

Proposal for Janitorial Services for:

Highwoods Properties

3 Peachtree Drive
Atlanta, GA 30326
March 5



General Building Maintenance, Inc.
3835 Presidential Parkway, Suite 200
Atlanta, GA 30340



General Building Maintenance, Inc
Corporate Headquarters
3835 Presidential Pkwy Suite 200
Atlanta, GA 30340
800-445-6789 | www.gbmweb.com

Atlanta • Birmingham • Charlotte • Colorado Springs • Dallas •
Denver • Greensboro • Huntsville • Jacksonville • Los Angeles
• Miami • Nashville • Orlando • Raleigh/Durham • Richmond •
Tallahassee • Tampa • Tidewater • Washington DC •



March 5

Michelle Hodge, Senior Property Manager
Highwoods Properties
3414 Peachtree Rd NE, Suite 118
Atlanta, GA 30326

RE: Janitorial Services Proposal for Highwoods Properties - Atlanta

Dear Michelle;

We greatly appreciate the opportunity to propose on Janitorial Services for Highwoods Properties.

General Building Maintenance, Inc. (GBM) is a privately-owned corporation and is a certified Minority Business Enterprise that has specialized in commercial cleaning for over 35 years.

Established in 1983, GBM provides janitorial services in 15 cities across the United States. We clean more than 60 million square feet each night of Class "A" office space, school and university facilities, medical facilities, major resorts, manufacturing and retail buildings. GBM is dedicated to providing consistent, first-class cleaning services at an economical price.

GBM's clients include the States of Tennessee and Florida, landmark buildings in several states, hospitals and medical office facilities. GBM maintains a stable workforce of dedicated, well-trained cleaners, supervisors, and managers who truly care about quality and customer service.

Please contact me if you have any questions.

We look forward to working with you and providing you with exceptional service.

Best Regards,

Joe Woodson
GBM President



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Proposal for Janitorial Services
Highwoods Properties
March 5, 2021



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SECTION 1

GBM

Services



EXECUTIVE SUMMARY

General Building Maintenance, Inc (GBM) is a privately-owned, certified Minority Business Enterprise corporation that has specialized in commercial cleaning for nearly 38 years.

Established in Atlanta in 1983, GBM provides janitorial services to satisfied customers in 20 cities across the US and has expanded to include facility maintenance programs to fit individual clients' needs. Presently, GBM employees clean more than 60 million square feet each night of Class "A" office space, school and university facilities, hospitals, major resorts, manufacturing and retail buildings and is dedicated to providing consistent, first-class cleaning services at an economical price.

With the use of technology, GBM has created an environment that encourages accountability among the staffers who will be working in your environment. In order to maintain your brand image, GBM has the resources to invest in the latest equipment and software which allows our staff to be in constant communication with clients and service partners to ensure proper follow-up and immediate correction of any service deficiencies, should they arise, and also to discuss any areas of concern towards maintaining 100% satisfaction. Routine and surprise inspections are conducted by our General Managers, Quality Assurance Managers, and members of the Executive Management team, so that quality levels which meet your satisfaction are achieved.

APPROACH

Rather than a "team" approach to cleaning, GBM increases productivity by using an "area of responsibility" approach. Cleaners are instructed to complete all tasks within the scope of their individually designated square feet area. This allows for heightened accountability as GBM supervisors know precisely which employee is responsible for which area, and can easily praise an individual's work or address any deficiencies.

Before operations commence, the GBM Managerial team walks your properties and establishes precisely the staff and equipment needed to perform the cleaning to the highest standards.



GBM employees dedicated to your service are recruited through Job Fairs, either in house or hosted at a location near the project site, depending on which is more convenient for you. GBM uses eVerify in order evaluate prospective employees and determine who will work best in your building.

GBM employees are trained on the latest OSHA/safety advancements, proper chemical usage, GBM's Green Initiative, and new technology. Both online and field training are conducted and GBM regularly holds training seminars/workshops at our corporate headquarters and branch locations.

GBM encourages our staff and provides them with the resources to pursue the Registered Building Service Manager (RBSM) certification, Certified Building Service Executive (CBSE), and ISSA certification (all company Executives, General Managers and Quality Assurance Managers). GBM also encourages attendance at industry trade shows, subscribes to industry-related trade journals, and utilizes educational seminars from BOMA and IFMA.

When GBM is awarded your contract, you can be assured of a quick and smooth transition of cleaning teams as efficiency is maintained by our professional, dependable employees. Our Supervisors and Managers are readily reachable whenever you need to communicate.



SINCE 1983

GENERAL BUILDING MAINTENANCE ZERO DEFECTS

Core Capabilities

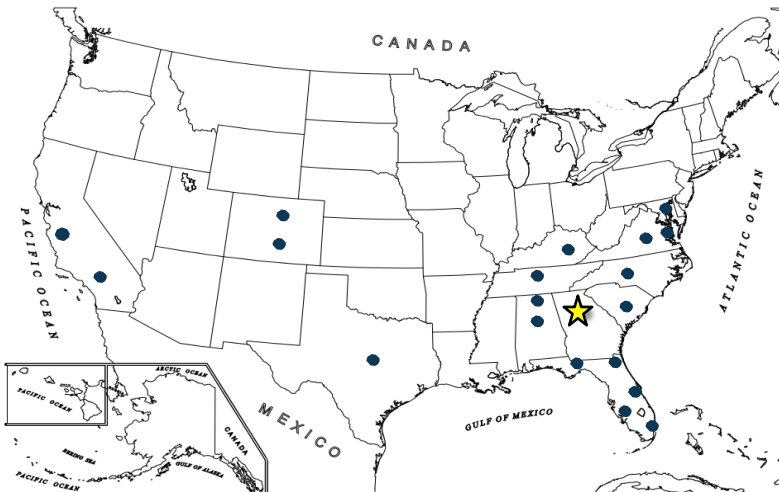
General Building Maintenance, Inc. (GBM) is a privately-owned company offering comprehensive janitorial services to the Southeastern United States as well as Texas, California, and Colorado. Founded in 1983, we specialize in providing facility maintenance and green cleaning to corporate headquarters, multi-tenant spaces, medical and educational facilities, manufacturing plants, and government buildings.

