**Exhibit Three**

University Professional Building (UPB)

1. General Procedures

All employees shall follow the following general procedures:

* 1. Report all damages, breakage and/or apparent plumbing or electrical problems to security and the building management immediately.
  2. All supervisory and management staff shall be familiar with the building emergency telephone list.
  3. Report any evident of security breaches to security and building management immediately.
  4. Maintain all janitorial closets, slop sinks, storerooms and locker room facilities in safe and clean condition at all times.
  5. Lock all entrance doors during the entire cleaning operation. Only the cleaner assigned to each suite and the supervisory staff shall be allowed admittance to the respective tenant areas.
  6. Extinguish all lighting as soon as possible in each suite.
  7. Under no circumstances shall any housekeeping employees prop open the building entrance doors to open an entrance door for others.
  8. When cleaning the building elevators, only one elevator shall be “locked out” and cleaned at one time. When completed, the elevator shall be put back into service and immediately proceed to the next elevator.

1. Operational Procedures
   1. WORK LOAD Effective cleaning of any facility requires a system of controls and programming to ensure that goals are accomplished on an on-going basis. Each employee is given an area of responsibility. Utility men not assigned to any specific area shall carry out periodic work. This allows for consistency, higher productivity, and clearly defined areas of responsibility.
   2. EMERGENCY COMMUNICATIONS The area supervisor is equipped with a pager that allows him to be reached 24 hours a day in the event there is an emergency. The manager can be reached by pager or by calling our 24-hour office phone number (713) 500-5950.
   3. COMMUNICATIONS LOG A communications logbook should be kept to list of all requests, complaints, etc. The communication log is reviewed daily by the building supervisor to ensure that all entries are addressed quickly and efficiently.

Daily inspections shall be performed and recorded on the housekeeping control log maintained by the housekeeping supervisor. The inspection log shall be available for review when requested by the University.

In addition to the housekeeping supervisor daily review, the housekeeping manager shall perform a complete monthly inspection of the entire building to ensure the implementation of needed corrective action. The housekeeping manager and Bob Lozano, UT Professional Building Lease and Property Manager, or his successor/designee shall perform this inspection.

1. Cleaning Specifications

Janitorial services shall normally be performed nightly beginning at 5:30 p.m., Monday through Friday, five nights per week. Services to be furnished for the contract amount shall include, but not be limited to, all office areas, including service areas, all rest rooms (private and public), all stairways, all elevators and elevator lobbies, all escalators, all entrance walkways (plaza), truck loading/receiving area, active storage/files area, and janitorial areas. House cleaner labor shall not exceed 3,700 sq. ft. per hour and is applicable to house cleaners only. This does not include supervisor, floor man and utility person.

*Areas not serviced are*: mechanical and electrical equipment rooms, mechanical and maintenance shops (maintenance offices should be cleaned), elevator pits, dead storage areas and garage areas. While areas listed in this paragraph are not included in regular services, they shall be swept, mopped or cleaned on request and handled on a work order as special work.

*Special work*: Special work not covered by the contract shall be performed on special request by management. Extra work not routinely done or done on pre-arranged frequencies may be arranged by written agreement between management and contractor.

1. Cleaning Performance Standards

Lobby entrance and cleaning:

* 1. Sweeping and dusting:
     1. Lobby and entrance floors shall be cleaned and free of dirt, streaks, and there shall be no dirt remaining in corners, behind doors, or where the dirt is picked up with dustpan after the sweeping operation.
     2. Wads of gum, tar, and other sticky substance must be removed from the area.
     3. Grills and woodwork shall be dust-free after dusting. Dust must be removed rather than merely pushed around.
     4. There shall not be any spots or smudges on the wall surfaces caused by touching the wall with the treated dust cloth.
  2. Polishing and wall spotting:
     1. Doorknobs push bars, kick plates, railings, doors, and other surfaces shall be cleaned and polished to acceptable luster.
     2. Drinking fountains shall be cleaned and free of stains. The wall surfaces around the drinking fountains shall be free of water spots and streaks.
     3. Wall surfaces up to a standing height shall be free of finger marks, smudges, and other dirt spots of any kind.
  3. Mopping:
     1. Lobby and entrance floors shall be free of loose and/or caked dirt particles and shall present an overall appearance of cleanliness after the mopping operation.
     2. Walls, baseboards, and other surfaces shall be free of watermarks, scars from the cleaning equipment’s striking the surfaces, and splashing from the cleaning solution and rinse water.
     3. All surfaces shall be dry and the corners and crevices clean after mopping.

