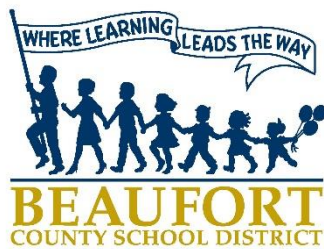


ABM Response

Solicitation Number: 18-001



Presented to:

Sandi Amsler, CPPB
Procurement Officer
Beaufort County School District

Presented by:

ABM
Randy Gehman
Director of Business Development
randy.gehman@abm.com
(404) 333-9041

June 29, 2017

June 29, 2017

Sandi Amsler, CPPB
Beaufort County School District
2900 Mink Point Boulevard
Procurement Office
Beaufort, South Carolina 29902

Dear Sandi Amsler,

Re: Custodial RFP

Given the monumental tasks that school districts confront today when providing the best quality education, ABM Education Services is keenly aware of the role that superior custodial services play in this endeavor. Students, parents and educators readily agree that safe, clean and inviting campus facilities are nothing short of an absolute necessity to support continued success.

As a company, we are acutely aware that Beaufort County School Districts administration, faculty, staff, board members and community have high-caliber expectations across all your schools & buildings. Pride and ownership was exhibited in every district employee that we met while in your district. ABM believes that "Uninhibited learning depends on a safe, nurturing, inclusive and flexible environment," and we intend to partner with you to create that environment. Below are some of the desired results that we will deliver with our partnership:

- High Caliber Salaried & Dedicated General Project Manager exclusively for BCSD
- Pay Competitive Market Wages to attract & retain quality employees
- Provide 40 hours of training for hourly staff personnel
- New Equipment Investment of \$868,057 dollars for all District Award
- 401K-match 100% of first 3% and 50% of next 2%
- Employee Stock Purchase option for employees at 5% discount through payroll deduction
- Incentivize All Employees for the opportunity to earn annual merit increases
- Follow a precise scope of work with frequencies assigned to each task customized specifically for BCSD

ABM has built our business on listening to our clients. Short term trust and long term partnerships are built on ensuring the District & Community is 100% satisfied with the daily service delivery.

Throughout our proposal, we will demonstrate how BCSD's goals align with our organization in the hopes of creating a partnership that will help the district continue to grow and prosper. BCSD has a long tradition of excellence that is reflected in the fact that Beaufort County School District is committed to educational success through creating an environment where teachers can teach and students can learn. BCSD values each student and challenges them with work that results in their learning. BCSD is continuously building a stronger academic culture by recognizing and responding to the needs of the people you serve. ABM has

continued to grow and build strong partnerships with school districts using that same philosophy. Building trust and operating with integrity are benchmarks to the growth of BCSD and ABM.

The positive aspects of creating an A+ school district are often coupled with new challenges including the expectations of enhanced programs, first-class facilities, management of district employees, higher cost of maintenance, and identifying more funding sources.

You need a partner that understands and appreciates the importance of attracting students to the campus while anticipating and strategizing with you on the constant change and growth that BCSD will continue to see. We believe that ABM is the best choice to complement the unique profile that BCSD has built. We have structured our proposal in a way that is consistent with the vision of the Beaufort County School District, and we believe that it offers a partnership that creates value through the ways expounded throughout our proposal.

Running a school system is a 24-hours-a-day, seven-days-a-week job that requires attention to a multitude of important details. Contracting with a proven Education Services partner with singular focus in K12 Education means you can feel confident that BCSD's needs will be met in the most professional, cost-efficient manner.

To make your job easier, ABM offers consolidated billing, web based service requests, quality control and reporting. The ability to assess, document and communicate the quality of service you receive is invaluable to your bottom line and peace of mind. Our ABM team looks forward to putting our action plan, methodologies and solutions to work for BCSD.

We are prepared to develop a long term partnership with BCSD. Thank you for this opportunity. If you have any questions please feel free to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Randy Gehman". The signature is fluid and cursive, with the first name "Randy" and last name "Gehman" clearly distinguishable.

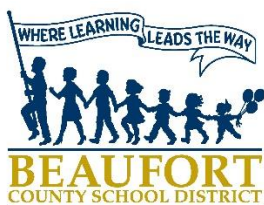
Randy Gehman
Director of Business Development

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Cover Page



Beaufort County School District

Solicitation Number: 18-001
 Date Printed: May 22, 2017
 Date Issued: May 22, 2017
 Procurement Officer: Sandi Amsler, CPPB
 Phone: 843-322-2349
 Email: Sandi.Amsler@beaufort.k12.sc.us

Request for Proposals (RFP)

DESCRIPTION: **Custodial Services**
 SUBMIT OFFER BY (Opening Date & Time): **June 29, 2017; 2:00 PM EDST**
 QUESTIONS MUST BE RECEIVED BY: **June 14, 2017**
 NUMBER OF COPIES TO BE SUBMITTED: **Six (6) Original Signed Copies**
Two (2) CD versions – One (1) Redacted

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:
 Beaufort County School District
 Procurement Office
 P.O. Drawer 309
 Beaufort, SC 29901-0309

PHYSICAL ADDRESS:
 Beaufort County School District
 Procurement Office
 2900 Mink Point Blvd
 Beaufort, SC 29902

CONFERENCE TYPE: Mandatory Pre-Proposal Conference / Site Visits		LOCATION: District Office 2900 Mink Point Blvd Beaufort, SC 29902
DATE & TIME: June 5 & 6, 2017 beginning at 7:30 AM		
AWARDS & AMENDMENTS: Award will be posted at the Physical Address stated above on or after July 13, 2017. The award, this solicitation, and any amendments will be posted at the following web address: http://beaufortschools.net . You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, you agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.		
NAME OF OFFEROR: ABM Industry Groups, LLC	(Full legal name of business submitting the offer)	ENTITY TYPE: Limited Liability
AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above) Trey Brock		
PRINTED NAME		TITLE Regional Vice President
<small>Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.</small>		

Page Two

PAGE TWO
(Return Page Two with Your Offer)

<p>HOME OFFICE ADDRESS (Address for Offeror's home office/Principal place of business):</p> <p>500 Gulfstream Road Savannah, GA 31408</p>	<p>NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent):</p> <p>6478 Hwy 90, Suite C Milton, FL 32570</p>
<p>PHONE NUMBER: (404) 333-9041</p>	
<p>EMAIL ADDRESS: randy.gehman@abm.com</p>	

<p>PAYMENT ADDRESS (Address to which payments will be sent):</p> <p>ABM Industry Groups, LLC P.O. Box 404292, Atlanta, GA 30384-4292</p> <p><input type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Home Notice Address (check one only)</p>	<p>ORDER ADDRESS (Address to which all purchase orders will be sent):</p> <p><input type="checkbox"/> Payment Address Same as Home Office Address <input checked="" type="checkbox"/> Payment Address Same as Home Notice Address (check one only)</p>
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ACKNOWLEDGEMENT OF AMENDMENTS:	<u>Amendment Number</u>	<u>Amendment Issue Date</u>
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.	1	May 23, 2017
	2	June 12, 2017
	3	June 15, 2017
	4	June 21, 2017
	Exhibit B – Clusters	(updated)

<p>MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please include a copy of your certification.</p>
--



Executive Summary

A Trusted Facilities Provider

ABM Industries (NYSE: ABM) is a leading provider of facility solutions with revenues of approximately \$5.1 billion and over 100,000 employees in 300+ offices deployed throughout the United States and various international locations. ABM's comprehensive capabilities include electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, janitorial, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes. ABM Industries Incorporated operates through its subsidiaries, was founded in San Francisco, CA. in 1909, which means we have been delivering solutions for 108 years.



In ABM's more than 100 year history, we have developed an outstanding reputation in the marketplace, and our brand continues to stand for excellence. With this in mind, we strive continuously to find new ways of Building Value for our clients. Over the past year, ABM initiated a bold, new vision that transformed our business from a company organized by service lines to a company organized by industry. This change aligns us more closely with our clients and allows us to continue to be a highly-valued partner. This transformation is collectively referred to as our 2020 Vision.

We recently restructured ABM into eight different Industry Groups. In addition to our ABM UK unit, these include:



By establishing a consistent and reliable operational platform that will ultimately increase service quality, significantly improve onsite management and service worker effectiveness and positively impact how we respond to specific requirements in our clients' facilities, we are better able to understand and deliver facility solutions unique to their industry challenges, goals and opportunities.

We Understand K-12 School Divisions

One size does not fit all. ABM serves and supports multiple industries, with experienced professionals who understand Beaufort County School District's distinct requirements. Through our deep educational expertise, we understand the service needs of school buildings and facilities are different than other industries, and we offer custom financial solutions that reflect the unique characteristics of school facilities.



ABM has specially designed these services based on the economic climate our K-12 clients face. We know revenues continue to fall due to a decline in tax revenues and reduced state funding, all while infrastructure continues to deteriorate. The public continues to demand higher test scores which require quality learning environments and teachers. Current funding sources and alternatives to deep budget cuts are of critical concern.

Additionally, most communities have little appetite for increasing the burden on tax payers in order to fund maintenance needs through new bonded debt. Typically new bond issuances are used for major renovations or new construction where a new school is needed.

ABM creates a funding strategy for the void created between the need to maintain the current inventory of facilities and the requirement to sustain debt margin levels in order to fund future needs. Our financial acumen and recognition of client-centered needs is what makes us best-in-class in our field.

Our team looks at every school division for a unique and customized solution. The team reviews the financial and technical needs, and develops a guaranteed financial outcome that addresses specific improvements with no or low impact on tax payer burden. In most cases, our technical solutions have a net-zero impact on the finances of the school system.

Building Value for Your Schools

To provide an enriching, safe and healthy environment for your students and staff, Beaufort County School District needs a customized custodial program delivered by an experienced, flexible partner that will listen and respond to your needs while keeping costs low, managing labor effectively and integrating into your district's family. To meet your district's needs, we'll apply our industry expertise backed by 40 years' of experience serving school districts.

Keeping costs down

We'll keep your costs low with our controlled labor solutions and efficient processes. As your budget changes year-to-year, we'll work with you to adjust contract levels to meet your changing needs. In our experience, we've been able to adjust contract level without sacrificing quality or compromising the learning environment.

Ensuring security and reducing turnover

Your district will be staffed by employees who are not only qualified to service school environments, but also safe for you and your students. Our screening tools will ensure that Beaufort County School District's service workers pass stringent background checks. Additionally, we'll provide the training and incentives necessary to improve employee production and reduce turnover.

Quality service

Your comprehensive custodial program will cover common areas, such as restrooms, grounds maintenance, floor and carpet care, cafeterias and gymnasiums. To promote a healthy learning environment, we'll make sure that door handles and other touch points are thoroughly sanitized on a regular basis. For your everyday maintenance needs, we'll provide reliable and proficient handymen. We'll also apply our strict standards to equipment selection and use, employee training, safety, security and quality control.

Local experts in your community

ABM's local branch office in Savannah, Georgia is staffed with a team of experts who understand your locale and are committed to becoming a part your district's community. This local team will provide personalized support and be fully accountable to you for the quality of our service. We'll understand the specific needs of each of your schools and continually tailor solutions to your needs as they evolve.

We encourage you to call our references listed in this proposal — a sample of the more than 100 school districts that are currently benefitting from our solutions.



Financial Information

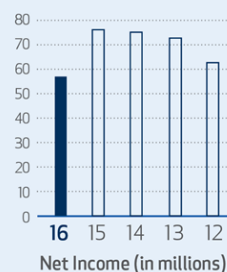
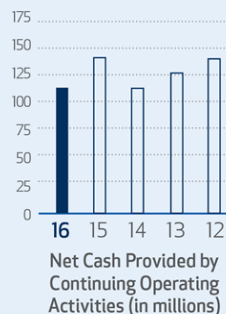
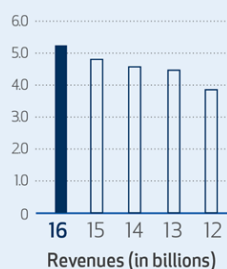
ABM achieved revenues of \$5.1 billion by faithfully serving over 20,000 clients nationwide in over 200 metro areas. ABM has an exceptionally transparent balance sheet comprised of a strong cash position, minimal debt, and a solid performance record boasting consecutive quarterly dividends since 1965. ABM is also one of the largest facilities services contractors on the New York Stock Exchange. Our subsidiaries are leaders in their respective fields and are capable of independent growth as well as growth through acquisition. Our size, operational infrastructure and financial strength enable us to offer customers a level of sophistication that translates into savings and peace of mind.

Quarterly press releases can also be referenced at:

<http://investor.abm.com/releases.cfm>

Financial Highlights

	Year Ended October 31,				
(\$ in millions)	2016	2015	2014	2013	2012
Revenues	\$5,144.7	\$4,897.8	\$4,649.7	\$4,427.8	\$3,934.4
Net cash provided by continuing operating activities	\$110.5	\$145.5	\$115.1	\$125.2	\$140.9
Net income	\$57.2	\$76.3	\$75.6	\$72.9	\$62.6



Experience in Education K-12

Proposer has been providing custodial services to (please check (✓) next to each appropriate type of building(s) serviced and indicate number of years' experience for each checked service area)

- ☒ K – 12 school district athletic fields for 45 years;
☒ Publicly owned and operated facilities for 108 years;
☐ Privately owned and operated facilities for _____ years.

Similar Clients

ABM provides facility services to hundreds of schools across the country. Below is a sampling of ABM's K-12 clients:

- Anderson 2 County Schools – Anderson, SC
- Baltimore City Public Schools – Baltimore, MD
- Cherry Creek School District – Englewood, CO
- Dalton School – New York, NY
- Douglas County Schools – Castle Rock, CO
- Tolleson Elementary School District – Tolleson, AZ
- Evergreen Public Schools – Vancouver, WA
- Hamilton County Department of Education – Chattanooga, TN
- Harris County School District – Hamilton, GA
- Milwaukee Public Schools – Milwaukee, WI
- Nebraska City Public Schools – Nebraska City, NE
- Putnam County Schools – Cookeville, TN
- School District of Beloit – Beloit, WI
- Scottsdale Unified School District – Scottsdale, AZ
- Stratford Public School – Stratford, CT
- Whitfield County Schools – Dalton, GA

DID YOU KNOW?

ABM cleans over **95 million square feet** of K-12 space each year.

Associations

ABM is an active member and participant in the following educational industry professional and trade organizations:

- Association of School Administrators (ASA)
- Association of School Business Officials (ASBO)

“Customer service has been excellent. The Board of Education is pleased. The schools are cleaner, and staffing levels and employee productivity are higher than we experienced with in-house service.”

- Gary Waters, Assistant Superintendent Auxiliary Services,
Hamilton County Board of Education

Proven Partnerships

Evergreen Public Schools

- ABM has been servicing EPS for over 30 years
- 3.2 million square feet serviced
- Organic waste program/ food composting
- \$3,800 a month in savings due to change in carpet cleaning
- District saved on labor costs due to staffing adjustments



Hamilton County School District

- ABM services all 80 schools, 7.6 million square feet
- Savings as a result of outsourcing
- Cleaner schools, higher staffing levels and employee productivity vs. in-house service
- Servicing custodial and grounds maintenance since 2005



Putnam County School System

- Services since 2016
- Servicing 25 locations county wide
- Providing custodial services to approximately 2.3 million square feet daily



Carroll County School System

- Services since 2013
- Servicing 26 campuses county wide
- Providing custodial services to approximately 2.3 million square feet daily
- Savings exceeding \$1.8 million through outsourcing
- Consistently high inspection ratings



Just Ask Our Clients

Hear first-hand how we build value for our clients. Below is a reference list of clients similar to you for whom we currently provide services.

1. Customer: **Hamilton County Department of Education (TN)**
 \$/year **10.5 million** Contract: **July 1, 2005 - Present**
 Consecutive Years of Service: **12**
 Phone Number **(423) 209-5600**

2. Customer: **Santa Rosa County School District (FL)**
 \$/year **4.6 million** Contract: **July 1, 2003 - Present**
 Consecutive Years of Service: **15**
 Phone Number **(850) 983-5130**

3. Customer: **Northwest Independent School District (TX)**
 \$/year **5.1 million** Contract: **2016 - Present**
 Consecutive Years of Service: **1**
 Phone Number **(817) 215-0069**

4. Customer: **Peoria Unified School District (AZ)**
 \$/year **2.9 million** Contract: **2015 - Present**
 Consecutive Years of Service: **2**
 Phone Number **(602) 628-1575**

5. Customer: **Fort Mill School District (SC)**
 \$/year **1.7 million** Contract: **2008 - Present**
 Consecutive Years of Service: **9**
 Phone Number **(803) 548-2527**

Letters of Recommendation



HAMILTON COUNTY DEPARTMENT OF EDUCATION

Division of Auxiliary Services
2501 Dodds Avenue
Chattanooga, Tennessee 37407
Telephone: 423/209-5600; Fax: 423/209-5601

March 24, 2016

To Whom It May Concern:

ABM (formerly Southern Management) has provided Custodial and Grounds Services for Hamilton County School District since July 1, 2005. The initial contract was a four (4) year agreement, with options for two (2) two (2) year extensions. The initial contract was extended for both optional periods and was re-advertised in 2013.