We actually hold ourselves accountable to our company policy of "zero defects" for the 60 million square feet of facility space that we clean. This high standard motivates us to keep our clients 100% satisfied.

Codes

- DUNS Number - 107531477
- ISO 9002 International Quality Standard Certified
- Homeland Security E-Verify - 33255
- Minority Owned Business - NMSDC #AT01396
- Building Owners and Managers Association
- International Facility Managers Association
- International Sanitary Supply Association

Branch and Corporate Office Locations



www.gbmweb.com

About the Company

- Carpet Cleaning, Maintenance, and Restoration
- Wood Floor Services
- Pressure-washing
- Window Cleaning
- Handyman Services
- Construction Clean-up
- Marble/Granite Services
- Landscaping and Snow Removal
- HVAC Filter/Light Bulb Replacement
- Touch Up Painting and Detailing

Company Certifications

NAICS:

- 561720-Janitorial
- 561730-Landscaping

NIGP:

- 39-Janitorial/Custodial Services
- 91039 - Janitorial/Custodial Services

UNSPC:

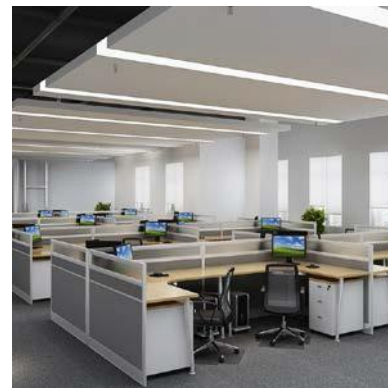
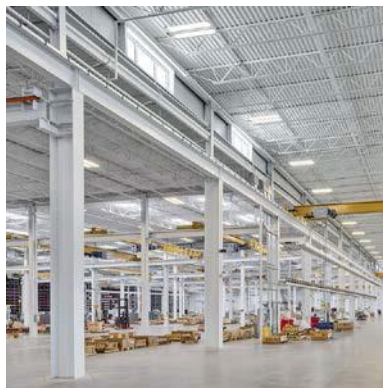
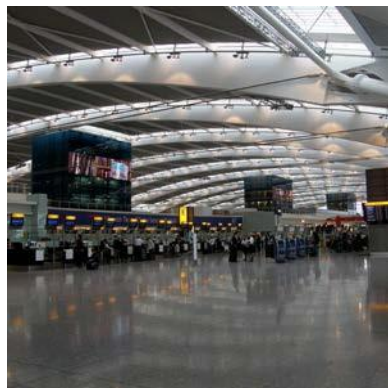
- 76 - Industrial Cleaning Services
- 7611-Cleaning and Janitorial Services
- 761115-General Building and Office Cleaning Services

Clients/References

The following are some of our clients:

- CBRE
- Cushman & Wakefield
- Fulton County Schools
- International Hotel Group
- Jones Lang LaSalle
- Piedmont Fayetteville Hospital
- State of Florida
- ra swester
- oo t a ta

AREAS OF EXPERTISE



- Office Buildings
- Resorts – Kitchens, Restaurants & Convention Centers
- Commercial and Corporate Facilities
- Government Complexes
- Hospitals & Medical Office Buildings
- Schools- K-12 and Higher Education
- Manufacturing Facilities/Plants
- Airports-Complete Custodial Services
- Clean rooms Up to Class 1, Laboratories, Semiconductor Wafer Fabs
- Convention Centers/Exhibition Facilities
- Minor Mechanical Services/Regular Scheduled Maintenance
- Lawn Care Services
- LED Lighting Updgrades/Light-Bulb/Ballast Changing Services
- Office Cubicle Reconfiguration/Moving Services

SERVICES OFFERED



- Comprehensive Carpet Cleaning, Maintenance and Restoration
- Marble/Granite Services
- Emergency Water Extractions
- Clean Room Services
- VCT Floors, Terrazzo, and Tile Services
- On-site Inspection



- Commercial Landscape Management
- Landscape Enhancement
- Landscape Analysis and Budget Planning Services
- Water Management/Irrigation
- Fertilization
- Weed Control
- Tree Trimming / Pruning



- Drain Cleaning
- HVAC Filter Replacement
- Tightening Grades
- Light Bulb Replacement
- Lock Changing
- Ceiling Tile Replacement
- Touch Up Painting and Detailing



NATIONAL RECOGNITION

- Elite Member, National Minority Supplier Development Council
- Member, State Minority Business Development Council of AL, AZ, CO, FL, GA, MD, NC, SC, TN, TX,
- Top 100 National Diversity Contractor Award Recipient
- 50 Fastest Growing Asian American Business of America
- Top 35 Fastest Growing Business in Atlanta
- Best Contractor Award Recipient by Multiple Corporations
- Small Businessman of the Year Award Recipient
- Business Hall of Fame Laureate

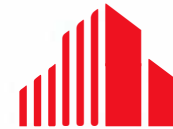
PROFESSIONAL ASSOCIATIONS and MEMBERSHIPS



GBM's Prestigious Clients Include...



COMMONWEALTH
COMMERCIAL
Comprehensive Property Solutions



CUSHMAN &
WAKEFIELD



ST. JOHNS
RIVER
STATE COLLEGE



SINCE 1983



SINCE 1983

Testimonials

"General Building Maintenance has consistently helped us maintain our high standards. Your workers attention to detail and pride in their workmanship puts your firm head and shoulders above any other cleaning service we have engaged." Gough W. Thompson, Jr. - East West Realty Company

"I'd like to take this opportunity to tell you how much I have enjoyed working with General Building Maintenance. The cleaning of Lincoln Pointe has been far above average. Thank you for the superb service your company has given Lincoln Pointe."

