

A photograph of a modern office lobby with a polished floor, large windows, and potted plants.

ServiceMaster Cleans' BuyBoard Proposal for Custodial Services at Williamson County



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- **Company Overview**
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- **Professional Association Affiliation and Certifications**

Introductory Letter

June 15th 2016
Williamson County

Dear Selection Committee:

As of President of ServiceMaster Clean by Eagle Maintenance, I am proud that you have included our company in your search for a janitorial partner. This opportunity means a great deal to our company, and I have challenged our team to make sure we leave nothing undone as we work to fulfill the needs of the Williamson County.

I am certain that during this process you will hear a lot about our capabilities, experience and history. We are justifiably proud of our company, just like all of the fine companies you will interview are proud of their achievements. I believe what sets us apart, however, is the shared values and vision of our management and staff relative to our corporation objectives:

Honor God in all we do
Help People Develop
Excel With Customers
Grow Profitably

We believe these objectives provide a clear roadmap for how we are to run our business, deliver our services, and treat our customers and employees. We understand we may not always be perfect, but I promise that you will find no other organization that will work longer, harder or more diligently to make your experience with ServiceMaster Clean a remarkable one.

I am hopeful you will choose ServiceMaster Clean as your janitorial service partner and I commit my full energy and that of my team to the transition and successful management of your account.

Sincerely,

Jesus J. Cortez Sr.

President, CEO
ServiceMaster Clean by Eagle Maintenance



Company History



Company History

Eagle Maintenance Co. Inc. was founded in 1980 as a C Corporation in the State of Texas. ServiceMaster Clean by Eagle Maintenance is a family owned enterprise with a proud history of exceptional quality service, professional products and innovative management practices for over 30 years. ServiceMaster Clean by Eagle Maintenance provides all-inclusive custodial and floor maintenance services and products to the private sector, state and federal governmental institutions, educational facilities, from K-12 through College level facilities, and Medical facilities. Eagle Maintenance Co Inc. is currently servicing over 5.2 million square feet throughout the Dallas /Fort Worth market. Our Headquarter office is located in the city of Plano, and employs over 252 full time employees, and 75 part time employees. We also have operational offices in Houston and Austin. All staff members have been trained to provide Green Seal GS/42 Cleaning Service procedures to multiple types of accounts.

One of our key factors in the success of our business is our low employee turnover and multiple contract renewals. Two of our long term clients; Union Pacific (Pacific Rail Services) who we have serviced over 17 years and Akiba Academy of Dallas, with over 20 years of services, are proof of the quality of services provided by ServiceMaster Clean by Eagle Maintenance Company. Eagle Maintenance Co. Inc. joined with ServiceMaster Clean in the year of 2004, a company with over 50 years of proven experience leading the educational services market as well as the medical and private sectors in our nation and abroad. We offer full and all inclusive custodial service with no outsourced labor. Professionally managed, we make sure our customers get the value and the best customer services possible. In 1988 we attained our minority small business certification by NCTRCA, North Central Texas Regional Certification Agency and currently have our MBE and SBE certified through the DFW Minority Supplier Development Council. In 2010 we became certified by the State of Texas as a HUB Historically Underutilized Business.



State of Texas
HISTORICALLY UNDERUTILIZED BUSINESS



In 2011 we became the first Company in the State of Texas to become GS-42 Certified by the Green Seal organization. The Green Seal Certification is led by our "Capture and Removal Cleaning System". This system goes beyond traditional methods of procedures and products to improve the health and comfort of the buildings while simplifying routine cleaning processes and training. This improved system encourages improvements in productivity, accomplished by shifting the focus of routine cleaning; reducing the number of products, tools, and supplies, this "Capture and Removal Systems" will deliver maximum efficiency with reduced wasted motion benefiting the environment and also the bottom line. In 2014 ServiceMaster By Eagle Maintenance was awarded a contract through BuyBoard to provide custodial services through their state wide cooperative purchasing systems. Our firm is a current member of ISSA and we are in the process of becoming CIMS Certified.

In 2010, Eagle Maintenance Company identified a new goal for enhancing our company's services. We focused on driving down the cost of paper and plastic goods to our clients. We recognized the situation of the economy and wanted to continue our success and help our customers reduce their cost with the same level of quality, Eagle Maintenance Co. launched a new division called Eagle Paper Company. We have been successful in reducing the two most expensive costs in the janitorial industry (material and labor). Eagle Paper Company provides a full line of products that includes all types and sizes of paper goods, plastic liners, and janitorial supplies. ServiceMaster by Eagle Maintenance utilizes our own brand and passes the savings to our customers.

Our 9,000 Sqft Home Office is in Plano Tx



State of Texas
HISTORICALLY UNDERUTILIZED BUSINESS

ServiceMaster Clean By Eagle Maintenance Currently Employs

252 Full time Employees

75 Part Time Employees



ServiceMaster Objectives

The ServiceMaster Commitment

We are accountable to:

Help People Develop
(Associates)



Excel With Customers
(Customers)



Grow Profitably
(Shareholders)

Our ServiceMaster values allow people to be their best serving others

- We Care About People
- We Do the Right Thing
- We Value Diversity
- We Value Teamwork
- We Do What We Say
- We Delight Customers
- We Are a Learning Organization
- We Are Committed to Innovation

Honor God in all we do

At ServiceMaster, our foundational commitment to Honor God in all we do is demonstrated through the execution of our company values. In doing so, we bring to life our core objectives to Help People Develop, Excel with Customers and Grow Profitably.

Why ServiceMaster Clean?

1. **We are a Texas company.** with a strong local presence. Our main office complex is located in Plano Texas with Operational offices in Houston and Austin Texas. This proximity assures you that you will get an immediate response from the managers and support team. This will eliminate the need to set up conference calls or be forced to wait for a critical decision from someone that is unfamiliar with the facilities of the Williamson County.
2. **We can offer temporary workers upon short notice.** These are service workers that are already employed and trained by our staff. With our client base in the area we have an ample supply of individuals on call at all times.
3. **We are already staffed to handle emergencies.** If a pipe breaks, we will have the capacity to handle most situations with equipment positioned around the Williamson County buildings. If the disaster is greater than our on-site crew can handle, we can have additional equipment and staffing on site within two hours. Guaranteed! With our office being so near, it is possible to respond with the necessary resources in less than an hour.
4. **We are more than custodians.** We have skilled workers that can handle wide range of tasks. If you need window washing, power washing, painting, tile replacement, light bulb changing (beyond the RFP requirements) or similar tasks, we can do it. Our team is available to support Williamson County as needed. Everyone that we send to The Williamson County Campuses will be our employee and will have been trained and supervised by us. **(We do not subcontract)** With us, you eliminate the need for multiple subcontractors which will save you time and frustration.
5. **We are GS-42 Green Seal Certified.** ServiceMaster Clean by Eagle Maintenance Co. Inc. was the first Texas custodial company to obtain this status. We have been GS-42 Green Seal Certified since 2011.
6. **We have developed a specialize and dedicated floor crew.** The crew we establish at The Williamson County facilities will have received extensive training in the care and nurture of all the floor surfaces at the University.
7. **We care for our team.** Having a job is great but being recognized and appreciated for the job being done is even better. We provide an outstanding training and development program as well as benefit packages.



Key Corporate Personal

Name	Title	Years of Industry Experience
Jesus I. Cortez Sr.	Chief Executive Officer	41
Jesus I. Cortez Jr.	Chief Operations Officer	18
Chad Moore	Vice President	12
Wayne Knotts	Business Services Specialist	32
Tony Loftis	Director of Systems Development	19
Julie Trevino	Quality Control Manager	10
Phillip Willingham	Operations Manager	34
Edwin Zamora	Operations Manager	22
Kirk Rodgers	Operations Manager	13

Certifications

- HUB Certification
- MBE, SME Certifications
- GS-42 Green Seal Certification
- BuyBoard Vendor

State of Texas

Historically Underutilized Business Certification and Compliance Program



The Texas Comptroller of Public Accounts (CPA),
hereby certifies that

EAGLE MAINTENANCE CO, INC DBA SMC

has successfully met the established requirements of the
State of Texas Historically Underutilized Business (HUB) Program
to be recognized as a HUB.

This certificate, printed 11-MAR-2011, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, addresses, phone and fax numbers or authorized signatures) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

Certificate/VID Number: 1752816263300
File/Vendor Number: 83201
Approval Date: 09-MAR-2011
Expiration Date: 09-MAR-2015

Paul A. Gibson
Statewide HUB Program Manager
Texas Comptroller of Public Accounts
Texas Procurement and Support Services Division

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies and universities are encouraged to validate HUB certification prior to issuing a notice of award by accessing the Internet (<http://www.window.state.tx.us/procurement/cmb/hubonly.html>) or by contacting the HUB Program at (888) 863-5881 or (512) 463-5872.



GLENN HEGAR TEXAS COMPTROLLER OF PUBLIC ACCOUNTS

The Texas Comptroller of Public Accounts (CPA) administers the Statewide Historically Underutilized Business (HUB) Program for the State of Texas, which includes certifying minority and woman-owned businesses as HUBs and is designed to facilitate the participation of minority and woman-owned businesses in state agency procurement opportunities.

We are pleased to inform you that your application for certification/re-certification as a HUB has been approved. Your company's profile is listed in the State of Texas HUB Directory and may be viewed online at <http://www.window.state.tx.us/procurement/cmb/hubonly.html>. Provided that your company continues to meet HUB eligibility requirements, the enclosed HUB certificate is valid for four years.

You must notify the HUB Program in writing of any changes affecting your company's compliance with the HUB eligibility requirements, including changes in ownership, day-to-day management, control and/or principal place of business. *Note: Any changes made to your company's information may require the HUB Program to re-evaluate your company's eligibility.*

Please reference the enclosed pamphlet for additional resources, such as the state's Centralized Master Bidders List (CMBL), that can increase your chance of doing business with the state.

Thank you for your participation in the HUB Program! If you have any questions, you may contact a HUB Program representative at 512-463-5872 or toll-free in Texas at 1-888-863-5881.

Texas Historically Underutilized Business (HUB) Certificate



Certificate/VID Number: **1752816263300**
File/Vendor Number: **083201**
Approval Date: **27-APR-2015**
Scheduled Expiration Date: **27-APR-2019**

The Texas Comptroller of Public Accounts (CPA), hereby certifies that

EAGLE MAINTENANCE CO, INC DBA SMC

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed 01-MAY-2015, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, business location) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

*Paul Gibson, Statewide HUB Program Manager
Texas Procurement and Support Services*

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies and universities are encouraged to validate HUB certification prior to issuing a notice of award by accessing the Internet (<http://www.window.state.tx.us/procurement/cmb/cmbhub.html>) or by contacting the HUB Program at 1-888-863-5881 or 512-463-5872.

National Minority Supplier Development Council (NMSDC)

Certifies that

Eagle Maintenance CO Inc. DBA ServiceMaster Clean

is a bona fide Minority Business Enterprise certified by the:
Dallas/Fort Worth Minority Supplier Development Council

NAICS Code(s): 561720; 561740

Eagle Maintenance CO Inc. DBA ServiceMaster Clean has chosen to obtain **SUBSCRIPTION SERVICES** with the following
NMSDC Affiliate(s):

07/10/2015

DL24601



Issued Date

Jose B. Wright-Lacy

Certificate Number

07/31/2016

Expiration Date

National Minority Supplier Development Council, Inc.
1359 Broadway, 10th Floor, Suite 1000
New York, NY 10018

President, Dallas/Fort Worth MSDC



Dallas/Fort Worth Minority Supplier Development Council, Inc.

SBE CERTIFICATION

This certificate acknowledges that the Dallas/Fort Worth Minority Supplier has completed due diligence and determined

Eagle Maintenance CO Inc. DBA ServiceMaster Clean

Has met the criteria of a small business concern as defined pursuant to section 3 of the Small Business Act and Small Business Administration regulations implementing it (13 CFR part 121) that also does not exceed the cap on average annual gross receipts specified in 49 CFR Part 26.65(b).

Commodity Description: Janitorial Services

NAICS Codes: 561720

Expiration Date/ Certification #: 07/31/2016 / DL24601

A handwritten signature in dark ink, appearing to read "Margo J. Posey", is written over a horizontal line.

Margo J. Posey, President

April 25, 2011

Israel Cortez
ServiceMaster by Eagle Maintenance
800 Fulgham Road, Suite 16
Plano, TX 75093



Dear Israel:

I am pleased to inform you that Green Seal has evaluated ServiceMaster by Eagle Maintenance's implementation of the ServiceMaster Green Cleaning System and determined that this program complies with the requirements of the Green Seal Standard for Commercial and Institutional Cleaning Services (GS-42, 2006).

Accordingly, ServiceMaster by Eagle Maintenance is authorized to use the Green Seal Mark in association with the ServiceMaster Green Cleaning System, provided that no changes are made in the way the program is provided or represented.

This certification remains valid until ServiceMaster by Eagle Maintenance is no longer subject to a valid certification agreement, or Green Seal has reason to believe, based on the results of our ongoing monitoring program or otherwise, that your implementation of the ServiceMaster Green Cleaning System no longer complies with GS-42 (2006).

As a reminder, any use of the Green Seal Mark or reference to Green Seal needs to be approved by Green Seal and conform to the Rules Governing the Use of the Green Seal Certification Mark. To get the most benefit from your Green Seal certification, we encourage you to contact a member of our Marketing & Outreach department at marketing@greenseal.org. They can help support you in promoting and effectively communicating your certification with a range of graphics and tools.

Congratulations on this achievement! We look forward to continuing this relationship.

Sincerely,

Mark T. Petrucci
Vice President of Certification

HEADQUARTERS

1001 Connecticut Ave NW, Ste 827
Washington, DC 20036-5525

NORTHEAST OFFICE

200 West 57th St, Ste 801
New York, NY 10019-3211

SOUTHEAST OFFICE

374 Siouan Drive
Lexington, NC 27295-8571

MIDWEST OFFICE

306 East Wilson St, Ste 2E
Madison, WI 53703-3990

October 10, 2014

Jesus Cortez
President
ServiceMaster by Eagle Maintenance
800 Fulgham Road, Suite 16
Plano, TX 75093



Dear Jesus:

I am pleased to inform you that Green Seal has completed the compliance monitoring evaluation of ServiceMaster by Eagle Maintenance's implementation of the ServiceMaster Clean Capture and Removal Cleaning System and determined that this cleaning service continues to comply with the requirements of the Green Seal Standard for Commercial and Institutional Cleaning Services (GS-42).

Accordingly, ServiceMaster by Eagle Maintenance is authorized to use the Green Seal Mark in association with the ServiceMaster Clean Capture and Removal Cleaning System, provided that no changes are made in the way the cleaning service is run or represented.

This certification remains valid until such time as ServiceMaster by Eagle Maintenance is no longer subject to a valid certification agreement, or that Green Seal has reason to believe, based on the results of our ongoing monitoring program or otherwise, that your implementation of the ServiceMaster Clean Capture and Removal Cleaning System no longer complies with GS-42.

As a reminder, any use of the Green Seal Mark or reference to Green Seal needs to be approved by Green Seal and conform to the Rules Governing the Use of the Green Seal Certification Mark. Please forward all new or revised marketing materials to certification@greenseal.org for approval prior to production.

To get the most benefit from your Green Seal certification, we encourage you to contact a member of our Marketing & Communications department at marketing@greenseal.org. They can help support you in promoting and effectively communicating your certification with a range of graphics and tools.

Congratulations on this ongoing achievement for ServiceMaster by Eagle Maintenance. We look forward to continuing this relationship.

Sincerely,

Mary Swanson
Vice President of Certification

HEADQUARTERS
1001 Connecticut Ave NW, Ste 827
Washington, DC 20036-5525

SOUTHEAST OFFICE
374 Siouan Drive
Lexington, NC 27295-8571

MIDWEST OFFICE
517 North Segoe Road, Ste 211
Madison, WI 53705-3172

THE ORIGINAL GREEN SEAL OF APPROVAL SINCE 1989



Green Seal,™ Inc. Proudly Presents Certification to

ServiceMaster by Eagle Maintenance

Green Seal™, Inc. certifies that the following program complies with the Green Seal Standard for Commercial and Institutional Cleaning Services (GS-42, 2006), and is licensed to use the Green Seal Certification Mark:

ServiceMaster Green Cleaning System

Certified this 25th day of April 2011.

A handwritten signature in black ink, appearing to read "Mark T. Petruzzi", written over a horizontal line.

Mark T. Petruzzi, Vice President of Certification



P.O. Box 400
Austin, TX 78767-0400
800.695.2919 | 512.467.0222 | Fax: 800.211.5454
buyboard.com

November 5, 2014

Sent Via E-mail: j.cortez1@verizon.net

Jesus Cortez
ServiceMaster Clean by Eagle Maintenance Co. Inc.
1501 Summit Ave Suite #1
Plano, TX 75074

Proposal Name & Number: Custodial and Lawn Care Services # 472-14

Congratulations, your company has been successful on the above referenced proposal! This contract will be effective December 1, 2014. The contract documents are those identified in Section 3 of the General Terms and Conditions of the specifications.

To see the items your company has been awarded, please review the proposal tabulation #472-14 on the following web-site: www.vendor.buyboard.com. Only items marked as awarded to your company can be sold through the BuyBoard contract. In addition, on this website you will find the membership list which will provide you with the names of all entities with membership in our purchasing cooperative.

Attached to this letter you will find the following documents:

Vendor Quick Reference Sheet
Electronic Catalog Format Instructions
Vendor Billing Procedures

Receipt of a purchase order directly from a Cooperative member is not within the guidelines of the Cooperative. Accepting orders directly from member entities may result in a violation of the State of Texas competitive bid statute and cancellation of the proposal award therefore all orders must be processed through the Cooperative in order to comply. We request your assistance in immediately forwarding by fax (1-800-211-5454) to the cooperative any orders received directly from member entities. If by chance an order sent directly to you has been unintentionally processed, please fax it to the Cooperative (1-800-211-5454) and note it as **RECORD ONLY** to prevent duplication.

Per proposal specifications, awarded vendors will have 60 days to submit their electronic catalog including pricing. If the electronic data is not provided within 60 days of notice of award, we reserve the right to inactivate any company's award information from the BuyBoard until such time the electronic data is received.

On behalf of the Texas Association of School Boards, we appreciate your interest in the Cooperative and we are looking forward to your participation in the program. If you have any questions, please contact Arturo Salinas at 800-695-2919 ext. 6200.

Sincerely,

Melonie Perry
Bid Administrator

References and Reference Letters

Reference List / Experience

Contractor References

Company	Collin College Spring Creek Campus
Address	2800 E. Spring Creek Pkwy. Plano, Tx. 75074
Contact Names	Kenny Lanius – Facility Manager
Phone Number	972.881.5691
Email Addresses	Klanius@Collin.edu
Brief Description of Work	Scope of Work



850,000 sqft Facility

7x week day porter services
7x week night cleaning services
5x week maintenance labor plus additional

additional qualified maintenance staff complete projects including: painting, dry wall, floor tile replacement, minor electrical, etc.

Daily spot cleaning
Weekly carpet maintenance
Monthly floor maintenance
4x year full carpet extraction
4x year stripping and waxing of all floors

Providing additional labor for events in conference center.

Value of Contract- 3 year contract to total value \$ 3,067,035.38

Contract Term- 1 year contract with 2 one year extensions.

Contract Renewal- on Third 3 year term

Date Started/End- 11/08/2008 - Present



COLLIN COUNTY COMMUNITY COLLEGE DISTRICT

Spring Creek Campus
2800 E. Spring Creek Parkway
Plano, Texas 75074
972/881/5691

June 02, 2016

To Whom It May Concern,

I have been responsible for the custodial service contract for the Spring Creek Campus for the last sixteen years, since I have become the Facility Plant Operations Manager. I have worked closely on a daily basis with the contracted custodial services here at Collin County Community College.

ServiceMaster Clean has been providing custodial service since November 2008. At that time this facilities was 525,000 sq. ft. Now the campus has grown to 614,000 sq. ft. The custodial service contract is competitive bided every three years.

ServiceMaster Clean is committed to detail services. They have honest, loyal and experienced employees and supervisors. ServiceMaster Clean is willing to go the extra mile when the college has a need. The college receives complements from students, staff and facility of how clean the campus is kept. Commitment of ServiceMaster Clean has not been a disappointment to Collin County Community College.

Because of the success that the college and I have experienced, I am proud to recommend ServiceMaster Clean to any who might be considering contracted custodial services.

Sincerely,

A handwritten signature in black ink that reads 'Kenny Lanius'. The signature is written in a cursive, flowing style.

