



SFM Janitorial Services, LLC., Proposal for City of Hollywood



Submitted by:

Pascale Lopez, General Manager
SFM Janitorial Services, LLC.
7500 NW 74 Avenue Medley, FL 33166
Ph. 305.818.2424 Fx. 305.818.3510
plopez@sfmtservices.com

Submitted on Tuesday, February 11, 2025

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1. INTRODUCTION LETTER



Tuesday, February 11, 2025

Joshua Collazo
The City of Hollywood
2750 Coral Way Suite 200
Miami, FL 33145

Dear Mr. Collazo,

SFM Janitorial Services, LLC., ("SFM"), is pleased to submit this proposal to the City of Hollywood for janitorial services. SFM is a local, minority-certified, family-owned business headquartered in Miami-Dade County. This advantage sets us apart from other firms allowing us to quickly mobilize our resources.

Presently, SFM cleans over 8 million square feet throughout South Florida. We offer government buildings, schools, medical facilities, and commercial businesses the necessary services to maintain a clean and safe environment for its business community. Our company has the vast experience, talent, and practices of a large firm, but the service and area knowledge of a local company dedicated to its client and client needs. Enclosed, you will find why SFM is the right choice for the Town of Surfside.

SFM has the experience, personnel, equipment, and resources to not only meet, but exceed target goals. Working together, we can deliver your objectives. We enforce a drug free policy, and all employees are bonded and go through a criminal background check. We suggest a discussion after your review of our proposal to explain our operation plan in detail and get your valuable feedback. If there are any questions regarding this proposal, please feel free to call me directly at 786.663.2248 or email me at plopez@sfmservices.com

Respectfully Submitted,

Pascale Lopez

General Manager
SFM Janitorial Services, LLC.

2. FIRM QUALIFICATIONS & EXPERIENCE

SFM is a trusted and reliable janitorial company in South Florida, with a remarkable track record of over 50 years. Throughout the years, SFM has consistently delivered exceptional cleaning services to a wide range of clients, earning a reputation for excellence and customer satisfaction.

SFM cleans over 8 million square feet throughout South Florida

For more than 40 years, the eyes of the world were set on Miami's Orange Bowl Stadium. The manicured lawns and impeccably clean venue set the spotlight for some of the city's most memorable events. Since 1972, the company responsible for keeping the facility looking its best, was SFM Services, Inc. Although the Orange Bowl closed its doors in 2007, SFM continues its mission of making South Florida's most notable locations look their best.



Miami Orange Bowl Stadium
Years Served: 1972 to 2007

SFM is one of South Florida's largest and most reputable janitorial service companies. A true industry leader in janitorial services with a proven performance history of serving over 20 municipalities and many large commercial properties spanning from Monroe to Palm Beach County. Some of our most notable clients include:

- City of Coral Gables since 1991
- Leon Medical Centers since 1998
- Saint Brendan H.S. since 2013
- Florida National University since 2003
- Christopher Columbus H.S. since 2013
- Baptist Health since 2009

SFM is well seasoned in serving facilities that are open 24/7/365. We service everything from educational facilities, medical facilities, offices, and large public venue cleanup such as the Ultra Music Festival and the Miami-Dade County Youth Fair. Our HQ has 15,000 square feet of office space, over 16,000 square feet of warehouse space, and just over 3 acres of land. That, plus access to the latest equipment and a fleet of over 100 vehicles sets us apart from the rest.

SFM has the experience, management talent, labor, and financial resources that few if any of our competitors bring to the table. Our company has the vast experience, talent, and practices of a large firm, but the service and area knowledge of a local company dedicated to its client needs. **Unlike large national and impersonal firms, we are accessible to our clients any time of day.** The City of Hollywood will have direct access to the SFM's Executive Management Team.

BENEFITS OF HIRING SFM SERVICES



South Florida Experience:

SFM is truly a South Florida “Local” business. Locally headquartered in South Florida since 1972, our team is rooted and has in depth knowledge of the South Florida area. Our local presence gives SFM an advantage over other firms.



Direct Ownership Support:

Unlike large-national impersonal firms, SFM is a local, minority, family-owned company run by its Founding Officers, Jose and Christian Infante. The City of Hollywood will have direct access to SFM’s proprietors 24/7/365.



Risk Management:

SFM has a robust Risk Management & Safety Program that contributes to the business continuity and success of our operations. SFM’s Risk Management Team is composed of thorough quality control, training, and employee engagement. This composition allows SFM to quickly identify, assess, and mediate known risks as well as identifying and securing potential unknown events.



Training:

Our Team prides itself in having one of the best combined training programs in South Florida. The quality of service we deliver through extensive training has permitted us to grow exponentially over the last decade. SFM staff receive continuous training in all areas of janitorial protocols to ensure our clients get the most out of their SFM experience. Because SFM has its own in-house training program, our team is not limited to monthly or quarterly trainings.



Recruitment:

We believe that the best way to offer exceptional service to our clients is to recruit the most talented, dedicated people in the industry. SFM’s experienced recruitment team targets local residents for employment opportunities thus fostering community involvement and development. SFM is well known for its local employment opportunities. Currently SFM Services has nearly 1,000 active employees in Miami-Dade and Broward County.



Technology:

SFM has adopted new technology that offers transparency and real-time information. Our web-based management software and scanning systems can now immediately dispatch services as needed instead of routine schedules. This allows SFM staff to anticipate, prevent and respond more effectively.



Industry Knowledge:

Our team is composed of highly motivated, trained, and experienced personnel. The SFM staff has the following credentials: ISSA Certified, BSCAI Members, APWA Members, Certified Floor Technicians, Certified Carpet Care Technicians, Spartan Green Cleaning Certifications, and MOT Certified.

FINANCIAL STABILITY

SFM Janitorial Services, LLC. has the financial support and working capital needed to fuel our resources and assets essential to our operations. SFM has enough bonding capacity to provide performance and payment bonds in an amount not less than one hundred percent (100%) of the contract amount from a surety firm rated A- (Excellent) by AM Best. SFM Services has never defaulted on a contract or failed to perform through its entirety.



June 17, 2022

SFM Services, Inc.
9700 NW 79 Ave.
Miami Lakes, FL 33016

Ref: Bank Reference Letter

To Whom It May Concern:

This letter is to confirm the banking relationship City National Bank of Florida has with SFM Services, Inc (SFM) since 2012. SFM has handled their depository accounts in a satisfactory manner and line of credit as agreed, while maintaining average depository balances in the medium 7 figures , with high credit in the medium 7 figures including lines of credit with availability in the 7 medium figures.

We look forward to continuing working with SFM and assisting their growth throughout the coming years. Please do not hesitate to contact us with any questions at 305 577 7475.

This letter is provided on behalf of our client without liability to the bank and/or its staff.

Very truly yours,

Roberto J Blandon
Senior Vice President
City National Bank of Florida
2855 LeJeune Road
Coral Gables, FL 33134
Roberto.Blandon@citynational.com

LICENSES AND INSURANCE

Current Annual Filing

2023 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

DOCUMENT# L06000047722

Entity Name: SFM JANITORIAL SERVICES, LLC

Current Principal Place of Business:

7500 NW 74TH AVE
MEDLEY, FL 33166

Current Mailing Address:

7500 NW 74TH AVE
MEDLEY, FL 33166 US

FEI Number: 20-4908937

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

TRIAI, CARLOS
2301 NW 87 AVE
501
DORAL, FL 33172 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent

Date

Authorized Person(s) Detail :

Title MGR
Name INFANTE, CHRISTIAN H
Address 9700 NW 79TH AVE.
City-State-Zip: HIALEAH GARDENS FL 33016

Title MGRM
Name SFM SERVICES, INC
Address 9700 NW 79 AVE.
City-State-Zip: HIALEAH GARDENS FL 33016

Occupational License

001024

Local Business Tax Receipt Miami-Dade County, State of Florida -THIS IS NOT A BILL - DO NOT PAY		LBT
5770830		
BUSINESS NAME/LOCATION SFM JANITORIAL SERVICES LLC 7500 NW 74TH AVE MEDLEY FL 33166	RECEIPT NO. RENEWAL 3101375	EXPIRES SEPTEMBER 30, 2025 Must be displayed at place of business Pursuant to County Code Chapter 8A - Art. 9 & 10
OWNER SFM JANITORIAL SERVICES LLC C/O CHRISTIAN H INFANTE MGR	SEC. TYPE OF BUSINESS 213 SERVICE BUSINESS EXEMPT	PAYMENT RECEIVED BY TAX COLLECTOR \$135.00 08/30/2024 FPPU17-24-005079
Employee(s) 30		
<small>This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.</small>		
<small>The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276.</small>		
<small>For more information, visit www.miamidade.gov/taxcollector</small>		

Sample COI

SFMSR



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/1/2024

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

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

PRODUCER Commercial Lines - (305) 443-4886 USI Insurance Services LLC 201 Alhambra Circle, Suite 900 Coral Gables, FL 33134		CONTACT NAME: Dewin Molina PHONE (A/C, No, Ext): 786.785.1138 FAX (A/C, No): E-MAIL: dewin.molina@usi.com ADDRESS:															
INSURED SFM Janitorial Services, LLC. 7500 NW 74th Ave Medley, FL 33166		INSURER(S) AFFORDING COVERAGE <table border="1"> <tr> <th>INSURER</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Old Republic Insurance Company</td> <td>24147</td> </tr> <tr> <td>INSURER B: Ascot Specialty Insurance Company</td> <td>45055</td> </tr> <tr> <td>INSURER C: Westchester Surplus Lines Ins. Co.</td> <td>10172</td> </tr> <tr> <td>INSURER D: Hanover Insurance Company</td> <td>22292</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>		INSURER	NAIC #	INSURER A: Old Republic Insurance Company	24147	INSURER B: Ascot Specialty Insurance Company	45055	INSURER C: Westchester Surplus Lines Ins. Co.	10172	INSURER D: Hanover Insurance Company	22292	INSURER E:		INSURER F:	
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INSURER D: Hanover Insurance Company	22292																
INSURER E:																	
INSURER F:																	

COVERAGES **CERTIFICATE NUMBER:** 15830668 **REVISION NUMBER:** See below

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		MWZY31262224	03/01/2024	03/01/2025	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMPROP AGG \$ 4,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp/\$250/\$ Coll/\$500/\$1.0		MWTB31519824	03/01/2024	03/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE CED RETENTION \$		ESXS231000012904	03/01/2024	03/01/2025	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N <input type="checkbox"/> N / A	MWC31262324	03/01/2024	03/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Contractor's Pollution Liab.		G17663723002	12/21/2023	12/21/2024	General Aggregate: \$1,000,000 Each Occurrence \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

SAMPLE COI

CERTIFICATE HOLDER SFM Janitorial Services, LLC. 7500 NW 74th Ave. Medley, FL 33166	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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ACORD 25 (2016/03)

(This certificate replaces certificate# 15830664 issued on 3/2/2023)

3. PRICE PROPOSAL

Pursuant to your request , below please find our estimate to provide janitorial services.