Karen L. Bingham - Lincoln Property Company

"I'm an employee of Raytheon. Your company provides janitorial services for our company and I just wanted to let you know that we are pleased with the good job that your employees have been doing. It's nice to come into my office and have it so clean every day. " Shelley Jones - Raytheon



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GBM REFERENCES

Cumberland IV

Managed By: Crocker Partners
3225 Cumberland Blvd, Suite 110
Atlanta, GA 30339
209,118 Square Feet; Multi-tenant Office Building

Contact: **Terry Glawe**

Phone: 404-419-1714

Email: tglawe@crockerpartners.com

Deerfield Point 100 & 200

Managed By: Transwestern Properties
12725 Morris Road Ext., Suite 180
Alpharetta, GA 30004
200,000 Square Feet; Multi-tenant Office Building
and

5900 Windward Parkway

Managed By: Transwestern Properties
5900 Windward Parkway
Alpharetta, GA 30005
132,000 Square Feet; Multi-tenant Office Building

Contact: **Patricia Mixon**

Phone: 770-559-1886

Email: patricia.larro@transwestern.com

River Ridge

Managed By: Capridge Partners
9040 Roswell Road
Atlanta, GA 30350
178,941 Square Feet
Multi-tenant Office Building
and

1775 The Exchange

Managed By: Capridge Partners
1775 The Exchange SE
Atlanta, GA 30339
96,955 Square Feet; Multi-tenant Office Building

Contact: **Nicole Felder**

Phone: 678-585-2283

Email: nfelder@capridgpartners.com

Zoo Atlanta

800 Cherokee Avenue SE
Atlanta, GA 30315
153,050 Square Feet

Contact: **Eric Hall**

Phone: 404-624-5893

Email: ehall@zooatlanta.org

THIS CERTIFIES THAT

General Building Maintenance, Inc
dba GBM



* Nationally certified by the: **GEORGIA MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 561720; 561730

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

12/18/2020

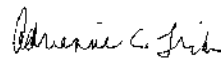
Issued Date

AT01396

Certificate Number

02/28/2022

Expiration Date


Adrienne Trimble



Stacey Key, President and CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

General Building Maintenance

Quality Control Program



SINCE 1983



GBM QUALITY CONTROL MISSION STATEMENT

To ensure customer satisfaction by providing quality services on a consistent basis and develop an exceptional workforce that is recognized as the finest in the building services industry.

OUR COMMITMENT TO YOU

Our goal at GBM is “**ZERO DEFECTS**”. While no company can offer perfect services, our experience enables us to function with “**NEAR ZERO COMPLAINTS**”. Our Quality Assurance starts with our policies and systems based on the principle of prevention.

These programs assign accountability and provide structural methods to evaluate and control quality levels. Each facility under contract to GBM is personally inspected by a GBM Manager on a pre-scheduled basis. Additionally, all locations undergo rigorous planned and surprise inspections on a regular basis, by all levels of management staff, including corporate executives.

Our commitment to you is to **consistently meet or exceed your expectations.**

PROCEDURES:

1. GBM establishes and maintains documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the quality systems.
2. The management representative schedules and informs the responsible manager one week prior to audit.
3. Internal quality audits are scheduled on the basis of the status and importance of the activity to be audited and are carried out by personnel independent of those having direct responsibility for the activity being audited.
4. The results of the audits are recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area processes all corrective actions on deficiencies found during the audit. The management representative will receive all corrective action reports.

5. A follow-up audit within five days verifies and records the implementation and effectiveness of the corrective action taken.
6. All records are maintained by the management representative for use in management review.

PROCEDURES FOR NONCONFORMING PRODUCT

SCOPE:

For all products and services provided by GBM.

PROCEDURES FOR SUBCONTRACTED SITES:

1. During all routine inspections, if a building receives a grade of 80% or below based on the quality system requirements of GBM, then the Quality Assurance Manager will notify the General Manager and/or Operations Manager of the nonconforming conditions. The General Manager/Operations Manager will issue the nonconforming product.

PROCEDURES FOR IN-HOUSE ACCOUNTS:

2. If the Project Manager /Supervisor, property and/or in-house account receive notice of non-conformity, it will be requested that the Project Manager and/or Supervisor meet with the General Manager/Operations Manager/Project Manager, respectively, to discuss the nonconformity and correct any actions on the nonconforming report. An investigation on the General Manager/Project Manager/Supervisor will be performed on in-house accounts that receive nonconformity. Based on the Quality Grading Policy, any building meeting the criteria for initiating the process of termination will use the following guidelines:
 - Continuing nonconforming conditions will be brought to the attention of the president. The president will then perform an audit and inspection of the site. If the inspection concurs with the nonconformity, the president will then assign a new subcontractor for the building, the existing subcontractor and/or Project Manager will be removed from the property. If the president does not concur with the original findings, a corrective action will be issued and an evaluation of the inspection process will be initiated.
 - Clients will be notified of any changes that may occur to the subcontractor and/or Project Manager.
3. All records of nonconforming reports will be maintained at the branch office, copies will be filed at corporate headquarters with the Management Representative and the subcontractor's and/or Project Manager's file. Disposition of nonconformity is defined in the Quality Grading Policy.

QUALITY CONTROL MANAGER TRAINING

1. Eight hours of the first day of employment are spent reviewing videotapes on the following:
 - a. Blood-borne Pathogens
 - b. Fire Prevention and Safety
 - c. MSDS Rules and Regulations
 - d. OSHA Rules and Regulations
 - e. Customer Relations
 - f. The ABC's of Cleaning
 - g. Quality Control
 - h. The Right to Know
 - i. Restroom Cleaning
 - j. Floor Cleaning
 - k. Chemical Identification
 - l. The Janitorial Business
 - m. GBM's History
 - n. Cleaning Specifications
2. The second day of employment is spent with the Branch Manager/Regional Manager studying Procedures, Processes and Forms.
3. The QA Manager will receive a GBM Employee Handbook.
4. The third day of employment, the QA Manager will work the night shift with the night cleaners. This will be a hands-on training session; the QA Manager will assist in all aspects of cleaning the building.
5. The fourth day of training begins out in the field. All buildings set for inspection will be introduced to the QA Manager and the QA Manager will be taught the proper way to inspect a building in accordance with building specifications and ISO standards. Inspection training will take place for a two-week period.
6. After the two-week training period, the QA Manager will be evaluated and sent out to inspect on his/her own. During the probationary period of 90 days, the Branch Manager/Regional Manager will carefully observe the QA Manager's job performance and appropriate weaknesses in performance or attitude will be brought to the employee's attention for self-correction, prior to termination.
7. During the probationary period of 90 days, the Branch Manager/Regional Manager will carefully observe the QA Manager's job performance and appropriate weaknesses in performance or attitude will be brought to the employee's attention for self-correction, prior to termination.

