City of Lewisville - #23-04-P

**Contract Period:** Jan. 2018 through Dec 2023 /  
Jan 2024 through Jul. 2025

**Geographic Area:** Lewisville, Texas

**Scope of Work:** ABS provided janitorial services cleaning for City of Lewisville 17 facilities. 7 days a week custodial cleaning for reception/lobby area, common areas, news conference rooms, offices, restrooms, break rooms, parking/jail area, floor care and maintenance for areas over 313,490 sq. ft. ABS employed 1 full-time management personnel, 25 full-time and 3-part time cleaners and 2 floor technicians.



### City of College Station

**Contract Title:** City of College Station - #21300216

**Contract Period:** October 2015 through October 2017  
October 2017 through October 2018  
October 2018 through Current

**Geographic Area:** College Station, Texas

**Scope of Work:** ABS provided janitorial services cleaning for City of College Station 19 facilities and park. Service includes special events, 7 days a week custodial cleaning for reception/lobby area, common areas, news conference rooms, offices, restrooms, break rooms, parking/jail area, floor care and maintenance for areas over 177,498 sq. ft. ABS employed 1 full-time management personnel, 11 full-time and 5-part time cleaners and 1 floor technician.



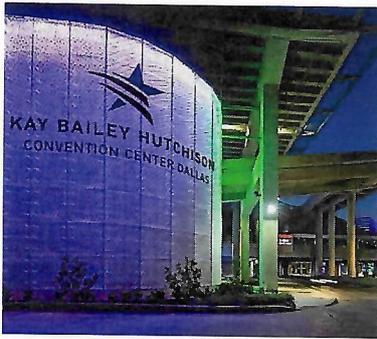
### Brazos Valley Council of Government

**Contract Title:** City of Lewisville - #23-04-P

**Contract Period:** July 2016 through June 2023

**Geographic Area:** Lewisville, Texas

**Scope of Work:** ABS provided janitorial services cleaning for Brazos Valley Council of Governments 8 facilities, 5 days a week custodial cleaning for reception/lobby area, common areas, news conference rooms, offices, restrooms, break rooms, floor care and maintenance for areas over 60,000 sq. ft. ABS employed 1 full-time management personnel, 6 full-time and 2-part time cleaners and 1 floor technician.



**City of Dallas-Kay Bailey Hutchinson Convention Center**

**Contract Title:** Dallas Convention Center –  
BL0719 / BL0719

**Contract Period:** Feb. 2007 through May 2014 /  
May 2014 through Nov. 2015

**Geographic Area:** Dallas, Texas

**Scope of Work:** With more than 3 million square feet to host all kind of events, the complex includes exhibit halls, offices, 100 meeting rooms, a theater with 1,750 seats, as well as arena that can hold 10,000 people. ABS provided janitorial services cleaning for entire complex 24 hours per day 365 days per year. This contract also included exterior curbside areas. Service include event set up to an area over one million sq. ft. ABS employed 8 full-time management personnel. 11 full-time floor technicians, 858 full-time cleaners and 214 part-time employees.



**City of Dallas (Department of Aviation) -  
Dallas Love Field Airport**

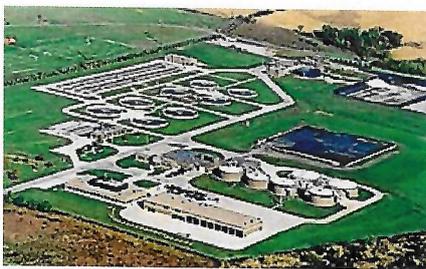
**Contract Title:** Dallas Love Field Airport – BL1221

**Contract Period:** Nov. 2012 through Jun. 2014

**Roadway 110 Trash Receptacle:** 2008 through Current

**Geographic Area:** Dallas, Texas

**Scope of Work:** Provided airport terminal janitorial services cleaning for entire airport complex 24 hours per day 365 days per year. This contract also included service to West Concourse, baggage claim, rental car area, common way area to gates, ticketing area in main and east lobbies, as well as numerous outlying buildings, and other exterior curbside areas. Project required night shift custodial services, 7 days a week, 10:30 P.M. to 6:00 A.M. to an area over 220,159 sq. ft. and ABS employed 3 full-time management personnel, 7 full-time floor technicians, 26 full-time cleaners and 9 part-time employees. Revenues in excess of \$1.2mil.



**City of Dallas (Dallas Water Utilities)**

**Contract Title:** Dallas Water Utilities/City Store –  
BL1038 / BK1419

**Contract Period:** Mar. 2011 through Oct. 2014 /  
Nov. 2014 through Oct. 2019

**Geographic Area:** Dallas, Texas

**Scope of Work:** ABS provided janitorial services cleaning for 58 buildings. Service includes 5 days a week of custodial cleaning for the WIC facilities, offices, restrooms, break rooms, floor care and maintenance for areas totaling over 353,159 sq. ft. ABS employed 1 full-time management position, 3 full-time floor technicians, 47 full-time cleaners and 10 part-time employees. Revenues in excess of \$1.5M.



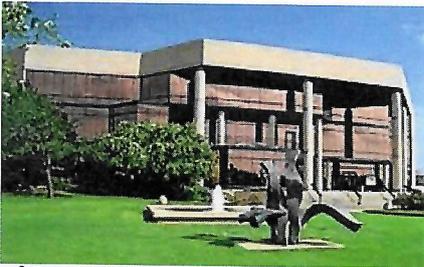
**Dallas County**

**Contract Title:** Bid No. 2011-023-5334 / 2014-013-6395

**Contract Period:** Jan. 2011 through Dec. 2013 /  
Jan. 2014 through May 2017

**Geographic Area:** Dallas, Texas

**Scope of Work:** ABS provided janitorial services cleaning for 26 county buildings. Service includes 5 days a week custodial cleaning for the offices, restrooms, break rooms, floor care and maintenance for areas totaling over 278,213 sq. ft. ABS employed 2 full-time management personnel, 2 full-time floor technicians, 18 full-time cleaners and 7 part-time employees.



**City of Bryan (Municipal Facilities)**

**Contract Title:** City of Bryan Municipal Facilities  
11-008 / 15-009

**Contract Period:** Jan. 2011 through Dec. 2014 /  
Jan. 2015 through Jan. 2018 /

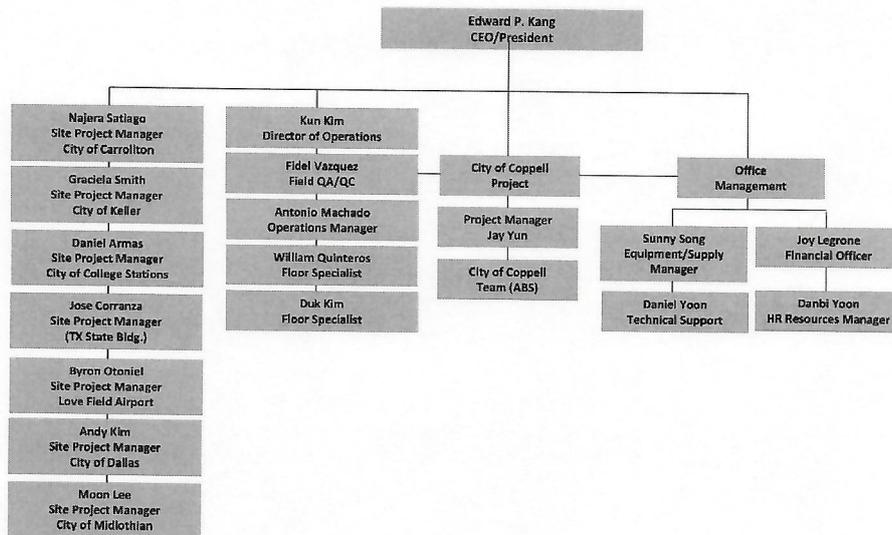
**Geographic Area:** Bryan, Texas

**Scope of Work:** ABS provided janitorial services cleaning for City of Bryan Municipal facilities. Service includes 7 days a week custodial cleaning for reception/lobby area, common areas, news conference rooms, offices, restrooms, break rooms, parking/jail area, floor care and maintenance for areas over 128,685 sq. ft. ABS employed 1 full-time management personnel, 1 full-time and 2-part time floor technicians, and 6 cleaners. Revenues in excess of \$3.5K.

