

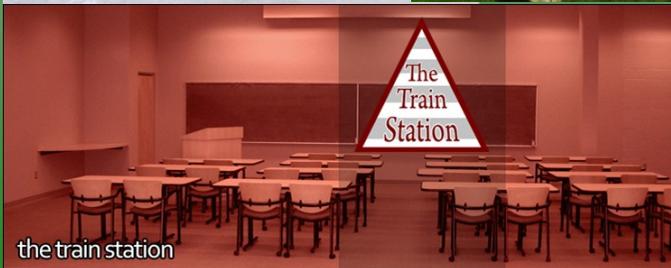
Celebrating

25 Years



SPARKLE-UNISERVE
COMMERCIAL FACILITY SERVICES





the train station

Who We Are

Founded in 1985, Sparkle Services Inc. is a mature, progressive company and a leader in the building services industry. We have been built on a philosophy of partnership, a philosophy which guides us in working harmoniously with clients to identify and meet their needs in the most efficient and effective manner possible.

Sparkle provides superior cleaning services at facilities ranging from small, local banks to schools and municipal buildings to large, multi-level offices. No matter the size of the job, we stand behind our work and go above and beyond. We have researched and tested equipment, procedures and technology to offer the best possible results.

Our commitment to customer service doesn't end there. In an effort to ensure that each customer's experience is a positive one, Sparkle has implemented a number of quality control measures. We strategically place dollar coins under desks and behind furniture to continually challenge our staff and to assess their performance. Random onsite inspections also enable us to maintain the standards we have established with each customer.

We understand that each business is unique and we design a customized cleaning plan to meet each customer's specific needs and budget. Whether your space features tile, hardwood or carpet, we will use the best available products to ensure that it is properly cleaned, including in and around tough corners and edges. Our state-of-the-art equipment allows us to clean better and faster than ever before.

Sparkle Services Inc. has earned the reputation of being a leader in the building services industry. Whatever your commercial cleaning needs and requirements, we will provide the program design, staff and supervision to get the job done right. Sparkle Services is the best choice to handle your cleaning needs.

Our History

~1985~

On March 24, 1985, Jeff Tingley and Kim Grzech purchased a used vacuum cleaner with a personal Visa credit card. To dust, a clean tube sock was used. In that first month, sales totaled \$40. Sales were particularly difficult to secure without a history of success. It didn't help that Jeff and Kim were so young; imagine handing the keys of your building to a 20-year-old! Jeff knew they would have to be able to show a track record before the company could really market itself. They began offering their services at a reduced rate so that they could build the needed history. Jeff worked during the day as a sales representative for Springfield Sugar, a grocery wholesale company. This allowed them some time to acquire a reputation — a Chevrolet Citation would be replaced with a new black Chevrolet van, accompanied by a loan for \$11,000. There was no need to buy a computer or cell phone; they didn't exist! A type writer, carbon paper, paper ledgers and 22-cent stamps were the basic office supplies and tools. The company office was located next to the living room in Jeff and Kim's two-bedroom apartment. Jeff resigned from his job at Springfield Sugar and began to work on Sparkle full-time, though the first few months were very difficult. Jeff remembers doing work for a local pizza restaurant where the pay was in food to bring home.

Remembering 1985

- In January, VH1 had its broadcasting debut.
- In November, President Reagan and Soviet leader Mikhail Gorbachev met for the first time.
- Gasoline was \$1.09 per gallon.
- Compact Discs were introduced in U.S.



Our First Office



Our First Vacuum and Broom

Construction clean-up became a new part of the company's operations. Four new housing developments were being built by Ridgewood Homes, projects which were a large source of work. Soon Sparkle had secured the business of most of the new housing developments in the area. For \$125, each house had its windows washed inside and out, its bathrooms scoured, its cabinets cleaned and the whole house was swept and vacuumed. Expanding into construction clean-up taught Jeff and Kim several very important things that still guide Sparkle today. One of these lessons was the benefits of trying new things and Sparkle learned to continually test what it does and uses. Sparkle's commercial sales continued to grow as companies such as Eli Lilly Pharmaceutical and ABF Trucking signed contracts with them, affording the company stability. The housing market turned off as quickly as it had turned on, so Sparkle needed to head more aggressively into the commercial field and diversify its service offerings.