Quality Control



SINCE 1983

QUALITY CONTROL INSPECTIONS

The GBM Operations Manager will meet with property management for a formal facility walk through a minimum of one (1) time per week. Informal meetings, inspections and walk-throughs will occur several times during the week. One of our corporate Quality Assurance Managers will inspect the facility a minimum of one (1) time per month.

The GBM Quality Control Inspection Form will be used during our weekly inspections to grade our service and identify areas on the property that may need additional attention. The Site Manager will be notified of the inspection results and corrective action will be taken.

INSPECTION

DATE: _____

BUILDING: _____

INSPECTOR: _____

BRANCH: _____

FLOOR: _____

CHECKED	S	U
LOBBY / ELEVATOR LOBBY - 12%		
FLOORS / EDGES /		
BASEBOARDS WINDOW SILLS		
DOORS /		
GLASS WALLS		
DECORATIONS /		
FIXTURES FURNITURE		
MATS		
VENT		
S		
RESTROOM - 30%		
FLOORS		
COUNTERS / WASH		
BASINS COMMUNES /		


SATISFACTORY - S
UNSATISFACTORY - U
NOT APPLICABLE -

CHECKED	S	U	N/A	VALUE	GRADE	COMMENTS
ELEVATORS - 6%						
PANELS / CALL				1.5		
BUTTONS TRACKS				1.5		
DOORS - INTERIOR /				1		
EXTERIOR FLOORS				1		
WALLS				1		
STAIRS						
5%				1.5		
STEPS				1.5		
LANDINGS				1		
WALLS				0.5		
FIXTURES				0.5		
BREAK / COFFEE ROOMS - 5%						
COUNTER				1		
S SINKS				1		
FLOORS				1		
WALLS				1		
FIXTURES / VENDING MACHINES				1		
FREIGHT / ELEVATOR LOBBY -				2		



QUARTERLY CUSTOMER QUESTIONNAIRE

The GBM Customer Questionnaire will be distributed to customers on a quarterly or monthly basis depending upon the Property Manager's needs. This procedure will give customers an opportunity to grade our services and identify their specific needs or concerns. The Property Manager, Site Manager and GBM management will be made aware of the Questionnaire results. Immediate action will be taken to correct any defects.



GBM CUSTOMER QUESTIONNAIRE

Please help us to continue to improve our Quality Service by completing our survey. Once you are finished, you may turn this survey in to the Quality Control Manager and / or fax to (770) 452-7227. Thank you for your time.


PROPERTY NAME _____
PROPERTY ADDRESS _____


	YES	NO
1. Is the quality of the cleaning consistent?		
2. Are you satisfied with the level of quality?		
3. Did the level of service meet your expectations?		
4. According to your contract specifications, is the cleaning service satisfactory?		
5. Did the Quality Assurance Manager meet your expectations?		
6. When talking to any of GBM 's employees, do you have a good impression overall?		
7. Is the rapport that you have with the day porters satisfactory?		
8. Is the rapport that you have with the cleaners satisfactory?		
9. Does the response time / turnaround time meet your expectations?		
10. Have you been satisfied when ordering specialty products?		
11. Are shipments received on time?		
12. Are you aware of other related services that GBM provides? Would you be interested to learn more about our services?		
13. Would you recommend GBM to colleagues?		

If you have any problems or comments that you would like to discuss, please feel free to contact our Quality Control/Operations Manager, David Davis at (770) 457-5678 or toll free (800) 445-6789. Again, thank you for your time.



At the beginning of each project, the Property Manager is given a detailed list of personnel to be contacted in the event of an emergency. If any emergency situation occurs on the property, the Property Manager should immediately refer to the Emergency Contact Sheet. The sheet lists the emergency contact information for all GBM Management and Quality Assurance personnel involved with your project. If there is a need to bring in additional personnel, it can be done within an hour. This emergency response system has a proven track record and exemplifies the GBM commitment to respond to your needs at a time of emergency.

 <small>SINCE 1983</small>	<h2 style="margin: 0;">EMERGENCY RESPONSE</h2>
<p>Date: _____</p> <p>Location _____</p>	
<p>Problem _____</p> <p>_____</p>	
<p>Caller _____ Phone _____</p>	
<p>Comments: _____</p> <p>_____</p> <p>_____</p>	
<p>Assigned to:</p> <p>Action</p>	<p><u>Action</u></p> <p><u>Taken</u></p>
	<p>Time</p>
<p><u>Follow-up</u></p>	
<p>Caller Contacted</p>	<p>Date</p>
<p>Result/Comments _____</p>	

 <small>SINCE 1983</small>	<h2 style="margin: 0;">GBM EMERGENCY</h2>
<p><u>Contact</u></p>	<p><u>Phone</u></p>
<p>1st</p>	<p>Cell:</p>
<p>2nd</p>	<p>Cell:</p> <p>Pager</p>
<p>3rd</p>	<p>Cell:</p> <p>Pager</p>

