



Able Services – Janitorial Solution

Our Mission: Working Together to Deliver ValuAble Work-life Experiences










About Able Services

Founded in 1926, and later expanded by Angelo Boschetto in 1951, Able Services has grown from a three-employee window cleaning company in San Francisco to the largest U.S. family-owned service organization with a workforce of 17,000.

Our unrivalled reputation for building lasting client partnerships through open, transparent relationships based on trust and exceptional performance has resulted in one of the highest client retention rates (98%) in the industry.

- Commercial real estate 
- Education 
- Finance 
- Healthcare 
- Leisure & retail 
- Manufacturing 
- Multi-family 
- Technology 
- Research & development 

Qualifications

Our 1.3 billion-square feet, 3,100-site specialized service firm has significant scale, resources, and human capital expertise to create real business value for your company while maintaining a customer-centric approach to the service delivery. This philosophy ensures that we exceed your expectations while creating a positive user experience for your staff, customers, and stakeholders.

Experience

Able Services has demonstrated an impressive track record of providing excellent, responsive building maintenance services at facilities across the U.S. Recognizing that being nimble is vital in today’s industry, our agile culture is reflected in the fast and scalable execution of our safe, regulatory-compliant, and cutting-edge cleaning services model. Further, being privately-owned allows us to be nimble due to a lean overhead structure that empowers our managers to make quick decisions for our clients and be more responsive to changing customer needs. At Able Services, we are a national company with a local presence and commitment to the communities we serve.

In the cleaning business since 1926, Able Services continues to foster a people-driven culture while agilely adapting to industry changes to optimize our clients’ workplace experience



Cleaning Program Overview

SAFETY

Our safety program will implement and maintain a management system that clearly states occupational EH&S policies, programs, and objectives appropriate for Able's operations at your building(s). We take a proactive approach to occupational EH&S risks, involving employees in the development and implementation of procedures to eliminate risks and prevent accidents. Additionally, we measure and monitor specific safety metrics to seek trends in behavior and data and predict where the next threat of incident may occur. These metrics may include behavioral observations, near misses, formal inspections, and regulatory and organizational compliance training.

QUALITY ASSURANCE

We achieve high levels of client satisfaction through our performance measurement initiatives such as KPIs, zero service defects, and reduction in service variations that impact the bottom line. Service deficiencies are proactively identified through ongoing inspections and work is planned and completed with minimal impact to operations ensuring an efficient, safe, and compliant environment. Our QA process ties together periodic reporting, continuous improvement, LEAN, and Six Sigma.

TALENT DEVELOPMENT

Being an employer of choice is our priority. This credo is shared at the highest level of our organization and we are committed to developing and rewarding people through our employee value proposition. A properly trained employee is a crucial element in providing excellent customer service.

WORK ORDER WORKFLOW

Built on a comprehensive evaluation of your operational environment and its expected performance, our work order workflow ultimately provides a faster response time and more efficient services.



Environmental Social Governance

CORPORATE SOCIAL RESPONSIBILITY

- Able-sponsored projects
- Individual employees volunteering for causes that are important to them
- Partnership with Habitat for Humanity supporting community revitalization efforts
- Regional office and employees participate in local causes across the country

We're the top 1% of all janitorial companies as defined by the ISSA

COMMITMENT TO SUSTAINABILITY

Able Services is committed to minimizing our environmental footprint and being responsible business partners to the communities we serve.

- Energy and Sustainability
- Renewable Energy
- Zero Waste
- Energy Marketplace
- Sustainable Planning, Partnership & Energy Star Results
- Green Janitor Education Program



Why Able Services?



QUALITY INSPECTION TECHNOLOGY - EnAble, our proprietary knowledge management platform, provides greater flexibility and quality control, allowing us to closely monitor cleaning workflows while anticipating and proactively responding to service needs.



PERFORMANCE ACCOUNTABILITY AND CONTINUOUS IMPROVEMENT - Our quality assurance (QA) program improves performance, ensuring safety, comfort, and an optimal workplace experience.



GREENABLE GREEN CLEANING - Our GreenAble™ platform meets and exceeds USGBC standards, assists with points toward LEED certification, and covers our green cleaning policy, performance, and Able-designated responsibilities.



CIMS GB WITH HONORS - Able earned the CIMS GB with Honors designation from ISSA, placing us in the top 1% of all custodial service providers in the market. This certification includes our commitment to GreenSeal and/or EcoLogo products, and equipment meeting standards established by the Carpet and Rug Institute.



EXPERT PERSONNEL AND ONE-TEAM APPROACH - Our ability to work as one team with our clients and customers to solve their issues differentiates us in the marketplace. Our focus on experienced management, appropriately staffed labor levels, and a single point of contact within extensive support structure results in consistent service delivery.



"ONE ABLE" SEAMLESS COLLABORATION OF SERVICES – We can assure you a seamless collaboration of both engineering and janitorial services helping ensure team communications across all trade specialties. Our "One Able" platform creates a forum to carefully plan and coordinate projects with labor harmony, creating a shared vision where all members of the team work together.

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