Room cleaning:

1. Trash removal:
2. All wastepaper baskets should be empty, in place, clean, and ready for use. Liners should be inserted as required.
3. All ashtrays should be empty, in place, clean, and ready for use.
4. Ashes and trash bags, when filled, should be disposed of quickly.
5. Sweeping or vacuum cleaning:
6. There should not be any dirt left in corners, under furniture, or behind doors.
7. Baseboards, furniture, and equipment should not be disfigured or damaged during the cleaning operation.
8. There should not be any dirt left where sweeping has occurred.
9. Furniture and equipment moved during sweeping should be replaced.
10. There should be no trash or foreign matter under desks, tables, or chairs.

c. Dusting:

* + 1. There should not be any dust streaks on desks or other office equipment.
    2. Woodwork, after being properly dusted, should appear bright.
    3. Corners and crevices should be free from any dust.
    4. There should not be any oily spots or smudges on walls caused by touching them.
    5. When inspected with a flashlight, there should be few traces of dust on any surface.
    6. Windowsills, door ledges, doorframes, door louvers, window frames, wainscoting, baseboards, columns, and partitions should be free of dust.

d. Damp-wiping:

1. Mirrors, ashtrays, door glass, and all other glass that can be reached while standing on the floor should be cleaned and free of dirt, dust, streaks, and spots. (This job does not include window washing.)

e. Clean rugs:

1. Rugs should be clean and free of dust, dirt, and other debris.
2. There should be no trash or foreign matter under desks, tables, or chairs.
3. Any furniture moved during rug cleaning should be replaced.

f. Clean drinking fountains:

1. Drinking fountains should be clean and free of stains.
2. The walls and floors around the drinking fountains should be free of spots and watermarks. All other surfaces of the fountains should be free of spots, stains, and streaks.

Stairway cleaning:

a. Sweeping and dusting:

1. Stair landings, steps, and all corners of stair treads should be free of loose dirt or dust streaks after sweeping.
2. Stair railings, door molding, ledges, and grills should be dust-free after dusting. The dust should be removed rather than pushed around.

b. Cleaning, polishing, and wall spotting:

1. Glass surfaces should be cleaned and free of any smudges, finger marks, and dirt.
2. Handrails, doorknobs, and other surfaces should be clean and polished to an acceptable luster.
3. Walls up to a standing height should be free of finger marks and other dirt marks.

c. Mopping and scrubbing:

1. Stair landings should be free of loose and/or caked dirt particles after mopping or scrubbing and should present an overall appearance of cleanliness.
2. Walls, baseboards, and stair risers should be free of watermarks, scars from the equipment’s striking the surfaces and splashing from the cleaning solution.
3. All surfaces should be dry, and the corners and cracks clean after dry mopping.

Elevator and escalator cleaning:

a. Vacuum cleaning and dusting:

1. Interior surfaces of elevator should be free of loose dirt and dust streaks.

b. Cleaning, polishing, and wall spotting:

1. Handrails, controls, and other surfaces should be clean and polished.
2. Walls should be free of finger marks and other smudges.

c. Mopping, waxing, and polishing:

1. Elevator walls should be free of splash marks, floor should be clean, and base plates and thresholds polished.

d. Landings and treads (escalators):

1. The landings and treads should be free of loose dirt, dust streaks, and gum or other foreign substances.

e. Cleaning, dusting, polishing, and wall spotting (escalator):

1. The walls and all objects in the area should be free of finger marks and other smudges.
2. Handrails and glass should be cleaned. Wood and metal surfaces should be cleaned and polished.

