

# HES

FACILITIES MANAGEMENT

HES.com

equalis  
GROUP

# LEVEL UP

## THE FACILITIES MANAGEMENT IN YOUR SCHOOLS



# WHAT'S NEW AT



FACILITIES MANAGEMENT

Since first submitting our RFP response, a lot has changed within our company. Here is what's new with us:

## OUR NUMBERS

SERVING  
EDUCATIONAL  
FACILITIES  
SINCE **1972**



**12,000**

skilled  
team members



**150**

EDUCATION PARTNERS

We maintain around

**200,000,000**

clients in

**28** states

COMMITTED TO  
Green cleaning &  
sustainability  
practices



**SQUARE  
FEET  
DAILY**



**1,000,000**

STUDENTS PER DAY



Providing  
services to  
more than

\*\*In addition to the 200,000,000 square feet, we also now maintain **4,000 acres** of grounds.

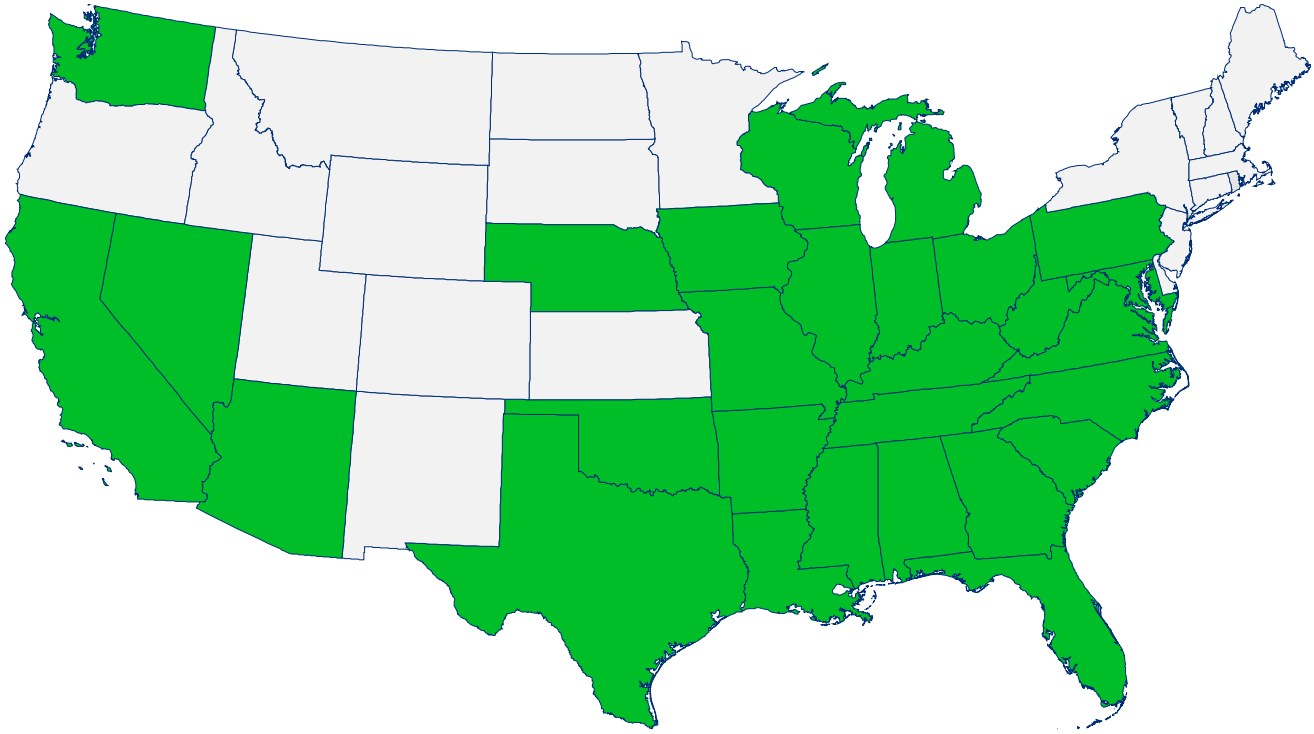
## PUBLIC HEALTH EMERGENCY EXPERIENCE

While HES was on the frontlines supporting K-12 schools and higher education institutions in their fight against COVID-19, that experience has readied us for any future pandemics or health emergencies. We're always ready to serve our education partners.