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## Organizational Chart

### Corporate Organization Chart



## Qualifications of Key Personnel Involved in Delivering Janitorial Services

### Edward P. Kang – Project Director

- **Experience:** Over 30 years in the Janitorial Services industry.
- **Responsibilities:**
  - Oversees janitorial services contracts.
  - Manages all operations related to the contract.
  - Makes final decisions on staff assignments and structure.
  - Implements measures to improve project methods, quality service, and working conditions.

### Jay S. Yun – Project Manager

- **Experience:** 10 years in the Janitorial Services industry.
- **Responsibilities:**
  - Manages employee work schedules to ensure availability of materials, labor, and equipment.
  - Oversees daily operations, including logistics and emergency calls. Implements measures to improve project methods, quality service, and working conditions.
  - Plans and supervises employee safety and training programs.
  - Initiates project quality control and progress control.
  - Responds to work orders.
  - Serves as a point of contact for communication.

**Fidel Vazquez – Field QA/QC Manager**

- **Experience:** 15 years in the Janitorial Services industry.
- **Responsibilities:**
  - Serves as the senior point of contact for QA/QC at all contracted sites.
  - Oversees all floor work.
  - Inspects contracted buildings daily.
  - Conducts employee job training.

**Joy Legrone – Finance/HR Manager**

- **Responsibilities:**
  - Performs background security checks and social security verifications.
  - Assists with budget and contract specifications accounts.
  - Manages employee benefits and tax filings.
  - Coordinates work schedules and manages service with vendors/contractors in collaboration with the Operations/Contract Manager.

**Duk Kim – Floor Technician**

- **Experience:**
  - Over 22 years in the janitorial business, having worked in all positions.
  - Over 17 years of floor care experience.
  - Extensive knowledge of supplies and equipment.
- **Responsibilities:**
  - Manages floor supplies and equipment at contract sites.
  - Supervises assigned crew.
  - Responsible for carpet technician tasks.

**William Quinteros – Floor Technician**

- **Experience:**
  - Over 20 years in the janitorial services industry.
  - Over 18 years of floor care experience.
  - Skilled in handling chemicals and equipment used in janitorial work.
  - Fluent in English and Spanish.
- **Responsibilities:**
  - Oversees daily floor care operations, including logistics and emergency calls.
  - Implements measures to improve floor care methods, quality service, and working conditions.
  - Plans and supervises floor care safety and training programs.
  - Oversees floor care equipment repair and maintenance.

**Supervisors, Lead and Janitors**

Andrews Building Service ensures that all supervisors, leads, and janitors are strictly selected and fully qualified to meet the standards required for each facility. Our robust hiring process guarantees that only the best candidates who have passed thorough background checks and meet our high standards are employed.



## References

**1. Name:** City of Dallas – Love Field Airport

**Address:** 8008 Herb Keller Way LB16, Dallas, TX 75235

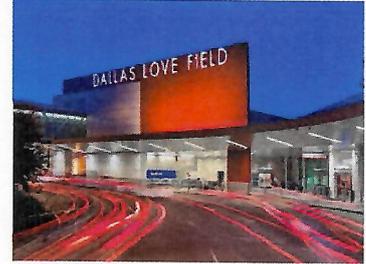
**Time Period Service was Provided:** Custodial Service at airport terminal 2008-2014, Roadway 110 Trash Receptacle Services 2020-Current

**Contact Person and Title:** Derrick Roque/ Facilities Manager (I)

**Phone:** 469-243-0356

**Email:** derrick.roque@dallas.gov

**Description of Contracted Services:** Provided airport terminal janitorial services cleaning for entire airport complex 24 hours per day 365 days per year. This contract also included service to West Concourse, baggage claim, rental car area, common way area to gates, ticketing area in main and east lobbies, as well as numerous outlying buildings, and other exterior curbside areas. Project required night shift custodial services, 7 days a week, 10:30 P.M. to 6:00 A.M. to an area over 220,159 sq. ft. and ABS employed 3 full-time management personnel, 7 full-time floor technicians, 26 full-time cleaners and 9 part-time employees. Revenues in excess of \$1.2mil.



**2. Name:** City of College Station

**Address:** 300 South Texas Ave., Brazos, TX 77803

**Time Period Service was Provided:** Oct/2015 - Current

**Contact Person and Title:** Craig Dohnalik/ Facility Maintenance Manager

**Phone:** 979- 764-3476

**Email:** Bebner@bryantx.gov

**Description of Contracted Services:** ABS provided janitorial services cleaning for City of College Station 19 facilities and park. Service includes special events, 7 days a week custodial cleaning for reception/lobby area, common areas, news conference rooms, offices, restrooms, break rooms, parking/jail area, floor care and maintenance for areas over 177,498 sq. ft. ABS employed 1 full-time management personnel, 11 full-time and 5-part time cleaners and 1 floor technician.



**3. Name:** City of Keller

**Address:** 1100 Bear Creek Pkwy., Keller, TX 76248

**Time Period Service was Provided:** Feb/2025 – Current

**Contact Person and Title:** Rob Campbell / Facilities Manager

**Phone:** 817-709-4642

**Email:** rcampbell@cityofkeller.com

**Description of Contracted Services:** ABS provides comprehensive janitorial services for the City of Keller, covering 16 facilities totaling 137,007 sq. ft., including 5-days-a-week custodial cleaning for Town Hall, the Keller Public Library, the Municipal Service Center, the Keller Senior Activities Center, the Police Department, and additional administrative buildings. ABS also performs 7-days-a-week cleaning and maintenance for 5 park restrooms and 7 sports complex restrooms, including servicing 68 outdoor trash receptacles. A dedicated on-site team of 7 full-time personnel and 2 part-time cleaners ensures consistent service quality, reliable operations, and timely response to the City's needs.



**4. Name:** City of Lewisville

**Address:** 751 E Valley Ridge Blvd., Lewisville, TX 75057

**Time Period Service was Provided:** Jan/2018 – Jul/2025

**Contact Person and Title:** Chris Kirby/ Facilities and ADA Compliance Supervisor

**Phone:** 972-219-3705

**Email:** christopherkirby@cityoflewisville.com

**Description of Contracted Services:** ABS provided janitorial services cleaning for City of Lewisville 17 facilities. 7 days a week custodial cleaning for reception/lobby area, common areas, news conference rooms, offices, restrooms, break rooms, parking/jail area, floor care and maintenance for areas over 313,490 sq. ft. ABS employed 1 full-time management personnel, 25 full-time and 3-part time cleaners and 2 floor technicians.



Reference Letters



Howard Carter  
Facilities Manager  
City of Dallas | Love Field Airport  
8008 Herb Kelleher Way LB 16  
Dallas, Texas 75235

To Whom It May Concern,

I would like to recommend Andrew Building Services, Inc. for any business opportunities at your organization.

Andrew Building Services, Inc. has been a significant part of the Facilities Finishes and Services department here at Dallas Love Field for the past seven years. As Dallas Love Field Airport operations have transitioned, Andrew Building Services, Inc. has followed without interruptions.

It is with great pleasure that I write this letter of recommendation on behalf of such a deserving service vendor for the City of Dallas, Department of Aviation.

If you require any further information, do not hesitate to contact me.

Best Regards,

A handwritten signature in black ink, appearing to be 'HC' or similar initials.