RFP-2022-23-8500-36-039 Line Item & Location	Janitorial Service	Per SQ. FT.	Monthly Cost
# 20 City Hall	<ul style="list-style-type: none"> Building & Zoning services 5 days per week approx. 35,000 sq. ft. 	\$.2349	\$8,220.49

Janitorial Services	Cost
Day Porter Services	\$24.50 per hour
Shampoo of carpets	\$.19 per SQ.FT.
Shampoo of Upholstery	\$30.00 per hour
Stripping & Refinish floors – Resilient tile	\$.42 per SQ. FT.
Tile Grout Steam Cleaning	\$.50 per SQ.FT.
Striping & Finish Floors – Terrazzo Floors	\$.45 per SQ.FT.
High Pressure Cleaning	\$.12 per SQ.FT.
Degreasing Concrete Floors	\$.25 per SQ. FT.
Cleaning of Light Fixatures	\$26.00 per hour
Water Extraction	\$.25 per SQ.FT.
Graffiti Removal	\$1.50 per SQ. FT.
Cleaning of canopies/awnings	\$30.00 per hour
Office Furniture Deep Cleaning	\$30.00 per hour
Washing of Interior Glass	\$30.00 per hour
High Dusting (dusting above 7 feet from the floor)	\$30.00 per hour
Emergency Work	\$60.00 per hour

4. PERFORMANCE HISTORY & REFERENCES



Proudly Serviced Since 1991

Client Name	City of Coral Gables
Contract Name	RFP No. 2021-005 - Janitorial Maintenance Services
Contract Term	2016 to present & 1991 to 2006
Contract Size	Approx. 250,000 sq. ft.
Scope of Work	janitorial services to all City owned facilities including nightly cleaning of offices, restrooms, common areas. Daily porter services to restrooms and common areas, carpet cleaning, stripping & refinishing floors, high pressure cleaning, electrostatic disinfection services, and other special cleaning services. SFM cleans approximately 12 sites in this contract. SFM also performs Special Event Cleaning.
Client Contact	Ralph Rodriguez P: 305.460.5014 E: RRodriguez1@coralgables.com 2800 SW 72nd Avenue Miami, Florida 33155



Proudly Serviced Since 2019

Client Name	City of Miami Beach
Contract Name	RFP 2017-070-JC Janitorial Services
Contract Term	2019 to present
Contract Size	Approx. 2.4 million sq. ft.
Scope of Work	Janitorial services are performed throughout the City at all city owned facilities, parking garages, public restrooms, and park restrooms. SFM cleans approximately 63 sites in this contract. SFM also performs Special Event Cleaning.
Client Contact	Elizabeth Miro P: 305.673.7000 x.22925 E: ElizabethMiro@miamibeachfl.gov 1833 Bay Rd., 2nd Floor, Miami Beach, FL 33139



Proudly Serviced Since 2020

Client Name	Miami-Dade County Aviation Department
Contract name	FB-01167 Janitorial Services for MIA & General Aviation Airports Zone 4
Contract Term	2020 to present
Contract Size	Approx. 1.5 million sq. ft.
Scope of Work	Janitorial Services for the Miami-Dade Aviation Department. Services are exclusive to all non-terminal buildings, airport properties, and other outlying buildings at Miami International and General Aviation Airports defined as Zone 4. SFM cleans approximately 27 sites in this contract.
Contact	Michael Simm P: 305.876.8479 E: MSimm@flymia.com Facilities Management & Engineering Division P.O. Box 025504 Miami, FL 33102-5504



Proudly Serviced Since 2008

Client Name	Baptist Health South Florida
Contract name	RFP 215 Janitorial Services
Contract Term	2008 to present
Contract Size	Approx. 1.1 million sq. ft.
Scope of Work	janitorial services at various locations throughout its system. Services include daytime and nighttime porter services, floor care, and consumables. Additional services requested may include high dusting, pressure cleaning, and garage cleaning. SFM cleans approximately 23 sites in this contract.
Contact	Yanei Perez P: 305.812.9179 E: yaneip@baptisthealth.net 1228 South Pine Island Road Plantation, FL 33324



Proudly Serviced Since 1978

Client Name	Miami-Dade County Youth Fair and Exposition
Contract name	Cleaning Services
Contract Term	1978 to present
Contract Size	Approx. 200,000 sq. ft. of building + 80 Acres of Fairgrounds
Scope of Work	SFM provides cleaning services before, during, and after to one of the Nation's largest annual fairs. The Miami-Dade County Youth Fair and Exposition brings in over half a million attendees yearly. The fairground is composed of 80 Acres of Fairgrounds and 5 exhibition buildings that approximate 200,000 sq. ft.
Contact	Rosa M Madruga P: 305.223.7060 E: rmadruga@fairexpo.com 10901 Coral Way Miami, FL 33165



Proudly Serviced Since 1998

Client Name	Leon Medical Centers
Contract name	Janitorial Services
Contract Term	1998 to present
Contract Size	Approx. 394,000 sq. ft.
Scope of Work	Custodial services to 14 medical facilities in Miami-Dade County.
Contact	Michael Shealy P: 305.631.5933 E: Michael.Shealy@LeonMedicalCenters.com 8600 NW 41st Street, Miami, FL 33166

5. KEY PERSONNEL

SFM Executive Team



Jose Infante, Founder

SFM Services, Inc.

Office 305.818.2424 x.1121 Fax 305.818.3510

Email jinfante@sfmservices.com

Mr. Infante has over fifty years of experience in janitorial services and business management. Mr. Infante is qualified and experienced in all aspects of janitorial services and currently oversees the finances for the firm. Mr. Infante holds a Florida Arborist certification and is a Miami Dade College Alumni.



Christian Infante, President

SFM Services, Inc.

Office 305.818.2424 x. 1117 Fax 305.818.3510

Email cinfante@sfmservices.com

Mr. Infante has over twenty-five years of experience in janitorial services and business management. Mr. Infante has a bachelor's degree in business administration & management from Florida International University (FIU), trained in Homeland Security and Bloodborne Pathogens. Mr. Infante has been directly involved in all phases of SFM projects including assisting facilities prepare for JCAHO inspections and is directly involved in all phases of disaster recovery services post hurricane.



Israel Rosado, COO

SFM Services, Inc.

Office 305.818.2424 x.1125 Fax 305.818.3510

Email irosado@sfmservices.com

Mr. Rosado is a highly experienced and accomplished operational executive, having led large-scale operations throughout his career. Has an analytical approach to problem solving which compliments his extensive background in project management and has resulted in creating customer value. Mr. Rosado has a bachelor's degree in finance from Florida International University (FIU).

Pascale Lopez, General Manager – Janitorial Division



SFM Services, Inc.

Office 305.818.2424 x. 3023 Fax 305.818.2428

Email plopez@sfmservices.com

Mrs. Lopez oversees all janitorial operations for SFM including planning, coordinating, and executing operational projects. She is an ISSA CITS certified master cleaner. She has a thorough knowledge of modern practices, techniques, and tools used in janitorial work. Mrs. Lopez has a remarkable ability to direct, supervise, and train subordinates and a strong ability to detect, analyze, and take appropriate action to mediate and correct maintenance problems. She has helped hospitals prepare for JCAHO and AHCA inspections.

Alejandro Di Cola, Project Manager



SFM Services, Inc.

Office 305.818.2424 Fax 305.818.2428

Email adicola@sfmservices.com

Alejandro Di Cola joined the SFM Team in 2018. He brings a wealth of experience from the municipal public works sector. Alejandro started off working as a heavy equipment operator and rose through the ranks as a project manager overseeing all SFM's floor care and street sweeping operations. Alejandro is a seasoned professional in the field of special floor cleaning services. He is familiar with the unique characteristics and care requirements, chemicals, and equipment for all floor types. Alejandro's knowledge and experience enable him to provide tailored cleaning solutions specific to each floor type, ensuring its longevity and maintaining its aesthetic appeal. His expertise, attention to detail, and commitment to customer satisfaction make him a trusted choice for clients seeking exceptional cleaning results. Additionally, as a leader he has communication skills that enable him to not only get a higher level of performance out of our employees on a day-to-day basis but, also when challenging situations arise.