Kenny Lanius

Facilities Plant Operations Manager

Reference List / Experience

Contractor References

Company	Collin College Preston Ridge Campus
Address	9700 Wade Blvd. Frisco, Tx 75035
Contact Names	Kenny Neal , Facility Manager
Phone Number	972.377.1691
Facsimile Number	
Email Addresses	Kneal@Collin.edu
Brief Description of Work	Scope of Work



620,000 sqft Facility

7x week day porter services
7x week night cleaning services
5x maintenance labor week plus additional

additional qualified maintenance staff complete projects including: painting, dry wall, floor tile replacement, minor electrical, etc,

Daily spot cleaning
Weekly carpet maintenance
Monthly floor maintenance
4x year full carpet extraction

4x year stripping and waxing of all floors
Providing additional labor for events in conference center.

Value of Contract- 3 year contract to total value \$ 1,965,527.05
Contract Term- 1 year contract with 2 one year extensions.
Contract Renewal- on second 3 year term
Date Started/End- 10/27/2010 - Present
Contact Person- Kenny Neal, Facility Manager

ServiceMaster Clean by Eagle Maintenance has been servicing all Collin College campuses for the past 7 years. Each campuses has an individual contract. Collin College Total Sqft- 3.2 M



To Whom It May Concern:

I write this letter in recommendation of ServiceMaster Clean by Eagle Maintenance as a Custodial Contractor. I have had the pleasure of working with Mr. Israel and using his services since 2010' and have never had any issue in the quality of work that wasn't handled in a timely and professional manner. The team/s assigned to my campus arrive on time and always have the proper supplies and equipment to get the jobs completed. ServiceMaster has always responded in a timely manner when my campus has had any type of cleaning emergency no matter the time of day or night or day of the week. In the years since we have used ServiceMaster I have noticed some changes in their management that has increased our level service satisfaction.

I highly recommend ServiceMaster by Eagle Maintenance as a Custodial Contractor to anyone who is looking for a professional, economical, dedicated and effective cleaning company.

Kenny Neal
Facilities/ Plant Operations Manager
972-377-1690
kneal@collin.edu
Collin College
Frisco Texas 75035

Reference List / Experience

Company:	Akiba Privet School District k-12
Representative:	Gary Livingston
Title:	Facility Manager
Address:	12324 Merit Dr
City/State/Zip:	Dallas tx 75251
Phone/Fax:	972-822-3607
Email:	GLivingston@srcampus.org
Service Dates: (From – To)	5/1/2006- Present



Akiba Academy

UTI



Company:	UTI
Representative:	Rich Adams
Title:	Director of Facilities
Address:	5151 REGENT Blvd
City/State/Zip:	Irving Tx, 75063
Phone/Fax:	214-662-4255
Email:	radams@uti.edu
Service Dates: (From – To)	2/1/2015- Present

Program Overview

- **Custodial Methodology**
- **Program components**
 1. **Floor Maintenance Program**
 2. **Orbital Technology/ Chemical Free Floor Stripping**
 3. **GS-42 Green Seal Certified Cleaning**

Methodology

- Process For Best in Class Services

Process For Best In Class Service

Best in Class Service

Definition- The highest current performance level in an industry, used as a standard or benchmark to be equaled or exceeded.

Best in Class service is what we strive to provide to our clients. To provide Best in Class services, the following key components need to be emphasized.

1. The foundation of any highly successful program always begins with the people.
2. Next are all the work processes, motivational and developmental elements.
3. Passion for service and the resulting quality overflows and creates a “Best in Class” Operation



People

People

It's our people who fulfill the promise to our customers. We strive to attract, select and retain employees who will exemplify our core values, at every facility we service. We look for qualified employees from diverse backgrounds and cultures and provide necessary training and encouragement to be responsible and accountable for their work and reward employees for exceptional performance. With well-managed people in the team position, our customers will benefit in many ways including:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with Williamson County occupants
- Reduced turnover, resulting in more familiar faces and consistent service

Meeting and exceeding your service expectations requires employees who are willing and able to give their best, every day. And so, we have developed proven processes for recruiting, selection, training and development, and retaining quality employees.



Process

Recruiting the Best

At Eagle Maintenance, we believe that great service starts with great employees. We carefully screen and interview each candidate in a process designed to match our employees with the job best suited to them and their desire for advancement opportunity.

Eagle Maintenance, as a standard rule, conducts a ten (10) year all-inclusive criminal background check on all potential employees. These checks are performed by Blue Line Investigations. Additionally as part of various state Drug Free Work Place efforts, we screen employees for presence of illegal substances. These screenings are scheduled through E-Screening, an online agency that utilizes a network of various medical facilities. When required or upon request, we will also conduct criminal background checks past ten (10) years and can request searches of available databases for child/domestic violence status. We are also capable of performing the much more inclusive FBI and Postal Authority background checks. All such research is performed prior to the start of employment.

Recruitment sources/methods include –



1. Local newspapers
2. Local employment agencies
3. Charitable organizations
4. Job Fairs
5. Web bases recruiting campaigns



Process

Training and Development

Our training program emphasizes best practices and working safely. After orientation, an initial training session provides the new employee with the skills necessary to excel at their job. Continuous training is performed on site with experienced staff, so that we can cover the particular requirements of Williamson County.



Encouraging professional growth

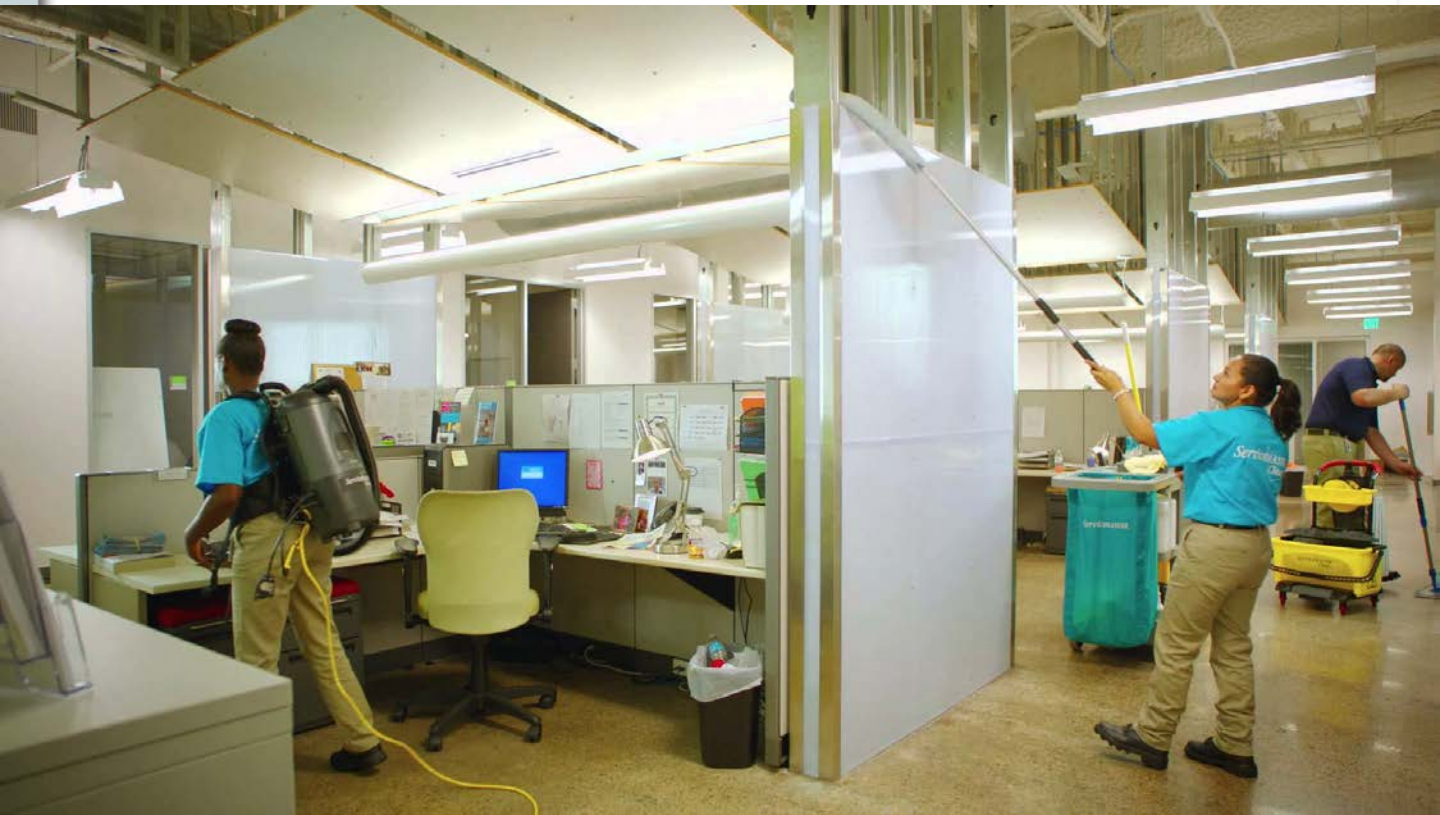
ServiceMaster By Eagle Maintenance provides ongoing support to its employees as they grow and develop in their careers. Our culture encourages each employee to openly communicate with his or her supervisor or manager to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each employee continues to prosper

Process

Retention

Employee retention is also key to providing our customers with a great experience. We provide our employees with :

- Competitive wages,
- Full-time employees are eligible for medical, dental and vision insurance, and
- Opportunities for advancement within our company.
- Motivational and formal recognition programs
- We believe that these have helped us to maintain a turn-over rate below 30% which is significantly.
- Part of what makes us successful is that we treat everyone the way we want to be treated.



Passion

Passion

In the commercial janitorial industry, there are thousands janitorial companies in America at any one time. The companies range in size from billion dollar corporations, with a national (Some even Global) footprint with 10's of thousands of employees., to the small mom-and-pop janitorial companies.

Eagle Maintenance is based out of Plano TX. and started in 1980 as a small mom-and-pop janitorial company. Through passion for the company and the industry, the management team and members of ServiceMaster By. Eagle Maintenance Co. Inc. have grown the company to the present day employing around 240 employees and servicing over 5.2 Million sq. ft. in the Dallas/Fort Worth metroplex.

This sustained growth is due to Dedication to the process of training and developing our employees. Dedication to the quality of service Eagle Maintenance provides. Commitment to the continuous training and growth and development of employees. Commitment to our clients in fulfilling and exceeding expectations. The passion that drives Eagle Maintenance to Provide Best In Class Service.

Why ServiceMaster Clean?

1. **We are a Texas company.** with a strong local presence. Our main office complex is located in Plano Texas with Operational offices in Houston and Austin Texas. This proximity assures you that you will get an immediate response from the managers and support team. This will eliminate the need to set up conference calls or be forced to wait for a critical decision from someone that is unfamiliar with the facilities of the Williamson County.
2. **We can offer temporary workers upon short notice.** These are service workers that are already employed and trained by our staff. With our client base in the area we have an ample supply of individuals on call at all times.
3. **We are already staffed to handle emergencies.** If a pipe breaks, we will have the capacity to handle most situations with equipment positioned around the Williamson County buildings. If the disaster is greater than our on-site crew can handle, we can have additional equipment and staffing on site within two hours. Guaranteed! With our office being so near, it is possible to respond with the necessary resources in less than an hour.
4. **We are more than custodians.** We have skilled workers that can handle wide range of tasks. If you need window washing, power washing, painting, tile replacement, light bulb changing (beyond the RFP requirements) or similar tasks, we can do it. Our team is available to support Williamson County as needed. Everyone that we send to The Williamson County Campuses will be our employee and will have been trained and supervised by us. **(We do not subcontract)** With us, you eliminate the need for multiple subcontractors which will save you time and frustration.
5. **We are GS-42 Certified.** Upon a recent review of the official GS-42, web site, our local service center ServiceMaster Clean was the only Texas company service center to obtain this status.
6. **We have developed a specialize and dedicated floor crew.** The crew we establish at The Williamson County facilities will have received extensive training in the care and nurture of all the floor surfaces at the University.
7. **We care for our team.** Having a job is great but being recognized and appreciated for the job being done is even better. We provide an outstanding training and development program as well as benefit packages.



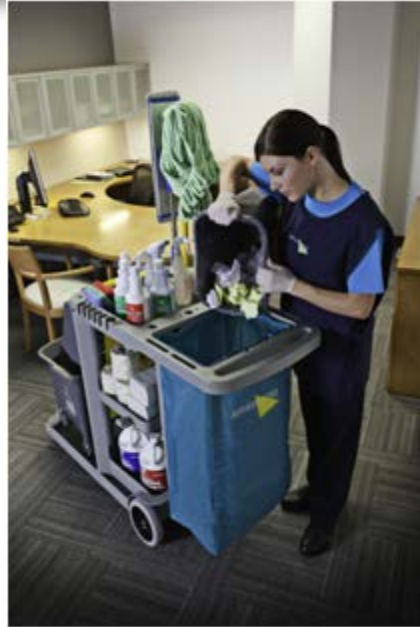
Program Highlights

- You Will Receive Quality Services Without Surprises or Excuses

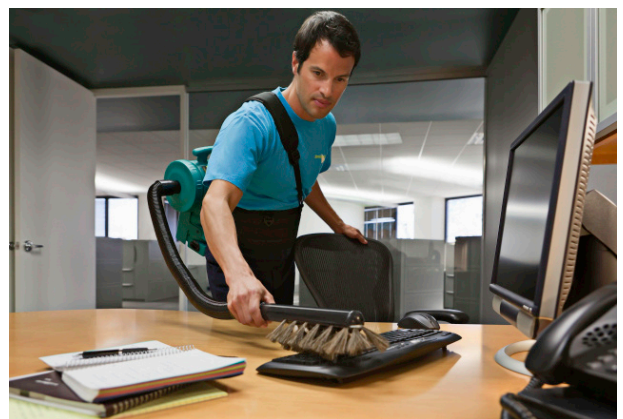
- All Service Needed to Maintain and Enhance Facility Quality is Guaranteed by ServiceMaster Clean
-

- The Program Will Consistently Provide a Quality Service to the Community That Will Prevent Complaints

- The proactive Management style of ServiceMaster Clean includes Management by Walking Around. We will be able to See and Anticipate Needs and Make Adjustments Prior to Being Noticed by Others.

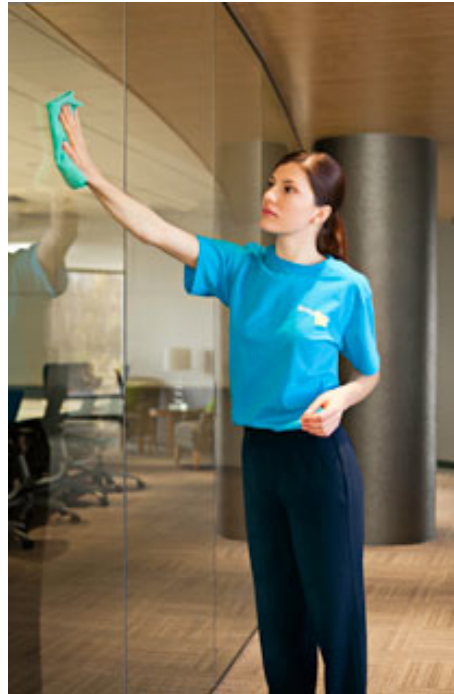


With ServiceMaster Clean Taking Care of Daily Facility Operational Needs, Administration Will Be Able to Focus Their Time On Other Issues



Program Highlights

- When Visitors arrive,
They Will Not Only Feel
Good About the facility,
They Will Be Impressed
by the Attention to Detail
They Notice
- Our Team Will Always Act
As Service Ambassadors.
Our Purpose is to
Maintain a Positive “We
Can Do That” Mindset
- The Custodians Will be
Trained and Organized to
Help Reduce the
Consumption of Electricity
in Order to Save Energy
(Money)



Specific Goals for The Williamson County Custodial Services Program

1. Reducing expenditures for custodial services while maintaining or improving quality
2. Provide for the well being of the custodial staff
3. Implement innovative means to control custodial and other expenses in order to provide more funding for classroom educational needs.
4. Highlight Your Stewardship of Facility Resources
5. Raise Accountability of the Service Department with Positive Recognition and Motivational Programs.
6. Provide a trained staffing pool that can flex to meet needs other than custodial, i.e. window washing, painting, general labor, light maintenance, power washing.

We believe These Are the Most Direct Benefits That Williamson County Will Enjoy with ServiceMaster Clean As Its Service Partner.



Floor Maintenance Program



COMMERCIAL SPECIALTY CLEANING EXPERTS

COMMERCIAL SPECIALTY CLEANING EXPERTS

A COMMON GOAL



**BuyBoard Cooperative Purchasing
&
ServiceMaster Clean**

**CORRECTLY MAINTAINING YOUR
CARPET AND FLOORS**

April 18th 2012

About ServiceMaster



ServiceMaster is an industry leader in meeting the needs of commercial specialty cleaning requirements and maintenance programs. For over 50 years, we have been providing the proper care to keep our client's offices clean and projecting a professional image.

ServiceMaster is an innovator in the area of carpet maintenance. We enjoy close relationships with many carpet manufacturers to ensure that cleaning methods are above the standard requirements.

Additionally, ServiceMaster offers a wide-range of services that will meet all of your office cleaning needs including post-disaster cleaning and restoration.

ServiceMaster is a Six Sigma company committed to the training and on-going support of Six Sigma methodology. Certification training programs are conducted regularly.

More than 100,000 businesses world-wide depend on ServiceMaster to keep their facilities clean and their carpets looking their best and lasting longer.

Commercial cleaning programs include ...

Carpet Cleaning and Maintenance Programs

Hard Surface Flooring

Upholstery and Leather Chairs

Fabric Dividers

Wood Surfaces

Marble Floors

Computer Rooms and Terminals

Walls

**** Non-Slip treatments for stone, ceramic flooring
and bathtubs / showers**

Other office services available through ServiceMaster of Eagle
Maintenance Co, Inc include:

Emergency Flood and Disaster Restoration

Furniture Restoration and Repair



The ServiceMaster Difference *ServiceMASTER Clean*

1. Knowledgeable and experienced staff

- Staff performing maintenance carpet cleaning programs have at least 3 years of experience, with many staff exceeding 20 years experience with ServiceMaster.

2. On-going training

- Cleaning staff are required to fulfill a comprehensive training period in field as well as home study work on chemicals and cleaning procedures.
- Staff are also required to attend regional training seminars that include topics such as OSHA training, Customer Service concepts and various Technical training procedures.
- ServiceMaster is a Six Sigma company that regularly offers Certification Programs to all staff within the organization.

3. Security Compliance

- ServiceMaster prides itself on full compliance of our client's office security needs.
- We recognize that security and trust issues are a paramount concern, so at ServiceMaster we have taken an added step to ensure compliance with customer needs by developing the Clearance Chek'd certification program to help preserve the peace of mind of our customers.



- Clearance Chek'd is a high level Police & Criminal Record Check combined with Identity and Previous Employment Verification.
- Every technician working on your cleaning program will have (ID verified & clean criminal record) clearance.
- ServiceMaster is also committed to protecting your privacy. We adhere to privacy regulations as described by the Privacy Act.

The ServiceMaster Difference *ServiceMASTER Clean*

4. Quality Control

- All services are performed by professionals that are qualified and skilled to complete the tasks as required. Inspections are performed after EACH cleaning by Supervisors to ensure the highest quality of work.

5. Environmental Stewardship

- At ServiceMaster we take our commitment to environmental stewardship seriously and have developed specific principles and cleaning methods to guide us in serving our customers.
- ServiceMaster has introduced GREEN FOR™ Carpets for the removal of soil, stains and allergens from your carpets without the use of toxic chemicals. GREEN FOR™ Carpets is safe for all occupants in the office including individuals with asthma and chemical hypersensitivity.



- GREEN FOR™ Carpets costs about the same as traditional cleaning methods, but is safer for your employees and for the environment.
- GREEN FOR™ Carpets carries certification by :
 - Green Seal GS37 (US) – "This product meets Green Seal's environmental standard for industrial and institutional cleaners based on its reduced human and aquatic toxicity and reduced smog production potential"
 - Environmental Choice (Canadian)
 - Enviroidesic™ certified for Maximum Indoor Air Quality™ and for use by environmentally hypersensitive individuals
 - CRI™ Seal of Approval – Carpet and Rug Institute approves when cleaning solutions effectively remove stains and soil without adversely affecting the appearance or the performance of the carpet

6. Service Guarantee

- At ServiceMaster, we stand behind our service. We are confident that you will be pleased with the professional services we offer. However, if you are not completely satisfied with our service for any reason, we will re-perform the work. No questions. No hassles.
- ServiceMaster also works closely with carpet and floor manufacturers to ensure that the proper equipment, cleaning solutions and procedures are used to keep your carpets looking their best and meeting the requirements of your carpet warranty.