In early 2013 Hamilton County Board of Education issued "Requests for Proposals" for Custodial and Grounds Services providers. ABM was again chosen to provide these services, with the same four (4) year base agreement and options for renewal.

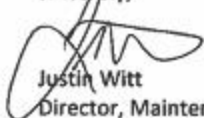
Hamilton County School District is pleased with the level of service provided by ABM, their commitment to service, and their ability to attract and retain a well-qualified work force.

This is a total out-sourced agreement, with ABM providing all materials, labor and equipment necessary for Custodial and Grounds Services.

I am happy to recommend ABM to any organization which needs this type service.

Please contact me for any additional information you may require.

Sincerely,



Justin Witt
Director, Maintenance and Operations
423-209-5600
Witt_justin@hcde.org



Judson C. Crane
CPPO, CPPB
Director of Purchasing and Contract Administration
6544 Firchouse Road, Milton, Florida 32570-3411
Phone: 850/983-5130
Facsimile: 850/983-5133
E-mail: cranej@santarosa.k12.fl.us
Website: www.santarosa.k12.fl.us/purchasing

November 3, 2016

To Whom It May Concern:

ABM is in the 14th year of service to the Santa Rosa County School District. The first contract began on July 1, 2003, was renewed on July 1, 2008 for an additional five years. In 2013 Southern Management was awarded a new 5 year contract. The current agreement with ABM is valued at approximately \$4,600,000 annually, covering 31 schools, three administrative complexes, with services including all cleaning, non-athletic grounds maintenance, playground inspections and pest control.

ABM is a high performing organization, providing services that exceed expectations. I have seen a true commitment to customer service throughout the organization, from the local custodian all the way to the ABM's top management. Our schools and administrative centers are clean and well maintained. There is a standard level of consistency throughout the district, even though our facilities vary greatly in age and location.

ABM has my highest recommendation. I would not hesitate to recommend this company to any entity which needs the services ABM provides. For any further information, feel free to contact me directly.

Sincerely,

Judson C Crane

DISTRICT 1
Diane Scott

DISTRICT 2
E. Hugh Winkles

DISTRICT 3
Carol Boston

DISTRICT 4
Jennifer Granse

DISTRICT 5
Scott Peden



CARROLL COUNTY SCHOOLS

164 Independence Drive | Carrollton, Georgia 30116 | Phone 770.832.3568 | carrollcountyschools.com

October 20, 2016

To whom it may concern:

The Carroll County School System has partnered with ABM for janitorial services since July 2013. They maintain our entire district which includes 25 schools and our district offices. We have been very pleased with their level of service and the cleanliness of our facilities.

One of the true strengths of ABM is their ability to be flexible to different situations and willing to work to meet the needs of the schools. This allows our administrators to focus on school improvement and educating students. The ABM staff is very courteous and professional in their demeanor and they are quick to address any concerns related to their services.

I can recommend ABM to any school district with the highest level of confidence. The Carroll County School System has benefited greatly from our partnership with ABM and look forward to working with them for many years to come.

Sincerely,



Terry S. Jones
Assistant Superintendent

Harris County Board Of Education

BOARD MEMBERS

Karen Hopkins, Chairperson
William B Clatt
Dr. Jack C. Stewart
Dan D. Trotter
Tim P. Edgar
Charles F. Ragsdale
Steve F. Goodnoe

132 Barnes Mill Road
Hamilton, Georgia 31811
(706) 628-4206
Fax (706) 628-5609

SUPERINTENDENT
Dr. Craig G. Dowling

ASSISTANT SUPERINTENDENT
CURRICULUM
Christy Cabezas

ASSISTANT SUPERINTENDENT
BUSINESS SERVICES
Michael H. Ward

DIRECTOR OF FEDERAL PROGRAMS
Dr. Betty Dunlap

February 9, 2015

To Whom It May Concern:

It is without reservation that I recommend ABM to your organization. Allow me to state that I do not furnish recommendation letters lightly, but after having worked with ABM for 8 years, I find this a privilege.

The list of positives is long in our partnership with ABM. First, it is truly a partnership. Not only is the ABM staff easy to work with, they are genuinely interested in our total satisfaction. They are extremely proficient in their responsibilities. They are available during the early morning and late at night. You can always find a supervisor or manager. ABM will work hard for you. Our Superintendent, school level leaders, staff, and maintenance supervisor are impressed with their work and sing their praises openly and often. Our school board visits one school each month and they are constantly describing the cleanliness of the schools as beautiful.

When we decided to go with ABM, the transfer of operational duties went smoothly. Due to the time of year when the program first started and the fact that our custodians were not 12 month employees, ABM brought in additional help, at their expense, to make sure our schools were ready for the new school year.

In closing, I would like to reiterate that I would highly recommend ABM to anyone looking to contract these services outside their own company. It is well worth it financially in this particular fiscally restrictive environment, and I would not hesitate to go through this process again.

Sincerely,

Michael Ward
Assistant Superintendent
Harris County Board of Education



PEORIA UNIFIED SCHOOL DISTRICT
Facilities Planning, Construction &
Maintenance
6625 W Cholla
Glendale, Arizona 85304

August 7th 2016
Re: Letter of Reference for ABM (custodial services)
To whom it may concern:

As the facilities administrator for the Peoria Unified School District, it is with great pleasure that I recommend ABM custodial Services to your organization. Over the past two years PUSD has gone through some major re-organization which included the outsourcing of custodial needs. The decision to partner with ABM was the right choice. With their experience with situations similar to ours, they were quick to explain the process needed for success. As we enter into year two, the realization of the master plan is being realized. The efficiency talked about in the beginning is really making a difference. We are receiving positive feedback on a daily basis from the district staff and administrators. I have great personal confidence not only in the ABM team but the relationship PUSD has gained from this transition.

Once again, I highly recommend ABM be considered by your organization. Their experience, fiscally responsible programs, and attention to quality will enhance your facilities. If I can be of further assistance please feel free to contact me at:
CHDeeg@peoriaud.k12.az.us

Sincerely,



Chris Deeg
Peoria Unified School District Facilities Administrator

**FORT MILL
SCHOOLS**
Office of Facilities Services
2233 Deerfield Drive, Fort Mill, SC 29715

November 1st, 2016

In re: ABM Educational Services – Housekeeping Services

To whom it Concerns:

ABM Educational Services has been our custodial services provider over the last eight years. ABM Educational Services has worked on building a true partnership with our District, and has been extremely successful in doing so. We are quite pleased with their commitment to the District, and would not hesitate to recommend ABM Educational Services to any school district seeking to outsource these services.

Regards,



Joseph Romenick, MBA
Director, Facilities Services
Fort Mill School District IV



Project Management & Personnel

Trey Brock

6478 Hwy. 90
Suite C
Milton, FL 32570
850.564.2021
Trey.brock@abm.com
www.abm.com

SKILLS SUMMARY Customer service and results-focused Facilities Management Executive with 19 years progressive experience in K-12 and Higher Ed operations. Cross functional expertise overseeing facility management, maintenance, janitorial, landscape, sales, and budgeting with full P&L accountability. Leader and team builder with a reputation for hiring, training and motivating top performing teams.

EMPLOYMENT	ABM Chattanooga, TN Vice President, Education Services	2003 – Present
	SSC, Service Solutions Knoxville, TN Regional Manager	1997 – 2003

EDUCATION	University of the Cumberland Williamsburg, KY	1995
------------------	--	------

ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Promotes customer satisfaction through executive-level customer relationships • Directs sales, service, and support strategy and all operations for ABM Education Services. • Develops and implements operational improvement strategies to promote excellence in service delivery.
----------------------------	---



Randy H. Gehman

3305 Breckinridge Blvd.
Suite 134
Atlanta, GA 30096
404.333.9041
randy.gehman@abm.com
www.abm.com

SKILLS SUMMARY	Dynamic sales executive with over 18 years' experience delivering shareholder value through first-class leadership of targeted sales growth. Astute knowledge of strategic sales organizations and keen business acumen developing sales teams and sales relationships. Expertise creating market differentiation, building customer/employee loyalty and developing a competitive business advantage.	
EMPLOYMENT	ABM Education Services Atlanta, GA Regional Sales Manager	2015 – Present
	ABM On Site Services Atlanta, GA Senior Business Development Manager	2012 – 2014
	IH Services Greenville, SC Manager of Business Development	1997 – 2012
EDUCATION	Presbyterian College BA Clinton, SC	1990
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Strategic Business Relationship building, training & development and long term account management building. • Team Leadership, strategic marketing, sales leadership, budgeting and engineering work loading. • New Startup Transitional Trainer 	

Alan France

1450 Regal Row
 Dallas, TX 75247
 214.631.2088
 469.348.8175
 alan.france@abm.com
 www.abm.com

SKILLS SUMMARY

Oversees the operational deployment of ABM GreenCare® and works closely with new and existing customers to implement and maintain our sustainable service programs. Works with ABM's suppliers to ensure their newest products and innovations are introduced to the ABM GreenCare® program.

EMPLOYMENT

ABM

Director of Sustainability and Environmental Services 2007 – Present

OneSource Facility Services, Inc.

Director of Quality and Engineering	2004 – 2007
Quality Assurance Manager	2002 – 2004
Manager, Quality and Engineering	2000 – 2002
Regional QA/Regional IT Support	1999 – 2000
Office Manager, Southern Ohio	1997 – 1999
Retail Operations Manager, Southern Ohio	1997

EDUCATION

Certified Carbon Practitioner (CS-P)	2012
Certified Sustainability Practitioner (CSR-P)	2011
ISO 9002:1994 Implementation and Internal Auditor Training	1999 & 2000
ASQ How to Transition to ISO 9001:2000	2002
ISO 9001:2000 Internal Auditor Training	2002
Microsoft Certified Professional	2002

ESSENTIAL FUNCTIONS

- Develop and implement ABM's sustainable policies, procedures and tools.
- Ensures suppliers' products and innovations are introduced to the ABM GreenCare® program.
- Heavily involved in annual submission to the Carbon Disclosure Project and publication of our Sustainability Report, along with ABM's corporate commitment to the United Nations Global compact.

Cory C. Crane

4295 Cromwell Rd
 Ste. 412
 Chattanooga, TN 37421
 803.792.5696
 Cory.Crane@abm.com
 www.abm.com

SKILLS SUMMARY	<p>Hands on experience and expertise managing operations in the janitorial field. Successfully facilitated multiple startups and transitions both from in-house and from other contractors to ABM services. Dedicated and willing to be flexible to fill needed roles. Proven track record of problem solving, successful startups, and quality staffing.</p>	
EMPLOYMENT	<p>ABM Chattanooga, TN District Manager</p>	2010 – Present
	<p>Sandy Key Condominiums Pensacola, FL Rental Manager</p>	2008-2010
	<p>Meyer Real Estate Gulf Shores, AL Customer Relations Leader</p>	2006 - 2008
EDUCATION	<p>University of West Florida BA Pensacola, FL</p>	2008
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Maintains good relationships with customer to assure all custodial needs and special requests are met. • Manages startups and transitions to ABM custodial services • Trains and maintains an effective management team, guiding them to continued success in the industry. 	



Michelle Sanguinetti

4151 Ashford Dunwoody Road
Suite 600
Atlanta, GA 30319
404.509.5475
Michelle.Sanguinetti@abm.com
www.abm.com

SKILLS SUMMARY	Senior Manager of Human Resources with experience in implementation of human resources programs and policies, including staffing, compensation, I-9 compliance, employee relations, training, and health and safety programs, ensuring compliance with EEO, ADA, OFCCP and OSHA guidelines.						
EMPLOYMENT	<table> <tr> <td data-bbox="470 703 1266 871">ABM Atlanta, GA Senior Human Resources Manager, Corporate Compliance Corporate Human Resources Manager Human Resources Generalist</td><td data-bbox="1266 703 1507 730">2011 – Present</td></tr> <tr> <td data-bbox="470 913 1266 1018">The Matthis Law Firm, P.C. Atlanta, GA Legal Management Consultant</td><td data-bbox="1266 913 1507 940">2008-2011</td></tr> <tr> <td data-bbox="470 1060 1266 1155">Lovette Entertainment Law Group Atlanta, GA Senior Associate</td><td data-bbox="1266 1060 1507 1087">2003 - 2008</td></tr> </table>	ABM Atlanta, GA Senior Human Resources Manager, Corporate Compliance Corporate Human Resources Manager Human Resources Generalist	2011 – Present	The Matthis Law Firm, P.C. Atlanta, GA Legal Management Consultant	2008-2011	Lovette Entertainment Law Group Atlanta, GA Senior Associate	2003 - 2008
ABM Atlanta, GA Senior Human Resources Manager, Corporate Compliance Corporate Human Resources Manager Human Resources Generalist	2011 – Present						
The Matthis Law Firm, P.C. Atlanta, GA Legal Management Consultant	2008-2011						
Lovette Entertainment Law Group Atlanta, GA Senior Associate	2003 - 2008						
EDUCATION	<table> <tr> <td data-bbox="470 1197 1266 1260">New York Law School Juris Doctorate</td><td data-bbox="1266 1197 1507 1224">2015</td></tr> <tr> <td data-bbox="470 1281 1266 1344">Hunter College Bachelor of Arts</td><td data-bbox="1266 1281 1507 1308">2013</td></tr> </table>	New York Law School Juris Doctorate	2015	Hunter College Bachelor of Arts	2013		
New York Law School Juris Doctorate	2015						
Hunter College Bachelor of Arts	2013						
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Deliver HR services that meet quality standards established by best practices, company policy, and internal customers. • Act as advisor and provide technical expertise on HR issues to staff. • Manage an HR team to create a customer-focused HR culture and to maximize organizational impact and efficiency. • Resolve employee relations issues in a timely manner; provide coaching to all parties, and recommend appropriate actions. • Respond to employee complaints and conduct harassment investigations. • Oversight of leave administration including FMLA, ADA. • Manage unemployment inquiries and claims. • Help drive employee development through education, training and coaching. 						

Ryan Brock

6478 Highway 90
Suite C
Milton, FL 32570
850.564.2012
ryan.brock@abm.com
www.abm.com

SKILLS SUMMARY

Extensive experience and expertise managing operations for a multi-million dollar service company. Recognized for exceptional organization-building skills with a demonstrated ability and track record of success analyzing processes and devising and implementing procedures to enhance productivity and profitability. Disciplined and well-organized in work habits and has strong time-management, prioritizing and problem-resolution skills.

EMPLOYMENT

ABM Milton, FL Director of Operations	2006 – Present
SSC Service Solutions Mobile, AL Operations Manager	1999 – 2006

EDUCATION

Faulkner State CC AS Bay Minette, AL	1998
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ESSENTIAL FUNCTIONS

- Promotes customer satisfaction through regional-level customer relationships
- Directs sales, service, and support strategy and all operations
- Develops and implements operational improvement strategies



Raiford Jackson

1995 Ashton Pointe Drive
 Dacula, GA 30019
 470.235.0437
 raiford.jackson@abm.com
 www.abm.com

SKILLS SUMMARY

In-depth knowledge and experience in providing strategic direction, management, collaboration, team building and fiscal planning. Extensive hands-on experience managing operations, and multi-million dollar budgets for a top performing school system. Ability to differentiate between association, professional and political issues. Understanding of board member and staff interrelationships. Strong leadership management skills.

EMPLOYMENT

ABM Atlanta, GA District Manager	2016 – Present
AirServ Facility Services (an ABM Company) Atlanta, GA General Manager of Airport Operations	2012 – 2016
AirServ Corporation (an ABM Company) Atlanta, GA Operations Manager	2010 – 2012

EDUCATION

Bethune Cookman University B.S. – Criminal Justice	1994
Ashford University M.A. – Organization Management & Public Administration	2011

ESSENTIAL FUNCTIONS

- Develops new customer relationships and growth for Educational Facilities Operations
- Supports current operations for a geographic section of the United States
- Generates operational improvement strategies

Staffing by Site

EXHIBIT E – STAFFING AT EACH SCHOOL SITE

Contractor must supply a list of the custodial staff by FTE count (one FTE is equal to 2080 paid hours annually) for each School/Site proposed, including Supervisors and Head Custodians.

