

ABBCO

Service Corporation





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St. Louis, Missouri 63123
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SERVICE PROPOSAL FOR

Aberdeen School District

April 19, 2022

Aberdeen School District
1100 West Commerce St.
Aberdeen, MS 39730

Thank you for this opportunity to submit a proposal for the cleaning of your Schools. As you know, ABBCO Service Corporation has been serving the Midwest and Midsouth for over 67 years with contract cleaning and many other environmental services. Presently, ABBCO Service Corporation is providing cleaning and maintenance for over 30 million square feet each day.

During this time, ABBCO has built a reputation as a high-quality, affordable building service contractor. We have proven that if we provide consistent quality service, our clients and those familiar with our firm, will not hesitate to place their credibility on the line by recommending us. Over 75% of our business is generated by client referrals. This is the reputation we have earned and proven time and again.

As you can see by our **Capabilities Sheet**, ABBCO is virtually a one-stop, **Total Environmental Service Contractor**. This is due in part to the requests of our clients over these 67 years and attests to the fact that when they speak, we listen to their needs.

Any building service program can only be as good as the personnel performing the work, the supervision and training afforded the employees, and the Quality Assurance provided. The key words here are **TRAINING, SUPERVISION** and **QUALITY ASSURANCE**. With proper training of employees and a sound system of Quality Assurance, a proposal becomes a working document, an operational plan. You the customer must be assured that the outside contractor is capable of performing the contracted work. In so far as possible, all doubt must be eliminated.

Our proposal answers these questions which are in your mind: *Is the firm capable of performing the proposed work? How will the firm implement the operational program? What are the qualifications of the management team? How are the assigned custodians and supervisors trained? What systems are implemented to assure quality of service is monitored and remains in compliance with the contract?* You will find the answers to these questions in our proposal. It clearly defines what is to be done, how it will be accomplished, on what frequency, in what area, and how it will be managed.



We at **ABBCO Service Corporation** are very proud of our quality of maintenance and our system of operation. This pride has carried through since our firm's inception. We promise a sound systematical approach to cleaning, with trained employees and a multi-leveled system of inspection and quality assurance. Our ability to serve you with almost all of your environmental services gives you the advantage of having to deal with only one source to meet your needs. This saves you money and provides you with considerable leverage. The most important benefit however, is **more time** for you to spend doing **your job**.

We urge you to check our references and hope we will be able to work with you on this project. We know your expectations and are confident in our ability to produce the quality of service you desire.

Again, our thanks for this opportunity to provide you with information about **ABBCO Service Corporation** and we look forward to serving your organization for many years to come. If any questions arise, please do not hesitate to call.

Respectfully submitted,

Scott Graf

Mr. Scott Graf
Director of Operations

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TAB 1

Personnel

At ABBCO we understand that our team members are the backbone of the company. For this reason we go to great lengths to create a pleasant work environment for our team members. Since 1955, we have found many ways to attract, reward and motivate great employees. Our processes, and techniques, are outlined below.

Online Applicant Tracking System

ABBCO's hiring program is state of the art. The applicant tracking system that we use is integrated with our website. Position postings are on our website by state, city and positions available. The position postings are linked to hiring websites to give us maximum exposure to quality applicants. Applicants go through a rigorous screening process which includes the following: Criminal Background Check, Work History Verification, E-Verify & Work Capabilities Survey. ABBCO recruiters are trained to identify quality candidates who will be a good fit for the ABBCO family and our customers.

Substance Abuse Policy

All employees are subject to our Substance Abuse Policy which gives ABBCO the right to test employees for alcohol and drug use.

Employee Orientation & Training

New employees are instructed on the policies and procedures that have made ABBCO so successful. Initial orientation and training is web based through our Clean Check Training System. The Clean Check System allows our employees to become familiar with the expectations and techniques prior to entering your facility. Employees are taught how they should conduct themselves around our customers, staff, students and guests, as well as product usage, safety, policies and procedures. Topics covered: Company History, ABBCO Mission Statement, Automated Timekeeping Procedures, Attendance Policy, Tell a Friend Recruitment Bonus Program, Anti-Discrimination & Harassment Policy, Dress Code, Safety Policies, SDS Information, Substance Abuse Policy, Insurance and Benefits.

All new employees are given 3 days of hands on training. Once the initial training is completed the employee is asked to work independently and checked on periodically by their supervisor to ensure they are comfortable with their duties, expectations and ABBCO's quality standards. Once the new employee has shown the ability to work independently they are put on a routine contact rotation where their supervisor focuses on the quality of their workmanship.



Uniforms

All custodians are provided with uniform shirts, which they are required to keep clean and wear with the tail tucked in. Each custodian is provided a picture identification badge that they are required to wear at all times. One of the items evaluated at monthly reviews is appearance the team member. Customers trust us to provide employees that are neat, clean, reliable, well-rounded adults, and we expect them to look that way too. ABBCO is firm when it comes to appearance.

Compensation

Another form of motivation for any employee is compensation. The starting wages paid by ABBCO are very competitive within our industry. Our focus is not to find the cheapest labor. Our focus is always to pay a little more than required so we attract the best employees, who will deliver a superior end result for our customers.

Motivation

Motivation is one of the key components that ABBCO employees enjoy. Our managers spend much of their time getting to know their employees. The motivation that ABBCO team members receive helps to boost their confidence, and to instill pride in a job well done.

Equipment

Something that makes our team members feel capable of doing an outstanding job is having great equipment. ABBCO provides our staff with the best equipment and cleaning products available. We are consistently testing new equipment to assure our staff members have the best tools to do the job. Our team members appreciate the way we respond quickly to their needs when their equipment needs maintenance or replacement. All major equipment is put on a preventative maintenance program to insure that equipment operates properly and has a long life expectancy.

TAB 2

Quality Control Plans & Procedures

ABBCO's Quality Assurance Plan

We have put into place a series of checks and balances to ensure that the buildings we maintain will consistently meet the highest standards. All of our tools and techniques are designed to provide the customer with the exceptional level of service that they deserve. These tools and techniques include:

Web Based: Inspection Program



Through E-Hub Mobile our managers are able to complete inspections on their hand held devices. The inspection program allows real time results. Managers are able to take pictures of areas and have the pictures saved to the billings file. The ability to take and save pictures helps with training and retraining employees. Inspections are then able to be emailed to proper management personnel and even the customer.

Training

ABBCO spends a great deal of time with new hires to insure that they will be successful when the initial training period is over. The cleaners are visited regularly by management to ensure that they are keeping on track and that they have all the training/tools needed to perform their job.

Training Verification

The ABBCO Operations Training is verified by our HR Department to assure that each important aspect of an employee's training is completed. As these items are completed; HR is notified electronically through our system. This not only ensures that the employee is fully trained but, also, that an employee knows that he/she can not state that they were not trained in a specific area if he/she fails to follow procedures as trained.

Damage Report

ABBCO cleaning personnel are trained to report any damage, breakage, plumbing problems, or other maintenance needs directly to their supervisor. If this occurs the supervisor will report the issue to either the site contact or their manager.



Site Visit Report (SVR)

The SVR (a copy follows) is a form that is completed, at least monthly, by the client and the manager. As the client and the manager go through the building together the client fills out the SVR, giving the manager the opportunity to recognize areas where there is room for improvement.

Various cleaning tasks performed in entries, restrooms, classrooms and eating areas are evaluated with a score of 2 (Needs Significant Improvement, 3 (Most Items Meet Standards) or 4 (All Items Meet Standard). The goal is for a score of 3.67 in each area and for all areas collectively. Even when an item is given a 4, we still look for ways we can exceed the standard.

We find this method of evaluation a highly productive manner to assure that the quality promised is being delivered.

Quarterly Customer Satisfaction Survey

Each quarter ABBCO delivers a customer satisfaction survey to all customers. The customer receives the survey via email and responds electronically. All results are tabulated and sent to the appropriate management team. This allows our customers the opportunity to rate our services and tell us if anything needs improvement. It also allows for customers to make special requests that are not part of the general cleaning requirements.

Emergency Hotline

ABBCO provides 24 hour emergency service so that you can receive prompt response in your time of need. There is always a corporate Manager on call who will facilitate addressing your needs. We will, also, always have trained on-call staff based in your area.

Bio-Hazard Clean-Up

Every facility will be stocked with a Blood and Bodily Fluid Clean-up Kit. Our entire staff will be trained how to safely clean up, disinfect and decontaminate these kind of spills. They are also trained to report the incident to the proper designated school administrator or official, and to their manager.

TAB 3

CLEANCHECK® Training System

Your employees are your most valuable resources. To ensure quality workmanship, thorough and effective training is a must. Whether training existing employees or new hires. CleanCheck is the ultimate tool for installing pride and professionalism, building confidence, minimizing complains, and cost-effectively managing the talents of your workforce. Spartan's bilingual, web and DVD-based CleanCheck Training System makes fast work of administering instructor-led and self-directing training. CleanCheck modules cover basic and advanced topics for a variety of cleaning operations, including specialty facility areas. Plus, comprehensive Safety modules thoroughly demonstrate Bloodborne Pathogen Standards as well as OSHA Compliance. CleanCheck meets the requirements for the CIMS-GB Standard as well as CMI Advanced Standards. Online and hard copy testing adapts to both individual and group training situations. CleanCheck ensures that your staff will master the proper cleaning procedures that promote a safe and clean environment.



Training Videos

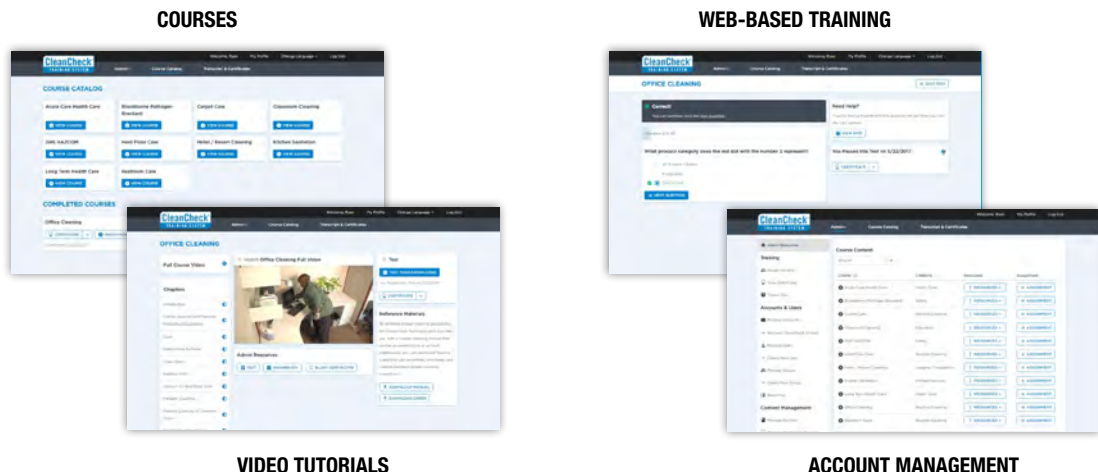
The CleanCheck Training Videos provide step-by-step procedural instruction on cleaning specific areas in your facility. Each video module covers the cleaning process end-to-end, but is also offered in single chapters so specific tasks can be easily revisited or re-trained. Available in both English and Spanish, CleanCheck video modules also offer DVD or web-based viewing to meet the needs of your diverse and dispersed organization.



Training Manual

The CleanCheck Training Manual includes detailed instructions on proper cleaning and procedures. Pages can be used as a handout during employee training, or a reference for employee training and re-training. As with all Clean-Check components, images and color-coded product categories reinforce the procedures taught in the instructional video modules.

Simple Online Access



On-The-Job Cards

The CleanCheck job cards allow employees to perform each cleaning step with confidence when they're ready to clean by themselves. Housed with dual rings, you can easily separate and customize your card set based on which employees will need which job cards depending on their cleaning tasks. Employees can simply check off each step as it's completed with the provided erasable pen. CleanCheck job cards follow the procedural instructions covered in the video modules and manuals.