## EDUCATION AFFILIATIONS



## OUR OPERATIONAL FOOTPRINT



## REFERENCES

While we included a small list of our references initially, who are all still with us, HES is proud to announce we now have over **150** education partners served, and we're growing every day. Additional references available upon request.

## CLEANING PROCEDURES, EQUIPMENT & PRODUCTS

While we have improved our procedures, noticeable changes include new techniques, much improved cleaning products and equipment that is far superior to what we used when we completed our initial response. Equipment like Kaivac for restrooms and Whittaker for carpets have changed the definition of "clean."

## RECRUITING, HIRING, TRAINING AND RETENTION

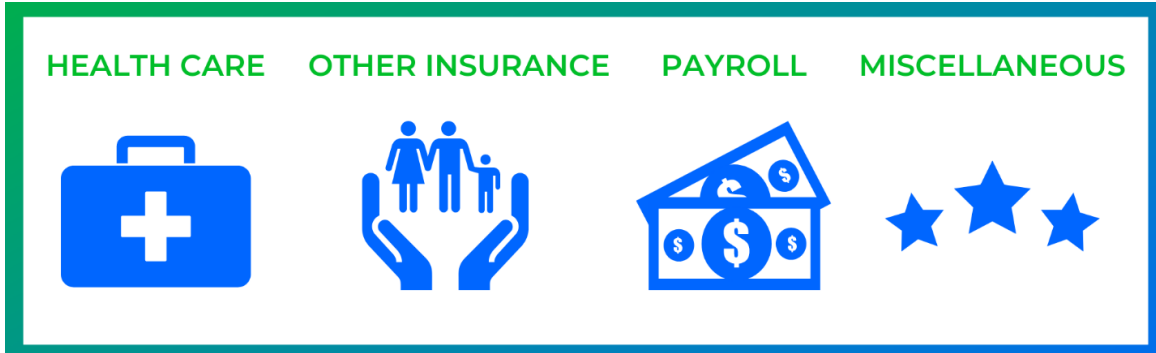
Our efforts have all evolved to include:

- A powerful recruiting technology called Kwantek
- Market research supported wage rates/benefits
- A team of local/regional/corporate recruiters and rewards and financial recognition to help us get staff, get them to show up and get them to stay
- Our model takes tremendous administrative burden off the onsite leadership so they can focus on the facilities management goals and the development of their teams. These leaders have autonomy to make decisions in real-time that benefit you. There is no ladder to climb to get needed support and resources.



## BENEFITS

We place a strong emphasis on positive labor relations and retention. To that end, we offer a wide range of benefits to eligible team members, including:



- Medical
- Dental
- Vision
- Prescription drug benefits
- Disability
- Life insurance
- Accident insurance
- AD&D
- 401(k) retirement savings plan (after a year of employment)
- Payroll options: direct deposit, Skylight pay card, or DailyPay
- Vacation pay
- Uniforms & ID badges (can be co-branded with HES and your school logos)



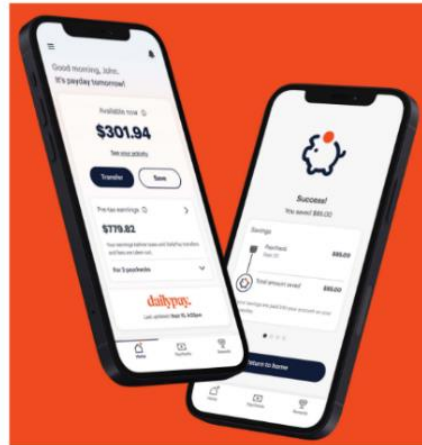
## DAILYPAY

We now offer DailyPay to our Team Members. This is an optional benefit (app or website) that allows employees to access their earned money before payday and easily track how much they are making. DailyPay is connected to the HES timekeeping system and receives automated reports of each employee's hours worked. Their "Available Balance" increases every time they work. This benefit is available to both full-time and part-time employees, and they can make up to five transfers, amounting to up to \$1,000, per day.

**dailypay.**

**ALLOWS TEAM MEMBERS TO:**

- Choose when they get paid
- Access their pay sooner
- Save up for bills
- Avoid late fees
- Monitor real-time earnings



## DIVERSITY

Our workforce is split about 50/50 male to female and 75% of our workforce is made of up people of color.

