

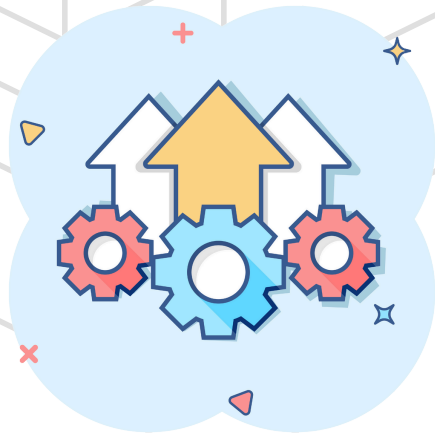


HARMONY

FACILITY SOLUTIONS

HOW HARMONY FACILITY SOLUTIONS CAN ADD VALUE TO YOUR COMPANY





CONSISTENCY OF A QUALITY SERVICE MUST BE A TOP PRIORITY

Lack of consistency is the number one complaint from users of cleaning services. It feels almost impossible to trust that you will not have surprises the next morning. It's like a rollercoaster—but not the fun kind.

Are you familiar with this scenario? The cleaning company starts well, then slowly starts dropping the ball. You complain, and they fix the issues. Everything seems good for a while, but then they repeat the same mistakes and new ones arise. You complain again, and they fix it again. The cycle seems never-ending. This happens because they are taking a reactive approach to managing the services, instead of being proactive and fixing the root of the problems.

This lack of consistency happens for a few reasons, but the most common are:



CONSISTENCY OF A QUALITY SERVICE MUST BE A TOP PRIORITY

- **Lack of training:** when the company does not take the time to train the employee, it is a matter of time until problems start to accumulate.
- **No timekeeping system:** the cleaning company does not track the hours of the employees, so they are allowed to cut corners and leave the building after removing the trash only.
- **No quality assurance system:** if the company does not perform their own inspections, the customer automatically becomes responsible for quality assurance. Seeing cobwebs and dust becomes your routine.



THE SECRET TO FIXING INCONSISTENT SERVICES

By understanding the reasons of Inconsistency, fixing the problem gets easy. This is what we do:

Our people are the heart of our services

Consistency starts with the people who care for your building every day. At Harmony, we make sure that anyone who represents us, employee or partner, is someone we trust fully. They receive the same rigorous training, support, and expectations that define our service.

Every Cleaning Specialist is:

- Thoughtfully selected,
- Trained in our step-by-step methods,
- Supported by supervisors, and
- Accountable to our quality standards.

By treating our team well and equipping them properly, we ensure you are cared for by professionals who take pride in their work and understand your facility's needs.

We invest in training

We take our time to train our team members, since we understand that lack of training is also a source of future problems. Our Cleaning Specialists are only allowed to clean the buildings by themselves until our Area Supervisor completes the training process with them, and feels that they are confident while performing the routine. No detail is irrelevant. They must understand every process, such as entering the building, clocking in, organizing the material, diluting the cleaning chemicals, cleaning tasks and others.



THE SECRET TO FIXING INCONSISTENT SERVICES

We control the time our employees spend at your facility:

We use a solid timekeeping system to make sure our team is always on time and accounted for. When they arrive at your facility, they clock in. And when it's time to finish up, they use the same method to clock out.

Why is it important?

- **Time spent is equal to quality:** Since we know how many hours we need to clean your building, if our employees spend less time, it means some areas of your building were not done properly. Our clock-in/out system ensures we take corrective measures to keep the consistency of your services.

- **You will never find a situation where nobody showed up to clean your facility:** If someone is late by more than 10 minutes, our Area Supervisor gets a notification. They'll check in with the cleaning specialist to see what's going on and make sure everything is okay. If there's an emergency or someone can't make it, the supervisor steps in to make sure everything runs smoothly.



