



Presented to:

Kurt M. Weigle

President & CEO

Downtown Development District of New Orleans

Presented by:

ABM Janitorial Services – South Central, Inc.

Nathan Parker

Regional Director of Operations

nathan.parker@abm.com

(504) 834-1034

April 26, 2011



April 26, 2011

Kurt M. Weigle
Downtown Development District of New Orleans
201 St. Charles Avenue, Suite 3912
New Orleans, LA 70170

Dear Kurt,

We are pleased to submit the enclosed sidewalk cleaning services proposal for the Downtown Development District of New Orleans in response to your recent RFP. We believe this proposal offers the Downtown Development District a quality-oriented, cost-effective janitorial services program that will meet your needs.

We strive to exceed your expectations through our dedicated personnel, innovation and a commitment to customer satisfaction. ABM will be an excellent partner for the Downtown Development District because we have extensive experience in serving the your industry. Our entire organization stands behind this proposal and all of the commitments made to you.

If there is any additional information I might provide, please don't hesitate to call or write. All of us at ABM look forward to the opportunity of working with you.

Sincerely,

A handwritten signature in black ink that reads 'Nathan Parker'.

Nathan Parker
Regional Director of Operations

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DBE Form 3 – Notice of Intent to Perform as a Subcontractor/Subconsultant/Vendor

W-9 Form

Sample Certificate of Liability Insurance

Attestation of Application for and Approval of Performance Bond

Attachment 1

PROPOSER'S GUARANTEES

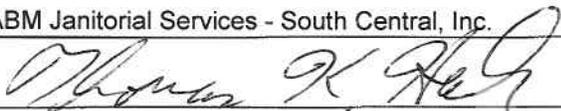
The Proposer certifies it can and will provide and make available all services set forth in Scope of Work and Time Requirements.

Signature of Official: 
Name (typed): Thomas K. Haller
Title: Regional Director
Firm: ABM Janitorial Services - South Central, Inc.
Date: April 26, 2011

LIST OF PRINCIPALS

The names and titles of the Proposer's principals are:

1. James P. McClure, President
2. Jan Kaupas, Executive Vice President
3. Chris Bouvier, General Council
4. Amado Hernandez, Vice President of Human Resources
5. Robert Juestel, Chief Financial Officer

Proposer: ABM Janitorial Services - South Central, Inc.
Signature: 
Name: Thomas K. Haller, Regional Director
(Print or Type)
Address: 2901 Ridgelake Drive, Suite 211
City/State/Zip: Metairie, LA 70002
Area Code & Phone: (504) 834-1034

Attachment 2

PROPOSER'S WARRANTIES

- A. Proposer warrants that it is willing and able to comply with State of Louisiana laws with respect to foreign (non-state of Louisiana) corporations.
- B. Proposer warrants that, if it is awarded the contract, it is willing and able to obtain the following insurance coverages with policy limits in accordance with Downtown Development District specifications:
- 1) General Liability
 - a) \$1,000,000 per occurrence
 - b) \$2,000,000 Aggregate
 - c) Additional Insured and Waiver of Subrogation in favor of the DDD and the City of New Orleans. Documentation must be supplied to DDD.
 - 2) Errors and omissions coverage for willful or negligent acts, or omissions of any officers, employees or agents thereof in the amount of \$1,000,000;
 - 3) Professional liability coverage in the amount of \$1,000,000;
 - 4) Automobile liability coverage, including hired and non-owned vehicles in the amount of \$1,000,000;
 - 5) Workers' compensation coverage in the following amounts:
 - a) \$100,000 for each accident,
 - b) \$100,000 for employee disease,
 - c) \$500,000 for each policy limit disease;
 - 6) Insurance Company Rating
 - a) Insurance carriers must have A.M. Best rating of at least A VII. Documentation must be supplied to DDD.
 - 7) Contractor shall provide the DDD and the City of New Orleans with certificate(s) of insurance evidencing the aforesaid coverage.
- A. Proposer warrants that it will not delegate or subcontract its responsibilities under the contract without the prior written permission of the DDD.

Attachment 2 (continued)

B. Proposer warrants that all information provided by it in connection with this proposal is true and accurate.

Signature of Official: 

Name: Thomas K. Haller
(Print or Type)

Title: Regional Director

Firm: ABM Janitorial Services - South Central, Inc.

Date: April 26, 2011

Attachment 3

NON-COLLUSION STATEMENT

The undersigned does hereby attest that he/she is a partner of the firm, officer of the corporation, or individual making the foregoing proposal or proposal, that said proposal is genuine and not collusive or sham; that said proposer has not colluded, conspired, connived or agreed, directly or indirectly, with any proposer or person to put in a sham proposal or to refrain from bidding, collusion, or communication or conference, with any person, to fix the proposal price or affiant or any other proposer or to fix any overhead, profit or cost element, or that of any other proposer, or to secure any advantage against any person interested in the proposed contract, and that all statements contained in the said proposal are true.

Signature of Official: 

Name: Thomas K. Haller
(Print or Type)

Title: Regional Director

Firm: ABM Janitorial Services - South Central, Inc.

Date: April 26, 2011

Attachment 4

PROPOSER'S AFFIDAVIT

STATE OF LOUISIANA
PARISH OF ORLEANS

Thomas K. Haller, being first duly sworn, deposes and says:

G Individual Only: That he is an individual doing business under the name of _____ at _____
in the City of _____, State of _____,

G Partnership Only: That he is the duly authorized representative of a partnership doing business under the name of _____, in the City of _____, State of _____,

G Corporation Only: That he is the duly authorized, qualified and acting Regional Director of ABM Janitorial Services - South Central, Inc., a corporation organized and existing under the laws of the State of California _____,

and that said Individual, Partnership or Corporation is filing herewith a proposal to the Downtown Development District in conformity with the attached Request for Proposals for Sidewalk Cleaning Services.

Individual Only: Affiant further says that the following is a complete and accurate list of the names and addresses of all persons interested in said proposed Contract:

NAME	ADDRESS
_____	_____
_____	_____
_____	_____
_____	_____

Attachment 4 (continued)

Affiant further says that he is represented by the following resident agents in the City of New Orleans:

NAME	ADDRESS
_____	_____
_____	_____
_____	_____
_____	_____

Partnership Only:

Affiant further says that the following is a complete and accurate list of the names and addresses of members of said partnership:

NAME	ADDRESS
_____	_____
_____	_____
_____	_____
_____	_____

Affiant further says that he is represented by the following resident agents in the City of New Orleans:

NAME	ADDRESS
_____	_____
_____	_____
_____	_____
_____	_____

Attachment 4 (continued)

Corporation Only:

Affiant further says that the following is a complete and accurate list of the officers and directors of said corporation, as listed on the most current annual report on file with the Secretary of State:

President	<u>James P. McClure</u>	<u>President</u>
Vice President	<u>Jan Kaupas</u>	<u>Executive Vice President</u>
Secretary	<u>Sarah H. McConnell</u>	<u>Senior Vice President, General Counsel and Secretary</u>
Treasurer	<u>David L. Farwell</u>	<u>Sr. Vice Presiden, Chief of Staff and Treasurer</u>
Manager or Agent	<u></u>	<u></u>

and that the following officers are duly authorized to execute Contracts on behalf of said Corporation:

Mike Morris, Senior Vice President

Steve Golson, Regional Vice President

Thomas K. Haller, Regional Director

Nathan Parker, Regional Director of Operations

Affiant further says that the proposal filed herewith is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation; that said Proposer has not, directly or indirectly, submitted his proposal price or any breakdown thereof or the contents thereof, or divulged information or date relative thereto, or paid or agreed to pay, directly or indirectly, any money, or other valuable consideration for assistance or aid rendered or to be rendered in procuring or attempting to procure the aforesaid Contract, to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual; and further that said Proposer has not paid or will not pay or agree to pay, directly or indirectly, any money or other valuable consideration to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual, for aid or assistance in securing the aforesaid Contract(s) in the event the same are awarded to

ABM Janitorial Services - South Central, Inc.
Name of Individual, Partnership or Corporation

By: Thomas K. Haller

Title: Regional Director

Sworn to before me and subscribed in my presence this 26th day of April, 2011.

Barbara L. Price
NOTARY PUBLIC



Attachment 5

QUALIFICATION FORM

Proposers shall present evidence that they are fully competent and have the necessary ability, experience and financial resources to fulfill the requirements as stipulated herein.

Proposers shall meet the certain minimum experience and reference requirements, set forth herein, in order to be considered by the DDD. Disqualification shall be the result of a Proposers non-compliance or inability to comply with the stated requirements.