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March 5



SECTION 2

GBM

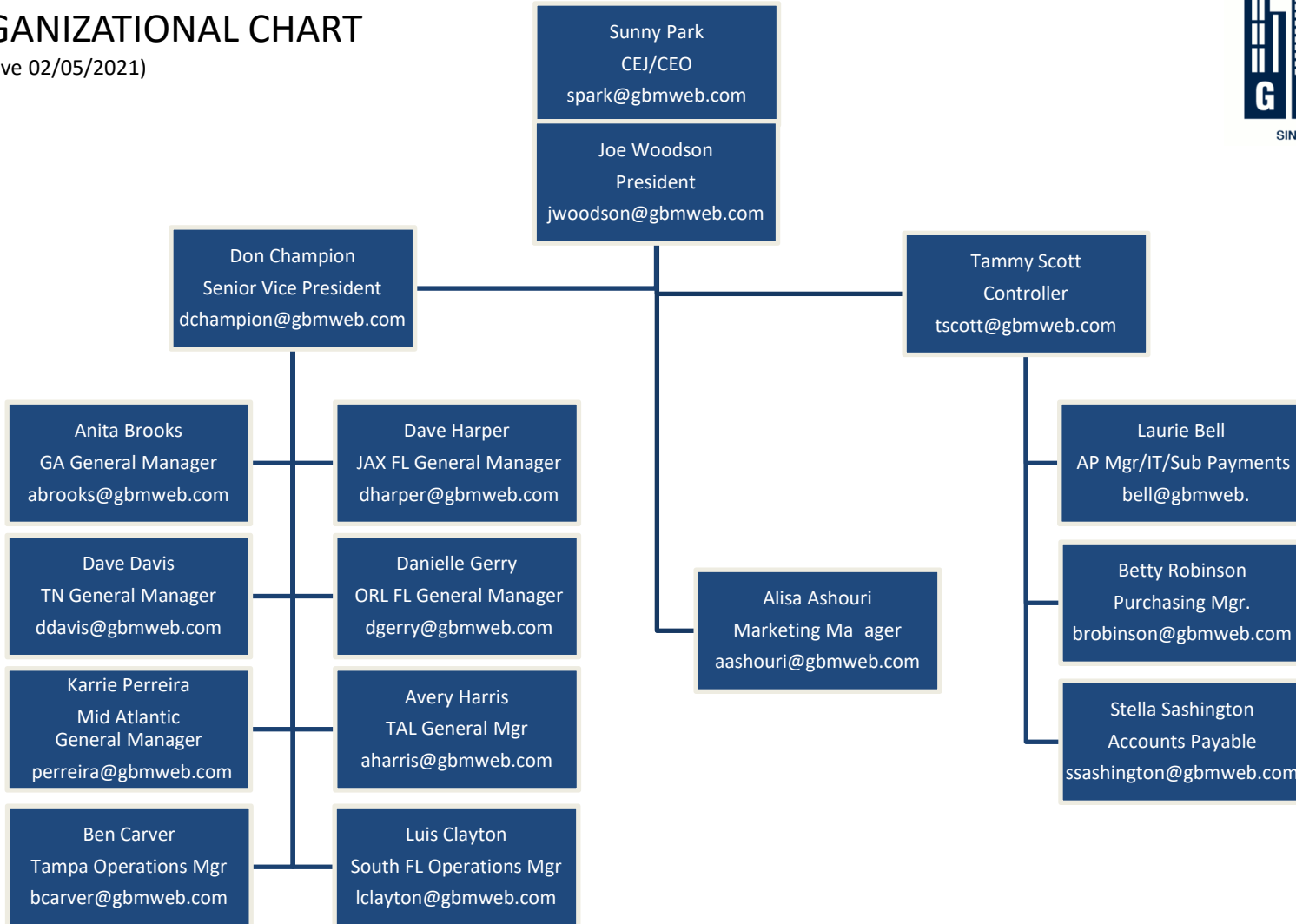
Personnel

and

Training

GBM NATIONAL CORPORATE ORGANIZATIONAL CHART

(effective 02/05/2021)



Anita Brooks
Atlanta General Manager



Phone

(404) 319-0097

Email

abrooks@gbmweb.com

Years in Building Services

15

Profile

Anita Brooks, GBM's Area Manager, is a dedicated, focused, facility manager who excels at prioritizing and completing multiple tasks simultaneously and following-up to ensure project goals are met. She is resourceful, results-oriented, and a strong problem solver.

With nearly 15 years of demonstrated success in the Building Services Industry, Anita has previously served as a project manager for the Federal Aviation Administration, Atlantic Station, and Ponce City Market in Atlanta prior to coming to GBM.

She possesses strong communications skills and is highly capable of communicating effectively with management and maintenance teams in addition to security, staff, clients, vendors, and other external parties.

Anita graduated from the University of Minnesota with a Bachelor's degree in science education and social services.

GBM highly values her expertise and grasp of the scope of commercial facility needs.

Don Champion
Senior Vice President



Profile



Phone
404-326-4730

Email
dchampion@gbmweb.com

Office Address
3835 Presidential Parkway, Suite
200, Atlanta, GA 30340

Don Champion entered the commercial cleaning industry in 1987. He brings more than 30 years of proven success in the manufacturing, pharmaceutical, aviation, technical, medical, transportation, and industrial sectors of the commercial cleaning industry to GBM.

With a proven ability to adapt and succeed in challenging business climates, Don excels at building and leading teams to perform and strive for positive results. In his role as Senior Vice President at GBM, Don oversees many facets of GBM's day-to-day operations such as pricing negotiations, contract compliance, the inspection process, equipment purchasing, and more. He also directly manages the work of GBM's General Managers.

A strategic and experienced professional, Don's background includes quality control, financial review and reporting, job cost analysis, job/union contract negotiation, initial startup and project management, manpower distribution, customer service, and efficiency program implementation and oversight. His proactive workmanship and "show and tell" leadership style led to his advancement with a number of other national service providers such as Perimeter Maintenance, Building One Services Solutions, ABM, and Entire Maintenance Solutions prior to his joining GBM.

Don earned his Bachelor of Science degree in Business Administration from Tennessee Technological University in Cookeville, Tennessee.

Joe Woodson
President



SINCE 1983



Profile

Joe Woodson is a highly respected and trusted cleaning industry executive who has more than 30 years of experience in the janitorial services and property management industries.

Joe's nominal experience includes serving as the President of a regional janitorial company, Vice President of Marketing and Business Development for a national company, Executive Vice President of a regional janitorial company, and Building Manager of a national property management company. He possesses a keen understanding of all aspects of the janitorial industry and recognizes the importance of delivering world-class customer service.

Phone

770-458-1900

Email

jwoodson@gbmweb.com

Years with GBM

15

Professional Affiliations

BOMA Member

As President of GBM, Joe is responsible for overall growth strategy, marketing and new business development, customer service and client retention, and financial oversight. As a former property manager for a national asset management firm, he fully understands property managers' concerns and addresses them in a timely, proactive manner.