Identify day custodians separately from evening custodians

School/Site: Hilton Head Island ES Creative Arts School

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
4.75	Night Porters	38

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
4.75	Night Porters	9880

School/Site: Hilton Head Island Early Childhood Center

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.5	Night Porters	12

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.5	Night Porters	3120

School/Site: Daufuskie Island Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Night Supervisor	2

Annually:

# Employees (FTE)	Position	Hours
1	Night Supervisor	520

School/Site: Bluffton Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2	Night Porters	16

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.75	Night Porters	3640



School/Site: Bluffton Early Childhood Center

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080

School/Site: M C Riley Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.25	Night Porters	10

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.25	Night Porters	2600



School/Site: M C Riley Early Childhood Center

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080

School/Site: Okatie Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2	Night Porters	16

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2	Night Porters	4160



School/Site: Pritchardville Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2.5	Night Porters	20

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2.5	Night Porters	5200

School/Site: Red Cedar Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2.25	Night Porters	18

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2.25	Night Porters	4680



School/Site: River Ridge Academy

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
4	Night Porters	32

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
4	Night Porters	8320

School/Site: Broad River Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.5	Night Porters	12

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.5	Night Porters	3120



School/Site: Broad River PE

Daily:

# Employees (FTE)	Position	Hours
1	Night Porter	2

School/Site: JS Shanklin

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.25	Night Porters	10

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.25	Night Porters	2600



School/Site: Robert Smalls International Academy

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
3.75	Night Porters	30

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
3.75	Night Porters	7800

School/Site: James J Davis Early Childhood Center

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1	Night Porter	8



School/Site: Whale Branch Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.25	Night Porters	10

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.25	Night Porters	2600

School/Site: Coosa Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.5	Night Porters	12

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.5	Night Porters	3120



School/Site: Lady's Island Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
0.75	Night Porters	6

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
0.75	Night Porters	1560

School/Site: Mossy Oaks Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.25	Night Porters	10

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.25	Night Porters	2600



School/Site: Port Royal Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
0.25	Night Porters	2

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
0.25	Night Porters	520

School/Site: St. Helena Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.25	Night Porters	10

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.25	Night Porters	2600



School/Site: Hilton Head Island Middle

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2.5	Night Porters	20

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2.5	Night Porters	5200

School/Site: Bluffton Middle

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
3	Night Porters	24

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
3	Night Porters	6240



School/Site: HE McCracken Middle

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
3	Night Porters	24

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
3	Night Porters	6240

School/Site: Whale Branch Middle

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2.25	Night Porters	18

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2.25	Night Porters	4680



School/Site: Beaufort Middle

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2.5	Night Porters	20

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2.5	Night Porters	5200

School/Site: Lady's Island Middle

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
3.25	Night Porters	26

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
3.25	Night Porters	6760



School/Site: Hilton Head Island HS

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Day Porter	8
1	Night Supervisor	8
4.5	Night Porters	36

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Day Porter	2080
1	Night Supervisor	2080
4.5	Night Porters	9360

School/Site: Bluffton High

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Day Porter	8
1	Night Supervisor	8
5	Night Porters	40

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Day Porter	2080
1	Night Supervisor	2080
5	Night porters	10400



School/Site: May River High

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Day Porter	8
1	Night Supervisor	8
5	Night Porters	40

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Day Porter	2080
1	Night Supervisor	2080
5	Night Porters	110400

School/Site: Battery Creek High

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor (Plus 1 District FTE)	8
1	Day Porter	8
1	Night Supervisor	8
4	Night Porters	32

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Day Porter	2080
1	Night Supervisor	2080
4	Night Porters	8320



School/Site: Whale Branch Early College High School

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
1.75	Night Porters	14

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1.75	Night Porters	3640

School/Site: Beaufort High

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
2	Day Porters	16
1	Night Supervisor	8
4.25	Night Porters	34

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
2	Day Porters	4160
1	Night Supervisor	2080
4.25	Night Porters	8840



School/Site: Adult Education

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Porter	2

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Porter	520

School/Site: Maintenance Annex

Daily:

# Employees (FTE)	Position	Hours
1	Night Porter	1

Annually:

# Employees (FTE)	Position	Hours
1	Night Porter	260



School/Site: Beaufort County District Office

Daily:

# Employees (FTE)	Position	Hours
1	Night Supervisor	8
2.25	Night Porters	18

Annually:

# Employees (FTE)	Position	Hours
1	Night Supervisor	2080
2.25	Night Porters	4680

School/Site: Pink House

Daily:

# Employees (FTE)	Position	Hours
1	Night Porter	1

Annually:

# Employees (FTE)	Position	Hours
1	Night Porter	260



School/Site: Beaufort Elementary

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Night Supervisor	8
2.5	Night Porters	20

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
2.5	Night Porters	5200

School/Site: Mossy Oaks PE

Daily:

# Employees (FTE)	Position	Hours
1	Night Porter	2

Annually:

# Employees (FTE)	Position	Hours
1	Night Porter	520



School/Site: St. Helena Gym

Daily:

# Employees (FTE)	Position	Hours
0.5	Night Porter	4

Annually:

# Employees (FTE)	Position	Hours
0.5	Night Porter	1040

School/Site: Lady's Island Middle PE

Daily:

# Employees (FTE)	Position	Hours
0.25	Night Porter	2

Annually:

# Employees (FTE)	Position	Hours
0.25	Night Porter	2



School/Site: Battery Creek CATE Building

Daily:

# Employees (FTE)	Position	Hours
1	Day Porter	8
0.25	Night Porter	2

Annually:

# Employees (FTE)	Position	Hours
1	Day Porter	2080
0.25	Night Porter	520

School/Site: Beaufort High Performing Arts Center

Daily:

# Employees (FTE)	Position	Hours
1	Day Porter	8
0.25	Night Porter	2

Annually:

# Employees (FTE)	Position	Hours
1	Day Porter	2080
0.25	Night Porter	520



School/Site: Beaufort Jasper Academy for Career Excellence

Daily:

# Employees (FTE)	Position	Hours
1	Day Supervisor	8
1	Day Porter	8
1	Night Supervisor	8
1	Night Porter	8

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Day Porter	2080
1	Night Supervisor	2080
1	Night Porter	2080

School/Site: Broad River PE

Annually:

# Employees (FTE)	Position	Hours
1	Night Porter	520

School/Site: James J Davis Early Childhood Center

Annually:

# Employees (FTE)	Position	Hours
1	Day Supervisor	2080
1	Night Supervisor	2080
1	Night Porter	2080



Planning for a Seamless Transition

It's an easy shift

Your transition process will be painless because we identify your service needs, select the appropriate personnel, create a detailed implementation plan, and communicate it to everyone involved. Our teams will work to create a smooth start-up, free from time-consuming disruptions.

Estimated Timeframe

Having reviewed your number of locations, breadth of service and requirements, we will transition your account within approximately 30 days. Our service start-up plan customarily takes place during a four- to six-week period and typically starts within thirty days of an award.

Importance of ongoing communication

In our years of experience, we've learned that the key to a successful transition is clear, ongoing communication of expectations, objectives and outcomes with all parties involved, particularly with management at all levels on both sides.

From the beginning, ABM will hold regular meetings with you to discuss all phases of the transition, identify best practices and implement them, as needed. We will survey everyone on your staff who will be affected by the transition in order to address key concerns.

Support and coordination

A start-up team will work with Beaufort County School District's designated Project Manager to implement the transition plan. The team will remain dedicated until your planned level of service is achieved and your objectives are being met.

The Beaufort County School District transition team will consist of the following key staff:

- | | | |
|---|----------------|-------------------------|
| • Cory Crane, Transition Manager | (803) 792-5696 | cory.crane@abm.com |
| • Ryan Brock, Regional Director of Operations | (850) 393-0814 | ryan.brock@abm.com |
| • Raiford Jackson, District Manager | (470) 235-0347 | raiford.jackson@abm.com |



Start-Up Plan

Below is an example of a start-up plan, showing how ABM becomes an integrated part of your workflow. As we move forward, we will provide a more detailed and customized plan. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it and its expected completion date.

Task	Week 4	Week 3	Week 2	Week 1	Post Start Up
Initial Activities					
<ul style="list-style-type: none"> Kick-off meeting - transition team Assign roles & responsibilities Finalize and review contract and specifications Review current situation with incumbent Create stakeholder register 					
Key Start Up Activities & Discussion Topics					
<ul style="list-style-type: none"> Transition plan and timeline Client involvement in transition process Reporting requirements Special facility needs and considerations Waste management and recycling procedures Uniform requirements Develop and document schedules 					
Human Resources Process					
<ul style="list-style-type: none"> Assign management team and review current personnel Conduct interviews, background checks & drug testing (as applicable) Setup time recording and payroll procedures Complete training Distribute uniforms and badges to employees 					
Site Setup					
<ul style="list-style-type: none"> Site location verification Identify and document janitor closets Location access - receipt of keys and/ or alarm codes 					
Equipment and Supplies					
<ul style="list-style-type: none"> Determine equipment/supply needs & procurement process Order equipment, supplies and communication devices Set up equipment, supplies, communication devices, and inventory control processes 					
Billing and Accounting					
<ul style="list-style-type: none"> Review billing and accounting requirements & set up procedures Test procedures 					
Quality Control Program					
<ul style="list-style-type: none"> Communicate customer requirements to Quality Control Implementation team Problem resolution and escalation procedures Develop Quality Control program (inspections, surveys & KPIs) Train field/customer on communication devices, work order system & QMS inspection systems 					
Work Order/Call Center Management Program					
<ul style="list-style-type: none"> Define overall process & call center interaction Upload periodic task schedule into QMS WO Management System 					
Risk Management					
<ul style="list-style-type: none"> Order and distribute customer & landlord COIs 					
Service Partner Management (if applicable)					
<ul style="list-style-type: none"> Review sites and areas to self perform and where to subcontract Review selection of subcontractors and hire as necessary 					
Finalize Transition					
<ul style="list-style-type: none"> Identify outstanding tasks & verify completion of all transition tasks 					
Post Start Up					
<ul style="list-style-type: none"> Confirm start ups and review transition issues & successes 					

Transition Methodology

ABM understands the sensitivity of the transition period that occurs as an incumbent provider departs and a new vendor partner arrives. ABM will provide a dedicated transition team that will be onsite to service Beaufort County School District. We also realize the necessity of a seamless transition that assures that there is no interruption of business activities for the BCSD. ABM has participated in the transition of thousands of employees at hundreds of locations throughout our history. During this timeframe, we have refined our processes and developed a proven methodology for assuring large portfolio's continuity amidst this time of change. ABM's approach to accomplishing an orderly assumption of facility management responsibilities and to avoid any issues and challenges during this critical timeframe is to develop a thorough implementation and transition plan that involves the establishment of a team of personnel experienced in transitioning staff and completing the startup of new work. This team is assembled early in the process, shortly after award notification and will meet to strategically plan the phases of the implementation process. Prior to the job start-up and throughout each phase, ABM's team members will meet with BCSD management to assure that ABM has communicated its plan effectively. ABM then begins meeting with its new workforce to complete successful orientation and training and to answer any questions that they may have.

Key Factors

The key for any successful transition is communication and information. The more information we have about the tendencies of BCSD, the better we address the needs up front so to avoid potential issues in the middle of a transition. The earlier we can begin to communicate with BCSD facilities stakeholders to address questions, the better we will be able to transition the sites early.

Communication would be centered on the following:

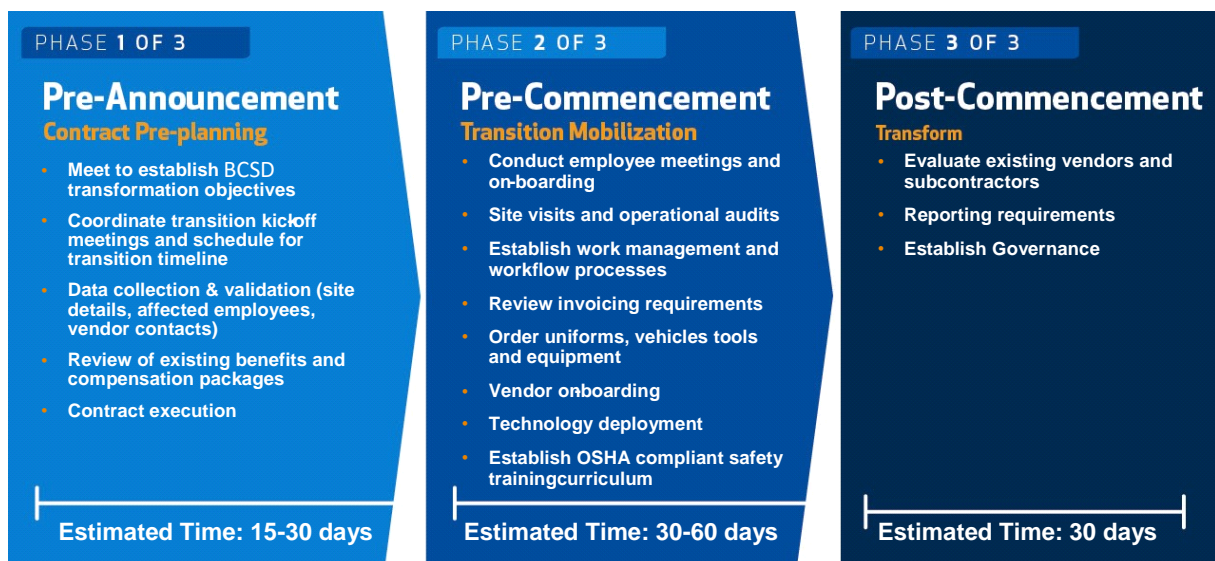
- Addressing any concerns or issues stemming from the out-going contractors
- Clearly communicating expectations and requirements
- Helping to set aside time – that do not interfere with current operations for current employees to interview with the new organization
- Notification of any ongoing, major projects that may not be completed and could possibly disrupt operations (carpet cleaning, floor waxing, etc.)
- Sharing any site specific documentation, including equipment lists, security procedures, schedules, etc.
- Key and lock controls/card access and set up

Transition Plan

Our transition planning process is typically executed in the following steps:

- **Step 1:** Identify transition team leader and support members for both the BCSD and ABM transition teams; establish a team roster including key contact information.
- **Step 2:** Hold a formal transition kick-off meeting to introduce team members, review transition plan, begin data exchange and agree upon key milestone dates and SharePoint® nomenclature and key items. Also, provide training and indoctrination to key BCSD stakeholders.

- **Step 3:** Review communication activities and agree upon communication types, methods and timing. Effective communication is essential to the success of the transition.
- **Step 4:** Keep human resources activities as the highest priority, collaborating on and confirming the hiring process, key interview dates, offer letter dates and training activities.
- **Step 5:** Review critical success activities such as gathering vendor data, equipment lists, building service matrices, establishing e-connectivity, and reviewing financial processes. This will be a major emphasis of the BCSD transition and our transition team will rely heavily on our network of branch offices to execute it.
- **Step 6:** Establish regular communication schedule, including a weekly transition update calls to review high-level progress updates within each of the functional areas.
- **Step 7:** Conduct new employee orientation training to include an ABM company overview, systems training, review of new procurement and payables training and team building. Although ABM is prepared to hire a completely new staff to offset the subcontractors at the individual sites, we believe there are going to be a few cases where existing BCSD Facilities personnel may have the skill set and desire to transition to ABM for career advancement opportunities.
- **Step 8:** Conduct a post-transition satisfaction survey with key BCSD contacts, internal dedicated account team representatives, as well as transitioned employees as a means toward constant improvement.



Compensation & Benefits

Transitioning Current Staff

We understand that the welfare of your current custodial workforce is a critical concern as you contemplate outsourcing your custodial services. People's livelihoods are at stake, and you certainly don't want to send the wrong message to them, your students and your other stakeholders that you're saving operating costs at the expense of your service workers. Ensuring the continuity of your custodial team, while preserving their knowledge of your school's culture and cleaning requirements, is a main goal during the transition to ABM.

Through years of successful transitions, we've learned how to openly communicate and manage the process smoothly. We'll look to your incumbent workers first when staffing your program. We're often able to offer jobs to most, if not all, of the existing custodians. Their knowledge of your school—and the relationships they have there—will help ensure a good start and ongoing success.

If requested, we will maintain your custodial staff's current wage level for the duration of their employment with us. We believe that this commitment reassures them, eliminating the fear and uncertainty that comes with a transition to a new employer. As attrition of the custodial staff occurs, new personnel will be paid market wages.

Far from losing control, transitioning your staff to ABM provides greater accountability, increased visibility and an increase in productivity and cleaning outcomes.

Our process for an easy transition

Our goal is to hire the most qualified staff, and we look to your incumbent workforce first for all the reasons previously discussed, including:

- To provide continuous support to client operations
- To retain the existing knowledge base
- To maintain current levels of productivity and quality during the transition period
- To minimize organizational stress caused by high turnover of staff

Our human resources or management team will meet with current employees during the transition process to establish lines of communication. These initial meetings or series of briefings explain the transition process.

We provide an overview of the ABM organization, company benefits, and procedures for filling contract positions. These meetings will also provide an opportunity for current custodial supervisors and employees to communicate the work environment, school culture, etc. to us.

Existing service personnel will be evaluated before outside recruiting begins, and we will devote a significant amount of time to this effort since retention of the most qualified employees is important to the program's success. Each incumbent employee will have the opportunity to submit an application for the positions to be filled. ABM's operations and human resources specialist will pre-screen each applicant by soliciting input from existing management regarding non-supervisory employees, in addition to reviewing files and conducting

personal interviews. Qualifications, technical expertise, past employment record, and references will determine if a job offer can be extended.