Myrna Delgado, Events Coordinator

SFM Services, Inc.
Mobile 305.927.8436 Fax 305.818.2428
Email mdelgado@sfmtservices.com

Ms. Delgado brings the SFM team an unparalleled ability to recruit, train, orient and motivate staff. A true “hands on” bilingual management professional with over 25 years janitorial service operations experience. Myrna has orchestrated events staffing and managing event venues in excess of 100,000 attendees per day. She is one of our valued key personnel and has gained a tremendous working knowledge of event staffing over the last 20 years.



Pedro Reus, Account Manager

SFM Services, Inc.
Office 305.818.2424 Fax 305.818.2428
Email preus@sfmtservices.com

Mr. Reus has over twenty years’ experience in general management and over ten years’ experience managing a staff of over 1,500. He has thorough knowledge of modern practices and techniques, tools, equipment, and materials used in custodial work directly related to municipal buildings. He has strong knowledge of operational characteristics, services, and activities of municipal buildings and extensive knowledge of federal rules and regulations affecting daily operations, including safety and security regulations and procedures. Mr. Reus has exceptional knowledge of safe and efficient work practices and immense knowledge of the principles of supervision, training, and performance evaluation.



Mara Hernandez, Project Manager

SFM Services, Inc.
Mobile 786.305.7900 Fax 305.818.2428
Email mhernandez@sfmtservices.com

Ms. Hernandez has over 12 years of experience in the janitorial industry. She has vast knowledge in the retail and medical sector. Some of her daily duties include project oversight, monitoring staff, and reporting time and attendance. To accomplish this, Mara relies on our web-based quality control check point system, Silvertrac. She is certified in Terminal cleaning and Bloodborne pathogens and has exceptional knowledge of safe and efficient work practices.

Orlando Reyes, Account Manager

SFM Services, Inc.

Cell: 786.856.0844

Email oreyes@sfmtservices.com



Mr. Reyes possesses extensive experience and expertise in the field of general management and has successfully led large teams for over ten years. With more than twenty years of experience, he has honed his skills in managing all aspects of business operations, including strategic planning, budgeting, and resource allocation. Furthermore, Mr. Reyes possesses an exceptional understanding of the operational characteristics, services, and activities of municipal buildings. This comprehensive knowledge enables him to effectively coordinate and supervise various aspects of day-to-day operations, ensuring efficiency, cost-effectiveness, and compliance with relevant rules and regulations. One of his key areas of expertise is compliance with federal rules and regulations, particularly those related to safety and security. Mr. Reyes is well-versed in the requirements imposed by these regulations, and his expertise enables him to implement and enforce best practices to keep municipal buildings secure and safe for all occupants and visitors.

SFM Corporate Support Team

Terry Alfonso, Corporate Controller

SFM Services, Inc.

Office 305.818.2424 x.1715 Fax 305.818.2428

Email talfonso@sfmtservices.com



Ms. Alfonso joins the SFM team with 30 years of corporate accounting experience and a wealth of knowledge in Tax laws. She earned her bachelor's and a master's degree in accounting from Florida International University and is currently a professor at Miami Dade College where she teaches Accounting and Tax. Ms. Alfonso is directly responsible for all accounting and finance functions inclusive of revenue cycle management, cost accounting, treasury, and financial reporting at SFM.



Barbara Findo, Director of Human Resources & Safety

SFM Services, Inc.

Office 305.818.2424 x. 1638 Fax 305.818.2428

Email bfindo@sfmtservices.com

As Director of Human Resources & Safety, Barbie serves as a strategic business partner focused on planning, leading, directing, developing, and coordinating the policies, activities, and staff of the Human Resource (HR) and Safety departments, while ensuring legal compliance and implementation of the organizations mission and talent strategy.

With over 25 years of professional human resources experience, Barbie provides counsel and support to the organization to help achieve strategic and operational goals, while mitigating risk. Along with a strong business acumen, her comprehensive background in HR management, retention, compensation, labor relations, policy interpretation, training and communication, contributes to building a strong and trusting leadership to the organization.



Luis Sanchez, Risk and Safety Manager

SFM Services, Inc.

Office 305.818.2424 Fax 305.818.3510

Email lsanchez@sfmtservices.com

Mr. Sanchez is an accomplished Environmental Health and Safety professional with a distinguished record of leading teams, optimizing processes, and enhancing systems to drive bottom-line performances. With a data-driven approach, Luis excels in designing programs that harmonize corporate objectives with regulatory mandates, equipping companies with the necessary resources to unlock potential and achieve operational excellence. Luis brings over 20 years of military experience to his role, complementing his position as a senior bilingual instructor.



Alberto Salones Fleet & Facilities Manager

SFM Services, Inc.

Office 305.818.2424 x.1818 Fax 305.818.2428

Email asalones@sfmtservices.com

Mr. Salones is SFM's Fleet and Facilities Manager. In his role, he oversees the operations of the company's fleet of over 100 vehicles and equipment. He is responsible for managing a team of three full-time mechanics, while also planning, directing, and coordinating various tasks to ensure the smooth running of the fleet.



Vanezza Rivera, Executive Assistant

SFM Services, Inc.

Office 305.818.2424 x.1124 Fax 305.818.2428

Email vrivera@sfmtservices.com

Ms. Rivera serves as a corporate assistant at SFM. Her primary role is to provide support to Senior Officers and ensure that all government contracting opportunities are effectively managed. She develops formal bid qualifying proposals and submittal materials for purchasing committees. Additionally, she is responsible for administering and managing contracts, vendor registrations, certificates of insurance, and liability claims. Ms. Rivera is responsible for researching, identifying, and contacting potential resources for disaster recovery services. In 2017 post Hurricane Irma, Ms. Rivera coordinated up to thirty-five individual subcontractors and had over 250 debris hauling trucks in circulation daily throughout Miami-Dade County. Ms. Rivera is a bonded & insured Notary Public for the State of Florida.



Daineth De Abreu, Benefits and Retention Manager

SFM Services, Inc.

Office 305.818.2424 x.1640 Fax 305.818.2428

Email deabreu@sfmtservices.com

Ms. De Abreu holds dual roles at SFM - serving as the Benefits and Retention Manager as well as the Accounting Manager. Her dynamic position at the company requires her to bring fusion and balance between these two areas, ensuring both the financial compliance and audits are up to date while also evaluating and implementing strategies for managing the benefits and retention of almost 1,000 employees. In her role, Ms. De Abreu plays a crucial role in ensuring that SFM remains competitive in the labor market. By effectively managing benefits and retention, she helps our company attract and retain top talent, ensuring that we have a strong and diverse workforce. With her expertise, she identifies and implements strategies that align with our business objectives, helping us maintain a leading edge in the industry.



Sophie Casas, Lead Recruiter

SFM Services, Inc.

Office 305.818.2424 x.1643 Fax 305.818.2428

Email recruiter@sfmservices.com

Ms. Casas holds the position of Lead Recruiter within our organization. With a background in Psychology, Sophia oversees a comprehensive talent selection process across our company. Her guiding principle is rooted in the belief that we hire based on character and subsequently refine skills through training. As the Lead Recruiter, Sophia is responsible for overseeing the entire talent acquisition process. This includes Job Posting and Sourcing, Candidate Screening, Candidate Evaluation & Interviewing, job offers, and facilitates the hiring process.



Martha Gonzalez, Quality Control Officer

SFM Services, Inc.

Office 305.818.2424 x.1715 Fax 305.818.2428

Email qc@sfmservices.com

Mrs. Gonzalez has 30 years of experience in the janitorial service industry. Prior to joining SFM she was the Manager of Housekeeping operations at Dolphin Mall. Marta is trained in all aspects of the Orange QC web-based quality control software.



Eileen Dominguez, Quality Control Officer

SFM Services, Inc.

Mobile 305.525.9602 Fax 305.818.2428

Email edominguez@sfmservices.com

Eileen Dominguez, Quality Control Officer has over 30 years of experience in the janitorial industry. Prior to her current position she was a distributor for 3M janitorial supplies. Her experience and knowledge in janitorial supplies and services make her an asset to the SFM Team. Eileen is trained in all aspects of the Orange QC web-based quality control software.

6. PROJECT APPROACH

TRANSITION PLAN OVERVIEW

Implementation Lead: Pascale Lopez

Client Name: The City of Hollywood

Start Date: T.B.D.

Purpose:

In order to achieve a seamless transition, SFM implements a Transition Plan tailored to meet its client's needs. SFM's overall transition plan for each site will be the same. The only variance is the staffing plan and equipment plan. The purpose of this process is to ensure a seamless integration contract startup. This plan supplies SFM operators with a step-by-step guide for transitioning.

Goals:

1. Deliver seamless transition that provides step-by-step instruction for SFM operations.
2. Identify key resources for transition tasks and proposed operating model.
3. Create accountability for transition team members.
4. Host initial transition meeting with client representatives and SFM executive management team.
5. Create a base of communication and expected protocols between SFM and client.
6. On time job start and successful service implementation.

60 Day Transition Timeline

Transition Task	Weeks before Start Date							
	-8	-7	-6	-5	-4	-3	-2	-1
Development of Contract Profile								
Mobilization of Transition Task Force								
Recruitment of Personnel								
Candidate Interviews								
Background Checks								
Employment Offers								
Site Surveys								
Uniforms and Equipment ordered								
Key Personnel Training								
New Hire Training								
Development of Master Schedule and Assignments								
Uniforms and Equipment issued								
Equipment and forms placed on site								
On-Site Training								
Contract compliance and quality control (weekly status calls & meetings)								

EMERGENCY REPONSE

SFM has over 40 years of dealing with emergency situations across all industry types. We are valued business partners to first responders (City of Miami Beach), critical healthcare institutions (Broward Health, Baptist), government agencies (Miami International Airport) and fully understand the importance of having robust business continuity plans, business resumption plans, and disaster recovery plans. We constantly perform Business Impact Analysis (BIA) and perform tabletop exercises both internally and with clients to game plan certain events and how we will support clients.

