



A1 ORANGE
EXTERIOR BUILDING SERVICES

a1orange.com

CELEBRATING
OUR **92nd** YEAR!

Going **Green** Isn't Just for **St. Paddy's Day!**
LEED or BOMA 360 Certified?
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March 2017 Issue HIGHLIGHTS:

Vickie's View: *New OSHA Safety Regulations!*

Property Professional Perspective: *Luci Smith RPA, FMA, CBRE*

Carin's Customer Service Column: *LEED Certified or Not, A-1 Is Your "Eco-Friendly" Partner*

Lindsey's Lineup: *Window Cleaning Bid Checklist -- Comparing Oranges to Oranges.*

Kristina's Team Kudos: *First Quarter A-1 Anniversaries & Shout-Outs by Property Managers*

Team Member Spotlight: *Bobby Dumas; Also...Events, March Birthdays, #funwitha1!*



Vickie Head, A-1 President

At A-1 Safety Is #1:

Compliance with New OSHA Safety Regulations!

Hard to believe it is March already! We hope you've got your leak repair and waterproofing scheduled so that you are ready for the rainy season later this year. A-1 Orange is very thankful for the continued trust you put in us to maintain and beautify your properties. If you need work done, reach out to your A-1 Orange contact or use the phone number or FREE ESTIMATE request button at the top of the newsletter.

NEW OSHA INDUSTRY SAFETY REGULATION! Implementation Deadline: November 20, 2017

OSHA has issued a new regulation on General Industry Walking-Working Surfaces and Fall Protection Standards. This will impact both service providers and property owners and managers. A-1 Orange has advocated for adherence to the ANSI Standard for the past 16 years, but now this is an OSHA Regulation and a FEDERAL MANDATE.

The ruling covers fall protection, rope descent systems, ladder safety, training and re-training requirements, and the inspection and certification of permanent anchorages for use with rope descent systems. A-1 Orange is in front of the ball on the training issue and has already met our deadline of May 17th with regards to the same. Building owners and managers must pay particular attention to the November 20, 2017 deadline for inspection and certification of permanent building anchorages.

Now, more than ever, it is imperative for building owners and managers to make certain that their service providers are compliant with these regulations. A-1 Orange has always recognized the need for safety in our industry through our participation on industry safety committees and safety standards. It is now evident that OSHA recognizes the responsibility for a safe workplace is shared between the employer and the building owner by OSHA'S requirement of building anchorages. We will continue to bring you the latest information regarding best practices in our industry. In the meantime, please contact our office at 1-800-874-6207 if you have any questions.

SAFETY TRAINING & TEAM HUDDLES

A-1 has recently piggy-backed team member recognition onto our ongoing safety training program for our Orlando and Jacksonville field staff. February's safety topic was "bucket safety" and team members performed safety evaluations on their equipment. We also recognized team members celebrating A-1 Anniversaries and KUDOS recipients from business partners. If you know any of these team members,



be sure to congratulate them when you see them! See more info in our new column, [Kristina's Team Kudos!](#)

Finally, we are excited to have [Luci Smith RPA, FMA](#) as our Property Professional Perspective interviewee.

March...St. Paddy's Day...**GREEN...Luci!**

Thank you, Luci, so much for the enthusiastic leadership you provide in making our industry **greener** and serving as our theme inspiration this month!



Luci Smith RPA, FMA
Senior Real Estate Manager,
CBRE
Orlando, Florida Area

Luci Smith is a US Army Veteran, having served as a Tactical Satellite Communications Specialist (31C-V9). She has been a Property Manager specializing

in Industrial Property Management for over 20 years, both on the owner/developer side and now on the 3rd party side. She holds both RPA (Real Property Administrator) and FMA (Facilities Management Administrator) designations from BOMA. Fifteen (15) buildings under her management have won the BOMA International TOBY Award since 2008 and nine (9) of them are BOMA 360 buildings. Deeply committed to ongoing learning, she has decided to go back to school for a second degree and has been accepted to University of Florida for the 2017 fall semester.

Q: If a property manager or owner is committed to moving further along the "green" path, what should they consider when selecting exterior building services contractors?

A: I value proactive thinking in my vendors, professionals who are looking ahead to stay ahead. I want them to pass along information on new technologies or methods, so that we can put it in front of our Asset Managers and Owners – the sooner the better.

Q: As a property manager, you have earned BOMA 360 and LEED designations for numerous properties you have managed. What do these designations really mean?