Howard Carter  
Facilities Manager  
[howard.carter@dallascityhall.com](mailto:howard.carter@dallascityhall.com)  
214.670.9576 Office  
972.213.3950 cell

A handwritten signature in black ink, appearing to be 'JC' or similar initials.



KAY BAILEY HUTCHISON  
CONVENTION CENTER DALLAS  
September 22, 2015

Andrews Building Service, Inc.  
11503 Reeder Rd  
Dallas, TX 75229

To whom it may concern:

I am writing this letter to offer my recommendation of Andrew's Building Service, Inc. (ABS) to you for any of your cleaning and set ups needs. ABS has been working at the Kay Bailey Hutchison Convention Center Dallas since around April 2008 and we have beyond satisfactory service. There are approximately 17,700 Square Feet of Carpet, 172,938 Square Feet of Terrazzo and 800,000 Square Feet of Polymer Floor in the Kay Bailey Hutchison Convention Center Dallas, This includes, over 100 meeting rooms, 12 Ballrooms, 6 halls and an Arena, that the ABS laborers helps to set-up. ABS current contract is over 3 million dollars a year. (Amount fluctuates depending of events on building)

ABS provides all equipment and supplies needed to clean and maintain restrooms, halls, lobbies, floors, carpet, terrazzo floor, etc. at the Convention Center and provides set-up labor to help set-up meeting rooms, halls, etc. When requested by Work Orders.

ABS has wonderful skills that include: attention to detail, consistency, superior cleaning, great customer service, professionalism, dedication to their clients, and of course the use of "green" cleaning products

I feel certain you will be as satisfied with their cleaning and labor service as we have been.

Please feel free to contact me with any additional questions you may have.

Sincerely,

Ricardo Vela  
Operations Manager  
Kay Bailey Hutchison Convention Center Dallas  
214-939-2802

## 2. Approach

### Quality Control Program

Designated QA/QC personnel and custodial team members support our Project Manager. They act as supplemental inspectors for recurring work and work orders. They also conduct and participate in preparedness drills for safety and security. All levels of supervisory leadership participate actively in the Quality Control Program process.

### Inspection System

Andrews Building Service, Inc. has two specific methods for identifying and correcting deficiencies: Quality Control Inspections & Quality Assurance Audits.

Quality Assurance and Quality Control inspections are thorough examinations and observations performed by management and designated QA/QC staff members to determine standard of work and compliance to established working standards. Inspections come in a variety forms:

- Formal Inspections (Quarterly Inspection by Project Manager and City of Coppell Representative).
- Informal Inspections (weekly random observations by the Project Manager/Assistant Managers).

While Quality Control inspections examine work, Quality Assurance audits examine work execution and supporting documentation. Quality Assurance audits shall entail extensive reviews of logs, reports, checklists, methods and procedures, performed at specific intervals by our Project Manager.

Our Project Manager will implement and oversee our inspection program. Our inspection program is designed to:

- 1) Detect and correct minor deficiencies before they become full-blown problems;
- 2) Establish protocol for reporting, documenting, and tracking discrepancies; and
- 3) Provide training and education to prevent reoccurrence.

### Inspection System

- Andrews Building Service, Inc. has two specific methods for identifying and correcting deficiencies: Quality Control Inspections & Quality Assurance Audits.

### Detail Inspection

This method ensures that all program activities during a pre-determined Performance Period are evaluated for completeness, time efficiency, and quality. Our Project Manager will perform a Formal Detailed Inspection no less than four (4) times each contract year. Results will be documented and maintained in the Quality Control file at our main office. In addition, the Project

Manager will perform a Detailed Inspection of all work tasks that affect personnel safety or property security. Safety Audits will be performed in tandem with detailed inspections.



### Random Sampling

Random sampling is used when the work being checked is repetitive and far too large to do during Detailed Inspections. Sampling will occur for tasks that are impractical or unaffordable to check on a routine basis. Recurring work, such as daily cleaning, vacuuming, and dusting will be inspected on a random basis.

### Periodic Inspections

In-process inspections of all tasks occur on a continuous basis by on site management. Checklists are used to identify what to look for during the inspection and to provide a method for determining whether the work-in-progress is acceptable or unacceptable. Determination is based on the number of checklist items that do or do not meet stated standards.

### Inspection Regularity

Quality inspections are conducted at various frequencies, depending on the facility or system to be inspected. Based upon the specific requirement, our quality inspectors perform scheduled, unscheduled and random visits to work sites. During these visits, each aspect of the system, equipment or facility is subject to detailed observation to determine operability, adherence to required maintenance frequencies, safety procedures, and adherence to specifications. Inspection frequencies range from daily observation performed by lead personnel and management to quarterly inspections by the main office. A series of checklists that evaluate each basic function being performed in relation to its component requirements are used in the evaluation process. Quality inspections are conducted on all prime contract work as well as on in-coming materials and equipment issued to the buildings.

### Inspection Checklists

Quality Control Inspection Checklists are worksheets used for evaluating procedures and assessing quality and timeliness of service. Our On-Site Manager, when conducting formal inspections of both work-in-progress and completed tasks uses them. Checklists are specifically tailored to the particular task or service being performed. Checklists are designed to:

- Identify step-by-step procedures that make up a specific task;
- Provide evaluation criteria;
- Document deficiencies and corrective action; and,
- Provide an official record for Andrew's Building Service and our customer.

A detailed site-specific Quality Control check list will be finalized during phase-in and utilized during the contract period.

### Records and Reports

Our Quality Control Program uses a variety of forms and inspection procedures. The forms are designed to assist on-site managers when assigning duties, supervising workers, and conducting inspections of work, both in-progress, and completed. We combine these formal methods with consideration to any and all customer comments on responsiveness and performance. We have found that a combination of proactive attention to detail, adherence to the principals of Total Quality Management, and prompt decisive response to customer feedback is essential to providing a high-quality service.



Any person involved in the evaluation of an activity may generate a Quality Control record. All periodic and regularly scheduled inspections require the use of a standard issued checklist which, when completed, becomes a Quality Control record. Records are clearly identified to allow for long term efficient management.

### Performance Deficiencies

ABS uses a total quality management effort to update and ensure that our Quality Control Program is functioning properly. We combine this with our inspection system and accompanying inspection schedule to detect quality control problems before they amount to a deficiency or discrepancy. As part of the Quality Control Program, Deficiency Reports will be separated by functional areas to provide fluid tracking, as well as to categorize negative trends and systematic problems by functional area. All inspection findings are documented so that the following subsequent actions can be taken:

- Employees are recognized when their level of the work performance is considered "noteworthy".
- Employees are informed when their level of work performance has diminished below previous levels, yet still being performed at "satisfactory" levels.
- A Deficiency Report is initiated to correct any task where the performance level has fallen below acceptable levels.
- A counteractive request is initiated to correct any task that has been rated less than suitable.
- A combination of all Quality Control Procedures, supplemented by the formerly mentioned systems, will prevent deficiencies and, where necessary, achieve the earliest possible corrections.

### Documentation

The Project Manager summarizes all quality inspections performed for that period and that information is submitted to our office for filing. Reports include an inspection summary and a copy of all inspection sheets and checklists. The Inspection Summary provides each of the areas inspected; the number of inspections performed; the number of deficiencies identified; and if the service was satisfactory or unsatisfactory. A summary analysis of all Customer Complaints and Re-Work Orders also will be included in the report. Documentation and reports are prepared and maintained on file in the Project Office.

These reports and files are available for review upon request. The files are organized and easily accessible to all authorized individuals.