Our First Computer

Accounts Included:

Leybold Heraeus, Ridgewood Homes, Century 21 Alaimo, Century 21 Cornerstone, Flying Tigers, Eli Lilly Pharmaceutical, ABF Trucking

~The Late 1980's~

Working from home was becoming inefficient. Because of the lack of space, Jeff and Kim rented a small building from M&M Painters on Broad Brook Road in Enfield. They needed to gut and renovate the entire building to make proper office and storage space. Moving the company in a more aggressive fashion meant even longer hours. Now married, Jeff would sell during the day while Kim would do the administrative work and some cleaning. They would meet for dinner and then clean together until 10 PM or later. Because the office needed to be built, Jeff would work on the construction of the office after 10 PM. On one such night, Jeff can recall literally collapsing from exhaustion. During those trying times, Sparkle kept true to the idea that it could offer great services at reasonable prices, a value that the company carries with it to this day. Local business people, the Chamber of Commerce and customers were of great support and encouragement. Sparkle always challenged itself to improve its processes, a challenge that was born from a desire to serve its customers as well as possible.



Jeff Tingley at Sparkle's first office in his early 20's

Sparkle was growing out of its space on Broad Brook Road and soon relocated to a larger building on Abbe Road in Enfield. This was the year in which Sparkle hired its first employees, Cindy and Beth. Both of these women were great, hard-working moms from Somers, Connecticut. At this time, Della Construction signed a contract with Sparkle, an event that made them Sparkle's largest account. The company worked hard at keeping them happy so Della would never want to sign a contract with any other company. After experiences with this account, Jeff added a very important feature of today's contract. Many companies today like to have the customer sign a three- or five-year contract, but Sparkle maintains a contract length of only one month. This allows the customer to cancel the contract at anytime with 30 days notice. This one feature of the contract keeps Sparkle serving the customer the way they should be served year after year. Sparkle has lost very few customers over the years and is proud to say that once it has a customer, it usually keeps it.



Sparkle Carpet Care Van at Abbe



Della Construction Aerial View

~1992~

Sparkle continued to grow, adding office space, vehicles and employees. The company had made it past the five-year milestone, a time by which most businesses fail. Sparkle entered into a new era of learning how to manage staff, money and equipment to deliver what Jeff and Kim had once delivered themselves. Computers were still not very advanced, and tracking equipment and service quality was a lengthy process done by hand. The economy at this time was just beginning to pull out of a recession. Sparkle built its first training room to train its employees to the standards promised to customers. In addition, nightly supervision was indispensable for supporting the training that had been given and so a night supervisor was hired to do inspections, additional training and, in some cases, retraining. During this time, a fun way to challenge our staff for superior quality was developed, which is still in use today. Laminated dollar coins were hidden in secret areas in the building being serviced. When the employee found the coin, they would be paid the amount shown on the coin. It was surprising to see the enthusiasm that this program injected into operations.



~1994~

Raffia Road Plaza would be Sparkle's home for the next seven years. Eventually, the company would occupy just about all of the second floor office space. Sparkle had begun to develop long term relationships with its customers and realized the value of these relationships. Many customers had been inquiring since the early 1990's about additional services to their buildings, such as painting and repairs. As a result of this growing number of inquiries, a sister company called Uniserve was started, which in 2010 made up half of the company's sales. The trust that developed between Sparkle and its customers was paramount in being asked to do things not yet offered. Kim had left the business because there were now two boys at home to be brought up; but she understood the business well and would help to solve many business issues over the years.





~1999~

Sparkle-Uniserve was now offering a variety of commercial cleaning and repair services. The company had developed a team of people who really cared about what was being done. Each one of them understood the importance of their role on the team. This became the culture of Sparkle. As the 1990's came to a close, the company had transformed from a cleaning company into a complete commercial facilities solution for its customers. One of the new services provided by Sparkle was epoxy coatings for concrete floors. The first of these epoxy jobs to be completed was at the Enfield location of Upjohn Pharmaceutical.