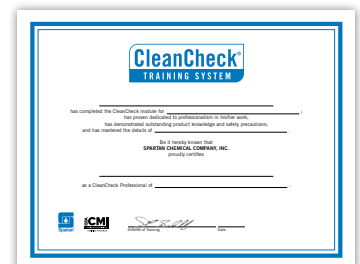
Color-Coded Product Categories

CleanCheck utilizes color-coded product categories to identify which products are right for the job. Displayed as colored/numbered dots throughout the videos, cards, and manuals, CleanCheck includes corresponding stickers that can be applied to the actual product containers so there is a direct association between each chemical and the cleaning category identified in the training and CleanCheck job cards. This provides more assurance that the right product is used for each cleaning challenge.



Online Testing, Tracking, And Certification

When training is complete, you can reward employees for a job well done. Online testing is available and provides track-able results for each employee. Test questions focus on the basic concepts, while correct answers facilitate success and professional workmanship. Personalized certificates with employee name and area mastered are available upon completion of each module. These certificates can be printed for compliance documentation and presented to employees.



ABBCO Employee Training

We believe that empowering our cleaners and managers with knowledge is one of the best ways to help them to succeed at ABBCO.

ABBCO EMPLOYEE TRAINING

From the time that a candidate fills out an application online to their first day on the job, he/she has been through a long process already.

Pre-Employment

- Evaluated by our administrative staff
- Completes an application and authorizes a background check
- Offered an interview

Interview

- A thorough interview ensures that the applicant can effectively communicate and is qualified for his/her desired position.
- Recruiters determine the best 'job fit' for each candidate.
- Immediately following the interview, the applicant's work history is verified, a police check is conducted, and his/her social security number is verified.
- Offered a position
- All employees must be able to represent ABBCO and the facilities that they serve very well.

Orientation

- Each employee attends our orientation prior to beginning work. This session is used to cover the following topics: Our Company History; Our Dedication to Customers; Explanation of Our Mission Statement; Explanation of Timekeeping Procedures; Policy for Reporting Absences, Scheduling Time-Off, and Our Referral Bonus Program.
- Employee orientation sets the stage for our in-depth and detailed training that our employees receive before beginning work.



Training

- Employee training starts in-house with information about the equipment and the chemicals that are used.
- On-site, our employees work side-by-side with a trainer for at least one week.

Areas of competency include:

- Trash and Recycling
- Restroom Cleaning
- Office Cleaning
- Café and Break Area Cleaning
- Vacuuming, Sweeping, and Mopping
- Spot Cleaning for Windows and Carpets
- Customer Relations



ON-SITE EMPLOYEE TRAINING WITH ABBCO CLEANCHECK® PROGRAM

For the first week, each new employee will be accompanied by a trainer. This trainer will cover the following topics in detail:

- Trash and Recycling
- Restroom Cleaning
- Office Cleaning
- Café and Break Area Cleaning
- Vacuuming, Sweeping, and Mopping
- Spot Cleaning for Windows and Carpets
- Customer Relations

Before the week is over, each new employee will be trained and certified to consistently complete these tasks at our highest quality standard.

Day One

- Tour the facility
- Introduce equipment and chemicals
- Clean the facility. The trainer performs work while the trainee observes.

Day Two

- The trainer will address information in the Tell, Show, Do, Review manner
- Tell – Verbally review procedures
- Show – Visually review procedures
- Do – Perform the procedures
- Review – Trainer and trainee role-play in opposite roles
- Clean the facility. The trainer and trainee perform the work together.

Day Three

- Review of Day Two
- Clean the facility. The trainer and trainee perform the work together.
- Explain “Detail Cleaning” for the facility

Day Four

- Review of Day Three
- Perform Detail Cleaning
- Clean the facility. Today the trainee will perform the bulk of the work.

Day Five

- Certification on all tasks and procedures
- Clean the facility



Additional topics covered during employee training:

- Sanitation and Disinfection
- Chemical and Equipment Usage
- Bloodborne Pathogens
- Personal Safety and Security

ABBCO SAFETY TRAINING

ABBCO is dedicated to ensuring a safe working environment for our employees. Prevention, of hazards that may cause harm or injury, is our number one safety priority. Through our comprehensive safety training, we are certain that our employees will perform their work in a manner that is safe for himself/herself and for anyone that may be around when they are working.

Our Safety Training covers all of the following topics and more!

Protective Equipment

Rubber gloves, safety glasses, and other personal protection equipment must be worn when cleaning the following items: lockers, locker room showers, sinks, countertops, mirrors, walls, doors, toilets, and urinals. Equipment should also be worn when using chemicals to clean and sanitize tables and chairs. To prevent splatters into your eyes, wear safety glasses when emptying the trash.

Attire

ABBCO shirts and name badges must be worn at all times to provide proper identification. To prevent snagging, your shirt is to be tucked in at all times. Pant-legs will not drag on the ground. Shoes are to be closed toe, have rubber or leather soles, and are to be properly secured. No flip-flops or sandals are permitted.

When performing work that carries potential danger to yourself or others, place “Caution” signs in appropriate areas; especially when mopping floors or stairways.

Lift Without Strain “If in doubt, do not lift it alone - get help!”

When lifting objects, be sure to reduce strain by following these principles:

- Bend at the knees to reach the ground
- Get a firm grip on the object with both hands
- Keep the object close to your body as you use your legs to stand up slowly
- Only fill the trash container to where you are able to easily remove the bag
- Always tip the trash container on its side to pull the trash bag out
- Use both hands to lift trash bags into the dumpster
- Do not walk on wet floors or icy grounds when transporting trash

Report Accidents & Unsafe Conditions

Your manager should be called immediately when an accident occurs. There is never a good reason to withhold information about accidents. Promptly notify your manager of any potentially dangerous conditions at your workplace. This includes broken or damaged items as well, especially doors, windows, and locks.

Trash Removal

Take the trash out with another team member. Report burned-out parking lot lights.

Assigned Areas

You are to stay within your assigned area so that you are safe and can be located in case of an emergency. Also, park in the areas designated for ABBCO employees.

Alcohol or Illegal Substances

Possession, intoxication, or use of alcohol or illegal substances immediately preceding or during your job is strictly prohibited.

Safety Data Sheets (SDS)

SDS for all chemicals are on-site and should be kept in the closet where they can easily be found. They are also kept on file at the ABBCO Corporate Office.

Correct Use of Chemicals

Use only properly labeled spray bottles and containers. Never mix chemicals together. Use ONLY as designated.

- Glass Cleaner - mirrors, glass, non-wood surfaces, desks, and countertops
- Neutral Cleaner - mopping and surface cleaning
- Bathroom Disinfectant - sinks, walls, toilets, urinals, and partitions



Equipment Maintenance

- Vacuums – Daily inspect the cords and plugs to ensure they're in good condition. When finished vacuuming, empty and wipe down the unit before storing.
- Scrubbers – Use only the proper pad for the machine. After use, promptly empty the recovery tank. Weekly, check the battery's water level.
- Mop Buckets and Wringers – Empty and thoroughly rinse after use and before storage.
- Supply Carts – Tidy up your cart before storing it.

Appropriate Storage of Chemicals and Equipment

Keep carts, chemicals, and equipment within your reach.

When chemicals and equipment are not in use, they must be locked in the storage closet so no one can take them.

Personal Property

Do not bring valuables into the building. You will not be reimbursed in the event of theft.



ABBCO SECURITY TRAINING

ABBCO is aware that security is always a priority. Therefore, we have created a training program for our employees to keep your buildings secure while you are away. Some of the information here also pertains to safety as well as security.

Shift Time

You have a scheduled start time and must be on-site at this time to ensure that the building is attended. If you must leave the job site, contact your supervisor for approval.

Access and Communication Items

Your building access cards and building keys must be left on-site when you end your shift. When you begin work, put your car keys into the lock box when you take out your cards and keys, so that you guarantee returning these items before you leave the site. If you are assigned to take home building access cards or keys, or company telephones, walkie-talkies, or pagers you do not leave these items in the lock box.

Authorized Personnel

Only ABBCO employees or authorized personnel from the facility are allowed at the work site. Do not allow anyone into the building that is not authorized to be there; this includes, students, non-students, your friends, family members, acquaintances, pets, etc

Customer Equipment

As an employee of ABBCO, you are strictly prohibited from use of customer's fax machines, computers, radios, copy machines, coffee makers, televisions, or any other equipment that is property of the customer.

Removing Items

Items that belong to the customer are never to be removed from the job site; this includes, but is not limited to:

- Cleaning or school supplies
- Cleaning equipment or other equipment
- Items found in the trash
- Beverage cans or other returnable/recyclable items
- Magazines or newspapers
- Cash or other valuables

Document Privacy

Closet doors or drawers of desks and filing cabinets are not to be opened at anytime.

Setting the Alarm

When leaving the building, set the burglar alarm. Never share an alarm code with anyone! If someone asks for an alarm code, report it to the customer's management.

Locking Doors, Windows, and Utility Closets

Lock and check all exterior windows and doors. Interior doors are to remain locked when you are not in the room. Custodial closets **MUST** be locked at all times.



INDUSTRY CERTIFICATION OF OUR MANAGEMENT TEAM

An RBSM (Registered Building Service Manager) is a cut above the other managers and is ready to surpass your expectations.

A CBSE (Certified Building Service Executive)

is a step above the RBSM and in turn, becomes a LEADER of the industry. We have three people who have attained this prestigious level! *Rest assured that your facility will be kept in top notch condition with an RBSM directly overseeing procedures and two CBSE certified persons at the top of our management team.*



On-Going Self Improvement

We believe that on-going training for our management team is just as important as training for a new employee. Even after attaining industry certification, our managers attend several seminars outside of ABBCO to update and refresh their skills. ABBCO also utilizes a video training program that emphasizes managing employees, customer satisfaction, and employee retention program.

Yearly Convention and Trade Show

- Managers see the latest equipment
- Attend seminars on Human Resources, Sales, Quality Management, and more!
- Network with others in our industry

Dale Carnegie Courses

- Course on Developing Self Confidence
- Course on Leadership Skills
- Course on Sales

Vendor Sponsored Seminars (Such as Royal Labs Institute)

- Hard Surface Care
- Chemistry of Cleaning
- Equipment Repair
- Carpet Care
- Gym Floor Refinishing

ABBCO BOUNDRIES TRAINING

Our Boundries Training is specifically designed with the school setting in mind. When a school district is outsourcing their cleaning, a common concern that rightfully arises is the children's safety around these new employees. ABBCO's strict hiring standards and detailed training ensure that all of the students are safe amid our employees, which can put any parent's mind at ease. As we train our employees on boundaries, rest assured that your children will be safe and that we CAN be trusted in the schools, as evidenced by never having an incident where boundaries were crossed.

Importance of Boundary Policies

Our Boundary Policies are in place for a number of different reasons; however, these three reasons are the most important:

- Create and maintain an atmosphere that is apparently safe to and for the children that we encounter while performing our tasks.
- Provide and sustain peace-of-mind for the parents, teachers, administrators, and communities of the schools that we clean.
- Personally protect you from any accusations concerning the boundaries between you and the children that you are in contact with.

Professional Conduct

When interacting with students, parents, school employees, and community members you are expected to handle yourself in an appropriate manner. Keep your verbal language, body language, and gestures positive and controlled. Some examples of professional conduct are listed for you here:

- Smile and be pleasant.
- Keep busy.
- Move through the building with energy in your step.
- Stay in designated areas at all times.
- Take your break in the designated area at the designated time.
- Remain focused on cleaning.
- When asked to do an additional task, answer affirmatively and complete the task.
- If you find yourself engaged in a long conversation, politely excuse yourself by letting the person know that you are busy and need to get back to work.
- Report any uncharacteristic events or happenings to your Area Manager.
- Report threatening writings on walls, paper, or any other surfaces.
- Immediately report threatening talk or perceived verbal threats to the principal.
- Immediately report finding any weapons, drugs, or other inappropriate items.



Physical Contact in the Schools

As an ABBCO team member, you are prohibited from initiating any physical contact with students. Even the most innocent contact may be misinterpreted by on-lookers. If a student initiates physical contact, you may, at most, extend a hand for a high-five or a handshake. However, it is permissible to initiate a hand shake with a school employee or another adult. Professional physical contact between adults is less construed than it is with children. In addition to our policies, please be sure to check and adhere to the policies on physical contact that govern the facility in which you work.

