
TRIANGLE SERVICES OF FLORIDA

A DIVISION OF TRIANGLE SERVICES, INC.



TRIANGLE SERVICES OF FLORIDA

Our Vision

We believe in family; where everybody matters

Our Mission

We will deliver the best value for our customers by providing price competitive services while exceeding their expectations.

Our commitment to this mission has guided us for over 60 years to deliver services - through the deployment of talented, passionate, empowered people that deliver results.



TRIANGLE SERVICES OF FLORIDA

Core Values

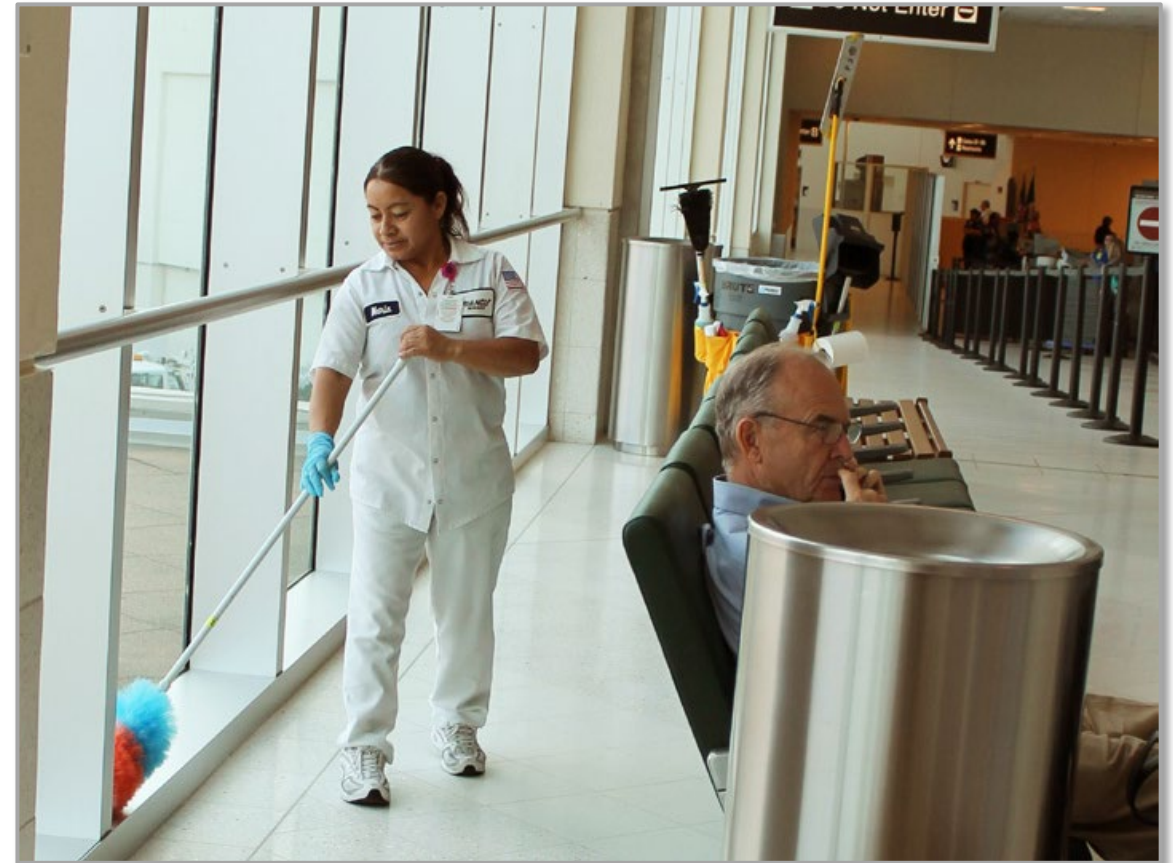
- Safety & Security:** We create a safe and secure work environment, before all else.
- Integrity:** We always act professionally with an uncompromising code of integrity and honesty.
- Care:** We respect everyone equally and treat them as we want to be treated.
- Communication:** We have clear, frequent, and transparent exchange of information with customers & employees alike.
- Customer Satisfaction:** Through safety, integrity, caring, and open & honest communication, we deliver on performance.