Restroom cleaning

a. General:

1. Trash containers should be emptied, clean liners inserted.
2. All sanitary receptacles should be cleaned, both inside and outside, and contain a new liner.
3. No trash should be on the floor.

b. Replenishment of supplies:

1. All dispensers of supplies should be clean and filled with the proper supplies (towels, soap, napkins, etc.).

c. Cleaning of sanitary receptacles:

1. All sanitary receptacles should be empty except for a new “liner”.
2. All sanitary receptacles should be free of spots, stains, and finger marks.
3. All sanitary receptacles should be free of odors.

d. Cleaning of toilet room fixtures:

1. All porcelain surfaces of washbasins, toilets, and urinals should be free of dust, dirt, spots, and stains.
2. The wall surfaces should be free of spots and smears.
3. All toilet seats are to be left in a raised position after cleaning. They should be free of spots and stains, and the seat hinges should be free of mold.
4. The plumbing fixtures should be free of mold and water stains.

e. Cleaning supply dispensers, tile walls, stall partitions, doors, shelves, mirrors, and floors:

1. All supply dispensers should be clean and free of finger marks and water spots.
2. All shelves and shelf brackets should be free of gum, dust, fingerprints, water stains, smudges, and other soils.
3. All mirrors should be free of streaks, smudges, water spots, dust lipstick smudges, water streaks, mop marks, and mold.
4. Walls stall partitions, and doors should be free of hand marks, dust, pencil marks, lipstick smudges, water streaks, mop marks, and mold.
5. Floors, especially in corners, should be free of dirt and dust, gum, grease, black marks, loose paper, water, mop stains, and strings. Particular attention should be given to areas under urinals.

Wall cleaning

a. Wall washing:

1. There should be no streaks or spots remaining on walls or signs of overlapping.
2. There should be no smudges/spots at point where cleaning of the lower and upper halves of the wall overlap.
3. No water should have been spilled on floor or furnishings.
4. Walls should be uniformly clean all over.
5. Woodwork on doors, windows, and molding should be clean.

b. Furniture replacement:

1. All furniture, pictures, and other furnishings moved during the wall washing operation should be returned to their original position.

Floor cleaning

a. Preparations for mopping:

1. Cleaning solutions, where used, should have been mixed thoroughly and in the proportion specified without undue spillage of either solution or rinse water.
2. Proper precautions should be taken to advise building occupants of wet and/or slippery floor conditions.
3. The space to be mopped should be properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise cleaning of visible debris.

b. Floor mopping:

1. The mopping work should be performed in such a manner as to properly clean the floor surfaces. Care should be taken to see that the correct type of mixture cleaning solution is used. Proper extraction methods should be used to eliminate residue buildup in seams and discoloring of grout.
2. All mopped areas should be clean and free from dirt, streaks, mop marks, and strands, etc.; properly rinsed and dry-mopped to present an overall appearance of cleanliness.
3. Walls, baseboards, and other surfaces should be free of watermarks, scars or marks from the cleaning equipment’s striking the surfaces and splashing from the cleaning solution and rinse water.
   1. Care should be taken throughout the mopping operation to prevent the liquids and equipment from coming into contact with electrical outlets located in the floor areas or baseboards.

c. Preparation of floor area for waxing:

1. The floor area should be free of dirt, dissolved wax particles, cleaning material residue, streaks, mop strands, and otherwise be thoroughly cleaned.
2. Walls, baseboards, furniture bases, and other surfaces should be free of water marks, marks form the cleaning equipment, and splashing from the cleaning solutions.
3. All cleaned surfaces should be wiped dry and the floor ready for application of the wax.

d. Waxing:

1. The surface waxed should have the proper type of wax applied in accordance with best operating practices.
2. The wax should be applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas and allowed to properly dry before being polished.
3. Walls, baseboards, furniture, and other surfaces should be free of wax residue and marks from the equipment. Covering for wall protection should be used in areas where paneling or cloth fabric is found.
4. The waxed area should be free of streaks, mop strands, marks, skipped areas, and other evidence of improper wax application.

e. Buffing:

1. Waxed or damp-mopped surfaces should be dry to the touch before being buffed.
2. Baseboards, furniture, and equipment should not be disfigured or damaged during the buffing work.
3. The furnished area should be polished to an acceptable, uniform luster, and should be free of extreme highlights from the brushes of the machine.

f. Furniture arrangement in waxed area:

1. All rug edges should be replaces to their proper position.
2. All moved items of furniture and office equipment should be returned to their original position.
3. Care should be exercised to avoid damage to building and/or office equipment during movement of furniture, etc.