## TRAINING

HES training has 4 components:

- Live/in person training
- Vendor/supplier training
- Online curricula
- On-the-job – managers, supervisors, and coaches are in the field, not an office

## QUALITY ASSURANCE

### GOSPOTCHECK

Our comprehensive, cloud-based QA program is a robust QA system that ensures tasks are performed and verified, with customized reporting that keeps you in the loop. This allows for precise, transparent understanding and communication between HES and your school.

The program ensures contract compliance and directs ongoing training with our team, evaluates equipment, and provides detailed data about our work. With GoSpotCheck, any defects in performance are identified and corrected. Follow-up inspections track resolution and bolster sustained improvements in quality.

o Sample Inspection Form/Checklist:  **GoSpotCheck**



- Handheld software tools
- Hazard assessment
- Access to subject matter experts
- Comprehensive data analysis
- Customized reporting
- Integration with inventory controls & safety practices
- Regional team oversight
- Supervisor & director management
- A commitment to quality that leaves nothing to chance

The following are sample screenshots of our inspection forms:




**GoSpotCheck**

**Wendy Bruce @ Blythe Hall**

HES CLEANING INSPECTION - Entrance/Corridor/Common Room/Stair/Elevator

Blythe Hall-Hanover 0.07 miles from 484 Ball Drive, Hanover, IN 47243 US

08 Feb 2023 11:05am EST 55 seconds

Task	Response
1. Choose the area type you are inspecting.	Entrance
1.1. Take a photo of the entrance name or number.	
2. Select any deficiencies you observed.	FLOOR, WINDOW
2.7. FLOOR: Take a photo of the deficiencies.	
2.8. FLOOR: Please describe the deficiencies.	Entryway floor needs vacuumed
2.15. WINDOW: Take a photo of the deficiencies.	
2.16. WINDOW: Please describe the deficiencies.	Tape on window
3. Any Additional Comments?	