TRIANGLE SERVICES OF FLORIDA

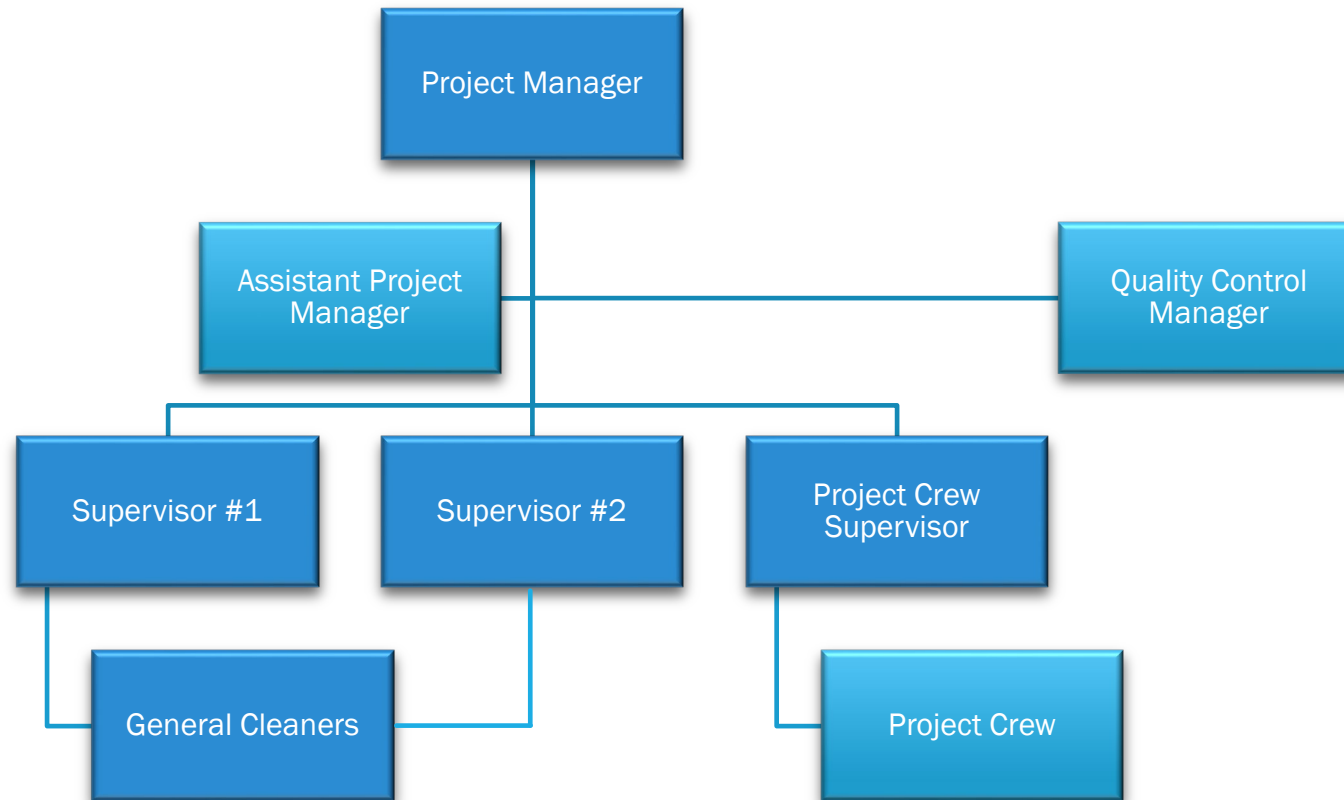
History

- Family owned and operated, Triangle Services, Inc. has provided reliable, comprehensive facilities services for more than 60 years. The keys to our success? A commitment to innovation and dependable service. To this day, we cherish the lessons we've learned growing from a small business to the expansive operation we have now. We've built upon our strengths and seized opportunities for growth. Triangle Services began operations with less than 50 employees. Today, we operate across 12 states and employ more than 2,000 men and women.
- We keep our promises because we're only as good as our word. To ensure that we do, we've developed and fine-tuned our systems and management style to deliver a consistent and dependable set of high-level services.
- We provide services that prioritize safe and healthy environments within facility structures and open-air environments. From paving and line-stripping public roadways to running Airside and customer-facing operations at international airports, we understand the life and function of the entities we service. We continue to grow because we make room for learning. Constant analysis and development have led us to where we are today.