g. Preparation for floor scrubbing:

1. The machine and other equipment should be checked and readied for work in a careful and thorough manner.
2. Additions of motor oil, where required, should be accomplished in a safe and careful way so as to avoid spillage and overfilling.
3. Cleaning solutions should be mixed thoroughly and in proportions specified without undue spillage of either solution or rinse water.

h. Operation of machine:

1. Only authorized personnel having sufficient instructions as to the proper and efficient operation should operate the mechanized equipment.
2. The scrubbing machine should be started and operated in a safe and reasonable manner.
3. Care of the mechanical equipment should be exercised at all times during its operations to avoid damage to personnel, the building, and equipment.

i. Floor scrubbing and rinsing:

1. Proper precautions should be utilized to inform the building occupants of wet or slippery conditions during the scrubbing operation.
2. The scrubbing work should be performed with proper cleaning solutions and procedures.
3. All areas, including areas inaccessible to the machine and which are cleaned by means of deck scrubbing brushes and/or mops, should be clean and free of dirt, water streaks, mop marks and strings. The areas should then be properly rinsed; and dry-mopped to present an overall appearance of cleanliness.
4. Walls, baseboards, and other surfaces should be free or watermarks, scars from the cleaning equipment’s striking the surface, and splashing from the cleaning solution and rinse water.

Waste disposal

a. Paper and trash collection, removal and disposal:

1. Bagged trash should be removed nightly and deposited into a dumpster, located on site.
2. All unused waste collection bags should be in the proper storage locations.
3. Cardboard boxes should be broken and deposited in trash storage room.

5. Cleaning Frequency Standards

Cleaning should include the following items and should be performed not less frequently than the times stated.

General Cleaning – five (5) days per week

* + - 1. Empty and clean all wastebaskets, sand urns/jardinières, receptacles, ashtray, etc. Damp dust or wet wipe and dry polish as necessary. (Liners should be placed in receptacles and wastebaskets.)
      2. Remove all trash and waste paper to dumpster.
      3. Dust and wipe clean all office furniture, fixtures, and desk accessories, including telephone, and return to their proper places.
      4. Vacuum all carpet and rugs.
      5. Spot clean woodwork, doors, light switched, and walls to remove smudges and fingerprints.
      6. Spot clean all doors and sidelights, partition glass, and glass furniture as needed.
      7. Clean and polish drinking fountains.
      8. Sweep all exterior entrances and vacuum all entrance mats.
      9. Wash and polish all rest room, shower, and locker room mirrors, powder shelves, bright works, dispensers, etc.

j. Clean and sanitize all rest room, shower room, and locker room fixtures. Toilets, washbasins, urinals, shower walls, and floors should be kept free of scale and mildew. Wash and sanitize top and underside of toilet seats and benches.

k. Refill soap, towel, and tissue containers and holders.

l. Wipe down toilet partitions, counters, and walls around washbasins.

m. Mop all rest rooms and shower room floors.

n. Mop and spray buff lobby entrances.

o. Mop outside main lobby entrances.

p. Wipe clean windowsills and other horizontal surfaces nightly.

r. Empty and sanitize all receptacles and sanitary disposals.

s. Clean building directories and remove fingerprints and smudges.

t. All counter tops of wet bar areas should be wiped down nightly and sinks should be cleaned if free of dishes.

u. Clean and polish water coolers.

v. Blackboards and chalk trays should be cleaned as requested or when tenant writes, “Please clean”, on the blackboard.

w. Clean all lobby furniture, remove all fingerprints and smudges from the metal and glass trim on furniture.

x. Clean all mirrored walls and columns. Remove all smudges and fingerprints.

General cleaning – weekly

a. Vacuum upholstery in executive areas.

b. Spot mop and buff tile floors in the lobbies.

c. Spray buff all coffee/copy room floors.

d. Machine scrub, wash, and buff all resilient tile and concrete floors.

e. Wash down with disinfectant all ceramic tile walls, toilet partitions, ledges, sills in rest rooms, shower rooms, and locker rooms.

f. Wash all door glass and sidelights.

g. All vertical surfaces of desks, files, and other furniture should be dusted with clean cloth.

h. Paneled walls should be dusted with a clean cloth.

i. Rest room air supply and return grills should be thoroughly cleaned.

j. Sweep and dust stairwells in garage.