All proposers must submit this Qualification Form with all questions completely answered. The information shown on the financial balance sheet of said Form, shall be held confidential.

(A) Experience: The Proposer warrants that it has been continuously engaged in the maintenance and/or sidewalk cleaning service business for the five (5) year period preceding the proposal deadline. Previous experience in the New Orleans Metropolitan area is preferred.

1) For purposes of verification, the following information must be provided:

Name of Business: ABM Janitorial Services - South Central, Inc.

Business Address: 2901 Ridgelake Drive, Suite 211, Metairie, LA

Telephone Number: (504) 834-1034

Local Business Address: 2901 Ridgelake Drive, Suite 211, Metairie, LA 70002

Local Telephone Number: (504) 834-1034

License Types and Numbers: 2011 Occupational License Tax 553943, Account #17176771

If an Individual:

Start Date of Business: _____

If a Corporation:

Date of Incorporation: January, 2007 In what State: California

If a Partnership

Date of Organization: _____

General or Limited Partnership: _____

Contract Recorded: _____

County or Parish, State and Date

Attachment 5 (continued)

2) List below three business organizations that can attest to the continuous operation of the firm over the past five (5) years:

a) Company Name: Tennant Company

Address: 1111 Douglas Drive North, Minneapolis, MN 55422

Contact Person: Kristin Caswell

Telephone Number: (800) 553-8033 X 2832

b) Company Name: Cintas Corporation

Address: 6800 Cintas Boulevard, Mason, OH 45040

Contact Person: Amelia Armstrong, Account Manager

Telephone Number: (513) 701-2458

c) Company Name: Glowpoint

Address: 225 Long Avenue, Hillside, NJ 07205

Contact Person: _____

Telephone Number: (866) 456-9764

(B) Job References: The Proposer must provide three (3) references of firms for whom the firm has performed the kind of service described herein, specifically in Attachment "A", below, within the past five years.

1) Company Name: Downtown Longbeach

Address: Long Beach, CA

Contact Person: Mary Coburn, Operations Manager

Telephone Number: (562) 436-4259

Attachment 5 (continued)

4) Banking References:

a) Bank Name: Bank of America

Bank Address: 315 Montgomery Street, 13th Floor, San Francisco, CA 94104

Account Name: _____

Type of Account: Commercial

Length of Relationship: _____

b) Bank Name: Key Bank

Bank Address: 601 108th Avenue, NE, Bellevue, WA 98004

Account Name: _____

Type of Account: Commercial

Length of Relationship: _____

c) Bank Name: Wells Fargo

Bank Address: 530 Fifth Avenue, New York, NY 10036

Account Name: _____

Type of Account: Commercial

Length of Relationship: _____

5) Please complete the following balance sheet or submit a similar balance sheet for the firm or organization submitting this proposal. This balance sheet need not be audited but the date shall not be more than three (3) months prior to the deadline date for this proposal.

Attachment 5 (continued)

BALANCE SHEET

Date: As of January 31, 2011

Name: ABM Janitorial Services - South Central, Inc.

ASSETS

1.	Cash in checking and savings accounts	\$ <u>Please refer to attached</u>
2.	U.S. Government Securities	\$ _____
3.	Accounts receivable	\$ _____
4.	Notes receivable	\$ _____
5.	Other current assets such as stocks, bonds and other securities	\$ _____
6.	Inventories - at lower of cost or market	\$ _____
7.	Real Estate, owned and registered in the name of applicant	\$ _____
8.	Equipment (depreciated value)	\$ _____
9.	Other Assets (Short Term Investment):	
	Security Deposits (Utility, Phone)	\$ _____
	Bid Deposits	\$ _____
	Bid Deposits	\$ _____
	Prepaid Interest	\$ _____
	Other	\$ _____
	TOTAL ASSETS	\$ _____

Attachment 5 (continued)

LIABILITIES

1. Accounts Payable	\$ _____
2. Notes Payable	\$ _____
3. Taxes Payable	\$ _____
4. Accrued Expenses	\$ _____
5. Real Estate Encumbrances and Mortgages	\$ _____
6. Judgments	\$ _____
7. Other Liabilities	
Short Term Notes Payable	\$ _____
Deferred Income Taxes	\$ _____
_____	\$ _____
_____	\$ _____
8. Capital Stock	\$ _____
9. Retained Earnings	\$ _____
10. Capital Surplus	\$ _____
11. Net Income This Year	\$ _____
TOTAL LIABILITIES & STOCKHOLDERS EQUITY	\$ _____

PART I. FINANCIAL INFORMATION

Item 1. Financial Statements

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES
CONDENSED CONSOLIDATED BALANCE SHEETS

(in thousands, except share amounts)	January 31, 2011	October 31, 2010
	(Unaudited)	
ASSETS		
Current assets		
Cash and cash equivalents	\$ 31,365	\$ 39,446
Trade accounts receivable, net of allowances of \$15,705 and \$10,672 at January 31, 2011 and October 31, 2010, respectively	574,532	450,513
Prepaid income taxes	1,516	1,498
Current assets of discontinued operations	3,705	4,260
Prepaid expenses	49,151	41,306
Notes receivable and other	26,525	20,402
Deferred income taxes, net	44,820	46,193
Insurance recoverables	5,138	5,138
Total current assets	736,752	608,756
Non-current assets of discontinued operations		
Insurance deposits	830	1,392
Other investments and long-term receivables	36,177	36,164
Deferred income taxes, net	3,845	4,445
Insurance recoverables	51,578	51,068
Other assets	70,960	70,960
Investments in auction rate securities	67,679	37,869
Investments in unconsolidated affiliates	20,910	20,171
Property, plant and equipment, net of accumulated depreciation of \$105,252 and \$98,884 at January 31, 2011 and October 31, 2010, respectively	12,016	—
Other intangible assets, net of accumulated amortization of \$60,236 and \$54,889 at January 31, 2011 and October 31, 2010, respectively	66,176	58,088
Goodwill	162,398	65,774
Total assets	\$ 1,955,839	\$ 1,548,670

See accompanying notes to the condensed consolidated financial statements.

ABM INDUSTRIES INCORPORATED AND SUBSIDIARIES
CONDENSED CONSOLIDATED BALANCE SHEETS

(Continued)

(in thousands, except share amounts)	January 31, 2011	October 31, 2010
	(Unaudited)	
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current liabilities		
Trade accounts payable	\$ 134,447	\$ 78,928
Accrued liabilities		
Compensation	98,019	89,063
Taxes — other than income	27,320	17,663
Insurance claims	76,500	77,101
Other	82,960	70,119
Income taxes payable	1,334	977
Total current liabilities	<u>420,580</u>	<u>333,851</u>
Income taxes payable	30,653	29,455
Line of credit	430,000	140,500
Retirement plans and other	55,445	34,626
Insurance claims	270,272	271,213
Total liabilities	<u>1,206,950</u>	<u>809,645</u>
Stockholders' equity		
Commitments and Contingencies		
Preferred stock, \$0.01 par value; 500,000 shares authorized; none issued	—	—
Common stock, \$0.01 par value; 100,000,000 shares authorized; 52,989,573 and 52,635,343 shares issued at January 31, 2011 and October 31, 2010, respectively	530	526
Additional paid-in capital	200,079	192,418
Accumulated other comprehensive loss, net of taxes	(897)	(1,863)
Retained earnings	549,177	547,944
Total stockholders' equity	<u>748,889</u>	<u>739,025</u>
Total liabilities and stockholders' equity	<u>\$ 1,955,839</u>	<u>\$ 1,548,670</u>

See accompanying notes to the condensed consolidated financial statements.

Attachment 5 (continued)

Please state below any line of credit (over and above anything which is listed above) that you have established to cover the initial costs of the first two (2) months of operation. Please attach the official correspondence granting that line of credit to this Qualification Form.

I certify that all the above information is correct and accurate.

Signed by: Thomas K. Haller

Title: Thomas K. Haller, Regional Director

Date: April 26, 2011

SWORN TO AND SUBSCRIBED BEFORE ME THIS 26th DAY OF April, 2011.

Barbara L. Price
NOTARY PUBLIC

My commission expires July 28, 2012.



Attachment 6

PROPOSAL FORM

To: Downtown Development District

- a. The Proposer hereby offers to enter into a Contract for the provision of sidewalk cleaning and other miscellaneous services under the terms and conditions set forth in this Request for Proposals.
- b. The Proposer agrees to furnish the services, personnel, equipment, and supplies required by this Request for Proposals for:

The Monthly Base Price of \$ 96,243.04.