CLEANING 4 HEALTH MAINTENANCE PROGRAM

Our Cleaning 4 Health program is a comprehensive maintenance program designed specifically for your facility, with the aim of dramatically improving the offices' Indoor Environmental Quality. It is based upon the findings of the EPA and the Carpet & Rug Institute, and the recommendations by major carpet mills.

According to the EPA, the indoor environment in most commercial buildings in this country is 20 times more polluted than the outdoor environment. Most companies think about keeping their filters in their heating and cooling systems clean but fail to adequately address the largest "filter" in the building – the carpet. The EPA recommends the use of carpet in commercial buildings because the carpet does act as a "filter", trapping and holding contaminants. However, the EPA also strongly emphasizes that the "filter" needs to be sufficiently cleaned on a regular basis to remove the contaminants and prevent them from being re-introduced into the air where they can cause irritation, allergic reactions, medical problems, sickness and other symptoms associated with Sick Building Syndrome.

The contaminants that are typically present in the carpet "filter" are highlighted in the following table from a DuPont study:

Carpet Soil Summary

Type	Composition	Source	Percentage
Insoluble particles or Fibers	clay, sand, quartz, feldspar, gypsum, carbon	tracked in from exterior	50%
	animal fibers	people, pets, fabrics	10%
	cellulosic matter	tracked from exterior (grass, leaf fragments, shedding from newspapers, magazines, clothing etc.	14%
SUB TOTAL			74%
Water Soluble	sugar, starch, salts, fluidic residues	Foodstuffs, body fluids	12%
Dry solvent soluble	tars, asphalt, animal oils, vegetable oils	tracking, cooking vapors, body oil deposits (human, animal)	10%
Moisture		humidity	4%
TOTAL			100%

As is noted in the above table, 74% of the soil accumulation in the carpet is dry particulate. The most effective way to remove this type of soil is through high efficiency vacuuming using true HEPA filtration. Standard vacuuming, as provided by the regular cleaning service, typically does not remove the most harmful of the particulates, but actually just redistributes them into the surrounding indoor environment. The reason that standard vacuuming is not sufficient to remove potentially harmful particles in the "filter" is that the standard vacuum filters out particles down to 10 microns in size. Anything smaller than 10 microns simply flows through the vacuum bag and is put back into the air. With the ServiceMaster Clean Cleaning 4 Health high efficiency filtration vacuuming, we are filtering out particles down to .3 microns

Airborne Particle	Size Range in Microns			Significant removal w/ Standard Vac	Significant removal w/ High Efficiency Filtration Vac
tobacco smoke	0.01	to	1.0	NO	YES*
atmospheric dust	0.01	to	1.0	NO	YES*
household dust	0.01	to	300.0	NO	YES*
skin flakes	1.0	to	10.0	NO	YES
insecticide dust	0.1	to	10.0	NO	YES
fumes	0.1	to	1.0	NO	YES
fungi spores (mold, mildew)	3.0	to	30.0	NO	YES
bacteria	0.1	to	10.0	NO	YES
virus	0.03	to	0.25	NO	YES*
pollen	10.0	to	100.0	YES	YES

* Note: Even with HEPA filtration we can not guarantee that 100% any of the above categories of contaminants would be removed. However, with the properly filtered vacuums a significant amount of contaminants down to 0.3 microns would be removed, resulting in a much healthier office environment.

Carpet Maintenance Program *ServiceMASTER Clean*

The proposed cleaning program will:

- prolong the good appearance and wear performance of all carpeting
- qualify for all carpet manufacturers warranties and guidelines for care
- be environmentally safe for all employees and visitors
- be appropriate for both carpet tiles and roll carpeting
- be appropriate for raised flooring carpet installations where critical electrical and electronic cabling is located below the raised flooring
- include our quality control procedures, that ensure your total satisfaction.



Environmental Products

ServiceMASTER
Clean

Introducing a new era in carpet cleaning. GREEN FOR™ Carpets removes soil, stains and allergens from your carpets without the use of toxic chemicals. ServiceMaster has embraced this development because we are concerned about the people that work and live in the environments we clean. GREEN FOR™ Carpets leaves nothing harmful in the carpets after cleaning and is safe for all occupants in the office including individuals with asthma and chemical hypersensitivity.

Traditional commercial and household carpet detergents contain ingredients that have not proven to biodegrade. ServiceMaster has found a way to clean using only natural ingredients commonly consumed. Air quality in your office can be greatly improved.

- GREEN FOR™ Carpets provides excellent after carpet cleaning appearance, eliminating carpet re-soiling and maintaining longer life for your carpets.
- GREEN FOR™ Carpets helps to protect the investment that you have made in your carpets, ensures that your business looks its best and helps maintain a professional image and a healthy work environment.
- GREEN FOR™ Carpets carries certification by :
 - Green Seal GS37 (US) – “This product meets Green Seal’s environmental standard for industrial and institutional cleaners based on its reduced human and aquatic toxicity and reduced smog production potential”
 - Environmental Choice (Canadian)
 - Envirodesic™ certified for Maximum Indoor Air Quality™ and for use by environmentally hypersensitive individuals
 - CRI™ Seal of Approval – Carpet and Rug Institute approves when cleaning solutions effectively remove stains and soil without adversely affecting the appearance or the performance of the carpet

For a healthier workplace **Clean GREEN** 

The ServiceMaster Difference

The most important part of any room is the flooring. ServiceMaster is truly the leader in commercial floor care. We have all of the latest technology, training, and know how to ensure that the spots and stains in your carpet, grout, and other flooring are removed. We are able to strip wax and finish from years of build up off the most stubborn floors and restore their original shine.

Flooring we specialize in:

- Carpet
- VCT
- Ceramic Tile and Grout
- Terrazzo
- Vinyl Sheet
- Concrete
- Hardwood



The ServiceMaster Difference



DFW Airport

Company : Dallas/Fort Worth
Airport
Address : Terminal B
Contact Names: Jeffrey Clevenger
Roland Duncan



Isolated Orbital Technology

Benefits of chemical-free floor scrubbing

- Provides cost savings and productivity gains by reducing training, purchasing, storing, handling, and mixing tasks and costs associated with floor cleaning chemicals.
- Effectively removes soil and leaves no chemical residue so floors retain a polished look with simplified ongoing floor maintenance.
- Reduces the environmental impact of cleaning operations.*
- Scrubbers equipped with this advanced technology can scrub up to three times longer with a single tank of water, and use up to 70 percent less water than conventional floor scrubbing methods.
- Isolated orbital technology reduces screening and recoating time by 40% and allow of screening gym floors without any dust by wet screening.



Finish
Removal

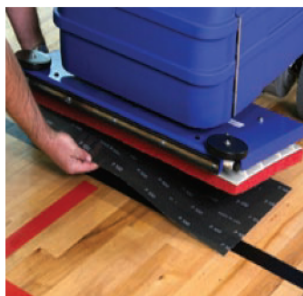
BOOST®

Wet Screening for Gym Floors



BY EAGLE MAINTENANCE COMPANY, INC

Obtain the best gloss level on your gym floor by wet screening.



Wet screening cleans and preps the surface for lasting adhesion of a new coating. BOOST's high speed orbital action and minimal solution usage coupled with fast and immediate solution pickup is the most productive tool in producing the highest quality gym floor surface.

Walkbehind Models:

Clarke Sand Screens: Focus® II BOOST® L20	Part No. Box of 10
20" x 14" - 60 grit	997100
20" x 14" - 80 grit	997101
20" x 14" - 100 grit	997102
20" x 14" - 120 grit	997103

Clarke Sand Screens: Focus® II BOOST® 28	Part No. Box of 10
28" x 14" - 60 grit	997008
28" x 14" - 80 grit	997009
28" x 14" - 100 grit	997010
28" x 14" - 120 grit	997011

Clarke Sand Screens Focus® II BOOST® 32	Part No. Box of 10
32" x 14" - 60 grit	997012
32" x 14" - 80 grit	997013
32" x 14" - 100 grit	997014
32" x 14" - 120 grit	997015

Rider Models:

Clarke Sand Screens: CR28 BOOST® Rider	Part No. Box of 10
28" x 14" - 60 grit	997008
28" x 14" - 80 grit	997009
28" x 14" - 100 grit	997010
28" x 14" - 120 grit	997011

Clarke Sand Screens Focus® Rider 32" BOOST®	Part No. Box of 10
32" x 14" - 60 grit	997012
32" x 14" - 80 grit	997013
32" x 14" - 100 grit	997014
32" x 14" - 120 grit	997015

And, when you're not screening your gym floors, reduce scrubbing costs throughout your entire facility!



Benefits of using BOOST® Technology:

- 50% - 70% less water consumption
- 50% - 70% less chemical consumption
- 25% increase in battery runtime
- 40% increase in pad life
- Strips floors using only water - *no chemicals!*
- Less down time because of fewer empty and refill cycles
- Cleaner floors equal more effective burnishing to extend strip and re-coat cycles
- Reduced noise levels to improve operator safety
- Close edge cleaning reduces secondary manual labor

The savings over conventional disc scrubbers pays for itself and your next scrubber, while performing everyday scrubbing.

Texas's First GS-42 Green Certified Company

Budget friendly, Environmentally Friendly.

No matter how you look at it, outsourcing your Custodial cleaning needs to ServiceMaster Clean® is a smart choice.

Our proprietary Capture and Removal Cleaning® system is so efficient that it reduces cleaning time by as much as 20%, ultimately saving you money. It traps and takes away dirt; it doesn't just move it around. From hallways to desks and Courthouse to administrative offices, Williamson County Facilities will be clean. This state-of-the-art system also can dramatically decrease airborne particulates, VOCs and bacteria—helping result in happier, healthier environment and staff

- **Decreased absenteeism**

When green cleaning is implemented, schools often reduce the number of health problems among teachers, students and staff, cutting down on absenteeism, and even improving student performance.

- **Improved indoor air quality**

Our proprietary Green For® products and patent-pending Capture and Removal Cleaning® system help remove more airborne particulate matter, improving indoor air quality measurably, helping reduce factors that exacerbate childhood asthma and allergies.

- **Reduced sick building/school syndrome**

According to the EPA, switching from traditional cleaning agents to non-toxic green cleaning products such as the ones developed by ServiceMaster Clean can help reduce upper respiratory illnesses, chronic headaches, stomachaches and the exacerbation of asthma that interfere with the work environment.



GoGreen

with ServiceMaster Clean®

Helpful programs to make
your business **Green!**

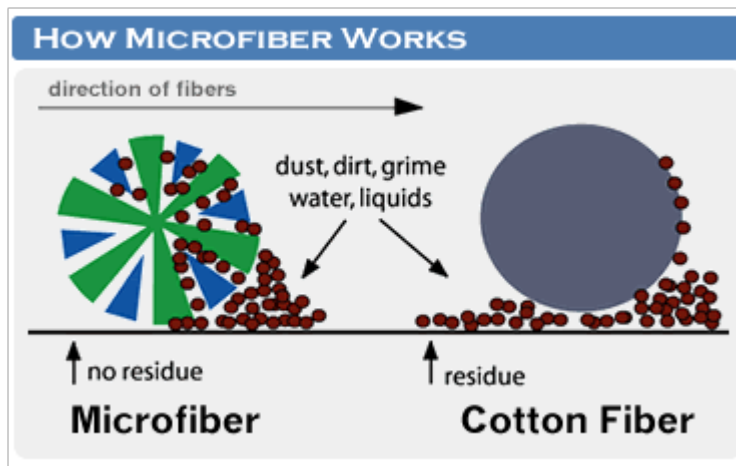
24 / 7
hours a day | days a week

Why Go Green With ServiceMaster Clean?

We are GS-42 Certified. Upon a recent review of the official GS-42, Green Seal website, ServiceMaster by Eagle Maintenance is the **First and only** Texas company to obtain this status.

What is Green Cleaning? Green Cleaning is not about simply replacing your current product with a milder cleaner. Green Cleaning is about examining your entire process of cleaning, identifying the areas that can be improved, developing a plan and the procedures to implement the plan, executing the plan and measuring the results. A properly designed and implemented plan will have a positive impact on the cleanliness of your facility, the health of its occupants, the environment .

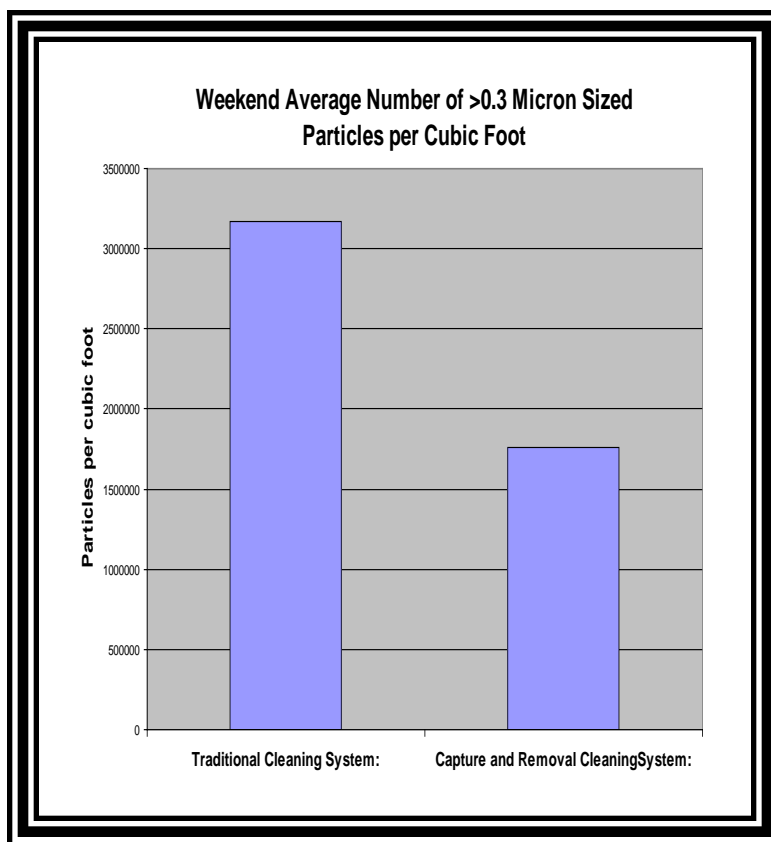
And, our patent-pending Capture and Removal System meets all the environmental and performance requirements of the Green Seal Environmental Standard for Cleaning Services (GS-42).



Capture and Removal Cleaning

Our Capture and Removal Cleaning system has been shown to remove as much as 55% more airborne particulate matter than traditional cleaning methods. To achieve these results, the Capture and Removal Cleaning system combines our green cleaning products, microfiber technology, and the latest advances in vacuuming and cleaning equipment engineering.

In addition, Studies show that not only does the capture and removal system greatly improves the air quality but also increases productivity by 25-35% which helps lowering the lost for the cost per sqft.



Methodology/ Technical approach

1. Emergency Procedures
2. Training
3. Background Checks and Drug Policy
4. Evaluation Plan/ Quality Control

Emergency Procedures for:

- Fire and Water
- Vandalism
- Security Issues
- Key Control

Security

Security

You must become familiar with the security of your building. This includes keeping the doors locked and the lights on or off according to the customer's regulations. Familiarization also includes electronic security devices where necessary. Your keys for the building should not be given to unauthorized persons, nor should you allow anyone into the building if they cannot get in with their own key.

You MAY NOT TAKE anyone to work with you. Under no circumstances are unauthorized visitors allowed at your place of employment. This is for insurance purposes and for building security purposes and violations are grounds for immediate dismissal.

Improper use of Facility Keys

Improper use of Facility Keys

The use of facility keys is a proprietary action, and keys are to be used only in the normal course of providing service to the facility on pre-arranged days and times. Any entry into the facility for any reason aside from providing contracted services can be considered unlawful entry – at which point the employee does not enter the facility as a ServiceMaster employee, but does so on their own accord. By improperly using the keys in this manner the employee will be subject to any legal consequences that arise from his or her actions. Should an employee need to gain entrance into the facility at a time other than the agreed-to time for providing contracted services, they must get approval from a supervisor. The supervisor may only approve this facility entrance after getting permission from an authorized contact person with the facility. Electronic key codes are confidential and may not be shared among employees, relatives or friends.

Key Control Plan

1. Communicate the objective and intentions of the key program with Dart throughout the process
2. Upon contract award arrange to obtain necessary keys from Dart
3. Obtain copy of Dart Key Control Policy
4. Review policy and demonstrate understanding of policy
5. Determine if keys will be assigned to us for the length of contract or if they will be checked out from security daily
6. Identify a secure location for key storage within the facility
7. Receive keys and acknowledge receipt of any key or code provided
8. Determine if an existing building key floor plan is available
9. If a color coded floor plan for keys is unavailable we will create one
 1. Maps will use existing room numbers or names
 2. Color coded areas on the map illustrate doors opened by each key
10. Develop operational spreadsheet
 1. Lists each door by color used on key map
 2. Notes security level of door
 3. Indicates how many different keys may be needed to open
 4. Describes where door is located
11. Identify multi-user group doors
12. Identify high security and high risk areas
 1. Security, Maintenance, IT, Phone
13. Update spreadsheet
 1. Normal operational needs
 2. Life safety concerns
 3. Risk management
14. Update spreadsheet
 1. Add notes about doors that have multiple users
 2. Mark security level by key
15. Assign keys according to custodial schedule needs
16. Refine system as program implemented
17. Post key control policy and daily key sign-out process at key cabinet
18. Each building custodial supervisor / manager maintains key for cabinet
19. Upon schedule assignment, each custodian signs Key control card
 1. Shows which keys they will have in their set
 2. States The Dart and company policy for keys
 3. Communicates process for daily key return or upon termination
20. Update system as doors are re-keyed or work schedules are changed

Pilferage and Vandalism Policy

- ServiceMaster Clean takes numerous precautions (background checks, drug testing, etc.) against and provides training for the prevention of employee's dishonest actions and/or destructive behavior while working in a customer's facility. While we never anticipate having to deal with such a situation, our employees are made aware that any illegal actions or activities that they may engage in while "on the clock" with our company can and will be referred to the proper authorities and law enforcement departments.
- While each employee is responsible for their own actions, ServiceMaster understands that we also are responsible for their actions while they are on the clock. Our business is fully insured and bonded against such activities should they arise. ServiceMaster cooperates with any investigations that are necessary to determine who is at fault or responsible in a pilferage or vandalism situation.
- Should one of our employees be asked to submit to a lie detector test and agrees to do so, ServiceMaster will pay for the test should the employee fail the test. Should the employee pass the test, the cost of the test would then be the responsibility of the customer who requested it be taken.

Accidents and Other Incidents

- Service Master is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your manager.
- If you or another employee is injured, contact your supervisor or manager immediately. Seek help from outside emergency response agencies, if needed.
- You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury that requires medical attention. If your inquiry does not require medical attention, you must still complete a Supervisor and Employee Report of Accident Form in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required forms from Human Resources.
- A federal law, the Occupational Safety and Health Act, requires that we keep records of all illnesses and accidents that occur on the job. OSHA also provides for your right to know about any health hazards that might be present on the job.
- In addition, the state Workers' Compensation Act also requires that you report any illness or injury caused by the workplace, no matter how slight. If you do not report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.



Report Form

Incident/Property Damage Report Form

(Print this form and use as a copy master.)

Reported By _____ Dept. _____ Date: _____
Date of Incident _____ Time of Incident _____ a.m. _____ p.m.
Location of Incident _____
Was Police Dept. Notified? yes ____ no ____ Fire Dept.? yes ____ no ____

Incident Report

Please provide a brief description of the type of damage:

_____ Injury to Person
_____ Damage to Property
_____ Other (describe) _____

Name of Party _____ Phone _____
Address (include complete address, with street address, state and zip) _____

Driver's License No. _____

Briefly Describe What Happened: _____

Did party indicate intent to file a claim? yes ____ no ____

Witnesses:

Name _____	Address _____	Phone _____
Name _____	Address _____	Phone _____
Name _____	Address _____	Phone _____

Incident Activity Log

Date _____ Comments _____ Diary/Activity _____

We are Already Staffed to Handle Emergencies

If a pipe breaks, we will have the capacity to handle most situations with equipment positioned around Dart Facilities. If the disaster is greater than our on-site crew can handle, we can have additional equipment and staffing on site within two hours. Guaranteed! With our office being so near, it is possible to respond with the necessary resources in less than an hour.



Major Water and Fire Damage

In the Case of water and fire emergencies on a large scale, ServiceMaster Clean has the resources to handle any situation from regional floodwaters, broken pipes, and building fires to residuals from forest fires, hurricanes, acts of vandalism, and even acts of terrorism. We've restored everything from a single room to the Pentagon after 9/11.



