



2020

FACILITY MAINTENANCE AND CLEANING

HARVARD[®]

CONTENT

OVERVIEW	3
.....	
AT A GLANCE	4
.....	
OUR DIFFERENCE	5
.....	
END TO END SOLUTION	6-7
.....	
ENVIRONMENT	8
.....	
SUSTAINABILITY	8
.....	
CONTACT US	9
.....	

1 | OVERVIEW

Harvard Maintenance, Inc. is one of the largest and fastest growing privately owned providers of high quality managed services in the United States. Our success over the last fifty years stems from Harvard's Inverted Pyramid®, which puts our employees first so they in-turn deliver Service Excellence to our clients. While the majority of our industry cleans for appearance alone, we Clean for Wellness, focusing on health and safety, sustainability, and asset preservation of our clients' facilities.

We are committed to delivering the industry's most complete End to End Service Solution. From the time you invite us to bid on your facility through the renewal process at contract's end, Harvard will provide you with the most complete set of high quality solutions that help you meet your business objectives. Our solutions drive efficiency and high quality while containing costs.

Harvard is one of the most extensively certified companies in the industry. We have been awarded Green Seal GS-42, CIMS GB with Honors, GREENGUARD, and HHPC Day certification. We do not believe cleaning is a commodity. We view cleaning as a valuable part of delivering highly productive, safe, and healthy facilities for the people who occupy them. By having third parties certify our business practices and operational efficacy, you are assured that the promises we make about the service we provide is accurate and executed in your facility.



One of the Most Certified Contractors in the Industry

2 | AT A GLANCE

PRIVATE OWNERSHIP

We work for clients, not quarterly results, private equity, or uninterested shareholders. This allows us to be responsive, flexible, and client focused. Our corporation is privately-owned and has been providing quality managed services since it was founded in the early 1900s. The genesis of the company was in the cleaning industry, but over time, in an effort to best fulfill the needs of our clients, Harvard has developed into a company with a suite of managed service solutions.

FLAT MANAGEMENT STRUCTURE

By keeping our organizational structure flat and empowering employees to make decisions, we ensure that our clients are never more than “two steps” away from an ultimate decision maker. The benefits to our clients are faster response times, quicker decision making, and greater local support.

1961	Harvard Established
Employees	9,500+
States Served	48
5,000+	Satisfied Clients
Associations	BOMA, BSCAI, WFBSC, IFMA, ISSA, NSA, USGBC-LEED

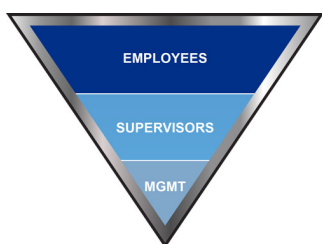
3

OUR DIFFERENCE

SERVICE EXCELLENCE

Redefining Service In The Industry

At Harvard, Service Excellence is a guiding light for our employees. It sets an expectation for our clients, and defines our business purpose. Our definition of delivering Service Excellence is being the most transparent, metrics-based service provider in the industry and exceeding our clients' expectations by consistently surpassing mutually agreed upon key performance indicators (KPIs).



INVERTED PYRAMID®

Putting Employees First

We put our employees first so they in-turn put our clients first. Every employee is valued, given the resources to succeed, and empowered to provide high quality service. Empowering employees allows us to keep our organizational structure flat, improving our response time, and keeping decision-making close to our clients. When our employees make decisions and solve problems, we deliver exceptional client service.

PROCESS OF OPTIMIZATION

Continually Improving Service

Utilizing robust data collected from our quality assurance tools, we continuously improve our processes to ensure that we deliver high quality service over a long period of time. Once our data is collected, we produce Service Intelligence™ dashboards that are shared with our operations' teams. They evaluate the data, look for deficiencies and areas of improvement, and then adjust the service being provided to ensure continuous improvement and client satisfaction.