1996

1998

2002

1999

2003

~2007-2010~

In 2007, Sparkle-Uniserve moved to its current location at 119 Post Road in Enfield, Connecticut, the former home to the Sterling Machine Company. A considerable amount of construction had to be done to make the building what it is today. Almost all renovation was accomplished by company employees, avoiding the need to subcontract work. Offices and meeting rooms occupy the first and second floors with ample space for supporting all field operations. There is also a large training area and cafeteria which allow for group meetings and training. As a continued commitment to our process and product improvement, all facilities have been organized to support all functions of the business in an efficient manner.

Sparkle-Uniserve has been certified in all aspects of commercial cleaning. Office staff allows Sparkle to say that there is no waiting time when you call the office and want to speak to some one that can help. There are specialized trainers, supervisors, dedicated floor teams, and special projects personnel to meet almost any need in the commercial cleaning field. The office is outfitted with computers that track vehicles, handle work orders online through a customer web portal and signal when employees have checked in or out of buildings. Sparkle has been distinguished as one of the top 50 companies in Connecticut and as one of the top 500 companies in the country. Sparkle uses some of the most advanced cleaning products and equipment in the industry today. The company employs about 25 people, serving over 60 different customers and cleaning over a million square feet per day. Sparkle is recognized by PICS and holds a major contractor's license with the State of Connecticut. Sparkle has grown and changed over the years, but all of it serves one basic goal: to serve customers with a high-quality service at a fair price. The desire to serve the customer has never been stronger.



Where We Are Now

~2010~

Today, Sparkle Services has over 60 customers with over 100 buildings being serviced. The company started off with just two employees and now has over 25 hard-working, reliable employees who are like family. Sparkle is located just off the highway in Enfield, Connecticut, a positioning that allows us easy access to customer's various locations throughout multiple states.



Who We Are



Jeff Tingley—Co-Founder and President

- Attended ECSU
- 27 years managing Sparkle Services Inc.
- Certified in numerous facility related programs
- Board of advisors for St. Joseph's home
- President of CCT
- Co-inventor of a patent
- Dale Carnegie— 3 awards
- Vice chair of a housing authority



Charlene Mitchell— Operations Manager

- Former Territory field auditor
- Customer Service Manager –10 years
- Numerous business training cert. and skills
- Branch manager of a local bank



Christina Tedone— Area Supervisor



Jennifer Wood—Administrative Assistant

- Graduated from Suffield Vo-Ag in 2004
- Managed several retail stores
- Managed florist business in Tampa, Florida
- Has worked for Sparkle for over two years
- Started at Sparkle in quality control



Kim Tingley—Co- founder and Bookkeeper

- Born and brought up in Brookfield, Connecticut
- Attended ECSU
- Co-founder of Sparkle Services
- Substituted in Enfield Public Schools for three years
- Operated in-home daycare for three years
- Returned to Sparkle in 2011 to perform bookkeeping



Nicole Carabelli

- Degree in Office Administration from Briarwood College
- Connecticut Real Estate Salesperson License
- Connecticut Notary Public
- 15 years as an office administrator
- Executive Board of Somers Cub Scouts

Some of the Company we keep



Adopting Technology Throughout Company History

As part of its commitment to be on the leading edge of serving its customers with the best products and processes, Sparkle began using ProTeam Backpack Vacs in 1989. In 2004, Sparkle was recognized for having one of the oldest operating ProTeam vacuums. We recognized the benefits that using these vacuums had for our customers as well as for our employees. At the time, most the industry didn't use this type of vacuum. Today, this type of vacuum is the most widely used vacuum in the industry.



Sparkle was also among the first in the nation to use the Ionator, a water-based cleaning system that uses ionized water instead of chemicals. It cleans faster and more effectively, killing germs in seconds as compared to minutes with some of the best cleaning agents available.



