

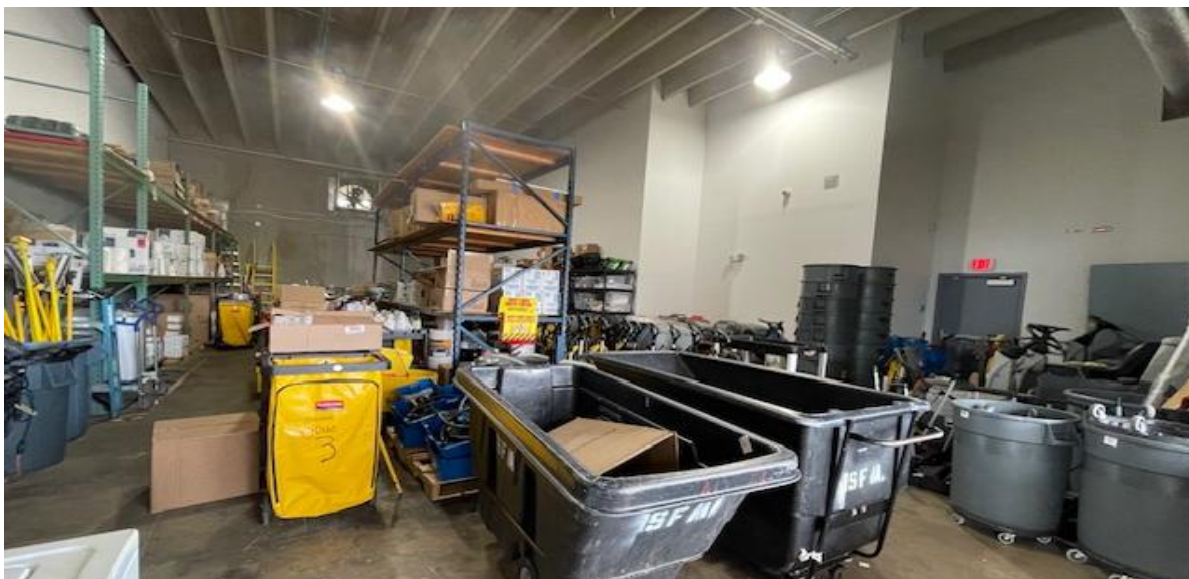
## EQUIPMENT

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.



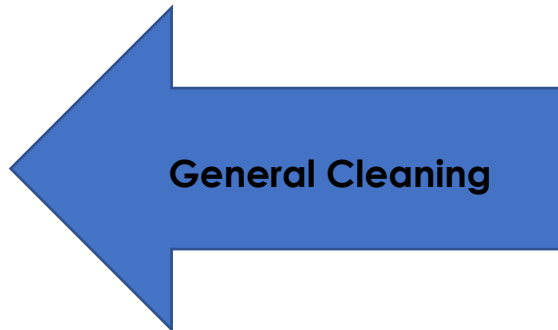
In order to ensure that equipment and machinery are replaced in a timely manner, SFM has implemented a policy under which equipment is replaced once it has expired its life expectancy. This ensures that SFM's operations are not hindered by outdated or malfunctioning equipment. By implementing this policy,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



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## 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

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## **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](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](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.

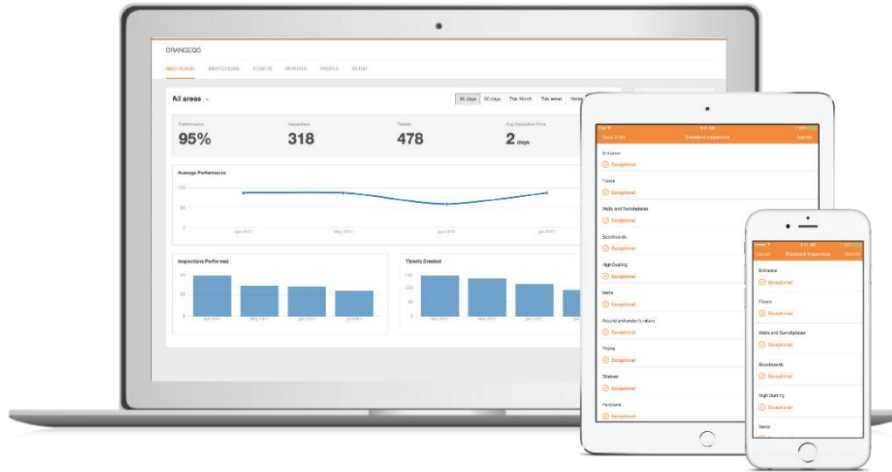
### **The SFM Quality Control Program consists of two mutually supporting modules:**