This equates to a Total Annual Price of \$ 1,154,916.48.

- c. The Proposer further agrees that the DDD has the right, at any time, to reduce or increase the amount of area to be serviced/cleaned, and/or to reduce or increase the level of service in specific portions of the District, and/or if such reductions are actually made, to reinstate or add back at a later date any areas or levels of service that it may desire. When such reductions, increases or reinstatements are made, the monthly price of the Contract shall then be adjusted upon mutual agreement of both parties.
- d. The Proposer agrees to provide overtime or special event services above and beyond the mutually agreed on contract price for a rate of \$ 24.00 per man hour. It is further agreed that temporary labor used in the fulfillment of this portion of the contract shall be billed at actual cost incurred – i.e. no markup will be allowed.
- e. As part of this Proposal, the Proposer submits herewith and attaches hereto the following:
 1. Attachment "1" - Proposer's Guarantee
 2. Attachment "2" - Proposers Warranty
 3. Attachment "3" - Non-Collusion Statement
 4. Attachment "4" - Proposer's Affidavit
 5. Attachment "5" - Qualification Form
 6. Attachment "6" - Proposal Form
 7. Attachment "7" - Statement of DBE Compliance
 8. Attachment "8" - Form W-9
 9. Attachment "9" - Certificate of Insurance
 10. Attachment "10" - Attestation of application for and approval of Performance Bond

- f. The Proposer Certifies that it has completed any and all necessary inspections for which this proposal is submitted and is bound by this proposal for a period of one hundred twenty (120) days from the deadline date stated herein.

PROPOSER: ABM Janitorial Services - South Central, Inc

BY: 

TITLE: Regional Director

DATE: April 26, 2011

Note: Failure to provide all requested information shall be grounds for disqualification.

ATTACHMENT 7

STATEMENT OF DBE COMPLIANCE

DBE FORM 1

SCHEDULE OF DBE PARTICIPATION

DOWNTOWN DEVELOPMENT DISTRICT MAINTENANCE SERVICES

Name of Proposer: ABM Janitorial Services - South Central, Inc.

Total Proposal Amount: \$ 1,154,916.48

NAME OF SUBCONTRACTOR /CONSULTANT/ VENDOR	ADDRESS	WORK TO BE SUBCONTRACTED/GOODS SERVICES TO BE PURCHASED	VALUE OF WORK/ PURCHASES
Lewis Services	510 West Saul Scott, LA 70583	Janitorial Services	\$ 173,238.00
			\$
			\$
			\$

TOTAL VALUE OF DBE PARTICIPATION

\$ 173,238.00

DBE PARTICIPATION AS A PERCENTAGE OF TOTAL BID

15 %

DBE FORM 3

NOTICE OF INTENT TO PERFORM AS A
SUBCONTRACTOR/SUBCONSULTANT/VENDOR

TO: ABM Janitorial Services - South Central, Inc.
Name of Prime Contractor/Consultant/Vendor

The undersigned intends to perform work, provide services and/or goods in connection with the above referenced project as: (Check the appropriate designation)

- an individual
- a Corporation
- a Partnership
- a Joint Venture
- a Limited Liability Company
- a Limited Liability Partnership

The status of the undersigned is confirmed on the attached DBE Form 2, the DBE Subcontractor/Subconsultant/Vendor Identification Affidavit. The undersigned is prepared to perform the following described work and/or provide services or provide goods in connection with the above referenced project. (Specify in detail, work items or parts thereof, the goods and/or the services)

at the following price: _____

The undersigned will further subcontract or award _____ % of the dollar value of this subcontract to non-DBE firms.

The undersigned agrees to enter into a contract with you to perform the above work, if you are awarded the prime contract.

4/22/10 Date
Lewis Services DBE SUBCONTRACTOR
 By _____ President Title

510 W. SAUL SCOTT LOUISIANA 70503 337-292-6675
Subcontractor's Address, City, State, Zip Phone No.

SWORN TO AND SUBSCRIBED, before me this 22nd day of April, 2011.

Jackie L. Edgar
 NOTARY PUBLIC

My commission expires at my death (Seal)

JACKIE L. EDGAR
 NOTARY PUBLIC ID # 12002
 Parish of St Martin
 State of Louisiana
 My Commission is for life



April 20, 2011

Downtown Development District of New Orleans
201 St. Charles Avenue, Suite 3912
New Orleans, LA 70170

Re: ABM Janitorial Services – South Central, Inc.
Project: RFP #2011-50-02 - Sidewalk Cleaning Services
Contract Value: \$1,500,000.00

Ladies and Gentlemen:

Travelers Casualty and Surety Company of America is privileged to act as surety for ABM Janitorial Services – South Central, Inc.. Each company enjoys the A.M. Best's Guide rating of A+XV and A XV respectively and is licensed to transact surety business in the State of Louisiana.

It is our understanding that ABM Janitorial Services – South Central, Inc. will submit a bid for RFP #2011-50-02 - Sidewalk Cleaning Services in the near future. It is our understanding that the projected contract value for a One (1) Year contract for RFP #2011-50-02 - Sidewalk Cleaning Services is to be approximately \$1,500,000.00 annually. Should their bid be accepted and the contract awarded to ABM Janitorial Services – South Central, Inc. it is our present intention to become surety on the final bond which may be required guaranteeing performance of this contract. This is upon execution of a mutually acceptable agreement and ABM Janitorial Services – South Central, Inc. requesting said bonds from us.

ABM Janitorial Services – South Central, Inc. has sufficient available bonding capacity with Travelers Casualty and Surety Company of America to support this request. This commitment is subject to our review and acceptance of the terms and conditions of the final contract and required bond form or forms.

This commitment will expire on August 20, 2011 unless extended in writing by the undersigned.

Very truly yours,
TRAVELERS CASUALTY AND SURETY
COMPANY OF AMERICA

Simone Gerhard, Attorney-In-Fact

The Travelers Companies, Inc.
175 Lennon Lane, Suite 200, Walnut Creek, California 94598
Tel (925) 945-4060 • Fax (925) 945-4423

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

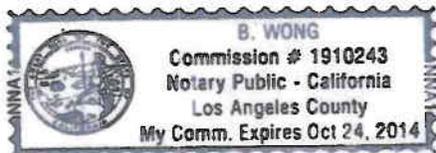
State of California

County of Los Angeles

On APR 20 2011 before me, B. Wong, 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.





B. Wong, Notary Public



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. 222835

Certificate No. 003888699

KNOW ALL MEN BY THESE PRESENTS: That St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company and St. Paul Mercury Insurance Company are corporations duly organized under the laws of the State of Minnesota, that Farmington Casualty Company, Travelers Casualty and Surety Company, and Travelers Casualty and Surety Company of America are corporations duly organized under the laws of the State of Connecticut, that United States Fidelity and Guaranty Company is a corporation duly organized under the laws of the State of Maryland, 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

E. S. Albrecht Jr., Lisa L. Thornton, C. K. Nakamura, Maria Pena, Tracy Aston, Marina Tapia, Brenda Wong, KD Conrad, Simone Gerhard, Noemi Quiroz, and Edward C. Spector

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 20th day of September, 2010.

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: [Signature]
George W. Thompson, Senior Vice President

On this the 20th day of September, 2010, before me personally appeared George W. Thompson, 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, 2011.



[Signature]
Marie C. Tetreault, Notary Public

Executive Overview

We're at your service... with reliable people, technology and experience

ABM is pleased to offer the Downtown Development District of New Orleans our valued sidewalk cleaning services. Our team works with you to provide flexible, customized services at a fair price that will:

- Enhance your city's image and appearance,
- Help you optimize overall return on cost-savings solutions, and
- Create clean, healthy and well-maintained environments in a safe manner.

To provide a consistent quality of service with measurable results at the Downtown Development District of New Orleans, we'll put our industry-leading methods to work. These consistent standards apply to chemical and equipment selection and use, employee training, safety, security and quality control.

You'll find that we take our responsibilities to you seriously. From our corporate offices to local managers and service workers at your facility, ABM employees will have the same goals as you do. We'll stay on top of your needs through technologically advanced communication, tracking, reporting and data analysis. That's why our satisfied customers have made us one of the largest facility services contractors on the New York Stock Exchange.

In more than 100 years of doing business, we've learned how to work hard AND smart. We offer:

- **Experience + innovation** = a combination that brings you our tradition of excellence coupled with new ways to solve problems and increase efficiencies.
- **National scale + local presence** = providing you with remarkable economies and expertise coupled with knowledge of your locale and specific needs.