Unprofessional Conduct

ABBCO will not tolerate employees that conduct themselves in a manner that is less than professional. While on the job, you must maintain professional relationships, verbal language, and body language. Examples of prohibited conduct are as follows:

- Being alone with a student.
- Hanging out with one or several students with the room door closed.
- Hugging or touching a student.
- Allowing students in our storage areas, closets, docking areas, mechanical rooms, or other places assigned to custodians.
- Having any purposeful contact outside of the school setting with students; including internet, phone, mail, or e-mail correspondence.
- Following a student home, giving a ride home to a student, going to a student's home, or asking where a student lives.
- Inviting students to your home.
- Facilitating a student's access to sexually explicit material or illegal substances.
- Offering candy, pop, food, tobacco products, aspirin or other pain relievers, or any items that can be eaten to students.
- Positively or negatively commenting on someone's appearance.
- Making jokes or remarks based on race or ethnicity.
- Conversing about sexual acts or using sexual connotations.
- Calling anyone by a nickname or pet name.
- Using profane language or gestures.
- Discussing personal habits or lifestyle, of your own or others, with anyone.
- Sharing personal or detailed information about students or school employees.
- Working in, using, or loitering in a restroom or locker area while it is occupied.
- Watching students in restrooms or changing areas.
- Engaging in a lengthy conversation that keeps you away from your work.
- Breaking up student fights. You are to immediately report it to administration and then help to control the situation without getting between the students.
- Possessing or using video or photography equipment while at the facility.

TAB 4

ABBCO's Green Cleaning Program

At ABBCO we implement a “Green Cleaning” program company wide. ABBCO is teaming with SPARTAN® to use products and procedures that provide the customer the healthiest environment possible.

Important components are using:

- “Green Seal” cleaning products where ever possible
- The greenest cleaning product available where there is no “Green Seal” product available
- High filtration vacuum cleaners
- Micro-fiber cleaning cloths rather than treated disposable towels or paper or cotton towels
- Micro-fiber flat mop systems – changing out the micro fiber head when a room is completed
- Micro-fiber dust mop heads
- Procedures that assure proper cleaning techniques and chemical use
- Chemical dispensing systems to assure proper mixture of chemicals



MicroFiber System used by ABBCO



The goal is to:

- Introduce no contaminants into the atmosphere of the facility through the use of chemicals
- Remove contaminants (dust, soil, spillage, etc.) rather than moving them around
- Stop dirt at the doorways using matting systems
- Use products that are environmentally friendly
- To kill infectious organisms without causing risk to occupants by proper chemical – selection and procedures

The technology is here. We recognize that it is our responsibility to offer the best total service available for our customer.

Green cleaning is the natural progression of our efforts to offer world-class service. As a cleaning company, we have the responsibility to use products and procedures that make the world a cleaner and safer place, one building at a time.



Green Cleaning can be used at your facility. Our staff has been trained on the latest methods used to provide a green cleaned building. ABBCO has partnered with Spartan and Tennant to provide the green seal chemicals and green certified equipment to clean our Green Buildings.



ABBCO is a CIMS & CIMS GB (Green Building) certified company with honors. The ISSA has established a standard for companies that wish to provide exceptional service. The standard established covers every aspect of an organization from Management, Operations, HR to Administrative. The GB certification certifies ABBCO as a green certified cleaning company. The ISSA established green cleaning standards and procedures that exceed the LEED standards. ABBCO is audited every two years by an outside auditor to recertify that we are abiding by the standards established.

Environmental Policy

We will conduct business in a manner that conserves resources and constantly reduces our environmental footprint.

We seek continual improvement in our environmental performance by setting, reviewing and updating environmental goals.

We are committed to:

- Managing operations to comply with all applicable laws and regulations and other requirements to which we subscribe, with emphasis on pollution prevention, and minimizing adverse environmental impact;
- Identifying and evaluation potential environmental risk and implementing appropriate measures to eliminate or control those risks;
- Developing and implementing measures to ensure sustainable use of materials, resources and energy;
- Promoting and developing awareness, leadership and accountability with respect to environmental protection among all our employees and persons working for us or on our behalf;
- Communication with our employees, customers, suppliers, the communities in which we operate and public officials to build greater mutual understanding of environmental issues;
- Supporting research aimed at improving process efficiency and environmental protection measures and applying such knowledge to our product stewardship.

Our employees share in this responsibility and are accountable for the successful implementation of this policy. ABBCO management has the authority to curtail operations as necessary to prevent serious environmental impacts.

John C. Pieske
Chief Operating Officer
ABBCO Service Corporation

Keeping it Simple with Core Four

1

Disinfectant Cleaners



NABC® Concentrate 1

A non-acid cleaner-disinfectant.
471602



Peroxy 4D™

A hospital-grade disinfectant with peroxide.
480502



Halt®

A hospital-grade, one-step, cleaner-disinfectant.
480602



GS Neutral Disinfectant Cleaner™ 103

A neutral pH, quaternary disinfectant cleaner.
351302

2

Floor/All-Purpose Cleaners



Clean by Peroxy® 15

A Green Seal™ certified all-purpose cleaner.
482002 **SUSTAINABLE**



TriBase® Multi-Purpose Cleaner 17

Green Seal™ certified, bio-based, multi-purpose cleaner.
483002 **SUSTAINABLE**



Xcelenté® 24

A Green Seal™ certified multi-surface cleaner.
480302 **SUSTAINABLE**



Green Solutions® All-Purpose Cleaner 101

A Safer Choice certified, all-purpose cleaner.
351102 **SUSTAINABLE**

3

Glass Cleaners



Super Concentrated Glass & Hard Surface Cleaner 3

A concentrated glass cleaner.
473002



Clean by Peroxy® 15

A Green Seal™ certified all-purpose cleaner.
482002 **SUSTAINABLE**



BioRenewables® Glass Cleaner 18

A Green Seal™ certified bio-based glass cleaner.
483502 **SUSTAINABLE**



Green Solutions® Glass Cleaner 102

A Safer Choice certified glass cleaner.
351202 **SUSTAINABLE**

4

Heavy Duty Cleaners



BioTransport™ 2 Consume Micro-Muscle®

A degreaser with odor controlling organic digesters.
453402



Acid Bathroom & Shower Cleaner 7

A light- to medium-duty acid cleaner.
472402



SparClean® Sure Step™ 23

A no-rinse, enzyme kitchen floor cleaner.
480202



Green Solutions® Industrial Cleaner 105

A Green Seal™ certified, heavy-duty degreaser.
351502 **SUSTAINABLE**

TAB 5

Executive Summary

Executive Overview

ABBCO Service Corporation is a family owned business with third generation management. ABBCO is a Service Corporation incorporated in the state of Missouri. Our home office is located in St. Louis, Missouri. We currently provide custodial services in 13 states throughout the Midwest and South. Our proactive management approach gives ABBCO the flexibility and responsiveness to anticipate each customer's changing requirements. ABBCO is diverse in its customer base, schools, universities, multi tenant buildings, owner occupied office buildings, industrial / manufacturing plants, financial institutions and medical facilities. Each business sector provides its own unique challenges. ABBCO relies on our many years of experience in all environments to provide a proactive approach to managing your ever changing needs.

Since our founding in 1955, ABBCO has continued to provide a clean, safe and healthy work environment.

Why Choose ABBCO as your Provider

ABBCO has a large experienced support staff available. We have been very fortunate in our longevity of upper management.

- | | | | |
|--------------------------|---------------|----------|---------|
| • Chairman of the Board | Robert Pieske | 56 years | (owner) |
| • President | John Pieske | 28 years | (owner) |
| • Director of Operations | Scott Graf | 15 years | |

Robert Pieske, Owner & Chairman of the Board of ABBCO Service Corporation, has been awarded the "Walter L. Cook Award" for exceptional service to the cleaning industry by the Building Service Contractors Association International. He also is a Certified Building Service Executive.

John Pieske, CEO & President of ABBCO Service Corporation, is on the Board of Directors for "The Association of Contract Cleaners." John has serviced on the Board of Trustees of the Missouri Retailers Workers Compensation Trust.

ABBCO Service Corporation was a Charter Member of the BSCAI in 1965 and we are still active today. Robert Pieske has served on the Executive Committee of the BSCAI. We are also members of the BOMA – Building Owners and Managers Association, IFMA – International Facility Managers Association, MoASBO – Missouri Association of School Business Officials, ILASBO – Illinois Association of School Business Officials, ISSA – International Sanitary Supply Association, and ISNetworld.

ABBCO Service Corporation won the Safety Award from the BSCAI for our exceptional safety record.

The ongoing training of over 700 FTE's and an unmatched quality control program assures that the service promised is the service delivered. The staff chosen to maintain your buildings will be thoroughly screened prior to being assigned to your buildings. Our customers tell us that our staff fits in very well and are a welcome addition to their "family."

When you partner with ABBCO, you receive trained staff to cover all your needs. Our flexible staffing allows us to cover your unscheduled events such as athletic games, meetings, parent visitations, sports camps and rentals. We also supply you with the latest, most efficient equipment necessary to make your entire campus sparkle. Our well-trained crews ensure that your facilities are not only clean, but also safe for your facility, students, and invitees.

ABBCO's mission statement is to provide a clean, safe, and healthy work environment.

Therefore, all employees receive Safety Training before going to the job site. We feature a new safety topic in each of our monthly newsletters. All employees review a new safety topic at the facility in monthly toolbox meeting.

Management Approach

ABBCO believes that having a strong management team is the key to success. We provide multi levels of management to accomplish the quality standards we expect.

ABBCO Service Corporation will manage with a dedicated on site manager. Assistant Managers are assigned when applicable to the scope and size of a facility. Our on-site managers will be responsible for the entire project. The managers will have no other responsibilities within the ABBCO organization except for providing the best level of service to you. The managers will have direct contact with designated administrative staff on a day to day basis. They are responsible for the quality of the service we provide and the administration of our services. Our managers will be outfitted with a smart phone for instant feedback and response to your needs. The management team will use our EHUB electronic work order and quality assurance program to facilitate our program.

We have listed below a typical management model for our customers:

- Project Manager/ Director of Facilities
- Regional Manager
- Regional VP
- Division VP
- Corporate Trainer
- Corporate Safety Manager
- Director of Operations

At the corporate level we will have our Regional Manager visits the facility on a weekly basis to do inspections. The Regional & Division VP's will visit the facilities to do inspections at least once per month. We would like to have monthly meetings with you to review performance, staffing, upcoming needs, and brain storming on possible efficiencies for your facility.

Our Director of Operations has been a member of strategic planning committees of some of our customers in the past to provide suggestions regarding green cleaning programs, cost savings programs, and overall consultation on the changing needs of facilities.

Custodial Staff Cleaning Method

The custodial staff will use an area complete cleaning method. Each custodian will be assigned a specific area to clean. The district will have custodians that will be trained on restroom and locker room sanitization and cleaning who will be responsible for the restrooms and locker rooms. Custodians are trained on each specific area that they will be responsible for. ABBCO will determine the proper staffing needed when school is not in session or there is a professional development day. The training system used by ABBCO is provided for you review in the proposal packet.

TAB 6

Transition Plan

The mission statement of ABBCO Service Corporation is to provide a clean, safe and healthy work environment.

Since our inception in 1955 in the building maintenance industry we have found that a systematic approach to management directly affects the quality of cleaning in the facility.

ABBCO Service Corporation understands that one the major objective's that you have is for a smooth transition between the current cleaners and the new contractor. Our transition plan will outline the important tasks that will be instituted upon your acceptance.

PHASE ONE

- ABBCO Service Corporation will meet with each building contact to find out their exact needs and concerns so that we may service them.
- We will then create job descriptions for each of the positions needed.
- Computer work-loading of the job tasks will assist us in estimating the required work-force needed.
- Staffing requirements and schedules will be produced for each shift by the days of the week.

PHASE TWO

- ABBCO Service Corporation's Human Resource Department will begin the recruiting/interviewing process with the current eligible employees. It is our goal to hire the best candidates for the job which include those current employees that meet our hiring practices which include Background Checks.
- ABBCO Service Corporation will also set up employment screening locally.
- Previous employment, background checks, reference checks, immigration status, drug screening and nationwide police records checks will be conducted before any interviewees are hired.
- Your management team will be established.

PHASE THREE

- The new management team will begin training in an existing facility cleaned by ABBCO Service Corporation. They will also train with each of the different departments at our corporate headquarters. After management training has completed they will assist in the hiring of cleaners.
- Supplies and equipment will be ordered by our warehouse.
- Time-keeping systems will be installed along with phone lines for the janitorial offices.
- Work-tickets and cleaning task calendars will be produced.
- Clean Check Training program will be customized for your unique conditions.