Sparkle's Training Center



What We Do

Green Cleaning

Sparkle utilizes a variety of environmentally friendly products, including Activeion Cleaning Solutions' Ionator. This revolutionary device uses ordinary tap water to replace up to 47 of today's general purpose cleaners. Our commitment to green cleaning has earned us Green Seal certification.



Office Cleaning

All businesses benefit from our full range of cleaning services and products. With a cleaning schedule comprising daily, weekly and monthly tasks developed specifically for your needs, we'll keep the rooms and offices in your facility clean from top to bottom. Both daytime and nighttime cleaning services are available.

24/7

Hard Floor and Tile Floor Cleaning

Specialized care programs are available for tile and other hard-surface floors. All programs include attention to edges and corners. Sparkle has all the high-end equipment necessary to resurface tile floors, including equipment for stripping, burnishing, scrubbing, and waxing.



Carpet Cleaning

From simple spot cleaning to shampooing, steam cleaning and bonnet cleaning, Sparkle will help extend the life of your carpets and keep them looking great.

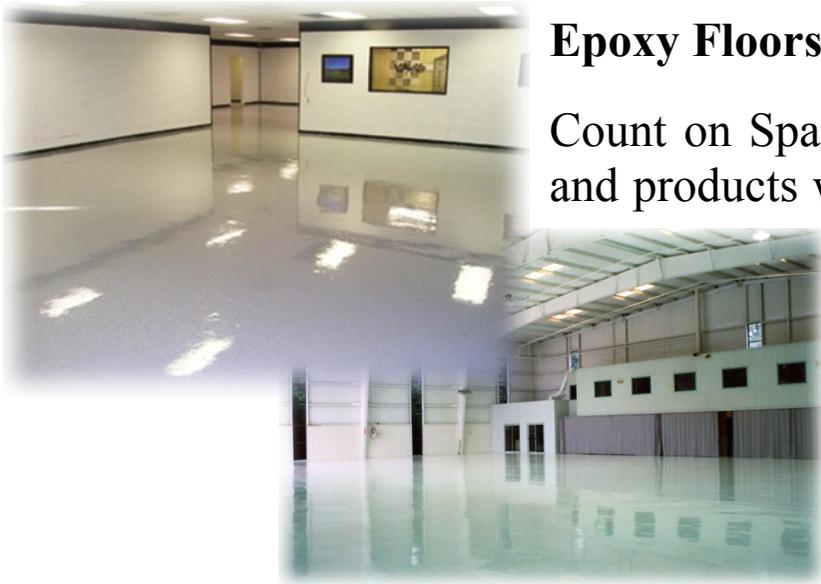
Area Carpet Rental Service

For the convenience of its clients, Sparkle offers an area carpet rental service. This service also includes cleaning of the carpets.



Cleanroom Services

Different types of rooms require different levels of cleaning. From lunch rooms to cleanrooms and everything in-between, Sparkle's trained personnel will handle all necessary cleaning and sanitizing.



Epoxy Floors and Warehouse/Dock Cleaning

Count on Sparkle to help protect the cleanliness of your assets and products with an appropriate floor coating and maintenance program.

Supply Protection Plus

Put us in charge of all your product needs. We'll order the products, organize storage of the supplies in your facility, and maintain adequate supplies.





Window Cleaning

With Sparkle's window cleaning service, your windows will shine, inside and out, all year round.



Grounds Maintenance

We'll keep your facility at its best, even outside. Our grounds maintenance program includes year-round maintenance to keep entryways and parking lots safe and presentable.



Construction Clean-Up

Construction clean-up requires scheduling flexibility, detailed administration and a special team of workers. Twenty five years of experience has allowed Sparkle to acquire the knowledge of how to put together just the right cleaning crew for each construction job.



Uniserve

As mentioned earlier, there was an increasing customer demand for Sparkle to provide more services. This demand for a greater diversity in the services performed by Sparkle led to the creation of Uniserve. But just as with Sparkle, Uniserve took some time to develop. Even though Sparkle was using the slogan “Connect to Uniserve” as early as 1992, this type of company was a new concept to the marketplace and needed time to develop its operations and customer base.