ABM gives your employees a "ready to work" environment... one that leaves your visitors with a positive impression of your facility. You'll be free to focus on taking your business to the next level of success.

We invite you to review the highlights of how we will put ABM's expertise to work for you. We also encourage you to call our references, listed in this proposal.

Thank you for allowing us to provide this proposal for janitorial services. ABM believes that what we actually do for our customers will always prove more important than what we say we're going to do. Let us prove to you that our word—and our work—are ALWAYS reliable.

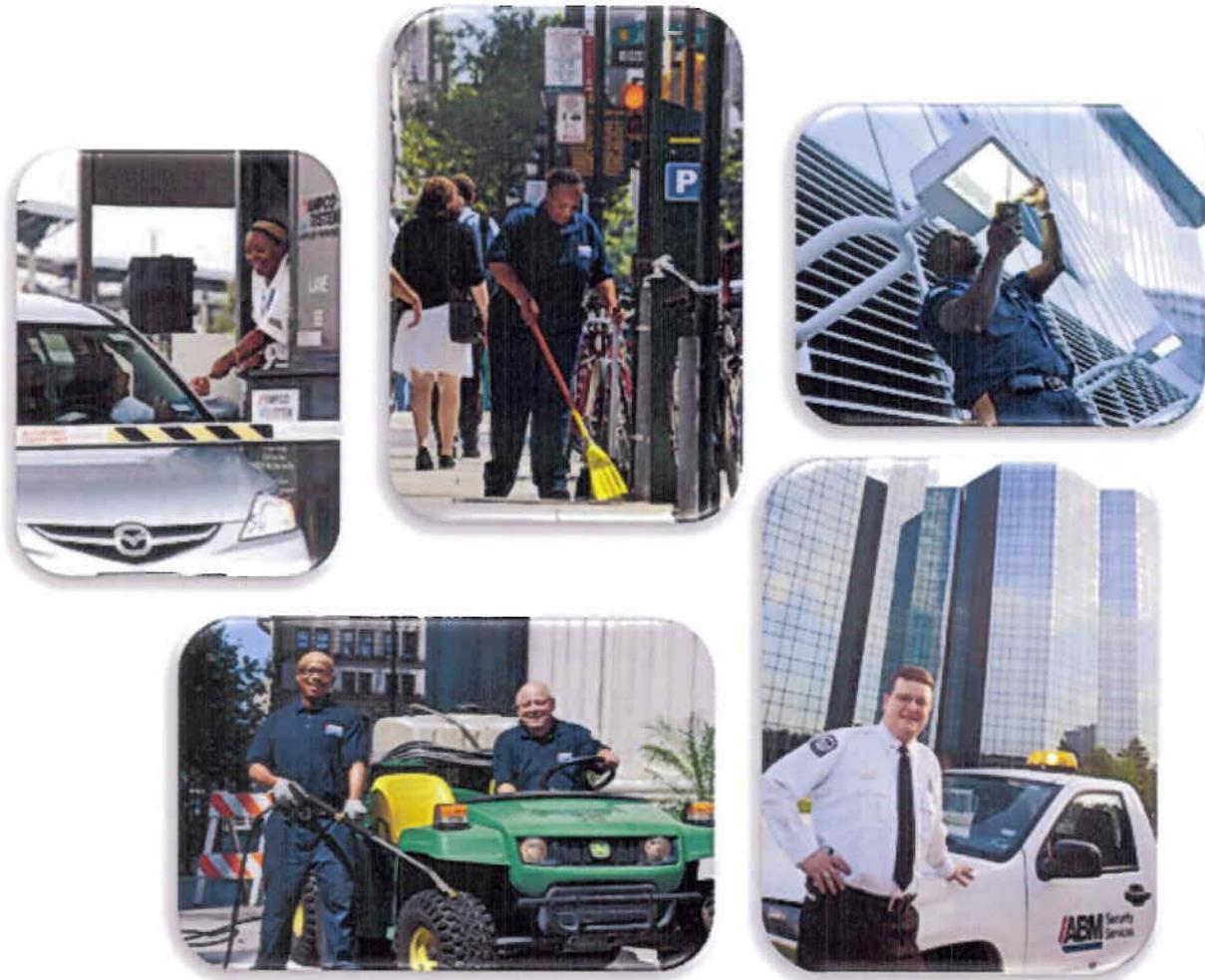
We Understand Your Environment

Creating a clean, safe environment for your city

ABM has been servicing the Improvement District market for over 20 years. We understand your vision of a thriving district where people work, live, shop and entertain around the clock. We have the experience and resources to make that vision happen.

In most cases, because we are already in your city, we have the local resources available to begin serving your needs right away. And because our employees are local, they will be experts in the workings of the city and will use that knowledge to assist residents and visitors.

We understand you want to maintain an environment that promotes return visitors and increased business. We have the experience and knowledge to help you do just that.



Addressing Your Needs

Understanding Your Culture

We understand that each city's culture is different. While the purpose of city improvement is the same, the details involved can vary. Our local presence in each area gives us insight into a city's dynamics and allows us to keep a pulse on what is important to the residents, visitors, and business owners. As a result, we incorporate this expertise into our services provided to you.

Pleasant and Inviting Ambassadors

To keep people coming back to your Improvement District, we will provide you with exceptional employees to serve as ambassadors. We know that enthusiasm and knowledge are key qualities each ambassador should possess. The ambassadors will appear friendly and helpful to your visitors by not wearing sunglasses in order to maintain eye contact. This simple act makes ambassadors seem more available and trusting. Your patrons and business owners need to feel safe and welcome in your city, and ABM ambassadors will ensure that they do.

Consistent, Quality Service

ABM takes pride in delivering consistent, quality and reliable service. We know that to make your environment truly clean, certain methods must be utilized. Gum and graffiti removal, sidewalk pressure-washing, handbill and cigarette clean-up and tree grate maintenance are just some of the specialized services that will make a difference in the appearance of your district. You can rest assured that your city will be consistently clean.

A clean environment is not the only thing that keeps your district flourishing. The visitors, residents, and business owners must feel safe when they are there. The security and parking ambassadors that ABM employs are there to not only provide area information and directions, but to patrol the streets and parking areas and assist if needed.

Keeping Costs Down

Although having a clean, safe environment to generate revenue is most important, you will need to pair that with cost savings. ABM will be at your service to design a customized program that captures all of your needs, costs and expectations into one integrated plan. We'll stay on top of your costs through technologically advanced tracking, reporting and data analysis. ABM recognizes that to enhance the value of your district, you must receive the best value for the dollars spent.

We have substantial local and national expertise staffing districts similar to yours. Our staffing levels and supervision are designed specifically for your city. In addition, our technology solutions ensure that labor costs are within your budget and cleaning and safety quality meet your expectations.

Our value-added service contributes to the overall attractiveness and security of your district. ABM becomes part of your community and your goals for the district become our goals.



Experience in Improvement Districts

Similar Customers

ABM provides facility services to hundreds of schools across the country. Below is a sampling of ABM's Improvement District customers:

- Downtown Long Beach – Long Beach, CA
- The Center City District – Philadelphia, PA
- Downtown Harrisburg – Harrisburg, PA
- The Central Atlanta Progress – Atlanta, GA
- The University City District – Philadelphia, PA
- Downtown Houston – Houston, TX
- Downtown Grand Rapids – Grand Rapids, MI
- Atlantic City SID – Atlantic City, NJ
- The Downtown Alliance – New York, NY

Associations

ABM is an active member and participant in the International Downtown Association (IDA). This membership allows us access to valuable resources and information to better serve you.

DID YOU KNOW??

- ABM services the two oldest downtown districts in the U.S.: Houston and Philadelphia.
- ABM keeps all three Atlanta improvement districts clean and safe, a total of 420 blocks!
- In Philadelphia, our employees are known as the "Pan and Broom Brigade" and sweep the sidewalks three times a day.

Services through ABM

Become more productive with a single facility service provider

Should your needs expand; we offer a wide range of services to meet your requirements.