PHASE FOUR

- On-site orientation for management and supervisors.
- Training session for Clean Check, SDS, SAFETY and any other topics will be conducted for the different job requirements. All employees will be welcomed to the ABBCO Service Corporation Team and they will learn our company philosophy.
- Work assignments and additional training session schedules will be handed out to the employees along with their uniforms and Photo ID badges.

PHASE FIVE

- START DATE
- The entire ABBCO Corporate Support Team will oversee the start-up with Operations Management and Site Supervisors.
- Supervisors and lead personnel will lead training groups. Training check off lists will be distributed and utilized.

PHASE SIX

- This phase will continue throughout the contract.
- Inspections will be held with your designated representatives to make sure that we are meeting their needs.
- Continuous on-the-job training will be set up for each of the different job positions.
- The ABBCO Team will review inspection reports.
- Project manager, Branch Manager and Vice President of Operations will check controls of labor and supplies.
- Daily inspections will be recorded and reviewed by management.
- Work-tickets and cleaning task calendars will be maintained.



Corporate Headquarters:
2125 Gravois Ave., St. Louis, MO 63104
314-771-3221 FAX 314-771-4477 1-800-771-3221

ABBCO

Service Corporation

| Task Name | Duration | Start Date | Resources Name | Finish Date |
|--|----------|------------|----------------|-------------|
| Pre-Start | 28 days | | | |
| HR | 24 days | | | |
| Receive staffing information from Sales / Operations | 4 days | | HR | |
| If not already done identify ABBCO's Contract Manager | 4 days | | HR | |
| Receive Brief job descriptions from sales | 4 days | | HR | |
| Receive pay and benefits information from sales | 4 days | | HR | |
| Setup interview location | 4 days | | HR | |
| Pursue present custodial staff as candidates | 18 days | | HR | |
| Place ads in local papers | 18 days | | HR | |
| Partner with local Job works location | 20 days | | HR | |
| Receive applications | 16 days | | HR | |
| Check References | 16 days | | HR | |
| Interview Potential Candidates | 16 days | | HR | |
| E-verify all candidates | 16 days | | HR | |
| Complete Criminal Background check | 16 days | | HR | |
| Conduct employee orientation | 1 day | | HR | |
| Prepare ID badges | 1 day | | HR | |
| OPERATIONS | 28 days | | | |
| Receive staffing levels from sales | 4 days | | OPS | |
| Receive floor plans from sales | 4 days | | OPS | |
| Receive Specifications from sales | 4 days | | OPS | |
| Order equipment | 5 days | | OPS | |
| Meet with Principals | 5 days | | OPS | |
| Tour Schools with representatives | 5 days | | OPS | |
| View all closets | 5 days | | OPS | |
| Receive keys or cards for access | 5 days | | OPS | |
| Identify how schools like to communicate with ABBCO staff | 5 days | | OPS | |
| Complete custodial task schedules | 5 days | | OPS | |
| Contract Manager meets Principals & Directors | 5 days | | OPS | |
| Start on Site training | 5 days | | OPS | |
| ACCOUNTING & BUDGETING | 5 days | | | |
| Setup customer and job files in win team | 5 days | | ACCT | |
| Enter Job Budget Information for wages and hours | 5 days | | ACCT | |
| Establish billing for service | 5 days | | ACCT | |
| Customize billing if applicable | 5 days | | ACCT | |
| | | | | |
| Post Start | 125 days | | | |
| HR | 13 days | | | |
| Meet with employees to see if there are any questions | 13 days | | HR | |
| Talk to employees to ensure their training is going well | 13 days | | HR | |
| OPERATIONS | 260 days | | | |
| Setup visits for quality review audits. | 3 days | | OPS | |
| Continue on site training | 13 days | | OPS | |
| Contract manager reviews nightly hours worked at the district | 260 days | | OPS | |
| Allow cleaners to work independently for longer periods of time | 6 days | | OPS | |
| Contract manager will touch base with principals at least weekly | 260 days | | OPS | |
| Regional and Branch support management will contact principals monthly | 260 days | | OPS | |
| ACCOUNTING & BUDGETING | 123 days | | | |
| Provide Contract Manager with daily hours budget comparison | 123 days | | ACCT | |
| Provide operations managers with monthly job cost reports | 123 days | | ACCT | |
| Utilize automated timekeeping system for all hourly employees | 123 days | | ACCT | |
| Invoicing can be customized for the customer | 123 days | | ACCT | |
| All accounting and payroll transactions processed | 123 days | | ACCT | |
| | | | | |

TAB 7

**ABBCO SERVICE
CORPORATION
SAFETY MANUAL**

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CHAPTER 1: IMPLEMENTING THE PROGRAM

A. Purpose of Manual

This manual's intent is to be used by ABBCO Service Corporation as a working guide in the implementation and maintenance of the company's safety program.

The program requirements are based on the potential safety hazards, and operating losses, to which the company had a foreseeable exposure on the date of publication of this manual. However, it is impossible to effectively deal with all safety concerns or procedures in a single manual. Many safety related matters involve situations specific factors, which are difficult to anticipate. Accordingly, this manual is a starting point and a good-faith attempt to create a viable, company-wide safety program and philosophy.

B. Statement of Policy

ABBCO's employees are our most valuable assets. Every person should be entitled to a safe and healthful environment in which to work.

Establishment and maintenance of a safe environment is the shared responsibility between the employer and employees at all levels of the organization. To this end, every reasonable effort should be made to achieve the goal of accident prevention and health preservation.

The success of the company will depend not only on sales and service, but also how safely each job is performed. There is no job so important, nor any service so urgent, that an employee cannot take time to work safely.

The company will aggressively pursue a plan to minimize pain and suffering of an injured worker, and return him/her to active work duties as soon as possible.

C. Introduction

The company's manual on safety, health environment and loss control serves to document policies and procedures to enable it to implement an effective safety program throughout the organization.

The program contained in this manual has been established to accomplish the following.

- Protect and promote the health and safety of employees, customers and others that may be affected by the company's business activities.
- Comply with all pertinent Federal, State and OSHA regulatory obligations.
- Assure that safety, health, environmental and loss-control programs are given the proper priority and attention, and are achieving the required results.
- Coordinate safety, health, environmental and loss-control activities, while maintaining consistency in procedures at the required level of performance.
- Assist new and existing facilities in developing and/or revising safety, health, environmental and loss-control programs by interacting with each facility and providing external resources to ensure consistency with this purpose.

D. Principles and Goals

Fundamental Principles

- Appropriate programs need to be implemented to protect employee health and safety and to minimize human suffering.
- Occupational injuries and illness are preventable.
- Management seeks to define, initiate and maintain programs and procedures to prevent injuries and illnesses.
- Management seeks to define, initiate and maintain programs and procedures to prevent injuries and illnesses.
- Continuing scrutiny of programs and ongoing employee training and education in occupational health and safety are essential program elements.

Goals

- Minimize health and safety risks by providing safe and healthful work environments, preventing unsafe acts and controlling exposures to health and safety hazards in the workplace.
- Provide and assure appropriate health and safety programs exist and are in the place.
- Control health hazards in the workplace and assure that employees are informed of hazards and how to protect themselves from overexposure.
- Communicate to employees all mandated medical findings and advise appropriate actions to be taken.
- Maintain medical records in a confidential manner according to HIPPA laws and regulations.
- Assure all managers and employees have received orientation, instruction and training in health, safety and environmental protection matters
- Require that all health, safety, environmental protection and loss-control practices, standards, laws and regulations be observed relating to people, facilities, materials, processes, wastes and the environment.
- Employees shall practice sanitary health habits.

Safety Manager

- Responsible for compliance with all applicable federal, state and local safety and health regulations.
- Coordinates activities of the Safety and Health Committee.
- Responsible for implementation of safety incentive program.
- Recommends and prepares safety-training programs
- Reviews and recommends changes in the safety program as the need is identified.
- Responsible for all required non-confidential records.
- Responsible for maintaining systems to provide first aid supplies and secure prompt medical attention for injured employees.

- Responsible for assuring proper notification, internal and external, in the event of an accident, incident or fatality.

Safety and Health Committee

- Meets quarterly
- Reviews all accident reports and determines preventative measures.
- Trains Supervisors and Operations on conducting safety inspections.
- Reviews employee safety suggestions.
- Recommends and assists in establishing additional general safety rules as the need is identified.
- Develops and monitors safety improvement plans with respect to company activities.
- Prepares a written Safety and Health Committee Report of the topics discussed, agreements made, accidents reviewed, self-inspection results, and anticipated future committed activities.

E. Assignment of Responsibility

President:

- Overall responsibility for establishment of policy and program implementation.

Company Management

- At the direction of the Executive Team, reviews and approves safety programs designed to meet the goals of the company.
- Implementation of safety program through motivation, training, counseling and enforcement.
- Responsible for initiating compliance for all safety program elements applicable to his/her area.
- Identify hazards through safety inspections and develop timely countermeasures.
- Responsible for training subordinates in accident prevention and safe work habits.
- Responsible for timely accident investigation and reporting including paperwork and countermeasures.
- Responsible to see that all powered equipment complies with all appropriate safety regulations and is locked out/tagged out of service including a work order for repairs and date of expected completion.

Company Employees

- All employees shall be responsible to learn and comply with all safety and health rules and regulations applicable to their work. It is their further responsibility to support the company in providing a safe place to work, and to protect themselves and co-workers against injuries or illnesses.

- Employees shall report all safety and health hazards to supervisors and shall take all necessary actions to establish an immediate temporary control of the hazard until permanent control can be established.
- Employees shall immediately report all accidents or incidents occurring on the job to their supervisor, including industrial injury accidents.
- Employees shall cooperate in the elimination of fraudulent and exaggerated reports of accidents by reporting such knowledge.
- Employees shall utilize all personal protective equipment provided.

NOTES / COMMENTS

CHAPTER 2: RECORDKEEPING

A. Recordkeeping Program

Objective

To provide guidelines for recordkeeping practices.

Scope

All records mandated by federal, state and local laws.

Responsibilities

Management with clerical support will maintain the records below for the time duration's required by state and federal statutes.

B. Procedures

- The company shall maintain employee medical records for the term of employment or a minimum of six years.
- The Company shall maintain employee environmental exposure records for thirty years.
- The Safety Manager shall maintain a permanent record of SDS.
- Environmental test results shall be maintained for thirty years.
- The Safety Manager shall maintain noise exposure records for two years.
- The Safety Manager shall maintain safety committee minutes for two years.
- Management shall maintain copies of self inspections for three years.
- The company shall maintain a record of all training classes. A copy of the training record for each individual employee shall be kept in their personnel file for the term of their employment or at least three years.
- The company shall maintain a copy of all maintenance records for three years.
- The Safety Manager or Human Resources Department shall maintain copies of the OSHA 300 Log for five years.
- The Safety Manager or Human Resource Department shall maintain copies of the first aid log for five years.
- The OSHA 300 log for each year will be posted on the main bulletin board for thirty days beginning February 1 of the following year.

The company will maintain a secured medical file separate from the personnel file on the following item:

- Bloodborne pathogen records
 - Training records: Three years
 - Medical records: Duration of employment plus thirty years.
- If current employer goes out of business, the bloodborne pathogen records must be forwarded to successor employer, or the director NIOSH, U.S. Department of Health and Human Services.

CHAPTER 3: EMPLOYEE INVOLVEMENT

A. Employee Orientation

Objective

To assure that all-new and transferred employees receive necessary orientation information.

Scope

All new employees.

References

Federal, state and local standards, e.g., OSHA, ADA, EEOC, state labor codes.

Responsibility

- Direct Supervisor shall be responsible for assuring required training is conducted.
- Department Head will review the orientation checklist which becomes a permanent personnel document.
- Each employee is required to sign and date the training and orientation checklists.