Wage Rates

<i>Position</i>	<i>Wage</i>
Battery Creek; Beaufort & Whale Branch Clusters	
Day Supervisor	\$ 9.50 - 10.00
Day Porter	\$ 9.00 - 9.50
Night Supervisor	\$ 9.50 - 10.00
Night Porter	\$ 8.00 - 8.50
Bluffton Cluster	
Day Supervisor	\$ 10.00 - 10.50
Day Porter	\$ 9.25 - 9.75
Night Supervisor	\$ 10.00 - 10.50
Night Porter	\$ 8.75 - 9.25
Hilton Head Cluster	
Day Supervisor	\$ 10.75 - 11.25
Day Porter	\$ 10.50 - 11.00
Night Supervisor	\$ 11.75 - 12.25
Night Porter	\$ 9.75 - 10.25
Warehouse Staff	\$ 12.00 - 14.00
Administrative Staff	\$ 15.00 - 17.00
Project Manager	\$ 29.00 - 31.00
Area Manager	\$ 21.00 - 23.00

United Healthcare Plans – At a Glance

	High Flexible Choice Plan		Comprehensive Value Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network
General Plan Provisions				
Maximum lifetime benefit	Unlimited	Unlimited	Unlimited	Unlimited
Calendar year deductible (individual/family)	\$550/\$1,100	\$1,000/\$2,000	\$1,250/\$2,500	\$2,500/\$5,000
Calendar year out-of-pocket maximum – Medical (individual/family)	\$2,850/\$5,700	\$10,000/\$20,000	\$4,000/\$8,000	\$12,500/\$25,000
Calendar year out-of-pocket maximum – Prescription Drugs (individual/family)	\$2,000/\$4,000	Not Covered	\$2,000/\$4,000	Not Covered
Funding	N/A	N/A	N/A	N/A
Outpatient Service Copays	You Pay	You Pay	You Pay	You Pay
Office visit	\$25, deductible does not apply	50%, after deductible	\$30, deductible does not apply	50%, after deductible
Specialist	\$45, deductible does not apply	50%, after deductible	\$60, deductible does not apply	50%, after deductible
Routine physical – adults	No charge	50%, after deductible	No charge	50%, after deductible
Well baby visits/routine physicals – children	No charge	50%, after deductible	No charge	50%, after deductible
Office-based Diagnostic lab & X-rays (excludes MRI/PET/CAT SCANS)	No charge	50%, after deductible	No charge	50%, after deductible
Outpatient surgery	\$200 plus 20%, after deductible	\$500 plus 50% after deductible	\$200 plus 20%, after deductible	\$500 plus 50%, after deductible
Urgent care	\$25, deductible does not apply	50%, after deductible	\$30, deductible does not apply	50%, after deductible
Hospital Services	You Pay	You Pay	You Pay	You Pay
Emergency room (waived if admitted)	\$200 plus 20%, after deductible	\$200 plus 20%, after deductible	\$200 plus 20%, after deductible	\$200 plus 20%, after deductible
Inpatient hospital	\$250 minimum / \$500 maximum per visit plus 20% after deductible	50%, after deductible	\$250 minimum / \$500 maximum per visit plus 20% after deductible	50%, after deductible
Mental Health & Substance Abuse	You Pay	You Pay	You Pay	You Pay
Outpatient services	\$25 copay, deductible does not apply	50%, after deductible	\$30 copay, deductible does not apply	50%, after deductible
Inpatient hospital	\$250 minimum / \$500 maximum per visit plus 20% after deductible	50%, after deductible	\$250 minimum / \$500 maximum per visit plus 20% after deductible	50%, after deductible
Prescription Drugs	You Pay	You Pay	You Pay	You Pay
Retail – up to a 30 day supply	Generic - \$15 Brand Formulary – 40% coinsurance, \$45 minimum/\$90 maximum Brand Non-Formulary – 50% coinsurance, \$70 minimum/\$140 maximum Deductible does not apply	Not Covered	Generic - \$15 Brand Formulary – 40% coinsurance, \$45 minimum/\$90 maximum Brand Non-Formulary – 50% coinsurance, \$70 minimum/\$140 maximum Deductible does not apply	Not Covered
Home Delivery – up to a 90 day supply	Generic - \$30 Brand Formulary – 40% coinsurance, \$90 minimum/\$180 maximum Brand Non-Formulary – 50% coinsurance, \$140 minimum/\$280 maximum Deductible does not apply	Not Covered	Generic - \$30 Brand Formulary – 40% coinsurance, \$90 minimum/\$180 maximum Brand Non-Formulary – 50% coinsurance, \$140 minimum/\$280 maximum Deductible does not apply	Not Covered

	Thrifty Plan		Value Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network
General Plan Provisions				
Maximum lifetime benefit	Unlimited	Unlimited	Unlimited	Unlimited
Calendar year deductible (individual/family)	\$1,750/\$3,500	\$3,000/\$6,000	\$2,500/\$5,000	\$6,250/\$12,500
Calendar year out-of-pocket maximum – Medical (individual/family)	\$4,600/\$9,200	\$15,000/\$30,000	\$6,500/\$13,000	\$16,250/\$32,500
Calendar year out-of-pocket maximum – Prescription Drugs (individual/family)	\$2,000/\$4,000	Not Covered	N/A	N/A
Funding	N/A	N/A	\$500/\$1,000	\$500/\$1,000
Outpatient Service Copays	You Pay	You Pay	You Pay	You Pay
Office visit	\$25 copay, deductible does not apply	50%, after deductible	\$30%, after deductible	50%, after deductible
Specialist	\$45 copay, deductible does not apply	50%, after deductible	\$30%, after deductible	50%, after deductible
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Office-based Diagnostic lab & X-rays (excludes MRI/PET/CAT SCANS)	No charge	50%, after deductible	\$30%, after deductible	50%, after deductible
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Urgent care	\$25 copay, deductible does not apply	50%, after deductible	\$30%, after deductible	50%, after deductible
Hospital Services	You Pay	You Pay	You Pay	You Pay
Emergency room (waived if admitted)	\$200 plus 25%, after deductible	\$200 plus 25%, after deductible	\$200 plus 30%, after deductible	\$200 plus 30%, after deductible
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Prescription Drugs	You Pay	You Pay	You Pay	You Pay
Retail – up to a 30 day supply	Generic - \$15 Brand Formulary – 40% coinsurance, \$45 minimum/\$90 maximum Brand Non-Formulary – 50% coinsurance, \$70 minimum/\$140 maximum Deductible does not apply	Not Covered	Generic - \$15 Brand Formulary – 40% coinsurance, \$45 minimum/\$90 maximum Brand Non-Formulary – 50% coinsurance, \$70 minimum/\$140 maximum Deductible does not apply	Not Covered
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Allstate ACA Plan

Overview of Your 2017 Benefits

Benefits Being Offered To You:



Reliance Standard
BasicCare Medical
Insurance



Guardian
PPO Dental
Insurance



EyeMed
Vision Insurance



Allstate Benefits
Accident Insurance



Allstate Benefits
Universal Life
Insurance



Allstate Benefits
Disability Insurance



Allstate Benefits
Critical Illness
Insurance



PinnacleCare
Personal Health
Advisory Services



UNUM Group
Hospital Indemnity



LifeLock Identity
Theft Protection

It's Simple to Enroll!

**Call ABM's Benefits
Enrollment Center at
1-888-659-0129
Monday - Friday,
8:00 a.m. - 5:00 p.m. CST**



A Summary of Benefits and Coverage (SBC) has been designed to assist you with better understanding the coverage being offered to you, and to allow you to compare coverage options. The SBC is available on abmbenefits.com. A paper copy is also available, free of charge, by calling 1-888-351-4003 or emailing benefits@abm.com.



New Benefits Microsite!! abmbenefits.com

Check it out! Your one-stop-shop for all things benefits.

Important compliance notices can also be found here. Use the QR code on the left and visit the Compliance page!

Medical

Provided by Reliance Standard

This plan is compliant with the Affordable Care Act (ACA) - Health Care Reform. As a result, you are protected from the ACA's Individual Mandate which requires that most Americans obtain health insurance or pay a tax penalty. These plans, while not comprehensive like major medical plans, pay for common preventive services **100%** and also help defray some of the out-of-pocket costs associated with major medical plans. Save money by using a network provider - visit multiplan.com.



Flexibility

Visit any doctor or hospital that you want.



Dependent Coverage

Enrolled dependents receive the same coverage as you.



No Pre-Existing Conditions

No pre-existing conditions exclusions or limitations.



Added Benefits

Discounted prescription drugs, VSP Access Plan membership 24-hour Nurse Helpline, and more!

Medical

2

	Silver Plan	Gold Plan	Platinum Plan
Inpatient Hospital Benefits			
Hospital Room & Board Benefits			
Non-Critical Care injury or Sickness	\$480/day (180 max)	\$500/day (180 max)	\$600/day (180 max)
Critical Care Injury or Sickness	\$400/day (60 max)	\$500/day (60 max)	\$600/day (60 max)
Hospital Admission Benefit			
Daily Benefit for Hospital Admissions	\$1,000/day (1 max)	\$1,250/day (1 max)	\$1,500/day (1 max)
Maximum Surgery Benefit per Procedure	\$1,000/day	\$1,500/day	\$3,000/day
Maximum Anesthesia Benefit	\$250/day	\$250/day	\$250/day
Outpatient Benefits			
Doctor Visit Benefits	\$75/day (5 max.)	\$100/day (5 max.)	\$125/day (5 max.)
Radiology Benefits	\$75/day (2 max.)	\$100/day (3 max.)	\$125/day (3 max.)
Pathology Benefits	\$40/day (2 max.)	\$50/day (3 max.)	\$50/day (5 max.)
Emergency Room Benefits	\$750/day (2 max.)	\$1,000/day (2 max.)	\$1,250/day (2 max.)
Ambulance Benefits	\$450/day (3 max.)	\$600/day (3 max.)	\$600/day (4 max.)
Prescription Drug Benefits	\$10/day (2 max.)	\$20/day (12 max.)	\$20/day (20 max.)

Dental

Provided by Guardian Dental

Good dental or oral care is important to maintaining healthy teeth, gums and tongue. Oral problems, including bad breath, dry mouth, canker or cold sores, TMD, tooth decay, or thrush are all treatable with proper diagnosis and care.

We provide you with robust dental coverage including a \$1,000 annual benefit, a \$50 deductible, and no waiting period for preventative services such as cleanings and exams. You can also roll over up to \$500 of your unused annual maximum for use in future years. Child orthodontic coverage is included! To find an in-network provider, visit guardiananytime.com.

PPO Dental Plan In-Network Summary

Deductible	\$50 Individual
Benefit Max	\$1,000
Preventative	80% (1 in 6 months)
Basic Care	60%
Major Care	50%
Orthodontia	50% for children
Ortho Max	\$1,500

Vision

Provided by EyeMed

If you wear glasses or contact lenses, you know vision expenses can add up. We offer you a Vision plan with a \$10 copay for vision exams, a \$25 copay for lenses and an allowance on frames.

EyeMed Vision Plan In-Network Summary

Exam	\$10 Copay
Contacts	Up to \$40
Frames	\$130 Allowance
Lenses	\$25 Copay
UV Coating	\$15
Bifocals	\$25 Copay
Trifocals	\$25 Copay



Universal Life

Provided by Allstate Benefits

A death not only leaves behind loved ones, but also overwhelming financial obligations. You may enroll in coverage up to \$150,000. Our coverage pays cash benefits that can be used as your beneficiary sees fit.

Included in your plan is our Accelerated Death Benefit for Terminal Illness or Condition, Future Purchase Option and our Accelerated Death Benefit for Long-Term Care. You also have the option to select our Children's Term benefit.

Simply put, your life insurance benefit gives your family peace of mind.

Disability

Provided by Allstate Benefits

If you were disabled due to a sickness or injury and unable to work, would you be able to handle your daily bills without a paycheck? Our coverage provides you with 60% of your income during a period of unexpected sickness or an off-the-job injury. Choose a maximum monthly benefit ranging from \$400 - \$6,000.

Accident

Provided by Allstate Benefits

Pays cash benefits for expenses associated with an accidental injury and can help protect hard-earned savings should an off-the-job accidental injury occur.

High Plan Option highlights include \$1,500 for Hospital Confinement, \$150 for Accident Physician Treatment, \$300 for Emergency Room Services, and \$75 for an Outpatient Physician's Benefit when you receive treatment by a physician outside of a hospital for *any* reason.

Indemnity

Provided by Unum

This plan pays a \$1,000 benefit when you are admitted to the hospital for a covered hospital stay and pays a benefit if you receive additional treatment including outpatient surgery and diagnostic testing for a covered accident or sickness.



Employee Engagement

The continual improvement of our employees through training is of utmost importance to ABM. As changes occur in the custodial services industry, ABM identifies both internal and external opportunities for improvement through training. We believe that to achieve excellence in service quality we must provide extensive training to all of our employees and establish training requirements for all contractors. Our training goal is the ongoing enhancement of work force productivity, safety, security, and stability. This will be achieved by developing an experienced, capable pool of promotable employees and providing clearly defined career paths.

Through ABM's internal training programs, considered some of the industry's most comprehensive for Facility Management training and career development, we provide a full range of courses to enhance individual and team success. We encourage employees to pursue a continual process of self-improvement with the aim of outperforming expectations. We support this through a strong commitment to continuous learning, which comes in many forms. Some examples include internal training courses, online training courses offered monthly and semi-annually and annual Core Curriculum Requirements.

Our Management Training Program provides future managers with training in a structured and flexible environment, while integrating them into ABM's operations. To ensure that each trainee is well-groomed to be a successful leader at ABM, this three-month program teaches future managers the necessary skills and core competencies such as leadership, communication, safety, quality, customer service, operations management and continuous improvement. Training is delivered in a blended approach including classroom facilitation, self-paced learning, online trainings and on-the-job training with ABM's Management Team. Upon successful completion of the program, trainees will enter into the Mentorship Program for an additional three months to continue their learning.

To remain at the forefront of the industry in training and educating employees, it is critical that the core curriculum for ABM's training program be current and relevant. Our success depends upon continuous growth in skills and knowledge. Our goal is to provide a superior level of expertise and become one of the most valued Facility Management resources for our customers.

Employee Engagement for ABM Education Services Clients

The Education Division has a unique employment recognition plan in place in which employees are rewarded with their choice of various ABM branded items at designated years of service. These items include ABM branded tumblers, Bluetooth speakers, hoodies/jackets, duffel bags, water bottles, gift cards and many other items. The service awards are distributed at 1, 5, 10, 15, 20 and 25 years of service. In addition to ABM branded items employees receive service plaques at 10 years+ and hand written notes from various levels of management throughout the program. A banquet is held annually to recognize employees hitting major service milestones.

ABM provides a yearly luncheon for employees, safety incentive programs and monthly contests tailored to achieving district goals. Additionally, employees receiving compliments from teachers, principals, third parties etc. will be entered into a monthly drawing in which they will win various ABM branded prizes.

At ABM we also believe in recognizing talent and promoting from within. ABM offers a program called STAMP which prepares hourly services workers to take the next step into a management role whether it be with ABM or another company. This program focuses on developing an hourly employees customer services skills, time management, delegation capabilities, management style and various other professional skills. We have managers at all levels of the organization who began as hourly service workers and have gone through various ABM programs and been promoted to the position they're in now.

Employee Recognition

ABM's Employee Recognition Programs are designed to recognize outstanding employees, improve job performance and satisfaction, and create a positive working environment. Employee recognition and incentive programs are most often formulated and executed at the regional or site level. Employee Recognition Programs are based on quality rating measurements, attendance, and other key service measurement criteria. The end result is an incentive program intended to encourage and promote quality and reduce employee turnover. Below are some examples of programs ABM utilizes at current customer locations:

- Employee of the Month Awards
- Employee of the Year Awards
- Service Awards Based Upon Length of Service
- Customer Service Awards
- Attendance Bonuses
- Suggestion Bonuses
 - Safety
 - Process Improvements
 - Productivity Improvements

Another key motivator and incentive for employees to stay with ABM is the company culture of promotion from within. Many of our middle and senior managers began their careers at ABM as service workers or front-line supervisors.

Our People

Our promise to you is fulfilled by our people. Your expectations need to be met by custodians and managers who are willing and able to give their best, every day—which ABM’s employees have demonstrated consistently.

We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, Beaufort County School District benefits in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with students, faculty and staff
- Reduced turnover, resulting in more familiar faces and more consistent service
- Lower costs as a result of a safer workplace

Attract and Recruit

Recruiting the best

Your district will be staffed by highly qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your schools require personnel who are able to adapt to your culture and present themselves in a friendly, professional manner. That is why we make great efforts to recruit employees who don’t just match the job profile, but also will adapt to meet your schools’ needs and ABM’s culture of learning, teamwork and providing high-quality service.

