



2020

Clean and Clear: Company
Introduction



SERVICE PROPOSAL

Prepared by: Richard Simpson

WHO WE ARE

Clean and Clear is approaching its six-year anniversary. The company was founded by Keegan Couillard out of his home with the goal of providing quality commercial and residential window cleaning. The company has doubled production each year they have been in business.

Currently, Clean and Clear is a multi-million-dollar operation whose business model emphasizes hiring experienced staff, providing extensive safety and technique training and committing ourselves to taking care of our employees and clients.

We take pride in having top quality cleaning systems and employee training in all areas of our services.

Our outstanding customer service and satisfaction has earned the trust of thousands of home and business owners throughout our Minnesota service area since our company began.

“As a property manager, they have been an invaluable asset. Very honest company. Pleasure to work with.”
Erik Jordahl - Advantage Townhomes



OUR PROMISE

We look to build long-term relationships with our clients. We stand behind our work 100% . This is seen in our over 800 online four and five star reviews on Google, Facebook and on Angie’s List.

We are also award recipients of multiple awards. This is a reflection of the service you would receive in working with us on your project(s)!



SAMPLE OF COMPLETED PROJECTS

Window Cleaning -

- Mystic Lake Casino Hotels- Prior Lake
- FBI Building - Brooklyn Center
- Sherman and Associates – The Encore Building (High Rise Housing in Minneapolis)
- Health Partners Neuroscience Center (St. Paul Location)

Gutter Cleaning -

- Oak Wood Ponds (132 units) - Oakdale
- The Waters of Plymouth - 4 Story Property
- Lake Grove Townhouses - Saint Paul
- Epiphany Senior Center - Coon Rapids

Pressure Washing -

- Doran Construction - Reserve 2 - Maple Grove
- Boatworks Commons - White Bear Lake
- Sherman and Associates – The Rayette Building
- Health Partners Neuroscience Center (St. Paul Location)





MYSTIC CASINO - CASE STUDY

We were contacted by Mystic Casino (SMSC) to set up a 3 year-contract agreement for window cleaning on all of their buildings. They have 4 Hotel Towers ranging from 9-14 stories high as well as additional lower level windows, domed atriums, skywalks, and other properties on their land.

These properties are serviced a minimum of 4x per year.

Because of our access needs and the high level of security needed in the Casino, our team underwent background checks. Once the background checks were completed, we were granted keys that our team could check out with SMSC security once on-site.

Our team has worked hand-in-hand with their Facilities staff to coordinate scheduled cleaning times. We work around special events that they are having (concerts, conferences, etc.) as well as keeping to a defined schedule. This helps minimize disruptivity for guests staying on-site or using the premises.

Upon arrival, our team signs in at their security office, checks in with on-site maintenance to notify them of arrival, reviews working conditions and areas to be cleaned, enters team information in the rope descent log-book, and starts working. After completion of service for the day, our team then informs the maintenance staff of their progress and plans for the following day.

Equipment Used On-site Includes:

- Rope Descent Systems
- Aerial Lifts
- Water Fed Pole Systems
- Ladders

We work with facilities to make sure that anchors are certified and block off anchors that no longer functional or meet ANSI requirements.

From start to completion of each cleaning session (cleaning entire property), it takes us approximately 8-9 days with roughly 300 total working hours.



IMPLEMENTATION

Priority Scheduling - As a preferred commercial customer, you would receive priority scheduling. Simply put, we are going to deliver our services when it is most convenient to you, the client.

Staffing - Clean and Clear only uses employees that have been trained and have passed a 3rd Party criminal background check. We do not use any sub-contractors. We are an Equal Opportunity Employer and are comprised of a diverse staff from various ethnicities, religions and backgrounds.

Dedicated Technicians and Supervisors -

We generally have 3-4 employees working on commercial job-site. The work, safety needs and general on-site communication is overseen by a seasoned field supervisor.

We pledge to designate a minimum of two teams of our most experienced employees to the project. The goal is to work directly with the your staff to ensure all expectations are not only met but exceeded.

Cleaning Methods -

Our team would use a mix of techniques/access options for cleaning including:

- Aerial Lift Access
- Rope Descent Systems
- Water Fed Pole Systems
- Ladders

Our teams are trained and certified according to OSHA standards (1910.27). We conduct annual re-certifications and ensure that our team(s) are trained for any new federal guidelines.

Equipment Rental - "If Required"

Any equipment used in the cleaning process will be acquired from local equipment rental companies and all liability will be covered under Clean and Clear insurance. Clean and Clear will work with facilities staff to determine load ratings and ensure that the ground is protected by using plywood if necessary.

IMPLEMENTATION CONT.

Liability Management -

Our team(s) works with your facilities staff to adopt and ensure protocols you wish to be followed are implemented. We work to reduce liability for both our clients as well as our company. Some of our standard operating procedures include:

- Placing cones and/or signage in traffic areas (foot or vehicle)
- Proper hose management - ensuring hoses are not a trip hazard or a nuisance to your guests
- Site Clean-Up - We want to make sure that our job-sites are neat and orderly throughout the duration and completion of the project.
- Adherence to OSHA and ANSI Guidelines - we stay informed on new Federal and Local Requirements to make sure that our team is following best practices.

Anchor Certifications -

We would work with your facilities management to ensure that roof-top anchors/davits are certified according to ANSI and OSHA Requirements.

Water Access -

We would want on-site water access where our technicians can fill up their equipment as needed.

Storing Equipment -

Depending on which stage of the project would determine whether we would want to store equipment on the job-site through the duration of the cleaning. Any project requiring rope access would be easiest completed if equipment can be stored in a secure location on-site.