Procedure

Inform the employee of the following:

- SDS locations on each job site
- Security of job site
- Training printed records for reference on each job site.
- Required personal protective equipment and where and when it is to be used.
- General hazards and hazards specific to the job assigned.
- Safety rules
- Hazard communication program
- Injury prevention program
- Substance abuse policy
- Safety Suggestion phone box

| Orientation Checklist | | |
|---|------------|------|
| Employee | Department | |
| Date Hired | Supervisor | |
| Date Reviewed | | |
| 1. Company safety policy statement and copy of rules provided and explained | | |
| 2. Reviewed injury reporting procedure | | |
| 3. Reviewed personal protection equipment and use | | |
| 4. Reviewed Lockout/Tagout procedure | | |
| 5. Review safe lifting techniques | | |
| 6. Review housekeeping procedure | | |
| 7. Review location of First Aid Kits | | |
| 8. Reviewed hazard communication program | | |
| 9. Reviewed work place hazards | | |
| 10. Reviewed specific job hazards | | |
| 11. Reviewed disciplinary program | | |
| 12. Reviewed safety incentive program | | |
| 13. Reviewed evaluation procedures and duties | | |
| 14. Injury prevention program | | |
| 15. Confined space entry program | | |
| 17. Security policy by job site/substance abuse policy | | |
| 18. Other (Specify) | | |
| I acknowledge that information on the above subjects was furnished to me during | | |
| Employee's Signature | | Date |
| I have instructed the above name employee in the fundamentals of safety practice. | | |
| Department Manager's Signature | | Date |
| Sign and return the original copy immediately to the Personnel Office following the employee's date of hire or review. Retain a copy in the employee's departmental file. | | |
| Safety Manager's Signature | | Date |
| President/ Owner's Signature | Date | |

B. Employee Training

Objective

To provide required training to all employees.

Scope

All affected employees.

References

Federal, state and local standards, e.g., OSHA, ADA, EEOC, state labor codes.

Responsibility

- Safety Manager shall assure that appropriate training material is provided to the Department head.
- Department Head shall assure appropriate training is conducted. Signed documentation shall be maintained in the employee's personnel file.
- Documentation shall consist of: what was taught, who attended and who did the teaching. All attendees and the instructor shall sign and date the form.

Training Topics (A Partial Listing)

- Specific job hazards
- Accident prevention program
- Emergency action plans
- Fire prevention
- Power platforms for maintenance and inspection
- Personal protective devices
- Medical services and first aid
- Use of hand tools
- Lift trucks
- Power-operated tools and equipment
- Ergonomics
- Respiratory protection programs
- Hearing conservation
- Hazard communication
- Emergency response
- Lockout/tag-out
- Manual handling of material
- Harassment

Documentation

- Date
- Location (building, room, floor, etc.) where the meeting was held.
- Time it started and ended.
- A listing of topics reviewed or discussed.
- The instructor (for each topic if more than one instructor was involved).
- The name of each person attending, as well as those required to receive the training involved who were not present, shall be documented.
- The source of document or audio-visual presentation, if one is utilized.

| Employee Training Record | | |
|--|---|------------|
| Employee Name | | |
| Job Title | | |
| Date | Training Topics | Instructor |
| | Right-to-know standard | |
| | Right-to-know written policy | |
| | MSDS sheets, explanation, where located | |
| | Labeling containers | |
| | Labeling phone numbers | |
| | Emergency Manager | |
| | Emergency procedures | |
| | Emergency equipment | |
| | Respirator fitting, care and use | |
| | Power-operated equipment | |
| | Lifting procedures | |
| | Other (specify) | |
| | | |
| | | |
| | | |
| I do hereby certify I understand the training I have received and have dated the above topics that were covered in this session. | | |
| Employee Signature: | | |
| Employee response in understanding the training provided: | | |
| | | |
| | | |
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| | | |

C. Employee Safety Communications

Objective

To establish a flow of information designed to benefit the employees and company in matters of safety and health.

References

Federal, state and local standards, e.g., OSHA, ADA, EEOC, state labor codes.

Responsibility

Safety Manager shall administer the program.

Procedures

- The Safety and Health Committee shall review suggestions relating to safety and health issues.
- Committee recommendations shall be forwarded to the appropriate department.
- Safety and Health Committee shall inform the employees on the status of suggestions.
- The Safety Manager shall maintain a record of suggestions, responses and action taken.
- The Safety and Health Committee shall maintain a bulletin board and anonymous safety suggestion box.
- The committee shall use the safety message box and provide employees with various safety-related information.
- Any employee may anonymously place safety-related suggestions that they receive and decide what, if any, action should be recommended regarding the suggestions. Responses to the suggestions may be addressed at on site safety meetings.

Two-Way Communication

The company believes in active, continuing communication between management and employees. Employees are encouraged to communicate with their supervisors at any time. Management will communicate frequently with employees on matters of employees health and safety. This communication may take many forms, including but not necessarily limited to the following.

- Meetings
- Training Programs
- Postings
- Letters or newsletters

We encourage anonymous contributions and will publicize management's responses. We will maintain a record of activities that can be considered part of two-way communication:

| Date | Time | Management Representative | Employee | Subject |
|------|------|---------------------------|----------|---------|
| | | | | |
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D. Safety and Health Rules

Objective

To provide guidelines for the establishment of a safe and healthful work environment.

Scope

Applies to everyone employed by the company.

References

Federal, State and local standards, e.g., OSHA, ADA, EEOC, State labor codes.

Responsibilities

- All persons including management shall abide by safety, health and environmental rules.
- Management personnel shall fairly and consistently enforce and follow safety, health and environmental rules.
- Employees shall report any infraction of these safety, health and environmental rules to management.

Employee Rules

- Proper footwear and clothing shall be worn at all times. Open toed shoes, sandals, shower clogs, and thongs are forbidden.
- Do not wear loose clothing or jewelry nor keep long hair in a down position where there is danger of catching such in moving machinery.
- Horseplay, running, fighting, or any activity that may result in injury or waste will not be tolerated.
- All employees will wear, as required, the personal protective equipment assigned to them and maintain it in a sanitary condition.
- Do not operate any machine with which you are unfamiliar.
- Machines must never be repaired until after the machine is turned off, the circuit is broken at the power source (including lockout), and a warning tag is placed at the controls. Each person involved in maintenance must have his/her own personal padlock to ensure total lockout of power until all work has been completed.
- Any defects in materials, machinery, tools, and equipment must be reported immediately to a supervisor.
- Do not leave tools, materials, or other objects on the floor which might cause others to trip and fall.
- Do not block exits, fire doors, aisles, fire extinguishers, gas meters, electrical panels, or traffic lanes.
- If any object is too heavy to move without strain, **ask for help!**
- Observe the correct position for lifting. Stand with feet slightly apart, assume a squatting position with knees bent, and tuck in chin. Tilt head forward, grasp

the load with both hands, and gradually push up with the legs - keeping the back straight and avoiding any abrupt movement.

- Do not distract others while working. When approaching a machine operator for any purpose, do so from the front or side in a way that he or she will see the person coming and will not be shocked or surprised. If conversation is necessary, first make sure the machine is turned off.
- Do not allow oil, wax, water, or any other material to remain on the floor where the employee or others may slip. Report any spills to the supervisor. Take precautions to warn others of hazards such as wet floors, falling objects, men working, etc.
- When handling hazardous materials, follow prescribed safety procedures and use required safety equipment. When using secondary containers filled by others, ensure that they are labeled as to their contents and hazards.
- Use or possession of intoxicating or unlawful substances by any employee during working hours is forbidden and any violation will be sufficient cause for dismissal. Any employees reporting for work while under the influence of intoxicating or unlawful substances will not be allowed to assume their duties.
- Employees shall keep their working areas and walkways clear of debris and trash.
- Employees must keep management personnel aware of their work location. They may enter unauthorized areas only with the supervisor's permission. They should never work alone in an isolated area until arrangements have been made for periodic contact with another employee or a supervisor.
- Riding on equipment by other than the authorized operator is strictly forbidden. No passengers allowed.
- Speeding or operating any company equipment in an erratic or dangerous manner is forbidden.
- Report any unsafe condition to a supervisor.
- Check out all equipment safety devices to be sure they are operating properly. Do not operate equipment that is not operating safely. Report any safety hazards to the supervisor.
- Contact lenses are not to be worn by people working with chemicals, unless safety goggles are in place.
- No one except authorized personnel shall operate any main electrical switches.
- There shall be no tampering with firefighting equipment - such as fire extinguishers and fire hoses - or any emergency equipment.
- The maximum speed limit in the parking lot is 10 miles per hour. Be thoughtful and courteous when driving in the parking lot.
- Eye protection must be worn when cleaning restrooms, where human blood exposure exists if there is danger of flying materials, which may injure the eye.
- Employees working in noisy areas of the facility shall wear ear protection. Ear protection is mandatory in all departments if noise exceeds 95 dba.
- Gloves must be worn to protect hands exposed to hazardous substances, cuts, or burns, and always when cleaning restroom's. Gloves must be avoided when working on a moving machine, especially gauntlet type loose-cuff type gloves. Before gloves may be used, the supervisor must approve the gloves and the operation on which they are to be used.

- Respirators or masks, as appropriate, must be worn as required by employees when exposed to excessive dust, furnaces.
- Safety belts and lifelines must be worn, buckled, and inspected daily.
- Supervisors are responsible to see that all employees understand the purpose of all safety devices and the importance of using them.
- Only maintenance and authorized personnel are to perform any type of maintenance on equipment or machinery.
- Bypassing any safety device or procedure will not be tolerated and is cause for disciplinary action, including discharge.
- No employee is to remove any guard from a machine at any time or operate any machine without a specified guard.
- Negligent behavior jeopardizes everyone's safety and cannot be allowed. Repeated or flagrant disregard of any safe practice or standard is cause for discipline up to and including discharge.
- All injuries, no matter how slight, are to be reported immediately to the supervisor.
- No employee is allowed to clean the floor, his clothing, or his body with air hoses.
- Containers are not to be stacked or placed on worktables or in storage areas in an unstable manner.
- Care must be taken in the stacking of materials and parts in boxes, cartons, bins or pallets to avoid dumping or spilling items on the floor. Items dropped will be picked up. Do not place anything within 18 inches of overhead sprinkler heads.
- There is to be clear space around all fire extinguishers so they are easily accessible. Waste materials of any kind - paper, lunch scraps, etc. - are to be deposited in proper containers provided for that purpose. No trash, open flammable soaked rags will be left in a storage closet or trash cart.
- No one is to give issued safety equipment to another employee to use. There is danger of spreading infection by using such personal equipment.
- If safety equipment is destroyed through carelessness or loss, the employee may be charged when new equipment is issued. When equipment is worn out through normal use, it is to be returned to the supervisor to be exchanged for new equipment.
- All materials, etc. are to be kept in their proper storage area.
- When cleaning in offices, restrooms, etc., keep interior doors open, when possible, to avoid a swinging door hazard.
- Removing labels from supplies is forbidden.
- Before mixing chemicals, solutions, etc. carefully read and follow instructions. Never mix ammonia and bleach, or bleach and toilet bowl cleaner.
- Use equipment only for the purpose for which it is intended.
- Do not use electrical equipment with wet hands or while standing on a wet surface unless the equipment was designed to be used in such manner.
- Smoke and eat in designated areas only or in accordance with local regulations. Smoking and eating while working is not allowed.
- Company vehicles will be operated only by their assigned driver. Excessive traffic violations or damage to a company vehicle will not be tolerated. The use of safety belts is mandatory.

- An area should be maintained at each job site for posting safety information. Likewise, a first aid kit shall be maintained and kept in an accessible but secure location.
- Never reach into a waste container.
- Know the location of fire extinguishers, fire alarm boxes, and exits.
- Do not climb higher than the third rung from the top on straight or extension ladders or the second tread from the top of stepladders.
- Scaffolding and its attendant ropes, hooks, clamps, and systems will be inspected prior to its use. Only properly trained personnel will inspect and use scaffolding and its attendant hardware.
- Elevators must be locked out while being cleaned. Bypassing the locking device, such as jamming a toll under the elevator doors to make the elevator doors to make the elevator inoperable, will not be allowed. Inform the supervisor if the lockout device fails to operate properly and do not clean the elevator until repairs have been made by a trained, qualified person.
- Retrieving items that fall into elevator shafts or inaccessible areas is forbidden. Supervisors, upon learning of lost items, will contact the responsible authorities for recovery, if necessary.
- Make sure all ladders are at a safe angle and firmly anchored.
- Be sure all electrical equipment is properly grounded and functioning. Don't use equipment with frayed cords or missing ground prongs.
- Don't tape electrical power cords!!! **Replace them.**
- Make sure that moving parts come to a complete stop before removing covers from any equipment.
- Keep dust mops away from furnaces, light bulbs, and other heat sources. Dust mops should not be stored sitting flat on the floor, but should be covered with a plastic bag and clipped on the wall.
- Obey all safety rules, government regulations, signs, markings, and instructions, which apply.