Joe is committed to providing exceptional commercial cleaning services to new and existing clients. His focus on providing high quality customer services has fueled the development of numerous long-term relationships in the industry.

Joe earned his Bachelor of Science degree in Mechanical Engineering from the Southern Institute of Technology.

Sunny K. Park
Founder, CEO



Profile

Mr. Sunny Park founded General Building Maintenance, Inc. as a small janitorial company in Atlanta in 1983. GBM now has branch operations in 20 major U.S. cities and serves as a nationwide facilities maintenance service provider.

Sunny's business acumen and leadership skills have grown GBM's revenues to nearly \$30 million annually. His trusted and talented employees service more than 60 million square feet of facility and office space throughout the United States.

Sunny holds several appointed positions and board memberships including Secretary and Treasurer of the Georgia Ports Authority, USO Council of Georgia, Berry College, Emory University, Shepherd Center, Georgia Public Policy Foundation and the National Museum of Patriotism. He has conducted intensive independent management study with schools such as Indiana University and U.S. Army War College.

His honors include the 2020 Freedom Award from the Georgia Public Policy Foundation, the 2004 USO Patriot Award, the Americanism Medal from the Daughters of American Revolution, and the Patrick Henry Trophy of National Guards. Sunny was named one of the Most Influential Atlantans by the Atlanta Business Chronicle in 2005 and the Small Businessman of the Year by the Atlanta Chamber of Commerce in 2006. He was inducted into the Atlanta Business Hall of Fame in 2004 after earning the Entrepreneur of the Year distinction in 2000.

Phone

(770) 457-9019

Email

spark@gbmweb.com

With GBM

35 years

Professional Affiliations

BOMA Member

General Building Maintenance

Training Manual



SINCE 1983



SINCE 1983

GBM HOUSEKEEPING TRAINING PROGRAM

INTRODUCTION

A well-conceived training program will help achieve the professionalism of your housekeeping staff more than any other undertaking. Training improves moral, teaches methods, develops supervision, builds team spirit, and increases supervisory knowledge and confidence. A training manual, accompanying video tapes and color slides should be developed to achieve instruction and is best presented by first-line supervisors with assistance with the Job Manager. The recommended Quality Assurance Program should be used to point out subjects where employee training is necessary.

OBJECTIVES OF TRAINING

To function effectively, all housekeeping workers should be trained to know when to work, where to work, for whom to work, what work to do, how best to complete the work and what end results are desired by their employers. The use of video tapes and 35mm slide presentations simplify this training. The training objective is to accustom both inexperienced and experienced workers to the standard procedures used as quickly as possible. Classroom training will reduce the training time spent with each employee, thereby allowing more of the supervisor's valuable time to be spent elsewhere.

TRAINING SUGGESTIONS

Training is not a one-time thing. Do not begin unless you intend to continue. Learning requires repetition and convincing. Much of its value is in greater productivity and in difficult to measure, moral improvement.

As training progresses, you may wish to include a variety of subjects: programs on the handling of furnishings, cleaning methods, safety, fire prevention, housekeeping quality assurance and employment benefits can be used to good advantage. Supplementing your training efforts with instruction from both inside and outside the specific environment can contribute worthwhile and interesting information. New products, new equipment and the new techniques and procedures will always necessitate updating the training program. Do not use obsolete slides and scripts as you will quickly lose the interest of the trainees.

To be effective, training must be done from the top down; it should have the approval of all management and supervision. Without such endorsement, or where active opposition exists, the training sessions will be ineffective and the time and effort wasted.



TRAINING SUGGESTIONS (cont'd)

We recommend that supervisors be responsible for classes on a rotating basis. This not only helps them become familiar with the procedures and techniques used, but also makes them more effective supervisors. Training as a supervisory tool should be seen as more than just an additional responsibility – it is a practical way of getting the job done. The Job Manager should monitor these classes and assist supervisors in their presentations.

After training sessions are completed, an assessment should be made to determine the training's effectiveness. Effective training should result in greater understanding and job performance by trainees and trainers alike.

INSTRUCTION PREPARATION

It is essential that instructors presenting training classes be thoroughly familiar with the material to be presented. Nothing loses the attention of a group more quickly than simply showing films, slides and reading from a prepared text. The script is intended as a point of reference and is not meant to be read verbatim in training classes.

The supervisor, after he/she is familiar with the text and tapes/slides, should practice presenting the material to other supervisors and management personnel. After these initial presentations, his/her performance should be critiqued and improved. It is far better to make mistakes with peers than to be embarrassed before persons who receive the training. To prepare the presentation of this training program, the following steps are recommended:

- a. Show each slide and read aloud slowly the prepared script. Make additional notes in the spaces provided between numbers, if desired.
- b. Go through the slides again fairly rapidly, trying to remember what each slide represents.
- c. Go back through once again attempting to give a verbal explanation for each slide without referring to the script.
- d. If the supervisor is not then familiar enough with the program, begin again and continue the sequence until he/she is able to present the material in a professional manner.



TRAINING PRESENTATION SUGGESTIONS

The training classes will be successful when they are presented by well-trained and informed instructors in an environment prepared for instruction. To prepare the learning environment:

- a. Schedule and announce classes well in advance and hold them without fail at the announced time. The beginning of a work shift when minds are fresh and receptive is usually the ideal time.
- b. Make sure the room to be used is available.
- c. Make sure a sufficient number of chairs are in place.
- d. Make sure the room is comfortable and clean.
- e. Make sure the proper video tapes and slides are on hand.
- f. Make sure the video slide projector is functioning properly. Use a remote control device allowing the instructor to stand before the class while operating the projector.
- g. Make sure all persons who are to attend have been notified of the time, location, and necessity to attend.

SUGGESTIONS FOR INSTRUCTORS

The instructor should make every effort to put the class and himself/herself at ease. Humor is helpful, but should not be carried to the extreme. Present the material in a direct, matter-of-fact, conversational manner. After giving the class two (2) or three (3) times, this will come easily – each new slide will prompt the next point to be made.