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[SAMPLE] Daily / Weekly / Bi-Weekly Inspection Report

<p><b>ID:</b> 2097022</p> <p><b>Location:</b> (BK1419- WIC Location) Women, Infants and Children (WIC) - 16 Sites</p> <p><b>Inspector:</b> Antonio Machado</p> <p><b>Date:</b> 05/21/2017, 6:26 PM</p> <p><b>Duration:</b> 5 minutes</p>	<p>Overall Score:</p> <h1>100%</h1> 	 <p>© Mapzen, OpenStreetMap, and others   Leaflet</p>
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<p><b>Waiting Area</b></p> <p> 100%</p>	<p><b>Okay</b></p>	<p>No comment</p>	
<p><b>Kitchen</b></p> <p> 100%</p>	<p><b>Okay</b></p>	<p>No comment</p>	
<p><b>Public Restroom - 1</b></p> <p> 100%</p>	<p><b>Okay</b></p>	<p>No comment</p>	
<p><b>Offices</b></p> <p> 100%</p>	<p><b>Okay</b></p>	<p>No comment</p>	
<p><b>Testing room</b> Various tests</p> <p> 100%</p>	<p><b>Okay</b></p>	<p>No comment</p>	
<p><b>Signature</b></p> <p></p>		<p>Grand Prairie</p>	

[SAMPLE] Bi-Weekly Inspection Report in PDF

#2285554

Andrews Building Service, Inc.

[WIC] - Inspection Form

Location: (BK1419) Women, Infants and Children (WIC) - 16 Sites / WIC#32 - 302 N. Barnes 75042

Date: 2017-08-13 3:12pm

Inspector: Antonio Machado

Score: 100%

Line Item	Rating	Score
Waiting Area	Okay	100%
  		
1                      2                      3		
Kitchen	Okay	100%
  		
4                      5                      6		
Public Restroom - 1	Okay	100%
   		
7                      8                      9                      10		
Public Restroom - 2	Okay	100%
  		
11                      12                      13		
Employee Restroom -1	Okay	100%



Line Item	Rating	Score
  		
14      15      16		
Employee Restroom - 2	Okay	100%
    		
17      18      19      20      21		
Offices	Okay	100%
  		
22      23      24		
Testing Room	Okay	100%
  		
25      26      27		
ETC (leave blank if none) For any other deficiencies, if found	Okay	100%
   		
28      29      30      31		



### Review and Analysis

Monthly meetings are held to give our management members an opportunity to compare the most recently completed month's performance to all previous months. Areas with potential problems receive immediate attention to prevent the service from being unsatisfactory and to circumvent negative trend development.

### Performance Evaluation Meetings

The Project Manager will meet at monthly intervals with our contract contact to discuss project performance. These meetings will allow for the client and contractor to discuss mutual matters of concern. These meetings are not substitutes for other required update meetings specified in the contract.

### Quality Control Corrective Actions Program

The most key element to a successful Quality Control program is taking preventative measures to avoid deficiencies. Identifying possible deficiencies early, before they become actual deficiencies, ABS is able to maintain a proactive Quality Control program. Our Quality Control Plan will verify or improve the quality of the work through our Quality Control system of inspections and corrections.

Proper steps to follow for proactive Quality Control Program

1. Required Inspection
2. Problem Identification
3. Deficiency Report
4. Correction of Deficiency
5. Re-Inspection of noted Deficiency
6. Evaluation of Deficiency Trend
7. Development of new Quality Control Program if necessary

At Andrews Building Service, we are committed to providing excellence in service, which starts with the formation of a dedicated, high performance management team. Our management team is structured to ensure a successful janitorial services that will meet the City of Coppell's needs and to promote good communication between ABS and the City of Coppell.

### Restroom Cleaning Procedures

The cleaning procedures for the Aquatic Spray Grounds restrooms are designed to cover all aspects of restroom hygiene comprehensively. Our cleaning procedures include the following:

1. **Thorough Cleaning of Toilets, Urinals, Sinks, and Dispensers:**
  - **Toilets:** Thoroughly clean the top and bottom of the seat, inside and outside of the bowl, under the lid, and the tank to remove stains and contaminants. Use disinfectants and sanitizers as needed to prevent microbial contamination.
  - **Urinals:** Thoroughly clean the inside and outside of the urinals, including the walls and pipes where the urinals are installed.
  - **Sinks:** Clean the sink bowls and drains thoroughly, ensuring that pipes and chrome parts are stain-free and shiny.
  - **Dispensers:** Thoroughly clean dispensers for soap, toilet paper, and paper towels, and regularly refill them to ensure they are always available for use.



2. **Regular Replenishment of Dispensers:**

- **Soap Dispensers:** Regularly check and refill all soap dispensers as needed.
- **Toilet Paper Dispensers:** Ensure that toilet paper is always sufficiently provided by regularly checking and refilling dispensers.

3. **Maintaining Cleanliness of High-Touch Areas:**

- **Walls:** Regularly wipe down walls around urinals, toilets, trash cans, and sinks with cleaning agents and disinfectants.
- **Floors:** Regularly sweep, mop, and disinfect floors. Immediately remove any stains that appear.
- **Mirrors:** Clean mirror surfaces to remove spots and fingerprints, ensuring they are shiny and streak-free.
- **Handles:** Regularly disinfect door handles and other frequently touched areas to maintain cleanliness.

4. **Emptying and Sanitizing Trash Cans:**

- **Trash Cans:** Frequently empty trash cans and other waste containers, inserting new liners.
- **Sanitization:** Regularly sanitize the inside and outside of trash cans to prevent odors and bacterial growth.

5. **Using Electrostatic Sprayers for Disinfection:**

- **Electrostatic Sprayer Use:** Use electrostatic sprayers to apply EPA-registered disinfectants in all restrooms, ensuring thorough microbial decontamination. Electrostatic sprayers evenly distribute disinfectants, reaching even hard-to-reach areas.
- **EPA-Registered Disinfectants:** All disinfectants used are EPA-registered, guaranteeing effective sterilization and disinfection.

6. **Additional Cleaning Procedures:**

- **Ventilation:** Maintain proper ventilation in restrooms to ensure a pleasant air quality.
- **Special Cleaning:** Regularly clean all surfaces in the restroom with cleaning agents and disinfectants. Use environmentally friendly products instead of harmful chemicals to create a healthy environment.

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### Cleaning Schedule and Frequency

We will organize two cleaning teams: the first team will clean Monday through Friday, and the second team will clean on Saturday and Sunday. All restrooms will be cleaned daily between 5:00 a.m. and 10:00 a.m. The specific cleaning times for each location will be coordinated with the designated City contact to match their preferred schedule.

### Effective Communication, Problem Response, and Solution Proposal

#### Effective Communication of Issues and Information

At ABS, our 24/7 Customer Service Center acts as the initial point of contact for all requests or issues, receiving communications through email, telephone, or web input. When a contract is initiated, the ABS Customer Service Center integrates the client sites into our system, establishing escalation contacts for both the client's management team and our own. Upon the emergence of an issue, client employees are encouraged to contact the ABS Customer Service line, where a work order is immediately generated. Each communication is assigned a priority level, determining the response time according to a mutually negotiated metric between client managers and the ABS Dedicated Supervisor. For priority one work orders, we ensure the dispatch of personnel and completion of the work order within two hours. All requests are meticulously tracked and integrated into our cloud-based system, providing comprehensive electronic reports and maintaining transparency with a detailed record of all interactions and resolutions.

#### Responding to Project Demands

At ABS, resolving customer complaints promptly and effectively is our utmost priority. Whether complaints originate from emails, calls, or are reported by ABS employees, they are immediately logged into our cloud-based management system. This system sends instant notifications to the Supervisor's and Project Manager's mobile devices, ensuring that corrective actions are initiated within 24 hours. Our senior management team reviews all complaints on a monthly basis to ensure continuous improvement of our services. We are committed to providing round-the-clock service to our clients. Our management staff, equipped with smartphones, can receive and respond to emails at any time, guaranteeing timely responses and resolutions to any issues raised.