E. Personal Protective Equipment

Objective

To provide a safe work environment from injuries or detrimental effects on health, which are not controllable through engineering or administrative means.

Scope

- Where required by law.
- Where exposure to the hazard has the potential for injury or illness to an employee.
- Where there is a potential for damage or contamination to property or the environment.
- Where the failure to utilize the equipment would expose non-employees to a safety or health hazard.

References

Federal, state and local standards, e.g., OSHA, ADA, EEOC, state labor codes.

Responsibilities

- Personal protective equipment required will be provided by the company.
- Departmental managers shall enforce the use of personal protective equipment. All personnel including management and supervisory personnel shall wear personal protective equipment when in areas so designated.

Eye Protection

- Appropriate eye protection shall be worn by all employees and visitors exposed to flying particles, dust, mists, hazardous chemicals and bloodborne pathogens.

Foot and Fall Protection

- Employees shall wear shoes or boots which are suitable for the areas of the facility in which they are working.
- Employees shall wear shoes or boots of substantial design and construction and the soles shall be strong and of a type to prevent slipping on smooth, wet or loose surfaces.

F. Disciplinary Procedures

Objective

To provide guidelines for enforcement of safety rules, policies, procedures and directives from appropriate management personnel.

Scope

All employees.

References

Federal, state and local standards, e.g., OSHA, ADA, EEOC, state labor codes.

Responsibilities

- Employees will be subject to disciplinary action for violations of safety rules. Such action may include one or more of the following depending on the severity of the violation.
- Employee shall be afforded instructive counseling and/or training to assure a clear understanding of the infraction and the proper conduct under company guidelines. However, nothing in this policy of this Safety Manual will preclude management from terminating an employee for a safety violation. This is not a progressive discipline system and any safety violation may lead to an

employee's termination without prior instruction or warning. Management reserves the right to impose whatever disciplinary action it deems appropriate.

- ⇒ Verbal warning with documentation in personnel file.
- ⇒ Written warning outlining nature of offense and necessary corrective action with documentation in personnel file.
- ⇒ Disciplinary suspension with documentation in file.
- ⇒ Termination.

- Management, including supervisory personnel, shall be subject to disciplinary action for the following reasons:

- ⇒ Repeated safety rule violations by their department employees.
- ⇒ Failure to provide adequate training prior to job assignment.
- ⇒ Failure to report accidents and provide medical attention to employees injured at work.
- ⇒ Failure to maintain good housekeeping standards and cleanliness in their departments.

Chapter 4: Fleet Management Policy

A. Policies

Objective

To establish a policy which covers administration, control, maintenance and safe operation of company owned vehicles and personal vehicles used on company business.

Scope

All company vehicles and personal vehicles used for company business and designated drivers.

Policies

- All drivers must have valid driver's license for state of residence or a valid international license while applying for a state license.
- Employee owned vehicles used on company business will have adequate liability insurance at the limits set by the company.
- Company management shall review M.V.R.'s of all drivers at the time of employment and annually thereafter.
- Driving privileges may be forfeited for the following:
 - ⇒ Any current cited D.U.I or M.V.R or known by management.
 - ⇒ More than three moving violations in a 36 month period.

- ⇒ Leaving the scene or failure to report an accident.
 - ⇒ Allowing unauthorized person to operate company vehicle.
 - ⇒ Three preventable accidents in a five year period.
 - ⇒ Failure to provide required company maintenance records.
- Use or possession of alcohol or other drugs is prohibited while operating a company vehicle or operating a personal vehicle while on company business.
 - Company vehicles shall not be modified (including towing packages) without company approval.
 - Company vehicles shall not be used for illegal purposes or for hire.
 - Company vehicles shall be maintained in a clean and safe condition.
 - Current required documentation (i.e. insurance card, registration card, accident reporting kit) shall be maintained in company vehicles at all times).
 - Use of company vehicles must comply with individual company management policies.

Definitions

| | |
|-----------------|--|
| M.V.R | Motor Vehicle Report |
| D.U.I | Driving under the influence |
| Accident | Any bodily injury, damage to property of others, and/or damage to company vehicle. |

Scheduled Vehicle Inspections

Vehicle inspections should be recorded and completed at weekly and/or monthly depending on operational use or law.

- If DOT regulated, a truck preventative maintenance checklist must be done daily.
- If not DOT regulated, a preventative maintenance inspection with checklist should be completed monthly.
- A critical item inspection with checklist should be completed monthly, or at least quarterly on passenger cars, vans and pick-up trucks.

Chapter 5: Facility Evaluation

A. Emergency Preparedness

Objective

To minimize loss of life and property damage in the event of a catastrophe.

Scope

All persons on site.

References

All federal, state, and local standards, e.g. OSHA, ADA, EEOC, state labor codes.

Procedures

- The Safety Manager shall utilize all necessary resources to facilitate the development, implementation and monitoring of catastrophic contingency plans.
- This plan must include a predetermined list of conditions that will be mitigated and those that will not.
- Major buildings should have an evacuation plan if egress to the outside is not obvious.
- Each department will ensure training and communication of emergency procedures.
- Each location (if more than one) will develop and organize the resources necessary for emergency procedures.
- Emergency plans should contain a list of chemicals used, volume maintained and storage locations.
- Fire control procedures will be addressed by training and education.
- Procedures will be put in place for the accounting of all employees after emergency evacuation has been completed.
- Procedures for protection of vital company records such as essential accounting files, legal documents, lists of employee's relatives to be notified in case of emergency, will be established.

B. Safety and Health Inspections

Objective

To assist in identifying, evaluating and correcting hazards including unsafe acts and conditions.

Scope

Safety inspections will be performed on a regular basis in all departments or buildings.

References

Federal, state and local standards, e.g., OSHA, ADA, EEOC, state labor codes.

Responsibilities

- All supervisors shall perform a safety inspection of their department or building on a scheduled basis.
- All supervisors, with the assistance of the Safety Manager, are required to develop a company specific self inspection checklist.
- Supervisors will take corrective action within his/her authority as soon as deficiencies are identified.
- The Safety Manager will maintain a file of all inspections for a period of 3 years.
- Definitions of corrective measures:
 - ⇒ **Imminent Danger:** A condition or practice with potential for loss of life or body part, permanent disability, and/or extensive loss of structure, equipment or material.
 - ⇒ **Serious Hazard:** A condition or practice with potential for serious injury or illness resulting in temporary disability or property damage that is disruptive but less severe than imminent danger.
 - ⇒ **Other Than Serious Hazards:** A condition or practice with potential for minor non-disability injury or illness or non-disruptive property damage.
- Corrective action should follow this timetable:
 - ⇒ **Imminent Danger:** As soon as detected and verified. Immediately after verification of an imminent danger situation, the hazard will be abated, or employees removed from the site with the exception of personnel required to accomplish abatement. In situations where it is not possible to effect an immediate permanent solution, suitable interim corrections shall be implemented; e.g., barricades, lookouts, etc.
 - ⇒ **Serious Hazard:** As soon as detected and verified, the hazard will be corrected to the extent required to reduce the hazard to the classification of other than serious. The partially corrected hazard will be abated in a timely manner, but within 15 calendar days of original detection and verification.
 - ⇒ **Other Than Serious Hazards:** In a timely manner, but within 45 calendar days of detection and verification. In each and every event, immediate steps must be taken to render the situation safe until a permanent solution can be implemented.

Each site will need to develop its own inspection checklist. The following example is included.

| |
|-----------------------------|
| Inspection Checklist |
|-----------------------------|

| Category | Items to Inspect | Check (X) Items Needing action or improvement |
|--|---|--|
| Personal Protective Equipment Program | Proper personal protective equipment such as back support, gloves, appropriate footwear, safety eye protection, respiratory protection, etc. is provided where required by the hazard of the job. | |
| | <u>Use of equipment where required as enforced</u> | |
| | The equipment is properly maintained. | |
| Equipment Guarding/ Maintenance. | Guards suitable to effectively eliminate the hazard are properly installed on all mechanical equipment where an exposure exists, i.e. , belts, chains, gears, machinery such as drills, grinders, saws, etc. | |
| | Portable power tools and equipment grounded or double insulated, good condition, 3-wire extension cords. Ground fault outlets in wet area. | |
| | Training program to ensure safe operation. | |
| | Effective prevention maintenance program on equipment. Maintenance record maintained on all critical equipment. | |
| | <u>Carpets in good condition and of the type that will not slide or ripple.</u> | |
| Equipment/ Premises | Ground level walk/work/ travelways/ parking areas maintained in good condition, i.e., kept dry, uncongested, smooth and level. | |
| | | |
| | Customer areas maintained in good condition. | |
| | Ladders/ scaffolds maintained in good condition. Use restricted to authorized employees. Approved scaffold type only. | |
| | <u>All area properly illuminated.</u> | |
| Material Handling | Continuing programs of recognition, instruction and enforcement in the safe movement of equipment and materials with provisions for mechanical handling equipment where possible. Many so-called questionable back injuries are very real and are the result of an individual handling materials beyond their capabilities. | |
| Fire Prevention/ Control | Fire suppression equipment available where required, properly maintained in operating condition, i.e., fire extinguishers, sprinklers, etc.; maintenance log for sprinkler system, signs to locate fire extinguishers, employees trained in use. | |
| | Covered noncombustible trash containers sufficient in number and emptied regularly. | |
| | Oil/ paint/ solvent soiled rags stored in covered, UL-listed metal containers and emptied daily. | |
| | <u>Cooking equipment properly maintained / provided with fire suppression systems.</u> | |
| | Gasoline and other highly flammable fuel/ solvents never used for parts cleaning. | |
| | Flammable liquids stored properly, provision for bonding and grounding, UL listed safety cans provided and materials available to clean up spills. | |
| | Opened flammable liquid containers stored in approved UL listed storage cabinets | |
| | Combustible and hazardous materials stored away from flames, sparks and other heat sources | |
| | No smoking areas designated and signs posted in storage area, repair shops, paint shops, warehouses, EDP areas, hazardous area and aboard boats. | |
| | No smoking rules obeyed | |
| | Copies of N.F.P.A. # 303 available and followed. | |

Safety Inspection Report

| | |
|--|-------------------------|
| Location | Department Title |
| Department Manager | |
| | |
| Date of Inspection | Inspector |
| Deficiency (s) | |
| | |
| | |
| | |
| | |
| | |
| Recommended Corrective Action | |
| | |
| | |
| | |
| | Date: |
| Comments | |
| | |
| | |
| | Date: |
| Copies: Owner General Manager Department Manger File | |

C. Preventive Maintenance

Objective

To maintain equipment and facilities in such a manner as to prevent injury to employees, down time to equipment, and property damage.

Scope

- The Operations Group shall designate personnel responsible to facilitate an appropriate preventative maintenance schedule.
- Appropriate preventive maintenance documentation shall be maintained.
- The maintenance department shall perform an evaluation on any equipment that malfunctions or is involved in an incident or injury.
- Findings of the referenced evaluation shall be submitted to the Safety Manager in writing.
- If the evaluation determines the equipment contributed to the event the equipment shall be locked out of service until appropriate repairs are completed. Completed work will be signed off by person performing the repairs.

D. New Equipment or Modifications

Objective

To assure all new equipment and processes meet appropriate safety and health guidelines and provide a safe and healthful work environment.

Scope

All new or modified equipment including its use.

Instructions

- Safety Manager shall be notified of any planned change and/or addition to the power equipment or machinery.
- Safety Manager shall utilize the necessary resources to ensure that equipment or processes introduced meet standard safety and health guidelines.
- All employees who may in any way be affected by new equipment, procedures or processes shall be trained in all appropriate safety procedures relating to the new equipment, procedures or processes.
- The company will not modify or make any changes on power equipment or machinery that is not first approved, in writing, by the manufacturer.

D.OSHA Inspections

Objective

To provide guidance and control for OSHA inspections.

Scope

This procedure applies to all inspection requests on company owned or controlled properties.

Responsibilities

The receptionist shall notify the designated safety official who is responsible for coordinating all facility inspections.