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Onsite Supervision



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Staffing Overview – Agreements 1 - 4

Staffing Plan Agreement 1					
Facility	Position				
	PM	APM	QCM	SUP	STAFF
GC East	1	1	1	2	12
GC East Annex	1	1	1	1	8
GC East 350 Garage Training Ctr	1	1	1	1	2
GC East ERP & Print Shop	1	1	1	1	2

Staffing Plan Agreement 2					
Facility	Position				
	PM	APM	QCM	SUP	STAFF
Main Library	1	1	1	2	20

Staffing Plan Agreement 3					
Facility	Position				
	PM	APM	QCM	SUP	STAFF
South Regional Courthouse	1	1	1	1	5

Staffing Plan Agreement 4					
Facility	Position				
	PM	APM	QCM	SUP	STAFF
BC Judicial Complex N Bldg	1	1	1	2	24
BC Judicial Complex E Bldg	1	1	1	2	12
BC Judicial Complex Mid Bldg	1	1	1	1	8
BC Judicial Complex South Garage	1	1	1	1	4

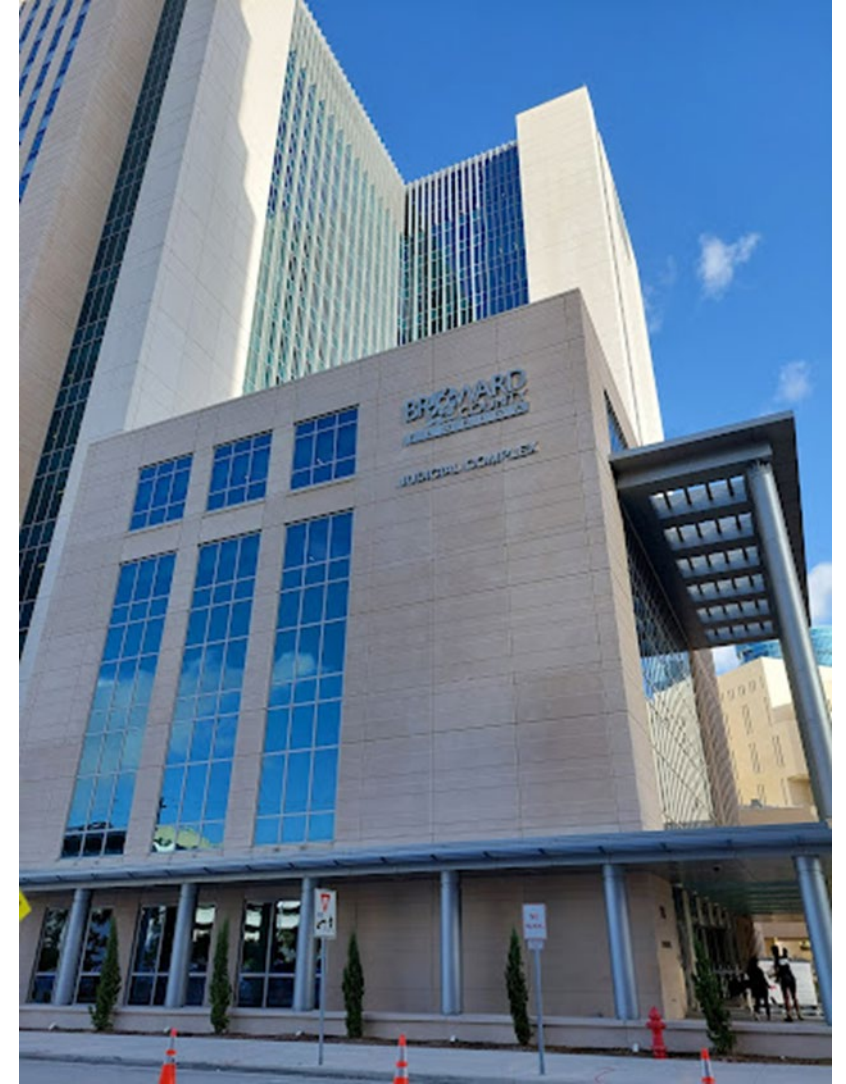
As listed above, we will assign one (1) Project Manager, one (1) Assistant Project Manager, one (1) Quality Control Manager as required for agreement. For supervisors, they will be assigned per facility and when a facility exceeds ten (10) staff members we will assign two (2) supervisors.