#### Defining Problems and Suggested Alternatives

ABS recognizes the importance of an effective communication plan at all organizational levels to enhance productivity, service quality, customer communication, and overall profitability. This plan is regularly reviewed, maintained, and updated to ensure seamless information flow throughout the organization. When a problem arises, ABS conducts a thorough root cause analysis to clearly define the problem's fundamental cause. This enables us to find accurate solutions and implement preventive measures to avoid recurrence of similar issues.

Our team of experts, with a combined experience of over 100 years in various janitorial service fields such as carpet cleaning, hard floor maintenance, strip & wax, concrete floor care, high dusting, window cleaning, power washing, green cleaning, chemicals and supplies, equipment maintenance, finance, staffing plans, and IT management, provides well-considered alternatives and recommended solutions. For instance, if the City of Coppell faces challenges with a specific cleaning method or product, our specialists can propose alternative techniques or products that enhance efficiency, safety, and environmental sustainability.



### Recommending Solutions

Our commitment extends beyond immediate problem resolution. While performing our services, we continuously seek methods to improve efficiency, safety, and environmental conservation. We proactively identify opportunities to reduce costs for the City of Coppell without compromising quality. For example, if our team discovers a more sustainable cleaning product or a more efficient workflow, we propose these improvements to the City of Coppell, emphasizing the potential benefits and cost savings. We maintain open communication and regularly consult with the City of Coppell to ensure that any proposed changes or solutions align with their goals and requirements. This proactive approach not only resolves issues but also contributes to the continuous improvement of service delivery, ensuring high-quality outcomes and client satisfaction.

By leveraging our team's extensive experience and expertise, ABS ensures that all issues are effectively communicated, project demands are promptly met, problems are accurately defined, and well-considered alternatives and solutions are recommended and implemented. This structured approach enables ABS to successfully complete all projects while maintaining high standards of service quality and customer satisfaction.

### Sustainability

ABS is committed to protecting our environment through sustainable practices providing clean, healthy and safe environments for our clients, their employees and visitors. Our environmental stewardship starts at home. ABS's environmental commitment includes managing our daily business operations in a manner that is energy efficient and environmentally responsible. For example, we:



- Clean our own offices during the day time hours to reduce energy consumption utilized a proven day cleaning program, HHPC Day.
- Select and use third-party certified environmentally sustainable cleaning products and equipment wherever possible to reduce the use of water, energy, packaging and chemical consumption.
- Continually reduce travel and work through video conferencing whenever possible to minimize our carbon footprint.
- ABS implements source reduction and waste minimization best practices throughout business activities.
- Implement recycling programs in our own facilities and work with clients to implement programs to assist in reducing their environmental impact as well.
- Wherever possible, minimize the use of printed materials in our communications and record keeping.

We provide our clients solutions through the use of environmentally friendly chemicals, green equipment and paper products focusing on resource conservation and Healthy High Performance Cleaning and aligning with LEED requirements.

ABS's green cleaning program includes elements such as:

- Chemical usage conservation and environmental impact reduction
- Proper chemical concentration for maximum effectiveness
- Faster drying times which enhance safety

A handwritten signature in black ink, appearing to be "J. [unclear]".

- Color-coded microfiber flat mop head preventing cross-contamination

### Green Cleaning Products and Equipment

ABS utilizes cutting-edge processes and equipment to increase efficiencies while improving quality and sustainability of the facility environment through the use of Green Seal™ certified chemicals and equipment wherever possible. Additional benefits of a 'green cleaning products and equipment program' include:

- Improved contaminant removal efficiencies
- Waste and pollution reduction/noise reduction
- Indoor air quality improvement
- Prolonged value for your facility budget
- Assists LEED candidates with earning credits toward certification requirements of the USGBC's LEED-EB

### Sustainable Cleaning Equipment

ABS uses a variety of environmentally responsible equipment for its floor care programs, including Power-Flite, Sanitaire, and Pro Team tools. These pieces of equipment are designed to deliver maximum performance while minimizing environmental impact. ABS is committed to helping the City of Coppell create a healthy, safe, and clean facility, with a focus on reducing water, chemical, and energy consumption.

Details about each piece of equipment are available upon request. Power-Flite, Sanitaire, and Pro Team machines are not only effective in cleaning but also incredibly durable, having undergone some of the industry's most rigorous testing in the harshest of conditions. This commitment ensures that our equipment contributes to a sustainable and efficient cleaning program.



### Cleaning Chemicals

ABS partners with Diversey to simplify cleaning processes by utilizing Ready-To Dispense (RTD) Green Seal certified chemicals, wherever possible, that effect the following improvements:

- Products dispensed into prescreened bottles which eliminates errors in chemical use - leads to consistent and thus improved results
- Exact dosing reduces chemical use and wastage, protects users
- Reduces transportation fuel demand
- Reduces packaging materials and waste
- Reduces storage requirements

ABS keeps all Safety Data Sheets (SOS, formerly known as MSDS) for cleaning products on site. A SDS for each chemical can be provided to City of Coppell upon request. Additionally, training employees on SDSs is part of our comprehensive training program. Following is a specific cleaning chemicals list for use at City of Coppell facilities.

We also color-coded microfiber cloths for cleaning in areas such as restroom, kitchen and office areas which also reduces cross-contamination.



### Color-Coded Microfiber Cleaning Cloths

Green	General dusting	
Blue	Glass, mirrors and polished surfaces	
Red	Restrooms – toilets and urinals	
Yellow	Restrooms – countertops, sinks, dispensers, partitions and walls	

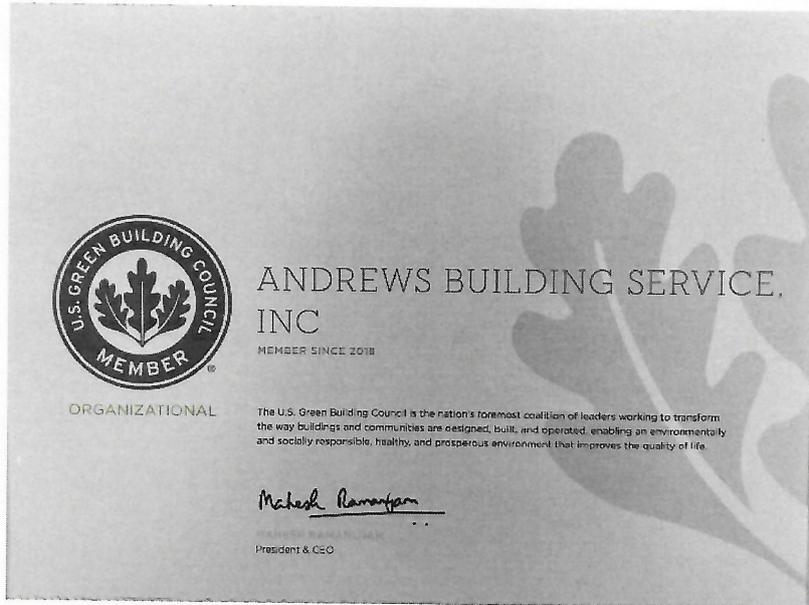


### Why does ABS use Microfiber Cloths to cleaning?

- Microfibers are much more absorbent than conventional cotton material and can absorb over 7 times their own weight in water.
- Despite being super absorbent, microfibers dry in 1/3 the time of ordinary cleaning cloths and mops. The result is fewer streaks and less chance of slip/fall accidents from wet floors when using microfiber flat mops.
- Microfibers are lint-free and non-abrasive.
- When using microfibers, chemical usage is reduced or eliminated. This decreases the chance of spills or other chemical related accidents.
- Microfibers come in a variety of colors, which makes it easy to color-code the cloths for certain tasks. Using color-coded microfibers for different jobs helps to eliminate cross contamination.
- Microfiber mop pads and cleaning cloths can be laundered and reused hundreds of times. Depending on your cleaning situation, you may be able to reuse your microfibers up to several years resulting in substantial
- Microfibers cloths and mop pads are much more effective than conventional cloths and mops in removing bacteria from smooth surfaces.
- By using microfibers, you can dramatically reduce your chemical use, as little or no cleaning chemical is needed.
- Microfiber mops are lighter than the traditional bulky mop, which means they are more ergonomically friendly. Also, since microfibers need little water, there is no heavy bucket for your employees to lug around, resulting in fewer injuries.