**GoSpotCheck**

**Public Schools @ Powhatan High School**

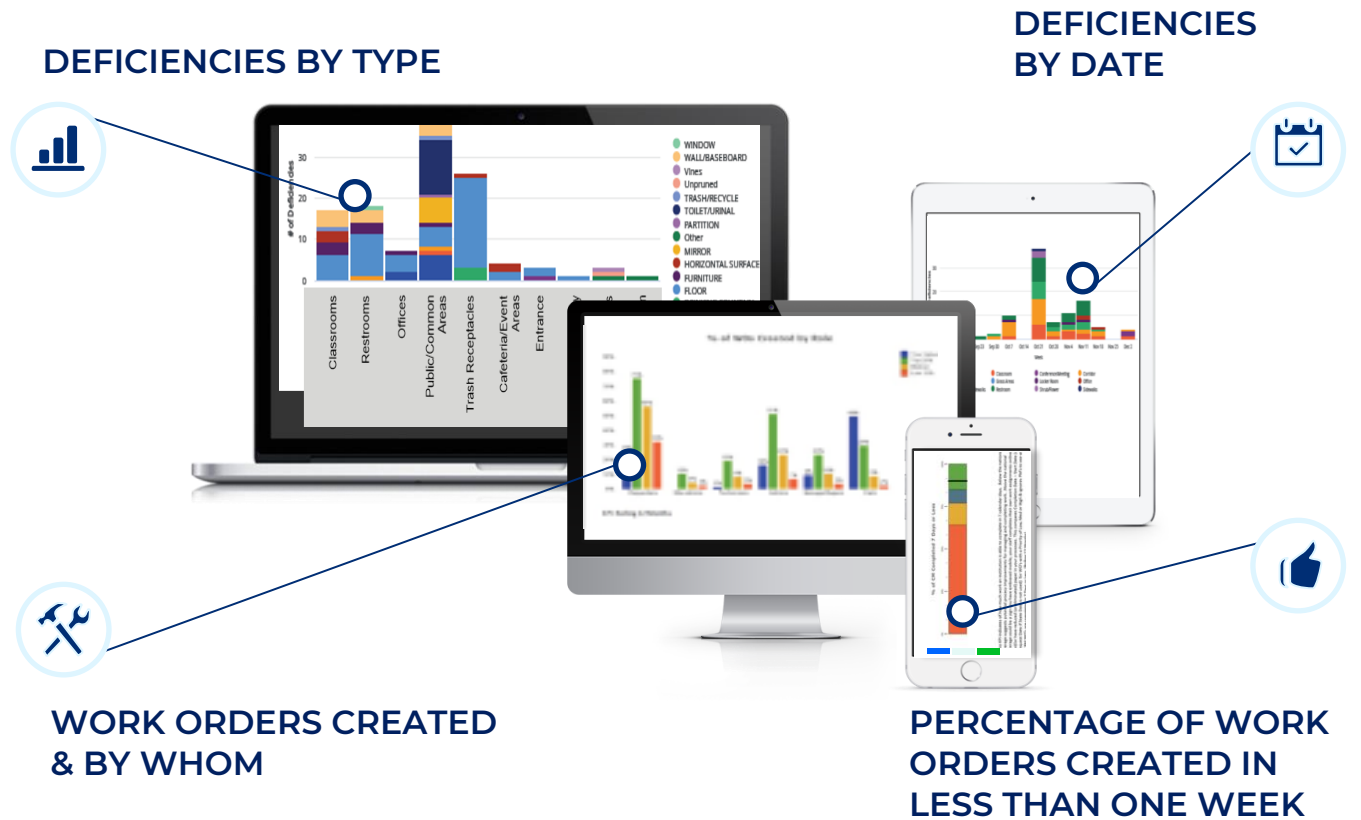
ON - Classroom/Lab/Auditorium

Powhatan County Public Schools 0.04 miles from 1800 Judes Ferry Road,

3 minutes

Task	Response
1. Choose the area type you are inspecting.	Auditorium
1.1. Take a photo of the entrance name or number.	
2. Select any deficiencies you observed.	FLOOR
2.9. FLOOR: Take a photo of the deficiencies.	  
2.10. FLOOR: Please describe the deficiencies.	Floor needs to be cleaned after last practice
3. Any Additional Comments?	

SAMPLE QA REPORTS



SAMPLE REPORTING

Image 1: An overall dashboard for inspections completed and results.

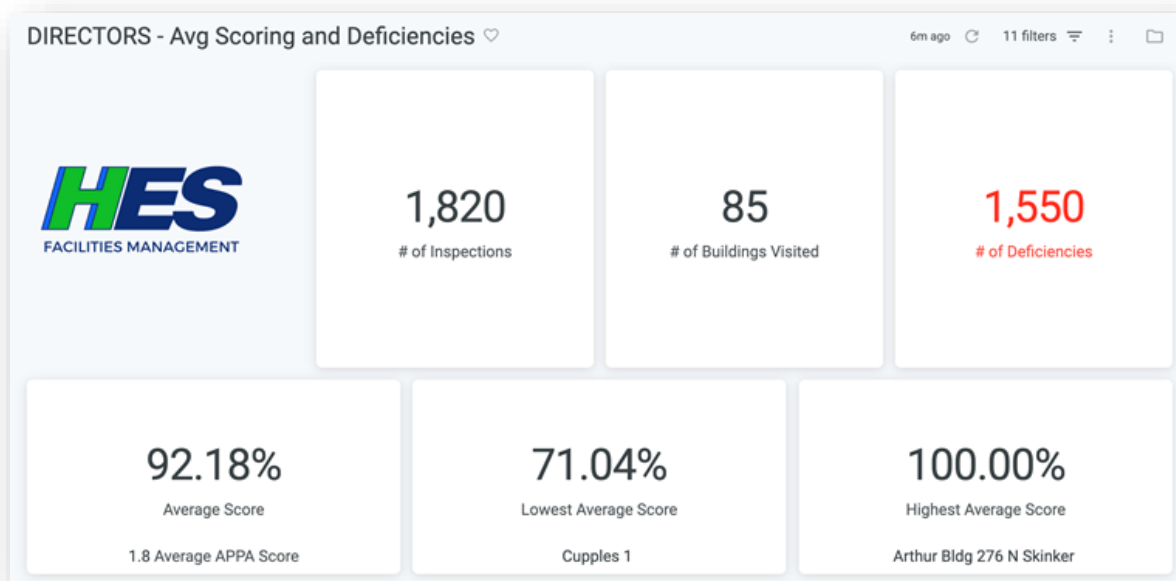




Image 2: A bar chart showing Deficiencies by area type.