Speak audibly and distinctly and use natural gestures. Look directly at the class and at individuals. It is helpful to think of yourself as speaking to family or friends and to remember that the audience is sympathetic.

Ask questions and actively seek participation. Relate personal incidents where appropriate and show a little emotion. Confidence comes from experience and knowing the subject; one learns to teach by teaching.



SUGGESTIONS FOR INSTRUCTORS (cont'd)

Go through the video tapes and slides reasonably fast. Keep the sessions short; if they run too long, the attention span tires and much of the last portion of the presentation may be wasted. All classes should be scheduled to last about sixty (60) minutes. This will ensure that sufficient time is available to cover the subject completely. Under no circumstances should the instructor rush through the class in order to meet time limitations.

Remember, best results are obtained with small groups of about ten (10) or twelve (12) people. This size class usually encourages participation, even from those who would not normally participate in a larger group. As with most learning experiences, the amount of class participation is often the best indicator of the instructor's effectiveness.

It may be helpful to remember the following when presenting the information:

- a. Announce the subject of the class from beginning.
- b. Explain the benefits of the training; improved safety, more recognition and cooperation with other departments because of better housekeeping results, job security through knowledge gained and resulting improved performance.
- c. Explain how the class will be conducted.
- d. Encourage people to participate. If questions or discussions arise, take time to recognize and deal with them, but do not argue with the self-proclaimed "expert" or "tester".
- e. If there are no questions from the class, the instructor must himself/herself question the group to ensure that it has understood the material covered.

ATTENDANCE ROSTERS AND CERTIFICATES

Each person attending the class should sign an attendance roster; a sample form is shown on the following page. These rosters should be monitored and filed to ensure that all custodians have attended the proper classes. It is also helpful to develop a master training schedule which shows what training each employee has received. After completing the entire training series, a certificate of achievement should be presented to the trainee.



ATTENDANCE ROSTER

HOUSEKEEPING SERVICES TRAINING PROGRAM

Date of Class: _____

Subject of Class: _____

Location of Class: _____

Instructor: _____

<u>Name of Attendee</u>	<u>Assignment Number</u>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____

COMMENTS:



SKILLS CHECKLIST: SAFETY PROCEDURES

Fill out this checklist for each employee who completes the training program on Safety Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Wears the proper safety gear.		
2. Wears the proper shoes and clothing.		
3. Exercises safety awareness of his/her environment.		
4. Follows proper ash and trash disposal procedures.		
5. Follows company smoking policies.		
6. Uses grounding adapters and extension cords properly and safely.		
7. Unplugs equipment before working on it or leaving it unattended.		
8. Unplugs equipment by pulling on the plug, not the cord.		
9. Does not attempt to make repairs on his/her own but rather brings issues to the attention of a supervisor.		
10. Checks paths and inspects loads before lifting.		
11. Uses proper lifting stance, bends at the knees, keeps back straight, and uses leg muscles.		
12. Gets help or uses proper moving equipment if a load is too heavy.		
13. Exercises safety on stairs.		
14. Cleans up spills.		
15. Identifies hazards, e.g. wet floors, frayed carpets, etc.		
16. Uses proper ladder safety.		
17. Transports ladders and equipment safely.		
18. Uses a respirator when working with solvents.		
19. Fully understands the safe use of cleaning chemicals.		
20. Understands how to read labels and MSDS for information.		
21. Knows emergency procedures (what to do, who to contact)		
22. Knows basic first aid.		
23. Uses each chemical only for its intended purposes.		
24. Knows who has the responsibility of mixing chemicals.		
25. Knows the location of emergency exits, fire extinguishers, and phone numbers.		
26. Brings questions or concerns to the attention of the supervisor.		



SKILLS CHECKLIST: RESTROOM PROCEDURES

Fill out this checklist for each employee who completes the training program on Restroom Cleaning Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Knows equipment & supplies required for cleaning restrooms.		
2. Knows where these materials are located.		
3. Knows how properly restock: hand towel dispensers, toilet tissue dispensers, hand soap dispensers, sanitary napkin dispensers, other _____		
4. Knows how to pull trash properly.		
5. Knows when to replace trash can liners.		
6. Knows how to remove and replace sanitary napkin bags.		
7. Knows how to empty and clean ashtrays.		
8. Knows what and how to dust.		
9. Knows how to sweep and pick up trash.		
10. Knows how to clean glass surfaces.		
11. Knows how to clean stainless steel.		
12. Knows how to clean brightwork.		
13. Knows how to clean sinks and counters.		
14. Knows how to clean and sanitize insides of toilets and urinals.		
15. Wears rubber gloves as directed.		
16. Knows how to use acid cleaners. (Optional)		
17. Knows how to remove mineral deposits from toilets and urinals. (Optional)		
18. Knows how to clean and sanitize the outsides of toilets and urinals.		
19. Consistently follows operational policy on flushing toilets.		
20. Consistently follows operational policy on leaving toilet seats up or down.		
21. Knows how to spot clean wall and partitions.		
22. Knows how to mop floors properly.		
23. Knows how to vacuum carpet properly. (Optional)		
24. Knows how to clean drinking fountains.		
25. Cleans and stores equipment properly.		
26. Consistently checks supplies and prepares for the next shift.		
27. Consistently checks own work.		
28. Consistently reports any problems to supervisor.		
29. Consistently uses the correct amounts of various chemicals.		
30. Consistently cleans restrooms within the allotted time.		
31. Consistently cleans restrooms at the required level of quality.		



SKILLS CHECKLIST: OFFICE CLEANING

Fill out this checklist for each employee who completes the training program on Office Cleaning Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Knows equipment & supplies required for cleaning offices.		
2. Knows where to locate these materials.		
3. Knows the proper use of all cleaning agents/polishes/chemicals which he/she is required to use.		
4. Knows how to empty and clean ashtrays.		
5. Knows how to pull trash properly.		
6. Knows when to replace liners.		
7. Knows how to dust properly.		
8. Knows what to dust and how often.		
9. Knows how to clean glass.		
10. Knows how to clean desks and wood.		
11. Knows how to clean filing cabinets and metal.		
12. Knows proper vacuuming procedures.		
13. Consistently sweeps areas that are difficult to get to.		
14. Knows how to dust mop resilient floors.		
15. Knows how to spot clean floors and carpets.		
16. Knows how to spot clean walls.		
17. Consistently follows operation security procedures.		
18. Consistently checks own work.		
19. Consistently cleans office areas in the allotted time.		
20. Consistently cleans offices to the required level of quality.		
21. Cleans and stores equipment properly.		
22. Consistently checks supplies and equipment and prepares for the next shift.		



