

I & G Cleaning Incorporated

WHERE OUR CLIENT'S NEEDS COME FIRST!

TERESA HOUSTON – PRESIDENT / CEO



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Company Experience

I&G Cleaning has a vast amount of experience in the provision of janitorial services with various clients to include commercial and non-residential buildings, financial institutions, local government, industrial and manufacturing clients, national and multinational corporations. Specifically, I&G Cleaning has provided and continues to provide janitorial services to the below listed clients:



Clients

The **Chase Bank Building** with a total of 167,755 square feet and ten (10) stories. The total number of workers assigned is six (6) and one (1) supervisor. The total number of facility users is approximately 5,000. Start date of the contract is June 2017 and end date is December of 2017. This contract was five (5) days per week for six (6) months.



Clients

Cushman & Wakefield - Building with a total of 139,000 square feet and seven (7) stories high. The total number of workers assigned is five (5) and one (1) supervisor. The total number of facility users is approximately 1,000 daily. Start date of the contract is January 2013 and is still active. This contract is five (5) days per week and 52 weeks a year.



Clients

Enterprise Holdings - Buildings with a cumulative square footage of 43,500 and two (2) stories high. The total number of workers assigned is three (3) and one (1) supervisor. The total number of facility users is approximately 800. Start date of the contract is July 2010 and this is a current contract. This contract is five (5) days per week and 52 weeks a year. All of these contracts require workers to adhere to background/security checks and adherence to green building maintenance.



Experience of Key Personnel

Teresa Houston, Senior Executive – 25 years of Janitorial services and operations experience

Anthony Allen as the Project Manager/Superintendent – 14 years of janitorial services

Robert Eugene Thomas, Assistant PM/Site Supervisor – 7 years of janitorial services

Angel Peralta, Office Manager – 4 years of experience in financial reports and office support

Action Group MGMT – Subconsultant CBE firm – 20 years of administration and management support experience.

Our current staff consists of **20 employees** providing services for our clients.



Green Cleaning Practices

I&G cleaning advocates for **Green Cleaning Practices**. We use only eco-friendly products as our staff and your employees' health and well-being is important to our business. We strive to provide you with a clean healthy environment that allows you to work in an environment free of toxins. Green Cleaning Practices influence all areas, reduce water and energy usage as an environmental gain, reduce toxic chemical use benefiting the environment and health of occupants. As such, I&G Cleaning has adopted a sustainable program for Green Cleaning Practices.



Green Cleaning Practices

- Focus on reducing chemical use.
- Establish clear green product selection criteria.
- Identify sustainable equipment selection options or practices.
- Pursue ergonomics and noise level management.



Green Cleaning Practices

Reduce Chemical Usage

We train our employees to focus on more efficient procedures to reduce the overall reliance on chemicals. We use microfiber cleaning rags and mops ensuring clean surfaces without additional chemicals. Microfiber rags are reusable, and the cost is usually quickly defrayed by fewer purchases of disposable paper towels.

Product Selection Criteria

We select paper products, trash liners, and hand soaps with high recycled-fiber content to reduce the consumption of virgin timber used to manufacture these items. Using products derived from rapidly renewable fiber sources reduces the demand for fiber from old-growth forests.

Sustainable Equipment Selection

We select cleaning equipment based on the ability to maintain building cleanliness and on its ability to reduce potential damage to surfaces and furniture. Green Label Vacuum Cleaners; Carpet extraction equipment that is certified by the Carpet & Rug Institute; Scrubbing machines that use tap water with no added cleaning products or on-board chemical metering.

Ergonomics & Noise Level Management

We address ergonomics & noise levels associated with equipment selection to minimize health concerns for occupants and cleaning staff. Floor maintenance equipment that operates with a sound level of less than 70 decibels; Equipment designed to trap dust; We use HEPA vacuums & non-VOC cleaners that allows daytime cleaning, saving lighting, heating, & cooling energy costs.



Approach

Our approach for **Agreements 1 to 12** and **14** is to assess each of the locations and hit the ground running from day one. Our team has an eye for attention to detail and can detect, assess, and plan to immediately bring those locations up to the required standard if the previous janitorial firm was lenient in their performance. The crew will be specialized in general cleaning, flooring, and carpet care.

- We intend to exceed the quality standards by looking beyond the obvious. We train our staff to look at corners and ledges where some people fail to examine. We will meet and exceed the quality standards as specified.
- We will adhere to the project's stated schedule of hours of operations and service hours per facility. We are available 24/7 and will address any issues that may arise.
- Public areas will be maintained to the upmost quality ensuring all surfaces are meticulously cleaned. We take pride in our work; our quality control is performed for all facilities to deliver the best quality of services for our client.