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Certificates



Cleaning Products Detail



**Crew Bathroom Cleaner & Scale Remover Restrooms** - Non-corrosive formula aids in the removal of dirt and soap scum from bathroom and shower tiles, fixtures and most bathroom and shower tiles, fixtures and most bathroom washable surfaces. Purple in color with and herbal scent.



**Glance NA Glass & Multi-Purpose Cleaner Non-Ammoniated Glass Surfaces** - Non-streaking, quick-drying, non-ammoniated glass cleaner. Use on most washable surfaces, including chrome, stainless steel, bathroom fixtures and laminate countertops. Blue in color with no fragrance added.



**Stride Citrus HC Neutral Cleaner Hard Floors** - A neutral cleaner concentrate formulated for everyday cleaning of floors and other hard surfaces. This product does not dull floor finishes, and does not require rinsing. Orange in color with a citrus scent.



**ProStrip SC RTD High Efficiency Floor Stripper Hard Floors** - Specially formulated to penetrate and emulsify the toughest UHS burnished finishes. Works the first time, eliminating the need for "restripes". Works in cool water. Contains no butyl and is very low odor. Light yellow in color with a solvent scent.



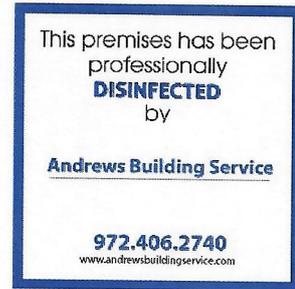
**Oxivir Five 16 Concentrate Disinfectant** - A one-step disinfectant cleaner based on proprietary Accelerated Hydrogen Peroxide (AHP®) technology to deliver fast, effective cleaning performance. Kills MRSA, Norovirus and Canine parvovirus. Meets bloodborne pathogen standards for decontaminating blood and body fluids. Colorless with a characteristic scent.



**Dry Foam Carpet and Upholstery Cleaner Carpet Maintenance** - Works with rotary and dry foam methods. Leaves no tacky residue which can lead to resoling. Clear straw in color with a fruity, floral scent. Carpet and Rug Institute (CRI) Seal of Approval

## Professional Disinfection

At Andrews Building Service (ABS), we prioritize the health and safety of our clients by offering advanced disinfection services tailored to meet the highest standards. Our disinfection services are designed to ensure that all restrooms and facilities are thoroughly sanitized, providing a clean and safe environment for all users. All our cleaning crew will be equipped with electrostatic sprayers to ensure comprehensive disinfection. Here's how we achieve this:



### Advanced Electrostatic Sprayer Technology:

- **Comprehensive Coverage:** Our disinfection service utilizes state-of-the-art electrostatic sprayers that ensure 360-degree coverage of surfaces, including hard-to-reach areas such as corners, crevices, and undersides.
- **Efficient Application:** The electrostatic sprayers charge the disinfectant particles, causing them to adhere uniformly to surfaces, providing an even and thorough application.

### EPA-Registered Disinfectants:

- **Effective Against Pathogens:** We use EPA-registered, hospital-grade disinfectants that are proven to be effective against a wide range of dangerous pathogens, including COVID-19, H1N1, SARS, MRSA, E. Coli, and Salmonella.
- **Safe and Eco-Friendly:** Our disinfectants are eco-friendly, hypo-allergenic, and non-harmful, ensuring the safety of both the environment and the people using the facilities.

### Specialized Disinfection for High-Traffic Areas:

- **Critical Surfaces:** We focus on disinfecting critical hard surfaces such as floors, door handles, handrails, switches, sinks, toilets, tables, counters, and hard-backed chairs. These high-touch areas are key points for preventing the spread of infections.
- **Rapid Drying:** Treated areas dry quickly, allowing facilities to be accessible within 30 minutes of service completion.

### Customized Risk Assessment:

- **Tailored Solutions:** Our experts conduct a customized risk assessment to understand the unique processes and protection levels required for each facility. This ensures that our disinfection services are tailored to meet the specific needs of the facility.
- **Continuous Support:** We work closely with our clients to provide ongoing support and adjust our services as needed to maintain a high level of hygiene and safety.



**Protecting Against COVID-19:**

- **N List Products:** Our specialists use disinfectants listed on the EPA's N List, approved for use against SARS-CoV-2, the virus that causes COVID-19. This ensures that our disinfection processes meet the stringent criteria set by health authorities.
- **Expert Handling:** All our specialists wear appropriate protective gear while conducting disinfection services, and in cases of COVID-19 exposure, we set up special staging areas for donning and removing this gear to prevent cross-contamination.

By incorporating these professional disinfection services into our routine cleaning tasks, ABS ensures that the City of Coppell Municipal Parks restrooms are not only clean but also thoroughly disinfected, providing a safe and hygienic environment for all users. Our commitment to using advanced technology and EPA-registered disinfectants demonstrates our dedication to maintaining the highest standards of cleanliness and safety.

**ABS Disinfection Technicians**



\*Actual ABS Technicians

## Training Program

The training program at Andrew's Building Service is very detailed and comprehensive. All new employees go through three steps of training before they're permanently assigned to the building. The three steps are Classroom Training, Online Training, Video Training and Hands-on Training. Each training session is tailored to the environment they will be assigned to work.

### Before Job Placement: Cleaning Basic Training

Andrews Building Service maintains a complete library of video medias through our company's website and headquarter office, on office cleaning, restroom cleaning, elevator cleaning, window cleaning, floor and carpet care procedures. Upon completion of classroom training, each group or individual will be shown diagram / map for their assigned area.

### On the Job Training (OJT): Hands On Training

Hands-on training is the second step of training and most essential part of the training programs. This is performed at the actual working area with a supervisor in attendance. At first, the trainee is shown the area he or she will be assigned. During this time, he or she is obligated to become familiar with any special instructions, such as doors to be locked after cleaning, alarm setting procedure, etc. Then the first 2-3 hours, a supervisor work with the trainee showing actual cleaning procedures and answering all questions. Upon completion of their assignment each day, the day is to be thoroughly inspected by a supervisor and the trainee, until a supervisor feels very confident in the trainee's performance.

### On-Going Training: Quarterly – Health, Safety, & Environmental Protection Training

Quarterly, ABS conducts field training to reinforce our staff's quality of work and to ensure the utmost quality to our customers. We will have a supervisor watching the staff as they clean and instruct them of correct ways to clean. ABS trains staff in a way so that their workmanship is satisfying to use and to our customer. In some instances, this will be determining their job assignments on to which part of the cleaning process they will take part in.

- ABS conducts quarterly safety session; topics Include:
  - Personal Protective Equipment
  - Proper Lifting Techniques
  - Electrical Safety
  - Chemical Safety
  - New Equipment Operation

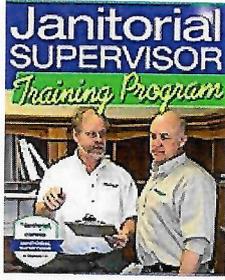
ABS employees will have an option to participate quarterly safety session at ABS headquarter or going into company's website, [andrewsbuidingservice.com](http://andrewsbuidingservice.com), and each of the progress will be checked by their supervisor.

### Management Training

ABS's management teams are required to complete 80-100 hours of management and leadership training.