We understand how important it is for you to have the full use of your Schools as quickly and cost-effectively as possible. Your professional image, your valuable property, and your ability to serve your customers depend on our performance, so it's a responsibility we take very seriously

Disaster Restoration Services may include:

- Fire and smoke restoration
- Water damage mitigation
- Drying and dehumidification
- Document drying and recovery
- Building stabilization
- Controlled demolition
- Safety and compliance
- Project management and consultation services
- Reconstruction with large loss capabilities

Training:

- General Employee Training
- Hazard and Safety Training
- Virus Decontamination Procedures (H1N1, Flu Virus, MRSA)

Staff Training

Employee Training concentrates on specific work tasks. We give our employees illustrated cleaning cards, and our Supervisors then do the following:

- Coordinate each area of the cleaning process
- Review the importance of why a task is performed in a specified manner
- Constructively guide employees while they perform their tasks
- Explain the safe use of chemicals and equipment
- Train employees to perform visual inspections of their area before completing work, and to correct any deficiencies noted
- Inspect completed work and retrain in staff meetings
- Complete initial training checklist for each employee, and review performance at regular intervals

ServiceMaster Clean By Eagle Maintenance Co. Staffing Plan for Custodial Services at Terminal B DFW Airport

Employee	Sun	Mon	Tue	Wed	Thur	Fri	Sat
1 On-site Manager (GM)		x	x	x	x	x	
2 On-site Quality Manger	x	x	x	x			x
First Shift							
3 1st Shift Supervisor 1			x	x	x	x	x
4 1st Shift Supervisor 2	x	x	x	x	x		
5	1	x	x	x	x	x	
6	2		x	x	x	x	x
7	3			x	x	x	x
8	4	x	x			x	x
9	5	x	x	x		x	x
10	6	x	x	x	x		
11	7	x	x	x	x	x	
12	8	x	x	x	x		
13	9	x	x	x	x		x
14	10	x	x			x	x
15	11	x	x	x		x	x
16	12		x	x	x	x	x
17	13	x	x		x	x	x
18	14	x			x	x	x
19	15		x	x	x		x
20	16	x	x			x	x
21	17	x			x	x	x
22	18	x	x	x	x		
23	19	x	x	x		x	x
24	20		x	x	x	x	x
Staff Total	15	15	16	16	16	16	15



Staff Training

Each new employee of ServiceMaster Clean is subjected to in depth training covering a wide range of topics, including:

- Orientation to the ServiceMaster corporate objectives and customer focused culture
- Safety training
- Hands-on training of cleaning products, equipment, systems and techniques
- On-site training to ensure the employees complete understanding a particular customer's service needs

Supervisors and managers are subjected to additional training to ensure that they are adequately prepared to train the employees placed under them. The ServiceMaster Clean training method ensures that each employee completely understands the training topic by visually presenting the training material, verbally expressing the training material, followed by the employee visually and verbally expressing the training material back to the trainer. The employee will not progress to the next level of training until he or she is able to master the training topic at hand.



Training (cont.)

ServiceMaster Clean believes that certification is an important part of the training process as it verifies each employee's knowledge of all necessary skills and ensures the employee is focused on producing quality work for the customer. In addition, the employee gains a sense of pride in their work and is able to perform their job function in a professional manner.

Each employee is certified in three stages:

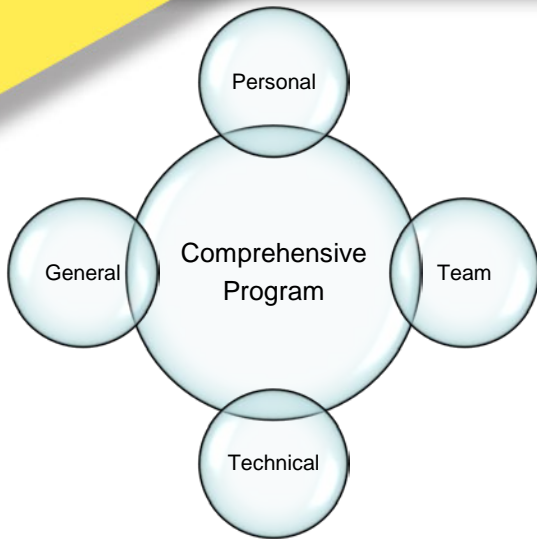
- Core competency
- Effective time management
- Customer focus through self-inspection of work

ServiceMaster Clean is also committed to providing their employees with ongoing training through regional conferences and conventions held throughout the year.

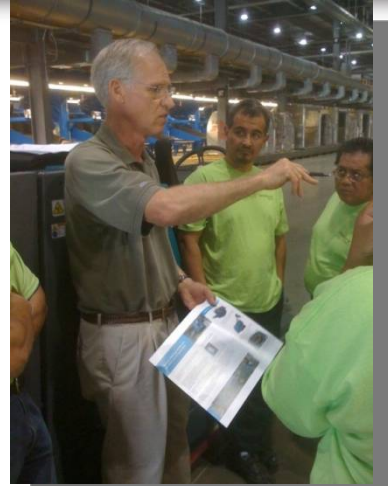
ServiceMaster Clean has also developed a training series specific to the Educational cleaning. This five level training series covers procedures and systems to service all levels of facilities from the k-12 to Universities and from Multi tenet buildings to municipal buildings



Training (cont.)



- Effective Training
- Service Worker Training
- Custodial Skills Training
- Training Materials
- Classroom Instruction
- Safety Program
 - Safety Training
 - Hazard Training
 - Security Training
- Excellence Through Motivation
 - Preparing for Excellence
 - Rewarding Performance
- Dart Specific Training
 - New Employee
 - In-Service
 - Recurring
 - Management / Supervision



Effective Employee Training:

1. Ensures Safety and Reduces Risks
2. Promotes Consistency of Service
3. Encourages Teamwork
4. Helps Staff Anticipate Needs
5. Leads to Creative Thinking
6. Develops An Ownership



Training (cont.)

- **Technical**
 - **Job Skills (Specific to Discipline)**
 - **Vendor Provided Training (For Equipment & Supplies)**
 - **Safety & Regulatory Compliance**
 - Blood Borne Pathogens
 - MSDS (Material Safety Data Sheets)
 - Right to Know
 - Asbestos / Lead Awareness
 - OSHA
 - Lock out – Tag Out
 - Confined Spaces
 - Lifting



All Employees Receive Initial Orientation and Training, On-Going Training, and Specific Job and Life Skills Training.

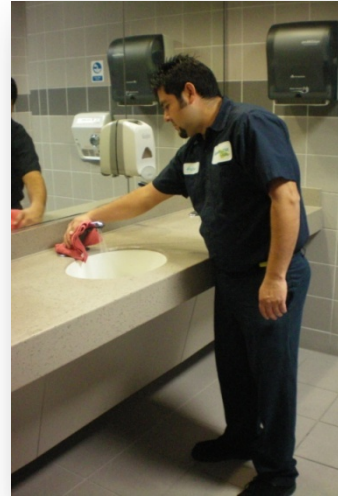
Setting Expectations By Demonstrating a Dedication to Training and Development is the Foundation to Successful Service Work



Training (cont.)

New Employee Training Encompasses:

- Orientation
- Policing
- Classroom Cleaning
- Specialty Room Cleaning
- Restrooms
- Safety
- Equipment use and care
- Ancillary / Research Areas
- Corridor Care and Spray Buffing
- Floor Stripping / Carpet Care
- Wall spotting and washing
- Bio-hazardous Waste & Trash



New Employee Training Provides:

A Welcome and general Departmental Orientation.

The knowledge and skills necessary to perform the assigned task.

An overall understanding of the importance of his / her job and the department's function.

Dart and departmental expectations and how to satisfy those expectations.

Training (cont.)

In-Service Training:

The ServiceMaster in-service program will:

- Cross-train employees in other areas of responsibility.
- Improve knowledge in complexities of the building environment.
- Improve pride in the department's role.
- Meet regulatory requirements.
- Upgrade or introduce new skills, equipment or cleaning chemicals.
- Provide a documented system to assess employee needs.
- Generate greater appreciation of the department staff by other Dart staff members.

Recurring Employee Orientation:

In order to meet the needs of long-term employees, retraining is necessary and ongoing. Employees who have been rehired or employees returning to work after an extended absence are also retrained. This retraining provides for the:

- Reviewing of The Dart policies.
- Reviewing of department policies / work rules.
- Reviewing of procedures.
- Reviewing of individual / group area assignments.
- Providing of One-the-job instruction.
- Explaining of Federal, state & local regulations.



Training (cont.)

Management / Supervisory Training:

Effective on-site management and supervision is critical to the success of your facility program. Here are key components of the training program.

Step One

- General Room Cleaning
- Specialty Room Cleaning
- Carpet Cleaning Systems
- Hard Floor Care Systems
- Safety program
- Ancillary Area Cleaning
- Office Cleaning
- Equipment Cleaning and Maintenance
- Communication



Step Two

- Quality Improvement Systems – formal and informal rounds
- Work Measurement and Control – job description layout
- Progressive Disciplinary Process and Corrective Action
- Cost Control / Budgeting
- Employee Relations
- Customer Relations
- Scheduling
- Basic Management Principles

Virus Decontamination Procedures (H1N1, Flu Virus, MRSA)

Introduction The novel H1N1 virus can be a serious health risk for Students and Staff. It is critical to follow specific cleaning procedures in order to properly disinfect common surfaces and touch points. The following document outlines ServiceMaster Clean recommended procedures for cleaning an area exposed to the novel H1N1 virus.

General considerations for cleaning

- Focus on surfaces that are most likely to be in contact with skin, especially the hand.
- The novel H1N1 virus can survive for 2-8 hours outside the body and therefore removal of these soils is important.
- Diligent cleaning of hard surfaces will reduce the chance of spreading the novel H1N1 flu virus by eliminating residues that carry it. Surfaces may include but are not limited to tabletops, telephones, doorjamb, doorknobs, light switches, lavatory equipment and receptacles.
- The key is to remove visible soil from these surfaces and avoid contact with the soiled material.



Novel H1N1 Virus Procedures

Cleaning procedures

- Gloves should ALWAYS be worn during the cleaning process. Hands should be thoroughly washed before and after glove use.
- If the area to be cleaned has been exposed to the novel H1N1 virus and the surface is heavily soiled, a two step cleaning process is recommended:
 - Clean with a general purpose cleaner such as Green for Oxidizing Cleaner or Green for General Purpose at the recommended dilution for cleaning the surfaces. Rinse and or change micro fiber cloths frequently.
 - Apply SaniMaster 6 per label directions for disinfecting the surface.
- If the area to be cleaned has been exposed to the novel H1N1 virus and the surface is lightly soiled, then SaniMaster 6 can be used because it is a combination detergent disinfectant.
- If a facility is not known to have been exposed to the novel H1N1 virus, cleaning touch points with a general purpose cleaner such as Green for Oxidizing Cleaner or Green for General Purpose is appropriate.
- Sweep areas thoroughly and remove all trash and waste products.

Examples of multiple person contact points:

- Light switches
- Telephones (especially those in common areas)
- Building entrance and exit door handles and doors
- Elevator control buttons
- Conference room tables, chairs and doors
- Cafeteria tables and chairs, condiment handling areas or containers
- Vending machine areas
- Breakroom areas
- White boards, white board pens and blackboards
- Inside doorknobs and doors
- Water fountains (especially handles and valves)
- Bathroom sinks (especially faucet handles)
- Bathroom towel dispensers and hot air dryers
- Toilets, urinals, stall doors and walls, and wall areas around toilets and urinals
- Soap dispensers

Asbestos Training

Our Training Program will include Two hours of asbestos awareness training, blood borne pathogens awareness training, and hazard communication training per year. ServiceMaster will provide proof of all individual staff member completion of training.

Asbestos Training Overview:

Asbestos is a serious health hazard commonly found in our environment today. This module is designed to provide an overview of asbestos and its associated hazards. It is important for employees who may work in buildings that contain asbestos to know where it is likely to be found and how to avoid exposure.

What is Asbestos?

Asbestos is the name applied to six naturally occurring minerals that are mined from the earth. The different types of asbestos are:

- Amosite
- Chrysotile
- Tremolite
- Actinolite
- Anthophyllite
- Crocidolite

Of these six, three are used more commonly. **Chrysotile** (white) is the most common, but it is not unusual to encounter **Amosite** (brown / off-white), or **Crocidolite** (blue) as well.

Where is Asbestos Found?

Asbestos may be found in many different products and many different places. Examples of products that might contain asbestos are:

- Sprayed-on fire proofing and insulation in buildings
- Insulation for pipes and boilers
- Wall and ceiling insulation
- Ceiling tiles
- Floor tiles
- Putties, caulks, and cements (such as in chemical carrying cement pipes)
- Roofing shingles
- Siding shingles on old residential buildings
- Wall and ceiling texture in older buildings and homes
- Joint compound in older buildings and homes
- Brake linings and clutch pads

Custodians and Asbestos

- custodians should never sand or dry buff asbestos containing floor tiles, and only wet stripping methods may be used during stripping operations. Low abrasion pads should be used at speeds below 300 rpm.
- Broken and fallen ceiling tiles should be left in place until identified. Only after they have been identified as safe may they be removed. Asbestos tiles will be removed by asbestos abatement workers.
- Broken and damaged asbestos floor tiles must also be removed by asbestos abatement workers. Report any suspect broken tiles to EHS at X47241.



Asbestos Fibers

Asbestos Awareness Training Quiz

ASBESTOS AWARENESS TRAINING QUIZ

1. Many older buildings will contain some asbestos. You are likely to find asbestos in:
 - A. Ceiling Tiles
 - B. Floor Tiles
 - C. Pipe Insulation
 - D. All of the above

2. If you suspect a material contains asbestos, you should NEVER:
 - A. Sand it
 - B. Cut it
 - C. Drill through it
 - D. All of the above

3. Asbestos fibers are so small they may stay suspended in air for hours or even days.
 - A. True
 - B. False

4. Which source of asbestos is the most friable?
 - A. Sprayed-on insulation
 - B. Undamaged ceiling tiles
 - C. Floor tiles
 - D. Lab counter top

5. Given moderate exposure to asbestos, smokers have the same chance of developing an asbestos related disease as non-smokers.
 - A. True
 - B. False

6. Asbestos-containing ceiling tiles, floor tiles, shingles, and siding will not normally release asbestos fibers unless disturbed or damaged in some way.
 - A. True
 - B. False

Asbestos Awareness Training Quiz (cont.)

7. If you accidentally knock off a chunk of sprayed-on asbestos insulation, you should:

- A. Carefully sweep it into a ziplock bag
- B. Leave it for a custodian to clean up
- C. Report it immediately
- D. Get a vacuum

8. Three asbestos-related diseases are:

- A. Lung cancer, mesothelioma, asbestosis
- B. Lung cancer, mesothelioma, AIDS
- C. Hepatitis B, mesothelioma, asbestosis
- D. Colon cancer, asbestosis, malaria

9. Three main things seem to be important in determining your likelihood of developing an asbestos related disease.

These are:

- A. Smoking / the amount and duration of your exposure / and your gender
- B. Type of asbestos mineral to which you are exposed / whether or not you smoke / and your age
- C. Your age / whether or not you smoke / and the amount and duration of your exposure
- D. None of the above

10. There is no evidence to suggest that ingesting or drinking asbestos is harmful.

- A. True
- B. False

Answers

- 1. D
- 2. D
- 3. A
- 4. A
- 5. B
- 6. A
- 7. C
- 8. A
- 9. C
- 10. B

Training Logs

Continuing Training Log

Employee Name _____ Page _____

1. New Hire Orientation
2. Products & Equipment Training
3. Safety & Hazard Training
4. H1N1 Training
5. Asbestos Awareness Training
6. Blood Born Pathogens Awareness Training

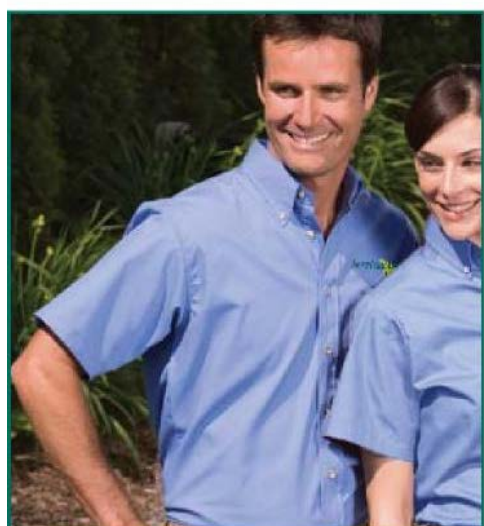
Category	Date	Description	Trainer	Employee Signature
3	10-30-11	Safety & Hazard Training	Tloftis	
5	10-30-11	Asbestos Awareness Training	Tloftis JLofitis	

ServiceMaster Uniforms

Supervisor Uniform



Employee Uniform



Background Checks and Drug Policy:

Background Checks

Introduction

- With the growing proliferation of multi-million dollar negligent hiring lawsuits and the imminent danger to the safety of other employees and customers posed by previous violent offenders, there is an exigent need for methodical and thorough criminal background checks.
- In addition to criminal checks, national statistics show that one out of three employment applications are falsified creating a need for verification procedures for previous employment, education, and other client-specific information.

Acxiom's Approach

- Acxiom manages background screening services in accordance with the highest ethical, legal, and professional standards. All of our criminal background checks are conducted in person at the relevant courthouse, and access is controlled to background check results through secure profiles on Pembroke's eDrugTest.com Internet site.
- Acxiom does not cut corners and they perform all checks in a methodical and consistent fashion to ensure legal defensibility. At the same time, they recognize the importance of turnaround time, and process information as quickly as possible in order to provide results to their clients in the most timely fashion possible.

Background Checks (cont.)

eDrugTest.com Background Screening Functionality

- In addition to allowing client access to data through customized and secure user profiles, Pembroke's eDrugTest.com Internet site provides the best available solution to automate the background screening process. Background check features supported by eDrugTest.com include the ability to enter checks electronically, to query test results by multiple fields, to view reports, and to view results in both summary and expanded form.
- eDrugTest.com also allows for some very unique features including the ability to view at all times the most current status of background check results (from pending to various stages of partial completeness to complete), and the ability to score background check results. Scoring background check results relieves management of the duty of interpreting often confusing legal jargon; To shield clients from legal liability, eDrugTest.com can also filter background check results, so that, for example, location managers would not be able to view positive results.

Background Checks (cont.)

Common Screening Checks

Axiom offers over 50 background screening checks. Among the most common are:

- **CRIMINAL RECORD**: Our nationwide network of over 3,000 Public record searchers throughout the United States access records via the Clerk of The county Courts Office in the specific areas requested. All The criminal record searches are Performed Real Time....In-Person! Copies of court journal entries are available upon request.
- **TRUSST CRIMINAL SEARCH PACKAGE**: Includes “unlimited” criminal record searches at ALL resident addresses listed on the national social Security number trace, (anywhere in the United States). You receive one consolidated report listing the results of the social security trace, along with the findings of each criminal record search. TRUSST is the “industry standard” in providing the most comprehensive criminal background check.
- **FEDERAL CRIMINAL RECORD**: Felony information only, searched via U.S. Federal District Court, per region.

Background Checks (cont.)

- **MOTOR VEHICLE RECORD**: Driving records can show convictions for driving while intoxicated, a history of reckless behavior and whether the license is, in fact, valid. This check, conducted by state, may uncover applicants with records of substance abuse and other behavioral problems. CDL license is also verified and expiration date is provided.
- **SOCIAL SECURITY NUMBER TRACE**: Verification that the SSN provided by the applicant was issued by the Social Security Administration and that it is not listed in the files of the deceased. This trace also reveals names and addresses associated with the social security number.
- **PEER CREDIT REPORT**: Accessed via Acxiom's national credit bureau database. Reflects an individual's national credit history (and specifically used for employment purposes). The Peer Credit Report will show an individual's creditor and account payment history, and any record of bankruptcies, tax liens, foreclosures, repossessions, etc.
- **EDUCATION VERIFICATION**: This check verifies educational information. The salaries you pay are tied to specific levels of education and expertise. Unfortunately, many applicants claim degrees and licenses which are never earned, or otherwise falsify credentials.
- **LICENSE VERIFICATION**: Verifies professional licenses such as Pharmaceutical, Nursing, Insurance, FAA/FCC, Teaching, etc.

Background Check summary:

A Criminal Record Search is conducted on all employees:

- **The County Level Criminal Background Check**

A criminal background check is the dependable way of determining if a subject has been convicted of a crime. This is a felony and misdemeanor The County level criminal records search,. This search includes pending cases and convictions (minor traffic charges not included)

- **Federal Criminal**

This is a criminal search at the federal level.. Federal crimes include, but not limited to, bank robbery, drug trafficking, embezzlement, as well as crimes that cross state lines or occur on federal property.

