



**Proactive Cleaning and
Cleanup of IBAO Member Offices Impacted by COVID-19**

Prepared for:



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1-800-SERVPRO

Introduction

The team at SERVPRO® Canada is pleased to offer our Certified: SERVPRO® Cleaned sanitization and disinfecting services to The Insurance Brokers Association of Ontario (IBAO), for the purposes of mitigating potential exposure to the effects of COVID-19.



This program is grounded in our unique 3 C's approach: **Consult, Clean, and Certify**. It recognizes that getting back to business means that both employees and customers feel safe in the insurance broker's office.

Certified: SERVPRO® Cleaned is a defensive cleaning program that goes way beyond janitorial or carpet cleaning. This is proactive viral pathogen cleaning. As one of Canada's leading cleanup and restoration providers, we stand on over 50 years of experience and expertise so IBAO members can rest assured that they've selected a higher standard of clean for all stakeholders – you are Certified: SERVPRO® Cleaned.

CERTIFIED: SERVPRO CLEANED

When the stakes are this high, you want a partner who has developed an industry-leading and proprietary training program, cleaning solutions, and remediation processes over decades. The program is grounded with our unique **3 Cs: Consult, Clean, and Certify**.

1 **CONSULT**

A TAILORED CLEANING PROGRAM TO MEET YOUR NEEDS.

- We will assign you a Cleaning Protocol Specialist who understands your business.
- Programs are based on a range of factors: type of industry, business type, size of space, amount of high frequency touchpoints, foot traffic and congestion points.

2 **CLEAN**

PROACTIVE AND COVID-19 EMERGENCY RESPONSE CLEANING PROGRAM.

- Trained and experienced in biohazard cleaning and decontamination for porous and non-porous surfaces – always adhering to the cleaning and decontamination standards for your facility set by the CDC.
- EPA-approved products, including our proprietary cleaning agent ServprOXIDE, a hospital-grade disinfectant that is NSF certified for direct food surface use.

3 **CERTIFY**

A COMMITMENT TO CLEAN FOR YOUR EMPLOYEES AND CONSUMERS.

- Leverage SERVPRO's trusted brand to reassure your customers and employees that you are taking the steps needed to keep your space at a higher level of clean.
- Communication touchpoints include a *Certified: SERVPRO Cleaned* window emblem, signage, marks for your digital footprint and more.

Scope of Work

The following scope of work is based on discussions with IBAO and step 1 of our 3 C's approach – the initial consultation.

While performing work, if we identify additional areas that we feel would benefit from cleaning and disinfectant application and we will notify the proper people to gain approval prior to performing any services in the given area.

Please Note: Safety is our top priority. SERVPRO® will do our best to ensure the safety of IBAO staff, the public who may enter the property and our workers throughout the project.

Standard services focus on cleaning and disinfectant application to frequently contacted touchpoints. These touch points may include:

- Door knobs, pulls, and locks, as well as 1 square foot around the knob, pull, or door jambs
- Push doors
- Stair handrails, elevator car and controls
- Light switches, switch covers, and accessible outlet covers
- Countertops, tabletops, vanity tops, and desktops while taking measures to control overspray and limit potential damage of other items (e.g. paper products, electronic devices, personal property). Disinfection of accessible surfaces without moving contents.
- Chair arms, backs, and height/swivel controls.
- Faucets, sinks, soap dispenser, towel dispenser, dryer, water fountains, napkin dispenser
- Cabinet door and drawer exterior, door and drawer pulls/knobs
- Toilets, urinals, bathroom stalls around locks and handrails, handrails, bathroom fixtures (e.g., toilet paper dispenser and paper towel dispenser), diaper changing stations, fitting room stalls around locks and handrails
- Telephones, computer equipment, shared office equipment, sales registers, point-of-sale equipment
- Exterior of shelves, racking, displays, bookcases, file cabinets, lockers, or other fixtures; disinfection of accessible surfaces without moving contents

Beyond these frequently contacted touch points we will also work with the IBAO member to determine if there are additional items that require standard services (provided at an additional fee). SERVPRO® will wipe/clean surfaces to eliminate product streaking and/or residues if needed.

Certified: SERVPRO® Cleaned (CSC) Leave Behinds

At the completion of the first cleaning, the SERVPRO® team leader will provide the IBAO member with two leave-behind items:

1. A CSC Window Decal - It communicates to stakeholders that the facility has been cleaned to a higher standard and that SERVPRO® did the work.
2. A CSC Table Topper(s) – to be displayed on the receptionist’s desk and/or in a visible spot in the guest waiting area. The Table Topper explains that the facility has been cleaned to a higher standard by SERVPRO® professionals. It also gives specific information on what was done, and points to a site where the consumers can get more information.