COMMUNICATION/ACCOUNT MANAGEMENT

Scheduling and Communication would be conducted with 1 of 3 individuals. We would dedicate one of these individuals as your direct Account Manager. They would manage all details of your account and would be available via email, phone, or text, whichever is easiest for you.

Keegan Couillard (President) - keegan@cleanandclearmn.com

Richard Simpson (Sales and Service) - richard@cleanandclearmn.com

Liam Dougherty (Operations Manager) - liam@cleanandclearmn.com -

Clean and Clear will work with you to accommodate the most convenient time for your staff. The goal is to keep any disruptions to an absolute minimum.

Onsite Communication -

We can set up a system of your preference for communication with our on-site staff and your facilities contact. This can be the following -

- Phone
- Text
- Two Way Communication

Daily Progress Updates -

Our team will update you on a daily basis in regards to the status of completion/work left to complete. We can customize this according to your preferences. This can be in email, phone, a shared folder, or another method of your choosing.



ADDITIONAL CONSIDERATIONS

Clean and Clear is a Minneapolis company who only hires employees that live and work in the Twin Cities. We make all efforts to use local vendors and suppliers for our company as well. Our goal is to keep every penny you spend with our company right here in the Twin Cities.

We employ some of the most experienced cleaners in the area. We pay a competitive wage and adhere to all employment guidelines both state and federal. We, as a business, want to make the lives of each of our employees as fulfilling as possible.

RELEVANT SERVICE EXPERTISE

Our mission is to keep your property looking clean and pristine. We understand what image means and want to make sure that we are continually working to elevate yours. Other areas of expertise we can assist with include -

Pressure/Soft Washing - Parking Lots, garage, sidewalks, exterior building surfaces, and more

Gutter Cleaning and Gutter Whitening - We can clean gutters, downspouts as well as the exterior of the gutters to keep them nice and bright

Holiday Lighting - Our team is able to install lights to your roofline, trees, and other areas as you desire



Minnesota's Top Rated
Commercial Exterior Cleaning Company
www.cleanandclearmn.com

Clean and Clear Commercial Program

Our commercial clients receive more than just a clean exterior and peace of mind. Our program rewards long-term clients. As a commercial customer, you receive:

Priority Scheduling

We work on your schedule and deadlines. If we're delayed, you're the first to know

Dedicated Account Managers

Receive direct access (call or text) to an account manager for any questions or concerns

Price Matching

Found a better price? We will match it

Employee Discounts

Your employees receive discounted pricing on Clean and Clear services at their homes

Professional Staff

All of our cleaning specialists are highly trained and background-checked

Satisfaction Guarantee

We're committed to reaching – and exceeding – your standards



Who Is Our Commercial Program For?

Clean and Clear serves properties of all sizes in the Minneapolis-Saint Paul Metro area. Our team provides our exterior cleaning services – window washing, gutter cleaning, snow removal, and pressure washing – to a wide variety of businesses, including:

- ✓ Property management companies
- ✓ HOAs – Homeowners Associations
- ✓ New Construction
- ✓ Realtors
- ✓ Churches
- ✓ Nursing Homes/Assisted Living Facilities

- ✓ Apartment Complexes
- ✓ Offices
- ✓ Retail
- ✓ Schools/Universities
- ✓ And many more

Recommendations/Referrals

References:

Cletis Levisay - Senior Project Manager - The Bainey Group

cletisl@bainey.com

Relationship: We worked with the Bainey Group to complete a 13-story high-rise window cleaning project for one of their clients

Ashley Head - Facility Supervisor - Health East

ashley.r.head@healthpartners.com

Relationship: We worked with Health East to complete a 5-story high-rise window cleaning project for their facility

Terrance Newsom - Director of Environmental Services - University of Minnesota Medical Center

tnewsom1@fairview.org

Relationship: We perform pressure washing and window cleaning for multiple locations

Jeannie Seeley-Smith - President/CEO Perspectives Inc.

jss@perspectives-family.org

Relationship: Clean windows for their office/child care facility

Nate Lutz - Director of Student Housing - MCAD – Minneapolis College of Art and Design

nlutz@mcad.edu

Relationship: Clean windows for their student apartments on a regular basis

Sandee Horton - Director of Operations - Parkinson's Specialty Care

sandeehorton@pscmn.com

Relationship: Clean windows for their office/ elder care facility



CLEAN-1

OP ID: MS

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/19/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Pierce Agency, Inc 33 East Highway 12 P.O. Box 160 Litchfield, MN 55355 Melissa R. Schrupp, CIC, CISR	320-693-6115	CONTACT NAME Melissa R. Schrupp, CIC, CISR	PHONE (A/C, No, Ext): 320-693-6115	FAX (A/C, No): 320-693-3452
		E-MAIL ADDRESS: melissa@pierceinsurance.com		
		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Benchmark Insurance Co		
		INSURER B: Old Republic Surety Company		
		INSURER C:		
		INSURER D:		
		INSURER E:		
		INSURER F:		

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:	X	X	GRB CP55007147 01	05/19/2020	05/19/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	GRB CA5003284 01	05/19/2020	05/19/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			GRB UM5001847	05/19/2020	05/19/2021	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$
A	WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	GRB WC5004401 01	05/19/2020	05/19/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
B	Emp. Dishonesty			W150376348	05/19/2020	05/19/2021	Emp. Dish \$ 10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

General and Auto Liability-Automatic Additional Insured status when required by written contract and blanket Waiver of Subrogation.

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Melissa Schrupp