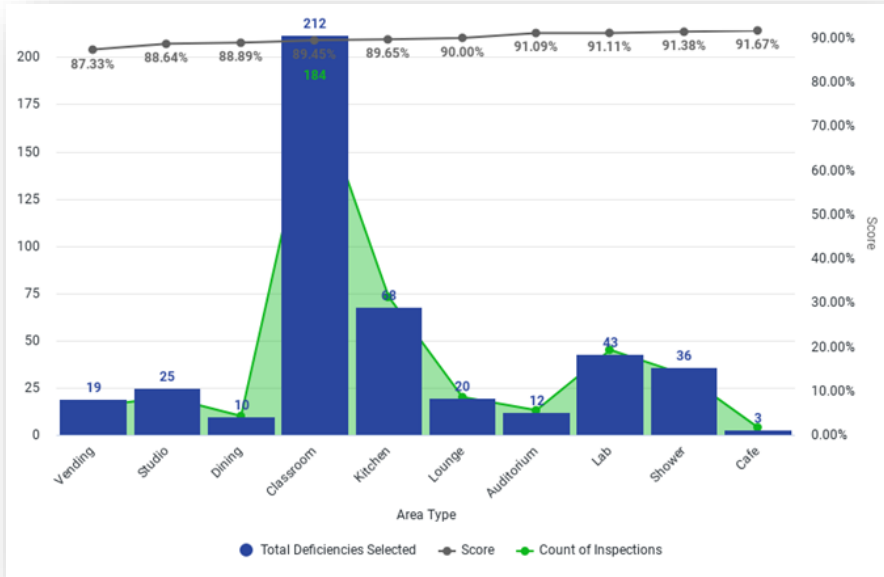


Image 3: Deficiencies by service type.

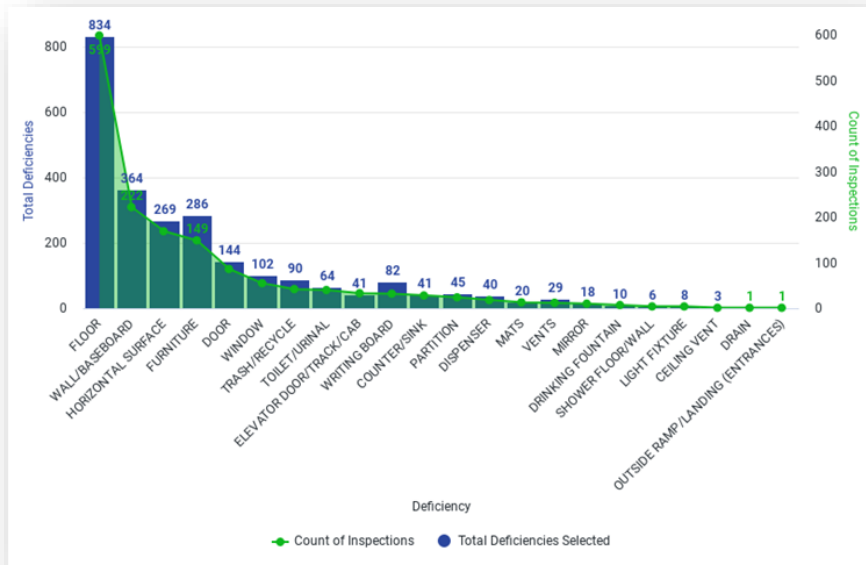
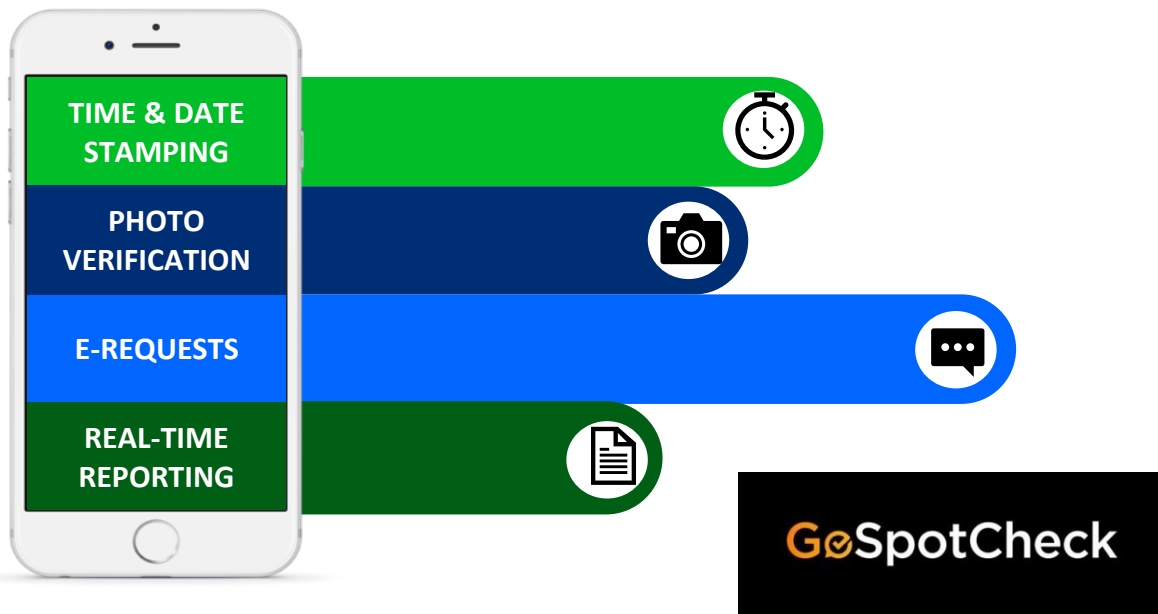