Screen and Select

Careful selection to ensure safety and quality

The safety of your students is paramount. Through professional interviewing and selection processes, we select quality candidates who meet your needs. To that end, we provide a range of employee screening packages. We will conduct tiered screening based on our K-12 best practices and your district’s requirements.



Our screening packages can include any of the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks

Train and Develop

An emphasis on safety and training

To deliver you the reliable, high-quality service that you expect, we develop training programs and the national and regional level, and emphasize best practices and safety. For more detailed information, see the section titled “Training Program” in this proposal.

Retain

Employee benefits and incentives attract and keep good people

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your district and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while still achieving a work/life balance for the employees.

Based on the terms of your contract or collective bargaining agreement requirements, the service workers staffing your facilities will be offered a selection of benefits that can include the following:

- | | |
|--------------------------------------|--------------------------------|
| • Health and Dental | • 401 (k) |
| • Life Insurance | • Anniversary Awards |
| • Accidental Death and Dismemberment | • Workers’ Compensation |
| • Vacation | • Employee Stock Purchase Plan |
| • Holidays | |

Grow

Encouraging professional growth

Another component of our retention program is the support we provide to employees as they grow in their careers. Your district will be serviced by employees who are allowed to grow, which typically results in higher productivity and better service quality. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee’s service continually improves because of the ongoing coaching facilitated by regular performance reviews.



Retaining Incumbent Personnel

The following provides details regarding our recruiting/hiring processes as they relate to the incumbent workforce and staffing from external resources. We will look at both the incumbent workforce and staffing from external resources to service Beaufort County School District.

Recruitment for the Incumbent Workforce

Hiring a qualified staff is our first priority in any project start-up. We will look to the incumbent workforce as our initial source of staffing a project:

- To provide continuous support to client operations
- To retain the existing knowledge base
- To maintain current levels of productivity and quality during the transition period
- To minimize organizational stress caused by high turnover of staff

Our human resources or management team will meet with current employees during the transition process to establish lines of communication. These initial meetings or series of briefings explain the transition process to the incumbent staff. We provide an overview of the ABM organization, company benefits, and procedures for filling contract positions. These meetings will also provide an opportunity for current custodial supervisors and employees to communicate the work environment, company culture, etc. to those positions we plan to assume into our onsite organization.

We will give each incumbent employee the opportunity to submit an application for the positions to be filled. ABM's operations and human resources specialist will pre-screen each applicant by soliciting input from existing management personnel regarding non-supervisory employees in addition to reviewing files and conducting personal interviews. We review their qualifications, technical expertise, past employment record, and references to determine if a job offer can be extended. Existing service personnel will be evaluated before outside recruiting begins, and we will devote a significant amount of time to this effort since retention of the most qualified employees is important to our future success.

ABM Absenteeism Policy

In order to properly handle staffing shortages due to illness, vacation or leaves of absence ABM utilizes a number of solutions.

ABM has established coverage strategies to help its employee's staff each site adequately at all times. Samplings of these strategies include:

- Establish a rover list of names and modify the list on a monthly basis
- Maintain additional of the workforce as rovers on payroll to manage absenteeism
- Train staff in all positions
- Utilize overtime at the contractor's expense

- Utilize rovers and staff from within our shared District Managers other ABM K-12 accounts in the area.

In exceptional times, during an event that would affect our ability to staff the District to the level required, we may utilize staff from an account outside of the District's area as emergency backup.

Review of existing vendor contracts

ABM acknowledges the terms of the contract within the RFP & takes no exceptions.

Review of existing facilities

ABM took part in the mandatory school tours and acknowledges its full understanding of the scope of work and all RFP requirements.



Employee Training and Development

- *What is the name of the training program(s) your company uses to train all employees?*
Cleaning the ABM Way & POD Training

We provide you with employees that have the training they need to successfully perform their duties in your schools, improve efficiency, and develop new skills. After completing training, all ABM employees understand that our services are centered on creating a clean and safe environment for your students. We emphasize a culture of ownership, which leads to higher productivity, quality and retention. Every ABM employee meets the following criteria:

- Technically proficient with chemicals, equipment and methods
- Familiar with the rules and regulations of your schools
- Thoroughly trained in job safety
- Committed to providing outstanding service

New Hire Orientation and Training

During the start-up phase, our Project Managers and Supervisors conduct employee training sessions at one of your locations in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

Training for service workers concentrates on specific work tasks. Our Supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The Supervisors also provide guidance to the service workers as they work.

Once initial training is complete, Supervisors perform recurring reviews to make sure that they are maintaining Beaufort County School District's and our standards. By empowering our employees with comprehensive training, we are able to minimize deficiencies and quickly identify opportunities for improvement.

Recurrent Training Sessions

Our managers conduct recurrent training sessions for current and replacement employees at your site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Employees are trained in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.



ABM provides ongoing support to our employees as they grow and develop in their careers. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each employee continues to prosper.

Management Training

Satisfied and highly-trained employees who recognize the potential for career advancement are eager to serve clients with excellence. Training is an investment in our employees' – and company's future. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Client service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars
- Key Control Procedures

Development opportunities such as the ones offered at ABM, help employees hone leadership, management and other skills that can be directly applied on the job. Thus, employees feel encouraged to move forward both personally and professionally. Our commitment to training helps the company retain top talent, which directly impacts ABM's, superior levels of quality, and client service that our clients expect and demand.

Custodial Training Agenda

- Orientation to ABM and to the school(s)
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training (policies, emergency procedures, chemical use and handling, personal protective equipment, blood-borne pathogens, hazard recognition, lifting and material handling, etc.)
- Office, restroom and common area cleaning procedures
- Green cleaning processes via ABM Green Care™
- Explanation of individual job duties
- Key control policies and procedures
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Newly branded ABM Uniform distribution
- Recurrent Training Sessions (particularly if service levels change)
- Understanding contracts and agreements for after-hours access
- Observing and reporting student behavior
- Data services/systems that monitor key usage

Chemical Safety & Training

In addition to ensuring that we provide products that are safe to use and are environmentally friendly we also assure the following:

- Proper Product labeling
- All products have easy to read labels that surpass OSHA standards are laminated to ensure durability.
- Products are assigned a numeric and color coded identifier to aid employees in recognizing the product.
- Telephone numbers are provided to allow the employees to call with questions and/or address any emergency question 24 hours a day.
- Chemical Specific Training for All Employees
- Chemical training includes but is not limited to:
- School Maintenance DVD Training Videos
- Accessible Safety Data Sheets. SDS are maintained at each work site in addition to being available at any time by contacting our Supply Division directly.

Safety Training

ABM Safety Services administers the safety communication program, which includes safety training materials in compliance with government requirements for employee notification. Each month, service workers are trained on a different topic. The training is provided by various departments to ensure that it is comprehensive.

ABM's DVD presentation training has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, SDS, ABM cleaning products, and corrective action for violating safety policies and rules. This training program is implemented on an on-going basis using hands-on practice; personal, videotape and classroom instruction; seminars and on-site training meetings.

Current topics include:

- Safe Driving
- Blood-borne pathogens
- Electrical safety
- HazComm
- Ergonomics
- Ladder safety
- Fire safety
- Hand and finger safety
- Back injury prevention
- Asbestos awareness
- Accident prevention
- Basic first aid
- Emergency evacuation
- Personal protective equipment
- Lockdown procedures (site specific)

K-12 Pod Training Program

ABM attributes a large amount of its success in K-12 school systems to our highly trained staff. Our semi-annual specialized “pod” training program is designed specifically for the K-12 environment, and ensures that each employee is given proper training to deliver the standard of service our customers expect.

POD TRAINING 1 (School Year)



POD TRAINING 2 (Summer Break)



Summer Cleaning

The following is an example of a cleaning plan for summer break for specific schools. A plan similar to this will be written for each school in the Northwest Independent School District prior to the summer break.

Below are sample charts that include typical custodial duties we provide during summer break. These duties will be modified to fit your needs and should be reviewed as a sample.

Classrooms, Workrooms, Offices, Media Centers, etc.		
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Dust high and low <ul style="list-style-type: none"> ◦ Include cabinets, bookshelves, window ledges, shelves, cubbyholes, blinds, etc. • Clean light fixtures • Clean walls, doors, window sills, and baseboards
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Clean desks, chairs, and tables <ul style="list-style-type: none"> ◦ Tops, bottoms, sides, all over ◦ Remove tape, staples, chewing gum, stains, etc. • Empty and clean trash cans
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Strip or shower scrub, and lay finish on all hard floors (except wood floors) <ul style="list-style-type: none"> ◦ Include pads inside and/or outsides doors, rest rooms, etc. ◦ Remove any tape, staples, paint, or other foreign material ◦ Clean stripper and finish off baseboards before the stripper or finish dries ◦ Use a doodle bug around the edges to prevent splashing caused by the rotor
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Spot, shampoo, extract, and damp buff all carpets <ul style="list-style-type: none"> ◦ Remove any tape, staples, paint, or other foreign material ◦ Clean any carpet cleaner off baseboards before the cleaner dries

Restrooms		
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Dust high and low <ul style="list-style-type: none"> ◦ Include cabinets, window ledges, shelves, etc. • Clean light fixtures • Clean walls, stalls, doors, window sills, and baseboards
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Clean windows inside and outside • Clean all fixtures <ul style="list-style-type: none"> ◦ Sinks, tubs, shower stalls toilets, urinals, hand washing fixtures ◦ Clean and shine all chrome plumbing • Empty and clean trash cans
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Shower scrub tile floors <ul style="list-style-type: none"> ◦ Rinse well ◦ Clean baseboards while splashes are still wet

Hallways		
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Dust high and low <ul style="list-style-type: none"> ◦ Include cabinets, bookshelves, window ledges, shelves, cubbyholes, blinds, etc. • Clean light fixtures • Clean walls, doors, window sills, and baseboards
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> • Clean windows inside and outside

Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> Strip or shower scrub, and lay finish on all hard floors (except wood floors) <ul style="list-style-type: none"> Include pads inside and/or outside doors, rest rooms, stage, etc. Remove any tape, staples, paint, or other foreign material Clean stripper and finish off baseboards before the stripper or finish dries Use a doodle bug around the edges to prevent splashing caused by the rotor Cover carpet edges to prevent soiling with stripper or finish Use a scraper to remove buildup of finish around edges
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> Spot, shampoo, extract, and damp buff all carpets <ul style="list-style-type: none"> Remove any tape, staples, paint, or other foreign material Clean any carpet cleaner off baseboards before the cleaner dries

Cafeterias		
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> Dust high and low <ul style="list-style-type: none"> Include cabinets, bookshelves, window ledges, shelves, cubbyholes, blinds, etc. Clean light fixtures Clean walls, doors, window sills, and baseboards
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> Clean windows inside and outside Clean chairs and tables <ul style="list-style-type: none"> Tops, bottoms, sides, all over Remove tape, staples, chewing gum, stains, etc. Empty and clean trash cans
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> Strip or shower scrub, and lay finish on all hard floors (except wood floors) <ul style="list-style-type: none"> Include pads inside and/or outside doors, rest rooms, stage, etc. Remove any tape, staples, paint, or other foreign material Clean stripper and finish off baseboards before the stripper or finish dries Use a doodle bug around the edges to prevent splashing caused by the rotor Cover carpet edges to prevent soiling with stripper or finish Use a scraper to remove buildup of finish around edges
Week of <Date>	[SchoolSite]	<ul style="list-style-type: none"> Spot, shampoo, extract, and damp buff all carpets <ul style="list-style-type: none"> Remove any tape, staples, paint, or other foreign material Clean any carpet cleaner off baseboards before the cleaner dries

Special Events

ABM understands the demands in K12 schools can often run 24/7. We communicate with each principal to understand the landscape of extracurricular activities, events, sporting events and concerts on a monthly basis.

Our custodians are ready to help with field days, plays, bake sales and the other events you host throughout the year. We can help with both set-up and break-down so you can focus on organizing the event. In most instances, we'll be able to provide this support by taking existing staff off of non-critical duties, eliminating the need to hire additional resources.

If you require additional staffing, we can provide screened service workers. We respectfully request one week's notice on special events but understand scheduling conflicts do occur. ABM will adjust and develop a staffing plan to make sure all events and nightly cleaning are covered.

Emergency Cleaning Procedures

Disaster Preparedness

Business continuity, achieved through formal programs and processes, will be a key element in ABM's ability to create value for BCSD. ABM's core business is keeping our clients' facilities and buildings fully functional, and ABM's Account Manager and technical staff are tasked with operating, maintaining, and repairing critical components of clients' building infrastructure. For the past seven years, ABM has had 100% uptime with no un-scheduled interruptions record with our client's sites. The facility infrastructure is the most important asset or group of assets that must be kept operational. ABM has the responsibility and accountability to see that NISD facilities, systems, and equipment do not impair the company's ability to conduct business.

ABM's business continuity planning is a management process that will be used to ensure that your business operates each and every day. The basic components of a good business continuity plan include:

- Planning and implementing the activities of prevention and protection
- Mitigating anticipated risks before an event occurs

The planning component for business continuity is paramount. Planning for an emergency or disastrous event includes developing an emergency response plan, evacuation plan, crisis management and communications plan, disaster recovery plan, and a work-around/contingency plan. Additionally, ABM provides strategic and tactical planning for activities necessary for resumption, recovery, and restoration of businesses.

ABM is prepared to develop and maintain a business continuity plan tailored to meet BCSD needs and requirements. The plan will be reviewed and updated by ABM's executive management on an annual basis. ABM will also develop contingency operating plans in formats based on your preferences, and that meet your approval. Depending upon the type and use of the facility, the emergency plans can encompass activities to recover and restore partially or completely interrupted critical building function(s) due to building fires, utility outages, major system outages, security breaches, terrorist scenarios, natural disasters (such as earthquakes, floods, tornados, winter storms, and hurricanes), national incidents (such as pandemic illness), and any other potential contingency. ABM will also review these plans annually with its onsite staff to make certain that employees are aware of their responsibilities and duties.

Disaster Recovery Plan

In the event of a disaster or significant disruption, the Account Manager will contact and coordinate his/her efforts with the appropriate BCSD personnel. These individuals include those responsible for addressing the information technology, human resources, safety, and financial issues impacted by the disruption. ABM's business resumption efforts are coordinated through the dedicated Account Manager with the direct assistance of key regional and divisional contacts. Additionally, ABM has special supply acquisition and distribution protocols with its suppliers and distributors in the event of a serious disaster. All of these measures are in place to facilitate optimal business continuity.

Developing the Disaster Preparedness and Recovery Plan

Upon contract award, ABM's Account Manager will develop a Disaster Preparedness and Recovery Plan tailored to the BCSD portfolio. ABM's will also prepare a monthly emergency recall roster that will include supervisors, leads, and designated key operational personnel. This roster will be developed and submitted as part of our quality control plan.

If BCSD already has a plan of its own, our plan can be utilized to enhance the existing plan or it can be modified to blend with the existing plan.

The development of a plan will consist of the following key steps:

- Determine all of the potential disruptive events that could affect the people, the facility, or the processes.
- Determine the probability of those events occurring
- Develop mitigation plans to reduce the levels of risk to an acceptable level
- Establish recovery plans for each of the disruptive events
- Prioritize the business operations and provide direction for recovery actions.

Emergency Response

Every location will have an on-site Emergency Response (ER) Team. The team assigned to address emergencies will be specially trained individuals within the existing on-site crew.

Level One (Severe): Response from ER Team/Single Point of Contact (SPOC) then escalated to next management level (via phone or web-auto dispatch.) Within 1 hour, support management must be on-scene or in communication with the customer within 2 hours.

Typical Emergencies:

- | | |
|--|--|
| • Major Floods (Pipes Burst, Drain Back-up producing damage) | • Complaints requiring immediate attention |
| • Fires | • No paper in the restrooms |
| • Natural Disasters | • Equipment left out |
| • Robbery | • Areas missed |
| • Alarm | • Executive Offices not done |
| • Bodily Fluid Clean-up/BBP | • Other |

Level Two (Moderate): 2 hour response from ER Team/ SPOC then escalated to next management level (via phone or web-auto dispatch.) Within 3 to 5 hours, support management must be on-scene or in communication with the customer or in communication with the customer.

Typical Emergencies:

- Minor Leak
- Overflowing toilet
- Paper Products are out
- Conference Rooms
- Office Areas
- Complaints that are not necessarily emergencies, but would need attention within the hour

Level Three (Minor): 12 hour response from ER Team/SPOC then escalated to next management level (via phone or web-auto dispatch.) Within 24 hours support management must be on-scene or in communication with the customer.

Typical Emergencies:

- Minor Spills (Coffee, etc.)
- Clean Up requests
- Meeting Preparation
- Dusting
- Missed Trashcan
- Stairwells
- Complaints that can be addressed by the next business day

Level Four: 24 hour response from ER Team/SPOC then escalated to next management level (via phone or web-auto dispatch.) Within 48 hours support management must be on-scene or in communication with the customer.

