



# Able Services – Engineering and Janitorial Solution

Our Mission: Working Together to Deliver ValuAble Work-life Experiences







## About Able Services

Founded in 1926 by Angelo Boschetto, Able Services has grown from a three-employee window cleaning company in San Francisco to the largest U.S. family-owned service organization with a workforce of 17,000.

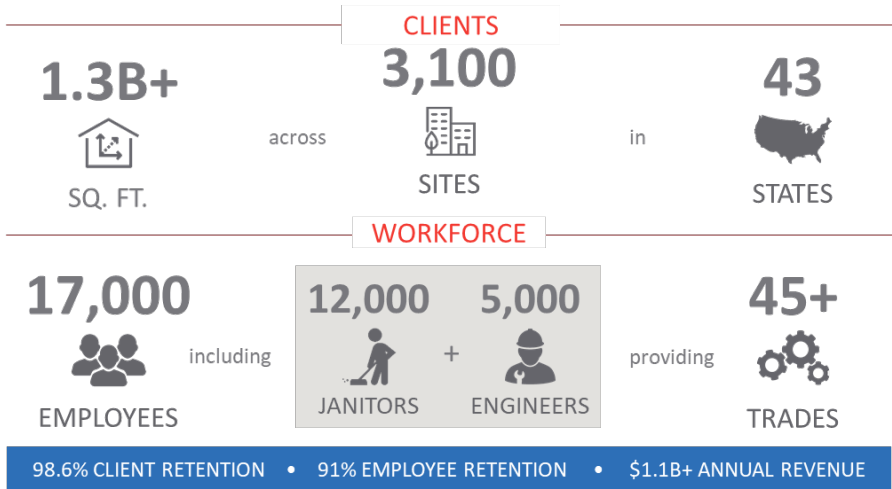
Our unrivalled reputation for building lasting client partnerships through open, transparent relationships based on trust and exceptional performance has resulted in one of the highest client retention rates (98%) in the industry.

- Commercial real estate
- Education
- Finance
- Healthcare
- Leisure & retail
- Manufacturing
- Multi-family
- Technology
- Research & development

## Qualifications

Our 1.3 billion-square feet, 3,100-site specialized service firm has significant scale, resources, and human capital expertise to create real business value for your company while maintaining a customer-centric approach to the service delivery. This philosophy ensures that we exceed your expectations while creating a positive user experience for your staff, customers, and stakeholders.

We have been in business since 1926 and specialize in core janitorial and engineering services while continuing to foster a people-driven culture and agilely adapt to industry changes



## Experience

Able Services has demonstrated an impressive track record of providing excellent, responsive engineering and building maintenance services at facilities across the U.S. Recognizing that being nimble is vital in today's industry, our agile culture is reflected in the fast and scalable execution of our safe, regulatory-compliant, and cutting-edge services. Further, being privately-owned allows us to be nimble due to a lean overhead structure that empowers our managers to make quick decisions for our clients and be more responsive to changing customer needs. At Able Services, we are a national company with a local presence and commitment to the communities we serve.

## Affiliations and Certifications



# One Able – Cohesive Collaboration: Engineering and Janitorial Services

Our Engineering and Janitorial teams are skilled at working together at the same sites coordinating services. By employing both Able engineering and building maintenance teams, we can capitalize on synergistic opportunities, such as janitorial staff handling handyman tasks, and coordinating event services.

## PEOPLE

A scalable and skilled headcount model that performs cleaning for all your operational and event needs. A regional back-office support team that provides leadership, strategic guidance, recruitment, training, and managerial and technical expertise at all levels.

## PROCESS

Our workflow processes are built on elements of Lean Six Sigma and continuous improvements. Via our operating platform, our Able teams gain fast access to pertinent and relevant information, including instructions, flow charts, duty lists, SOPs, etc., thus providing the greatest flexibility and quality control.

## TECHNOLOGY

Our cloud-based, proprietary platform EnAble, is a streamlined way of operating and optimizing resources; it provides simplified access to actionable intelligence that drives thoughtful yet swift decision-making for our staff and our clients. Our complete suite of EnAble mobile apps tracks and provides real-time data on transition progress, safety audits/inspections, monthly metrics, KPIs, etc. an employer of choice is our priority.

## DATA

Data and analytics are the outcome and culmination of all the other components of our operating platform; they support the visibility and transparency that determine compliance, trends in performance, and continuous improvement opportunities. Data feed our daily performance analytical reports, and weekly and monthly metrics and KPI dashboards comprised of Safety, Workflow, Quality Audits, and Financial Performance.



**We're the top 1% of all janitorial companies as defined by the ISSA**

## COMMITMENT TO SUSTAINABILITY

Able Services is committed to minimizing our environmental footprint and being responsible business partners to the communities we serve.

- Energy and Sustainability
- Renewable Energy
- Zero Waste
- Energy Marketplace
- Sustainable Planning, Partnership & Energy Star Results
- Green Janitor Education Program



# Environmental Social Governance

## CORPORATE SOCIAL RESPONSIBILITY

- Able-sponsored projects
- Individual employees volunteering for causes that are important to them
- Partnership with Habitat for Humanity supporting community revitalization efforts
- Regional office and employees participate in local causes across the country





## Why Able Services?



**EXPERT PERSONNEL AND ONE-TEAM APPROACH** - Our ability to work as one team with our clients and customers to solve their issues differentiates us in the marketplace. Our focus on experienced management, appropriately staffed labor levels, and a single point of contact within extensive support structure results in consistent service delivery.



**QUALITY INSPECTION TECHNOLOGY** - EnAble, our proprietary knowledge management platform, provides greater flexibility and quality control, allowing us to closely monitor cleaning workflows while anticipating and proactively responding to service needs.



**PERFORMANCE ACCOUNTABILITY AND CONTINUOUS IMPROVEMENT** - Our quality assurance (QA) program improves performance, ensuring safety, comfort, and an optimal workplace experience.



**SUSTAINABLE SERVICE** - Our GreenAble™ platform assists and delivers points toward LEED certification. GreenAble covers green cleaning policy, scope, goals, and time-period performance metrics, procedures and strategies, as well as Able-designated responsibilities.



**CENTRALIZED REPORTING** - Easily distributed reports centrally to review enhanced and timely analytics to manage risks and uncertainty.



**"ONE ABLE" SEAMLESS COLLABORATION OF SERVICES** – We can assure you a seamless collaboration of both engineering and janitorial services helping ensure team communications across all trade specialties. Our "One Able" platform creates a forum to carefully plan and coordinate projects with labor harmony, creating a shared vision where all members of the team work together.

### National Headquarters

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