Image 4: Behavior Safety Observations (BSO). During management inspections, they observe employees' attention to safety. By monitoring this service area, we can reduce on-the-job injuries and discourage unsafe practices. This also identifies positive work trends for employee incentives and recognition.



**72**  
Behavior Safety Observations

## BETTER RESULTS WITH GOSPOTCHECK



### GoSpotCheck Key Elements

- Ensures facilities excellence by providing time and date stamps as cleaning tasks are completed.
- Allows our team members to verify completion of cleaning tasks via photo verification.
- Accessible to all levels of our organization and to your team.
- Allows your team to submit requests or communicate defects electronically. You can even share photos, to ensure effective interpretation.
- Tracks trends over time, allowing us to suggest enhancements tailored to your unique district or higher ed. institution.
- Can include barcoding, UV testing, and ATP testing by request.

## YOUR BUSINESS VALUE REVIEW (BVR)

You'll receive ongoing communication with us as part of your governance program, addressing both tactical and strategic points of view. Weekly, monthly, quarterly, and yearly meetings ensure an alignment of goals and objectives among all stakeholders. Your BVR will include information on:

- Established KPIs
- Customer Communications
- Work Completed
- Quality Assurance & Efficiency
- Training & Team Member Issues
- Planning & Coordination

## LEADERSHIP



### **CHARLIE SPENCER, PRESIDENT AND CEO**

Mr. Spencer has over 35 years of management history in the facility service industry serving school districts and the higher education market. As one of the founders of HES Facilities, LLC in 2020, he was named the CEO and President. In May 2020, HES acquired Southern Management Services with a robust K-12 portfolio and in November 2020, HES acquired WFF Facilities Services with its long history of exceptional service to the Higher Education market. These acquisitions created a nationwide footprint for future growth. Prior leadership positions include 12 years of executive-level management with GCA Education Services, where he led various aspects of sales and operations. Immediately before starting HES, he served as Executive Vice President at ESS, where he had a significant role in M&A activity, forecasting, contract negotiations, and pricing strategies for this substitute teacher and paraprofessional industry-leading company. Charlie resides in Knoxville, Tennessee, and is a 1986 graduate of the University of Tennessee with a bachelor's degree in Economics.



### **CHAD VAN SLOOTEN, CHIEF OPERATIONS OFFICER**

Mr. Van Slooten is a seasoned operations professional and executive leader offering 25 years of experience managing facility services with school districts and colleges. He has experience in oversight of multiple regional managers, regional sales managers, account-level managers, and over 5000+ hourly employees. Chad began his education facilities career as a contract manager for a regional custodial company in Charleston, SC. Chad then joined GCA Education Services in 2001, where he advanced to a regional vice president of operations over the Southeast region. He also has been in the role of the facilities services director at a national facilities construction and management company responsible for corporate compliance, staff training and development, and client growth and retention. Chad holds a Bachelor of Science in business administration from The Citadel, where he also was a member of the baseball team.

In addition to our topline leaders, we would like to highlight the following roles:



### **KENDRA CAMERON, TREASURER**

Ms. Cameron has an MBA and over 25 years of experience in financial management, strategic planning, and business intelligence. Prior management positions include senior finance roles with Fortune 500 companies, including Travelers and Marsh & McLennan. Kendra graduated cum laude from North Central College with a bachelor's in accounting and received her EMBA from the Kellogg School of Management.