Procedures

- Obtain identity, office address, and immediate superior of the inspector.
- To determine purpose of the visit, ask the following questions.
 - ⇒ Is he/she there as a result of an employee complaint?
 - ⇒ If yes, what was the complaint?
 - ⇒ If no, how was the company selected for inspection?
 - ⇒ Does he suspect a violation?
 - ⇒ What areas does he want to inspect?

If permission for inspection is given, then:

- The Safety Manager shall accompany the OSHA inspector.
- Listen politely, without making comments.
- Limit inspection to those areas discussed at the opening conference.
- Do not make any unnecessary statements regarding alleged violations.
- Do not make any unnecessary statements regarding the company's operations.
- Do not make any statement regarding safety devices, programs, etc.
- Do not disclose any unnecessary documents to the inspector unless specified statutory authority to seize documents is provided.
- Require inspector to follow all safety rules.
- Monitor all gathering of physical evidence.
 - ⇒ Get complete details on method of sampling used.
 - ⇒ Split samples with the inspector, Preserve this sample.
 - ⇒ Keep detailed notes as to what, when, where, why and who.
 - ⇒ Make sure that photographs are not misleading. Show all angles. Get copies of all photographs.

Hold closing conference with inspector.

- Identity problem areas.
- Make no commitments.
- Get a copy of inspector's notes.
- Note any disagreements between inspector and company representative.

Chapter 6: Safety Program Elements

A. Safety and Health Committee/ Report

Objective

To assist management in establishing and maintaining a safe and efficient workplace environment.

Membership.

Members are chosen in view of the duties and responsibilities of the committee. A chairman and secretary has been appointed and committee members selected according to their position, knowledge, abilities and interest in promoting safety.

Management and the labor force are represented on the committee.

Scope

A well-run Safety and Health Committee is an important part of the loss control program. It can help reduce the cost of operation and produce many other effects, such as:

- Reducing the occurrence, frequency and/or severity of accidents.
- Increase productive output (quality and quantity).
- Improve the use of equipment.
- Reduce material waste.
- Enhance employee satisfaction.
- Facilitate employee loyalty, cooperation and contributions.
- Provide analysis and evaluation of injury and incident data and program performance to management.
- Develop countermeasures for identified problems per company business plans.

Goals

A safety and health committee is responsible for establishing annual goals concerning hazard control and accident prevention. Once the goals are set and specific objectives formulated, they are to be provided to management and the Safety Manager.

Some examples of goals are:

- Help the company comply with government standards concerning loss control matters.
- Integrate hazard control and safety into the day-to-day activity of all personnel.
- Improve the new employee orientation and training program.
- Reduce injury incident rates (i.e., frequency and/or severity).

- Evaluate injury and incident occurrences for the purpose of providing management with recommended countermeasures concerning prevention.

Activity and Duties

The safety and health committee meets on a quarterly basis to accomplish its goals and objectives.

The safety and health committee discusses accidents, near misses, new training requirements, employee suggestions, future educational needs as they relate to safety and health and submit recommended countermeasures for improvement. The committee will:

- Review quality of supervisor's accident investigation reports.
- Review actions taken to prevent accident reoccurrence.
- Establishing and/or conducting a safety inspection program.
- Review safety rules and procedures.
- Review special safety training programs.
- Develop and implement specific accidents prevention activities.
- Review, update, and prepare reports on the loss control program.
- Acting as a consultative body for the company on safety and loss control issues and problems.

B. Accident Reporting

Objective

To provide guidelines for the consistent and timely reporting of incidents and accidents, both internally and externally, and to comply with all applicable requirements.

Scope

All employees.

References

Federal, state, local, law and insurance carrier suggestions.

Procedure

The company should develop appropriate procedures to comply with all known existing requirements.

- **Recordable (serious) accidents shall be reported by telephone or FAX to the insurance company's claims department within 24 hours.**
- Prepare required accident reports and set up an injured worker medical file.
- Immediately implement the Occupational Injury Management program.

C. Accident Investigation

Objective

To assist in prevention of accident reoccurrence and provide consistency in investigation reporting and countermeasures.

Scope

All occupational accidents, illnesses, and near-misses (those unplanned events that do not result in injury, financial loss, or property damage) shall be investigated.

Responsibilities

Workers' Compensation Injuries/ Accidents

- The supervisor of the department in which the accident, illness or near-miss occurred shall assure a complete and thorough accident investigation is conducted. Copies of this report shall be sent to the Safety Manager for progressing and follow up.
- The employee reporting an injury/accident on-the-job shall complete the official injury/accident report within eight (8) business hours of the accident. This includes:
 - ⇒ Date of injury/accident
 - ⇒ Time of injury/accident
 - ⇒ Nature of injury/accident (in own words)
 - ⇒ How it was work related
 - ⇒ Future prevention procedures.
- The Safety Manager shall review the report to assure completeness and accuracy, and maintain a copy in the Central Accident File for recording in OSHA 300 LOG.
- Company management shall file and maintain a copy of any accident report involving employees in a file separate from the employee file.
- The Safety Manager shall assist management in accident investigation as required.
- The Safety Manager shall assure proper notification of authorities, per federal, state and local regulations.
- The Safety Manager will physically go to the site to review accuracy and talk to witnesses - if determined by the Executive Team.
- The Human Resource Department will provide information regarding past employment history, and if working for the company on a part-time basis, other employment conditions which might affect/aggravation condition, i.e., loading dock, construction.
- The Human Resource Department along with other required management has established a written policy on "on-the-job injury/accident reporting" such as, "In order to file a worker's compensation claim, all employees must complete, date and sign the official on-the-job injury/accident report and turn

that report in within eight (8) hours of the accident.” This procedure emphasizes the company will be highly critical of any accident claims that have not been reported without following this procedure. This makes investigation much easier and efficient.

General Liability Injuries/Accidents (slip/fall, etc.)

- The Supervisor at the site in which the accident, illness, or near-miss occurred shall assure a complete and thorough accident investigation is conducted. Copies of this report shall be sent to the Safety Manager for processing and follow-up.

When a tenant or customer reports an injury/accident, get security to help with the investigation. The Official Incident Report should be completed at the time of notification. The supervisor should report the following:

- ⇒ Date of injury/accident.
 - ⇒ Location that the incident took place.
 - ⇒ Type of incident, i.e., slip and fall, personal injury, chemical spill, damaged equipment.
 - ⇒ Name and age of person(s) involved.
 - ⇒ Phone number(s) of person(s) involved.
 - ⇒ Description of clothing worn and condition of clothing worn.
 - ⇒ Describe incident/injury.
 - ⇒ Time of incident.
 - ⇒ What authorities were notified?
 - ⇒ Weather conditions.
 - ⇒ Safety equipment utilized.
 - ⇒ Was person(s) treated? If so, where?
 - ⇒ Supervisor’s signature.
- The Safety Manager, upon receiving report from the supervisor, shall review the report to assure completeness and accuracy, and maintain a copy in the Central Accident File.
 - The Safety Manager shall assure proper notification of authorities per any federal, state and local regulations.
 - The Safety Manager shall assist management in accident investigation as required.

Instructions

Worker’s Compensation

- A completed investigation of all work related injuries must be conducted as soon as the injury is reported to the supervisor via the official Supervisor Investigation Report. Routine investigation can save thousands of dollars and help avoid fraud and malingering.
- When employee claims and on-the-job injury/accident:

1. Employee is to complete the official first report of injury/accident immediately. Forms should be kept at every Supervisor's work station.
2. After the employee signs the form, the form should be given to the supervisor to describe the supervisor's version of what has taken place, follow-up, etc.
3. The supervisor should sign, write the date of injury, and time and date he/she received the injury report. Also, any comments made by injured to supervisor or witnesses should be recorded.
4. In cases where the employee proceeded immediately to the hospital, the supervisor should contact the Safety Manager who will follow-up with the written paperwork, including employee's signature and date on the injury/accident report. All paperwork should be completed within (twenty-four) hours.
5. The supervisor, by utilizing his Supervisor's Investigation Report should correct conditions that led to injury/accident. If they cannot be corrected they should be reported to the Safety Manager.
6. Publicize corrective action(s) if the incident was life-threatening as a show of goodwill. All inquiries are to be referred to the Safety Manager.
7. After official On-The-Job Injury/Accident Report and Accident Investigation Report are completed (within 24 business hours of receipt of report from employee), the Safety Manager, will meet to review the reports, and corrective/preventative measures may be taken.

General Liability Claims

- A completed investigation of all injury/accidents should be conducted as soon as the injury is reported.
 1. When a tenant/customer reports an injury/accident with possible liability ramifications, the supervisor should fill out the Accident Investigation Worksheet.
 2. The supervisor should turn in this report, along with any accompanying reports, i.e. security, police, ambulance, to the Safety Manager and Operations Manager.
 3. In cases where the tenant/customer proceeded directly to the hospital, the Safety Manager, upon notification of the situation from the supervisor, will follow-up.
 4. The supervisor, by utilizing his Accident Investigation Worksheet, should correct conditions that led to the injury/accident. If the situation cannot be corrected, or can only be corrected with the help of building owner(s), etc., the supervisor should contact the Safety Manager and Operations Manager.
 5. As a show of goodwill, a Senior Manager and/or the Safety Manager should contact the tenant/customer. Refer all inquiries, phone calls, correspondence, etc. to the Safety Manager and Operations Manager.
 6. After the official Accident Investigation Worksheet (within 24 business hours) is completed, the Safety Manager, a senior company manager or the supervisor, and if deemed appropriate a representative of the building owner(s) should meet to review the reports,

corrective/preventative measures taken, and possible outcome of incident.

Chapter 7: Occupational Injury Management

A. Occupational Injury Management Program

Introduction

An Occupational Injury Management (OIM) program is a post-injury procedure designed to ensure quality medical care, contain medical costs, reduce opportunities for litigation and return injured workers to full gainful employment at the earliest possible time.

Effective Occupational Injury Management requires a systematic approach in using what administrative resources are available and should include:

- Aggressive management philosophy.
- An operational plan.
- Employee Communication meetings.
- Medical case management.

Philosophy

An aggressive management philosophy is based on the belief that the company can effectively manage the post injury process like any other element within the total production environment.

This includes:

- An active safety organization with clear objectives.
- A strong commitment to return injured workers to full gainful employment.
- The strong desire to maintain competitive through medical cost savings and lower insurance costs.
- Achievable goals of high-quality care to injured workers.
- A desire to maintain a long term experienced workforce.

Medical Case Management

To effectively manage occupational injuries, an organized approach or plan, should be followed. The following seven steps outlines such a plan:

- **Ensure that initial treatment is provided.** Immediately following an injury, provide necessary first aid and send the employee to a medical provider as required. Document all details of the date and time of the injury, the type of first aid provided and the name of the physician, clinic or hospital where the employee received treatment.
- **Notify Claims.** The HR Manager will contact the Claims Office immediately following an injury
- **Provide information to the treating physician.**

This information should include:

⇒ A description of the employee's current job with details on postures (standing, sitting, walking) and physical demands (lifting DD weight and frequency, hours worked, tool usage, etc.).

- ⇒ A copy of the injury report describing how the injury occurred.
- ⇒ A statement of your company's position on returning employees to work.

If available, send this information with the employee to the treating physician; however, do not delay medical treatment or claims notification to your insurance company.

- **Contact the employee.** Within 24 hours, contact the employee in person or by phone to:
 - ⇒ Reassure the employee of your company's commitment to their well-being.
 - ⇒ Assess the employee's understanding of the treatment he or she received.
 - ⇒ Ask if the employee has any specific questions about future plans, treatment, etc.
- **Follow up with the physician.** Within 24 hours of initial treatment obtain details regarding recommended additional treatment, return-to-work expectations and specific job restrictions. Discuss a specific timetable for the employee's return to work.
- **Maintain contact with the employee, physician and insurance company.** During the employee's absence from work, HR will monitor progress:
 - ⇒ We will contact the employee at least once every week to inquire about their recovery and express our concern for their return to good health.
 - ⇒ Contact the physician periodically to discuss recovery progress and any changes in the timetable for the employee's return to work.
 - ⇒ Keep the insurance claims representative informed about the employee's return to work status.
- **Establish an injury management record.** For each case involving lost time and/or follow-up medical treatment, establish an injury management record. At a minimum, this record should include:
 - ⇒ A copy of the injury report.
 - ⇒ Documentation of initial treatment.
 - ⇒ Copies of medical bills.
 - ⇒ A log of all phone conversations with the employee, physician and claims representative.
 - ⇒ Progress reports from the physician.
 - ⇒ All activities regarding treatment and recovery should be logged and documented whenever possible. Explain any progress toward return to work and discuss this with your claims representative and the physician or other parties involved. Indicate the date the employee returned to work and in what capacity (full duty, part-time, limited physical activity, etc.).