Preferred Pricing

SERVPRO® will charge rates that are **exclusive to IBAO members** and discounted between 25% to 60%, depending on the level of service.

Category 1 - Proactive Cleaning:

This is what SERVPRO® refers to as a Category 1 cleaning. Upon signature of an Authorization to Perform Services, the SERVPRO® team will clean according to the scope mentioned previously in this proposal. Charges will be as follows:

Clean & Disinfect -	\$0.41 per square foot
Disinfectant -	\$45 per 3.8 L container, minimum of 1 container.
Overhead & Profit* -	10% & 10% respectively
Overtime/After Hours -	1.5 times the per square foot clean & disinfect charge
Travel (if necessary)	\$0.50/km for any job beyond 50km of a SERVPRO office

*Personal Protective Equipment (PPE) for each crew member is included in this charge

IBAO members can elect both a one-time and recurring cleaning services at these preferred rates.

Category 2/3 – Suspected/Confirmed COVID-19 Exposure Cleaning:

Should an employee or customer be suspected/confirmed as having COVID-19, SERVPRO® refers to this as a Category 2/3 cleaning. Upon signature of an Authorization to Perform Services, the SERVPRO® team will clean according to the scope mentioned previously in this proposal. Charges will be as follows:

Clean & Disinfect -	\$0.41 per square foot
ULV Fogging of Disinfectant -	\$0.38 per square foot (this step follows the initial cleaning)
Disinfectant -	\$45 per 3.8 L container, minimum of 1 container.
Overhead & Profit* -	10% & 10% respectively
Overtime/After Hours -	1.5 times the per square foot clean & disinfect charge
Travel (if necessary)	\$0.50/km for any job beyond 50km of a SERVPRO office

*Personal Protective Equipment (PPE) for each crew member is included in this charge

Note that SERVPRO® will use a **Health Canada approved**, broad spectrum hospital grade disinfectant. The SERVPRO® team lead will provide the IBAO member with a copy of the Safety Data Sheet of the product being used.

Assignment of Jobs

This can be facilitated by calling **1-800-SERVPRO** (1-800-737-8776) or by contacting the SERVPRO® location directly.

SERVPRO® Locations in Ontario

- | | |
|--|--------------|
| 1. Servpro of Ajax: | 289-460-5124 |
| 2. Servpro of Barrie: | 705-733-7767 |
| 3. Servpro of Milton & North Oakville: | 905-864-9544 |
| 4. Servpro of Burlington East: | 289-313-8888 |
| 5. Servpro of Guelph: | 519-837-8787 |
| 6. Servpro of Timmins: | 705-267-1500 |
| 7. Servpro of Peterborough: | 705-761-7216 |
| 8. Servpro of North Mississauga: | 905-238-7376 |
| 9. Servpro of Richmond Hill: | 416-912-1038 |

Additional Information

- Health Canada recommends routine cleaning and disinfecting as an important part of reducing the risk of exposure to COVID-19. Election of a one-time or recurring service from SERVPRO® does not replace your current cleaning crew or janitorial service, but rather supplements your current cleaning efforts.
- Some materials cannot be cleaned without being damaged. For this reason, paper and paper products are not able to be cleaned and/or disinfected. Cleaning methods typically used on water-sensitive materials such as vacuuming or dry sponging would not be capable of removing enough soil and residue to be effective.
- The IBAO member will conduct a quality control inspection after completion of services, or periodically if recurring services are rendered. A Certificate of Satisfaction will be completed and signed at the end of the agreed upon term of service, acknowledging that SERVPRO® has completed the outlined scope of work.
- SERVPRO®, as scoped, will provide all equipment and materials necessary to complete this project, unless otherwise specified.
- All SERVPRO® workers must adhere to OHSA safety guidelines throughout the project.
- Service Provider will coordinate entrance/exit and security procedures with the appropriate representative assigned by the IBAO member, as needed.

Exclusions apply unless agreement is made and memorialized in this document prior to beginning services.

- SERVPRO® will not clean items or surfaces that are not frequently contacted touch points.
- Service Provider will not be providing cleaning services to the following: Food-related items, condiments, kitchen food boxes, kitchen food bags, kitchen food containers, beverage or anything that will be consumed by IBAO member's staff or members of the public.

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