- **Criminal Database Search**

This is an instant database search consisting of over 500 million records and covering all 50 States,. Data contained in this search can come from statewide repositories, local City information, Department of Corrections, sex offender registries and Administration of Courts records. You may choose to search all states or limit your search to a single state. This search is solely intended to be used in conjunction with criminal background check for Members.

Drug Policy

Substance Abuse Policy

ServiceMaster takes seriously the problem of drug and alcohol abuse and is committed to providing a work-place free of such substances. This policy applies to all employees of Company.

No employee is allowed to consume, possess, sell, or purchase any alcoholic beverage on any property, or in any vehicle owned or leased by ServiceMaster. No employee may use, possess, sell, transfer, or purchase any drug or other controlled substance that may alter an individual's mental or physical condition while working for ServiceMaster. The exceptions are over-the-counter pain relievers and the like, used as intended and directed, and any other drugs that have been prescribed to you, and which are being used as prescribed by your doctor.

ServiceMaster will not tolerate employees that are impaired by or under the influence of alcohol or drugs while working.

In cases where the use of alcohol or drugs poses a threat to the safety of other people or property, you must report the violation. Employees who violate our Substance Abuse Policy will be terminated..

Drug Policy (cont.)

As a part of Company's policy to ensure a drug and alcohol free workplace, within the limits of applicable federal, state, and local laws, Company reserves the right, in its sole discretion, to test for drugs and alcohol at its own expense. Some such situations may include, but are not limited, to the following:

- A. In conjunction with an offer of employment with Company;
- B. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
- C. As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
- D. On a random basis, where allowed by statute;
- E. As a follow-up to a rehabilitation program, where allowed by statute;
- F. As necessary for the safety of employees, customers, or the general public where allowed by statute.

All tested employees will be able to receive a copy of the laboratory results that certify the results or the testing done. It is a condition of your employment and continued employment with Company that you comply with the Substance Abuse Policy.

Company will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program, so long as this does not pose an undue hardship to Company. Company reserves the right to refuse to hire or to terminate the employment of any employee who, because of his or her current use of alcohol or drugs, is unable to perform his or her work duties, or cannot perform his or her duties in a manner which would not endanger the employee's health or safety, or the health or safety of others.



Evaluation plan, Quality Control:

Quality Assurance Program

- Provides a Mechanism by Which The Williamson County May Objectively Determine the Quality Level of Service Being Performed at the Site.
- The Program is Designed to Provide You With a Customized Level of Involvement in the Inspection and Verification Process.
- The Process Will Assure The Williamson County That the Quality Level Provided Will Meet or Exceed the Quality Standard Established.

Custodian By Task Completed



Supervisor Inspections per Shift



Manager Formal Weekly



Unannounced Third Party Inspection



Monthly District Support Inspection



Quarterly Corporate Inspection

Six Sigma Process

- We Are Committed to the Six Sigma Process That Was Developed by Motorola.
 - In the Program, Employees Train, Apply Skills and Lead Teams That Contribute to an Ever Changing Organization.
 - The P.A.C.T. System We Utilize Was Created As Part of a Six Sigma Process.
 - The System is Comprised of the Following Four Elements:
 - Plan
 - Act
 - Communicate
 - Track
- The Program Empowers Employees to Actively Find Solutions to Problems.
 - Our Goal is to Have Every Employee Contribute to the Six Sigma Program



P.A.C.T.

The system is comprised of the following four elements:

Plan: A Standardized Inspection Form Makes It Easy for a ServiceMaster Clean Inspector to Check the Condition of Your Facility. While Inspections are Scheduled in Advance, They are Unannounced So That You Get An Accurate Account of Service Quality.

Act: Buildings are Inspected on a Pre-Determined Schedule. The Inspection Results are Reported to You and Our Service Partners. Based on the Inspection Results, We Will Act to Address Any Issues immediately.

Communicate: The Inspection Results are Communicated Back to You Via the Method of Your Choice. Satisfactory Items, As Well As the Items Needing Attention, are Reviewed With Our Employees So They are Aware of the Service Quality of the Building and Are An Active Part of Making It Better.

Track: Tracking Inspection Results Shows Us the Service Level in Each Facility On an Ongoing Basis to Ensure Consistent Quality. Tracking Will Also Allow Us to Identify Trends and in Turn Increase the Value of Your Service.



Quality Assurance



- How do you know your building is clean?
- How do you know contracted services are performed?
- How do you know you are receiving real value for the price being paid?

You can only know with proof.

We Offer Proof through Effective Quality Control

- Know services will be completed as outlined.
- Submit messages that are documented.
- Receive customer service that exceeds expectations
- Consistently get “Best in Class” service.

Our Customer Service is Built on 3 Values:

- Quality
- Reassurance
- Communication

We accomplish this level of service with our quality control program,



CleanTelligent[®]
Software



Quality Assurance

We input and document the scope of work from our contract into CleanTelligent . For example:

Floor Maintenance

A. *Daily Services*

- Cleaning all common area floors daily with Ride-on Auto Scrubber
- Spot clean carpet stains.
- Completion of daily projects assigned to floor techs.
- Completion of all daily tasks listed in the Eagle Maintenance Floor crew S.O.W.
- Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.
- Vacuum under desks and tables
- Sweep/vacuum and then damp mop hard surface



We take a portable device and inspect those services .



Quality Assurance

Inspection results are available for review so you can see we are honoring our contract.

Inspection Details [Expand All](#) - [Collapse All](#) [Inspection Legend](#)

Group By: [SubLocation/Section](#) ☐ Show Tracking Item Details ☐


1st Floor - Offices, Lobby

Service Items:

100.00%	<input type="checkbox"/> Doors and frames	Offices/Conference Rooms - Daily-5xw - Door (non-glass) / Wall / Other Vertical Surface Cleaning
25.00%	<input type="checkbox"/> Floor / Tile / Carpet	Offices/Conference Rooms - Daily-5xw - Hard Floor Cleaning / Maintenance
100.00%	<input type="checkbox"/> Base Boards	Offices/Conference Rooms - Daily-5xw - Dusting
100.00%	<input type="checkbox"/> Walls	Offices/Conference Rooms - Daily-5xw - Other Cleaning
100.00%	<input type="checkbox"/> Wall lights	Offices/Conference Rooms - Daily-5xw - Glass / Window / Mirror Cleaning
100.00%	<input type="checkbox"/> Pictures	Offices/Conference Rooms - Daily-5xw - Glass / Window / Mirror Cleaning
80.00%	<input type="checkbox"/> Ceiling Lights	Offices/Conference Rooms - Daily-5xw - Glass / Window / Mirror Cleaning
100.00%	<input type="checkbox"/> Vents	Offices/Conference Rooms - Daily-5xw - Dusting
0.00%	<input type="checkbox"/> Cubicle Track	Offices/Conference Rooms - Weekly 1xw - Dusting
100.00%	<input type="checkbox"/> Cubicle Curtain	Offices/Conference Rooms - Weekly 1xw - Vacuuming / Sweeping
100.00%	<input type="checkbox"/> Overbed Table	Offices/Conference Rooms - Daily-5xw - Desk / Table / Counter / Other Horizontal Surface Cleaning

Service Detail Score: 85% - 8.5/10

Detailed job schedules ensure all services are completed as promised.



Locations

- 1st Floor
 - Offices, Lobby
 - Empty wastepaper baskets, ashtrays, and other receptacles
 - Spot clean door and partition glass, desks, and tables
 - Dust conference rooms, break rooms and receptionist areas
 - Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary
 - Clean carpet spots smaller than 10" in diameter
 - Vacuum all carpet in common areas
 - Vacuum under desks and tables
 - Sweep/vacuum and then damp mop hard surface floors
 - Sweep/vacuum and spot mop stairs
 - Reposition all furniture correctly

3rd Manager

Wed, Sep 1, 2010

<< Today >>

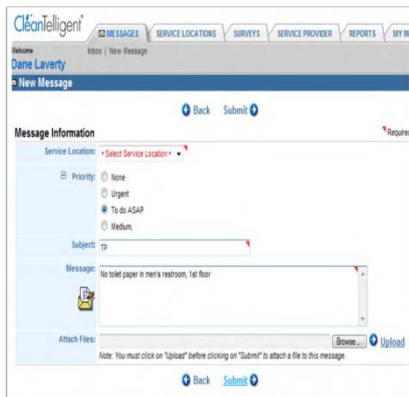
Month Week Day

7 am	8:44 a-8:07 p Zion's Bank; 1st Floor; Offices, Lobby; Empty wastepaper baskets, ashtrays, and other receptacles; damp wipe or wash if necessary
8 am	8:10 a-8:05 p Zion's Bank; 1st Floor; Offices, Lobby; Spot clean door and partition glass, desks, and tables
9 am	9:08 a-10:31 a Zion's Bank; 1st Floor; Offices, Lobby; Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary
10 am	10:32 a-11:26 a Zion's Bank; 1st Floor; Offices, Lobby; Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary
11 am	11:27 a-1:10 p Zion's Bank; 1st Floor; Offices, Lobby; Sweep/vacuum and then damp mop hard surface floors
12 pm	1:11 p-2:56 p Zion's Bank; 1st Floor; Offices, Lobby; Sweep/vacuum and spot mop stairs
1 pm	



Quality Assurance

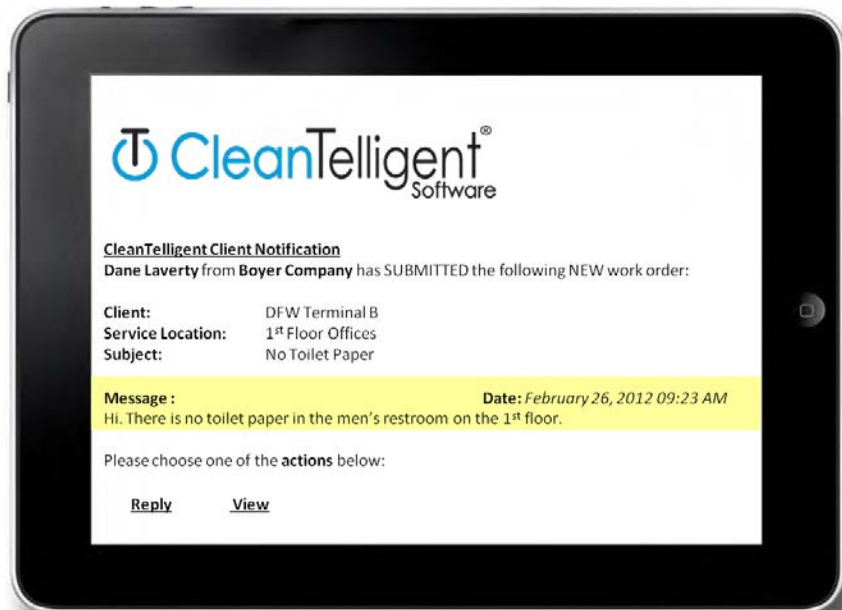
Submit any issues using your current email system or submit directly into CleanTelligent. Example; drink spill, stained carpet, Disinfect carpet of floor due to bodily fluids...



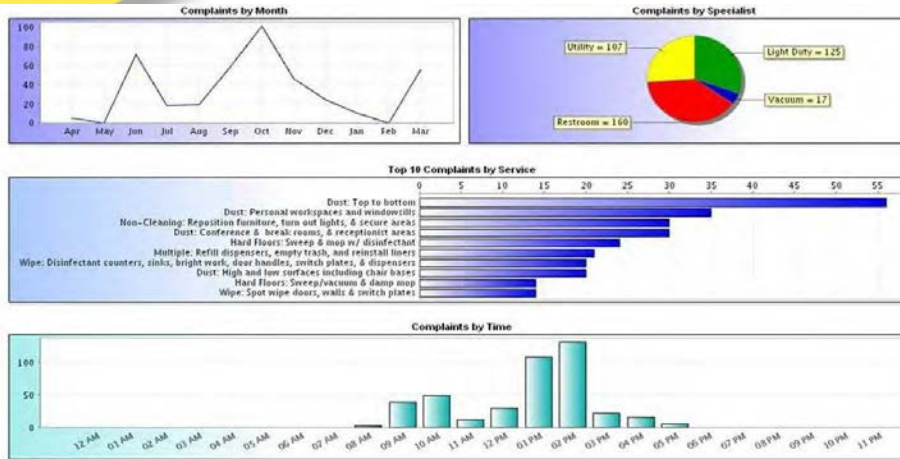
The screenshot shows the CleanTelligent web application interface. At the top, there are navigation tabs: MESSAGES, SERVICE LOCATIONS, SURVEYS, SERVICE PROVIDER, REPORTS, and MY IN. Below the tabs, the user is logged in as 'Dane Lavery'. The main section is titled 'New Message'. It includes a 'Message Information' section with a 'Service Location' dropdown menu (currently showing 'Select Service Location'), a 'Priority' section with radio buttons for 'None', 'Urgent', 'To do ASAP', and 'Medium', and a 'Subject' text field. Below these is a 'Messages' section with a text area containing the message: 'No toilet paper in men's restroom, 1st floor'. There is an 'Attach Files' section with a 'Browse...' button and an 'Upload' button. At the bottom, there are 'Back' and 'Submit' buttons. A note at the bottom states: 'Note: You must click on "Upload" before clicking on "Submit" to attach a file to this message.'

All responsible personnel are notified. If the request does not receive a prompt response, management is informed.

We respond to your message and updates are logged as progress is made.



Quality Assurance



Performance reports help us increase accountability and improve internal



With effective quality control you can know:

- Services are completed as contracted.
- Messages are documented and receive response.
- Customer service is exceeding your expectations.
- The building is consistently receiving “Best in Class” service.

Inspection results are available for review at anytime so you can see that we are honoring our contract.

Inspection Details [Expand All](#) [Collapse All](#) [Inspection Legend](#)

Group By: [SubLocation/Section](#) Show Tracking Item Details ☐

1st Floor - Offices, Lobby

Service Items:

100% <input checked="" type="checkbox"/> Empty wastepaper baskets, ashtrays, sand urns and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Spot clean door and partition glass, desks, counters and tables.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Clean carpet spots smaller than one square foot.	Offices - 5XW - General Cleaning
50% <input checked="" type="checkbox"/> Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.	Offices - 5XW - General Cleaning
0% <input checked="" type="checkbox"/> Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Sweep/vacuum and spot mop stairwells.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Sweep/vacuum and then damp mop hard surface floors.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.	Offices - 5XW - General Cleaning
100% <input checked="" type="checkbox"/> Vacuum under desks and tables if necessary.	Offices - 5XW - General Cleaning

1st Floor - Offices, Lobby Score:

Service Detail Score: 85% - 8.5/10



Effective Quality Control

Our inspections and data entry help you:

- Know that services will be completed as outlined
- Easily submit messages that are documented
- Receive customer service that exceeds your expectations
- Consistently get a cleaner building for what you are paying

We input and document the services from our contract into our Software. We inspect those services to make sure they are preformed at above industry standards

Inspection results are available for review at anytime so you can see that we are honoring our contract.

Inspection Details [Expand All](#) - [Collapse All](#) [Inspection Legend](#)
Group By: [SubLocation/Section](#) Show Tracking Item Details ☐

1st Floor - Offices, Lobby

Service Items:

100% <input checked="" type="checkbox"/> Empty wastepaper baskets, ashtrays, sand urns and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Spot clean door and partition glass, desks, counters and tables.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Clean carpet spots smaller than one square foot.	Offices - SXW - General Cleaning
50% <input checked="" type="checkbox"/> Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.	Offices - SXW - General Cleaning
0% <input checked="" type="checkbox"/> Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Sweep/vacuum and spot mop stairwells.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Sweep/vacuum and then damp mop hard surface floors.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.	Offices - SXW - General Cleaning
100% <input checked="" type="checkbox"/> Vacuum under desks and tables if necessary.	Offices - SXW - General Cleaning

1st Floor - Offices, Lobby Score:

Service Detail Score:

85% - 8.5/10

With Effective Quality Control You Can Know:

- **Services are completed as contracted**
- **Your messages are documented and responded to quickly**
- **You receive customer service that exceeds your expectations**
- **You consistently get a cleaner building for what you are paying**



Sample Of Resent Inspection Report



Quality Inspection Report

Inspection Date 3/2/14 7:08 PM
Service Location Central Park
Service Detail Score 98.15%
Tracking Item Detail Score N/A

Tracking Item/Service Criteria

Include Sign-Off Information No
Include Tracking Item Details No
Include Service Item Details Yes
Included Ratings Include Deficient, Not Deficient, N/A, Not Rated
Include All Details with Notes Yes

General Notes

Include Client Notes Yes
Include Inspector Notes Yes
Include Plan of Action Yes
Include Hidden Notes Yes

Report Description

This report displays the inspection details, questions, and notes matching the report criteria for the selected Service Locations during the selected time period or inspection.

General Notes

Inspection: **Central Park - 3/2/14 7:08 PM, Jesus Cortez**

Client Notes:

Inspector

Plan of Action:

Total Number of Inspections: 1

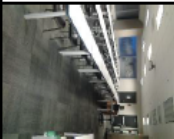
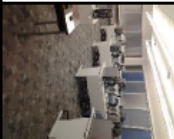
NonDeficient Ratings: 27; Deficient Ratings: 0; N/A Ratings: 0

Number of Deficiencies Signed Off: 0


Average Sign-Off Interval: 0.0 days

Service/Tracking Items

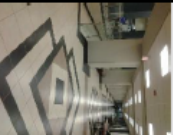

Service Location: Central Park Service Detail Score: 98.15% Tracking Item Detail Score:

SubLocation	Section	Area	Service/Tracking Item	Inspection Notes	Rating	Done
No SubLocation	No Section	Classrooms	S Dusting		Exceeds Expectations	✓
No SubLocation	No Section	Classrooms	S empty trash		Exceeds Expectations	✓
No SubLocation	No Section	Classrooms	S Spot clean spills and stains on carpeted and resilient floors		Exceeds Expectations	✓
No SubLocation	No Section	Classrooms	S Vacuuming		Exceeds Expectations	✓
No SubLocation	No Section	Classrooms	S Vacuuming		Exceeds Expectations	✓
No SubLocation	No Section	Conference room	S Empty trash. Replace liners if needed.		Exceeds Expectations	✓

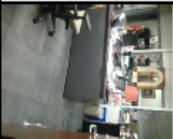

Service Location: Central Park Service Detail Score: 98.15% Tracking Item Detail Score:

SubLocation	Section	Area	Service/Tracking Item	Inspection Notes	Rating	Done
No SubLocation	No Section	Conference room	S Vacuum carpeted floors in their entirety		Exceeds Expectations	✓
No SubLocation	No Section	Hallways	S empty trash		Exceeds Expectations	✓
No SubLocation	No Section	Hallways	S Mopping		Exceeds Expectations	✓
No SubLocation	No Section	Hallways	S Spot clean spills and stains on carpeted and resilient floors		Exceeds Expectations	✓
No SubLocation	No Section	Hallways	S Vacuuming		Exceeds Expectations	✓
No SubLocation	No Section	lab, clinic, medical	S Dusting		Meets Expectations	✓
No SubLocation	No Section	lab, clinic, medical	S Mopping		Meets Expectations	✓
No SubLocation	No Section	lab, clinic, medical	S Remove trash/debris.		Exceeds Expectations	✓
No SubLocation	No Section	library	S Dusting		Exceeds Expectations	✓

Service Location: Central Park Service Detail Score: 98.15% Tracking Item Detail Score:

SubLocation	Section	Area	Service/Tracking Item	Inspection Notes	Rating	Done
No SubLocation	No Section	library	S Mopping		Meets Expectations	✓
No SubLocation	No Section	library	S Remove trash and dispose of properly.		Exceeds Expectations	✓
No SubLocation	No Section	library	S Spot clean spills and stains on carpeted and resilient floors	there is some light stains from the door stops	Meets Expectations	✓
No SubLocation	No Section	library	S Vacuuming		Exceeds Expectations	✓
No SubLocation	No Section	Lobby	S glass, mats, floors, corners, ledges, walls, trash		Exceeds Expectations	✓
No SubLocation	No Section	Lobby	S glass, mats, floors, corners, ledges, walls, trash		Not Rated	✓
No SubLocation	No Section	Private Offices	S Dusting		Meets Expectations	✓
No SubLocation	No Section	Private Offices	S Empty trash. Replace liners if needed.		Exceeds Expectations	✓
No SubLocation	No Section	Private Offices	S Vacuum all carpeted area in the room.		Exceeds Expectations	✓

Service Location: Central Park Service Detail Score: 98.15% Tracking Item Detail Score:

SubLocation	Section	Area	Service/Tracking Item	Inspection Notes	Rating	Done
						
No SubLocation	No Section	Restrooms	S empty trash		Exceeds Expectations	✓
No SubLocation	No Section	Restrooms	S Mirrors & Sinks		Exceeds Expectations	✓
No SubLocation	No Section	Restrooms	S Mopping		Exceeds Expectations	✓
No SubLocation	No Section	Restrooms	S Stocking Supplies		Exceeds Expectations	✓

- **GS-37 Green
Cleaning
Products**



Green For™ General Purpose Cleaning



Green For™ General Purpose Cleaning (GPC) is formulated for general purpose cleaning with the environment and safety in mind. It is designed to be used for daily cleaning of most water-cleanable surfaces. Microfiber cloths are the recommended cloth for use with this product, but it will work with any cleaning cloth. Green For™ General Purpose Cleaning carries certification from Green Seal GS37 and Environmental Choice CCD146I.

