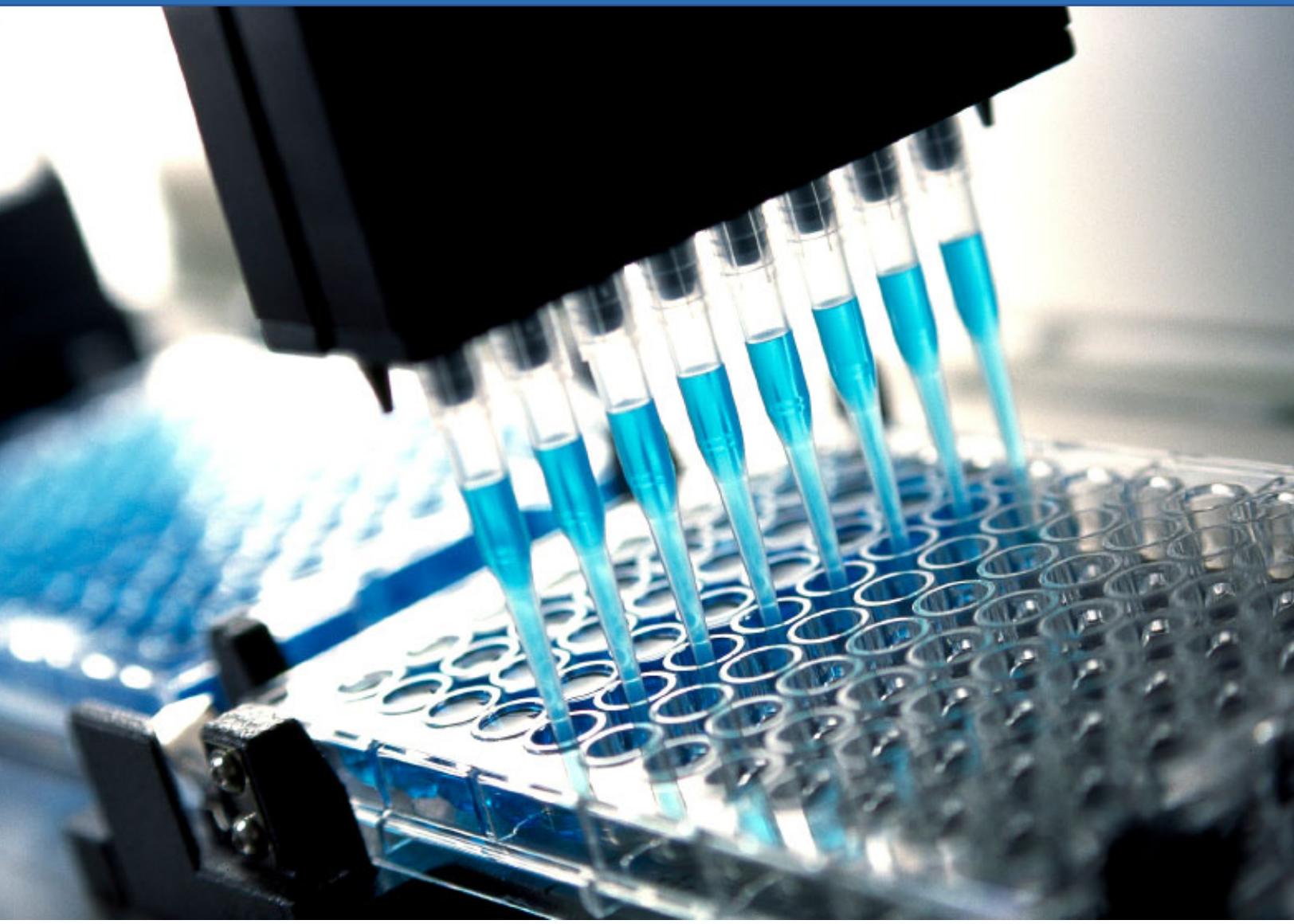




# Able Services – Engineering Solution

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.

## Qualifications

Able Services is a specialized facility operations and maintenance (O&M) company, providing onsite stationary engineering services to protect 650 million square feet of real estate assets in the United States. Our client-centric approach and ability to work as one team with our clients and customers to solve their issues have contributed to differentiate us in the marketplace and create genuine business value with a positive user experience. Our structured methodologies, procedures, documentation, and large, experienced engineering staff results in more efficient operations.