THE SECRET TO FIXING INCONSISTENT SERVICES

We conduct regular inspections: regular inspection visits are performed to evaluate the quality of service provided by our cleaning specialists. We design unique inspections for each customer, tailored to their specific areas, demands, and SOPs. These inspections are comprehensive and cover every area and task within your facility.

By conducting regular inspections, we can identify any deficiencies before they become significant issues. This proactive approach allows us to address any concerns promptly and ensure that your facility maintains a consistently high level of cleanliness and hygiene.



SOME OF OUR SYSTEMS THAT YOU WILL PROBABLY APPRECIATE



CLEANING SCHEDULE

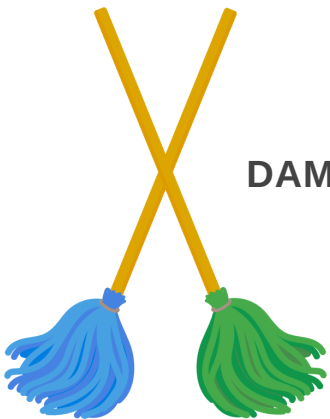
Believe it or not, the key to extinguishing dust and cobwebs from your workplace is actually simple. What sometimes feels like an unsolvable problem can actually be solved by following a detailed Cleaning Schedule. The SOP created during the partnership process is translated into a doable and simplified Cleaning Schedule including all the tasks that will be performed in the building. It starts detailing the correct way to enter the building, details all the major tasks such as trash duties, vacuuming, damp mopping and others, and ends by clocking out and closing the building. It is used to train the cleaning specialist step by step, guaranteeing optimal performance. There's no room for guesses since all the details our employees might run into are already answered in the schedule.



SOME OF OUR SYSTEMS THAT YOU WILL PROBABLY APPRECIATE

COLOR-CODED SYSTEM: a powerful tool against cross contamination

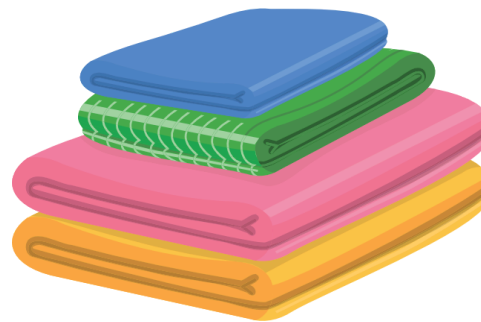
We utilize a comprehensive color-coded system for our microfiber cloths and mop heads to prevent cross-contamination and ensure a hygienic environment for our clients. Each color corresponds to a specific area or surface type, helping our cleaning specialists identify the appropriate tools for each task.



DAMP MOP

Blue: restrooms

Green: other areas



**MICROFIBER
CLOTHS**

Blue: glass surfaces

Green: general surfaces

Yellow: cafeteria or food preparation areas

Pink: sinks, countertops and dispensers

White: toilets and urinals

It goes without saying, but just in case: we do not reuse the water used to mop your floors from one day to another.



THE PARTNERSHIP PROCESS

We are delighted to offer you comprehensive and outstanding service right from the beginning. Allow me to explain our process:

1. Initial Conversation

Our initial discussion will provide a brief introduction to our company and gather essential details about your cleaning needs.

2. Walkthrough

We will tour your facility, focusing on cleanable square footage, surface materials, various areas, task and frequency requirements, and most importantly, your feedback.

3. Proposal Presentation

This is our chance to show you how we will manage your facility's needs. We will present:

- All the data collected during our collaboration.
- Our tailored methodology and the unique Operations Plan developed for your facility.
- How our systems and processes ensure excellent results.
- Practical details of our daily operations.

We will provide:

- A comprehensive book about our company, ensuring you know who is maintaining your facility.
- Insurance information, service agreement, and estimate.
- A thorough Standard Operating Procedure (SOP).

4. Installation

A meeting with our Operations Team to plan the start date action plan.

5. Start Date

The exciting day when we begin delivering exceptional results!



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contact@harmonyfsolutions.com
+1 (475) 260-5848