All information should be given to the HR Manager to file in Injury Management record and storing information about an individual injury case.

B. Injury Management Checklist File

Introduction

A medical case file, the Injury Management Checklist File, will be maintained on every employee injury requiring medical treatment if lost work time is anticipated due to a workplace accident. These medical files will be separated from standard employee files and secured apart from all other file information being maintained on the injured employee.

Medical File Contents

All documentation concerning the treatment of an employee injury will be maintained in this file. This includes a copy of the Employer's First Report of Injury, copy of the Employee's First Report of Injury (if required by the state), medical bills received, medical bills paid, and correspondence to and from all parties involved until the injured worker returns to full gainful employment without medical restrictions.

1. As soon as management becomes aware of an employee accident, report it to your Safety Manager and Operations Manager. We will report to our insurance carrier.

INJURY MANAGEMENT CHECKLIST

When an employee has reported an injury or illness which requires medical attention, the following actions should be taken:

| <input type="checkbox"/> | ACTIVITY | DATE/TIME |
|--------------------------|--|-----------|
| <input type="checkbox"/> | Initial medical treatment provided by: | |
| | • Name of Physician | |
| | • Phone | |
| | Notify Claims | |
| | • Phone | |
| | • Fax | |
| <input type="checkbox"/> | Provide information to the physician | |
| | • Duties/tasks of injured employee | |
| | • Circumstances of injury occurrence | |
| | • Accommodations for return to work | |
| <input type="checkbox"/> | Call the employee within 24 hours | |
| | • Phone | |
| | • Express commitment to care and recovery | |
| | • Ask about treatment received | |
| | • Ask about special needs/concerns | |
| <input type="checkbox"/> | Follow up with physician within 24 hours | |
| | • Discuss employee's job duties and options for accommodating his/her restrictions | |
| | • Discuss timetable for employee's return to work | |

After taking the initial actions listed above, the following activities should be completed regularly and documented on the inside front cover of this record.

| | | |
|--|---|--|
| | * While the employee remains away from work, continue to monitor progress with the employee and physician at least every two weeks. | |
| | * Keep your claim handler informed regarding initial treatment and subsequent progress toward return to work. | |

Chapter 8: Bloodborne Pathogens

A. Exposure Control Plan

(1) Exposure Determination

Occupational exposure means **reasonably anticipated** skin, eye, mucous membrane, or parental contact with blood or other potentially infectious materials that may result from the performance of employment related duties. On job-sites with such occupationally exposed employees a written Exposure Control Plan has been established and lists all job classifications and/or duties that have exposure.

This determination must be made without regard to frequency or the use of personal protective equipment (i.e., employees are considered to be exposed even if they wear suggested personal protective equipment).

Suggested Document:

| Job Classification | Described Duties |
|---------------------------|-------------------------|
| | |
| | |
| | |

(2) Compliance Methods

Universal precautions will be observed at all facilities. All blood or other potentially infectious material will be considered to be infectious regardless of the perceived status of the source individual. Work practice controls have been implemented to eliminate or minimize exposure to employees at all sites. Where occupational exposure remains after implementing these controls, personal protective clothing and equipment shall also be worn. All equipment will be inspected and maintained on a regular schedule.

(3) Hand Washing Facilities

After removal of personal protective gloves, employees must wash hands and any other potentially contaminated skin area with soap and water immediately, or as soon as feasible. If an employee incurs skin or mucous membrane exposure, these areas shall be washed or flushed with water as appropriate as soon as possible following contact.

(4) Contaminated Sharps:

Re-usable contaminated sharps are not to be handled by any employee if their are sharps containers a Site Employee must use the puncture resistant, colored red and/or labeled with a biohazard label, and be leak proof.

(5) Needles

Contaminated needles and other sharps will not be touched by staff, recapped, removed, shelved or purposely broken unless the action is required by the medical procedure. If such action is required, the recapping or removal of the needle must be accomplished by the use of a mechanical device or a one-handed technique. List procedures and indicate whether a mechanical device or a one-handed technique is to be used.

(6) Splashing Controls

In work areas where there is a **reasonable likelihood of exposure to blood** or other potentially infectious materials, employees are not to eat, drink, apply cosmetics or lip balm, smoke or handle contact lenses. Food and beverages are not to be kept in refrigerators, freezers, shelves, cabinets, or on counter tops or bench tops where blood or other potentially infectious materials are present. Mouth pipetting / suctioning of blood or other potentially infectious materials is prohibited. All procedures will be conducted in a manner that will minimize splashing, spraying, splattering and generation of droplets of blood or other potentially infectious materials.

(7) Specimens

(8) **Specimens of blood** or other potentially infectious materials will not be touched or handled by Janitorial Staff with the exception of sanitary pads or accident related floor and wall clean-up.

(9) Contaminated Equipment

Equipment which has become **contaminated with blood** or other potentially infectious materials shall be examined prior to servicing or shipping and shall be decontaminated as necessary unless the decontamination of the equipment is not feasible.

(9) Personal Protective Equipment

Personal protective equipment used at all job-sites will be provided without cost to all occupationally exposed employees and will be selected based on the anticipated exposure to blood or other potentially infectious materials. Protective equipment will be considered appropriate only if it does not permit blood or other potentially infectious materials to pass through or reach the employee's clothing, skin, eyes, mouth or other mucous membranes under normal conditions and duration of use.

Equipment will be provided by your supervisor along with training. Please refer to the written training manual Quick Steps for written procedures on PPE.

(10) Disposal of Contaminated PPE

All personal protective equipment will be **cleaned, laundered and disposed of** by the company at no cost to employees. All garments which are penetrated by blood shall be removed immediately or as soon as possible. All personal protective equipment will be removed prior to leaving the work area.

(11) **Gloves**

Gloves must be worn where it is reasonably anticipated that employees could have contact with blood, other potentially infectious materials, non-intact skin, and mucous membranes.

Used disposable gloves are not to be washed or decontaminated for re-use and are to be replaced when they become contaminated, torn, punctured, or when their ability to function as a barrier is compromised. Utility gloves may be decontaminated for re-use provided that the integrity of the glove is not compromised. Utility gloves will be discarded if they are cracked, peeling, torn, punctured, exhibit other signs of deterioration or when their ability to function as a barrier is compromised.

OCCUPATIONAL BLOODBORNE PATHOGENS

CLEAN UP PROCEDURES

- OBJECTIVES:**
1. Clean up procedures for Blood or Body Fluid Spill Area
 2. To neutralize HIV and to terminate Body Fluid.

Locate the Biohazard Clean-up Kit in the building. If one is not available to you at the building, immediately contact your Area Manager or Area Supervisor and they will provide one for you.

Instructions for use:

Put on face mask, eye shield, apron, and 2 pair of gloves which are provided in the kit.

Open the pouch of absorbent beads and apply in an even manner over the spill or spray Asepticare Virucide on spills which are larger.

Wait 1 to 2 minutes until fluid is absorbed and jelled.

Using the shovel and dry towels, pick up the jelled substance. Place all this in one **red** bag and close with a tie.

Spray on Asepticare Virucide. Use germicidal cloth to pick up residue.

Deposit the following into a second **red** bag: first red bag, germicidal towel, outer pair of gloves, gown, mask and eye shield, finally, deposit second pair of gloves into bag.

Clean hands with antiseptic hand wipe. Place used wipe in second red bag with other items, close tightly and tie.

Discard biohazard bag in an appropriate container for infected solid waste as required by local regulations.

NOTE: For larger gross or odoriferous spills, we suggest the use of Asepticare Virucide or Prosure.

As with any training, the procedures are only effective if the employees follow the plan as outlined. It is your responsibility, in cooperation with your Area Manager and Area Supervisor, to take the necessary steps to ensure your safety in these incidents. Failure to follow these procedures may jeopardize your safety. Address any questions to Personnel.

TAB 8

BID BOND

Travelers Casualty and Surety Company of America
Hartford, CT 06183

KNOWN ALL BY THESE PRESENTS, That we, ABBCO Service Corporation,
as Principal, and Travelers Casualty and Surety Company of America, as Surety, are
held and firmly bound unto Board of Education Aberdeen School District, as
Obligee, in the sum of 5% of amount bid
Dollars (5% of amount bid) for the payment of which we bind ourselves, and our
successors and assigns, jointly and severally, as provided herein.

WHEREAS, Principal has submitted or is about to submit a bid to the Obligee on a
contract for Janitorial Services
("Project").

NOW, THEREFORE, the condition of this bond is that if Obligee accepts Principal's bid,
and Principal enters into a contract with Obligee in conformance with the terms of the
bid and provides such bond or bonds as may be specified in the bidding or contract
documents, then this obligation shall be void; otherwise Principal and Surety will pay to
Obligee the difference between the amount of Principal's bid and the amount for which
Obligee shall in good faith contract with another person or entity to perform the work
covered by Principal's bid, but in no event shall Surety's and Principal's liability exceed
the penal sum of this bond.

Signed this 12 day of April, 2002.

By: [Signature] (Principal)

Travelers Casualty and Surety Company of America
By: [Signature]
Sara Warner, Attorney-in-Fact

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **Sara Warner** of **ST LOUIS**, **Missouri**, their true and lawful Attorney(s)-In-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this 21st day of April, 2021.



State of Connecticut

City of Hartford ss.

By: 
 Robert L. Raney, Senior Vice President

On this the 21st day of April, 2021, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of each of the Companies, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of said Companies by himself as a duly authorized officer.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

My Commission expires the 30th day of June, 2026




 Anna P. Nowik, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of each of the Companies, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of each of the Companies, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this 19 day of April, 2022




 Kevin E. Hughes, Assistant Secretary

To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney(s)-In-Fact and the details of the bond to which this Power of Attorney is attached.

TAB 9

SERVICE AGREEMENT

THIS AGREEMENT is made on _____ between ABBCO Service Corporation with offices located at 9777 Green Park Industrial Dr., St. Louis, Missouri and with property located in Aberdeen, MS. **ABBCO SERVICE CORPORATION** agrees to provide complete service. Aberdeen School District agrees to pay for said services the amount set forth in the proposal. Payments will be made in equal monthly installments commencing within forty five (45) days of receipt of this invoice. All amounts over thirty (30) days past due from date of invoice will be charged with a 1.5% interest rate per month.

THIS AGREEMENT shall remain in effect for 36 months and shall automatically renew on an annual basis (renewal term) unless either party provides written notice at least ninety (90) days prior to expiration date if the initial term or renewal term, as the case may be, to the other party of its election not to renew agreement. The contract may be canceled at any time by either party without cause, upon sixty (60) days written notice. Should the contract be terminated all unpaid invoices are due within ten (10) days of the termination date. Increases in the cost of services due to increased labor expense caused by labor negotiation or State or Federal law will result in proportionate increase in the price of the contract upon thirty (30) days written notification. ABBCO Service Corporation shall be entitled to recover reasonable attorneys' fees, collector fees and court costs incurred by it in collecting any unpaid installments.

Aberdeen School District recognizing that the employees of ABBCO Service Corporation are a valuable asset and represent a sizeable investment in training, agrees not to hire any employee of ABBCO Service Corporation engaged in performing services for Aberdeen School District during the life of this agreement or for a period of ninety (90) days after the termination of this agreement. Should Aberdeen School District hire any employee of ABBCO Service Corporation during the period mentioned above, they agree to pay ABBCO Service Corporation an employment and training fee equal to fifteen (15) percent of the annual wages of each employee hired.

THIS AGREEMENT constitutes the entire understanding between the parties. The parties here to have caused this agreement to be executed as of the date first written above.

Aberdeen School District

ABBCO Service Corporation

TAB 10



Investment In Cleaning

Aberdeen School District

The annual price for the services as listed below will be as follows:

SERVICE

COST

Custodial Services

\$347,732.00 annually