Part of the "Green For™" line of ServiceMaster Clean products, this product is designed for minimal environmental impact. It is free of ingredients such as perfumes and VOCs. Its rate of biodegradation is faster than that of "non-green" products. As a Green product, it offers reduced toxicity to humans and aquatic life, as well as reduced smog production potential.

Green For™ GPC is also available in a Closed Loop dispensing configuration that allows for more accurate dilution of RTU solutions, reduced exposure of employees to concentrated product, and reduced waste.

Features and Benefits:

- Works in cold water
- Can also be used for transparent surfaces such as windows and mirrors
- Can be used to refill the concentrate bottles of the Green For™ GPC Portable Dispensing System (# 32986 / C32986)

DILUTION RATE: From 1 ounce to 4 ounces per gallon, depending on application

NOTE: Green For™ GPC is mildly acidic. Care should be taken to prevent the concentrate from coming into contact with acid-sensitive surfaces.

ServiceMaster Clean Stock Numbers

33304	Green For™ General Purpose Cleaning, Case/4 Gallons
C33304	Green For™ GPC, Case/4 Gallons, Canada
33314	Green For™ GPC, Closed Loop, Cs/4 Gallons
C33314	Green For™ GPC, Closed Loop, Cs/4 Gallons, Canada
33304LRTU	Green For™ GPC RTU Label
42980	Closed Loop Dispenser, 1:128, Green
45025	Green For™ GPC Silkscreen RTU Bottle
45030	Green For™ GPC Silkscreen RTU Bottle, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

Green For™ Floors



Green For™ Floors is formulated for the routine maintenance of floors with the environment and safety in mind. Green For™ Floors can be applied using either a traditional wet mop or a flat mop. Floors are cleaned without streaking or hazing, and no rinsing is required. It has been certified under Green Seal GS37 and Environmental Choice CCD1461.

Part of the “Green For™” line of ServiceMaster Clean products, this product is designed for minimal environmental impact. It is free of ingredients such as perfumes and VOCs. Its rate of biodegradation is faster than that of “non-green” products. As a Green product, it offers reduced toxicity to humans and aquatic life, as well as reduced smog production potential.

Green For™ Floors is also available in a Closed Loop dispensing configuration that allows for more accurate dilution of RTU solutions, reduced exposure of employees to concentrated product, and reduced waste.

Features and Benefits:

- Works in cold water
- No rinsing required
- Will not streak or haze

DILUTION RATE: 1/2 ounce per gallon

NOTE: Green For™ Floors is mildly acidic. Care should be taken to prevent the concentrate from coming into contact with acid-sensitive surfaces.

ServiceMaster Clean Stock Numbers

33504	Green For™ Floors, Case/4 Gallons
C33504	Green For™ Floors, Case/4 Gallons, Canada
33354	Green For™ Floors, Closed Loop, Cs/4 Gallons
C33354	Green For™ Floors, Closed Loop, Cs/4 Gallons, Canada
33504LRTU	Green For™ Floors RTU Label
42983	Closed Loop Dispenser, 1:256, Blue
45023	Green For™ Floors Silkscreen RTU Bottle
45028	Green For™ Floors Silkscreen RTU Bottle, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time

To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time

This product is available on the Online Products Ordering site accessed through SVMLink.

Green For™ Oxidizing Cleaner



**Red Closed Loop Dispenser
Sold Separately - # 42982**

Green For™ Oxidizing Cleaner is designed for the routine maintenance of restrooms with the environment and safety in mind. It oxidizes and removes the organic soils that are a source of stains and odor. Organic soils also trap microorganisms so the removal of these soils assists in the physical removal of these germs. Green For™ Oxidizing Cleaner thus represents a significant enhancement to the Capture & Removal System.

Part of the "Green For™" line of ServiceMaster Clean products, this product is designed for minimal environmental impact. It is free of ingredients such as perfumes and VOCs.

Green For™ Oxidizing is sold in a Closed Loop dispensing configuration that allows for more accurate dilution of RTU solutions, reduced exposure of employees to concentrated product, and reduced waste.

Features and Benefits:

- Designed for use on floors, countertops, and other water-cleanable surfaces
- Ideal for daily cleaning of microfiber cloths, flat mops, and wet mops
- pH = 10.5 – 11.5 (for RTU solution)

DILUTION RATE: Product is automatically diluted through the Closed Loop Dispenser (1:64 from the Orange dispenser; 1:256 from the Red dispenser)

NOTE: Green For™ Oxidizing Cleaner is not to be mixed with any other product – it is diluted only with water. Also, the silkscreen RTU bottles are more opaque than the standard RTU bottles. They reduce the solution's exposure to light, which can accelerate the RTU solution losing efficacy.

ServiceMaster Clean Stock Numbers

33514	Green For™ Oxidizing Cleaner, Case/4 Gallons
C33514	Green For™ Oxidizing Cleaner, Case/4 Gallons, Canada
42981	Closed Loop Dispenser, 1:64, Orange
42982	Closed Loop Dispenser, 1:256, Red
42985	Chlorine Test Paper (0-200 ppm chlorine), Vial/100 Strips
45035	Green For™ Oxidizing Cleaner Silkscreen RTU Bottle
45036	Green For™ Oxidizing Cleaner Silkscreen RTU Bottle, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

Professional Cleaning Products SMCC239-092209
This slick sheet is available for download from SVMLink.

Green For™ Restrooms



Green For™ Restrooms is designed for the routine maintenance of restrooms with the environment and safety in mind. It is formulated to be non-corrosive, and can be used on a wide range of fixtures. Green For™ Restrooms carries certification from Green Seal GS37, Environmental Choice CCD146J, and Environment Canada.

Part of the "Green For™" line of ServiceMaster Clean products, this product is designed for minimal environmental impact. It is free of ingredients such as perfumes and VOCs. Its rate of biodegradation is faster than that of "non-green" products. As a Green product, it offers reduced toxicity to humans and aquatic life, as well as reduced smog production potential.

Features and Benefits:

- Can be used to remove heavy build-up as well as for routine cleaning
- To be used with red microfiber cloth (# 40222) for flushables and blue microfiber cloth (# 40220) for all other restroom cleaning

DILUTION RATE: 1 part Green For™ Restrooms to 40 parts water for daily cleaning; Full strength for heavy soils and restorative cleaning

NOTE: Green For™ Restrooms is mildly acidic – care should be taken to prevent the concentrate from coming into contact with any acid-sensitive surfaces.

ServiceMaster Clean Stock Numbers

23944	Green For™ Restrooms, Case/4 Gallons
23949	Green For™ Restrooms, Case/12 Quarts
C23944	Green For™ Restrooms, Case/4 Gallons, Canada
C23949	Green For™ Restrooms, Case/12 Quarts, Canada
23949LRTU	Green For™ Restrooms RTU Label
45024	Green For™ Restrooms Silkscreen RTU Bottle
45029	Green For™ Restrooms Silkscreen RTU Bottle, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
 To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
 This product is available on the Online Products Ordering site accessed through SVMLink.

Green For™ Degreasing



Green For™ Degreasing is designed for degreasing and cleaning of hard surfaces, equipment, and utensils. It can be used on most water cleanable surfaces, and it works in cold water. Green For™ Degreasing has been certified under Green Seal GS37 and Environmental Choice CCD146E.

Part of the "Green For™" line of ServiceMaster Clean products, this product is designed for minimal environmental impact. It is free of ingredients such as perfumes and VOCs. Its rate of biodegradation is faster than that of "non-green" products. As a Green product, it offers reduced toxicity to humans and aquatic life, as well as reduced smog production potential.

Features and Benefits:

- Works in cold water
- Can be applied by spray bottle, mop, or pressure washer
- RTU solution can be used to clean microfiber cloths on site (rinse and air dry cloths after washing)

DILUTION RATE: 2 ounces per gallon

NOTE: Green For™ Degreasing is not intended for use on floors that have had a floor finish applied.

ServiceMaster Clean Stock Numbers

33404	Green For™ Degreasing, Case/4 Gallons
C33404	Green For™ Degreasing, Case/4 Gallons, Canada
33404LRTU	Green For™ Degreasing RTU Label
45022	Green For™ Degreasing Silkscreen RTU Bottle
45027	Green For™ Degreasing Silkscreen RTU Bottle, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time

To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time

This product is available on the Online Products Ordering site accessed through SVMLink.

Green For™ Scrub N Shine™



Green For™ Scrub N Shine™ is a new cream cleanser developed by ServiceMaster Clean under the Environmental Protection Agency's (EPA) Design for the Environment (DfE) Program and "Recognized for Safer Chemistry". ServiceMaster Clean and DfE have partnered and together continually review products to see if they can be improved upon or made more environmentally friendly while maintaining their cleaning effectiveness.

Green For™ Scrub N Shine™ is less abrasive than many other cream cleansers on the market, meaning it can be used on a wider range of surfaces. It is effective at removing soap scum and hard water deposits from ceramic, brushed stainless steel, porcelain, and other non-porous, polished surfaces. The product can be applied directly to the soiled surface or to a damp cloth or sponge.

Features and Benefits:

- Cream cleanser for hard, polished, non-porous surfaces
- Less abrasive than other cream cleansers
- Developed in partnership with the Environmental Protection Agency (EPA)
- Shipped RTU; no dilution needed

DILUTION RATE: Product is shipped Ready-to-Use (RTU)

ServiceMaster Clean Stock Numbers

23999	Green For™ Scrub N Shine™, Case/12 Quarts
C23999	Green For™ Scrub N Shine™, Case/12 Quarts, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
 To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
 This product is available on the Online Products Ordering site accessed through SVMLink.

Green For™ Carpets



Green For™ Carpets is a versatile general purpose carpet cleaner that carries certification from Green Seal GS37 (US product) and Environmental Choice (Canadian product). Green For™ Carpets can be used for daily cleaning on most water-cleanable carpet. It can be applied using a pressure sprayer (handheld or backpack) or using the Hydro-Force applicator. Green For™ Carpets is also approved for use as a daily spot cleaner.

Part of the "Green For™" line of ServiceMaster Clean products, this product is designed for minimal environmental impact. It is free of ingredients such as perfumes and VOCs. Its rate of biodegradation is faster than that of "non-green" products. As a Green product, it offers reduced toxicity to humans and aquatic life, as well as reduced smog production potential.

Features and Benefits:

- Recommended for all phases of carpet care (spot removal, low-moisture cleaning, and pre-spray/rinse extract)
- Low resoil potential

DILUTION RATE: From 2 ounces per gallon to full strength, depending on soil level and application

ServiceMaster Clean Stock Numbers

23704	Green For™ Carpets, Case/4 Gallons
C23704	Green For™ Carpets, Case/4 Gallons, Canada
23714	Green For™ Carpets, Case/4 5-Liter F-Style
C23714	Green For™ Carpets, Case/4 5-Liter F-Style, Canada
23704LRTU	Green For™ Carpets RTU Label
45021	Green For™ Carpets Silkscreen RTU Bottle
45026	Green For™ Carpets Silkscreen RTU Bottle, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time

To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time

This product is available on the Online Products Ordering site accessed through SVMLink.

SaniMaster™ Carpet Sanitizer



SaniMaster™ Carpet Sanitizer is designed to clean and sanitize carpets, as well as neutralize unpleasant odors. Quaternary sanitizers reduce and control the growth of micro-organisms, including odor-causing bacteria. This makes it an excellent product for use on carpets that have been affected by water damage. The application method is the same as with many other carpet cleaning products: pre-spray and rinse extract.

SaniMaster™ Carpet Sanitizer is EPA-registered and is approved for use in hospitals.

Features and Benefits:

- Broad-spectrum sanitizing agent
- Highly effective on carpet affected by water damage
- pH = 13

DILUTION RATE: 2 Ounces with enough water to make 1 Gallon

APPLICATION: Prespray at a rate of ½ to ½ Gallon per 100 Square Feet, then rinse-extract.

NOTE: SaniMaster™ Carpet Sanitizer is an EPA-Registered Product (Registration # 6836-108-79687); please follow all label instructions regarding use.

ServiceMaster Clean Stock Numbers

23664

SaniMaster™ Carpet Sanitizer, Cs/4 Gal

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

WallGlide™ Plus - ER



WallGlide™ Plus – ER represents a new step in ServiceMaster Clean's continued commitment to developing products that have a reduced environmental impact while maintaining a high level of cleaning performance and efficacy. The "ER" stands for "Environmentally Responsible". It has been formulated with surfactants that are more readily biodegradable, reducing its environmental impact.

WallGlide™ Plus – ER is able to be used in a wide range of cleaning situations, from light daily cleaning to heavy soil levels and salvage situations. It is also compatible with several additives for detergency boosting and odor control.

Features and Benefits:

- Pine fragrance
- Not classified as HAZMAT for shipping purposes
- Can be used on painted surfaces, woodwork, wall coverings, and vinyl upholstery (ALWAYS PRETEST)
- Can be rinsed with clear water
- pH = 12 - 13

COMPATIBLE ADDITIVES:

For Detergency Boost: WallGlide™ DeepClene™; Trisodium phosphate

For Odor Control: OdorGo™ Multipurpose Booster; OdorGo™ Room Deodorant Pro

DILUTION RATE: Depending on soil level, 2 Ounces to 12 Ounces of WallGlide™ Plus - ER with enough water to make 1 Gallon (15 ml – 90 ml plus enough water to make 1 liter)

ServiceMaster Clean Stock Numbers

23274	WallGlide™ Plus - ER, Cs/4 Gallons
23275	WallGlide™ Plus - ER, 5-Gallon Pail
45039	WallGlide™ Plus - ER Silkscreen RTU Bottle

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

SaniMaster™ 6



*In Front (L – R):
42974, 42971, 42972, 42973, 42970*

SaniMaster™ 6 is a quaternary-based, EPA-registered disinfectant cleaner that is designed for use in hospitals and other facilities where controlling the risk of cross-contamination is of great importance. It is recommended for use as an all-purpose cleaner and disinfectant as part of regular maintenance programs. SaniMaster™ 6 is effective in the presence of light organic soil and in hard water (up to 400 ppm).

It has been formulated to be effective against a broad spectrum of bacteria, viruses, and fungi, including CA-MRSA. SaniMaster™ 6 has been shown effective against 36 strains of bacteria and three fungi. It has also shown to be virucidal for 18 different viruses.

Features and Benefits:

- Combines the latest in quat technology with powerful cleaning agents
- Mild citrus fragrance during cleaning; leaves no residual odor
- No rinsing required
- Can be set up for Closed Loop Dispensing (Items Needed Listed Below)
- pH = 8.5

DILUTION RATE: 1 oz. per Gallon of Ready-to-Use (RTU) solution

Note: SaniMaster™ 6 is EPA registered; use exactly according to label directions.

ServiceMaster Clean Stock Numbers

23784	SaniMaster™ 6, Case/4 Gallons
23785	SaniMaster™ 6, 5 Gallon Pail
C23784	SaniMaster™ 6, Case/4 Gallons (Canada)
C23785	SaniMaster™ 6, 5 Gallon Pail (Canada)
45037	SaniMaster™ 6 24-Oz RTU Silk-screen Bottle
45038	SaniMaster™ 6 24-Oz RTU Silk-screen Bottle (Canada)
42970	Closed Loop Dispenser, Yellow (1:128 Dilution)
42971	Closed Loop Insert for Gallon Bottle
42972	Female Closed Loop Quick Connect, Pk/25
42973	Male Closed Loop Quick Connect, Pk/50
42974	5-Foot Water Hose, 3/4" Connections

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

Professional Cleaning Products SMCC067-022108

This slick sheet is available for download from SVMLink.

Green For™ Floor Finish Remover DS

Green For™ Floor Finish Remover DS is a revolutionary product from ServiceMaster Clean.

The "DS" stands for "Double Strength" – this product is used at half of the concentration of traditional floor finish removers, yet performs at the same level. It is safe for use on Vinyl Composition (VCT), terrazzo, marble, concrete, slate, stone, and other mineral/non-resilient floors. The formulation allows it to be effective on both zinc-free and zinc-containing floor finishes.

Because of its formulation, Green For™ Floor Finish Remover DS is not subject to any HAZMAT shipping charges.

Features and Benefits:

- Will work on zinc-free and non-zinc-free finishes
- Safe for use on wide range of floor surfaces
- No HAZMAT shipping charges
- Certified under Green Seal GS40 Standard for industrial and institutional floor-care products
- pH = 9.9 – 10.5

DILUTION RATE:

Light to Medium Build-up: 1 ½ cups of concentrate with enough cool water to make 1 Gallon of RTU solution

Heavy Build-up and Non-Zinc-Free Finishes: 2 ½ cups of concentrate with enough cool water to make 1 Gallon of RTU solution

For more information, please refer to the Product Bulletin, # PB 33525, available on SVMLink.

ServiceMaster Clean Stock Numbers**33525****Green For™ Floor Finish Remover DS, 5-Gal Pail****C33525****Green For™ Floor Finish Remover DS, 5-Gal Pail, Canada**

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time

To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time

This product is available on the Online Products Ordering site accessed through SVMLink.

Green For™ Floor Finish



Green For™ Floor Finish is a VOC-free, zinc-free floor finish with 25% solids content that is designed with an environmentally responsible profile. A low-odor product that offers excellent gloss, its gloss is comparable to products such as FloorStar™ Premium 25. It levels well during application, and has excellent resistance to soil and detergents. Also, it has high resistance to black heel marking; should black heel marks occur, they are easy to remove.

Green For™ Floor Finish is safe for use on vinyl-composition tile (VCT), terrazzo, marble, concrete, and other mineral/non-resilient floors and can be applied to these without a sealer.

Features and Benefits:

- Contains no zinc and no VOC's
- Excellent response to burnishing
- Certified under Green Seal GS40 Standard for industrial and institutional floor-care products
- pH = 7.0 – 8.5

DILUTION RATE: Use full strength; no dilution needed

COVERAGE:

First Coat: 1 Gallon per 1000 Square Feet (1 Liter per 20 Square Meters)

Subsequent Coats: 1 Gallon per 1500 Square Feet (1 Liter per 38 Square Meters)

For more information, please refer to the Product Bulletin, # PB 33545, available on SVMLink.

ServiceMaster Clean Stock Numbers

33545	Green For™ Floor Finish, 5-Gal Pail
C33545	Green For™ Floor Finish, 5-Gal Pail, Canada

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
 To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
 This product is available on the Online Products Ordering site accessed through SVMLink.

- **Proposed
Equipment**

QuietPro® HEPA Backpack



The QuietPro® HEPA Backpack Vacuum is designed to offer the power to tackle tough cleaning situations and maintain indoor air quality levels with HEPA filtration, yet switch to a Quiet Mode which minimizes noise impact on the cleaning environment. In Quiet Mode, the sound level is only 51 decibels (dB), a lower level than a normal conversation.

The patented two-piece back plate is designed to minimize stress and fatigue for the operator. A thermal protector shut-off switch prevents the motor from overheating in cases of a full filter/bag or other airflow obstruction.

There are two tool kit options available for the QuietPro® HEPA. In addition to the standard tool kit, it can be ordered with a Sidewinder tool kit to take advantage of the time and motion savings those tools offer.

SPECIFICATIONS

Dimensions:	24" H x 15" W x 10" D (61 cm H x 38 cm W x 25.4 cm D)
Weight:	11 Lbs (5 kg)
Hose:	1.5" (3.8 cm), static dissipating
Power Cord:	Included, 50 Feet (15.2 Meters)
Electrical:	115 Volts
Amp Draw/Watts:	Power Mode – 7.4 Amps, 864 Watts Quiet Mode – 5.1 Amps, 612 Watts
Air Flow:	Power Mode – 106 CFM (3.0 cubic meters/minute) Quiet Mode – 74 CFM (2.1 cubic meters/minute)
Static Lift:	Power Mode – 82" (202.3 cm) Quiet Mode – 45" (114.3 cm)
Sound Level:	Power Mode – 60 dB Quiet Mode – 51 dB
Filter:	Washable cloth bag; Disposable paper filterbag and HEPA filter
Housing:	Rotomolded Polyethylene

The QuietPro® HEPA meets the requirements of the U.S. Green building Council's LEED rating system for Green Cleaning – Sustainable Cleaning Equipment.

