



VORTEX SERVICES GROUP INC.

With strong management leadership, Vortex Services Group Inc. management has been providing a high standard of cleaning services for over the past 30 years in the GTA and is the choice of many clients seeking a service provider that is stable, proactive, 100% Canadian owned and a visionary in the cleaning industry.

Vortex Services Group Inc. is committed to utilize our experience and resources to meet the ever-changing demands, growth, and objectives of our clients.

VORTEX SERVICES GROUP INC. PRINCIPALS

Vortex Services Group Inc. is a corporation established under the laws of Ontario. The following are the legal entities and owners of Vortex Services Group Inc.

Victor M. Rodrigues, *President*

MANAGEMENT

Vortex Services Group Inc. is proud that all our management have over 60 years of combined experience in the cleaning industry within the GTA marketplace.

Vortex Services Group Inc. has fostered an environment that promotes long-term retention of our management team.

SERVICE COSTING

Our costing is based on many years of experience in the cleaning industry and would be relevant to the property and applicable for the cleaning specifications requirements desire by de client, owners and stakeholders.

Vortex Services Group Inc. labour practices support Corporate Governance principles and protect our clients from liability and risk in the areas of labour legislation and health and safety principles.

In addition, Vortex Services Group Inc. has allowed our procurement team to negotiate significant reductions in the cost of materials and equipment that promote our competitive service fees.



We feel confident that we can prepare a proposal that meets your requirements and is competitive in the current marketplace.

LABOUR RELATIONS

Vortex Services Group Inc. believes effective labour relations practices are critical to our success as 80% of the cost of providing cleaning services to your facility is directly attributable to labour.

Failure to recognize this key management component will result in poor morale, unfair labour practices, high turnover and labour unrest, all of which result in a poor standard of service and diminished public perception.

CORPORATE GOVERNANCE

Vortex Services Group Inc. is committed to adopting effective best practices in corporate governance.

Vortex Services Group Inc. consistently assesses and adopts emerging best practices to ensure the integrity, liability and profitability of our company and its shareholders.

These practices significantly reduce the risk and liabilities to our clients and support your Corporate Governance principles.

TECHNOLOGY

Vortex Services Group Inc. is very aware of emerging technologies in the cleaning industry.

These technologies serve to enhance communication, public perception and quality assurance..

Upon your request and financial commitment, Vortex Services Group Inc. is prepared to implement the following technologies at your location:

- Electronic Washroom and food court monitoring for both policing and daily cleaning requirements.
- Electronic Quality Assurance
- Biometric employee monitoring and control; and
- Mobile communications equipment on site.

Although the use of technology is preferred, it sometimes becomes both financial unachievable as well as strains the competencies of the long-term employees at your facility resulting in a less productive labour force, ultimately resulting in quality issues.

The value of these technologies to your facility should be carefully evaluated.



The commitment to these technologies will be at the discretion of your management team.

Cost of these technologies has not been included in our bid response and will be negotiated at your discretion.

QUALITY ASSURANCE

Vortex Services Group Inc. recognizes the importance of a quality management program to ensure the provision of a consistent high standard of service..

In addition to the regularly scheduled site tour inspections with the facility management, members of the Vortex Services Group Inc. management team prepare regularly documented quality assurance inspections performed randomly.

Copies of these inspections can be provided to you for your review and comments.

COMMUNICATION

A successful operation must have effective communication practices in place.

Follow-up to communication ensures information is forwarded and responded to in an effective and timely manner resulting in a high standard of performance.

Vortex Services Group Inc. utilizes an on-site log book, and documented quality assurance procedures to promote effective communication.

Vortex Services Group Inc. ensures effective communications through the Supervisor, on-site log book and frequent visits by our Operations Manager.

In addition, Vortex Services Group Inc. will also participate in any communication process that your organization chooses to implement.

START-UP / TRANSITION PERIOD

Our proven start-up program which includes the assignment of the startup team, management/client meetings, employee orientation, initial quality inspection establishing critical areas requiring immediate attention, administration initiation, work assignment development, periodic work schedules, staff re-training, all these initiatives will contribute to the success of the operation.

HEALTH AND SAFETY



Vortex Services Group Inc. not only views Health and Safety as a regulatory requirement, but more importantly, as a means of protecting our most valuable asset, our employees.

Should we expose our employees to unsafe conditions, we are not practicing integrity, ethics and due diligence in our business function, ultimately exposing our employees, clients and shareholders to risk.

Vortex Services Group Inc. Health and Safety Policy address all these requirements.

ENVIRONMENTAL MANAGEMENT

Vortex Services Group Inc. is committed to promoting environmental management practices in the cleaning industry.

Through our relationships with cleaning material manufacturers and distributors, Vortex Services Group Inc. investigates tests and implements environmental sensitive products and procedures.

In addition, our promotion of energy management programs contributes to our client's commitment to the EMS principles.

TRAINING

Training is key to the success of the employees of Vortex Services Group Inc. and ultimately the success of the cleaning operation.

Through our proven orientation, training/retraining, and employee evaluation programs at Vortex Services Group Inc., we have been successful at retaining both our employees and clients for long periods of time.

Vortex Services Group Inc. procedures and choose of equipment and cleaning agents are reviewed frequently as a requirement of the continuous improvement practices adopted by our organization.

GREEN CLEANING

While servicing your needs with the utmost quality assurance, Vortex Services Group Inc., is also proud to recognize the environmental standards and Green Cleaning guidelines we've set in place.

We realize the vital importance of a greener and healthier future and as a participant of these programs, we aim to reduce waste and divert pollution within your facility.



As a part of our environmental initiatives, we have implemented the practice and use of greener products and upgraded equipment to meet these standards.

As much as we aspire to keep your environments clean and green, we all have to play a part in reaching the ultimate goal to eliminate landfill waste and cut down on air pollution.

Most importantly to reduce potentially bio-hazardous, chemical contaminants which in turn affect air quality and adversely place human health at risk.

We want to ensure your role in this effort to achieve this goal with us. In the long term, we all benefit from this initiative.

ADDED VALUE SERVICES

Vortex Services Group Inc. is a full-service company.

We provide all types of cleaning and maintenance service requirements.. The following is a partial list of our Special Services:

- Post Construction Clean-ups - Marble and Granite Restoration -Upholstery Cleaning
- Window Cleaning - Pressure Washing - Metal Cleaning - Light Fixture Cleaning
- Light Lenses Cleaning - Blind Cleaning - Wall Washing - Floor Cleaning and Restoration
- Power Sweeping - Parking Cleaning - Carpet Cleaning - Flood Cleaning
- Porter / Matron Services - 24 hours Emergency Services

Contact Information:

Victor M. Rodrigues, *President*

Vortex Services Group Inc.

528A Rogers Road
Toronto, ON
M6M 1B3

Telephone: [\(416\) 901-0699](tel:(416)901-0699)

Email: info@vortexservicesgroup.ca

Website: <https://vortexservicesgroup.ca/>