In the beginning, Uniserve did mostly commercial repairs of buildings; at that, most were small in nature. However, as time moved on, we tested our talents on larger commercial jobs, including facility renovations and larger state projects.

Uniserve offers a valued service to customers in New York, Connecticut, Massachusetts and Rhode Island. We have served chain stores, management companies, the government, and our local Sparkle customers in everything from construction and renovation to pavement servicing and painting. For a chain of daycare centers, we even fixed their toys! Uniserve will continue to grow in a fashion that benefits our customers’ needs and geographic locations, even if that means expanding into new states.





Preserve Your Building

Our sister company, Uniserve Facility Repair & Maintenance combines the best vendors in the industry, coupled with technology and personnel that allow for the most efficient management of all your facility's needs.

Uniserve's Services

Painting
Facility Repairs
Curbing
Light Bulb Management
Safety Audits
Baseboard Repairs
Caulking
Dispenser Installation
Fire Safety Audits
Roof Drain Cleaning

Small Renovations
Picture & Sign Hanging
Door Repairs/Replacements
Safety Bollard Installations
Floor Resurfacing
Cabinet Repairs/Replacements
Ceiling Tile Replacements
General Facility Repairs
Ground Maintenance
Roof Inspections



Jobs Done by Sparkle- Uniserve



Regeneration of Floor Surfaces



Curbing, Sidewalks and Pavement



Replacing Flooring



Light Bulb Replacement



Janitorial Services



Renovation of Offices and Restrooms



Epoxy Flooring



Warehouse Rack Safety Anchoring



Snow Removal from Rooftops



General Cleaning Services

Sparkle Fun



Open House



Asnuntuck College Scholarship Foundation



Open House



Asnuntuck Murder Mystery



Somers Lions Club Golf Tournament



Chamber of Commerce—Dancing with the Stars



Allied Community Visit to Sparkle



Float Done in Sparkle's Shop for Enfield High School

Awards & Certificates



State of Connecticut
 Department of Administrative Services
 Supplier Diversity Program

This certifies
Sparkle Services inc
 119 Post Rd, Enfield, CT 06082
American Indian Owned
Small/Minority Business Enterprise
 September 24, 2010 through September 24, 2012

as a

Owner(s): jeffrey tingley

Contact: Jeff Tingley Telephone: (860) 253-9130 Ext: FAX: (860) 253-9138
 EMail: sparkle.services@icglobal.net Web Address: www.sparkleservicesinc.com

"Affiliate Companies:

Product Description: facility management, complete janitorial services, facility repairs, paper products

My Malloy
 Supplier Diversity Director

John Blum
 Supplier Diversity Specialist

**A contractor awarded a contract or a portion of a contract under the set-aside program shall not subcontract with any person(s) with whom the contractor is affiliated.

Dannel P. Malloy
 GOVERNOR
 STATE OF CONNECTICUT

March 11, 2011

Jeff Tingley
 Owner
 Sparkle Services, Inc
 119 Post Rd
 Enfield, CT 06082

Dear Friends:

On behalf of the State of Connecticut, it is my pleasure to extend greetings and congratulations as you celebrate Sparkle Services, Inc's recognition as a top business by DiversityBusiness.com.

I join with the staff of DiversityBusiness.com in commending Sparkle Services, Inc and all at the company who have worked hard to achieve this honor. This designation is a testament to your exceptional service and your dedication to Connecticut's economic success in the future. Your contributions are a major asset to Connecticut's business community and a great benefit to all of the citizens of the state of Connecticut.

It is a pleasure to extend my words of tribute to the company. Please know that you have my best wishes for continued success in the future.