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

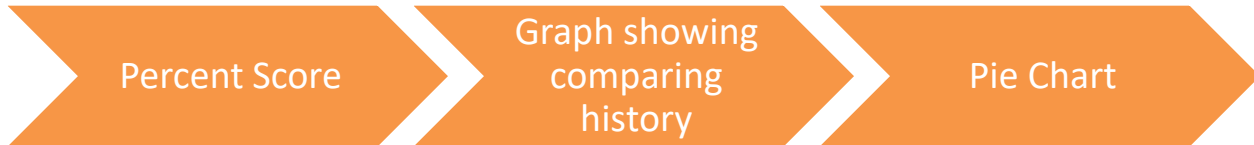
Email notifications are configured to notify SFM managers about the QC performance. The QC officer's iPad automatically synchronizes via a wireless network connection, so QC inspections can be tracked in real-time. Corrective action requests are immediately communicated to the relevant person.

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

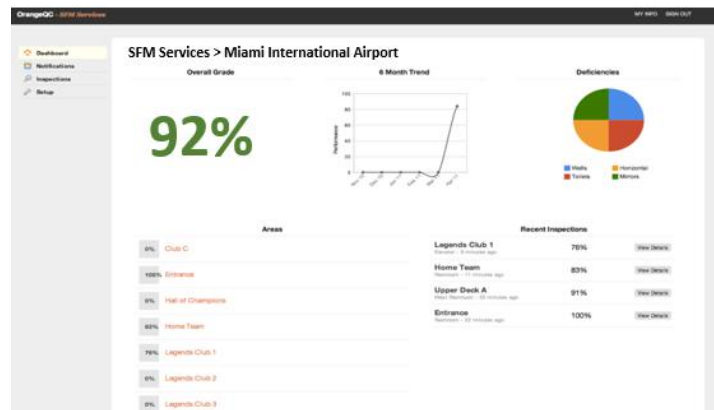
Below is report provided to client that will show the evaluation of progress in 3 forms which include:



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>		
<div style="display: flex; justify-content: space-around;">    </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <span>1</span> <span>2</span> <span>3</span> </div>		
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		
<i>Need to continue reporting on notes; floors are very scratch, need some shine.</i>		

Line Item	Rating	Score
		
1		
		
2		
		
3		
		
4		
		
5		
		
6		
		
7		
		
8		
		
9		
		
10		
		
11		
		
12		
		
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18		
		
19		



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## 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.