- Pressure washing
- Sidewalk sweeping
- Graffiti removal
- Trash removal



- Uniformed ambassadors
- Patrol and alarm response
- Access control
- Understanding of district aspects and history



- Specialists to help reduce energy consumption
- Green cleaning
- Recycling and waste-reduction programs
- Lighting and sign retrofits



- Parking management and enforcement
- On and off street meter collection
- Valet parking
- Stack parking program



- Lighting maintenance
- Meter repairs and maintenance
- Security system design
- Parking facility design and layout consulting



- Landscaping maintenance
- Flower planting
- Tree maintenance
- Leaf clean-up / weed pulling

Welcome to ABM

Since our beginning in 1909, we've listened to our customers. While much has changed in the last 100 years, our values remain unchanged. From our humble beginning, as a one man window washing company, ABM has continued to build a legacy through industry leadership, growth and innovation with a commitment to integrity.

A wide range of services to meet your facility needs

ABM is the leading provider of facility services in the United States offering a wide range of services including, janitorial, security, parking, landscape, maintenance and energy services. The ABM subsidiaries are organized by trade expertise and reach our customers in all 50 states, Puerto Rico, and British Columbia, Canada, via 240 branch offices.

We offer you a qualified, professional workforce combined with proven methods and the latest technology. Together, these elements allow us to maximize your facility service dollar with:

- Cost reductions
- Greater efficiencies
- Locally managed supervision
- Customizable solutions
- Bundled services

Strong financials mean the ability to offer you more

Our success has come from faithfully serving our customers. Size, operational infrastructure and financial strength enable us to offer you a level of sophistication that translates into savings and peace of mind. You'll find that our size works to your advantage because you receive the large company resources, expertise and technology you need, plus the value inherent in economies of scale. Yet, through our branch offices, we offer the personalized service and knowledge of a local company.

Our greatest asset is and always has been our people

We have the greatest respect for the skilled and hardworking people we employ. Our work environment reflects a sense of community and embraces diversity. We encourage innovation and the personal and professional growth of each team member. Comprehensive training and employee safety programs enhance service levels for every customer and keep costs down.

Values and culture you can count on

Our relationship with you will be built on our core values: respect, fairness, and dignity. Every employee at ABM knows this and puts it into action at every job site. We have a culture of learning, teamwork and mutual accountability. We believe in integrity, compliance and good corporate citizenship. We bring added value to our customers not only through the many services we perform, but because of who we are and what we believe. Our values and culture will guide us to continually provide consistent, quality, and reliable service to our customers and build enduring relationships.

Applying ABM standards to partners

ABM self performs approximately 95% of our services. In those areas where we do not currently have an established regional or branch office or local service expertise, or when diversity spend is a goal, services are subcontracted through affiliated partners.

Service partners are subject to pre-qualification reviews to ensure they can meet ABM's customer service requirements and have the applicable insurance, business licenses and, when required, diversity certification documentation. Furthermore, ABM has established sophisticated purchasing and subcontract

management processes that enable us to procure quality services, manage service partners effectively and save our customers money.

ABM AT A GLANCE

Approx. \$3.5 billion in annual sales

240+ branch offices nationwide -
United States, Puerto Rico and British
Columbia, Canada

96,000 service employees

ABM Green Care™ Program

Customer-focused

D&B rating of 5A1

Expansive technology platform

Founded in 1909

ISO 9000 compliant for quality and
reliability

Over 15,000 customers

Public Corporation (NYSE: ABM)

Sarbanes Oxley Compliant (SOX)

ABM Janitorial AT A GLANCE

\$2.3 billion in revenues (FY2010)

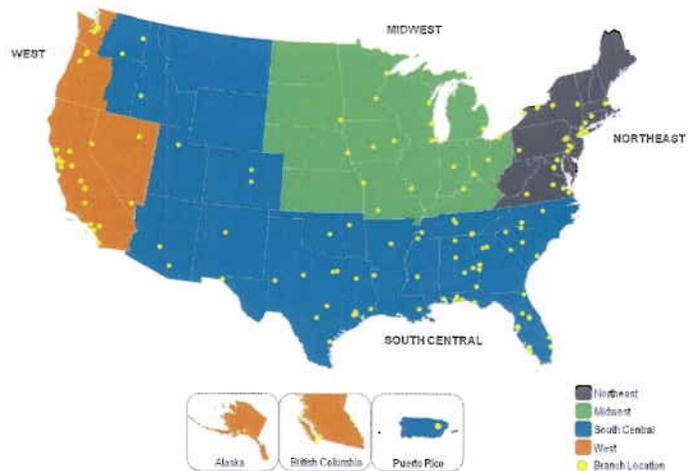
130 offices nationwide

71,000 employees

Headquarters in Houston, TX

Started in 1901

Parent Corporation ABM Industries (NYSE:ABM)



INDUSTRIES WE SERVE

Banking & Financial Services

BioPharma / High-Tech

Business & Commerce

Higher Education

Commercial Real Estate

Sports & Entertainment

Education: K-12

Government

Healthcare

Improvement Districts

Industrial / Manufacturing

Residential

Retail

Snack Food & Bakery Operations

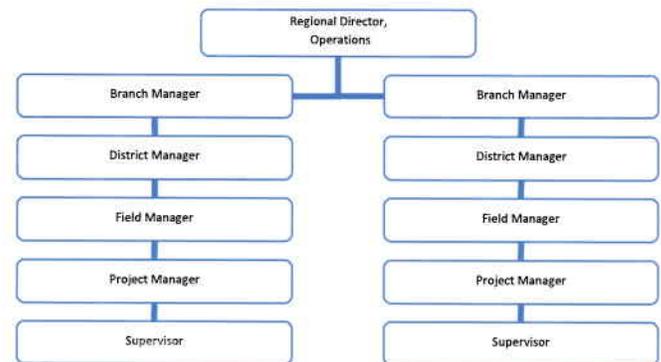
Transportation / Aviation

Organized to Respond to Your Needs

Whether our customers have one location or multiple locations (even in multiple states), we provide personalized service with an emphasis on customer satisfaction. Through our organizational structure, leadership and consistent management, we've developed an approach that allows us to manage your facility service needs while continually keeping you satisfied.

The Downtown Development District of New Orleans will benefit from our industry experts and local specialists in key functions, such as recruitment, operations, account management, quality assurance, safety, risk management, training and technical support. All are focused on delivering consistent, quality, reliable service with the latest technology and staying true to the ABM core values. The combination of resources, tools and processes allows ABM to best serve the Downtown Development District of New Orleans's specific needs.

Descriptions of service personnel's roles and responsibilities that will directly support your account are listed below to provide you clarification of what should be expected from each.



Supervisor:

- Responsible for planning, assigning, and directing work; appraising performance; recurring training; addressing complaints and resolving problems

Project Manager:

- Responsible for carrying out the day-to-day operations at your facility, as well as on-site training. Your Project Manager will also serve as your immediate, on-site contact

Field Manager:

- Depending upon the account, this position may be assigned to oversee local inspections, quality control measures, and the inventory control of equipment and supplies for the assigned location(s). Helps plan, organize and control activities of a geographic area (city/cities), in accordance with policies, principles, and procedures established by ABM

District Manager:

- Oversees local inspections, quality control measures, and the inventory control of equipment and supplies for the assigned location(s)

Branch Manager:

- Plans, organizes and controls activities of a geographic area (city/cities), in accordance with policies, principles, and procedures established by ABM

Regional Director of Operations:

- Responsible for ensuring all functional areas and activities within an assigned ABM Region are in compliance with company policies and procedures and all federal, state and local government regulations

Regional VP/SVP:

- Leads regional Operations, Management, Human Resources, Safety, Risk, Billing, and Labor Relations personnel teams in making sure all necessary resources are available to the Branches, ABM's quality standards are being met, and customers are satisfied

Our Approach - Designed with you in Mind

ABM's approach to operations management provides you with a facilities services plan designed to specifically address your requirements while taking advantage of our proven, documented methods. We analyzed information gathered from your facility walk-through, required specifications and/or from discussions with your company about the specific requirements of your facility. By doing this, we have determined the "best practices" for your facility based on our experience providing similar services to customers in the same industry and infused them into a sidewalk cleaning program designed to meet your service needs.

Before we begin service delivery, ABM will provide Downtown Development District of New Orleans with:

- Transition Plan – A detailed document that describes key dates and specific tasks ABM will perform before and after service begins.
- Communications Plan – Includes the use of log books, call lists, wireless e-mail, two-way radios, pagers and cell phones used by ABM personnel so that service requests can be handled appropriately and efficiently.
- Procedures Manual – Documents our standard operating procedures for personnel to study, learn and reference so we accurately perform our services right the first time, every time.
- Security Compliance – Appropriate security consistent with the requirements of your facility, which may include key logs and background checks that can be incorporated into your site plan.