Sincerely,

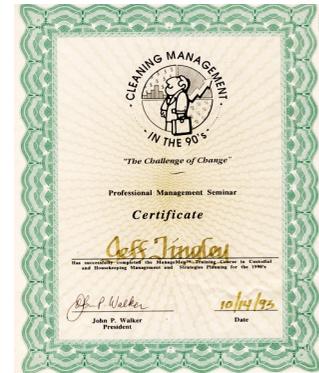
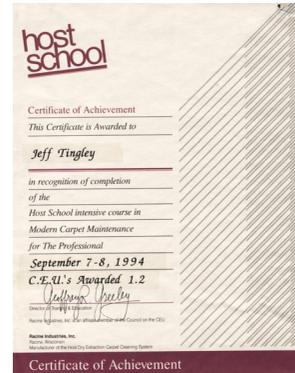
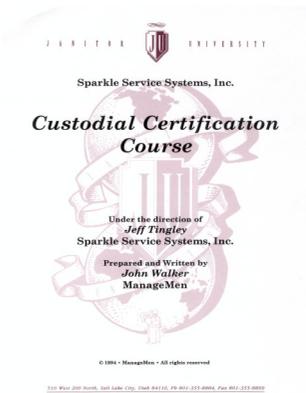
D. Malloy
 Dannel P. Malloy
 Governor

DPMJ

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 120 CAPITAL AVENUE, HARTFORD, CONNECTICUT 06106
 TEL: 860/509-0101 • FAX: 860/509-7100 • WWW.GOVERNOR.CT.GOV
 Governor.Malloy@ct.gov



Awards & Certificates



Sparkle believes in a healthy Earth, a belief which led to our receiving the Green & Clean Award from Rovic. We use environmentally friendly cleaning chemicals that are not only safe for the Earth, but safe for your health as well!



Every year, Sparkle recognizes vendors who have gone above and beyond in fulfilling our needs. In 2007, we awarded Tom Grenier from Rovic, Inc. our Vendor of the Year award for always being there to help with questions and concerns.

In 2008, we awarded Dalene Flooring our Vendor of the Year award.



In 2009, we awarded Nick Deni from the Jarrett Agency our Vendor of the Year award.



Some of the Companies who have selected Sparkle

AAA Aircraft Supply

AB Container

ABF Freight Systems Inc.

Aerospace Alloys, Inc.

Atlas Metal Works LLC

A.W. Hastings

BASF Catalysts LLC

BKM

Briarwood Homes LLC

Bright Horizons (3 locations)

Cheviot Corporation

CNC Engineering

Connecticut Water Co

Culligan Water

Cuno

Dalene Flooring

Della Construction

Domino's Pizza

Eli Lilly

Enfield Medical Partners

Enterprise Rent-a-Car

Enterprise Builders

Eppendorf

FED EX

Fischer Technologies

Fuss & O'Neil

Hallmark Cards

Home Depot Distribution

Integrity Graphics

Iron Mountain (2 locations)

John Wagner Association

Kelly Fradet Lumber

Mazak Corporation

Molina's Café

Pratt & Whitney

Praxair

PTI Industries

Raffia Farms

Redland Brick

RTI Connecticut

Spazzarini Construction

Timet

Timken Aerospace

Tri-State Diesel

Wire & Plastic Machine

Sparkle in the Community

Reaching out to help the community around us

Allied Community

Asnuntuck Foundation

Cans for Kids

Child Safety Program

Children's Fund

Connecticut State Police

Cystic Fibrosis

Enfield Adopt-A-Spot

Enfield Adult Day Care

Enfield Clean Sweep

Enfield Police Benevolent

Enfield Public Schools

Johnson Memorial Hospital

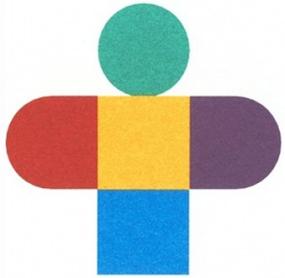
Local Youth Athletics Club

North Central Connecticut

Chamber of Commerce

Relay for Life

Saint Joseph's Residence



**Connecticut
Children's**
MEDICAL CENTER

"CANS FOR KIDS"

The Cans For Kids program has brought the local community together in its efforts to help kids at the Connecticut Children's Medical Center as well as local families that have children who are sick. People from all different backgrounds and career paths have joined together to help separate cans, work on parade floats, give hay rides and a variety of other tasks that all go into the formulation of promoting and growing Cans For Kids.



Since Gary Raffia started this in 1990, over \$530,000 has been donated to the Connecticut Children's Medical Center in Hartford, Connecticut. Donations have also gone to the Enfield Food Shelf and to local kids with cancer.