A: BOMA 360 and LEED designations aren't awards, but earned through an ongoing commitment to applying best industry practices in property management. For example, BOMA 360 evaluates all major areas of operations and management: building operations and management; life safety, security and risk management; training and education; environmental/sustainability; energy; and tenant relations/community involvement. LEED focuses on specific areas of operating such as green and sustainable operations.

Q: What are your top three priorities for exterior building maintenance as part of BOMA 360's Preventive Maintenance Program?

A: 1. Waterproofing - Keeping water out and clean air in.

2. Parking Lot and Truck Court Maintenance - Routine maintenance cuts down on major restorations, which cuts down on fossil fuel consumption via 1) less trucks on the road hauling the materials and 2) less fossil fuel required to make the material.

3. Window Coverings/Tinting - Keeping the hot Florida sun out and the cool air inside. Cuts down on energy consumption and fossil fuel consumption.

Q: In terms of LEED target goals of green and sustainable operations, what additional areas of exterior building maintenance are important?

A. Maintenance of the landscape and irrigation systems is critical. Installing a great system and "Florida friendly" plants is one thing and ensuring they thrive is another. The LEED certification isn't a one-time deal - it's a level of excellence, just like BOMA 360, that must be maintained.

Q: Are exterior building maintenance expenses higher for properties that participate in the BOMA 360 and LEED programs?

A: Not at all, you just have to stay on top of everything - maintain it, so that you aren't playing catch-up and incurring large operating expenses at renewal time. These programs are all about proper operations and management of your facility - on an ongoing basis. BOMA 360 designations tell owners, tenants and prospective tenants that your building is managed to the highest standards in the industry.

Q: Other than "that it is the right thing to do," are there financial incentives or rewards for earning these certifications?

A: 1. Working to reduce energy usage requires tenant involvement, on items such as submitting energy bills, helping monitor outdoor water consumption, and educating their staff on how to properly program a thermostat. We have found that this "teamwork" immediately equates to higher tenant retention and tenant satisfaction, which is very rewarding financially.

2. Additionally, some of the steps you take for your building to qualify for the designations include rebates and tax credits. Also great financial incentives.

3. Lastly, vendor partnerships cannot be overlooked when you start listing the financial benefits. You establish great relationships with your vendor partners, they know what your mission is and they help you reach your goals.

Luci lives in what used to be considered "the country," in Narcoossee. She lives on 6 acres and enjoys the wildlife (and the wild life) of country living. She and her husband met in the Army, in school, and have been married for 28 years, with two grown sons. Derik (30) followed her husband's path as a Marine Mechanic, in Seattle, and Jesse (25) has followed Luci's path and is a Lead Engineer at JLL at the Magnolia Building in Downtown Orlando. She has a beautiful daughter-in-law, Taylor, and two adorable grand dogs, Harper and Lee. Luci is a long-distance runner. She has run lots of races (5K and 10K races, half marathons, marathons....) in lots of places and hopes to keep running for a very long time. Even though she also like to ride dirt bikes, she does have a gentler side and likes to get crafty every now and then.



Carin Mack,
Specialized Services Coordinator



LEED Certified or Not, A-1 Orange is Your "Eco-Friendly" Partner

Sustainable Development is defined as "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs." Bruntland Report for the World Commission on Environment and Development (1992).

Whether your property is LEED Certified or you are working towards becoming more green, A-1 Orange works with you to meet your targets with advance project planning and experienced team members.

For any LEED Certified building the goals are to:

- Minimize the impact of site management practices on the local ecosystem;
- Use environmentally preferred strategies;
- Reduce the use of fossil fuels and limit emissions; and
- Maintain a clean and safe building exterior.

At A-1 Orange, we help you meet these goals 100%! For window cleaning maintenance, we use Green Seal® Certified products and equipment to achieve sustainability goals by complying with the Green Seal Standards – GS-37, GS-34, GS-52 and GS-53.

Working together, we select the best cleaning products to meet your certification and exterior building maintenance needs.



Lindsey Bergdoll, Business Devt.

Getting Bids for Window Cleaning? 
Be Sure You Are Comparing "Oranges to Oranges."