A Project Manager that fits your needs

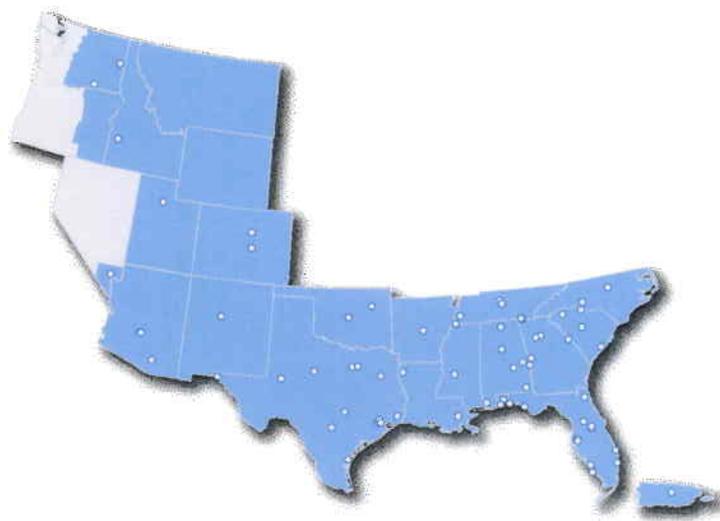
We place the right people and the right equipment at each facility so that our customers receive the maximum value for their facility services dollars. Therefore, we strive to select a Project Manager who is compatible with the requirements of your site management personnel.

The Project Manager serves as the primary contact between Downtown Development District of New Orleans, service workers and management. On a daily basis, your Project Manager, is supported by the local ABM branch and region, including a District Manager.

Conveniently Located to Serve You

South Central Region Profile

We have local resources to serve you, and to respond to your on-demand needs. ABM will provide you with the knowledge and manpower when, and where you need it.



Regional Office Information:

2131 Gulf Central Drive

Houston, TX 77023

Telephone: (713) 928-5344

Fax: (713) 928-2143

Square Footage Cleaned: 380.8 Million Sq.Ft

Number of Employees: 18,873 (includes hourly and salaried employees)

Number of Customers: 4,048

Annual Sales: \$473.2 Million (FY 2010)

BRANCH OFFICES (CITY/STATE):

Auburn, AL	Birmingham, AL	Dothan, AL
Madison, AL	Mobile, AL	Montgomery, AL
Anchorage, AK	Tempe, AZ	Tucson, AZ
Denver, CO	Colorado Springs, CO	Bonita Springs, FL
Ft. Walton, FL	Jacksonville, FL	Milton, FL
Naples, FL	Orlando, FL	Panama City, FL
Pensacola, FL	Pompano Beach, FL	Tampa, FL
Atlanta, GA	Duluth, GA	Hamilton, GA
Rossville, GA	Evans, GA	Durham, NC
Jackson, MS	Charlotte, NC	Shreveport, LA
Albuquerque, NM	Metairie, LA	Tulsa, OK
Las Vegas, NV	Oklahoma City, OK	Ft. Mill, SC
Gurabo, Puerto Rico	Columbia, SC	Memphis, TN
Greenville, SC	Chattanooga, TN	Beaumont, TX
Nashville, TN	Abilene, TX	El Paso, TX
Corpus Christi, TX	Dallas, TX	Roanoke, VA
Fort Worth, TX	Salt Lake City, UT	Spokane, WA

Conveniently Located to Serve You

New Orleans, LA Branch Profile

The below organization chart displays key resources within the branch. Resources will be assigned to the Downtown Development District of New Orleans based on size and scope of work.

Office Information:

2901 Ridgelake Drive

Metairie, LA 70002

Telephone (504) 834-1034

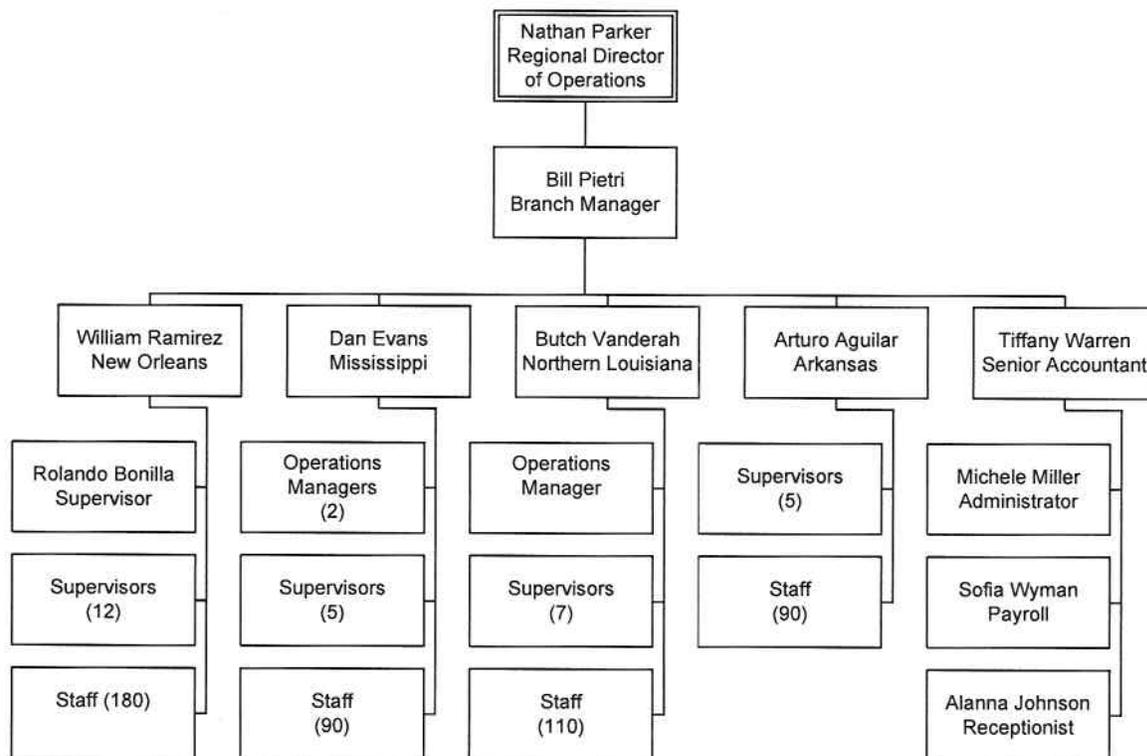
Fax (504) 834-1035

Square Footage Cleaned: 5,800,000

Number of Employees: 810

Number of Customers: 63

Annual Sales: \$14,400,000



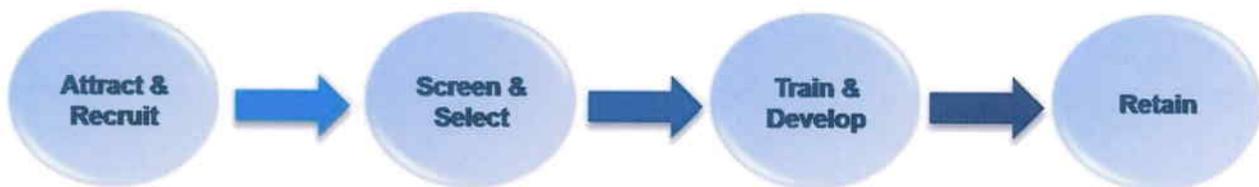
Our People

It's our people who fulfill the ABM promise to our customers. We strive to attract, select and retain employees who will exemplify our core values, respect, fairness and dignity, at every job site. We look for superior employees from diverse backgrounds and cultures, give them the necessary training, encourage them to be responsible and accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, our customers will benefit in many ways including:

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

Meeting and exceeding your service expectations requires employees who are willing and able to give their best, every day. And so, we have developed proven processes for recruiting, screening, selecting, training, developing, and retaining talented individuals.



Attract & Recruit

Recruiting the best

ABM's reputation for consistent, quality, reliable service while investing in our people's success attracts prospective employees without a great deal of solicitation or marketing. People want to work for ABM, and we feel that we attract the "best-in-class."

To maximize the number of applicants that fit our profiles, we recruit from more than one source—from multicultural community organizations and industry associations to online job postings. In addition, we also maintain an internal database of personnel.

The process begins with a well-defined job description. Then, as an equal opportunity employer, we seek someone who matches the job profile and ABM's culture—including the commitment and the desire to learn, work hard, and provide high quality service.

Screen & Select

Careful selection to ensure quality

According to your facility needs, we'll select candidates that can service your environment and deliver results based on your requirements. To that end, ABM uses professional interviewing and selection to provide quality employees who will meet the security procedures and requirements of your facility. We will take any additional steps necessary to ensure we know our candidates and you know what you're getting.