### **RICARDO MORENO, VICE PRESIDENT OF HUMAN RESOURCES**

As Vice President of Human Resources, Ricardo Moreno is responsible for oversight and promulgation of HES's culture, mission, and values, as well as talent acquisition and compliance. Our goal is to promote a safe, respectful, and nurturing environment that fulfills and engages our team members.

Ricardo has held human resources leadership roles for more than 25 years in a variety of service-related industries. These varied leadership experiences with organizations like Hyatt Hotels, Sea World/Busch, United Healthcare, and others provide considerable depth to draw upon for the achievement of HES's goals. Ricardo is a native of Bogota, Colombia, where he received his bachelor's degree in Hotel Administration from El Centro Nacional de Hoteleria.



### **CHERYL STELTER, DIRECTOR, SAFETY & RISK MANAGEMENT**

Ms. Stelter has worked in manufacturing, in both quality and employee health and safety, for more than 25 years. She has extensive experience with industrial safety, workers compensation, and design and delivery of OSHA training topics. Her focus is on prevention of illness and injury in the workplace, as well as at home, with an emphasis on partnering with team members to identify hazards and risks, and the means to eliminate them or safely work around them. Cheryl has completed OSHA 30-hour training and continues to stay updated on safety and regulatory issues. HES's customized training and education materials center around proactive awareness and reinforcing positive behaviors. From key control and building access to indoor air quality and cleaning for health, Cheryl's role supports our clients' goals. Cheryl is a US Army veteran and recipient of the Army Commendation Medal. She holds a BA in Business Administration from Rutgers University, and an MBA from Simmons College.



### **KATIE POWELL, DIRECTOR OF MARKETING**

Ms. Powell brings 13+ years of business development support experience to HES Facilities. She started in the education facilities services industry as a proposal coordinator for a national facility services company, and prior to joining the HES Facilities team, managed a sales support and events department for a publicly traded Fortune500 international facility services company. She has broad industry experience, specializing in marketing strategy, proposal production, and event planning in supporting HES Facilities' regional operations and national business development teams. Ms. Powell has a Bachelor of Science in Communications from the University of Tennessee. She lives in Knoxville, Tennessee, with her husband.



### **ROSE HENZEL, DIRECTOR OF RECRUITING**

Ms. Henzel is a results-oriented talent acquisition professional with 20 + years of industry experience in executive recruitment of management, sales, marketing, IT, human resources, and corporate positions. She is experienced in partnering with hiring managers/regional managers/regional sales managers/corporate leaders/executive management to put the right person in the right job. Rose has a BS degree in Psychology and Biology from the University of Missouri Columbia and a master's degree in Human Resources Management from Webster University.



### **JESUS MENDEZ, SENIOR VICE PRESIDENT OF OPERATIONS**

Mr. Mendez has over 22 years of experience with Facilities Management of Higher Education institutions, and K-12 Schools, public and private schools. He brings added value to HES and the many partners we serve. Jesus began his career in the field of Facilities Management in 1998 as a custodial manager at Lake Forest Academy. He has experience as a contractor, in-house operations and consultant at numerous Universities and Colleges as well as K-12 schools throughout the country. Mr. Mendez has been recognized for programs directly related to developing people and for his leadership and organization skills. He is a current member of ISSA, APPA and an active member of The National Leadership and Success Chapter at Barry University.



### **CHAS HARRIS, VICE PRESIDENT, BUSINESS DEVELOPMENT**

Chas Harris brings 30 years of facilities industry experience to HES clients and leads business development activities in the South-Central region. Mr. Harris is a trusted advisor in the areas of facilities services, operations, and technologies. In addition, Chas provides a consultative approach to issues relating to budgeting, capital planning and contract implementation. Mr. Harris obtained a degree in Architecture from Prairie View A&M University and holds a master's degree in Business Administration (MBA) from Southern Methodist University. As the grandson of a school custodian, Chas knows first-hand how empowerment of our front-line workers leads to quality of work, which in turn benefits the client, the student, and the families within the community. Chas has two adult children and resides in the Greater Memphis, TN area.