ServiceMaster Clean Stock Numbers

18740	QuietPro® HEPA w/ Standard Tool Kit
18750	QuietPro® HEPA w/ Sidewinder Tool Kit
15704	Filterbags for QuietPro® HEPA, Pk/10
15707	HEPA Filter for QuietPro® HEPA, Each

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

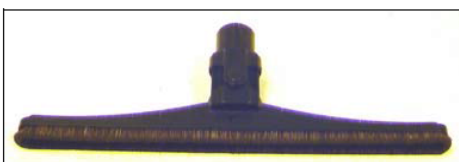
Sidewinder Vacuum Tools



52140 - Sidewinder 18" Carpet Tool



52141 Sidewinder 18" Hard Floor Tool, Nylon Brush



52143 Sidewinder 18" Hard Floor Tool, Horsehair Brush



The Sidewinder Tools are specifically designed for professional vacuuming of commercial floors. They are intended for use with the following hip and backpack vacuums:

Alpine (# 18700)

PV-500 (# 52100)

ProVac (# 15700)

Everest (# 15701)

Three Sidewinder Styles:

1. Floor tool without brush for carpets.
2. Floor tool with nylon brush for hard surfaces such as vinyl, concrete, grouted tile, etc.
3. Floor tool with horsehair brush for softer surfaces such as marble.

Features / Benefits:

- Straight-wand and low-profile floor tool design allows the operator to stand upright. This reduces fatigue, strain, and injury.
- The design also allows the technician to use a side-to-side sweeping motion that covers the area faster than using traditional floor tools.
- Productivity is improved by at least 30%.
- 360-degree cleaning without moving the feet.
- Narrow head design allows easy edge cleaning and easy access to hard-to-reach areas, such as, between and behind desks and cabinets.
- Works well on walls and ceilings.
- Fits any 1-1/2" hose cuff.
- Friction-fit eliminates need for couplers and tool collars.
- One or two piece wands are available. Two piece wand breaks down for easy transportation in a vehicle.

ServiceMaster Clean Stock Numbers

52140	Sidewinder 18" Carpet Tool without wand
52141	Sidewinder 18" Hard Floor Tool, Nylon Brush without wand
52142	Replacement 18" Nylon Brush
52143	Sidewinder 18" Hard Floor Tool, Horsehair Brush without wand
52144	Replacement 18" Horsehair Brush
52145	59" Straight Aluminum Wand, 1-Piece
52146	59" Straight Aluminum Wand, 2-Piece

Technical Questions? Call 1-800-756-5656 M-F 8 am to 5 pm Central Time

To Order by Phone: Call your Regional Office

These tools are available on the Online Products Ordering site accessed through SVMLink.

2370 Cord Burnisher with Dust Control

Low sound level, low vibration, simple operation



Get superior gloss performance from the Model 2370 ultra high speed dust control burnisher. This burnisher has low sound level, extremely low vibration, and simple operation, providing several benefits to operators and customers.

Special Features

- Air quality – the dust restraining system reduces the number of airborne particles generated during routine burnishing, resulting in improved air quality for everyone in the building.
- Lower vibration – results in lower noise level, perfect for use in noise-sensitive environments, and also results in less fatigue for the operator.
- Fold down handle – storage space for equipment is a constant challenge in many of our customers' buildings – this feature allows for more compact storage.
- Detachable cord – the 2370 Cord Burnisher has a detachable cord that allows easy replacement when the cord gets damaged by traffic or the action of the burnisher itself.
- Center caster – the 20 inch (51 cm) burnishing path is guided by a center caster for easy handling.
- Automatic vacuum actuation – pulls the pad to the floor.
- Low profile base – allows operator to clean hard to reach areas.

Specifications

- 20 inch (51 cm) burnishing path
- 2000 rpm pad speed
- ergonomic grips
- on-board pad adjustment knob and amp meter
- constructed of durable polyethylene that resists dents and cracks
- noise rating: 68 d.b.a. @ 6 feet

Ordering Information: STOCK NUMBER 17001

20" Single Speed Rotary Floor Machine



*Shown with Optional 3-Gallon Water Tank
(# 14551) installed*

The 20" Single Speed Rotary Floor Machine offers a simple, low-maintenance design that delivers consistent performance for finish removal, buffing and shower scrubbing. The handle is designed to adjust to different angles providing ergonomic comfort for different employees as they operate the machine. The roto-molded body is durable and easy to clean and maintain. A 3-gallon water tank is available; this allows the user to be able to keep the floor wet without stopping scrubbing to use a mop and bucket.

SPECIFICATIONS

Dimensions:	48" H x 20" W x 23 ½" D (121.9 cm H x 51 cm W x 59.7 cm D)
Weight:	97 Lbs (44 kg)
Power Cord:	Included, 50 Feet (15.2 Meters), safety-yellow, 14-gauge, 3-wire
Electrical:	120 Volts
Amp Draw/Watts:	12 Amps, 1100 Watts
Motor:	1.5 hp
Controls:	Twist grip operation with safety lock
RPM:	175 RPM
Sound Level:	60 dBA
Housing:	Rotomolded Polyethylene
Water Tank:	Optional, 3 Gallon capacity (11.4 liters)
Water Flow Rate:	0.1 Gal/minute (0.38 liters/minute)
Approvals:	CSA and ETL listed

ServiceMaster Clean Stock Numbers

14550	20" Single Speed Rotary Floor Machine
14551	3-Gallon Water Tank for 14550

Technical Questions: Call 1-800-756-5656, Option 3 M-F 7 am to 7 pm Central Time
To Order by Phone: Call 1-800-756-5656, Option 2 M-F 7 am to 7 pm Central Time
This product is available on the Online Products Ordering site accessed through SVMLink.

Glide Roto



Designed for constant duty and operation, the Glide Roto, with solution tank and cord, delivers superior performance, exceptional durability and many hours of fast and efficient floor and carpet care. A specially molded coupling between the motor and gearbox reduces the risk of damage to the gears. A cam-action quick release lever permits easy handle adjustment.

The solution tank is constructed of polyethylene for chemical resistance and has fingertip controlled flow through an electro valve. Large stationary wheels allow greater maneuverability when transporting the machine, particularly in deep pile carpet and stairways. The safety lock must be released before the machine will operate, preventing accidental start-ups. Additional maintenance features include an easy access handle assembly and replaceable cord holder. The Glide Roto is UL and CUL listed.

The roto base is now polished steel; it had previously been made of cast aluminum. A conversion kit is available to replace aluminum bases with the steel base.

SPECIFICATIONS (If not listed for each stock #, specs are same for both units)

Weight and Size:	50800SM – 97 Pounds (40.2 Kg); 20" (50.8 cm) 50850SM – 91 Pounds (37.7 Kg); 15" (38.1 cm)
Speed:	175 RPM
Motor:	1.5 Horsepower
Electrical:	115 Volts, 60 Hertz
Amp Draw:	50800SM – 8.6 Amps 50850SM – 7.7 Amps
Cord:	50 Feet, 14-gauge, 3-wire
Solution Tank:	3 Gallons (11.4 Liters)

ServiceMaster Clean Stock Numbers

50800SM	20" Glide Roto
50850SM	16" Glide Roto
50830	20" Base Conversion Kit (f/ 50800SM)
50831	16" Base Conversion Kit (f/ 50850SM)
16514	Drive Block for 50850SM
16519	Drive Block for 50800SM

Technical Questions? Call 1-800-756-5656 M-F 7 am to 7 pm Central Time

To Order by Phone: Call 1-800-756-5656

This product is available on the Online Products Ordering site accessed through SVMLink.

Professional Cleaning Products SMCE112-031008

This slick sheet is available for electronic download from SVMLink.



3500 Wet Dry Vacuum



3500 Wet Dry Vacuum

The 3500 Wet Dry Vacuum is a single, two stage, 1.3 horse power tank vacuum from Tennant that is great for general cleaning. The tank is a rotationally-molded construction of high strength Polyethylene to provide durability and is virtually indestructible. The 3500 Wet-Dry Vacuum features a hinged top vac head designed for easy access to the recovery tank and the float shut-off assembly. The hatch is designed to allow for easy access to the motors and tanks for routine maintenance. The built-in handle and compact design allows for easy transport. Unit comes with a contractor tool kit which includes a dual bend aluminum wand, ten foot 1½" vacuum hose, standard drain hose, forward/reverse squeegee, and a carpet tool. Three optional front mount squeegees are available.

Special Features

Weight: 44 lbs (20 kg)
Airflow: 103 CFM (cubic feet per minute)
(2916 liter per minute)
Cord: 50 ft (15 M)
Dimensions: 37.5x29x15.5 in
(95x73x39 cm)

Water lift: 92" (233 cm)
Voltage: 120 Volts AC, 60 cycles
Power: 1.3hp, 980 watts
Power: 8.5 amps
Capacity: 15 gallons wet
(56 liters wet)
1/3 bushel dry (vac bag)

Stock Number:

14600 3500 Wet Dry Vacuum
14601 26" Optional Front Mount Squeegee
14602 33" Optional Front Mount Squeegee
14603 39" Optional Front Mount Squeegee

Cost available through the regional office.

BOSS 2000 LE



The Boss LE is a 10-gallon extractor that cleans up to 3500 square feet per hour. It is a push extractor, so the technician is moving forward, not pulling the machine backwards. The unit is perfect for low pile, commercial grade carpet. The recovery tank has a 14.5 gallon capacity. Five spray jets and a 1200-rpm brush cover a 20-inch cleaning path, and a powerful three-stage vacuum motor provides excellent pick-up of solution. The unit comes with a drop down drain hose and large non-marking rear wheels.

SPECIFICATIONS

Weight:	185 lbs
Amp Draw:	14.2 Amps @ 120V
Tank Capacity:	Solution – 10 gallons; Recovery – 14.5 gallons
Vacuum Motor:	3-Stage, 1.8 horsepower
Water lift:	137 inches
Airflow:	101 CFM
Solution Flow:	1 gallon per minute @ 100 PSI
	5 jets
Brush Motor:	1800 RPM
Brush:	1200 RPM
Wheels:	Non-marking
Drain Hose:	Included, drop-down
Body:	Rotationally Molded Polyethylene

ServiceMaster Clean Stock Number

15038 Boss 2000 LE

Technical Questions? Call 1-800-756-5656 M-F 8 am to 5 pm Central Time
To Order by Phone: Call your Regional Office
To Order Online: go to <http://www.svmlink.com/productordering/>

King Cobra® 1200/500



The King Cobra® 1200/500 Dual Surface Cleaner is designed to give an operator 1200 psi for hard surface, tile, and grout cleaning, as well as instant 212°F hot water (adjustable from 100 to 500 psi) from an inline heater for carpet cleaning. These pressures are offered on separate pumps, ensuring that each surface is given the proper pressure for optimal cleaning.

A power priming system decreases start-up time, and auto-fill and auto-dump systems mean less down time during cleaning operations. The 1200/500 also features a siphon system that automatically meters and injects cleaning product.

Wands are easily transported in the rear tool caddy. The smart circuit locator reduces the chance of tripped breakers and blown fuses during operation. Both the rotomolded body and the inline heater have lifetime warranties.

SPECIFICATIONS

Weight:	202 Pounds (91.6 kilograms)
Dimensions:	39"H x 36"L x 21"W (99.1cm H x 91.4cm L x 53.3cm W)
Power Cords:	Two (2) – 25 Feet (7.6 Meters), 12-gauge, 3-wire hospital grade
Amp Draw:	15 Amps per cord, 30 Amps total
Hose Lengths:	¾" Diameter Direct Water Feed – 25 Feet (7.6 Meters) 1 ½" Vacuum Hose – 25 Feet (7.6 Meters)
Tank Capacities:	Solution Tank – 16 Gallons (60.6 Liters) Recovery Tank – 14 Gallons (53 Liters)
Auto Dump Pump:	5.5 Gallon per Minute, Float controlled
Vacuum Motor:	92 CFM Air Flow; 140" Water Lift
Wheels:	10" Non-Marking
Body:	Rotomolded with Lifetime Warranty

ServiceMaster Clean Stock Numbers

19210
KC 1200/500 Dual-Surface Cleaner

Technical Questions? Call 1-800-756-5656 M-F 7 am to 7 pm Central Time

To Order by Phone: Call your Regional Office

This product is available on the Online Products Ordering site accessed through SVMLink.

Professional Cleaning Products SMCE079-071706

This slick sheet is available for download from SCOR.

KaiVac® 2150

The KaiVac 2150 is the original No-Touch Cleaning machine. It is designed with the largest capacity and strength for the most demanding of cleaning challenges. It's perfect for larger jobs or facilities, like airports, stadiums, factories and more.

Complete Cleaning for Healthy Results

Like all No-Touch Cleaning systems, the KaiVac 2150 is specifically designed to thoroughly capture and remove soil, bacteria and other harmful indoor pollutants. Each system combines automatic chemical metering and injection, an indoor pressure washer, and a powerful wet vacuum into a single integrated deep cleaning system. As a result, it's scientifically proven to be 60 times more effective in reducing bacterial contamination than mops; which are more likely to spread contaminants than recover them. In fact, the KaiVac 2150 cleans so well that it even beats the industry standards for food preparation areas. Besides cleaning better, it also cuts labor and chemical costs while inspiring worker pride.

Multipurpose for Carpet Extraction

The versatile 2150 system quickly and easily transforms into a CRI Silver-Rated carpet extractor with the change of a wand making it a truly multipurpose machine. From hard surfaces to carpeted areas, the KaiVac 2150 hygienically deep cleans virtually any area of the facility.

Highlights

- 500 psi pump
- Large 21 gallon fresh water capacity
- Designed for large facilities and expansive areas
- HEPA filtered vacuum and blower
- CRI Silver-Rated carpet extraction capability
- Part of a complete system including a full line of cleaning chemicals

Contact us today for a free on-site demonstration and see the benefits of No-Touch Cleaning for yourself.





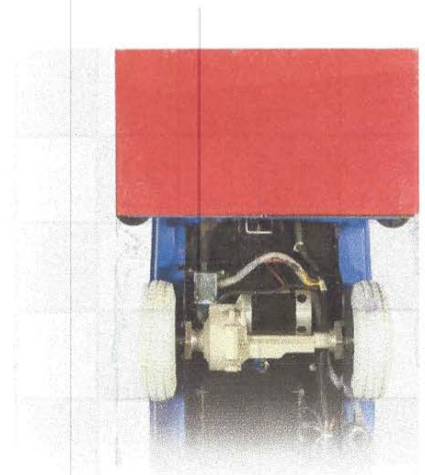
BOOST® Technology – Cleans Into Corners that Others Can't

For years the only way to productively clean and maintain smooth tile or concrete floors has been with a twin-disc automatic scrubber using contra-rotating pads or brushes. These machines operate with low (200-300) RPM and require high pad pressure to achieve an acceptable result. On these models, cleaning solution is slung away from the pads and only contained with side skirting that is easily worn or damaged. Another drawback to disc scrubbers is that the pad only cleans in one direction as it passes over the floor surface.

The unique BOOST® pad is rectangular and provides consistent contact across the cleaning path. Two round pads have less contact area in the center and on the edges.

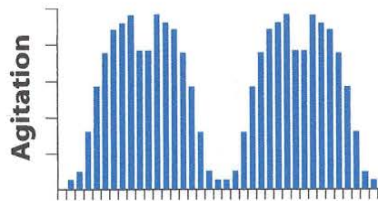
BOOST® Technology Autoscrubbers®

- Allows chemical-free stripping
- Multi application technology - cleans floors, strips floors, and wet screens gym floors
- 50-70% less solution consumption
- 25% increase in battery run times and 40% increase in pad life
- Exceptional cleaning performance available on many Clarke autoscrubbers

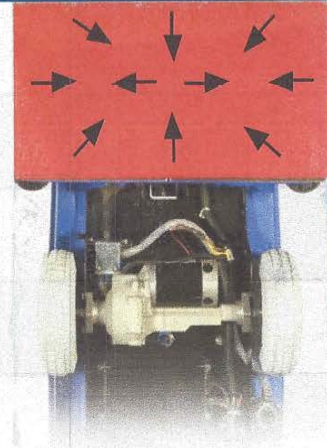
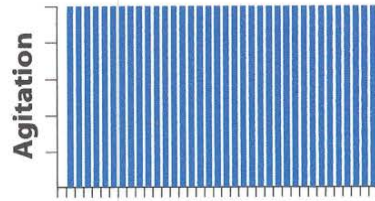


Trusted. Reliable. Efficient.

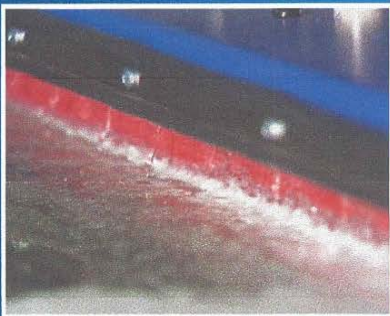
Clarke®



One Way Directional Scrubbing of Conventional Disc Machines



Multi-Directional Scrubbing by BOOST Orbital Pad Scrubber



Reduces Water & Chemical Consumption

Using BOOST® Technology, cleaning solution is introduced in front of the rectangular scrubbing pad with Clarke's patented **Pulse Modulated Solution Control**. The orbital action contains the cleaning solution in the pad and carries it for the full length of the pad. Compared to traditional disc scrubbers that sling water away from the pad, BOOST's efficient use of the cleaning solution results in **water and chemical savings of 50% to 70%**.

Using less water during cleaning keeps the operator working productively rather than in the janitor's closet emptying and refilling the scrubber tanks.

Decreases Strip and Recoat Cycles

Cleaner floors allow for more effective burnishing. Dirt left behind by traditional disc scrubbers is often burnished into the finish, resulting in a yellowing of the finish. With more effective cleaning AND burnishing, the time between labor-intensive strip-and-recoats can be extended, which means less money spent on floor stripping, finishing, and labor.



SPECIFICATIONS	BOS-18 Floor Machine	Focus® II Compact L20	Focus® II Mid Size 28	Focus® II Mid Size 32	CR28 BOOST® Rider	Focus® Rider 32
Part Number	01555A	see price book	see price book	see price book	00345A / 00346A	see price book
Cleaning Pad Size	18 in (45.8 cm)	20 in (50.8 cm)	28 in (71 cm)	32 in (81.3 cm)	28 in (71 cm)	32 in (81.3 cm)
Brush Speed	3,600 RPM	2,250 RPM	2,250 RPM	2,250 RPM	2,250 RPM	2,250 RPM
Brush Pressure	N/A (Floor machine)	40 & 75 lb (18 & 34 kg)	65 & 125 lb (29.5 & 56.7 kg)	95 & 150 lb (43 & 68 kg)	66 lb (30 kg)	115 & 155 lb (52 & 70 kg)
Power Source	Electric	Your choice of wet or AGM batteries				
Scrubbing Flow Rate	Manual	0.1 gal/min	0.12 gal/min	0.12 gal/min	0.17 gal/min	0.15 gal/min
Pad Life	40% longer than disc scrubbers					
Stripping/hour, ft²	2,000	6,000	8,200	9,400	8,200	9,400
Scrubbing/hour, ft²	6,000	17,600	24,600	28,100	36,900	42,200

Specifications are subject to change without notice.

What makes BOOST® Technology Green?

- Uses 50-70% less water & chemicals than conventional scrubbers
- AGM batteries on all autoscrubbers (optional)
- Ergonomically designed machines
- Safety features on every scrubber and floor machine

- Sustainable & recyclable machine parts
- Cleans multiple surfaces, reducing the need for additional equipment or additional cleaning processes

Options available on autoscrubbers?

- Clarke® Battery Maintenance System
- Full line of BOOST® Pads

- Replacement Squeegee Blade Kits
- Chemical Mixing System Kit
- Off-aisle Wand Kit (Focus Mid Size 32, Focus Rider)
- Hour Meter Kit

See machine product brochure for more detailed specifications and optional features.

Additional information

- Safety manual
- Employee Policies and manuals
- Bloodborne Pathogens Exposure Control Plan
- Safety report

ServiceMaster
Clean By
Eagle
Maintenance

Safety Manual
for
Custodial
Operations

(Includes OSHA Form 300 Instructions)

**SERVICEMASTER CLEAN BY EAGLE MAINTENANCE
SAFETY MANUAL FOR CUSTODIAL OPERATIONS
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EXHIBITS:	Accident Investigation Instructions
	OSHA Forms for Reporting Work-Related Injuries and Illnesses
	14 Points to Safe Driving. Instructions and Quiz

Employee Policies and Manuals

The policies and procedures in this manual are not intended to be contractual commitments by ServiceMaster Clean By Eagle Maintenance, Inc., and employees shall not construe them as such.