Depending upon your specific needs, our services may also include:

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

Train and Develop

An emphasis on safety + training

Our training program emphasizes best practices and working safely. You'll receive the benefit of ABM's lineup of innovative training and development programs that are directed at the national and regional levels and delivered locally. After orientation, an initial training session provides the new employee with the skills necessary to do the job. Additionally, specialized training is performed on site with experienced staff, so that we can cover the particular requirements of your facility.

We understand that great work done safely does not come by accident. For more detailed information, see the section titled "Training Program" in this proposal.

Retain

Encouraging professional growth

ABM provides ongoing support to its 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.

Employee benefits attract and keep good people

Maintaining a broad, competitive benefits program enables ABM to staff well-trained, experienced employees who are committed to their work. Employees are offered a selection of benefit options according to your contract or based on collective bargaining agreement requirements, which may include medical, dental, vision and life insurance plans, stock purchase plan, 401(k), paid vacation, holidays, etc. ABM is flexible for customers who wish to personalize a benefits package in order to meet their desired cost objectives while still achieving a work/life balance for the employees.

Training Program

ABM is committed to providing our employees with the skills they need to successfully perform their jobs, improve their efficiency, and develop new skills to enable them to better meet your needs. Employees starting out in the field are given the right tools and support to learn the business with the potential to grow into management positions. We ensure that every ABM employee is:

- Technically proficient with chemicals, equipment and methods
- Familiar with the rules and regulations of the facility
- Thoroughly trained regarding safety matters
- Committed to providing outstanding customer service

New-Hire Orientation and Training

During the start-up phase, ABM Project Managers and Supervisors conduct training sessions at our customers' locations for all ABM employees who will be working at the job site. The agenda includes:

- Orientation to ABM and to the facility
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training
- Restroom cleaning procedures
- Common area cleaning procedures
- Explanation of individual job duties
- Proper use of tools and equipment
- Waste disposal
- Smoking regulations
- Site security rules and procedures
- Uniform distribution
- Drug-Free Workplace Policy



Training for service workers concentrates on specific work tasks. We give our employees illustrated cleaning cards, and our Supervisors then do the following:

- Demonstrate each step of the cleaning process
- Review the importance of why a task is performed in a specified manner
- Constructively guide employees while they perform their tasks
- Explain the safe use of chemicals and equipment
- Train employees to perform visual inspections of their area before completing work, and to correct any deficiencies noted
- Inspect completed work and retrain when necessary
- Complete initial training checklist for each employee, and review performance at regular intervals

Safety Training

DVD Training Presentation

ABM's DVD presentation training has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, MSDS, 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.

Before being assigned to a specific job site, ABM employees are given mandatory training which includes topics addressing basic safety, operations, and human relations. Mandatory training topics include:

General Safety and Accident Prevention Training with Site-Specific Safety Items

- Proper Lifting
- Preventing Slips/Trip/Falls
- Barricade Program
- Ergonomic Safety (general body-mechanics)
- Return-to-Work Program

OSHA Compliance Training with Site-Specific Safety Items

- Task Hazard Determination related to the job
- What are the hazards of the job
- What are the PPE requirements for those hazards
- HazCom (MSDS – Chemical awareness)
- Emergency Evacuation (exit routes and gathering area)
- Reporting accidents

Recurrent Training Sessions

Periodically, ABM managers conduct recurrent training sessions for current and replacement employees at the customer's site. These sessions are more technical in nature and concentrate on specific job tasks and duties. Employees are trained in groups specific to their function.

Topics for these sessions include:

- Interdisciplinary training in job-specific topics (e.g., floor waxing, restroom cleaning, machine-cleaning techniques, window cleaning standards and requirements, etc.)
- Safety issues (e.g., accident investigation procedures, hazard detection/inspection, return-to-work programs, etc.)
- Communication skills
- Customer relations skills
- Specialized training required certification
- Supervisor Development Training
- Quickstep Training

Compliance of the staff to training is measured and tracked by attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.

QuikSteps Training

The goal of QuikSteps training is to help the employees understand the procedures for basic cleaning and improve their efficiency, productivity and capabilities.

During initial training our instructor demonstrates the five basic cleaning skills of vacuuming, dusting, spot cleaning, trash removal and restroom cleaning. Instructional videotapes are sometimes used to supplement the hands-on instruction. Following the instructor's lead, employees perform the skills presented, demonstrating their understanding of the correct procedure. Instructional material is available in a variety of languages and pictorial formats to maximize communication and understanding.

During in-service training a new employee is paired up with an experienced lead, working alongside and learning about the position's on-site requirements. Our process has proven to be an effective way for new employees to gain confidence, improve their skills and quickly learn the site's cleaning needs.

Quik STEPS Upright Vacuum Cleaning
Limpieza con Aspiradora Vertical

EXECUTION/Proceso

PRIDE/Calidad

ABM **ECOLAB**

Quik STEPS Dusting
Limpieza para quitar el polvo

EXECUTION/Proceso

PRIDE/Calidad

ABM **ECOLAB**

Quik STEPS Dusting
Limpieza para quitar el polvo

SAFETY/Seguridad

TOOLS/Herramientas

INSPECT/INSPECCIÓN: Verificar el funcionamiento del aspirador.
PREPARE/PREPARACIÓN: Verificar que el aspirador esté listo para su uso.
CLEANUP/LIMPIEZA FINAL: Guardar el aspirador en su lugar.
INSPECCIÓN: Comprobar que el área esté limpia.
PREPARACIÓN: Preparar el área para la limpieza.
LIMPIEZA FINAL: Limpiar el área de trabajo.

ABM **ECOLAB**

Quik STEPS **OFFICE/Oficina**

Products/Productos

Procedures:

1. Remove trash.
2. Dust.
3. Clean glass.
4. Polish furniture.
5. Spot clean hard surfaces.
6. Spot mop hard floor/vacuum carpeted floors.
7. Damp mop hard floors.
8. Put furniture back in place.
9. Inspect for quality control.

Task Card

Proceso:

1. Quite la basura.
2. Quite el polvo.
3. Limpie los vidrios.
4. Lustré los muebles.
5. Desmanche las superficies duras.
6. Desmanche las superficies alfombradas.
7. Trápee en seco los pisos/aspire los pisos alfombrados.
8. Trápee los pisos con trapeador húmedo.
9. Ponga los muebles en su lugar.
10. Realice control de calidad.

Tarjeta de Tareas

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Managing Risk through Safety Programs

Commitment and Belief

Preventing work-related injuries is so crucial that we teach safety awareness to every employee. If safety issues in the workplace are not addressed quickly, they can lower productivity, work quality and increase the chance of incidents. We also understand these preventative measures are also critical in enhancing the safety of your visitors. We strive to ensure that training, inspections and reporting are in compliance with government agencies and company policy — yours and ours.

Most accidents can be prevented with the proper training, but sometimes accidents do occur. We've developed procedures that enable us to report accidents immediately, file claims documentation properly and provide employees with the resources to be able to return to work in a reasonable timeframe.

Resources

As an ABM customer you'll have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To keep on top of safety concerns amongst all of our customers, we have a Safety Committee that meets monthly to:

- Report on training, inspections and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Program Overview

Key elements include:

- **ABM Safety & Health Manual:** This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.
- **Safety Communications:** ABM supervisors have online access to the ABM library, which includes over 130 training topics. Also available in English and Spanish.
- **OSHA Injury & Illness Recordkeeping:** ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and also to track safety performance at the local level, providing real-time incident rate data.
- **Motor Vehicle Record (MVR) Check and Driver's Alert Programs:** We check employees' personal driving records if they are to drive a company vehicle. Periodic re-checks are made to determine their continued eligibility. In addition, we require that all ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number.
- **Loss Control:** ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices stack up to the competition. Our intrastate EMR has been consistently below 1.0, better than the industry average.
- **Medical Coverage:** ABM has partnered with a medical telephonic triage service to give our employees 24/7 access to medical professionals in case of an injury. This program not only advises our employees of the proper care for injuries and when to seek emergency services, but also provides timely reporting of all on-the-job incidents.

Quality Assurance Program

Ensuring Measurable Quality

Our purpose is to establish a quality culture, a culture that focuses on customers, involves employees, measures performance, and is continuously improving. To achieve that goal we employ a unifying quality system that places a variety of processes into a single framework. This framework is taken to new customers and service partners as a starting point from which to customize project-specific quality programs. This framework enables us to roll up measurements, and to monitor improvements across segments, customers, and service partners. The program is designed to fit a wide variety of industries and environments we service to ensure we meet our customers' needs.