INNOVATION & INDUSTRY LEADERSHIP

Staying At The Forefront

We are an industry leader in leveraging technology to improve quality, efficiency, and productivity. We are also a leading member of the Building Services Contractor Association International (BSCAI). Harvard actively participates in industry-specific organizations such as BOMA, WFBSC, IFMA, the U.S. Safety Council, and the U.S. Green Building Council. We use technology and networking to stay current with trends, opportunities, and challenges in the industry; identifying new methods for improving operational efficiencies.

4

END TO END SOLUTION

HARVARD ACHIEVE®

TRAINING

- ✓ Complete Curriculum
- ✓ Skill Development
- ✓ Interactive Learning
- ✓ Web-based Platform
- ✓ Tracking & Assessment

HARVARD BLUEPRINT®

TRANSITION

- ✓ Documented Plan
- ✓ Systemic Approach
- ✓ Accountability
- ✓ Scalability
- ✓ Seamless & Transparent

HARVARD SMART®

TECHNOLOGY

- ✓ Quality Assurance
- ✓ Work Order Management
- ✓ Call Center Support
- ✓ AClient Specific Reporting
- ✓ Real Time Results

HARVARD RESULTS®

COMMUNICATION

- ✓ Joint Business Reviews
- ✓ Performance Report
- ✓ Process Improvement
- ✓ Identify Opportunities
- ✓ Set Go Forward Goals

(CONT.) END TO END SOLUTION

HARVARD CLEAN®

EXECUTION

- ✓ Appearance
- ✓ Sustainability
- ✓ Health & Wellness
- ✓ Asset Preservation
- ✓ Efficiency & Quality

HARVARD OPTIMIZE®

OPTIMIZATION

- ✓ Data Analysis
- ✓ Needs Assessment
- ✓ Gap Analysis
- ✓ Root Cause
- ✓ Process Improvement



Management Leadership
Employee Involvement
Worksite Analysis Safety
& Health Training

Sustainable Green Cleaning
Waste Management Resource
Management Consultation

ecosuite™

SAFETY AND SUSTAINABILITY THROUGHOUT OUR ENTIRE SERVICE DELIVERY PLATFORM

5 | ENVIRONMENTS

YOUR UNIQUE ENVIRONMENT

Different business sectors have very specific service needs. That is why you need a service provider who has experience in the particular business sector you are in. Your unique facility has a variety of challenges that must be resolved daily. Our Service Excellence approach helps elevate those challenges. Harvard continually evaluates our existing service delivery; ensuring processes are customized towards your unique business needs and resulting in quality service and cost containment. Regardless of the business you are in, you can be assured that we have the experience to meet your needs.



**Commercial
Real Estate**



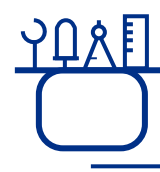
**Financial
Institutions**



Education



Healthcare



**Controlled
Environments**

6 | SUSTAINABILITY

SUSTAINABLE SUPPLY CHAIN

Harvard incorporates a sustainable supply chain and appropriate procurement policy of select products, tools, and equipment tailored for each client site. Harvard has fostered a sustainable procurement system that is comprised of nationally-selected vendors and locally-recognized distributors. Other attributes include an environmentally preferred standardized purchasing policy that includes “Just in Time” inventory control to help reduce shipping frequencies and storage space. The proximity of the distributors in relation to Harvard operations and client facilities help reduce our carbon emissions and overall corporate carbon footprint. It is reported on annually via the Carbon Disclosure Project.

- | | |
|----------------------------------|---------------------------------|
| ✓ Product Waste Stream Analysis | ✓ Waste Diversion Opportunities |
| ✓ Procurement Assessment | ✓ Source Reduction Reviews |
| ✓ Supply Chain Standardizations | ✓ Contingency Planning |
| ✓ Distribution Logistics | ✓ Pandemic Preparedness |
| ✓ Vendor/Manufacturer Validation | ✓ Performance Optimization |

7 | CONTACT US

Information Requests

If you have any questions about Harvard or the services we can provide your business, please do not hesitate to contact our Corporate Office.

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Our cleaning service meets Green Seal™ Standard GS-42 based on waste minimization, building-specific operational procedures, effective custodial training, and use of products with limits on human & environmental toxicity. GreenSeal.org.

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