SFM is a 24x7x365 operation. For emergency situations, we will work with clients to discuss different scenarios but in general we operate in the following manner:

- We follow Standard Operating Procedures for Emergencies
- All Supervisors and Managers have mobile phones, laptops, and air cards for full connectivity.
- Dedicated Contract Managers are always on call.
- Call Trees (SFM and Client) are provided for any necessary escalations.
- Supervisors have Company Cars & Corporate Cards for any emergency purchases.
- Supervisors have access to SFM warehouse to deploy emergency equipment, tools (blowers, dehumidifiers, etc.)
- SFM utilizes Microsoft Teams for any emergency conference meetings.
- Vendor relationships have been established for any 3rd party needs.
- SFM Executive Leadership is ALWAYS on call

The City of Hollywood will have access to SFM's Management and Executive Leadership 24x7x365. SFM will respond to an emergency situation within the hour of notification.

Primary Point of Contact

Account Manager

Phone: T.B.D Email: T.B.D



SFM Janitorial Manager

PASCALE LOPEZ

Ph.: 786.663.2248 E-mail: plopez@sfmtservices.com

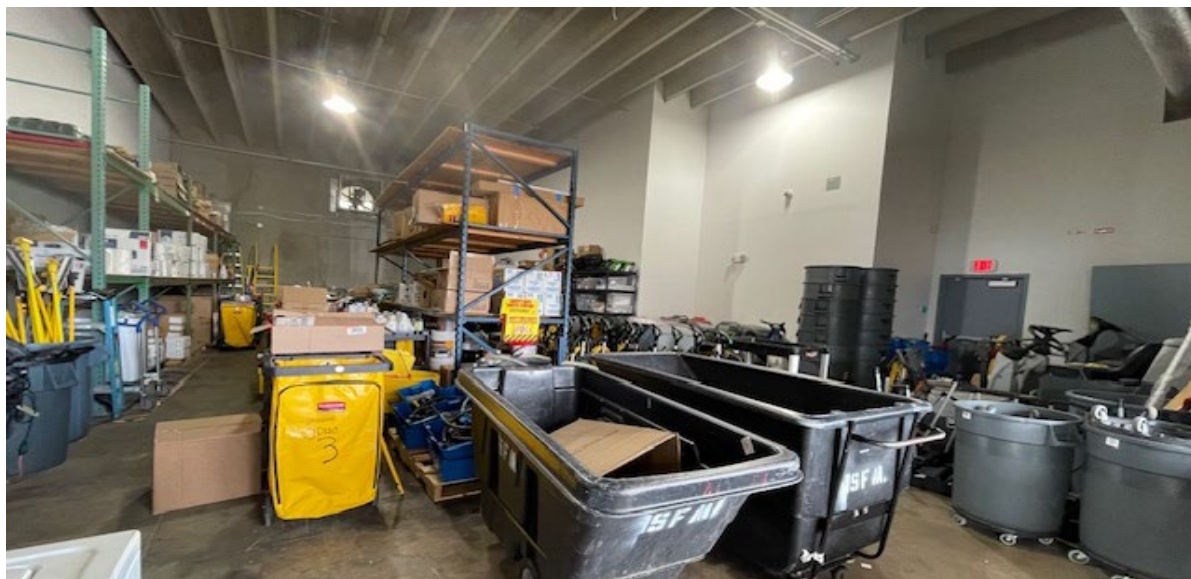
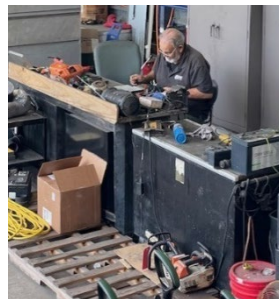
EQUIPMENT

SFM has a comprehensive maintenance program in place to ensure that its fleet and equipment are well-maintained and functioning optimally. To achieve this, Fleet Manager Alberto Salones along with a team of three full-time mechanics who are dedicated to overseeing the maintenance and upkeep of the fleet and equipment. Their primary responsibility is to ensure that all equipment is in top condition, minimizing downtime and maximizing operational effectiveness.

SFM utilizes Whip Around, a web-based fleet maintenance software that allows us to track, document, and report vital data we need to optimize the performance of our fleet and heavy equipment. Every driver completes a pre-trip inspection daily as a preventative maintenance measure. Whip Around also tracks fuel usage and integrates with our vehicle tracking software, GEOTAB.

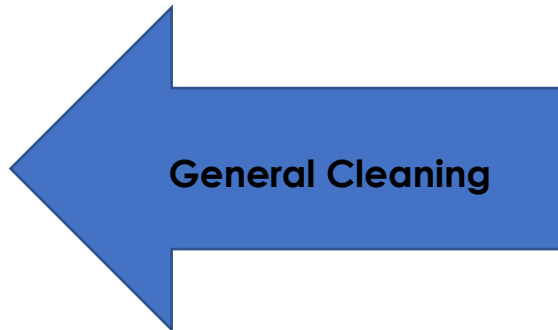


In order to ensure that equipment and machinery are replaced in a timely manner, SFM has implemented a policy under which equipment is replaced once it has expired its life expectancy. This ensures that SFM's operations are not hindered by outdated or malfunctioning equipment. By implementing this policy, SFM is able to maximize the lifespan and performance of its equipment, leading to increased efficiency and productivity.



MICROFIBER TECHNOLOGY

Microfiber material can hold more than 5 times its weight and has an exceptional ability to absorb grease and oils. It also does not leave any dust or lint behind. These properties reduce the number of bacteria on a surface by 99%.



Wash Mops & Cloths on Site

Small washing machines will be installed in janitor closets. This helps prevent cleaning staff from reusing soiled mops & cloths. Machine measures 29" High x 17" Width. Installation to be done by client.

- ***SFM will install these machines where possible.***



CHEMICALS

In an effort to ensure consistency and maintain the highest standards of cleanliness, SFM has standardized its companywide cleaning services by utilizing four (4) basic chemicals. These chemicals have been carefully selected for their effectiveness and are Green Seal Certified. By implementing this standardized approach, SFM ensures all accounts receive a consistent cleaning experience using eco-friendly products as well as a standardized cleaning method that can be replicated across multiple sites.



Neutral Floor
Cleaner



Cleans,
Disinfects,
&
Deodorizes



Glass Cleaner



All Purpose
Cleaner

SAFETY DATA SHEETS “SDS”

Currently, SFM is working with MSDSONline, a web-based centralized management system that will digitize our Safety Data Sheets. SDS binders will be a thing of the past. Not only does this minimize our carbon footprint, but it also ensures that our employees have real-time access to the latest safety data sheets for the chemicals being used while meeting OSHA compliance.

Below are SDS links to the four standard chemicals used to carry out daily cleaning as well as other cleaning products used in healthcare environments.

1. Clean on the Go Clean by Peroxy No. 15

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4820.pdf>

2. Clean on the Go Biorenewables Glass Cleaner No. 18

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4835.pdf>

3. Clean on the Go NABC Concentrate No. 1

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4716.pdf>

4. Clean on the Go Tribase Multi-Purpose Cleaner No. 17

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4830.pdf>

5. Clorox Healthcare® Spore10 Defense™ Cleaner Disinfectant

https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Spore10-Defense%E2%84%A2-Cleaner-Disinfectant_Multilingual2.pdf

6. Clorox Healthcare® Fuzion Cleaner Disinfectant

https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Fuzion-Cleaner-Disinfectant_Multilingual2.pdf

7. Clorox Healthcare® Bleach Germicidal Wipes

<https://www.thecloroxcompany.com/wp-content/uploads/2019/02/Clorox-Healthcare%C2%AE-Bleach-Germicidal-Wipes.pdf>

8. Clorox Commercial Solutions® Clorox® Total 360® Disinfectant Cleaner1

<https://www.thecloroxcompany.com/wp-content/uploads/2019/09/Clorox-Commercial-Solutions%C2%AE-Clorox%C2%AE-Total-360%C2%AE-Disinfectant-Cleaner1.pdf>

7. QUALITY CONTROL PROGRAM

A major key to our success is the implementation of our web-based quality control program Orange QC. OrangeQC allows us to deliver real-time consistent reports on how well we're serving you. You'll see the inspection scores for your facilities, as well as our response times for your work orders and incident reports. SFM's QC software will guarantee all services are performed to the highest standard as recognized by custom and usage in the industry. Enclosed we describe some of our methods regarding inspection programs that involve first line employees, supervisors, and the management team. All are involved in quality control and all are trained to understand their role in this project. We also have Quality Control Managers that are involved in all SFM's accounts. Our Quality Control Managers will be very active in this account as we move forward. Other than safety, providing the best possible service to our customers is paramount. And that can only be achieved by maintaining excellent quality standards.

We have an in-house programming team that will customize programs that reflect the specific needs and requirements of your facility. We will work with you to develop a report in the format you desire at the frequency you want. The frequency of inspections is generally completed on a daily and weekly basis. Some of the benefits from this inspection program are detailed within this section.

With these improved controls, our Team can track work performance and highlight opportunities to enhance the overall appearance of your facilities while keeping our team members engaged in the operation. The written word really does the system little justice. It must be experienced to truly be appreciated.

Our quality control program delivers customer satisfaction.