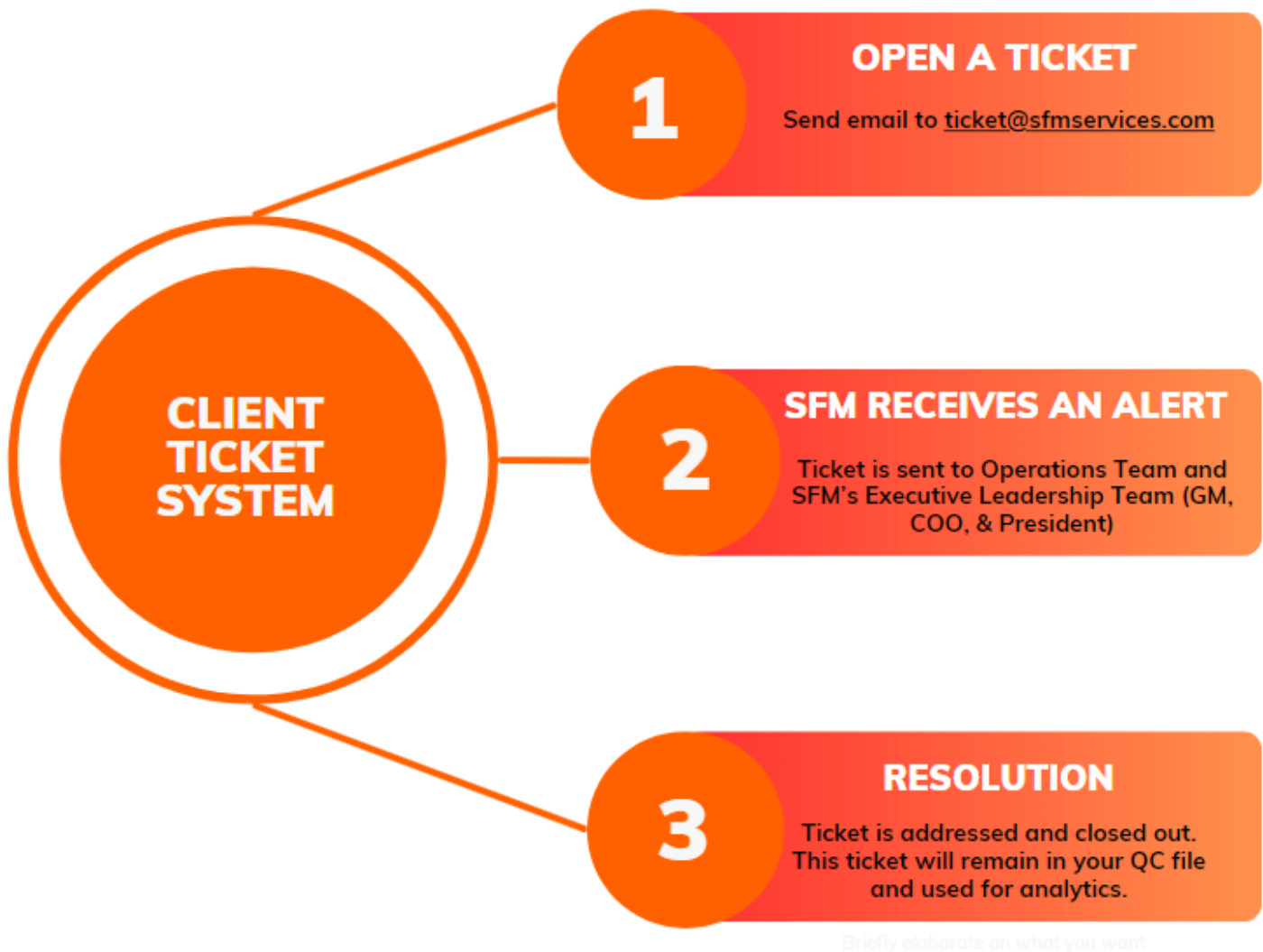


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## CLIENT TICKET SYSTEM

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](mailto:SteveDelgado@miamibeachfl.gov)>  
**Sent:** Thursday, December 21, 2023 7:10:31 PM  
**To:** Ticket <[ticket@sfmservices.com](mailto: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](mailto:preus@sfmservices.com)>  
**Sent:** Thursday, December 21, 2023 7:19:33 PM  
**To:** Delgado, Steve <[SteveDelgado@miamibeachfl.gov](mailto: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](mailto:preus@sfmservices.com)>  
**Date:** December 21, 2023 at 8:14:51 PM EST  
**To:** "Delgado, Steve" <[SteveDelgado@miamibeachfl.gov](mailto: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.



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## 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.



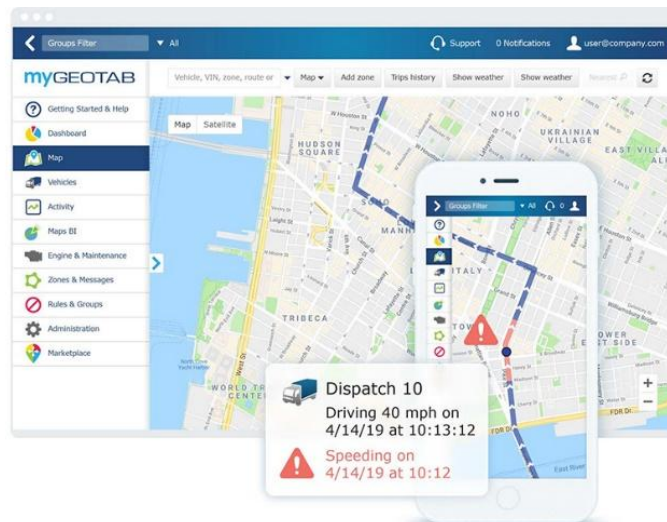
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## EMPLOYEE TRACKING

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.