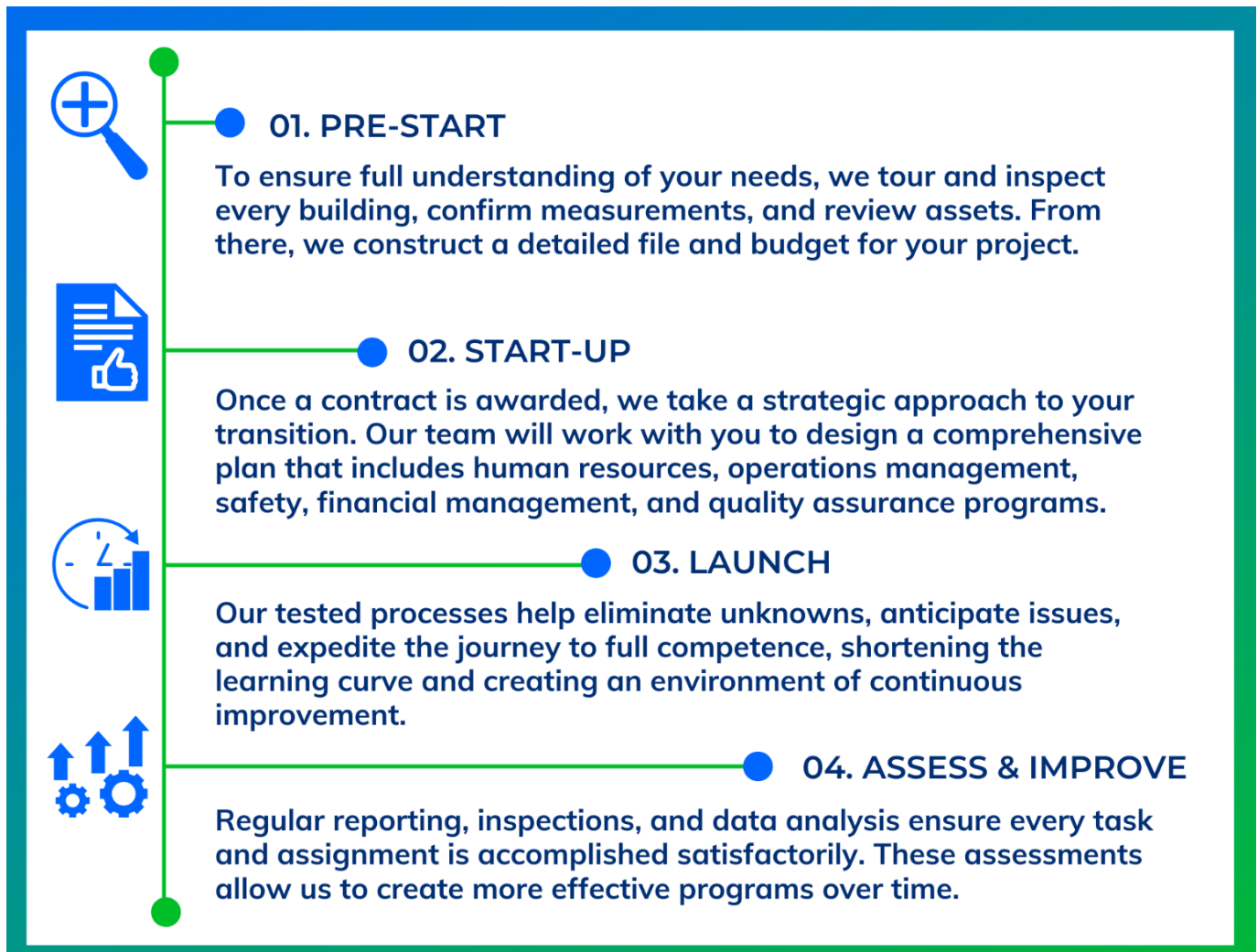


## TRANSITION & IMPLEMENTATION

We know changing your facilities support team is a complex decision that affects every member of your organization. We want to make your transition a seamless, positive experience. Our dedication ensures that any potential impact is minimized so you can feel secure in your decision.

We commit tremendous effort to meeting – or exceeding – our partners' expectations when we receive a contract. Our tested, four-step process outlines those efforts.

### FOUR STEPS TO A SMOOTHER TRANSITION



## CONCLUSION

HES is not an outsourcing option; we are a resourcing solution. [Give us a call](#) – we'll explain the difference.