Program Objectives:

- Ensure that all employees have the knowledge and skills needed to perform their job.
- Develop new skills in current employees to enable them to absorb changes in technology.
- Improve the productivity of both individuals and work teams.
- Encourage employee self-development and involvement in programs of lifelong learning.

This software allows the SFM Quality control officers to:

- Perform inspection using a smart phone or tablet.
- Monitors account performance & sends real time alerts based on triggers you set.
- Generate reports for customers.

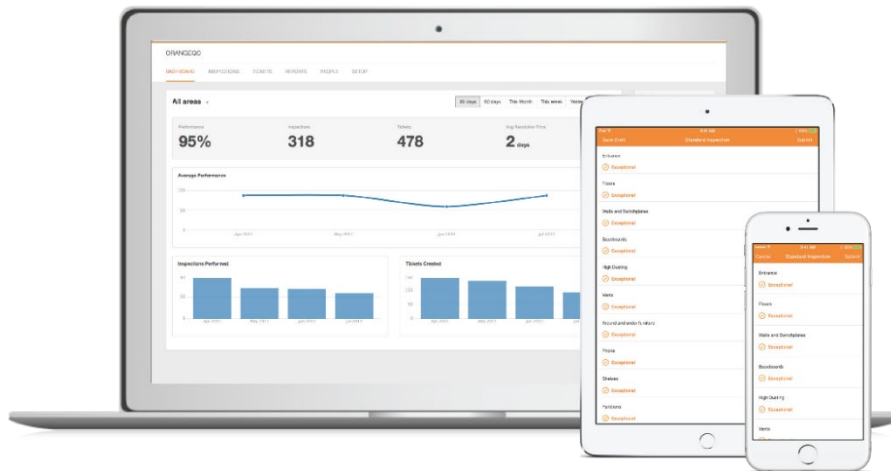
The SFM Quality Control Program consists of two mutually supporting modules:

1. **Quality Control Plan** – establish standards, supporting processes, performance objectives and performance indicators to meet all performance requirements.
2. **Quality Control Monitoring Plan** – implement SFM QC to provide a structured approach to performance monitoring, deficiency avoidance, corrective actions, and reporting.

MEASUREMENT TOOLS

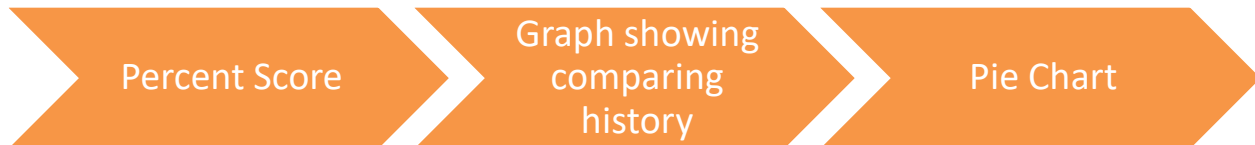
Email notifications are configured to notify SFM managers about the QC performance. The QC officer's iPad automatically synchronizes via a wireless network connection, so QC inspections can be tracked in real-time. Corrective action requests are immediately communicated to the relevant person.

All quality control inspections have precise timestamps to ensure frequency of monitoring and a clear indication of the date, time, area, and results of the monitoring process.



REPORTING

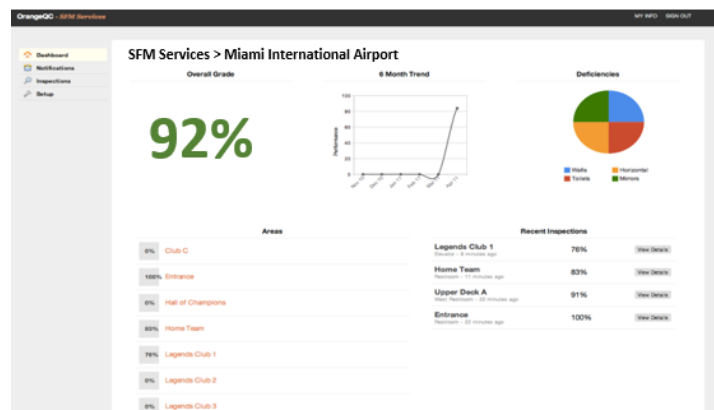
Below is report provided to client that will show the evaluation of progress in 3 forms which include:



These reports can be emailed to property managers in a pdf format.

Management reports contain the following:

- Labor budget
- Supplies budget
- Equipment budget
- Sales



Below are samples of actual inspection reports:




Time Stamped

#5499506

ENTRANCE AREAS



Location: (43570) MIA Bldg-701 (2461 NW 67 Ave) / 1st floor
 Completed: 2020-06-15 12:14pm
 Inspector: Marta Gonzalez
 Score: 93%

Line Item	Rating	Score
Floors	Below Average	79%
<p><i>P floor</i></p> <p><i>Floor needs heavy scrubbing</i></p> <p><i>A C vent in front of elevator has dust</i></p>		
  		
1	2	3
Thresholds	Above Average	95%
Glass Window	Above Average	95%
Glass Doors	Above Average	95%
Trash Containers	Above Average	95%
Ash Trays	Above Average	95%
Seating Area	Above Average	95%
NOTES		

#6192830

ENTRANCE AREAS




Location: (43570) MIA Bldg-845 AKA-100 (5600 NW 36 ST)(5pm to 10pm) / 1ST FLOOR

Completed: 2021-01-05 9:32pm

Inspector: Lazaro Gonzalez

Score: 100%




















Line Item	Rating	Score
Floors	Excellent	100%
 1		
Thresholds	Excellent	100%
Glass Window	Excellent	100%
Glass Doors	Excellent	100%
Trash Containers	Excellent	100%
Ash Trays	Excellent	100%
Seating Area	Excellent	100%
NOTES		

#5536781
LOBBY AREA



Location: (43128) CG War Memorial Youth Center 405 University Drive / 1st Floor / Lobby
Completed: 2020-06-26 4:25pm
Inspector: Eileen Dominguez
Score: 95%

Line Item	Rating	Score
Floors	Above Average	95%
Baseboards	Above Average	95%
Reception Desk	Above Average	95%
Information Desk	Above Average	95%
Transportation Room	Above Average	95%
Furniture	Above Average	95%
Horizontal Surfaces	Above Average	95%
Glass	Above Average	95%
Doors	Above Average	95%
Air Vents	Above Average	95%
Trash	Above Average	95%
NOTES		
Need to continue reporting on notes; floors are very scratch, need some shine.		

Line Item	Rating					Score
						
1	2	3	4	5	6	
						
7	8	9	10	11	12	
						
13	14	15	16	17	18	
						
19						

SFM'S INTERNAL COMMUNICATION SYSTEM

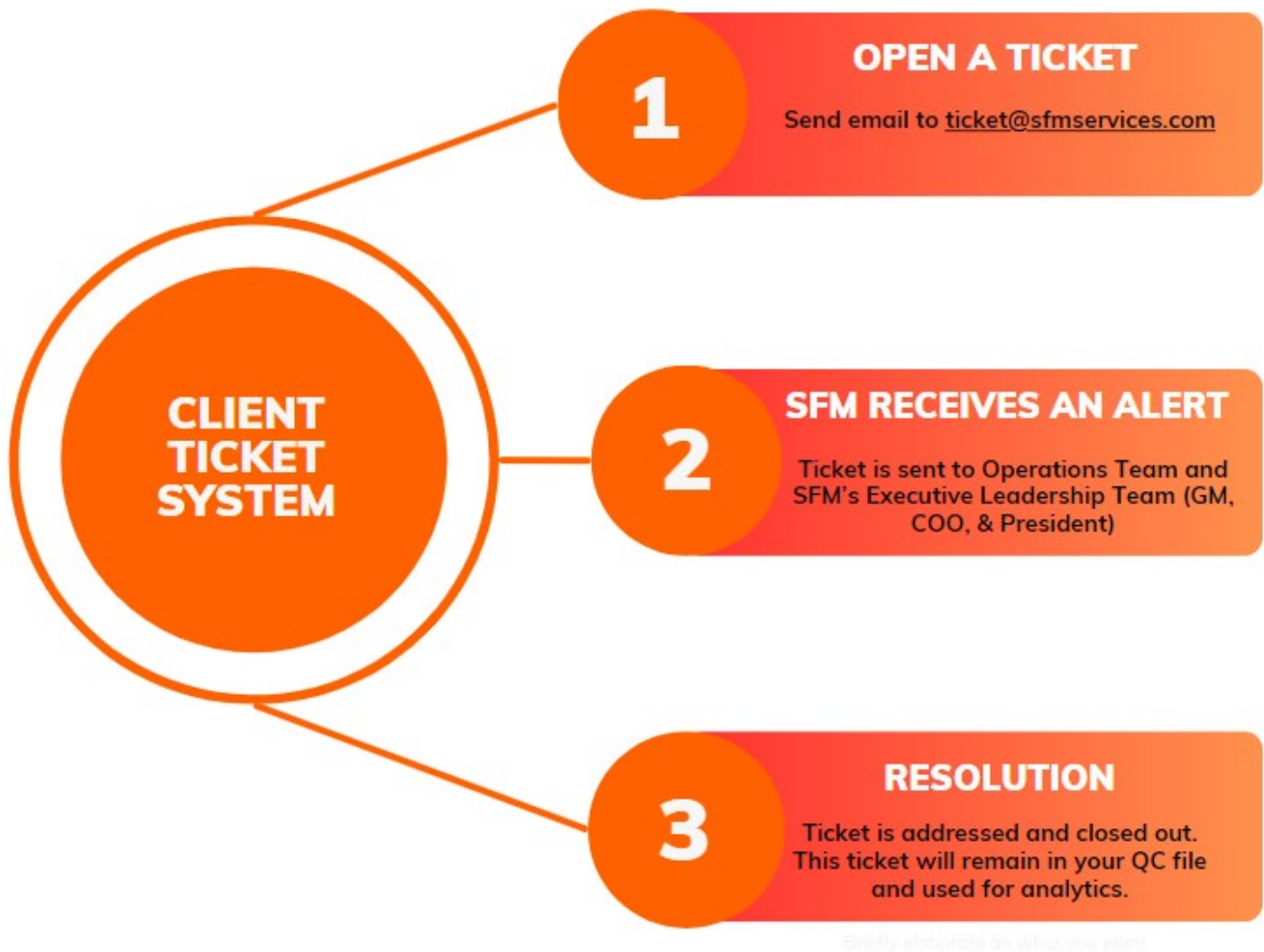
In order to maintain high quality standards, SFM relies on effective internal communication to quickly remedy any account deficiency. Below is a representation of SFM's internal communication process when an area is found deficient by a quality control officer.