Business Continuation/Disaster Recovery Plans

ABM has service line specific recovery plans which cover anything from natural disasters to pandemics. It also has documented emergency response guidelines for on-site supervisors. This document covers a wide range of potential business disruption scenarios. In the event of a disaster or significant disruption, the Account Manager will contact and coordinate his/her efforts with the appropriate personnel. These individuals include those responsible for addressing the information technology, human resources, safety, and financial issues impacted by the disruption. ABM's business resumption efforts are coordinated through the dedicated Account Manager with the direct assistance of key regional and divisional contacts. Additionally, ABM has special supply acquisition and distribution protocols with its suppliers and distributors in the event of a serious disaster. All of these measures are in place to facilitate optimal business continuity.

Ensuring Quality in Your District

What system does your company use to measure the quality of your custodial services? Please describe here or attach a copy of your company's documents describing your system.

Key Performance Indicators (KPIs)

Note: Attach additional pages, if needed.

- *If your company uses a software quality control system, please name the system:*
SITE

We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which Beaufort County School District and ABM will customize a quality program for your schools. The program will improve efficiencies and allow for greater transparency into your account activity.

Your account will be managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results. Your ABM Project Manager and service workers will be utilizing laptops, tablets or other wireless devices for data entry and communication. The staff servicing your schools will be more dependable because of the efficiency and transparency of our systems.



Benefits You'll Receive:

- Automated communication, resulting in reduced response time
- Complete, up-to-date work order status
- Round-the-clock access, communication and tracking
- Periodic scheduling and tracking
- Customized inspection and work order reports providing data for process improvement
- Improved client satisfaction
- Less time spent managing issues

Key Performance Indicators

The goal of ABM's Key Performance Indicators (KPIs) is to establish appropriate measurements that enable our management, and site service personnel to determine if we are meeting our performance and operational commitments to BCSD. Once we agree on the appropriate measurements, surveys will be conducted prior to start up to establish an initial baseline, and KPIs will be assessed monthly throughout the course of our partnership.

Objectives

- Establish KPIs that clearly indicate accountability and ownership of the service
- Analyze KPIs to identify the areas of variance between service goals and actual performance
- Utilize KPIs to track performance, and identify areas for service improvement

What are the Measurements?

Each KPI must meet the following three criteria:

- Provide focus, direction, and a clear understanding of how each KPIs correlates to your service requirements
- Provide knowledge for making better operational decisions
- Provide measurement on organizational improvement efforts to determine effectiveness

How Do We Measure?

Key Performance Indicators typically monitor Cost, Quality and Administrative categories. Since our client's needs differ from contract to contract, we will create a unique set of KPIs for you, based on your scope of work, expectations and overall business objectives.

We will work with you to identify sites with the following measurements:

- Highest and lowest number of work orders
- Most recurring work orders of the same type
- Highest and lowest supply usage per occupant
- Highest and lowest productivity rates

Once these measurements have been recorded and analyzed, we will create solutions and implement best practices across all your locations.

SITE Technology

ABM's SITE Technology platform uses tablets to make communication with property management and tenants more extensive and immediate. Details include:

- Marketing information on all available extra services (carpet care, floor care, lighting, etc.)
- Immediate pricing of services and approval by clients via electronic signature.
- Custom inspection system for Beaufort County School District.
- Picture capture and send capability for more accurate job set-ups and helps with work completion verification.
- Immediate access to all BCSD billing, outstanding work orders, and contract specifications.
- Building management and tenants can also access the data on their desktop computer via portal.

How it Works

The tablet is carried by ABM onsite managers. It is also used by ABM District and Operations Managers as they visit the property. All of their day to day activity from work schedules, emails, job descriptions, specifications, inspections, and work orders are operable at all times. This allows our site managers to be in the areas of service rather than in an office.

Tenants attend meetings with our ABM managers and use SITE to review the services, work orders and inspections. Tenants learn about various services through photography and short video vignettes that actually help educate clients on the many services we provide. Clients have the option to electronically sign for services immediately or have a file sent for their approval later. All correspondence is done online, the only paper copies are those made by clients that wish to maintain files.

Inspections and periodic work completion information is entered by ABM site managers. Simple reports are available or can be automatically sent to our clients at a set frequency. Results are reviewed by ABM management with our clients at regular face to face meetings and at quarterly business review meetings.

SITE Inspections

ABM uses a custom enterprise inspection system, designed specifically to assist in the field of facility service inspections. After many years of using “off-the-shelf” inspection software, ABM invested both time and monetary resources to create this tool for accomplishing these important areas:

- Provide recent, relevant, performance history to both ABM and clients.
- Accurately record data as to the level of service performed.
- Prompt ABM personnel to review all cleaning process steps within a particular room type.
- Reduce administrative dependency to input manually collected inspection data.
- Hierarchal design that allows managers to view the performance history of the accounts they, and their people, are responsible for.
- “Real-time”, readily accessible reports which allow our clients, and our site personnel, the ability to effectively analyze and extract the necessary information to maintain service performance.
- Provide trended statistical analysis from which fact-based operational decisions can be determined and/or affirmed (24 months of history remains online before being archived).
- Server based and centrally controlled by our IT and Center of Excellence departments to ensure regular maintenance, security and updates are handled properly.
- The entire system is backed up nightly and is a part of our IT department’s disaster recovery plan.
- End users are supported by our Client Services and Center of Excellence team members.
- Customers may also participate in the data collection.



SITE inspections can be entered through any mobile device providing flexibility without sacrificing functionality

Our SITE inspection system has the scalability to handle any size facility, from sub 1000 sq/ft buildings through multi-million sq/ft, multi-building complexes. The size and scope of the installation will vary based on the size and scope of the site.

Grading Scale

To reduce subjectivity differences, often seen in 1 - 5 or exemplary - satisfactory - fair - poor style grading scales, ABM uses a “Satisfactory”, “Unsatisfactory” or “Not Applicable” grading scale. Users will be grading the individual process steps that are completed in order to service that particular room type. The decision of “Satisfactory”, “Unsatisfactory” or “Not Applicable” will be based upon the unique specification of the contract. In addition, to pinpoint our findings, the system allows text and photographic documentation to allow greater accuracy in determining our necessary corrective actions needed to continue delivering exceptional service. To allow the flexibility needed to inspect our diverse customer base, ABM has created 70+ customized room types, allowing us to accurately inspect any area regardless of floor surface and contract specifications. Our system easily handles the standard room types of Common Area, Conference Rooms and Offices, as well as those non-standard areas including ATM’s, Fountain/Statues, Production Floor, Flight Simulator, Data

Reports

In addition to having the ability to review inspections daily and trended results at any time via the internet, we can provide monthly, quarterly and/or semi-annual reports detailed in tabular and graphical format. Our results can be viewed by:

- [illegible]

Regular Meetings & Joint Reviews

To supplement the reports and metrics we provide, we believe that personal communication with you enables us to address cleaning issues, spot trends and make necessary adjustments before concerns become problems. To that end, we're proposing two different ways to review our services with you: regular, personal meetings and joint reviews. In addition to the constant communication you'll have with our onsite management team, we recommend the following schedule for personal visits with our staff.

Frequency	Purpose	Performed By	Meeting With
Daily	Cleaning issues: Meeting held only if either party has an issue to address	Supervisor	Client Representative
Weekly	Service relations and quality control inspections	Project Manager	Client Representative
Weekly – for 30 days	Transition, cleaning or service issues	District Manager	Client Representative
Every 2 weeks	Cleaning or service issues	District Manager	Client Representative
Monthly	Cleaning, service or business issues	Branch Manager	Client Representative

We can also make ourselves accountable to you by including an ABM program called Joint Reviews. Joint Reviews are formal meetings between ABM and BCSD which we recommend to be scheduled at minimum every quarter, more often if necessary in the beginning of our transition. During these meetings, we report key performance indicators (KPIs) regarding our service on your campus.

Quality Sustainment Operations Plan

The ABM District Operation Manager will begin inspecting service levels of schools. The DOM will input his finding into QMS which will generate work orders requiring an action plan from the Project Manager. These work orders will be properly prioritized, addressed and completion confirmed by management.

The DOM will inspect facilities on an every other month basis to ensure continued compliance. District Personnel can gain access to results of inspections as well as work orders generated through Corrigo or the District's Work Order Platform. In addition to the DOM inspections the Project Manager will be performing on-going monthly inspections to be reviewed by the District Operation Manager.

Our approach to project management ensures that you receive a plan designed to specifically address your requirements while utilizing our proven, documented processes. We have analyzed information gathered from our walk-through and from discussions with your representatives about the unique requirements of your facility. By doing this, we can determine "best practices" for your facilities based on our experience providing similar services to other K-12 districts.

Before we begin service delivery on the new contract, ABM will provide Beaufort County School District with:

- Communications Plan – Review our communications plan that includes using log books, call lists, wireless e-mail, two-way radios, pagers and cell phones used by ABM personnel so that we are always immediately available to handle your service requests.
- Job Specifications – A detailed document that describes the specific tasks ABM will perform and their frequencies
- Security Compliance – Review security requirements to be sure all employees are in compliance
- Safety Audit – Hazard Assessment. Individual Job Safety checklists are developed.

ABM is committed to providing quality service that is based on total customer satisfaction and continuous improvement. We work with you to successfully implement a quality process within your facility that reflects your philosophy and commitment to quality. We base all our operations on an ISO 9001:2000 compliant quality system model which requires that all aspects of an operation that affect quality be documented. Those documented procedures are followed at all times and regularly measured for compliance and effectiveness. Our quality system is objectively audited, both internally and externally, on a regular basis, to assure conformance to the requirements of the relevant ISO 9000 standard.

Regular inspections by management personnel are an integral part of our quality program. Our ability to constantly assess and document the level of service our customers are receiving is a large part of our success. Our quality inspection program includes:

Daily – Manager & Supervisors

- Visual Inspections by Management
- Principal Visits
- Custodial Audits
- Crew Meetings

Weekly

- Written School Inspections
- Identification of Special Needs/Events
- Method of the Week
- Safety Topic of the Week

Monthly

- Formal Inspections with School Administration
- Quality Review with Senior Management
- Partnership Meeting with Facility Director
- Attend Monthly Principals meeting

Annual

- Custodial Survey
- Partnership Review Meeting
- Semi-Annual Service Worker Training

The monthly partnership meeting with the Facility Director gives you an opportunity to discuss any areas of concern you may have or any other issues that need to be discussed. We want to make sure that there are no surprises, and that issues of concern are addressed before they become problems.

Work Order Management - Corrigo is a simple, technologically robust tool that facilitates entering and tracking work orders from inception to completion. The status of open requests and periodics can be reviewed and updated—all in real time via a wireless device or computer—all without leaving your office. Work orders are generated and dispatched to our staff via email or a variety of wireless devices. Once the work order is completed, it can be closed immediately using the same delivery devices.

Tracking Accountability - With the Quality Management System, all work requests clearly define who is responsible for the work and the time involved for completion. All requests are time stamped, and automatic escalations are triggered by that time, notifying management. Users now have the tools to measure, quantify, and analyze custodial service delivery. Best practices can be identified and disseminated, producing significant improvements in customer satisfaction

Closed-loop Communication - As cleaning work is accomplished and work orders are closed, notifications are automatically sent and supervisory personnel follow up with custodians on service issues and requests to ensure all work is completed to our high standards. Any problems that emerge are immediately corrected and the communication loop is closed only when our customers are absolutely satisfied.

Benefits realized- Since the Quality Management System solution is delivered over the internet, there is no costly software or hardware to purchase. Simply log in to view inspection results, work order status, periodic maintenance schedules, and reports. Quality Management System manages the quality of cleaning at your facilities by getting the right information to the right people at the right time.

Custodial Management System

Does your company use software to manage your custodial services?

✓ Yes No

If yes, what software does your company use to manage your custodial services?

MPower™ & EPAY

Integrated Technology Platform

ABM is a company that embraces advanced technology and applications related to providing Facility Management services. We make these technologies work for you and we employ the newest technologies to make our work more efficient.

ABM's customer interface Technology Platform serves as an integrated web based singular portal allowing clients to see what's happening within their portfolio, automatically tracking areas for improvement, saving money with paperless automated reports and gaining the benefits of reduced response time. Beaufort County School District will benefit from improved communication, increased worker productivity and an integrated process, which allows for measured results, data analysis and continuous improvement. Below is a list of some of the tools we may look to employ:

- A BCSD specific SharePoint® Portal
- Corrigo CMMS (ABM's CMMS)
- MPower™
- Mobile Devices
- QR Technology and Codes



SharePoint® Portal

To create a more productive work environment, ABM uses a collaborative web-based portal technology for client. ABM utilizes a Microsoft Office SharePoint® portal that is based on the Microsoft Windows Server System. Our portal is structured in a manner that enables all communication and business functions to be conducted electronically, thus reducing paper-based correspondence. This platform will put all ABM users and BCSD stakeholders in touch with business intelligence and work processes that make them more productive by enabling all employees to access the most current project information - regardless of their location.

Utilizing the SharePoint® portal will the sharing of information on a common platform in real time. Starting on day one of our transition and progressing through the entire life of our relationship with BCSD, ABM will develop a site specific to BCSD that will be utilized to store and share project information, post concerns, and enable access to key systems and work performance statistics. Documents that will be stored on the portal include:

- Transition schedules
- Emergency contacts
- Technical libraries
- Training modules
- Equipment troubleshooting guides
- Manufacturers' OEM manuals and drawings
- Safety procedures (both ABM's and BCSD's)
- Performance measurement reports
- CMMS reports
- Financial reports

MPower™

ABM developed its MPower™ interface for Branch Managers and Facility Manager(s) to allow for easy access to ABM's systems and streamline administrative tasks allowing managers to spend more time for client operational activities. MPower™ provides single sign-on system entry to more than a dozen ABM applications from any location. This new mobile accessible tool enables Branch Managers and Facility Managers to perform key transactional reviews, analysis and approvals more efficiently and "on the go."

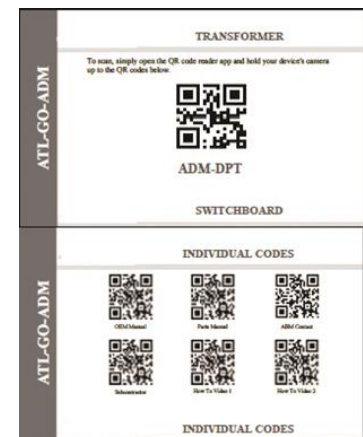
Mobile Devices

ABM arms our onsite and management teams with mobile devices and technology that allow real-time information about work order status, identify the nearest ABM resource to assist in emergency requests, managing employees and monitor the customer experience. We utilize smartphones using Android, Apple and Blackberry technologies.

QR Codes for Facility Equipment

As an example of ABM's technology innovations around preventive maintenance and process, we have partnered with our CMMS providers Maximo® and Corrigo® to affix weather-proof QR Code Reader Impact Cards on all major equipment that we maintain on an account. Once implemented, our maintenance team has the ability to manage following type of equipment:

- Conveyor systems and equipment
- Emergency Generators
- HVAC Equipment
- Electrical
- Building Mechanical
- Plumbing



For every piece of equipment that is tagged, there is a unique Impact Card that contains pre-established QR Codes (as illustrated in the graphic below). The data on the Impact Card – which our technicians can read directly from their smartphones - include:

- The Equipment ID Number
- The ABM Emergency Contact information
- The Service provider emergency contact information
- The OEM Manual
- The Parts Manual
- Videos to show “How To’s” (this will include safety procedures, maintenance steps, lockout/tagout procedures, etc.).

The Benefits: The benefits of using the Impact cards are many. For example, when scanning the equipment, it automatically pulls up the current open work order and the last work orders completed for quick view of the maintenance history. This saves time and allows the technician to focus very quickly on the problem at hand. It also provides quick and easy identification of emergency contacts in case of a major problem or a situation that the technician cannot handle himself. Further, the technician will immediately see the parts list and part numbers for the equipment scanned, and if he doesn’t have the parts on hand, he can input a request that will automatically be routed to the project supply function.

Financial Systems and Back Office

ABM uses the JD Edwards Enterprise Resource Planning (ERP) software as a company-wide platform for its financial systems and customer billing systems. As a result of this universal platform, ABM is able to generate both standard JD Edwards reports as well as custom-written reports.

Our invoicing process is fully integrated from contract forms, to payroll, to contractors and materials that are deployed. All of this information resides in an integrated, enterprise system designed by Oracle. Our operating teams create job information that becomes the basis for billing. Our system automation routes this information through an internal and external approval process for payment.

We currently receive and process orders and invoices electronically for many clients using systems like Ariba, SAP, and Avid Exchange. We utilize a JD Edwards/Oracle platform that provides tremendous in-house EDI/EFT exporting capabilities in addition to utilizing client systems and portals. We also provide monthly electronic invoice statements in a variety of formats and often accompany electronic invoices with property and account detail in an Excel workbook or other flat file format.