Drop off locations:

Raffia Farms
95 Raffia Road
Enfield, CT



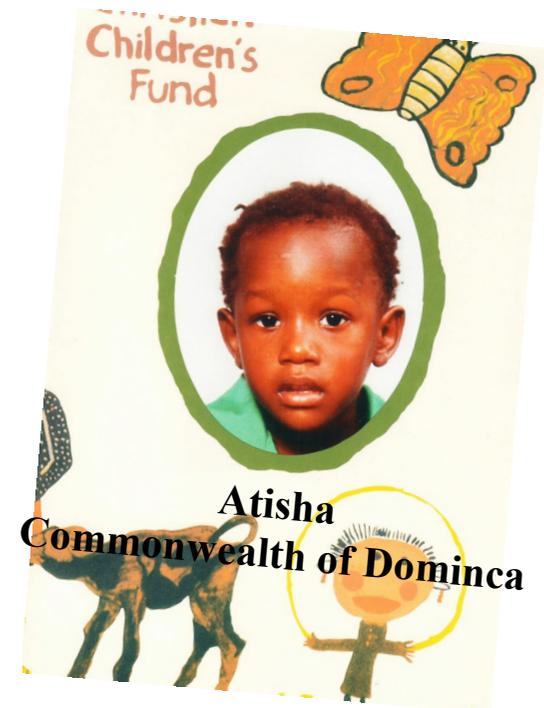
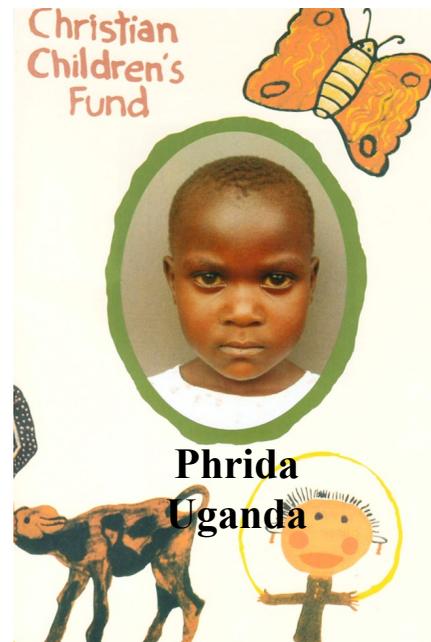
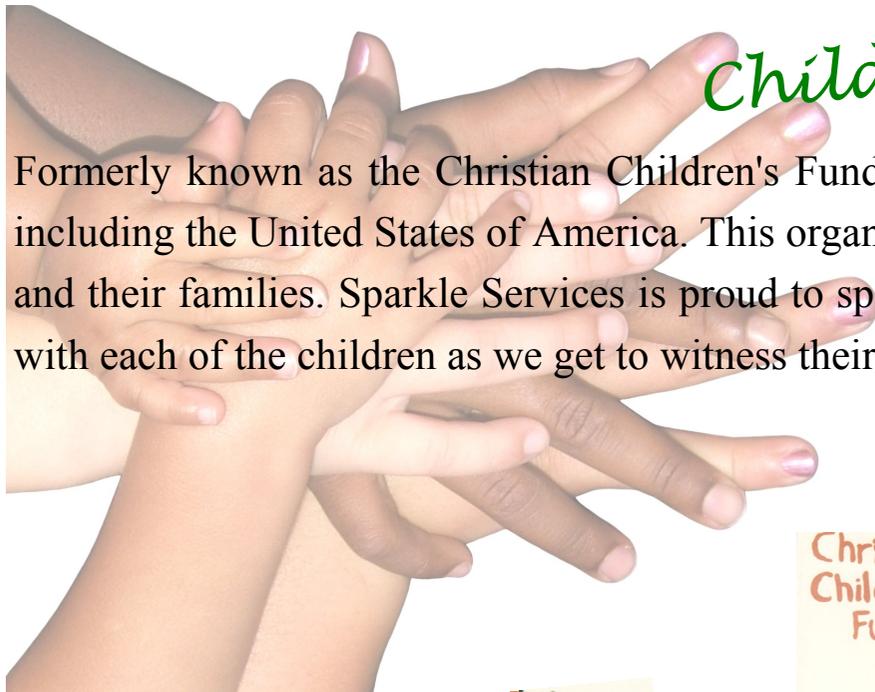
Corky's Auto Parts
430 Spring Street
Windsor Locks, CT