CLIENT TICKET SYSTEM

Through our Quality Control software, we ask our clients to use the “Ticket System”. This feature helps us document and keep track of the quality of our services.

It's as simple as 1-2-3!



1. TICKET CREATED BY CLIENT

From: Delgado, Steve <SteveDelgado@miamibeachfl.gov>
Sent: Thursday, December 21, 2023 7:10:31 PM
To: Ticket <ticket@sfmservices.com>;
Subject: G-9 (1661 Pennsylvania Ave)

ACTUAL
CLIENT TICKET

Good evening,

At the above location stair# 1 level 6 (SW corner) outside elevator there is feces
can we have someone take care of this matter. See attach picture.

Thank you.

Steve Delgado, *Parking Operations Supervisor (Off-street Unit)*



2. TICKET ACKNOWLEDGED BY SFM WITHIN 9 MINUTES

From: Pedro Reus <preus@sfmservices.com>
Sent: Thursday, December 21, 2023 7:19:33 PM
To: Delgado, Steve <SteveDelgado@miamibeachfl.gov>
Subject: Re: G-9 (1661 Pennsylvania Ave)

Good evening Steve,

I'm sending the crew right now.

Regards.

Pedro P. Reus

3. TICKET CLOSED WITHIN THE HOUR

From: Pedro Reus <preus@sfmservices.com>
Date: December 21, 2023 at 8:14:51 PM EST
To: "Delgado, Steve" <SteveDelgado@miamibeachfl.gov>**Subject:** Re: G-9 (1661 Pennsylvania Ave)Good evening Steve,

All cleaned and done. Homeless man who did it was still here changing clothes.

Regards.

Pedro P. Reus



8. POLICIES & PROCEDURES

HUMAN RESOURCES PROGRAM

For over 30 years now, SFM has offered consistent work, keeping our pool of applicants full of local enthusiastic personalities. Using our regional employment recruitment strategies, SFM's experienced recruitment team will target local residents for employment opportunities thus fostering community involvement and development. SFM is known for its local employment opportunities throughout South Florida and **we are truly a LOCAL business** that can boast about giving back to the community more than any other vendor.

Having a well-trained and organized staff is essential to maintenance operations, and everyone who is on our team plays an intricate role in the successful operations of every project. At SFM, our onboarding professionals and management team prepare hundreds of qualified individuals to successfully carry out their daily assignments. SFM employees are trained, uniformed, and fully equipped prior to their job assignment assuring effective performance as specified by our client.

In the past, human resources professionals focused primarily on administrative tasks such as finding qualified employees, matching them to appropriate jobs, and balancing the interests of the organization with the rights and needs of employees. Today, the roles of HR professionals have evolved to support an organization in reaching its strategic goals and improving business results, while cultivating talented and capable staff. Simply understanding human resources management terminology, concepts and principles just doesn't cut it today.

Our talented managers design and implement human resources management policies that support our organization's strategic plan for growth and "Brand" recognition. They serve to enhance our organization's ability to attract, motivate, develop, and retain effective employees, which is paramount to our client retention through quality service and growth through reputation.



SFM'S HIRING FORMAT

Described below is a detailed plan for hiring, retaining, and training that identifies the methods for ensuring SFM's staff, including management personnel, are maintaining industry standards in training and best practices.

SFM Services performs LEVEL 1 & LEVEL 2 investigative background checks for all employees staffing our client's facilities. Our investigative background checks include the following:



- ✓ Social Security Number Verification
- ✓ Criminal History Search (7 years)
- ✓ Terrorist Watch List
- ✓ Employment Verification
- ✓ Violent Sexual Offender Registry Search
- ✓ DMV Records (7 years)
- ✓ Florida HRS Abuse Registry

SFM employee files contain health checks and required testing as well as all documented training and development compliant with OSHA.

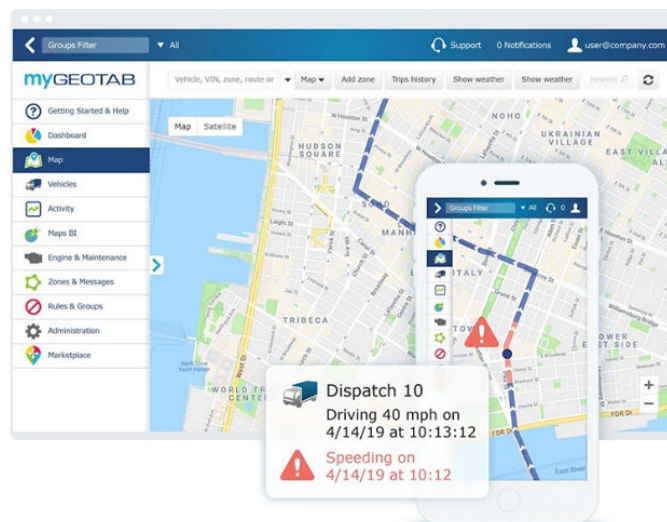


EMPLOYEE TRACKING

All drivers for SFM are registered with SambaSafety. SambaSafety gives us the security of knowing that our drivers are continuously being monitored while on and off the job. Their system always encourages our employees to drive safely.



All SFM Vehicles are equipped with the "GeoTab" GPS tracking system. This ensures our drivers are servicing all locations and will tell us how much time is spent at each location.



HIRING METHODOLOGY

Step 1: Utilize SFM's network of 1,000+ employees in the local market, coordinate interviews with incumbent employees, utilize online digital platforms such as Zip Recruiter and Social Media. SFM also places advertisements in the local paper if necessary.

Step 2: Identify project supervisor candidates and perform 2 Panel Interview Process.

Step 3: Hire supervision.

Step 4: Employee application review and job orientation.

Step 5: Criminal background check and Drug screening.

Step 6: Make offer of employment to all new hires and I-9 verification.

Step 7: Luis Sanchez, Risk & Safety Manager. Provide New Hire Training.

Assurance Personnel Availability

Some positions in this contract will be part-time. This will allow us to have a pool of back-up staff on call that will already possess the necessary qualifications, training, and experience to carry out their work.

BACKGROUND CHECKS

As a standard practice, our Team will run level 1 & 2 federal background checks (nationwide check involving all states) on all its new hires as required.



Employees requiring access to federally regulated secure areas will undergo individual background screening. When it comes to assuming a client's staff or filling an open position for them, we are flexible. We have found that background research standards often vary by client choice. Some clients are involved in specialized hiring program initiatives. In these situations, we first consult the client as to the depth of report desired (city, county, state or federal) and run reports upon mutual agreement with the client. We have utilized the same FCRA (Fair Credit Reporting Act) compliant provider for over 5 years and have and have had no incidents of incorrect or false information. SFM will not hire any employee who:

- Has been convicted of a violent felony or conspiracy to commit a violent felony within the past five (5) years;
- Has been convicted of a felony involving the trafficking of a controlled substance within the past (5) years;
- Has two (2) or more convictions for a violent felony, for conspiracy to commit a violent felony, or involving the trafficking of a controlled substance;
- Is a sexual offender or a sexual predator;
- Has failed to provide proof of United States citizenship or legal immigration status in the United States.

EMPLOYEE SATISFACTION AND RECOGNITION PROGRAM

The SFM Employee Satisfaction and Recognition Program aims to create a positive work environment and acknowledge the hard work and dedication of our employees. We understand the importance of employee satisfaction in achieving organizational success and believe that recognizing their efforts is crucial in fostering motivation and loyalty. We recognize employees in multiple ways:

- ✚ Spot bonuses for positive client feedback
- ✚ Spot bonuses for achieving Excellent Quality Control results
- ✚ Employee of the Month
- ✚ Safety BBQ's/Picnics if Safety Goals are achieved
- ✚ End of Year bonus for select staff

SFM employees are offered the following benefits:

Immediately

- ✚ Overtime pay rate if certain holidays are worked
- ✚ Safety rewards and bonuses.
- ✚ Free uniforms.
- ✚ Direct deposit.



After 90-Day probation period.

- ✚ Health Insurance.
- ✚ Free Life Insurance
- ✚ Lifeworks Employee Assistance Program
- ✚ Safety rewards & bonuses.
- ✚ Continued education.
- ✚ Career advancement opportunities.

After 1-Year of employment.

- ✚ Enrollment into 401K program for supervisors and managers.
- ✚ Paid time off for supervisors and managers.

DRUG FREE WORKPLACE PROGRAM

SFM IS PROUD TO PARTICIPATE IN THE NATIONAL DRUG FREE WORKPLACE PROGRAM.

It is our desire to provide a drug free, healthy, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on our account premises and while conducting business-related activities off premises, no employee may use, possess, distribute, transfer, sell, or be under the influence of alcohol or illegal drugs to help ensure a safe and healthy working environment.