The Benefits: With extensive reporting experience working with hundreds of clients, we have developed a series of template management reports to assist our transition teams in developing a report format that meets our customer’s specific reporting needs. We utilize JD Edwards to provide infinite reporting flexibility. Most of our management-related financial reports are exported to excel and converted into client-specific report formats that can be easily distributed, incorporated into operating summaries and linked to performance metrics summaries on a monthly basis. Capabilities of our reporting packages, which we will customize for BCSD, include:

- General ledger detail.
- Budget variance in customer’s chart of accounts.
- Energy consumption, benchmarking, and target reduction.
- Preventive maintenance scheduled verses completed report.
- Work order, training, and equipment inventory summary reports.
- Sarbanes-Oxley patterned processes for compliance.



Equipment, Supplies and Chemicals

Does your company have a formal process for qualifying custodial supplies?

☒ Yes ☐ No

If yes, describe the process your company uses to qualify all custodial supplies, including, but not limited to cleaning, disinfecting, waxing, and polishing supplies. Enclose a copy with this RFP. If you do not have a formal process, describe the process on a separate page(s) titled “Custodial Supplies Qualification Process” and include it with this RFP. In the event that the BCSD determines that it is in the best interest of the BCSD to specify the supplies to be used, is your company willing to use the supplies specified by the BCSD?

☒ Yes ☐ No

Preferred Suppliers

ABM purchases equipment, supplies, and chemicals from a select group of vendors. To become an ABM Preferred Manufacturer, a company must be an industry leader for their category of products offered and exemplify a commitment to service and excellence which parallels ABM's focus on delivering high-quality services to our customers. ABM has strategic alliances with companies such as Georgia Pacific, Kimberly Clark, Diversey, Rubbermaid, Tennant and other industry leaders.

ABM is flexible and can work with Beaufort County School District to coordinate the purchase of supplies and equipment through any other required vendors with whom BCSD has a relationship.

For those products where BCSD does not have an established vendor relationship, you can benefit from ABM's network of preferred manufacturers and distributors. As the single largest consumer of full line janitorial supplies within the janitorial contract services market segment, ABM has substantial buying power with our suppliers. Through these relationships, ABM is able to:

- Obtain the best quality products and services available at the best possible prices
- Purchase directly from manufacturers
- Build partnerships with our suppliers
- Negotiate long-term, fixed-price contracts with our suppliers to ensure against rising costs

The quality of the service that you'll receive is enhanced by our commitment to providing the best delivery, service and employee training on the equipment, supplies and chemicals we use. You save money because we use superior products and methods, requiring fewer man hours.

ABM has strong, established relationships with industry-leading supply, chemical and raw material manufacturers that share our commitment to excellence. This affords us cost-control advantages over our competitors and provides you with several distinct advantages:

- Best quality products available at the best possible prices
- Cost control due to our ability to negotiate long-term, fixed-price contracts with our suppliers
- Access to new products and concepts that save time while increasing productivity
- Personal attention when it comes to problem solving for you and managers
- Prompt deliveries and comprehensive training

Equipment

ABM has standardized the equipment that our service workers use, providing benefits for you, including:

- Better cleaning results due to better product and equipment selection
- Increased safety because our employees are thoroughly trained and familiar with the equipment
- Reduced training time and expense because we limit the types of equipment used
- Our proposed staffing plan includes a full-time warehouse, equipment repair employee. Most equipment that we will utilize on your sites can be repaired within 24 hours. Our equipment is purchased new and carries a 36 month bumper to bumper warranty. ABM takes care of all preventative maintenance repair & equipment replacement. For more complex repairs, we can guarantee repair time to take no more than three consecutive days.

Warranty**

- Cordless equipment (battery powered): 3 years on Parts; 3 years on Travel; 3 years on labor
- Corded equipment: 2 years on parts; 1 year on travel; 1 year on labor
- ABM has developed strategic partnerships with the following equipment suppliers:



Tennant

A world leader in janitorial equipment manufacturing. Tennant products include equipment used to maintain indoor and outdoor surfaces, as well as equipment parts, service & maintenance. Products are marketed under the Tennant, Green Machines, Nobles, Orbio & Alfa brands.



ProTeam

ProTeam the Vacuum Company® manufactures ergonomic commercial backpack vacuums, canisters, and HEPA vacuums designed to clean more area in less time.



Aztec Products

For over 35 years, Aztec has been the trusted lead in the manufacture sale of Propane Buffers and Propane Floor Strippers. This reputation is largely due to their commitment to quality. Over 2,500 businesses and floor contractors worldwide depend on Aztec products and services for their building maintenance needs.

****Coverage only applies to defects in the equipment. Equipment damages due to misuse or wear items are not covered under warranty programs.**

EXHIBIT D – EQUIPMENT LIST

Contractor must supply a list of the equipment (initial cost of \$500 or more) to be utilized full-time at the District to adequately perform all cleaning tasks outlined in Section 3 – Scope of Work.

Item	Model	Make	Type	Replacement Value
Scrubber	T3 24” Auto Scrubber	Tennant	Walk Behind	\$ 5,373.00
Scrubber	T5 28” Auto Scrubber	Tennant	Walk Behind	\$ 7,169.00
Scrubber	T7 32” Ride on Scrubber	Tennant	Riding Scrubber	\$ 10,651.00
Vehicle	Gator	John Deere	Utility Vehicle	\$ 4,500.00
Pressure Washer	3400 PSI Pressure Washer	Honda	GX 390	\$ 1,200.00
Terrazzo Polisher	Refresher	Aztec	Terrazzo Machine	\$ 4,500.00
Carpet Cleaning Unit	#9007484 16” E5 Self Contained Carpet Extractor	Tennant	Extractor	\$ 1,749.00
Carpet Cleaning Unit	#9007480 20” Self-Contained Carpet Extractor	Tennant	Extractor	\$ 1,990.00
Hard Surface Burnisher	#9007349-BR-2000DC 20” Electric Burnisher	Tennant	Burnisher	\$ 1,208.00
Hard Surface Side by Side	#FM20SS 20HD Lowspeed Floor Machine	Tennant	Slow Speed	\$ 849.00
Hard Surface Burnisher	27” Propane Burnisher	Aztec	Burnisher	\$ 2,600.00
Wet Dry Vacuum	ProGaurd 15 Gal Wet/Dry Vac w/ Squeegee	Tennant	Wet Dry Vac	\$ 564.00
Stripping Machine	Panther 32” Twin Head Propane Stripping Machine	Aztec	Stripping Machine	\$ 5,720.00
No Touch Restroom Cleaner	1720 NTC	Kaivac	No Touch	\$ 2,519.00
Trash Cart	1.1 Cu Yd Tilt Truck	Rubbermaid	Trash Cart	\$ 569.00

Supplies

ABM selects supplies based on our quality standards, and the product's overall ability to meet the rigorous requirements established for your district. We have a range of products to suit your environment that will maintain maximum efficiency, safety and hygiene. We can tailor product selection as needed to best suit your requirements and offer you a complete solution.

Chemicals

By aligning environmental issues with key business goals, our chemical cleaning program is not only good for the environment—it's good for your schools. We consider environmental impact, worker safety and product performance when selecting cleaning products. The chemicals we use are premixed by the manufacturer which eliminates the possibility of improper dilution of cleaning. Also, having fewer types of chemicals on-site reduces the risk of property damage, and the packaging of our various types of chemicals helps you and the service workers easily identify improper chemical usage.

Our chemical cleaning program benefits you in several ways:

- Cleaner, healthier environment for occupants and visitors to your facility.
- Improved indoor air quality
- Reduced possibility of property damage due to improper use of chemicals
- Possibility of reduced liability insurance premiums for your facility

ABM advocates consistency at all of our clients' locations by establishing:

- Standardized packaging and dilution ratios
- Optimal choices of products for each cleaning application
- Uniform training on product use
- Simplified HazCom programs



Orbio[®] Technology

The ORBIO[®] technology has changed the cleaning industry by lowering the cost to clean, improving health & safety & increasing efficiencies.

Lowens Cleaning Costs:

- **Allows for dramatic increases in productivity!** Orbio **Eliminates** all labor-intensive deep-cleaning/restoration of your carpet AND tile & grout surfaces
- Cuts chemical costs up to 90% on commonly-purchased cleaning products
- Reduces glass & stainless steel cleaning by 90% and eliminates all unsightly "hazing"
- On-board, remote dispenser monitoring (telemetry) insures product quality & reduces service costs & down time

- **Achieving “CRI Platinum Certification”** extends the useful life of your carpeting asset & eliminates surface damage

Improves Health And Safety:

- Allows you to join the “green” & sustainability industry leaders and make a significant health/safety advancement
- Reduces exposure to highly-concentrated conventional chemicals & surfactant residues
- Improves IAQ, increases vacuuming efficiency & reduces VOC’s, odors & fragrances
- Qualifies for 2 additional LEED points
- The Orbio technology protects building assets by eliminating costly fixture/surfaces damage and can significantly extends life cycles.

Improves Efficiencies:

- **1 PRODUCT cleans virtually your entire facility** and streamlines employee training
- Eliminates 85%-90% of the commonly purchased & unnecessary cleaning chemicals
- Improves vacuum cleaner efficiency/removal of soils on all carpeted surfaces
- Eliminates annual re-bidding of significantly more expensive & unnecessary products
- Renders obsolete the stocking of conventional chemicals & numerous specialty products



Key Control Procedures

ABM is committed to assuring our clients and their visitors that their facilities will be kept secure at all times. All employees have the responsibility to properly maintain the door keys assigned to them so that they do not get lost or stolen. In doing so, our ABM Key Control Policy requires that all employees and supervisory personnel strictly follow the key handling and control guidelines outlined in this policy. Failure to do so will result in disciplinary action including possible termination.

Account supervision or lead personnel must keep door keys locked in a secure key lock box at all times. Only trained and assigned employees will have direct access to the key lock box. The key lock box must be securely mounted to a wall or locked inside a desk drawer or cabinet when not in use.

Either the site manager or assigned assistant (key controller) will check out and distribute door keys to the cleaning staff. The key controller will keep the door key inventories on file and match them against the full key lock box at the end of each shift after the employees have returned the assigned door keys. Key box inventories should include a mapping system so that all keys are maintained in a known location within the box.

If you prefer to maintain control over the door keys, the building management or security office may retain possession of the keys when not in use. In this case, employees need to sign all keys in and out from the security guard or building management representative.

Financial Stability

2016 Annual Report

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES CONSOLIDATED BALANCE SHEETS

<i>(in millions, except share and per share amounts)</i>	October 31,	
	2016	2015
ASSETS		
Current assets		
Cash and cash equivalents	\$ 56.0	\$ 55.5
Trade accounts receivable, net of allowances of \$15.9 and \$8.6 at October 31, 2016 and 2015, respectively	795.6	742.9
Prepaid expenses	68.0	68.6
Other current assets	30.0	27.0
Assets held for sale	44.1	-
Total current assets	993.7	894.0
Other investments	17.4	35.7
Property, plant and equipment, net of accumulated depreciation of \$163.4 and \$148.7 at October 31, 2016 and 2015, respectively	81.8	74.0
Other intangible assets, net of accumulated amortization of \$157.0 and \$149.4 at October 31, 2016 and 2015, respectively	103.8	111.4
Goodwill	912.8	867.5
Deferred income taxes, net	37.4	34.1
Other noncurrent assets	134.3	114.0
Total assets	\$ 2,281.2	\$ 2,130.7
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current liabilities		
Trade accounts payable	\$ 174.3	\$ 179.1
Accrued compensation	130.7	128.8
Accrued taxes-other than income	40.6	31.6
Insurance claims	92.2	90.0
Income taxes payable	6.3	8.9
Other accrued liabilities	135.9	129.8
Liabilities held for sale	19.2	-
Total current liabilities	599.2	568.2
Noncurrent income taxes payable	33.4	53.2
Line of credit	268.3	158.0
Deferred income tax liability, net	3.5	-
Noncurrent insurance claims	331.6	297.4
Other noncurrent liabilities	71.2	46.4
Total liabilities	1,307.2	1,123.2
Commitments and contingencies		
Stockholder's Equity		
Preferred stock, \$0.01 par value; 500,000 shares authorized; none issued	-	-
Common stock, \$0.01 par value; 100,000,000 shares authorized; 55,599,322 and 56,105,761 shares issued and outstanding at October 31, 2016 and 2015, respectively	0.6	0.6
Additional paid-in capital	248.6	275.5
Accumulated other comprehensive loss, net of taxes	(31.6)	(5.1)
Retained earnings	756.4	736.5
Total stockholders' equity	974.0	1,007.5
Total liabilities and stockholders' equity	\$ 2,281.2	\$ 2,130.7

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME

<i>(in millions, except per share amounts)</i>	Years Ended October 31,		
	2016	2015	2014
Revenues	\$ 5,144.4	\$ 4,897.8	\$ 4,649.7
Expenses			
Operating	4,623.4	4,410.0	4,160.5
Selling, general and administrative	390.1	377.3	348.2
Restructuring and related	29.0	12.7	-
Amortization of intangible assets	25.0	24.2	26.2
Impairment loss	22.5	-	-
Total expenses	5,090.0	4,824.2	4,534.9
Operating profit	54.7	73.6	114.8
Income from unconsolidated affiliates, net	7.6	9.0	6.5
Interest expense	(10.4)	(10.2)	(10.7)
Income from continuing operations before income taxes	51.9	72.4	110.6
Income tax benefit (provision)	10.4	(18.3)	(43.7)
Income from continuing operations	62.3	54.1	66.9
Net (loss) income from discontinued operations	(5.1)	22.2	8.7
Net income	57.2	76.3	75.6
Other comprehensive income (loss)			
Foreign currency translation	(26.3)	(2.2)	(1.3)
Other	(0.2)	(0.1)	0.2
Comprehensive income	\$ 30.7	\$ 74.0	\$ 74.5
Net income per common share – Basic			
Income from continuing operations	\$ 1.11	\$ 0.95	\$ 1.19
(Loss) income from discontinued operations	(0.09)	0.40	0.16
Net income	\$ 1.02	\$ 1.35	\$ 1.35
Net income per common share – Diluted			
Income from continuing operations	\$ 1.09	\$ 0.94	\$ 1.17
(Loss) income from discontinued operations	(0.09)	0.39	0.15
Net income	\$ 1.01	\$ 1.33	\$ 1.32
Weighted-average common and common equivalent shares outstanding			
Basic	56.3	56.7	56.1
Diluted	56.9	57.4	57.1
Dividends declared per common share	\$ 0.660	\$ 0.640	\$ 0.620

See accompanying notes to consolidated financial statements.

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY

(in millions)	Years Ended October 31,					
	2016		2015		2014	
	Shares	Amount	Shares	Amount	Shares	Amount
Common Stock						
Balance, beginning of year	56.1	0.6	55.7	0.6	55.5	0.6
Stock issued under employee stock purchase and share-based compensation plans	0.9	-	1.4	-	1.0	-
Repurchase of common stock	(1.4)	-	(1.0)	-	(0.8)	-
Balance, end of year	55.6	0.6	56.1	0.6	55.7	0.6
Additional Paid-in Capital						
Balance, beginning of year		275.5		274.1		261.8
Stock issued under employee stock purchase and share-based compensation plans (including incremental tax benefit for 2015 and 2014)		5.7		18.3		16.0
Share-based compensation expense ⁽¹⁾		14.0		14.5		16.3
Repurchase of common stock		(46.6)		(31.4)		(20.0)
Balance, end of year		248.6		275.5		274.1
Accumulated Other Comprehensive Loss, Net of Taxes						
Balance, beginning of year		(5.1)		(2.8)		(1.7)
Other comprehensive loss		(26.5)		(2.3)		(1.1)
Balance, end of year		(31.6)		(5.1)		(2.8)
Retained Earnings						
Balance, beginning of year		736.5		696.9		656.8
Net income		57.2		76.3		75.6
Dividends						
Common stock		(36.9)		(36.0)		(34.6)
Stock issued under share-based compensation plans		(0.4)		(0.7)		(0.9)
Balance, end of year		756.4		736.5		696.9
Total Stockholders' Equity		<u>974.0</u>		<u>1,007.5</u>		<u>968.8</u>

⁽¹⁾ Includes share-based expenses related to discontinued operations of \$0.3 million and \$0.5 million for 2015 and 2014, respectively.

See accompanying notes to consolidated financial statements.