General cleaning – monthly

a. Dust all cabinets, files, chairs, chair rails, paneling, sills, trim, and baseboards.

b. Dust picture frames and picture glass.

c. Dust exterior of all lighting fixtures and air conditioning grills.

d. Venetian blinds are to be dusted or vacuumed.

e. Remove cobwebs from all recessed areas.

f. Remove high cobwebs from entry areas.

General cleaning – quarterly

a. Dust and spot clean where necessary all vertical surfaces such as walls, partitions, ventilating louvers and other surfaces not reached in nightly or monthly cleaning.

b. A ladder should be used on all shelves, cabinets and other objects in tenant offices to remove high dust.

c. Vacuum upholstery and draperies.

d. Wash desk floor mats.

e. Dust and wipe clean all closet shelving when empty, and sweep carpet or dry mop all floors in closets if such are empty.

Elevator cleaning

a. Elevator surface should be wet mopped and spray buffed daily.

b. Exterior doors and trim should be dusted and fingerprints and smudges removed daily.

c. Fingerprints and smudges should be removed daily from the interior doors and panels. The interior walls should be wiped and cleaned daily.

d. Ceilings should be dusted monthly.

e. Elevator thresholds should be brushed clean and polished daily.

Floor cleaning

a. Hard surface.

1. Common areas: Sweep, wet mop nightly, and spray buff as required. Scrub and refinish monthly, and strip and refinish semi-annually.
2. Tenant areas: Dust mop and mop nightly, spray buff weekly, scrub and refinish monthly, strip and refinish quarterly.
3. Rest room floors: Strip and re-seal monthly; keep grout clean at all times.
4. Scrub and polish door thresholds daily.

b**.** Concrete floors.

1. Dust mop nightly, damp mop weekly, and scrub and seal quarterly.
2. Police building stairwells weekly, wet mop monthly, scrub and seal annually.

c. Wood floors.

1. Dust mop daily.
2. Spot damp mop for spillage daily.
3. Wax and buff floors according to installer’s instructions.

d. Carpet floors.

1. Thorough vacuum nightly.
2. Spot removal as required.
3. Common area carpet on multi-tenant floors shall be shampooed quarterly.

e. Lobby floors.

1. Wet mopped and buffed nightly.
2. Wash and scrub weekly, spray buff with wax application weekly.
3. Grout should be kept clean and free of spotting at all times.

f. Computer and word processing raised floors (plastic).

1. Electrical outlets used for computer equipment should never be used by cleaning personnel.
2. Dust mop with a treated mop and spot clean with a wet mop. Mop bucket should be left outside computer room at all times.
3. Spray buff monthly.

6. Special Requirements

a. Tenant space cleaning before and after move-in (details and schedules should be arranged by the Property Manager and Cleaning Supervisor) are not included in the basic services provided by this contract. However, these services can be provided at an additional charge.

1. Property Manager and Cleaning Supervisor must mutually agree to the charge of these services, prior to services being rendered.

b. Clean vacant floor rest rooms and common area weekly, and cleanliness level should be the same as occupied floors.

7. Special Rules and Regulations

a. No computer should ever be unplugged. If lamps, etc. are unplugged so outlet may be used for vacuuming, all unplugged items should be re-plugged and left as originally found.

b. Vending machines, refrigerators, ovens, etc. in tenant’s spaces are not to be used by the cleaning crew. No eating is allowed in tenants’ space or common areas.

c. Telephones may not be used by cleaning crew, except by cleaning supervisor, who may use management office or secretary desk telephones for business or emergency calls only.

d. No radios or other personal property of tenant’s may be used by cleaning crew.

e. Cleaning crew should work behind closed doors when possible. All exterior suite doors should be closed while cleaning is being performed.

f. Only employees of the cleaning contractor may be on premise. No friends or family members, including children, are allowed in the building or on the property.

g. Cleaning contractor should not make a practice of taking applications or interviewing potential employees on the property.

8. Inspection Reports and Follow-Up

As cleanliness of the building is the end product of the effort put forth, a good system of inspection or follow-up is the only way management can properly control the cleaning operation and insure full value for the money spent.