Much like seat belts with automobiles, Insurance companies have stringent requirements in the coverage they provide. Job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol at any time during their employment if there is justifiable cause to do so.

All employees are subject to post accident drug testing. An employee involved in a work-related injury is required to take a drug/alcohol test with their post-accident visit at any care provider.

SFM's Drug-Free Workplace Policy sends a clear message that alcohol and drug use in the workplace is prohibited.

Objectives/ Goals

- To reduce drug use in the workplace
- To increase productivity
- To improve efficiency
- To reduce accidents in the workplace
- To deliver better customer service
- To demonstrate a more professional attitude and standard of conduct
- Encourage employees who have alcohol and/or substance abuse problems to voluntarily seek help



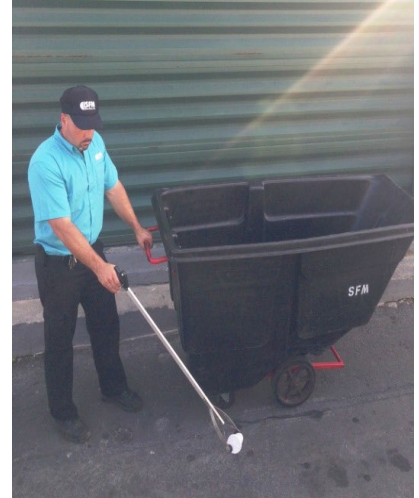
To achieve these goals, SFM Services conducts:

- Initial and periodic safety training sessions
- Drug Abuse Awareness pamphlets
- Random Drug Screening of existing employees
- Alcohol and Drug screening in the event of work-related accidents
- Complete drug Screening of all job candidates prior to start of assignments
- Formal and informal counseling by trained supervisors

EMPLOYEE IDENTIFICATION & UNIFORMS

We realize the importance that a properly identified employee can have working near your patrons. For this reason, SFM provides uniforms that are easily identifiable and professional. Janitorial employees wear orange-colored t-shirts with our logo clearly visible on both sides. This color makes identification even easier. Shirts are made of a polyester-cotton blend that makes it easy for our cleaning staff to keep them clean. We issue three sets to each employee and mend or replace them as needed.

Should you wish a different type of uniform, we can provide shirts, slacks, windbreakers, and parkas, all labeled with the SFM logo. By request, we can provide uniforms tailored to represent you, matching colors, and logos.



The identification card is just as important as a clear identifiable uniform. Every SFM employee is provided an employee ID and required to carry it with them during work hours.

SFM understands and enforces the need to have all personnel clearly identified. We want to make sure your patients, hospital staff, and visitors feel safe and that they always know who is working around them.



Housekeeping Uniforms

- SFM provides uniforms that are easily identifiable & professional.
- The SFM logo will be stitched on button down shirt.
- Three sets are issued to each housekeeper.



UKG TIME AND ATTENDANCE SYSTEM

SFM has implemented UKG UltiPro as its Human Resources Information System (HRIS) including but not limited to recruiting, onboarding (which facilitates new-hire compliance such as I-9 management, E-Verify, W-4 filing and new-hiring mandated training), employee data management, time and attendance, payroll processing and tax compliance, certification and development tracking, document retention (including confidential document management), COVID-19 Vaccine Document Management, scheduling, benefit compliance and administration, grievance and performance management for accountability, custom reporting and business intelligence, and offboarding.



In addition to UKG UltiPro, we've integrated UKG's Workforce Ready Management software to monitor and control all aspects of employee time and attendance while reducing the cost of overtime, administrative labor, and clerical mistakes. Not only does this integration allow us to effectively manage our remote teams, it also ensures we have the adequate staff available to carry out the daily operational tasks assigned to each location.

Below is a list of tailored services available through our software.

Biometric Fingerprint Equipped Time Clocks

SFM Services uses biometric time clocks to make time fraud obsolete. Working in tandem with our cloud-based time and attendance system, the biometric fingerprint time clock systems give us real time visibility into our workforce.

Mobile Time Tracking App

SFM Services offers the on-the-go employees the option to clock in/out via a mobile time clock app. The app contains Geo-fencing and Geo-tracking, so that we can securely track our workforce. Mobile Punch captures the date, time, and GPS location of each punch.

Telephone Time Tracking

In worksites where a traditional time clock is not an option, SFM Services allows telephone time tracking. In a nutshell, telephone time tracking allows employees to clock in and out via a landline. Employees simply call a toll-free number and follow the prompts. These punches are audited regularly, to ensure employees are punching into the assigned landline.

Real Time Alerts

Real-time alerts are designed to ensure that our employees are in their designated worksites on time. A team of personnel, including the Supervisor and Manager, receive real time alerts when a scheduled employee forgets to punch in, punches in late, or fails to report to work. This scheduling technology assists us in responding immediately to no shows.

9. SAFETY & TRAINING PROGRAM

SFM JANITORIAL SERVICES



Our Team prides itself in having one of the best training programs in the janitorial sector. The quality of service we deliver through extensive training has permitted us to grow exponentially over the last decade. We believe that the best way to offer exceptional service to our clients is to recruit the most talented, dedicated people in the industry.

We then train them to meet our high standards and make certain they understand that nothing stands in the way of customer satisfaction. The training is conducted by SFM's Risk and Safety Manager, Luis Sanchez. Mr. Sanchez is an OSHA 501 certified instructor with the State of Florida. This is a competitive advantage SFM has over other janitorial companies. It gives SFM the ability to train and retrain employees as necessary throughout the year. Our program consists of extensive classroom and hands on training procedures.

The following methodology is employed by Luis Sanchez for his trainings:

1. Classroom teaching is based on research and personal experiences.
2. Professional participation by experts in the field of the subject.
3. Practical exercises discussed and acted in role plays in class.
4. Situational Exercises where specific issues are presented and resolved in class by the student and further discussed in a group setting.
5. Testing and Quizzes of materials shared in class.
6. Providing training materials when necessary for further evaluation and study.



SFM In-House OSHA certified trainer.

TRAINING CERTIFICATIONS

THE UNIVERSITY OF
ALABAMA®

OSHA TRAINING INSTITUTE EDUCATION CENTER

Certifies that

Luis G. Sanchez

Has attended and successfully completed the

OSHA 501 Trainer Course in General Industry

Held ***11/28/2022 - 12/1/2022*** in ***Mobile, AL***

UNDER THE SPONSORSHIP OF THE OSHA TRAINING INSTITUTE, TO OBTAIN THIS
CERTIFICATE OF COMPLETION # 2211-SH0501-09-11

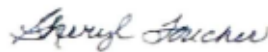
28 Contact Hours

2.8 Continuing Education Units (CEUs) earned

Your Trainer Status Expires: 12/1/2026



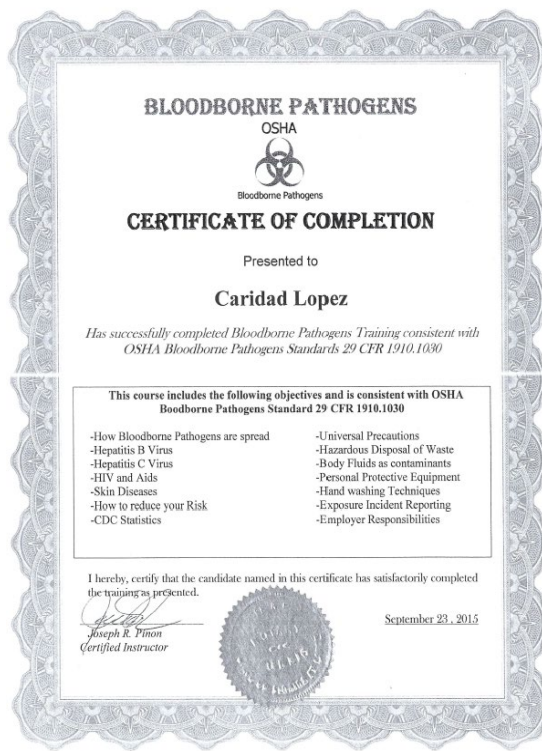
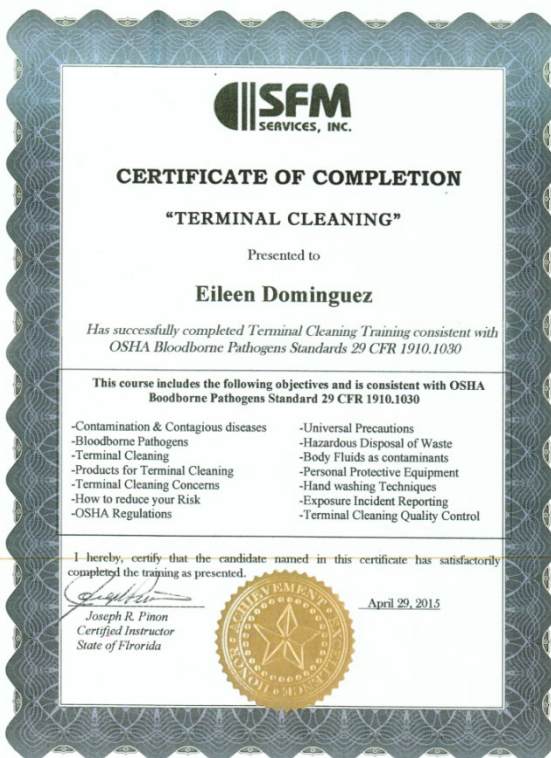
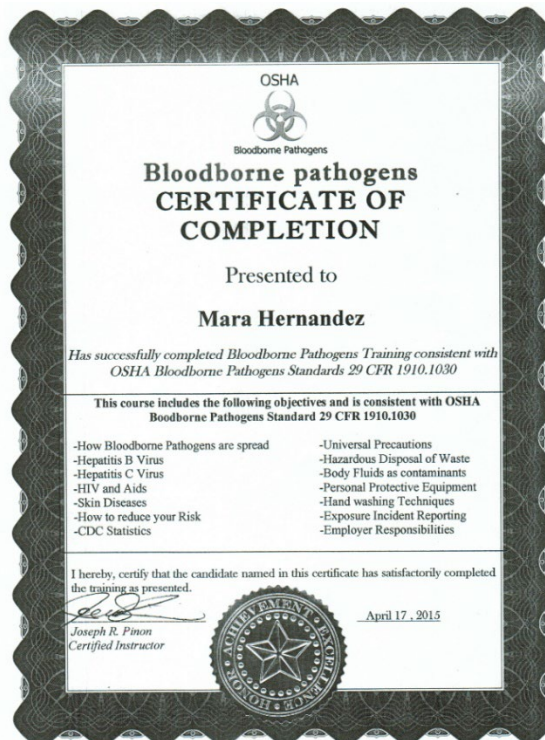
*Robert Murphy, Director
Office of Training & Education
OSHA*