A proposal for "window cleaning" has more variables than one might think, and it is important to know all components in order to compare "oranges to oranges". At A-1 Orange, we strive to provide you with an inclusive, no-surprises, window cleaning bid that reflects the current conditions, requested service, access, and safety considerations. It is important to verify that liability insurance is in the right class code and that safety planning reflects best practice. (See info about OSHA's new ruling in

- Experienced, Professional Window Cleaning Employees not Independent Contractors
- Use of Eco-Friendly Window Cleaning Maintenance Products (Green Seal Certified upon request)
- Contractor Addresses **OSHA's New General Industry Walking-Working Surfaces and Fall Prevention Standards**
- Ongoing Safety Training
- 100 % Satisfaction Guarantee from Contractor
- Meets or Exceeds Umbrella Liability Insurance Minimum Legal Requirements
- Insured by Top-Rated Company
- Worker's Comp in High-Rise Category. General Liability Class Code 99975, window cleaning 3+ stories
- Meets or Exceeds Worker's Comp Insurance Minimum Legal Requirements
- Convenient Scheduling - To Meet the Needs of Your Tenants & Visitors
- What Frequency Does the Bid Cover? *Is this for a one-time service or maintenance package? Portfolio pricing?*
- Is the Price for a Hand Clean Or a Water-Fed Pole System?
- Access on the Building - Are they servicing using a lift or certified anchor system?

[Print out a worksheet version of our Window Cleaning Checklist and learn more about our window cleaning services here.](#)

Call or [email Lindsey Bergdoll](#) to learn more about our window cleaning maintenance and glass stain removal services and to schedule your free estimate.



Kristina Preston, Human Resources

2017 First Quarter Anniversary Celebrations!

As a relative "newbie" to A-1 with 2 years now under my belt, one of the most inspiring and unique things about A-1 Orange is the tenure of its employees, averaging about 12+ years. A-1 anniversaries were celebrated for the following team members:

Lee Lescallete, 1
Michael Couture, 2
Bobby Dumas, 2
Robert Huffman, 2
Jose Membreno, 2
Mike Nobles, 2

Kristina Preston, 2
Lindsey Bergdoll, 4
Ed Meza, 7
Bill Pajak, 9
Bernardo Alvarez, 15

Juan Henao, 15
Quintin McKean, 17
Willy Pauwels, 17
Nelson Rivera, 27
Eric Evans, 28

KUDOS FROM BUSINESS PARTNERS

Our team members are the best! Below are recent shout-outs for team members

from property managers.

Kudos to Michael Gordon! "I wanted to let you know the sidewalks looks FANTASTIC after the pressure cleaning! And the difference in the parking lot is amazing — we've heard several comments already from folks (someone actually thanked us and said how nice it was to park in a clean lot!) Michael is fitting in quite nicely, doing a great job and he is SO polite!"

Kudos to Jacksonville Team Members Mike Nobles and Gammy Valezquez!

This following compliment was received by a property manager from a tenant recently. "In the morning they (A-1 workers) were cleaning the front entry walkway and were very cautious, telling the staff entering to be careful and were very friendly. In the afternoon they were cleaning the exterior windows of the entryway, repeating safety cautions and even apologizing in case water splashed down. Both times I interacted with them they most respectful and professional."

Happy MARCH Birthdays, A-1 Orange Friends & Family!



Lynn Harris, 3/3
Kris Smolinsky, 3/14
Linda Wolters, 3/15
Scott Williams, 3/16

Javier Aparicio, 3/17
Mauricio Tovar, 3/22
Jane Bullock, 3/25

Sandy Charles, 3/25
Laura Nelson, 3/25
Mindy Boehm, 3/26
Jackson Taunton, 3/28

A-1 ORANGE MARCH EVENTS

- Thursday, March 2: BOMA Orlando Networking Event - Mardi Gras
 - Wednesday, March 15: BOMA Orlando Luncheon
 - Tuesday, March 21: BOMA Jacksonville Luncheon
 - Wednesday, March 22: BOMA Greater Tampa Bay Luncheon
 - Friday, March 24: BOMA Orlando Industrial Roundtable – **Stop by A-1's table for info on pressure cleaning & A-1 swag!**
 - Thursday, March 30: BOMA Orlando Membership Orientation Breakfast
-

BOBBY DUMAS

We have nominated Bobby Dumas for our March Team Member Spotlight because he takes pride in his work and gets consistently great feedback from our



business partner, Kerri Ryan, LEED GA.

Bobby oversees A-1 operations at Winter Garden Village – managing a team for portering, sweeping, and pressure cleaning services. Prior to working in exterior property maintenance, Bobby worked at auctions assisting with their services.

"I have finally found a good company that appreciates its workers and loves you and the work you do."

Bobby is grateful for benefits such as health insurance, which help to keep him in good health. He likes being part of A-1's team of exterior building maintenance

professionals, who are well-motivated and strive to do a good job.

Bobby enjoys watching drag racing and catching up on his favorite TV shows. Within the shopping center, his favorite restaurant is Cracker Barrell and Target is his favorite store.

#funwitha1 at BOMA Orlando Mardis Gras!





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