TRIANGLE SERVICES OF FLORIDA

Standard Operating Procedures – Brief Overview of Nightly SOP

- All managers and supervisors are on call and required to carry a cell phone with email capabilities.
- During all shifts of operations, a lead janitor will be designated to be in charge. This janitor will carry a cell phone or radio and will be available to respond immediately to service calls.
- It should be noted that our site managers are empowered to make decisions on matters effecting quality. This helps to minimize response time in critical situations.
- A log is kept of all incoming calls and the associated response. This information is kept on file at the location and is passed down from shift to shift. This will ensure that Triangle will be able to adhere to our customer's response requirements.
- For long range projects, a formal action plan is established and reviewed by senior management at regular intervals to make sure that the project stays on course and produces the desired results.
- A custom emergency plan shall be developed to accommodate any unique characteristics that your building may have.



TRIANGLE SERVICES OF FLORIDA

Quality Control

- **Coordination and Communication**
- Quality assurance is key in providing the level of service Triangle performs daily.
 - Our Supervisors and Quality Control Manager perform inspections to measure our performance.
 - We take quick and accurate corrective action to control and correct issues.
 - The data generated provides quality data useful in quick and effective response as well as useful information for continuous development.
- Inspections are performed nightly on Spartan's CompuClean platform using tablets or mobile phones (real time and trackable)
 - Account reps will receive regular communication and reporting and will have no issue with retrieving access to generated data as CompuClean's platform is cloud-based and securely backed up.
 - Inspected areas are given a score and may be accompanied by comments and photos for greater context.
 - Unsatisfactory scores require immediate attention and are immediately sent to Supervisor and Manager inboxes for accountability and follow-up.



TRIANGLE SERVICES OF FLORIDA

Quality Control

- **Coordination and Communication (Cont'd)**
- With our preferred Custodial Management Software, CompuClean by Spartan Chemical Co., Triangle Services performs quick and effective mobile inspections using CompuClean's Mobile App (compatible with Apple and Android devices). We can:
 - Inspect any facility with a custom designed inspection program to drive performance.
 - Create, assign, and complete corrective actions to document resolution of issues.
 - Capture, track, annotate, and caption images to reinforce inspection results.
 - Offline mobile inspection capability for audits in areas with no network coverage.
 - Bar code and scan areas for instant inspection creation/review.



TRIANGLE SERVICES **SAMPLE INSPECTION REPORT**

Quality Inspection Details Report
Date Range: 8/8/2018 - 8/8/2018

Signature: _____

Grade: 81%	Building: Chelsea Bay Inn & Suites	Account: Facilities Cleaning
Inspection Date: 8/8/2018 3:02 PM	Room ID: VP Office FL 2	Inspector: Michael Thomas
Sequence #: 88	Area Type: Office	Employee: James Lee
Shift: 2	Floor Type: Carpet	Supervisor: Ben Smith
Inspection List: Office	Floor Level: 2	Cost Center:

Inspection Item	Weight	Score	CA Status	Detail Code
Floors	1	1		CPT001 - Dirty carpet
Walls	1	2		-
Furnishings	1	2		-
Desk and Furniture	1	2		-
Doors and Door Frames	1	2		-
Windows	1	2		-
Vents	1	2		-
Lights	1	2		-
Trash Receptacles	1	2	Outstanding	FWL - Trash not emptied

Comment: [Trash is full and spills on carpet.]

 Trash not emptied



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Quality Control

■ Advantages of CompuClean

- With CompuClean, we can also design a custom work plan for your facilities and effectively communicate assignments and requests to our cleaning personnel. Our CMS allows us to:
 - Accept work requests from customers and building occupants through a branded web portal.
 - Text and email notifications of project and work order assignments.
 - Operate under ISSA 612 based work loading.
 - Customize cleaning and project tasks, productivity rates and frequencies.
 - Balance work assignments for maximum employee performance.
 - Estimate labor costs for new facilities.
 - Generate charts and graphs to deliver immediate feedback.



TRIANGLE SERVICES OF FLORIDA



THANK YOU!

CONTACT

Triangle Services of Florida

John Ruppel, COO
20 West 55th Street (3rd Floor)
New York, NY 10019
P: 516-821-1245
jruppel@triangleservices.com

George Picon, VP Sales & Operations
20 West 55th Street (3rd Floor)
New York, NY 10019
P: 347-916-3502
gpicon@triangleservices.com

Ana Maria Blanco, Branch Manager
550 West Sunrise Blvd. (2nd Floor)
Fort Lauderdale, FL 33311
P: 954-459-6919
ablanco@triangleservices.com