ABM has stringent hiring and training processes and a commitment to meet the highest safety and service standards. We select top-caliber employees and provide them with extensive ongoing training, guidance and incentives to ensure that proper safety and service procedures are their top priorities at your facility. In addition, major investments in technology are ABM's ongoing priority, leading to the development of innovative techniques as well as new approaches to measuring service levels.



Quality Management System – QMS 24-7

ABM's, QMS 24-7, is our proprietary, web-based control system to support our customer's quality goals and requirements. QMS 24-7 allows both ABM and the Downtown Development District of New Orleans to simply log in to view inspection results, work order status, periodic maintenance schedules, and reports. ABM focuses on the following to provide you with consistent, quality, reliable service:

- Analyzing inspection results
- Automating work order management
- Establishing and tracking accountability
- Continually improving processes

Inspections

The facilities are inspected on a regular schedule, and the data is entered into QMS 24-7 via laptop, Blackberry or other wireless device. Customized quality control inspection reports, showing results and trends, are available on-line or can be downloaded into an Excel spreadsheet. From this information, our managers can determine what actions are necessary to maintain contract compliance, continuous improvement and ultimately, customer satisfaction.

Work Order Management

QMS 24-7 is a simple, technologically robust tool that facilitates entering and tracking work orders from inception to completion. Workflow through the system varies according to your needs. If you have geographically dispersed sites, you can contact our call center 24/7 with a service request. Work orders are generated and dispatched to our staff via email to a variety of wireless devices.

The status of open requests and periodic tasks that are scheduled, are reviewed and updated—all in real time via a wireless hand held device or computer. Once the work order is completed, it can be closed immediately using the same delivery devices. With our state-of-the-art system, we can act upon service requests promptly – then track them through completion and invoicing.

Tracking Accountability

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. At this point, service delivery is measured, quantified, and analyzed by ABM management and if requested, the customer. Best practices can be identified and disseminated, producing significant improvements in customer satisfaction.

As work is accomplished and work orders are closed, the reporting system is updated. Supervisory personnel can follow up with service workers on issues and requests to make certain all work is completed to our high standards. Any problems that emerge from this follow up are immediately corrected and the communication loop is then closed—but only when our customers are absolutely satisfied.

Process Improvement

ABM strives to optimize our processes to achieve more efficient results through planning, standardization, employee engagement and other means. We continuously look to identify areas of opportunity and target any problem areas, formulate a detailed strategy, and promptly execute the solution. When we engage in a proactive processes improvement strategy, we are able to build upon our foundation of best practices, procedures and processes so you receive the best service. ABM's QMS 24-7 helps us identify where to focus our efforts.

QMS 24-7 Benefits Realized

You'll receive the following benefits by leveraging QMS 24-7:

- 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 customer satisfaction
- Less time spent managing issues

Equipment, Supplies and Chemicals

Quality + efficiency at lower cost

ABM brings together the attention and support necessary for delivery, service and training on the equipment, supplies and chemicals we use. Because we use environmentally friendly products, your facility can be a safer and healthier place to work. With superior products and methods, fewer man hours are required. Thus, productivity rises, and our customers save money.

The Downtown Development District of New Orleans will enjoy the costs and quality advantages of ABM's purchasing power. Through our national purchasing agreements, we can consistently provide customers with the best products at the most competitive price.

ABM purchases equipment, supplies, and chemicals from a select group of vendors — companies that are industry leaders for their category of products and who exemplify a commitment to excellence — which parallels ABM's. Because of our substantial buying power and the large volume of business we do with our vendors, we're 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 mitigate rising costs

Our close relationship with vendors gives us access to new products and concepts in equipment, supplies and chemicals that save time while increasing productivity. Our vendors help keep ABM at the cutting edge, which in turn, keeps us ahead of the competition.

Vendors

ABM chooses equipment, supplies and chemicals that are “best in class” and give our customers the best results. We've established relationships with industry-leading manufacturers, such as:

- 3M
- Rubbermaid
- Kimberly Clark
- Tennant
- EcoLab
- Georgia Pacific
- ProTeam
- Hospec

ABM also has strong global relationships with manufacturers of raw materials, giving us cost-control advantages over our competitors. In addition, we receive the personal attention from them when it comes to deliveries, training and problem solving for our customers and managers.

Equipment

ABM has standardized the equipment that our service workers use, providing benefits for our customers 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
- Reduced repair time and, therefore, less equipment downtime



Supplies

ABM selects supplies based on our quality standards, and the product's overall ability to meet the rigorous requirements established for industrial and commercial use. 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 proves not only good for the environment; it's good for your business. 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 solutions. Also, having fewer types of chemicals on-site reduces the risk of property damage, and the packaging of our various types of chemicals helps our supervisors and customers easily identify improper chemical usage.

Our *Chemical Cleaning* program results in several direct benefits to you, including:

- 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 customers' sites by establishing:

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



Uniform Program

ABM customers will always be able to recognize ABM employees because they'll proudly be wearing the ABM name. The professional image of our service employees is just one more way ABM works to enhance the overall image of your city.

Now more than ever, establishing an identity and presence at our customer sites is imperative as security at most facilities has become heightened in recent years. Our uniform program helps put your visitors at ease knowing that a service employee comes from ABM, a name they can trust. And from a security standpoint, it simply helps to distinguish the people who are supposed to be on your property from the people who aren't.

The power of a uniform doesn't stop there. It also gives our service employees a greater sense of responsibility and accountability with every action, every day. Our service workers are required to keep their uniforms looking clean and presentable each day when they check-in for work. Our agreement with vendors enables us to provide our customers with an array of well-made, guaranteed high quality apparel to choose from, which includes:

- Work Shirts, knit polo shirts, slacks and trousers
- Windbreakers, parkas and outerwear
- Smocks and aprons
- T-shirts

Our uniform program makes a statement; it says, "One Look. One Team." Our staff knows that the ABM name stands for quality. This notion extends far beyond our employees' personal appearance; it reaches into the very fiber of our team's daily work ethic – with the ABM name on their shirts as a constant reminder of the task at hand.



What to Expect From Your Relationship with ABM

Customers who have been with ABM for decades will tell you that we have a service-focused mentality. ABM's work ethic centers on:

Meeting your needs: No "one-size-fits-all" answers

Customers come to us for lasting and reliable facility services. They know we understand their everyday demands and special circumstances. They appreciate the fact that ABM doesn't provide "one-size-fits-all" answers. Yes, we're proud of our expertise, but we have built our business on listening to our customers.

Our company values: Working for you

Our relationship with you will be built upon our core values which are respect, fairness and dignity. We instill this in every employee at ABM, and they put it into action at your job site.

New levels of performance: You can count on our expertise

Because we continue to transform the industry through our knowledge, integrity and professionalism, we can expertly handle most anything you ask of us.

A value-added relationship: Service + peace of mind

We conduct business in a way that instills a sense of confidence in our customers. It's something that reaches beyond ABM's service competence; it's a sense of security. You'll know you have chosen wisely when you choose ABM.

A local perspective: People who know you

Yes, we're a large company with powerful resources, however, our customers know us like they would a local company. You'll find responsive people, with local knowledge and expertise in your line of business.

Consistent, quality and reliable service

It's what we stand for. We strive each day to deliver this service to our customers. We are customer-focused and at your service to meet your facility needs.

We Want To Do Business With You.

Contract Terminations

ABM Janitorial Services holds thousand of facility services contracts in most major US cities. Virtually all such contracts allow the customer to terminate the contract with or without cause, upon 30 days notice. Customer terminations do occur, and in some cases the termination occurs because we are underbid on price by a competitor. ABM has also experienced several customers who have filed for bankruptcy, therefore terminating their services contract. There are undoubtedly cases where a client elects to terminate ABM due to dissatisfaction with service; however in our opinion termination on this basis is rare. Because our customers are not required to state reasons for termination, the company does not keep statistical records of contract terminations.

On very rare occasions, ABM Janitorial Services has elected to terminate customer contracts. In almost all cases the reason for such voluntary terminations is inability to agree on revised pricing following labor or operating cost increases. This would not apply to a situation where ABM prices have been contractually guaranteed for a period of time.

ABM Janitorial's business operates under thousands of individually negotiated building maintenance contracts, nearly all of which are obtained through competitive bidding. Contracts are usually three to five years in length. ABM estimates that our overall retention rate is 93 – 95% of the contracts we rebid in a calendar year.