In order to maintain an effective inspection program, there must be a direct line of communication between the housekeeping services contractor and the property management.

It is therefore, requested that the following program be implemented.

a. The cleaning supervisor should be available to meet daily with the property manager or assistant to review the previous evening’s activities and to communicate special requests, problems, etc.

b. The division manager should meet with the property manager once each month to:

1. Complete a formalized tour of the facility to inspect the quality of work, consistency of the work, adherence to cleaning specifications, and review tenants needs. An inspection sheet should be provided to the building manager.
2. The housekeeping services supervisor should use an inspection checklist provided by the University.
3. Each inspection should relate to the total housekeeping responsibilities for appearance and maintenance of the building. Each inspection report should note, for example, any abnormal condition in any area, etc. The housekeeping supervisor for work assignment, scheduling overtime, and for budgeting purposes should use these notes.

c. The division manager should meet with the property manager once each quarter to have a “surprise” inspection of the facility:

1. Complete a formalized tour of the facility to inspect the quality of work, consistency of the work, adherence to cleaning specifications, and review tenants needs. An inspection report should be provided to the building manager.
2. The housekeeping services supervisor and building manager should use an inspection report provided by the University.
3. Each inspection should relate to the total housekeeping responsibilities for appearance and maintenance of the building. Each inspection report should note, for example, any abnormal condition in any area, etc. The housekeeping supervisor for work assignment, scheduling overtime, and for budgeting purposes should use these notes.
4. The quarterly inspection report should be kept as performance records on vendor’s file and be present at the vendor’s quarterly review.

9. Building Specifications

The University of Texas Health Science Center at Houston’s Professional Building is owned by the University and leases spaces for tenant usage.

The Lease Property Manager’s Office will release a monthly report to the housekeeping supervisor to notify tenant occupancy/vacancy. Should any space become vacant, the Lease Property Manager’s Office will notify housekeeping supervisor 30 days in advance to cease housekeeping services. The same will be established for any new tenant occupancy to begin housekeeping services.

The Professional Building has a square footage of 252,998 plus 40,483 common area, totaling 293,481. The table below outlines the total square footage by floor and the usable and vacant spaces for March 2018.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **SQUARE FOOTAGE** | | |
| **FLOOR** | **Mar**  **2018 USABLE** | **Mar 2018 VACANT** | **Cleanable Total** |
| **Basement** | 18438 | 6640 | 11798 |
| **1** | 20805 | 1145 | 19660 |
| **2** | 26115 | 150 | 25695 |
| **3** | 19159 | 0 | 19159 |
| **4** | 19132 | 941 | 18191 |
| **5** | 19467 | 0 | 19467 |
| **6** | 18839 | 0 | 18839 |
| **7** | 14148 | 0 | 14148 |
| **8** | 14698 | 0 | 14698 |
| **9** | 14794 | 0 | 14794 |
| **10** | 14336 | 0 | 14336 |
| **11** | 14414 | 0 | 14414 |
| **12** | 14405 | 0 | 14405 |
| **14** | 14158 | 0 | 14158 |
| **15** | 10102 | 0 | 10102 |
|  | **253,010** | **8,876** | **244,134** |
|  |  |  |  |

|  |  |
| --- | --- |
| **COMMON AREAS**  **(16% TOTAL AREA)** | **40,483** |

|  |  |
| --- | --- |
| **TOTAL SQ. FOOTAGE**  **(CLEANABLE Area for March 2018 )** | **284,617** |

1. SERVICE

The monthly rates will fluctuate as tenants occupy and vacate the building and should be billed accordingly.

1. PERSONNEL

Three day porters will provide coverage Monday through Friday.

The staffing at night, including management, will be sufficient to accomplish the scope of work.

1. SUPPLY

Supply cost will be billed on a monthly basis at the actual usages with a percentage add on fee.

1. SPECIAL REQUEST

Services and frequency for cleaning are outlined in these housekeeping specifications. Any services in addition to the regularly scheduled services are considered special request.

Tenant special request(s) for additional services are as follows:

* Shampooing Chair
* Carpet Shampooing
* Waxing floors
* Construction Clean-up

Tenant special request(s) will be communicated to housekeeping supervisor and staff on the communications log.