The policies and procedures are intended to be guides to management and are merely descriptive of suggested procedures to be followed. ServiceMaster Clean By Eagle Maintenance, Inc. reserves the right to revoke, change or supplement guidelines at any time without notice.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

ServiceMaster Clean By Eagle Maintenance, Inc.
1501 Summit Ave. Suite #1
Plano, TX 75074
February 28, 2013

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Bloodborne Pathogens Exposure Control Plan for ServiceMaster Clean By Eagle Maintenance

Adopted on February 5, 2013

The following person(s) is responsible for implementation and review of the Exposure Control Plan:

In accordance with the Occupational Safety and Health Administration (OSHA) Bloodborne Pathogens Standard, 29 CFR 1910.1030 (see Appendix A), the following exposure control plan has been developed. Definitions relating to the exposure control plan are found in Appendix C.

I. Exposure Determination

Each Facility Company must determine which of its employees could be exposed to blood or other potentially infectious materials (OPIM) in the course of their work assignment. These employees, for the purposes of compliance with this standard, may be described as:

- 1) designated first aid providers (those whose primary job assignment would include rendering first aid); and
- 2) those employees who might render first aid *only as a collateral duty*.

It is recommended that a committee be formed to make this determination. The committee membership could include: administrative representatives, bargaining unit representatives, a Facility Company medical advisor, a Facility nurse and/or health professional from the local health department or infection control department of the hospital. Volunteers and students are covered under this plan if they receive pay or another form of remuneration (e.g. meals, uniforms).

A. Job Classifications

The Facility Company has identified the following job classifications as those in which employees of the Facility Company could be exposed to bloodborne pathogens in the course of fulfilling their job requirements. Appendix D, *Job Classification Exposure Determination Form*, contains a list of job classifications in this Facility Company with potential exposure.

Housekeeper I
Supervisor

B. Tasks and Procedures

A list of tasks and procedures performed by employees in the above job classifications is required. This exposure determination shall be made without regard to the use of personal protective equipment. (Appendix E is a sample of a Task/Procedure Record that may be used to document this requirement.) Tasks/procedures may include but not limited to:

1. care of minor injuries that occur within a Facility Company setting (such as bloody nose, scrape, minor cut);
2. initial care of injuries that require medical or dental assistance (such as damaged teeth, broken bone protruding through the skin, severe laceration);
3. care of students with medical needs (such as tracheotomy, colostomy, injections);
4. care of students who need assistance in daily living skills (such as toileting, dressing, hand-washing, feeding, menstrual needs);
5. care of students who exhibit behaviors that may injure themselves or others (such as biting, hitting, scratching);
6. care of an injured person in laboratory settings, technical education settings, or art classes;
7. care of an injured person during a sport activity;
8. care of students who receive training or therapy in a home-based setting; and/or
9. cleaning tasks associated with body fluid spills.

II. Method of Compliance

All of the following methods of compliance are mandated by the standard and must be incorporated into the Facility Company exposure control plan. A committee to determine Facility Company guidelines for annual review of engineering controls, cleaning, decontamination, and waste disposal procedures needs to be established. In addition, employers are required to document how they received input from non-management employees regarding the identification, evaluation, and selection of effective engineering controls, including safer medical devices. Once guidelines are written, they need to be posted in appropriate locations and the content included in the training program. It may be desirable to request assistance from staff of the local health department or infection control unit of the local hospital in implementing the following methods.

A. Universal Precautions

In this Facility Company, universal precautions shall be observed in order to prevent contact with blood or other potentially infectious materials (OPIM). All blood or other potentially contaminated body fluids shall be considered to be infectious. Under circumstances in which differentiation among body fluid types is difficult or impossible, all body fluids shall be considered potentially infectious materials.

B. Engineering and Work-Practice Controls

Engineering and work-practice controls are designed to eliminate or minimize employee exposure. Engineering controls are examined and maintained, or replaced, when an exposure incident occurs in this Facility Company and at least annually. The annual review must include, and take into account new innovations in technology, particularly devices that reduce needle-sticks.

1. Hand washing

- a. This Facility Company shall provide hand-washing facilities which are readily accessible to employees. When a provision for hand-washing facilities is not feasible, this Facility Company shall provide either an appropriate antiseptic hand cleanser in conjunction with clean cloth/paper towels or antiseptic towelettes.
- b. Employees shall wash hands or any other skin with soap and water or flush mucous membranes with water immediately, or as soon as feasible, following contact of such body areas with blood or other potentially infectious materials.
- c. Employees shall wash their hands immediately, or as soon as feasible, after removal of gloves or other personal protective equipment. When antiseptic hand cleaners or towelettes are used, hands shall be washed with soap and running water as soon as feasible. *Do not reuse disposable gloves.*

2. Housekeeping and Waste Procedures

- a. This Facility Company shall ensure that the worksite is maintained in a clean and sanitary condition. This Facility Company shall determine and implement an appropriate written schedule for cleaning and method of decontamination based on the location within the facility(ies), type of surface to be cleaned, type of soil present, and tasks or procedures being performed.
- b. All equipment, materials, and environmental and working surfaces shall be cleaned and decontaminated after contact with blood or other potentially infectious materials.
 - i. Contaminated work surfaces and reusable equipment shall be decontaminated with an appropriate disinfectant immediately after completion of a procedure/task/therapy and/or at the end of the Facility Company day if the surface may have become contaminated since the last cleaning. The surface shall be cleaned as soon as feasible when overtly contaminated, or after any spill of blood or other potentially infectious materials. [If bleach is used as a disinfectant, it must be prepared daily at a 1:10 dilution.] The solution is only stable for 24 hours. For a list of disinfectants, refer to the CDC website at <http://www.cdc.gov>.
 - ii. Protective covering, such as plastic wrap, aluminum foil, or imperviously backed absorbent paper used to cover equipment and environmental surfaces, shall be removed and replaced as soon as feasible when they become contaminated with blood or OPIM, or at the end of the Facility Company day if they have become contaminated since the last cleaning.
- c. Items such as paper towels, gauze squares, or clothing used in the treatment of blood or OPIM spills that are blood-soaked or caked with blood shall be bagged, tied, and designated as a biohazard. The bag shall then be removed from the site as soon as feasible and replaced with a clean bag. In this Facility Company, bags designated as biohazard (containing blood or OPIM contaminated materials) shall be red in color and/or affixed with a biohazard label. The bags shall be located at:



OSHA's Form 301 Injuries and Illnesses Incident Report

Advisory: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes.

Information about the employee

This Injury and Illness Incident Report is one of the first forms you must fill out when a recordable work-related injury or illness has occurred. Together with the Log of Work-Related Injuries and Illnesses and the accompanying Summary, these forms help the employer and OSHA develop a picture of the extent and severity of work-related incidents.

Within 7 calendar days after you receive information that a recordable work-related injury or illness has occurred, you must fill out this form or an equivalent. Some state workers' compensation, insurance, or other reports may be acceptable substitutes. To be considered an equivalent form, any substitute must contain all the information listed below.

According to Public Law 91-596 and 29 CFR 1904, OSHA's recordkeeping rule, you must keep this form on file for 5 years following the year to which it pertains.

If you need additional copies of this form, you may photocopy and use as many as you need.

- 1) Full Name _____
 - 2) Street _____
City _____ State _____ Zip _____
 - 3) Date of birth _____
 - 4) Date hired _____
 - 5) ☐ Male
☐ Female
- Information about the physician or other health care professional
- 6) Name of physician or other health care professional _____

Information about the case

- 10) Case number from the Log _____ (Transfer the case number from the Log after you record the case.)
- 11) Date of Injury or Illness _____
- 12) Time employee began work _____ AM/PM
- 13) Time of event _____ AM/PM ☐ Check if time cannot be determined
- 14) What was the employee doing just before the incident occurred? Describe the activity, as well as the tools, equipment or material the employee was using. Be specific. Examples: "Climbing a ladder while carrying roofing materials"; "spraying chlorine from hand sprayer"; "dialy computer key-entry."
- 15) What happened? Tell us how the injury occurred. Examples: "When ladder slipped on wet floor, worker fell 20 feet"; "Worker was sprayed with chlorine when gasket broke during replacement"; "Worker developed soreness in wrist over time."

- 7) If treatment was given away from the worksite, where was it given?
Facility _____
Street _____
City _____ State _____ Zip _____

- 16) What was the injury or illness? Tell us the part of the body that was affected and how it was affected. Be more specific than "hurt," "pain," or "sore." Examples: "strained back"; "chemical burn, hand"; "carpal tunnel syndrome."

- 8) Was employee treated in an emergency room?
☐ Yes
☐ No

- 17) What object or substance directly harmed the employee? Examples: "concrete floor," "chlorine," "rusted arm saw." If this question does not apply to the incident, leave it blank.

- 9) Was employee hospitalized overnight as an in-patient?
☐ Yes
☐ No

- 18) If the employee died, when did death occur? Date of death _____

Completed by _____ Title _____
Phone _____ Date _____

Custodial Cost and Scope of Work



Service Definition and Service Breakdown

All sqft rates and Hourly rates proposed include the BuyBoard service fee

Custodial Manager

Plans, organizes, coordinates, and manages the cleanliness and quality, assures the proper care, cleaning of all facilities; inspects facilities; coordinates and prioritizes work projects; assigns, reviews, and evaluates the work of assigned operation personnel.

Custodial Supervisor

ServiceMaster Clean will have supervisors on-site directly in charge of the work, which shall represent ServiceMaster Clean and communicate with and coordinate the work with the Clients Management staff. Supervisors are responsible for overseeing and ensuring that proper cleaning along with maintaining the facility is in accordance to the contract requirements

Lead Day Porter

The role of the lead porter shall be to supervise staff, conduct daily written inspections, develop cleaning project lists for daytime / evening staff and conduct follow-up and cleaning duties.

DAY PORTER DAILY CLEANING TASKS

The following duties are a minimum standard for all facilities. Each individual facility may vary slightly due to usage and night-time accessibility.





ENTRANCES, LOBBIES, CORRIDORS, VENDING, LOUNGES, RECREATION AREAS, CLASSROOMS, LIBRARIES AND OTHER COMMON AREAS:

- ❖ The day porter is responsible for cleaning offices or areas that are inaccessible to the nightly cleaning crew due to security and privacy access restrictions.
- ❖ Collect and remove any litter.
- ❖ Remove trash from tables, ledges, and other building and furniture surfaces.
- ❖ Pick up trash or other debris within ten (10) foot perimeter of exterior of building.
- ❖ Empty waste receptacles that is full or nearly full.
- ❖ Remove gum or other sticky items from floors. Spot clean walls, doors, door facings, columns, and other building surfaces to remove handprints, smudges, and other obvious soil or graffiti.
- ❖ Damp wipe soiled surfaces including flat surfaces, counter tops, tables, etc.
- ❖ Refill paper towels and coffee service items in break rooms (if applicable) as needed.
- ❖ Clean entrance mats with an upright carpet vacuum or a stiff broom and lobby pan. During inclement weather, clean entrance mats with a tank-type vacuum and damp mop entrance areas to remove tracked-in water and soil.
- ❖ Sweep / Spot mop floors as necessary to remove trash and spills.
- ❖ Spot vacuum carpeted areas where needed.
- ❖ Erase and clean chalkboards and/or dry marker boards using manufacturers suggested cleaner or equivalent.
- ❖ Polish all hardware to remove handprints or smears.
- ❖ Return furniture to its original position.
- ❖ Windows and doors shall be secured.
- ❖ During inclement weather, place "wet floor" signs at all entrances.
- ❖ Set-up clean up after set-ups are over and reset for the next event.

RESTROOMS:

- ❖ Cleaning frequency at a minimum of 4 times a day
- ❖ Collect trash and litter from the floor and other surfaces and place in waste receptacle or waste collection bag on the cart.
- ❖ Empty waste receptacles that is full or nearly full.
- ❖ Refill paper products, hand soap dispensers, sanitary napkins and urinal screens / cakes as necessary.
- ❖ Check all basins and rinse or wipe clean those that are soiled.
- ❖ Check all urinals, flush as needed, and clean those that are soiled.
- ❖ Check unoccupied stalls, flush fixtures as needed, and clean those that are soiled, and clean soiled partitions and stall doors.
- ❖ Clean wet or heavily soiled floor areas with a mop and germicidal detergent solution.
- ❖ Spot clean mirrors, walls and
- ❖ doors. Spot mop floors.





CLEANING FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
1. PUBLIC AREAS: Entrances, Lounges, Lobbies, Hallways, Vending & Recreational Areas							
Empty Wastebaskets and Remove Trash	X						
Spot Dust All Horizontal Surfaces	X						
Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed	X						
Complete Dusting - All Areas		X					
Spot Clean: Desks, Counters, Chairs, Floors & Tables	X						
Complete Clean: Desks, Counters, Chairs, Etc.		X					
Clean & Disinfect Drinking Fountains	X						
Clean Glass, Mirrors and Spot Clean Windows	X						
Spot Clean Walls, Wall Switches, Doors, Door Glass, Halls, Passage Ways	X						
Clean Furniture, Vacuum/Polish							X
Spot Clean Upholstered Furniture				X			
Shampoo Furniture							X
Straighten Chairs and Furniture	X						
Vacuum & Spot Clean/Water Extraction Carpets to Remove Stains, including Walk-off Mats	X						
Hose Down / Wash Exterior Walk-off Mats							X
Shampoo Carpets				X			
Sweep and Damp Mop Tile/Slate/Terrazzo/Concrete Floors with Disinfectant Solution	X						
Buff Terrazzo Floors			X				
Buff Tile Floors			X				
Scrub & Sanitize Tile/Slate/Terrazzo Floors, Light Wax				X			





CLEANING FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Strip & Rewax: Tile/Slate Floors, Six Coats					X		
Treatment on Terrazzo Floors (Walk-path Areas)			X				
Treatment on Terrazzo Floors (complete)						X	
Damp Mop Floor in Gym	X						
Set-up / Take-down Furniture as Requested by Client's Designated Representatives							X
Dust Window Blinds			X				
Sweep & Pick-Up Around All Outside Lobby & Building Entrances	X						
Place Any Left Items In "Lost and Found"	X						
Reset Furniture, Windows and Doors Secured and Lights Turned Off	X						
2. Bathrooms							
Clean and Sanitize All Fixtures (Commodes, Urinals, Lavatories, Hand Dryers, Etc.) with Disinfecting Solution	X						
Empty Wastebaskets & Remove Trash	X						
Wash Waste Receptacles		X					
Damp Wipe Wastebaskets & Replace Plastic Liners As Needed	X						
Polish All Metal & Mirrors	X						
Clean Partitions and Tile Walls With Disinfecting Solution	X						
Clean Shower Walls and Floors	X						
Scrub & Sanitize Shower Walls and Floors		X					
Sanitize and sterilize locker/shower rooms by fogging with			X				
Complete Clean/Sanitize: Partitions / Walls				X			
Spot Dusting	X						
Complete Dusting (Including Ceiling)		X					
Sweep, Damp Mop & Sanitize Floors	X						
Surface Scrub & Sanitize Floors			X				





CLEANING FREQUENCY SCHEDULE		DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Fill & Maintain Dispensers (soap, paper towels, seat covers, Clean Mirrors		X						
Vacuum Vents & Gratings On Walls & Ceiling			X					
Post & Fill In Cleaning Schedule (AS REQUIRED)		X						
3. OFFICE, CONFERENCE ROOMS & MEETING ROOMS:								
Empty Wastebaskets – deposit recyclable materials into appropriate bins		X						
Damp Wipe all Wastebaskets & Replace Plastic Liners as Needed		X						
Spot Clean Glass		X						
Vacuum Carpets		X						
Spot Clean / Water Extraction Carpets to Remove Stains		X						
Spot Dust All Horizontal Surfaces		X						
Complete Dusting All Areas and Ceiling			X					
Spot Clean: Desks, Counters, Chairs, Etc.		X						
Complete Clean: Desks, Counters, Chairs, Etc.		X						
Spot Clean: Mirrors, Windows (Interior)	X							
Spot Clean Walls, Doors, Etc.	X							
Clean Furniture, Vacuum & Polish				X				
Spot Clean Upholstered Furniture	X							
Clean Fabric Cubicle Partitions								X
Shampoo Furniture								X
Strip/Wax Tile Floors, Six (6) Coats				X				
Dust Window Blinds		X						
Clean Phones		X						
Clean Chalkboard/Dry Marker Board	X							
Condition Dry Marker Boards		X						





CLEANING FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Reset Furniture, Windows & Doors Secured and Lights Turned Off	X						
4. COMPUTER ROOM / COMPUTER LAB:							
Empty Wastebaskets – deposit recyclable materials into appropriate bins	X						
Damp Wipe all Wastebaskets & Replace Plastic Liners as Needed	X						
Spot Clean Glass	X						
Damp Mop Floor		X					
Vacuum Carpets	X						
Spot Clean / Water Extraction Carpets to Remove Stains		X					
Buff and Polish Floors			X				
Shampoo Carpets				X			
Clean Chalkboard/Dry Marker Board	X						
Condition Dry Marker Boards		X					
Clean Lab Tables		X					
Dust Window Blinds		X					
5. CLASSROOMS, LIBRARIES, LECTURE HALLS, LABORATORIES, & AUDITORIUMS							
Empty Wastebaskets and Pencil Sharpeners	X						
Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed	X						
Deposit recyclable materials into appropriate bins		X					
Dust Mop Theater Floors	X						
Damp Mop Theater Floors		X					
Vacuum Carpets	X						





CLEANING FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Spot Clean / Water Extraction Carpets to Remove Stains		X					
Shampoo Carpets				X			
Damp Mop Tile / Slate / Terrazzo Floors	X						
Strip/Wax Tile Floors, Six (6) Coats				X			
Spot Dust All Furniture, Shelves, Cases, Ledges	X						
Complete Dusting All Area		X					
Spot Clean Furniture		X					
Shampoo Upholstered Furniture							X
Spot Clean / Sanitize Sinks in Labs	X						
Wipe Down Classroom Chairs		X					
Spot Clean Soiled Desks and Table Tops	X						
Compete Clean Tables, Counters, Etc.	X						
Dust Window Blinds			X				
Spot Clean Glass	X						
Spot Clean Walls, Doors, Etc.	X						
Clean Chalkboards / Dry Marker Boards and Trays	X						
Reset Furniture, Windows & Doors Secured and Lights Turned Off	X						
6. PRODUCTION & WORK AREAS:							
Empty Wastebaskets	X						
Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed		X					
Deposit recyclable materials into appropriate bins		X					
Sweep Floor	X						
Damp Mop Floor	X						
Strip/Wax Tile Floors, Six (6) Coats				X			



CLEANING FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Vacuum Carpets	X						
Spot Clean / Water Extraction Carpets to Remove Stains		X					
Spot Clean Furniture		X					
Spot Dust All Horizontal Surfaces	X						
Complete Dusting All Areas		X					
Spot Clean Walls, Doors & Door Facings	X						
Complete Clean & Reseal Floors				X			
Dust Window Blinds			X				
7. GENERAL:							
Dust Ledges & Window Sills	X						
Perform Low Dusting	X						
Dust Ledges & Picture Moldings		X					
Dust Picture Frames & Window Blinds		X					
Clean & Polish All Hardware	X						
Damp Clean All Vents (HVAC)			X				
Spot Clean All Interior Glass Panels Located in Halls, Classroom Doors & Entrances	X						
Remove Debris & Trash	X						
8. ELEVATORS, ESCALATORS, & CHAIR LIFT:							
Damp Wipe All Wastebaskets & Replace Plastic Liners as Needed	X						
Spot Clean Walls, Doors, Door Facings	X						
Dust doors and spot clean walls	X						
Polish All Bright Work	X						
Dust Mop Non-Carpeted Floors	X						
Damp Mop Non-Carpeted Floors	X						





CLEANING FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Strip and Re-wax Tile Floors, Six (6) Coats				X			
Vacuum All Carpeted Floors	X						
Spot Clean Carpet To Remove Spills & Stains	X						
Wipe Interior Surfaces With Detergent Solution	X						
Clean Elevator Door Track	X						
Clean Ceiling Vents		X					
9. STAIRWELLS & LANDINGS:							
Dust Mop & Sweep	X						
Wet Mop	X						
Dust Ledges & Shelves		X					
Dust Fire Extinguisher Cabinets			X				
Spot Clean Walls	X						
Wash Handrails	X						
10. Exterior Windows							
Clean Exterior Windows (All Levels)						X	



Thank You
FROM SERVICEMASTER