Approach (continue)

We will work with the County's representative to finalize a comprehensive schedule for delivering services. We will communicate with facility representatives and discuss the intricacies of each facility and any required special details related to scheduling prior to project execution.

- We will work on employee retention to ensure the appropriate personnel are assigned. Working with County staff, we can select the correct individuals as they offer on the job experience.
- For a smooth transition and continued services as seamless as possible, we will offer current employees the first right of refusal, and if agreed by County representative, will hire those employees that are performing to standard.
- Our operational structure allows us to expand and in the event of an emergency, we can obtain the people and equipment to support those emergencies. For disasters requiring dewatering or moisture removal, we have equipment and can easily access more dryers, blowers, and other equipment as needed.
- Our Quality Control Program consists of providing our customers with quality cleaning. Performing building inspections is an important part of the company's quality assurance program. Building inspections provide the necessary feedback to measure the services being provided to our customers. It delivers company feedback on how they are performing and what improvements may need to be introduced, developed, or corrected.



Approach (continue)

Inspections should be routine and are scheduled per contract agreement and are typically conducted on a weekly, monthly, or quarterly schedule. The primary goal of any inspection is to be preemptive and hands-on. It should identify quality problems, alert the people responsible, form a correction response, initiate the response, and communicate this to the cleaning technicians, management, and the customer.

I&G Cleaning believes in having open communication lines with the customer. It allows us to be proactive instead of reactive regarding customer complaints. This proactive process allows the company to evaluate, measure, identify and correct problems before the customer ever realizes there is a problem. Performing inspections shows I&G Cleaning's commitment to achieve and sustain quality control guidelines.



Company Tools and Equipment

Dry vacuum backpacks	Upright heap-filter vacuums	Mop buckets
Mops	Dust pans	Scrub brushes
Micro-fiber dust mop	Disinfectant	Caddies
Toilet bowl cleaners	Window squeegee	Brute dolly
Bowl brush	Deodorizers	Step ladder
Stainless steel cleaners	Furniture polish	Spray bottles
Grout brushers	Microfiber cloths	Spot removers
Glass cleaners	Powder free gloves	Whisk brooms for corners
Brooms	Safety goggles	Cleaning aprons
Dusters/extension dusters	White hand pad	Billy goat
Pressure washer	Buffers	Burnishers
360 electric sprayers	Carpet cleaners	Walk behind scrubbers

Note: I&G Cleaning is positioned to procure additional equipment if required for the optimal performance on any awarded contract.



Covid Protocols (General)

We have implemented the below listed protocols as generally recommended to prevent infection and to slow transmission of COVID-19.

- 1) Wash your hands regularly with soap and water.
- 2) Cover your mouth and nose with a mask. **(staff is required to wear masks while providing services)**
- 3) Maintain at least six feet distance between you and people coughing or sneezing.
- 4) Avoid touching your face. **(It is recommended to use gloves when performing janitorial services)**
- 5) Cover your mouth and nose when coughing or sneezing.
- 6) Stay home if you feel unwell. **(Staff is not allowed on job site if exhibiting symptom of Covid-19)**
- 7) Practice physical distancing, stay away from large groups of people.



Covid Protocols (Cleaning practice)

We have implemented the following cleaning and disinfection practice to assist in the prevention of COVID-19.

Cleaning and disinfecting surfaces and equipment.

- **Use EPA registered disinfectants that reduce the potential risk of surface transmission.**
- **Follow manufacturer's instructions for safe and effective use of all cleaning and disinfection products.**
- **For electronics, follow the manufacturer recommendations for cleaning the equipment.**
- **For hard surfaces, use EPA listed disinfectants. If using bleach, use a freshly prepared diluted bleach solution. A solution with at least 70% alcohol can be used for surface disinfection.**
- **For soft surfaces, use a product containing soap, detergent, or an appropriate cleaner indicated for use on these surfaces.**



Covid Protocols (Cleaning practice continue)

Safety Guidelines During Cleaning and Disinfection

- **Wear disposable gloves when cleaning and disinfecting.**
- **Wear eye protection and surgical mask when there is a potential for splash or splatter to the face.**
- **For larger scale or frequent cleaning, gowns or aprons are recommended to protect personal clothing.**
- **Store disinfectants in labeled, closed containers.**

Questions?

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