SKILLS CHECKLIST: RESILIENT FLOOR CARE

Fill out this checklist for each employee who completes the training program on Office Cleaning Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Thinks and acts with safety in mind.		
2. Wears proper no-slip soled shoes and appropriate safety gear.		
3. Properly mixes and used chemicals, follows label instructions and warnings.		
4. Works from a checklist to gather equipment and supplies.		
5. Uses the proper mop for the job and floor type.		
6. Inspects work for cleanliness and thoroughness.		
7. Properly cleans walk-off mats.		
8. Dust mops properly.		
9. Damp mops properly.		
10. Returns moved furniture to its proper location.		
11. Sets up wet floor signs and blocks access to cleaning areas.		
12. Cleans and properly stores equipment.		
13. Disposes of chemicals properly.		
14. Burnishes according to proper, safe procedures.		
15. Spray buffs correctly.		
16. Lifts floor machine cord over shoulder while working.		
17. Uses only as much water or cleaner on floor surface as is needed.		
18. Allows finish to dry completely between applications.		
19. Remains aware of pad edge and avoids hitting objects or damaging pad.		
20. Knows when and how to change the floor pad and does so.		
21. Correctly cleans floor pads.		
22. Scrubs and re-coats floors correctly.		
23. Properly strips and refinishes floors.		
24. Brings any questions or concerns to the supervisor's attention.		

Proposal for Janitorial Services
Highwoods Properties
March 5



SECTION 3

GBM

Covid-19

Disinfection

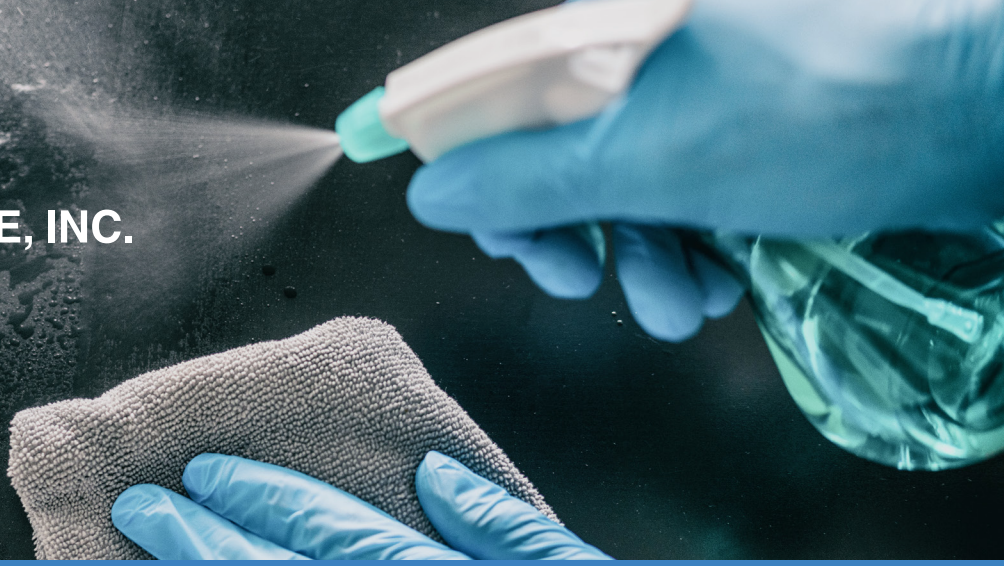


**GENERAL
BUILDING
MAINTENANCE, INC.**

CONTACT US TODAY!

(800) 445-6789

disinfect@GBMweb.com



CALL US NOW TO SANITIZE YOUR FACILITIES!

GBM'S "ZERO DEFECTS" TEAM IS READY TO BE DEPLOYED



GBM is committed to fighting the spread of **COVID-19**, other viruses, and bacteria by utilizing proven cleaning methods, a combination of powerful sanitizers, and a diligent work force.

SANITIZING SOLUTION: GBM has 38 years of reputable history using powerful yet environmentally friendly products that are proven to fight tough viruses like **COVID-19**.

THE PROCESS

GBM's Pandemic Cleaning Method includes using both atomizing/fogging devices and hand-wiping those most commonly touched areas - switch plates, elevator buttons, handrails, etc. - using EPA and CDC recommended disinfectants. Our method sanitizes and disinfects even hard-to-reach places.

Viruses can live on hard surfaces for up to two days. (One study found that the Novel Coronavirus can live on some surfaces for up to 17 days.) As a result, in addition to the methods outlined above, GBM also recommends providing hand sanitizers, sanitizing wipes, or similar supplies throughout your office area(s).



PROCEDURES

GBM's highly trained, skilled commercial cleaners, wearing appropriate Personal Protective Equipment (protective coveralls, gloves, protective eyewear, mask respirators, and booties), will first fog all areas using atomizing/fogging devices and then hand wipe hard surfaces that are commonly touched by employees or tenants with disinfectant solutions EPA approved for use against the Novel Coronavirus (COVID-19).

We cover facilities such as, but not limited to:

- Offices
- Churches
- Schools
- Hospitals
- Medical Clinics
- Factories

These hard surfaces may include, but are not limited to:

- Break room facilities (coffee pots, microwaves, refrigerators, vending machines)
- Cabinet and file drawer handles
- Countertops, sinks and faucets
- Desk areas and chair arms
- Door knobs and handles
- Elevator buttons
- Equipment controls
- Handrails
- Switch plates
- Window sills

This hand wiping process will also remove any fogging residue from surfaces.



Proposal for Janitorial Services
Highwoods Properties
March 5



SECTION 4

Pricing &

Specifications