Sparkle Services
119 Post Road
Enfield, CT

ChildFund International

Formerly known as the Christian Children's Fund, ChildFund International helps children in over 30 countries, including the United States of America. This organization has been around for over 70 years helping poor children and their families. Sparkle Services is proud to sponsor three children. It has been very rewarding corresponding with each of the children as we get to witness their growth. You can donate too by going to www.childfund.org!



Customers' Comments

"I have very high standards for cleanliness, as does Mr. Tingley, and I am very happy to say they have met my standards and expectations."

-Charlene Mitchell, Iron Mountain

"Sparkle Services has adapted to our ever- changing custodial requirements in a professional manner and at a fair price. I do not hesitate to recommend Sparkle Services to fulfill the custodial and routine building services needs of any commercial or industrial enterprise."

-Facility Manager, Eppendorf Manufacturing

"Since my tenure with Rovic, I can personally attest to the fact that Mr. Tingley will get involved if necessary to handle any situation requiring immediate attention and help resolve the issue in a timely manner.

-Carol Larkin, Rovic, Inc.

"The best cleaning company we've had in twenty years!"

-Stephen Dellaquilla, Della Construction

"I have worked with Sparkle for over 16 years, during which time they have provided us with excellent service."

-Thomas Rooney, ABF Freight Systems, Inc.

"We were blessed by your professional services and thoughtfulness. We will not hesitate to call on you again."

-Union Baptist Church of Hartford

"Sparkle has done several repairs for our day care center and does an exceptional job. They are courteous to our centers needs and available when we need them."

-Debbie Miller, Bright Horizons

I've truly enjoyed working with Sparkle Services. They've always been courteous, respectful and have maintained a professional manner."

-Eli Lilly Pharmaceuticals

"I have nothing but positive things to say about Sparkle Services and would highly recommend them."

-Bob Clark, Blooms Business Systems



The Home of Sparkle-Uniserve



Sparkle Services
Employing people
from 13 countries



Today our services encompass:

Web based customer portal

Scheduling, tracking, service history, service requests, ordering, and confirmation of services and quality levels!

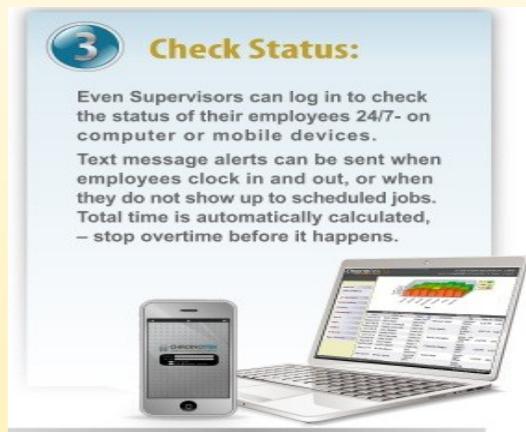
BlueFolder service management



Vektr CQI inspection and quality



Chronotek timekeeping and tracking
= SERVICE RELIABILITY



GPS TRACKING of all vehicles



"If you can measure it, you can improve it". Hillyard-Vektr CQI is the finest facility service quality inspection and quality analysis system on the market today; highlight problem areas, spot trends, results are available over the Web."

It's about people!



The logo for Sparkle Services Inc. is a large, stylized letter 'S' composed of three overlapping, curved bands. The outermost band is light purple, the middle band is light green, and the innermost band is white. The bands are thick and have a slight gradient, giving the logo a three-dimensional appearance.

Sparkle Services Inc.

**119 Post Road
Enfield, CT 06082**

860-253-9130

www.sparkleservicesllc.com