*Sheryl Foucher, Director
OSHA Training Institute Education Center
The University of Alabama*

UA OSHA Training Institute Education Center - UA SafeState - College of Continuing Studies - Training and Conference Activities
Box 870310, Tuscaloosa, AL 35487-0310
<http://uesha.ccs.ua.edu>





CERTIFICATE

Of Completion For

Pascale Lopez

This graduate has passed the
Master Green Technician Course,
as instructed by the Academy of Cleaning Excellence.
This certified Master Technician now has the knowledge
and conceptual ability to apply healthy, Best Practices,
within commercial environments.



Bobby Zagers
BOBBY ZAGERS - I.C.E.
GEM Supply Company

NOVEMBER 2023



ACADEMY OF CLEANING
EXCELLENCE

Powered By



improving lives with cleaning support since 1932

David Thompson
DAVID THOMPSON
Director -
Academy of Cleaning Excellence

Certificate of Achievement

Presented to:
Pascale Lopez

has received 0.2 CEU for successfully completing: *Best Practices for Electrostatic and Other Sprayer Technology Roundtable*

Test name:

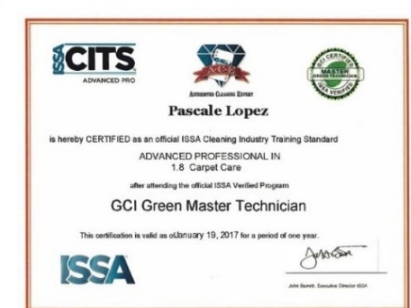
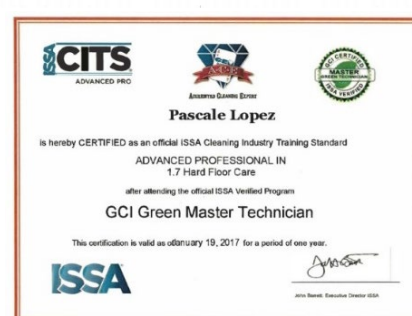
1.27.20 Best Practices for Electrostatic and Other Sprayer Technology Roundtable

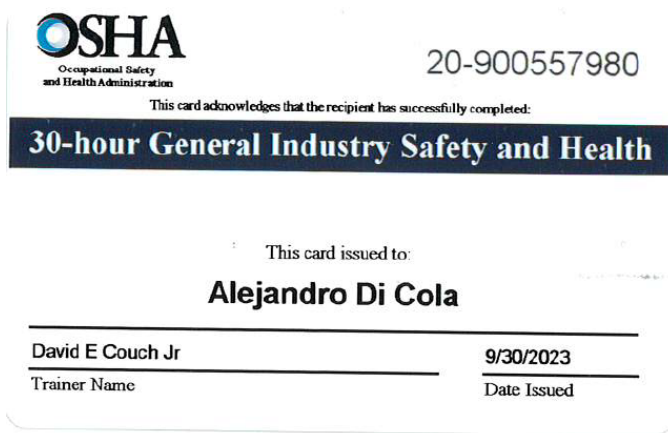
Score: 100% 5 / 5



Trade Press Media Group, Inc.

This 28th Jan 2021





SAFETY PROGRAM

SFM is committed to providing high-quality cleaning solutions while prioritizing the safety and well-being of both our employees and clients. Our Risk Management and Safety Program serves as a comprehensive framework to proactively identify, assess, and mitigate potential risks in our operations. By implementing robust safety protocols and adhering to industry standards, SFM ensures a secure working environment for our employees and delivers exceptional services to our valued customers.

Risk Identification:

At SFM, we recognize the importance of identifying potential risks that could impact the safety of our employees, clients, and the public. Our risk identification process involves a thorough analysis of the unique hazards associated with janitorial services, such as slip and fall accidents, exposure to harmful chemicals, and ergonomic issues. By conducting regular site assessments, we gather valuable information to identify potential risks and develop appropriate control measures.

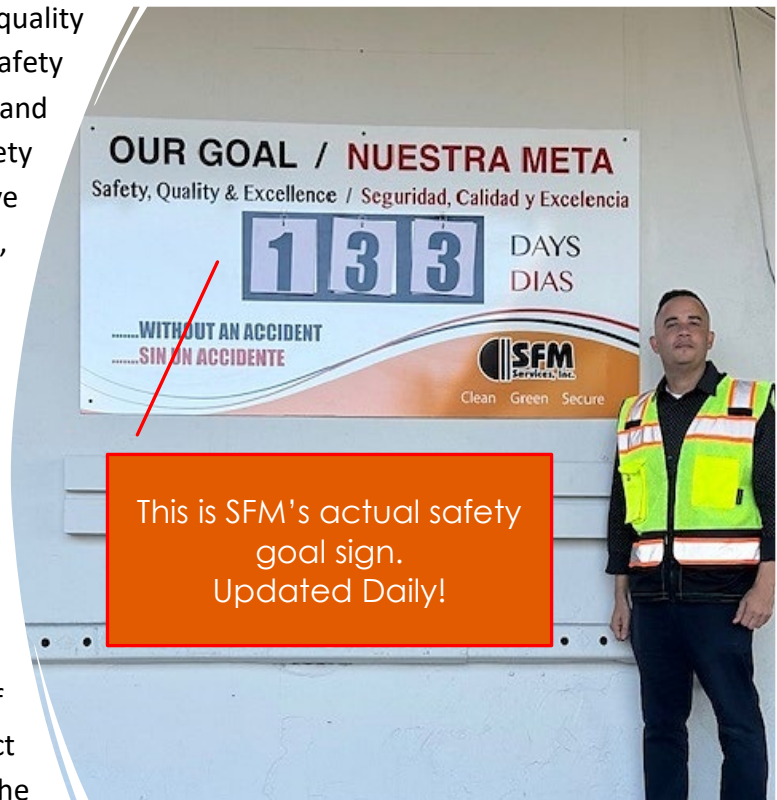
Risk Assessment:

After identifying potential risks, SFM conducts a comprehensive risk assessment to evaluate the likelihood and severity of each risk. This assessment helps us prioritize risks and allocate resources effectively. Our team of experts uses industry-standard methodologies to assess risks objectively, ensuring that all identified hazards are thoroughly evaluated.

Risk Mitigation:

SFM is committed to implementing effective risk mitigation strategies to minimize the occurrence and impact of potential hazards. Our risk mitigation efforts include:

1. Training and Education:



We provide extensive training to all our janitorial staff on safety procedures, including proper handling of equipment, safe chemical usage, and ergonomics. Regular refresher courses keep our employees up to date with the latest safety practices.

2. Personal Protective Equipment (PPE):

SFM ensures that all employees are equipped with appropriate PPE, including gloves, masks, and safety footwear, to minimize the risk of injuries and exposure to hazardous materials.

3. Standard Operating Procedures (SOPs):

We have established detailed SOPs for all cleaning tasks, ensuring that employees follow consistent and safe practices. These SOPs cover various aspects, including equipment operation, chemical handling, and waste disposal.

4. Equipment Maintenance:

Regular maintenance and inspection of cleaning equipment are essential to prevent malfunctions and accidents. SFM follows a strict maintenance schedule to ensure that all equipment is in optimal condition.

5. Emergency Preparedness:

SFM has a robust emergency preparedness plan in place to respond effectively to unforeseen incidents, such as fire outbreaks or natural disasters. Regular drills and training sessions ensure that our employees are well-prepared to handle emergencies.

Monitoring and Continuous Improvement:

SFM understands that risk management is an ongoing process. We continuously monitor and evaluate the effectiveness of our risk mitigation strategies to identify areas for improvement. Our incident reporting system allows employees to report any safety concerns or near-miss incidents promptly. This information helps us identify potential gaps and implement corrective measures to enhance our safety program.

SFM's Risk Management and Safety Program is a testament to our commitment to providing safe and reliable cleaning services. By proactively identifying and mitigating risks, we ensure the well-being of our employees, clients, and the community. Our dedication to continuous improvement guarantees that our safety program remains up-to-date and aligned with industry best practices. With SFM, you can trust that your janitorial needs are met with the highest standards of safety and professionalism.

EMPLOYEE SAFETY BBQ



Committed
to
Safety
Excellence



242 DAYS
WITHOUT AN
EMPLOYEE
ACCIDENT!!!



Winners of Employee Safety BBQ



Safety Training



She won a car!!! Vehicle Giveaway