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## 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.

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## 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.

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## 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.



BENEFITS

### 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.

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## 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



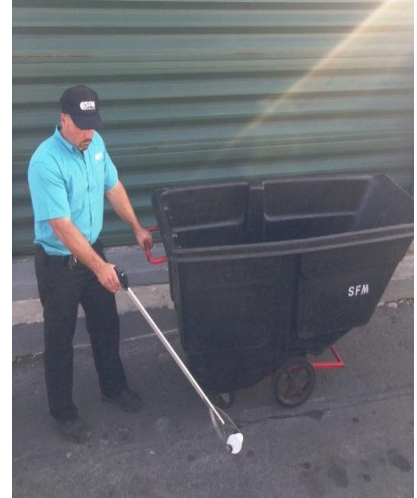
### To achieve these goals, SFM Services conducts:

- 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.



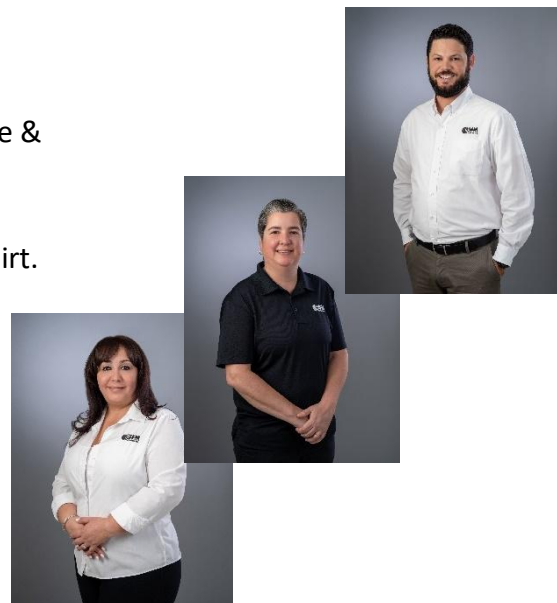
The identification card is just as important as a clear identifiable uniform. Every SFM employee is provided an employee ID and required to carry it with them during work hours.

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.



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## 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**

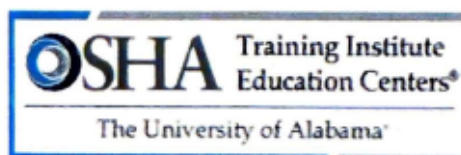


*Robert Murphy, Director  
Office of Training & Education  
OSHA*



*Sberyl Fouches, 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://uaosha.ccs.ua.edu>





Building Service Contractors Association International

Awards this certificate to

Pascale Lopez

For raising the professional standards of Building service management by attaining designation of

**Certified Building Service Executive**

By successfully fulfilling the designation's conditions of Eligibility and passing all examination requirements as approved by The BSCAI Certification Committee.

on August 1, 2025

This certificate is good for three years

Chris Mundschen, CAE, Executive Director



### 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.

Thu 28th Jan 2021

CERTIFICATION ID : e499cf7a3a1bb2aef5200e18c



**CERTIFICATE OF COMPLETION OF  
BSCAI EXECUTIVE LEADERSHIP  
ACADEMY**

THIS CERTIFICATE IS AWARDED TO  
**Pascale Lopez**

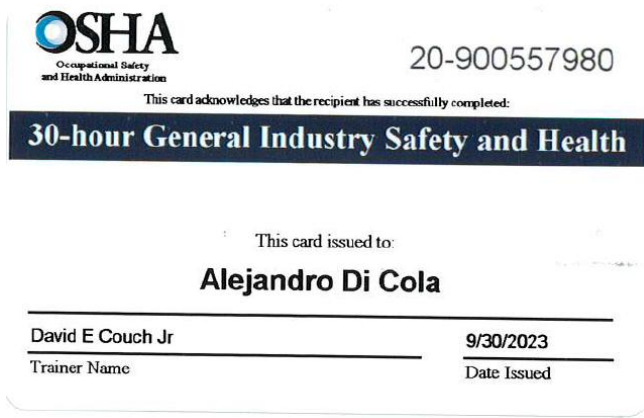
for completing the 10-week business management and financial mastery educational course by GoalMakers.