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS

<i>(in millions)</i>	Years Ended October 31,		
	2016	2015	2014
Cash flows from operating activities			
Net income	\$ 57.2	\$ 76.3	\$ 75.6
Net loss (income) from discontinued operations	5.1	(22.2)	(8.7)
Income from continuing operations	62.3	54.1	66.9
Adjustments to reconcile income from continuing operations to net cash provided by operating activities of continuing operations			
Depreciation and amortization	57.5	57.0	56.4
Impairment loss	22.5	-	-
Deferred income taxes	(3.7)	8.1	2.2
Share-based compensation expense	14.0	14.2	15.8
Provision for bad debt	12.9	2.7	2.9
Discount accretion on insurance claims	0.3	0.3	0.4
Gain on sale of assets	(0.2)	(0.1)	(1.2)
Income from unconsolidated affiliates, net	(7.6)	(9.0)	(6.5)
Distributions from unconsolidated affiliates	8.2	6.5	5.6
Changes in operating assets and liabilities, net of effects of acquisitions:			
Trade accounts receivable	(80.9)	(55.9)	(39.4)
Prepaid expenses and other current assets	-	(1.4)	(39.4)
Other noncurrent assets	(29.5)	1.7	15.6
Trade accounts payable and other accrued liability	15.4	44.3	3.7
Insurance claims	33.6	37.4	(8.7)
Income taxes payable	0.5	(14.2)	8.3
Other noncurrent liabilities	5.2	(0.2)	(1.4)
Total adjustments	48.2	91.4	48.7
Net cash provided by operating activities of continuing operations	110.5	145.5	115.6
Net cash (used in) provided by operating activities of discontinued operations	(27.0)	0.9	5.6
Net cash provided by operating activities	83.5	146.4	121.2
Cash flows from investing activities			
Additions to property, plant and equipment	(44.0)	(26.5)	(37.4)
Proceeds from sale of assets	3.3	5.3	3.6
Purchase of businesses, net of cash acquired	(96.0)	(19.2)	(48.2)
Proceeds from redemption of auction rate security	5.0	-	-
Investments in unconsolidated affiliates	-	(0.1)	-
Net cash used in investing activities of continuing operations	(131.7)	(40.5)	(82.0)
Net cash (used in) provided by investing activities of discontinued operations	(3.1)	130.9	-
Net cash (used in) provided by investing activities	(134.8)	90.4	(82.0)
Cash flows from financing activities			
Proceeds from issuance of share-based compensation awards, net of taxes withheld	5.3	15.4	10.0
Incremental tax benefit from share-based compensation awards	-	2.3	5.1
Repurchases of common stock	(46.6)	(31.4)	(20.0)
Dividends paid	(36.9)	(36.0)	(34.6)
Deferred financing costs paid	(0.1)	(0.9)	(1.2)
Borrowings from line of credit	1,052.3	958.3	1,089.1
Repayment of borrowings from line of credit	(942.0)	(1,120.1)	(1,084.2)
Changes in book cash overdrafts	0.7	(7.3)	6.6

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS
(continued)

<i>(in millions)</i>	Years Ended October 31,		
	2016	2015	2014
Financing of energy savings performance contracts	22.6	5.2	-
Repayment of capital lease obligations	(1.2)	(2.4)	(5.4)
Payment of contingent consideration	(1.5)	-	-
Net cash provided by (used in) financing activities	52.6	(216.9)	(34.6)
Effect of exchange rate changes on cash and cash equivalents	(3.3)	(1.1)	(0.5)
Net (decrease) increase in cash and cash equivalents	(2.0)	18.8	4.1
Cash and cash equivalents at beginning of year	55.5	36.7	32.6
Cash and cash equivalents at end of year	53.5	55.5	36.7
Less: Cash and cash equivalents held for sale	(2.5)	-	-
Cash and cash equivalents	\$ 56.0	\$ 55.5	\$ 36.7
Supplemental data			
Cash paid for income taxes, net of refunds received	12.6	23.7	32.9
Interest paid on line of credit	4.4	6.0	6.2

See accompanying notes to consolidated financial statements.

BOARD OF DIRECTORS

Maryellen C. Harringer [A]

Non-Executive Chairman of the Board, ABM Industries Incorporated

Linda Chavez [A, C, D]

President, Becoming American Institute

J. Phillip Ferguson [B, C, D]

Former Vice Chairman,
University of Texas Investment Management Company

Anthony G. Fernandes [B, D]

Former Chairman, Chief Executive Officer and President,
Philip Services Corporation

Art A. Garcia

Executive Vice President and Chief Financial Officer, Ryder System, Inc.

Thomas M. Gartland [A, B]

Former President, North America of Avis Budget Group, Inc.

Luke S. Helms [A, C]

Managing Director, Sonata Capital Group

Sudhakar Kesavan [A]

Chairman and Chief Executive Officer, ICF International

Lauralee E. Martin [C, D]

Former President and Chief Executive Officer, HCP, Inc.

Filippo Passerini

Operating Executive, Carlyle Group

Scott Salmirs

President and Chief Executive Officer, ABM Industries Incorporated

Wendy M. Webb [B, C]

Chief Executive Officer, Kestrel Corporate Advisors

[A] Compensation Committee

[B] Audit Committee

[C] Governance Committee

[D] Corporate Citizenship and Communications Committee

As of February 8, 2017

FORWARD-LOOKING STATEMENTS

This 2016 ABM Annual Report contains both historical and forward-looking statements. Forward-looking statements are not based on historical facts but instead reflect our current expectations, estimates or projections concerning future results or events. These statements generally can be identified by the use of forward-looking words or phrases such as “believe,” “expect,” “anticipate,” “may,” “could,” “intend,” “forecast,” “outlook,” or other similar words or phrases. These statements are not guarantees of future performance and are inherently subject to known and unknown risks, uncertainties and assumptions that are difficult to predict and could cause our actual results to differ materially from those indicated by those statements. Forward-looking statements in this 2016 ABM Annual Report include, but are not limited to, statements regarding our future operating and financial performance, and statements regarding the adoption and expected benefits of our strategy and transformation initiative. Additional information regarding these and other risks and uncertainties the Company faces is contained in the Company’s Annual Report on Form 10-K for the year ended October 31, 2016, which is included in this 2016 ABM Annual Report. The Company urges readers to consider these risks and uncertainties in evaluating its forward-looking statements. The Company cautions readers not to place undue reliance upon any such forward-looking statements, which speak only as of the date made. The Company disclaims any obligation or undertaking to publicly release any updates or revisions to any forward-looking statements contained herein (or elsewhere) to reflect any change in the Company’s expectations with regard thereto, or any change in events, conditions or circumstances on which any such statement is made, whether as a result of new information, future events or otherwise, except as otherwise required by the federal securities laws.

EXECUTIVE OFFICERS

Scott Salmirs

President and Chief Executive Officer

James P. McClure

Executive Vice President and Chief Operating Officer

D. Anthony Scaglione

Executive Vice President and Chief Financial Officer

Dean A. Chin

Senior Vice President, Controller and Chief Accounting Officer

David R. Goodes

Senior Vice President, Chief Human Resources Officer

Scott J. Giacobbe

President, Technical Solutions

Rene Jacobsen

President, Business & Industry

Thomas J. Marano

President, Aviation

SPECIAL NOTICES

Listing

New York Stock Exchange

Ticker Symbol

ABM

Registrar and Transfer Agent

Computershare

P.O. Box 30170

College Station, TX 77842-3170

Phone 800.850.3292

eMail: www-us.computershare.com/investor/contact

Web Address: computershare.com/investor

Auditors

KPMG LLP

345 Park Avenue

New York, NY 10154

Annual Report on Form 10-K

Additional copies available to stockholders at no charge upon request to:

ABM Investor Relations

One Liberty Plaza, 7th Floor

New York, NY 10006 or Investor.ABM.com

Annual Meeting

The Annual Meeting of Stockholders of ABM Industries will be held on Wednesday, March 8, 2017 at 10:00 a.m. Eastern Time at ABM Industries Incorporated, Worldwide Corporate Headquarters, One Liberty Plaza, 7th Floor, New York, NY 10006.

Dividends

The company has paid quarterly cash dividends on its Common Stock without interruption since 1965. The Board of Directors considers the payment of cash dividends on a quarterly basis, subject to the Company's earnings, financial condition and other factors.



Licenses & Permits

POST IN A CONSPICUOUS PLACE

COUNTY COUNCIL OF BEAUFORT
BUSINESS AND PROFESSIONAL LICENSE
THIS LICENSE EXPIRES 12/31/2016

License Number
9246

Business Name: SOUTHERN MANAGEMENT ABM LLC
Address: DIANN W FARID
PO BOX 5527
SPARTANBURG, SC 29304

Phone Number: 846-699-2377

****Notice****
This license becomes null & void if ownership, business name, or address is changed. Licensee must apply within 10 days of such change for transfer. Fees will apply. All applicable building & zoning regulations pertaining to business location must be followed.

Classification: Janitorial Services
Date Issued: 09/12/2016

By Edna D. Stephens
EDNA D. STEPHENS, DIRECTOR

PAID

1769

This License is NOT Transferable

KEEP THIS COPY FOR YOUR RECORDS	COUNTY COUNCIL OF BEAUFORT BUSINESS AND PROFESSIONAL LICENSE THIS LICENSE EXPIRES 12/31/2016	License Number 9246
Business Name and Address: SOUTHERN MANAGEMENT ABM LLC DIANN W FARID 105 DIVERSCO DRIVE SPARTANBURG, SC 29307		Type: Janitorial Services Temp Perm: P Phone Number: 846-699-2377
MINIMUM BUSINESS TAX This is to certify that the person or firm named herein has paid into my hands minimum payment of tax as set out herein for the use and benefit of the county aforesaid, and is licensed to engage in the business of: Classification: Janitorial Services Date Issued: 09/12/2016 By <u>Edna D. Stephens</u> EDNA D. STEPHENS, DIRECTOR		Temp valid at this location only: Total Received..... 171.86

**Small & Minority Business
Contracting
& Certification**

Certificate of Woman-Owned Business

Alpha Janitorial Service, Inc.

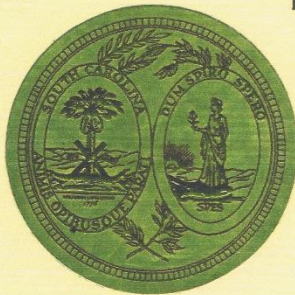
located at

Beaufort, South Carolina

has been determined to be a

woman-owned business operating in

the State of South Carolina



*Director, Office of Small & Minority
Business Contracting & Certification*

Certification Number: **03201682**

Date: **July 21, 2016**

Expiration Date: **July 31, 2021**

Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/4/2017

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).

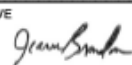
PRODUCER Commercial Lines - (415) 541-7900 Wells Fargo Insurance Services USA, Inc. - CA Lic#: 0D08408 45 Fremont Street, Suite 800 San Francisco, CA 94105-2259		CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL: ADDRESS:		FAX (A/C, No):	
INSURED ABM Industry Groups, LLC an ABM Industries Incorporated Company 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319		INSURER(S) AFFORDING COVERAGE		NAIC #	
		INSURER A: ACE American Insurance Company		22667	
		INSURER B: ACE Property and Casualty Ins. Co.		20699	
		INSURER C: Indemnity Insurance Company of North America		43575	
		INSURER D: AXIS Insurance Company		37273	
		INSURER E: Illinois Union Insurance Company		27960	
		INSURER F:			

COVERAGES **CERTIFICATE NUMBER: 11274751** **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 <input checked="" type="checkbox"/> \$1,000,000 SIR <input checked="" type="checkbox"/> XCU GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		XSLG27858788	11/01/2016	11/01/2017	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 2,000,000 MED EXP (Any one person) \$ Excluded PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" 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		IGA09051302	11/01/2016	11/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 25,000		XOOG27810865 002	11/01/2016	11/01/2017	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	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 N/A	WLRC49104364	11/01/2016	11/01/2017	<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
A	Employee Dishonesty/Fidelity		DONG23691188003	11/01/2016	11/01/2017	\$2,000,000 Each Occurrence

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Sample certificate.
 Evidence of Coverage.

CERTIFICATE HOLDER ABM Industries Incorporated 4151 Ashford Dunwoody Road Suite 600 Atlanta, GA 30319	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)



Bid Bond

BID BOND

Travelers Casualty and Surety Company of America
Hartford, CT 06183

KNOWN ALL BY THESE PRESENTS, That we, ABM INDUSTRY GROUPS, LLC,
as Principal, and Travelers Casualty and Surety Company of America, as Surety, are
held and firmly bound unto BEAUFORT COUNTY SCHOOL DISTRICT, as
Obligee, in the sum of Five percent of amount bid.
Dollars (5% of Amount Bid) for the payment of which we bind ourselves, and our
successors and assigns, jointly and severally, as provided herein.

WHEREAS, Principal has submitted or is about to submit a bid to the Obligee on a
contract for Solicitation Number: 18-001: Custodial Services
("Project").

NOW, THEREFORE, the condition of this bond is that if Obligee accepts Principal's bid,
and Principal enters into a contract with Obligee in conformance with the terms of the
bid and provides such bond or bonds as may be specified in the bidding or contract
documents, then this obligation shall be void; otherwise Principal and Surety will pay to
Obligee the difference between the amount of Principal's bid and the amount for which
Obligee shall in good faith contract with another person or entity to perform the work
covered by Principal's bid, but in no event shall Surety's and Principal's liability exceed
the penal sum of this bond.

Signed this 12th day of June, 2017.

ABM INDUSTRY GROUPS, LLC

(Principal)

By: 

Lu Ann Brinkley, Director Insurance Services

Travelers Casualty and Surety Company of America

By: 

Simone Gerhard, Attorney-in-Fact



CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

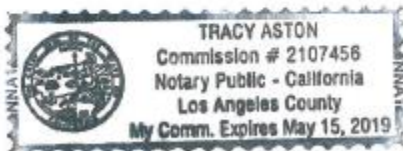
State of California

County of Los Angeles

On JUN 12 2017 before me, Tracy Aston, Notary Public, personally appeared Simone Gerhard who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature


Tracy Aston, Notary Public



WARNING: THIS POWER OF ATTORNEY IS INVALID WITHOUT THE RED BORDER



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 231967

Certificate No. 007182409

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Tracy Aston, KD Conrad, Simone Gerhard, Edward C. Spector, Lisa K. Crail, B. Aleman, Renato F. Reyes, April Martinez, and Marina Tapia

of the City of Los Angeles, State of California, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 11th day of April, 2017.

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By: Robert L. Raney
Robert L. Raney, Senior Vice President

On this the 11th day of April, 2017, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2021.



Marie C. Tetreault
Marie C. Tetreault, Notary Public

58440-5-16 Printed in U.S.A.

WARNING: THIS POWER OF ATTORNEY IS INVALID WITHOUT THE RED BORDER

WARNING: THIS POWER OF ATTORNEY IS INVALID WITHOUT THE RED BORDER

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 12 day of JUN 12 2017, 2017.

Kevin E. Hughes
Kevin E. Hughes, Assistant Secretary



To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.

WARNING: THIS POWER OF ATTORNEY IS INVALID WITHOUT THE RED BORDER

Litigation

Claims Against ABM:

ABM and its divisions employ more than 118,000 employees across the U.S., Canada and Puerto Rico. As such, at any given time, ABM is involved in dozens, if not hundreds, of litigation matters. These claims are handled in the normal course of business by legal and risk management professionals employed by the company. Even large litigation matters involving millions of dollars would not have any impact on ABM's ability to provide timely services to Southern Methodist University.

Lawsuits Against Others:

In the ordinary course of business, ABM has, on occasion, various claims and lawsuits against third parties, primarily related to collection of monies owed. The amount of information regarding these matters is voluminous and, therefore, such information has not been included herein. Information about specific matters is available upon request.



Business Utilization Report

Business Utilization Report

In order to facilitate an effective monitoring system, each contractor, bidder or offeror must submit a completed and signed Utilization Report with the bid submission which lists the names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor's Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

Business Enterprise Utilization Report

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

<u>Sub-Contractor Name</u>	<u>Gender Group</u>	<u>Address</u>	<u>Phone #</u>	<u>Other</u>	<u>E-Mail</u>
Alpha Janitorial	Women Owned Minority - SMBCC	2728 Depot Road Beaufort, SC 29902	843-525-0201		dabneyalpha@centurylink.net

Statement of Intent

Statement of Intent

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically, the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business Utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.

Signature

Date

Name: Trey Brock

Title: Regional Vice President

Project: Solicitation 18-001; Custodial Services

What to Expect From ABM

ABM provides solutions that lower your operating costs, preserve your assets and maximize their value. We focus on these core areas in order to deliver the best service possible:

Service Excellence

With our highly-trained, in-house workforce, you can trust that we'll provide you with services that increase efficiencies and lower your operating expenses—all while maintaining a uniform standard of service excellence.

Breadth of Services

We'll provide you with an unrivaled range of facilities solutions that will keep your properties safe, clean, comfortable and energy efficient.

Deep Industry Expertise

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 100 years' of service, we've developed the expertise to make our solutions work best for you.

Technology-Enabled Workforce

Your facilities will be serviced with the support of innovative technology solutions that will simplify service delivery and allow for greater transparency.

Guaranteed Sustainability Solutions

We've got expertise to support all of your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

We Are Ready to Build Value for Beaufort County School District!

