

ENCLOSED WITH YOUR PROPOSAL

Read the Access Log

Ten questions to ask before you hand anyone a key to this building at night.

ACCESS LOG FACTS		10 QUESTIONS · 90 SECONDS OF MATH
VERIFICATION	Every one of these ten questions is answerable on the spot by a company that actually works the way it says it does.	
WARNING	There is no access log for a commercial cleaning company. Two quotes describing the same office may not cover who's actually alone with your files after hours — and any claim a vendor won't put in writing is not in the price.	

Every visitor to this building signs something — a log at the front desk, a badge swipe, a sign-in sheet for after-hours access. The building already treats who's inside as something worth recording.

Cleaning companies carry no equivalent. Nothing on a proposal tells you who's actually alone with your files at eleven, whether they've been screened, or where what's in the shred bin actually goes.

So here's the log nobody kept. Ask these of every company you're weighing, ours included. If it helps you hire someone else and hire them well, it did its job.

The ten questions

ASK · WRITE DOWN THE ANSWER · COMPARE ANSWERS BEFORE PRICE

- “Will the same person have keys or the code to this office every night — and who else does?”
A named, assigned individual, with a documented, short list of who else holds access. **Listen for:** “a few of our people” or “whoever's on shift.” An undocumented list is not a list.
- “What background checks run on anyone who'll be alone in this office, and how recently?”
A named screening provider, a defined scope, a recent re-run date. **Listen for:** vague answers, “we know our people,” or anything that skips the provider and the date.
- “Do your technicians sign a confidentiality agreement, and can I see it?”
A standing NDA, signed and on file before the first night, not promised “if needed.” **Listen for:** “we'll get one to you,” or no agreement at all.
- “What happens to paper in the shred bin — shredded on-site, or does it leave the building whole?”
On-site shredding, or a certificate of destruction from a bonded vendor. **Listen for:** “it goes out with the trash,” or no answer about where the bin actually goes.
- “Are files, screens, and desks left exactly as found, or does someone tidy up?”
Nothing moved, nothing left open, nothing photographed for you. **Listen for:** a crew that straightens papers into piles “to make it look nice” — that's handling documents they were never asked to touch.
- “If a file or device is missing the morning after a cleaning, what's your procedure?”
A named contact, a same-day callback, a documented process — written before anything goes missing, not improvised after. **Listen for:** “that's never happened.” A track record is not a procedure.
- “Do you use subcontractors in this building, and are they screened to the same standard?”
A direct answer, and the same background-check standard extended to anyone who isn't your own employee. **Listen for:** “sometimes,” or a standard that quietly loosens for subs.
- “How do you log entry and exit for after-hours access?”
A time-stamped record — alarm code, key fob, or sign-in — that you're entitled to see. **Listen for:** no log at all, or a log the vendor keeps but won't show you.
- “Who inspects the work, how often, and do I get the written score?”
Scheduled inspections, scored, sent to you unprompted. **Listen for:** “we inspect regularly” — a score you never see isn't a score.
- “Show me the written scope with frequencies — and what's excluded.”
Each task against nightly, weekly, monthly, quarterly, with exclusions named out loud. **Listen for:** “general cleaning,” or a scope where everything reads “as needed.” As needed means as remembered.

After hours

Between the time your staff locks up and the time they're back at their desks, one thing is true no matter who you hire: whoever is in this building is alone with everything in it. Your alarm company logs that window. Your insurance prices it.

The only person inside it is the vendor you're evaluating right now. Most of what's confidential in this office is confidential all the time, not only during business hours. A crew that doesn't separate a client file from recycling will find out on your paperwork, on a night nobody's watching.

FIRST — DIVIDE THE QUOTE. THIS TELLS YOU WHAT YOU'RE ACTUALLY BUYING

A \$1,200 / month quote, five nights a week: $\$1,200 \div 21.67 \text{ visits} = \$55.38 \text{ per visit} \rightarrow \times 0.60 \text{ to labor} = \$33.23 \div \$20 \text{ all-in per hour} = \text{about 1 hour 40 minutes in your office per night.}$

You are not buying a price. You are buying who is alone with your files for those 100 minutes — screened or not, logged or not, bound to silence or not.

THEN — PRICE ONE MISTAKE

- One exposed client file: a disclosure conversation you have to have yourself.
- One unscreened technician alone in your file room: a risk you can't buy back after the fact.
- One missing device: a call you make once, hoping it's the only one.

And none of that assumes malice — only that nobody checked. You are not buying a monthly price. You are buying who gets to be alone with your files.

What to do next

1

Ask all ten of every bid
Same questions, same order, written answers. Compare answers side by side before you look at a single number.

2

Ask to see the paperwork
Request the NDA and the most recent background check before signing anything. If they can't produce either, that's your answer.

3

Call us with anything that doesn't add up
Including on someone else's proposal. We'll walk through it with you. No invoice, no pitch.



“We'd rather earn this on answers than on a number. Ask us all ten — we'll answer them in writing.”

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