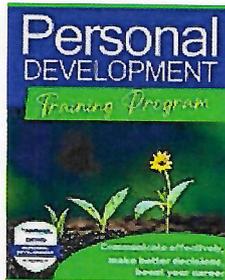
The training includes modules for:



1. Janitorial Supervisor



2. Customer Service



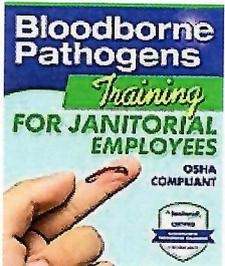
3. Personal Development



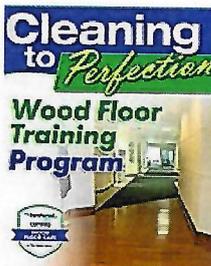
4. Disinfection Control



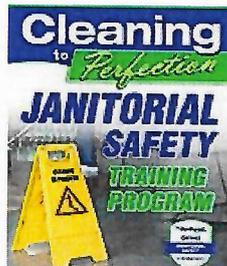
5. Green Cleaning



1. Bloodborne Pathogens



2. Wood Floor



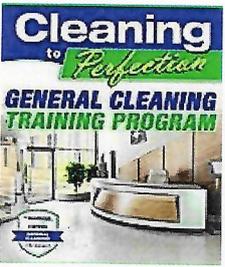
3. Janitorial Safety



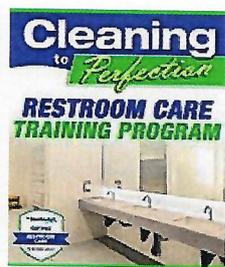
4. Carpet Cleaning



5. Hazard Communication



1. General Cleaning



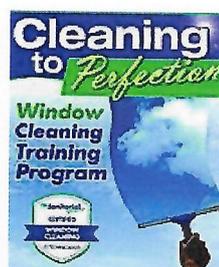
2. Restroom Care



3. Ceramic Tile



4. Hard Floor Care



5. Window Cleaning

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## ABS JANITORIAL SUPERVISOR TRAINING QUIZ ANSWER SHEET

Employee Name: \_\_\_\_\_ Employee #: \_\_\_\_\_  
 Department: \_\_\_\_\_ Total Correct Answers: \_\_\_\_\_  
 Total Training Video Time: 35:27 minutes

### ROLE OF THE SUPERVISOR

Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 11 What is the primary responsibilities of a supervisor?  A. To resolve problems as they arise B. Make sure the team is productive C. Guide the crew to make sure goals are being met D. All the above	A B C D
2 of 11 Supervisors may fail because they make changes too fast.  A. True B. False	A B C D
3 of 11 What can you do as a supervisor to increase your chance of success?  A. Be friends with the cleaners B. Have weekend parties and invite the cleaning staff C. Earn the respect of the cleaners D. Establish low expectations for the cleaners	A B C D
4 of 11 Which of these are NOT qualities of a good supervisor?  A. Believes safety is an important part of the job B. Has a desire to learn and succeed C. Can talk his/her way out of a sticky situation with a client D. Has integrity, is honest and trustworthy	A B C D
5 of 11	A B C D

## ABS JANITORIAL SUPERVISOR TRAINING QUIZ ANSWER SHEET

One of the supervisor's common job duties is to keep all the company vehicles clean.  A. True B. False	
6 of 11 Who pays a fee when an alarm is set off by cleaners?  A. The building owner or manager B. The supervisor C. The cleaner D. The owner of the cleaning company	A B C D
7 of 11 Which of these is a not a cost control activity?  A. Increase productivity B. Double the frequency of an area clean C. Reduce waste D. Use efficient products and equipment	A B C D
8 of 11 A supervisor should communicate with their manager:  A. Once per month B. Once every other week C. Once per day D. Once per week	A B C D
9 of 11 If an employee is working carelessly and damaging property or not following safety procedures the supervisor should terminate that employee.  A. True B. False	A B C D
10 of 11 When are employees allowed to commit unsafe acts?  A. To save money B. If they don't have time to complete the job C. They have a better way of completing the work D. Never	A B C D

## ABS CLEANING PROCEDURES QUIZ ANSWER SHEET

Employee Name: \_\_\_\_\_ Employee #: \_\_\_\_\_  
 Department: \_\_\_\_\_ Total Correct Answers: \_\_\_\_\_  
 Total Training Video Time: 35:27 minutes

### RESTROOM CLEANING

Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 6 The 5 common complaints of restroom cleaning are:  A. Dirty partitions, dirty ceiling vents, empty supplies, debris on the floor, hair in the drain B. Debris on walls, empty supplies, dirty partitions, dirty mirrors, odors C. Empty supplies, dirty fixtures, dirty mirrors, debris on floor, odors D. Burnt out light, dirty dispensers, dirty wood work, debris on floor, no air freshener	A B C D
2 of 6 The first step to restroom cleaning is:  A. Clean the toilet B. Clean the counter-top and sink C. Clean the urinals D. Stock all supplies	A B C D
3 of 6 What color of microfiber should you use to clean Toilets?  A. Red B. Blue C. Green D. Yellow	A B C D
4 of 6 Why should you pour water down the floor drain?  A. To keep water in p-trap B. To wash the floor drain grid C. To make sure it is draining properly D. To prevent odors	A B C D
5 of 6 Why do you use color coded microfiber cloths?	A B C D

## ABS CLEANING PROCEDURES QUIZ ANSWER SHEET

A. In order to know what surfaces to clean B. To know what chemical is used with it C. So you don't cross contaminate surfaces D. All of the above	
6 of 6 The last step to cleaning a restroom is:  A. Turning off the lights B. Mopping the floor C. Shutting door D. Removing wet floor sign	A B C D

### DUSTING

Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 6 The 4 common complaints of dusting are?  A. Items moved, spotty dusting, soiled areas, items broken B. Blinds not dusted, items moved, high area missed, items broken C. Desk tops not dusted, ledges not dusted, soiled areas, items broken D. Corners and edges not dusted, blinds not dusted, chair legs not dusted, items broken	A B C D
2 of 6 While dusting you should move counter-clockwise to insure all areas are dusted.  A. True B. False	A B
3 of 6 You should always do the high dusting before low dusting.  A. True B. False	A B
4 of 6 Long, flat, microfiber dusters are well-suited for dusting which areas?  A. Light fixtures, desk tops B. Filing cabinets, cubical cabinets, partitions C. Table tops, phones D. Office chairs, computer screens	A B C D

### ABS SAFETY TRAINING QUIZ ANSWER SHEET

Employee Name: \_\_\_\_\_ Employee #: \_\_\_\_\_  
 Department: \_\_\_\_\_ Total Correct Answers: \_\_\_\_\_

INTRODUCTION - WORKPLACE SAFETY	
Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 5 When removing trash use your feet to compress the trash in brute.  A. True B. False	A B
2 of 5 You are responsible for your own safety, there for you should:  A. Establish your own rules and work practices B. Wear PPE when you want C. Attend safety trainings D. Remove or damage warning signs	A B C D
3 of 5 Which of these is an unsafe condition?  A. Roof leaks B. Entry and exit signs with lights burned out C. Tripping hazards D. All the above	A B C D
4 of 5 When must you report any unsafe situations to your supervisors?  A. The next day B. At the company meeting C. Immediately D. After your shift is complete	A B C D
5 of 5 Burned-out lights and unlocked doors are not hazards and unsafe conditions.  A. True B. False	A B C D

### ABS SAFETY TRAINING QUIZ ANSWER SHEET

DRIVE SAFELY

Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 2 When climbing in and out of a vehicle you should maintain a two-point contact.  A. True B. False	A B
2 of 2 When driving secure exterior and interior supplies and equipment because:  A. Can damage equipment B. Injure the driver and others C. Can damage the vehicle D. All of the above	A B C D