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

## Engineering Services

The Able engineering team provides a full scope of engineering services to support efficient and effective operation of our clients' assets, typically including these services:

- Engineering Labor Management
- Operation and Maintenance (O&M)
- Preventive Maintenance
- Inspection and Testing
- Workorder Response
- Safety Program Implementation
- Project Delivery
- Subcontractor Management
- Energy Management

Our structured methodologies, procedures, documentation, and large, experienced engineering staff results in more efficient operations.

**25 Years**  
IN THE  
HEALTHCARE  
BUSINESS



**20 M+ S.F.**  
MANAGED  
CAMPUS  
FACILITIES

### HEALTHCARE PORTFOLIO

### VALUE WE BRING

- Deliver **optimal and tech-enabled** patient environments
- Enhance **employee experience** to attract, engage and retain the brightest talent
- Elevate **service levels** to improve building occupant satisfaction
- Transform aging infrastructure into a **high-performing, sustainable and cost-effective** asset
- Reduce **operating expenses & increase fiscal control**
- Implement a **smarter use of existing space**

# Engineering Program Overview

## ACCOUNT MANAGEMENT

Our Engineering Management team has decades of experience providing facility management and stationary engineering services for 1,500+ facilities throughout the United States. Our team has specialized industry expertise gained through working with many clients facing similar challenges. This expertise translates into skills, processes, and technologies uniquely capable of meeting your needs.

## SAFETY MANAGEMENT

Our priority is to ensure the safety and health of all our employees. The **Able Safety Program** improves work conditions and reduces injuries and accidents. The Able Safety Program consists of two components – the Injury and Illness Prevention Plan (IIPP) and the Safety Manual – and is supported by a nationwide professional Safety Department.

The **Safety Department** is led by a certified team of safety professionals who deliver safety support and training to Able Services' work environments across the country. Our safety professionals perform periodic job site inspections and risk assessments. They also manage safety incident reporting and tracking, evaluate trends, and implement improvement programs to ensure our work environments remain safe and meet all OSHA requirements.

## QUALITY MANAGEMENT

- **Engineering Standards:** Our proven engineering standards include best practices, code and ordinance guidelines, administrative requirements, safety practices, and self-audit inspection checklists.
- **Operations Audits:** The audits include inspection of facility equipment, staff interviews, and system tours; engineering and manufacturer documents and required permits review; evaluation of mechanical system and equipment; review of site safety program and OSHA codes; and review of administrative operations.
- **Building Operations Manual:** The manual complies with regulatory standards and includes an auditing process with self-audit inspection checklist; code and ordinance guidelines; safety equipment practices; and administrative requirements.

## CLEANROOM SERVICES

Cleanrooms require specific services to reflect their unique environments, as well as additional compliance documentation. Able Services uses industry best practices and innovative solutions to improve performance, drive savings, and maintain regulatory compliance.



# 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

## COMMITMENT TO SUSTAINABILITY

A majority of prospective students consider sustainability when selecting a college. Able Services is committed to minimizing our environmental footprint and being responsible business partners.

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



## Why Able Services?



### UNSURPASSED DEPTH AND BREADTH OF ABLE'S MANAGEMENT TEAM

No other provider matches the quality and quantity of Able's proven engineering management team. Our managers' extensive hands-on experience, technical acumen, employee focus, demonstrated experience in union and non-union environments, and industry influence is unparalleled.



### TECHNOLOGY

Our **state-of-the-art technology** platforms include support systems such as ADP payroll and flexible billing, and web-based preventive maintenance and work order systems, that bring value to our customers.



### STANDARDIZED DELIVERY

**Our tools and processes ensure standardized delivery** of services. Our proven **engineering standards** detail the operational expectations of engineering staff within each facility.



### SAFETY PROGRAM

Able Services has a large infrastructure of **experienced safety professionals** who work proactively to maintain a safe work environment and create a safety culture. The Able Safety Program improves work conditions and reduces injuries and accidents.



### EXCLUSIVE VALUE-ADDS

We offer several value-added programs that differentiate Able Services, including **Goby's** sustainability and energy platform and enhanced consulting and project services.



### EXTENSIVE UNION EXPERTISE

Able Services has unmatched expertise in negotiating and renegotiating **union agreements**, including extensive experience managing the terms and conditions of area union agreements.

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