06/29/2023  
DATE

*Jeremy Wall*  
JEREMY WALL  
PROGRAM MANAGER &  
PROGRAM FACILITATOR



VALIDATE YOUR CERTIFICATE BY VISITING THIS LINK:  
<https://mycourse.app/uFMe7TnFcAlfkH26>



**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 - I.C.E. GEM Supply Company  
NOVEMBER 2023

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DAVID THOMPSON  
Director  
Academy of Cleaning Excellence

**CERTIFICATE**  
Of Completion For

*Mateo Reyes*



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**CERTIFICATE**  
Of Completion For

*Suyeng Calderon*



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**CERTIFICATE**  
Of Completion For

*Armando Garcia*



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**CERTIFICATE**  
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*Mara Hernandez*



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**CERTIFICATE**  
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*Felipe Munoz*



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**CERTIFICATE**  
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*Caridad Lopez*



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**CERTIFICATE**  
Of Completion For

*Deysi Villanizar*



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**CERTIFICATE**  
Of Completion For

*Alejandra Velarde*



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**CERTIFICATE**  
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*Pedro Reus*



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**CERTIFICATE**  
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*Giselle Alfonso*



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**CERTIFICATE**  
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*Orlando Reyes*



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## 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.

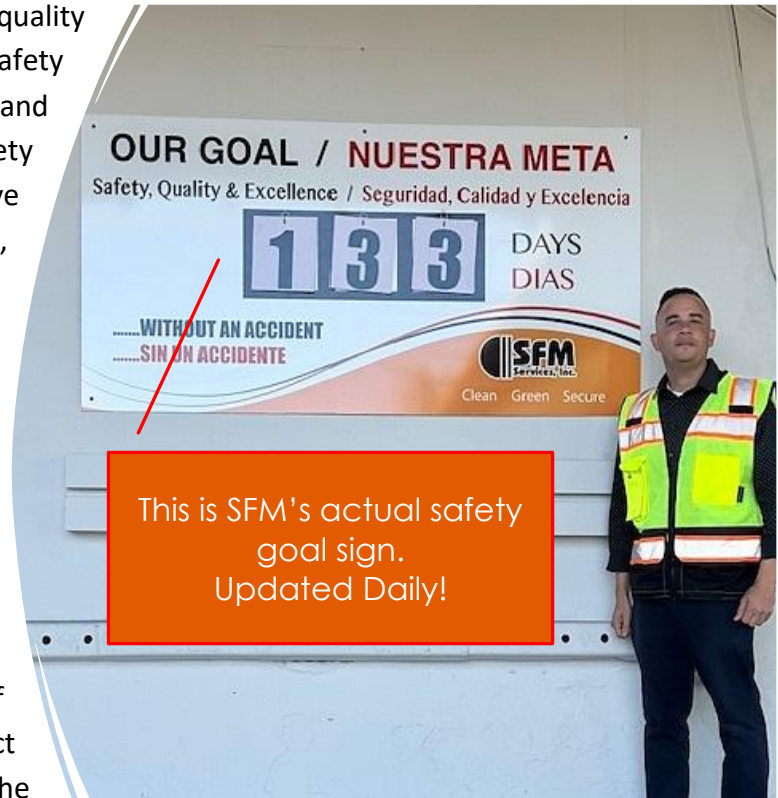
### **Risk Assessment:**

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:**

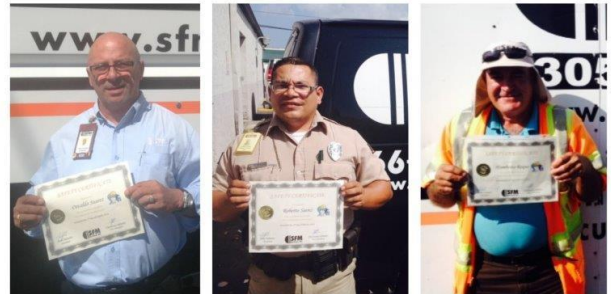
SFM understands that risk management is an ongoing process. We continuously monitor and evaluate the effectiveness of our risk mitigation strategies to identify areas for improvement. Our incident reporting system allows employees to report any safety concerns or near-miss incidents promptly. This information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



## Winners of Employee Safety BBQ



Safety Training



She won a car!!!  
Vehicle Giveaway