EMERGENCY PREPAREDNESS	
Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 7 Exit doors do not need a panic push bar for easy opening  A. True B. False	A B
2 of 7 In a fire evacuation, you should establish what?  A. A list of materials that were in the room B. An employee meeting place C. A call that everyone recognizes D. The direction you will run	A B C D
3 of 7 Why should you not use an elevator during a fire?  A. They may fall B. They fill with smoke C. The fire fighter's may use them D. All of the above	A B C D

### ABS BLOODBORNE PATHOGENS QUIZ ANSWER SHEET

Employee Name: \_\_\_\_\_ Employee #: \_\_\_\_\_  
 Department: \_\_\_\_\_ Total Correct Answers: \_\_\_\_\_  
 Total training video time: 46:47 minutes

KEY DEFINITIONS	
Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 4 Bloodborne pathogens are microorganisms present in human blood that can cause disease in humans.  A. True B. False	A B
2 of 4 HBV stands for Hepatitis C virus?  A. True B. False	A B C D
3 of 4 Controls that reduce the likelihood of exposure by altering the manner in which a task is performed describes.  A. Universal controls B. Work Practice Controls C. Sterilize controls D. None of the above	A B C D
4 of 4 OPIM stands for:  A. Other pathogens that infect materials B. Other Potentially Infectious Materials C. Other Present Infection Materials D. None of the above	A B C D

### ABS BLOODBORNE PATHOGENS QUIZ ANSWER SHEET

EXPOSURE INCIDENTS	
Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 3 A common cause of an exposure is:  A. Puncture by a sharp object B. Open cuts or skin abrasions C. Sexual contact D. All the above	A B C D
2 of 3 What are the 3 common exposures?  A. Hepatitis C, FLUS, HIV B. Hepatitis B, HIV, Shingles C. Hepatitis C, HIV, Hepatitis B D. Hepatitis A, HII, shingles	A B C D
3 of 3 Cleaning workers are no at risk of exposure:  A. True B. False	A B

PPE - PERSONAL PROTECTIVE EQUIPMENT	
Circle the correct answer.	The participant grading the quiz will circle the correct answer.
1 of 5 Wearing appropriate PPE cannot significantly reduce the risk of contracting HBV.  A. True B. False	A B

## Safety Program

### Company Safety Policies

Andrews Building Service enforces a zero-tolerance safety policy on drugs, alcohol and any other prohibited substances. Our safety policies are designed to maintain the integrity our customer's property and to provide a safe working environment for our employees. We also acknowledge that we have a responsibility to provide a safe working environment for the company's employees, clients and others having business with the company. Therefore, Andrews Building Service prohibits any illegal items and substances from being brought on company's premises, or friends or family members or others working on the job site. If any of ABS's employees are detected with any level of illegal drugs, alcohol or other substances which affect employee's ability to perform work safely, the employee will not be allowed on the premises and will be subject to termination.

### Andrews Building Service's Responsibility

- Train and inform all employees about the dangers of exposure to bloodborne pathogens. (Occupational Safety and Health Administration: 29 CFR 1910.1030)
- Furnish all employees with protective clothing and gear. Train employees regularly on how to use all cleaning equipment, according to the manufacturer's instructions. Employees who work in areas that require protective clothing and gear are required to sign a consent form stating that they will wear all proper gear at all times or be subject to disciplinary action.
- Employees are responsible for cleaning their equipment and work areas before properly storing away.
- All employees working in areas with Sharps Hazardous Disposal Boxes must undergo the proper training on handling hazardous waste and needles.
- Employees must report any incidents with Sharps hazardous boxes or needles of any kind to their supervisor immediately. Anytime an employee is working around any infectious materials, that employee must inform their supervisor. Supervisors must then immediately report any incident that occurs to their Project Manager immediately as well as to the proper authorities. Medical examination and treatment must be administered immediately to any employee injured while working in a hazardous area.

### Prohibited Articles

The following articles are prohibited from use, possession, selling, distribution or transporting in any of the facilities, premises, or work places that Andrews Building Service is associated with:

- Unauthorized alcoholic beverages, illegal or illicit drugs, including marijuana, mood or mind-altering substances, "look-alike" substances, designers and synthetic drugs, and certain inhalants of abuse.
- Product and paraphernalia related to illegal drug or substances use. Employees and others covered by this policy may maintain on company premises prescription drugs and "over the counter" medications provided:
  - The prescription drugs are prescribed by an authorized medical practitioner for current use (within the past 12 months) of the person in possession.
  - The drugs, both prescription and over the counter are limited to one day's supply, and must be kept in the original container.



### Safety Regulations

All Andrews Building Service employees must read, understand and comply with all company safety regulations policies. The safety policies of the company are put in place at each job location to provide a safe working environment for every ABS's employee and its customers. Any violation of any of the policies herein by Andrews Building Service employees will be grounds for disciplinary action and could include termination.

All employees have a right to refuse to work under any condition that constitutes a violation of these policies or any of Occupational Safety and Health Administration (OSHA)'s codes or policies.

### Company Safety Training

All new employees must be instructed and trained in the following areas before starting on the job site:

- Infection control
- Bio-Hazard
- Hazardous Material
- Customer safety
- Safety equipment/gear
- Fire Safety
- Waste Disposal procedures

#### Wet Floor Sign Usage:

- Hallways & Public Areas – one floor sign or cone at least every 25 feet.
- Individual Rooms – at least one sign per room.
- Restrooms – restroom closed signs.
- Spills – always put up a sign on spills as soon as it is discovered.

#### Equipment Usage Safety Training

- Frayed cords
- Safety cut off
- Cleanliness
- Awareness of tenants when using, do not leave in halls
- Correct methods of moving or lifting
- Correct removal of plugs from sockets

#### Trash Handling

- Never pick up Bio-Hazards
- Handle carefully in case there are broken items inside
- Report any sharps or needles to supervisor

#### Chemical Safety Usage

- Never mix any chemicals
- Label all bottles
- Refer to Material Safety Data Sheet (MSDS) book for information on chemicals
- If in doubt on chemical usage, ask your supervisor

#### Facility Safety and Awareness

- Safety Departments – Security, Police, and Fire Department
- Fire Procedures
- Smoking Policies
- Hazardous Material

**Uniform Safety**

- Employees must be in uniform at all times
- Uniforms must be neat, tuck in slacks properly and a belt must always be worn.
- Open toe shoes are prohibited
- Name tags or company ID must be worn at all times
- Hair style must be neat, and must not be a hazard to the job

**Policy Enforcement:**

Because of the importance of this policy, from time to time, the company will take steps to ensure that it is being followed.

- These steps can be up to and including urine and/or blood screening of company personnel, if probable cause is present.
- Urine and/or blood screening of company personnel who are involved in an on the job accident that requires medical treatment or that involves damage to company property.

**Penalties for Violating Policy**

Any person found in violation of this policy, or who refuses to submit to a post-accident urine and/or blood drug screening test shall be removed from company or client’s property and be subject to disciplinary action which could include termination of employment.

Any person who, as a result of drug testing and screening is found to have a detectable level of a prohibited drug or substance in their system will be considered in violation of this policy and will be removed from company premises, and/or our customer’s premises and will be subject to disciplinary action, up to and including termination. All subcontractor/supplier personnel and other third parties on company premises or customer’s premises will be subject to this policy.

Abuse of alcohol and drugs is recognized as an illness treatable by rehabilitation. Accordingly, when it is determined that an employee is suffering from an alcohol or drug abuse problem, efforts will be made to assist the employee. However, this does not preclude under the policy, company’s right to administer discipline up to and including termination.

**Official Uniforms**

Andrews Building Service uniforms (shirts & pants) shall be Navy Blue in color with ABS logo located on the shirt’s top left area. ABS will provide each shift employee two (2) sets of uniforms for four (4) times a year. Employees are responsible for the care and maintenance of their uniform.

All ABS employees will have proper safety devices, equipment and safety vests that are meet OSHA and TXDOT safety standards.

